"Achieving the Ghana National Single Window Vision"

Feasibility Study Findings

Summary of Recommendations for Process Improvement

BPA Working Group Workshop

Venue: Royal Senchi Resort - Akosombo, Eastern Region, Ghana

3rd March 2016

WESTBLUE CONSULTING

Summary of BPA Activities

- **2 Days Work:** BPA Working Group Workshop (1st-2nd March 2016)
- **60 Participants:** from 11 government agencies, 3 business sectors & GNSW technical committee.
- **10 Agencies' Process:** Validating the As-Is and brainstorming the To-Be import/export/transit-related processes of the following agencies
  - GRA-Customs
  - Food and Drugs Authority
  - Ghana Standards Authority
  - Environmental Protection Agency
  - Narcotics Control Board
  - Ghana Ports & Harbour Authority
  - Plant Protection and Regulatory Services Directorate
  - Animal Production Directorate
  - Veterinary Services Department
  - Ghana Export Promotion Authority
- **4 Commodities' Process:** Validating the As-Is and brainstorming the To-Be Buy/Ship/Pay process of the following Commodities
  - Export Process of Cashew Nuts
  - Export Process of Fish
  - Import Process of Rice
  - Import Process of Medicines in Doses

Recommendations: policy-related reform

- Enacting a law/regulation for mandating the submission of electronic manifests

  72 hrs before the vessel arrival to Ghana's port of entry, or
  Electronic submission before the airplane departs to Ghana.

- High-level political commitment among all relevant authority to establish the necessary mechanism for one national-integrated & scientific risk management and tool, and **one-time joint inspection among relevant authorities** for international trade.

Recommendations: policy-related reform

- High-level political support for one submission of information for importer/exporter/product registration and sharing among relevant authorities
  - some related laws/regulations may need to be investigated and amended if necessary.
- High-level political support for one submission of information for import/export/transit declaration (including declaration for permit/licenses) and sharing among relevant authorities
  - some related laws/regulations may need to be investigated and amended if necessary.
- Levels of classified information (including classified electronic information), and levels of authorization for information access may need to be re-considered strategically and finalized at the high-level policy decision makers.

Recommendations: organizational-related

- High-level participation from Ministry of Health at the GNSW steering committee.
- Political support and participation of the Registrar General's Department, at least, at the GNSW Technical committee, esp. in supporting electronic business registration information validation and exchange.

Key Recommendations: to-be processes

- Single submission of electronic data & documentation for importer/exporter/product registrations with all relevant authorities, i.e. GRA-Customs, FDA, EPA, GSA, NACOB, PPRSD, VSD, APD, GEPA, GPHA and GCCI.
  - Registration submission done once electronically and sharing among relevant agencies for further internal operations.
  - Data elements captured should be enough for all agencies' requirements.
- Single submission of electronic declaration (including declarations/applications for LPCO) for all relevant authorities
  - e.g. paperless/electronic single submission of Rice Import Declaration, and electronical information sharing among GRA-Customs, FDA, GSA, and PPRSD for their further internal operations and interactions.

Key Recommendations: to-be processes

- Internal operations within each government agency should be automated as much as possible, e.g.
  - automatic information validation with the Registrar General's Department's business database.
  - electronic connectivity with Banks for e-payment of fees, and automatic payment acknowledge from the Bank
  - Linking laboratory test results electronically from the lab with the approval official(s).
  - Issuing of e-Registration Certificates/Licenses, e-Permits, e-Certificates online and paperless, when the receiving end is ready (e.g. sending e-Permits paperlessly to GRA-Customs for clearance procedures).
  - Online validation and approval of Customs Declaration without physical papers or face-2-face meeting.

Key Recommendations: to-be processes

- One national-integrated & scientific risk management and tool for international trade, i.e.
  - Development of the jointly-agreed integrated & scientific risk criteria/profiles, management and analysis tool.
  - Classifying risks into, for example, low risks/medium risks/high risks – and managing those risks accordingly, e.g. conducting physical inspection based on those scientific high risk analysis results.
  - Establishing one-time joint inspection by all relevant authorities.
- Developing improved criteria and conducting inspection process outside the port of entry for some well-defined and appropriate cases.
- Electronic information support for better coordination among stakeholders at the port, e.g. GPHA, ground handling agency/terminal operator, shipping lines/airlines, freight forwarders, traders/agents and authorities.

Progress on DH Work

- 8 Government Agencies
- 59 Documents collected, 2091 data elements
- 1723 data elements mapping with WCO data model definitions
- 67 data elements cut across 8 agencies that are reconciled with 12 representatives from 9 government agencies

PPRSD: to-be processes

Registration of plants importers/exporters/fertilizer companies/products

- Applications should be submitted online
- Payment should be electronically made.
- Issuance of e-Certificate (both for companies & products).

Seed dealers/producer registration

- Applications should also be submitted online.

Plants Import/Fertilizer Permit

- e-Permit
- e-Payment

PPRSD: to-be processes

Inspection of plants and fertilizers.

- Pre-arrival and arrival notification to facilitate.
- Inspection scheduling information support system for one-time joint inspection with other relevant authorities.

VSD: to-be processes

- Importer registration
  - e-Registration
  - e-Payment

- Permit to Clear
  - One submission of electronic declaration and sharing with relevant authorities, including VSD.

- High-level reconsideration of whether the original health certificate should be handed over in person or not.

Animal Production Directorate: to-be processes

- Issuance of permits on livestock production input (feed/ feed ingredients)
- Permit to clear
- Generation of processing to along by APD
- Payment at the bank/sms alert for APD account officer.
- Inspection of vessel at port random proximate analysis
- Clearance
- Customs clearance

FDA: to-be processes

Importer Registration

- e-Submission / Responses / Payments
- Access to data on business registration status (Registrar General's Dept)
- Access to data on pharmaceutical Wholesale License status (Pharmacy Council) – only for Importer of medicinal products

Registration of Product

- E-Submission / Responses / Payments
- Composite Register (a moving forward)
- Permit Issuance (Provisional)
- Automation of provisional approval

Inspection

- Including recommendations on page 84 of BPA As-Is document

Ghana Standard Authority (GSA): to-be processes

Import

1. Data Gathering, which includes company/products
   - Completion of form
   - Submission of supporting documents
   - Payment of fees (electronic)
   - Receive and check completeness of documentation
   - Issuance of acknowledgement
   - Eliminate the Application Letter
2. Advance information on goods should be made available at least 2 weeks prior to arrival?

GSA: to-be processes

Export

1. Application should be done (Health Certificate for each consignment) online.
2. Requisite documents should be attached online
   - Completion of form
   - Submission of supporting documents
   - Payment of fees (electronic)
   - Receive and check completeness of documentation
   - Issuance of acknowledgement
3. Advance information on goods should be made available at least 2 weeks prior to arrival?

Narcotics Control Board (NACOB)

AS-IS

- Imports
  - Registration (Business)
  - Permit
  - Field Clearance
- Exports
  - Registration
  - Export Declaration
  - Field Examination
  - Scanning
  - Release

TO-BE

- Common Platform to electronically access (Manifest, Declarations, AWB, …)
- Joint Examination
- Common Portal to share documents e.g. company registration, permits
- Bringing on board verification of company registration certificates
- Monitoring various warehouse-CCTV access
- Application (online/manual) for permits
- Enough access to enable prompt tagging of suspect goods on the single window platform

EPA

- Regulate
  - Pesticides
  - Industrial and Consumer Chemicals
  - Ozone Depleting Substance
  - Meat
- Issues Environmental Permit
- Pesticides Regulated by this:
  - Product Registration
  - Licensing
  - Issuing Clearance Permits to Import/Export
- Narcotic Precursors require letter from NACOB prior to issuing of Clearance Permit
- License to Manufacture, Formulate, Warehouse chemical require prior to EA permit

GEPA: to-be processes

- GEPA is in the processing of implementing a National Traceability System. This should be part of our core business process. In addition to the Exporter Registration ETLS.
- GRA Customs must ensure/insist Exporter Registration at exit point.
- Export Procedure (page 10) GRA Customs must be a stakeholder.
- Documents must include Location of address.
- Link Registration with Registration General's Dept
- Registration fees paid only after verification of documents

GEPA to-be processes

- GEPA Number should be a mandatory field on the Ghana Export Form to enable tracing and tracking of exporters issued with alerts.
- GEPA to collaborate with GRA Customs to educate exporters on CET
- GEPA to continue to receive export data directly
- Physical Inspection of premises of exporters

Ghana Revenue Authority - Customs

- **e-Manifest Submission** **to a central point where it will be managed and distributed to relevant stakeholders, e.g. M**anifest Seat shipping lines/Agents, Investment Boarding, GPHA, Bank, GRA Customs and other relevant authorities)
  - e-Manifest Submission 72 hrs before arrival to Ghana's port of entry to be mandated by laws/regulations.
  - The central of receiving should have the capacity to perform it's functions
  - Speeding up with online Amendment Process, and then considered by Amendment Officer.

To-be Process:

- Submit e-Request to Amendment Officer
- Amendment officer forwards to SC (AC)
- If investigation is required then SC refer for investigation and then approves
- As a matter of policy consolidators will be looked at.

Ghana Revenue Authority - Customs

- Airport Manifest
  - e-Submission before take off
  - Tallying should be done by landing officer and Ground Handling Operator
  - Then Reconciliation is done electronically
  - Landing officer generates a rotation
  - The manifest is registered and distributed to all stakeholders who needs to work.
  - e-Submission to Manifest officer
  - Manifest officer reviews & accepts the rider.

Ghana Port & Harbor Authority

1. Business service registration process
   - In figuration of business registration with other platforms (GRA-Customs license, tax clearance, SSNIY, Registration generals regarding company registration etc.
   - Use of TIN for identification of businesses individuals
   - Online registration of business service
2. Vessel Booking process
   - Online booking for vessel
   - Online payment for all GPHA Processes
3. Berthing Process
   - Use of hand held devices to capture timing (electronic vessel movement card)

Ghana Port & Harbor Authority

4. Cargo Discharge process (and loading process)
   - Online/electronic submission of documents
   - Use of hand held device for tallying cargo
   - Captured cargo tally information should be shared electronically with relevant stakeholders including customs (import & export)
   - Use of electronic conditioning device
   - Developing a vessel completion report

Import of Rice

1. **Buy:** As-is same as To-be
2. **Ship:**
    1. Completing IDF detail to obtain number (IDF)
    2. Single registration of importer and product (electronically)
    3. e-Permit License/Certificate form one single source
    4. Submission for CCVR enough data elements should be provided
    5. Appeals must be enhanced (CCVR)
    6. Single manifest submission should be done electronically
        - Amendments e-Manifest , e-Request, e-Approval
    7. Maintained as it is.
        - Electronic notification after payment
    8. e-Release from Shipping line after duty payment
    9. e-Payment and e-Release from GPHA

Import of Rice

2. Ship:
    10. Examination should be done directly by all stakeholder
    11. Enhance scanning
    12. e-Tolling system by GPHA
    13. Waybill should be generated electronically
        - e-Release at preventive
3. Pay:
    1. Warehousing application form sec comm. To be access online
    2. Secure bond
    3. e-Tracking should be online

Importation of Medicine in doses

Buy:

- Actors should include FDA, Reg GEN/ GRA
- Attached document should include
- Contract/LC
  - Product registration

Ship:

- IDF should be made available to all stakeholder
- Reg as all importer & other
- Product registration:
- The data fills of registration should be expand to satisfied all stakeholder
- All fees collected for registration should be harmonized and shared

Importation of Medicine in doses

Ship: (cont.)

- Only one laboratory testing thus after GSA or FDA

Customs Compliance

- Compliance officer must receive an e-alert when ever BOF is been sent
- Compliance office must have access to all e-Document
- Discrepancies to be corrected by post entry and e-alert should be sent to the importer
- Compliance officer enroot BOE based on the risk module

Importation of Medicine in doses

Cargo Release from GHA

- Importer/agent should submit e-document to ground handling agent and feed back received should be electronic

Goods Examination

- Examination/inspection should be harmonized to enable synchronized risk analysis and on point
- Inspection by all agencies and must have access to all attached e-Document (FDA, GSA, GRA)
- Lab officer should also receives an e-alert and have access electronic document

Collection of waybill (Same as Cargo release)

Importation of Medicine in doses

Release at Enforcement

- Enforcement officer must receive an e-alter from the system & feedback
- Join an examination team
- Attain surveillance and ensure that the exam goods are segregated

Check at the main gate

- The role of the actors should be clearly defined (task force, National security, BNI, police, NACOBS)
- Physically check the container numbers
- Officers should check all the internal remarks

Importation of Medicine in doses

- Annual renewal of importer registration should be cancelled since importer register his/her product annual 3 years
- Actors should include reg gen dept./GRA This covers registration with FDA/GSA

Import Permit application/ application to obtain CCVR

- Input doc – include certificate of analysis
- Contract/ agreement and LCs
- There should be one electronic portal for permit and shared by all stakeholder.

Importation of Medicine in doses

Airline

- Manifest must be e-Submission
- The centralized unit must process and distribute to all relevant stakeholder
- Supplementary manifest be e-submission
- Manifest other should process and distribute to all relevant stakeholders
- Manifest must be submitted at the time at take off from foreign

Submit declaration

- IDF, IRS Certificate not needed because the importer's TIN can be used from validation it
- Importer make payment to bank and the bank confirm payment
- Attaches document not needed

Export Cashew Nut

Sales : GEPA provides electronic info on supply / prices etc

Ship:

- GEPA Registration should be on line, including validation and issuance
  - Location and physical address required
- ETLS-Registration and submission to be online to NAC
- Obtain quality certificate from CoCoBOD, ..
- E-Application to customs approval
- Granted online to GSA/PPRSD/VAT Sec/ NACOB/ GNCCI
- E-Request to shipping line & approval to release empty container(s) for loading

Export Cashew Nut

- Customs declaration (paperless) with attached invoice & Customs declaration rooted to expert seat for compliance & examination & release for loading on board the vessel
- Sealed container taken over by shipping line & GPHA
- 3 days after departure , bill of lading is issued along side processing of country of origin cert. from GNCCI.

Export of Fish

GEPA Registration

- Exporter completes and submit GEPA registration form for assessment and validation
- If satisfactory: payment is made online and e-Certificate issued with in 24 hrs

ETLS Registration if the form is processed

- **Completed and submit application online to GEPA**
- **GEPA sends filled form online to NAC**
- **Sub-Committee of NAC verifies and perform due diligence on form**

Export of Fish

- NAC visit site of Manufacturing assess the processes of manufacturing and criterion adopted for approval.
- NAC hold a meeting to verify the report of the technical committee and issue a decision letter
- Decision letter is forwarded to the ECOWAS commission for final approval.
- Approval notifications is then sent to foreign affairs
- Foreign affairs notifies all agencies involved as well as company.

GSA Application

- Application from filled and submitted to the NSW platform
- GSA validates and issue GSA Laboratory Certificate

Export of Fish

Customs procedure

- Agent put in online application to customs
- Customs examination officer is assigned after approval
- Agent must arrange with shipping line for container to be brought to the premises of the exporter
- Custom must notify all other regulatory agencies for all to conduct physical examination ager which the container is sealed
- The container goes through scanning at the port. The report from scan should be mad available to the relevant institutions.
- After final release of container by customs the container is sent to shed go to be put on the vessel

Export of Fish

GNCC Registration

- Application form filled and submitted online
- Certification of origin filled and submitted online. Customs division endorses form online

Form A2

- **Form A2 Filled and submitted online**
- **Exporter submits declaration with supporting document which will be accessed by customs from other organization**
- **The exporter goes to the compliance officer with just the declaration number**
- **If no discrepancies is found the declaration is number for scanning after which declaration is endorsed electronically by customs**

Export of Fish

Form A2 (Cont.)

- Examination of goods is done by customs together with other regulatory agencies after which the container goes for scanning. The report of scan is transmitted to the customs officer for release of container for export

THANK YOU!

For questions or discussion, further contact:

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