

# Mechanisms for an effective inter-agency coordination and collaboration: Thailand SW



**Mr. Suriyon Thunkijjanukij**

*Office of National Economic and Social Development Board (NESDB)  
Thailand*

**ESCAP/UNECE National Workshop on  
Establishing a Single Window in Mongolia**

*29 September – 1 October 2009,  
Ulaanbaatar, Mongolia*

# Agendas

## **1. Context and Mandates**

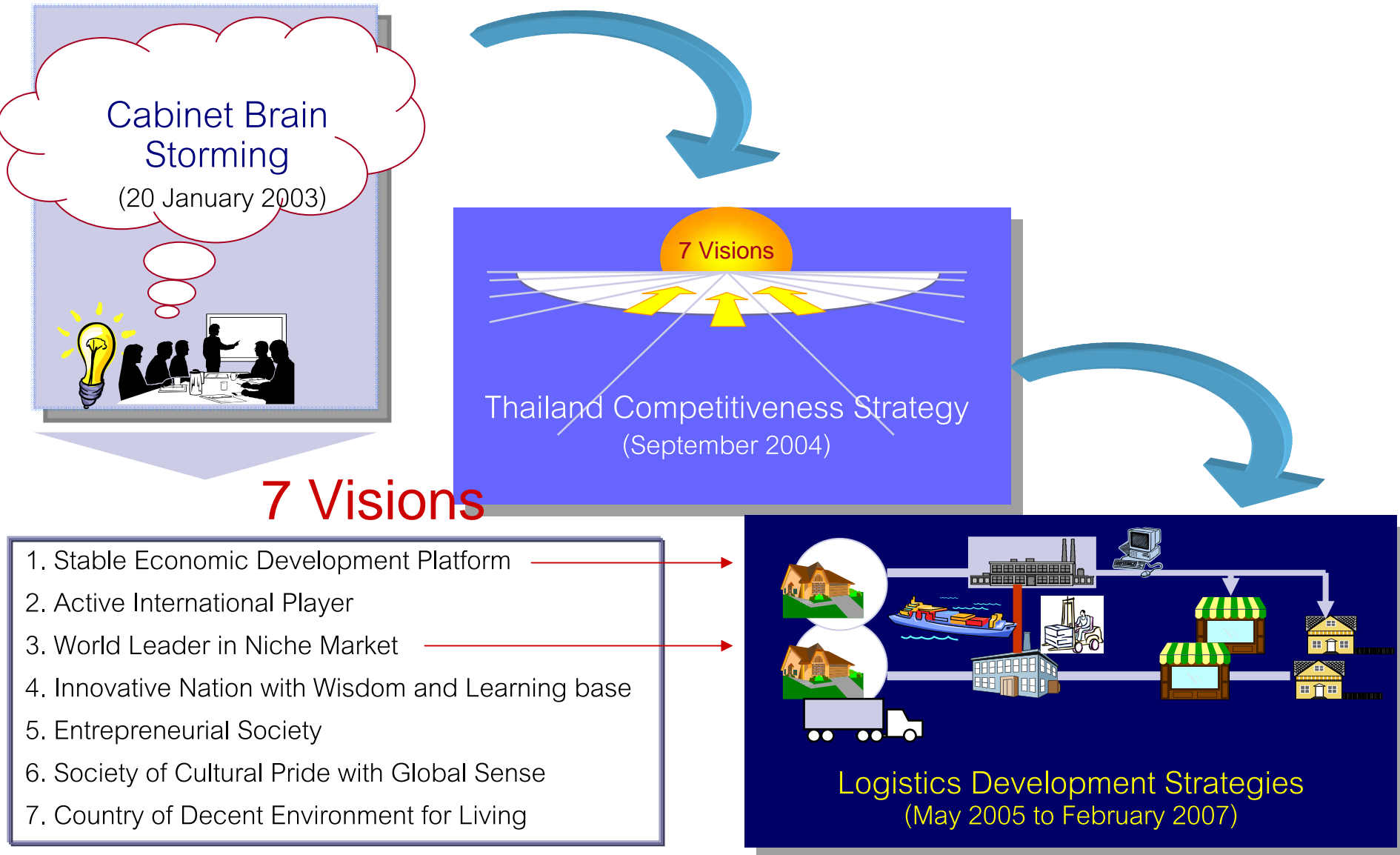
**2. Knowledge and Vision**

**3. Platform and Interplay**

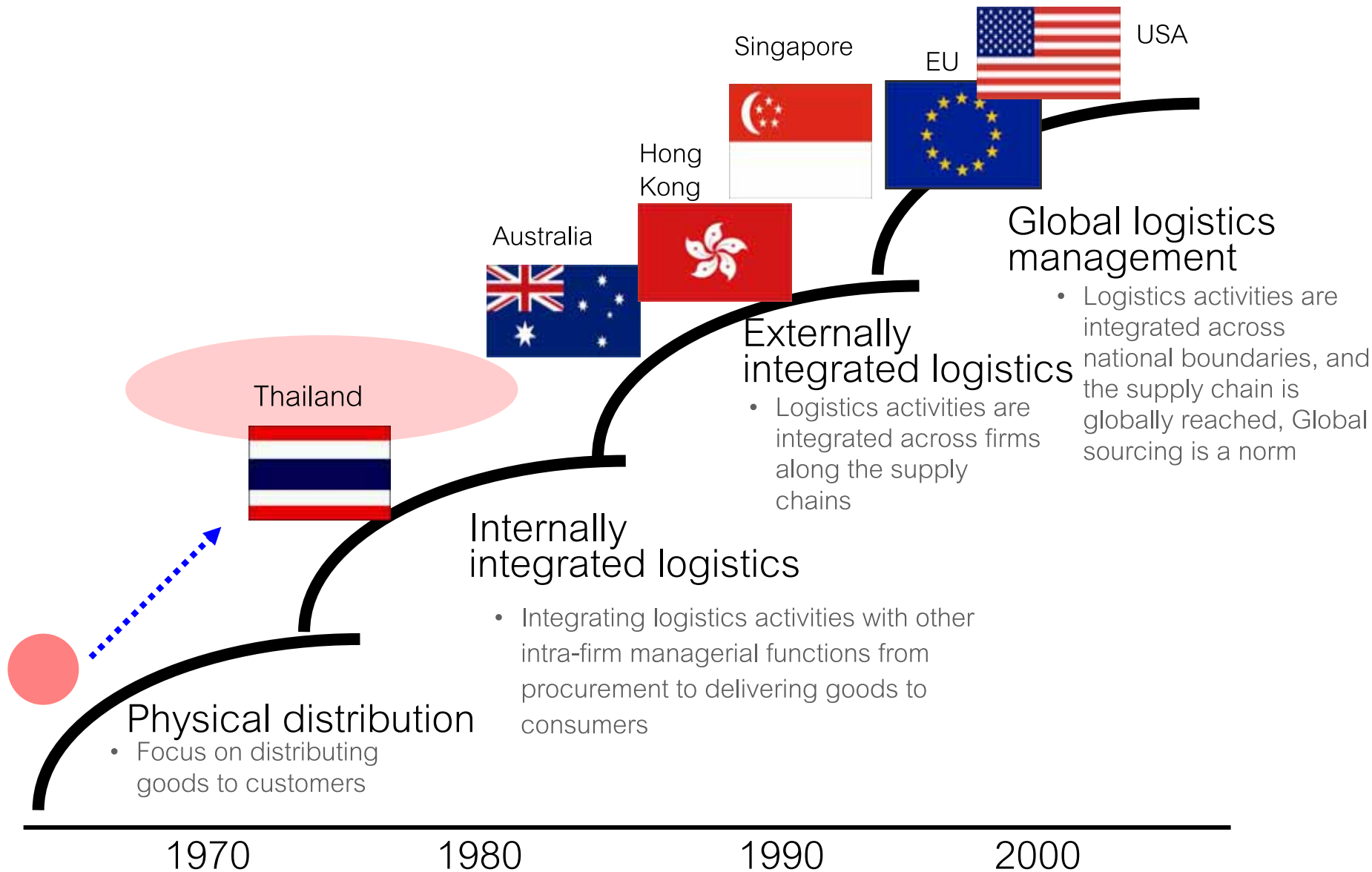
**4. Players and Drivers**

**5. Way Forward**

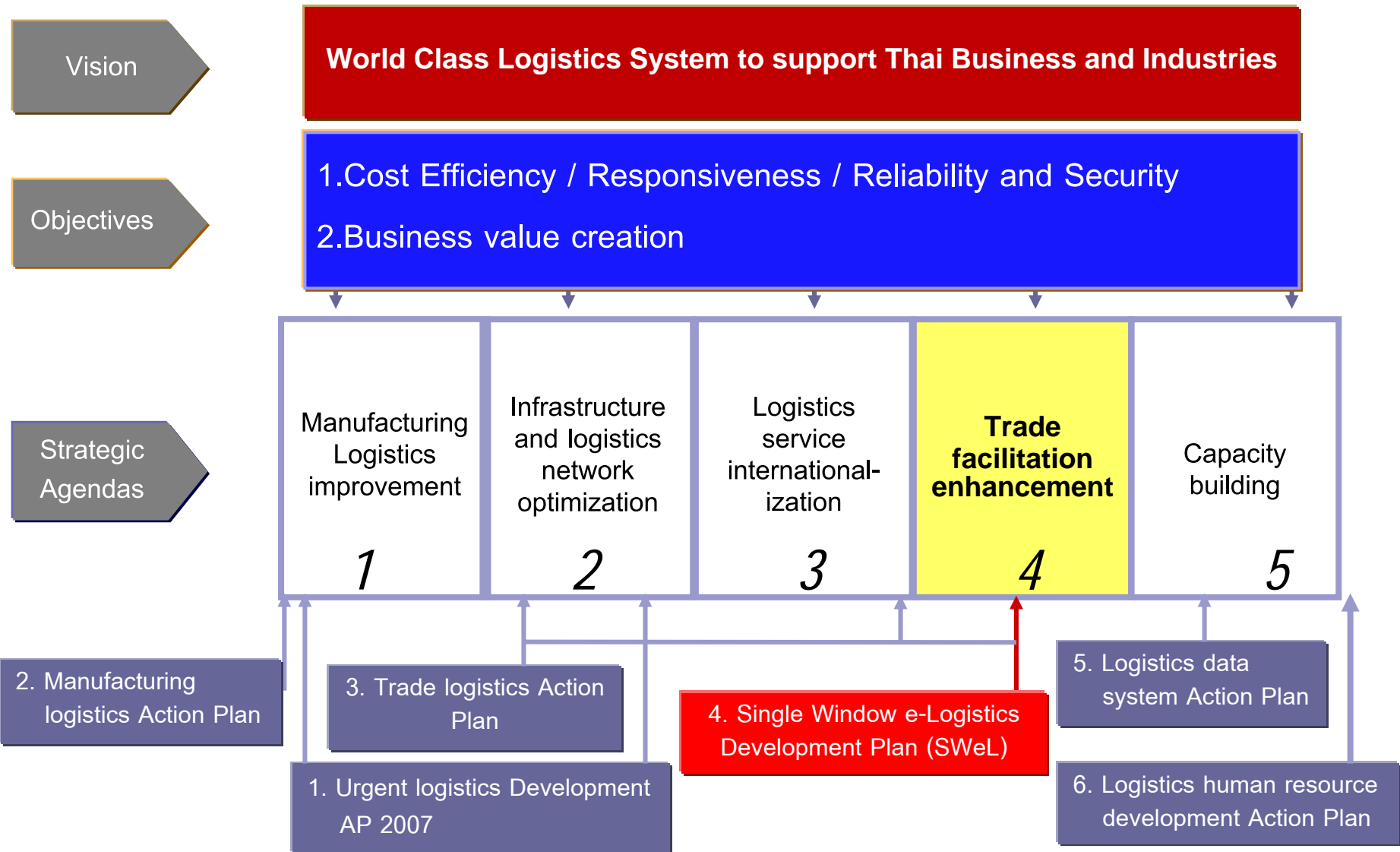
# From Competitiveness to logistics strategy to NSW



# We are climbing up the long ladder...



# Trade Facilitation is one of our Logistics Development Strategies (2007-2011)...



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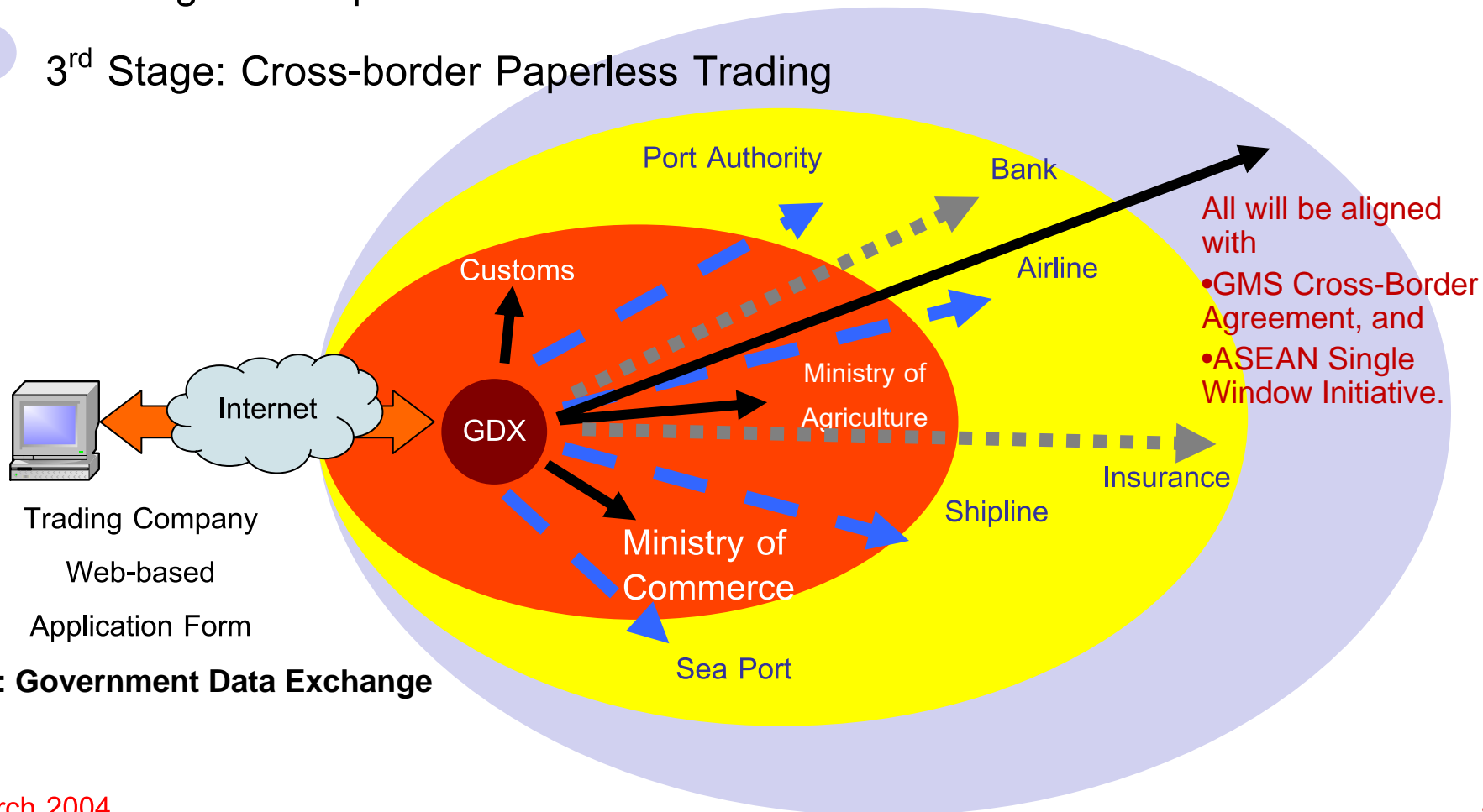
5. Way Forward

# ***We are exposed to international Experiences via consultant and forums***

- **Pioneering Paperless Trade: The way covered and the way ahead** Experience of **DAKOSY/Germany** UN/CEFACT Executive Forum Geneva , 20-21<sup>st</sup> June 2005
- **DTTN-TradeLink** Case Study, Hongkong.
- **KTNet, Korea e-Trade System** : Strategy and Architecture *e-Trade Korea, Innovation 2007 : e-Trade Platform* APEC Symposium on ebXML for Internet Paperless Trading and Collaborative e-Business July 21-23, 2004 Bangkok, Thailand
- **Single Window Development and Implementation** Experience of **Singapore** UNESCAP-UNECE CAPACITY BUILDING WORKSHOP ON TRADE FACILITATION IMPLEMENTATION FOR ASIA AND THE PACIFIC REGION 17 – 18 March 2005, Kuala Lumpur, Malaysia
- **UNESCAP/ UNCEFACT/ UNECE/ Etc.**

# ***We began with simple vision and Incremental-Build Approach***

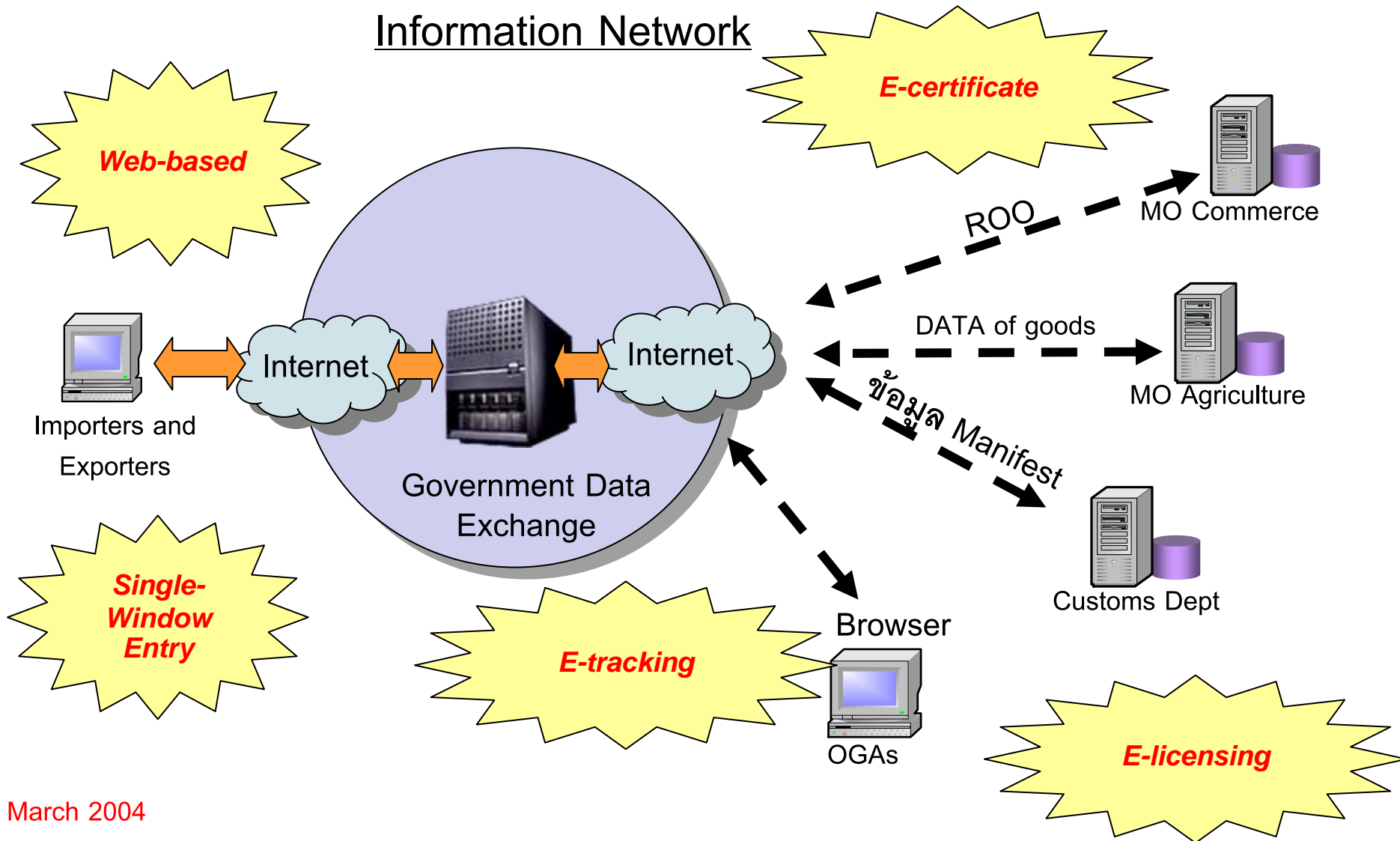
- 1<sup>st</sup> Stage: Customs Clearance + e-Certificates
- 2<sup>nd</sup> Stage: Transportation & Financial Settlement
- 3<sup>rd</sup> Stage: Cross-border Paperless Trading



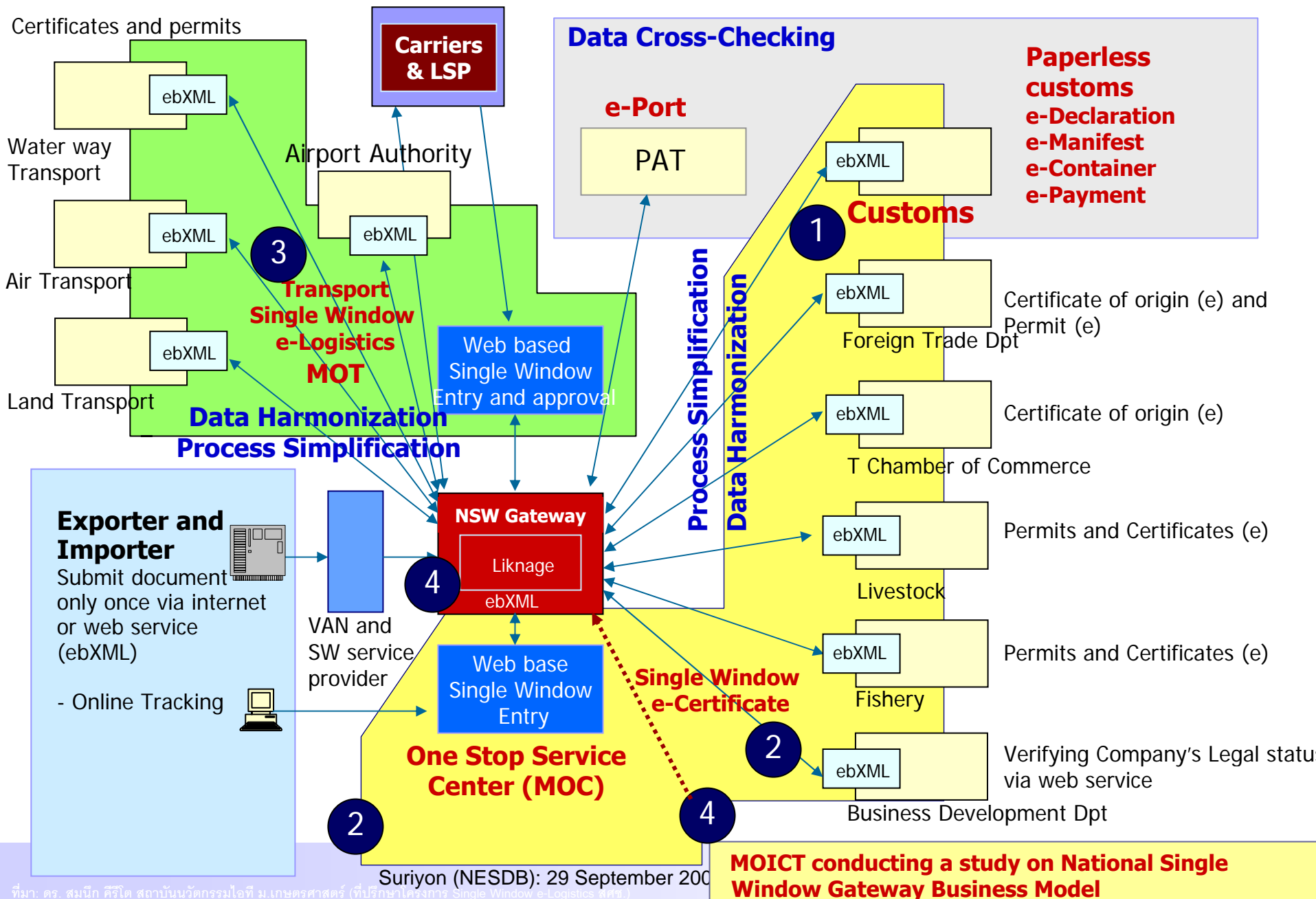


# Single Window Entry Network for Trade Facilitation

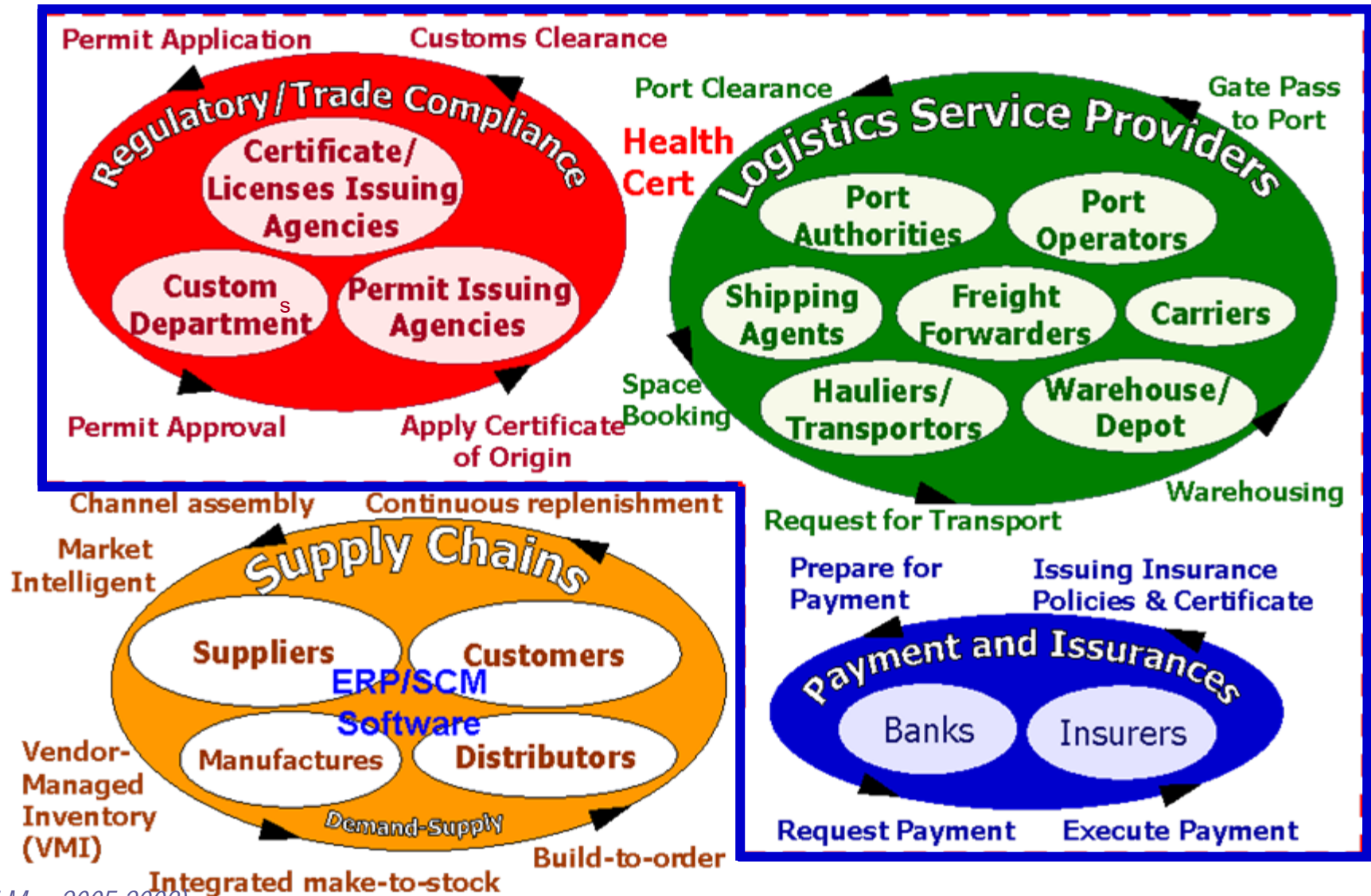
Conceptual



# Thailand Single Window e-Logistics in 2007...



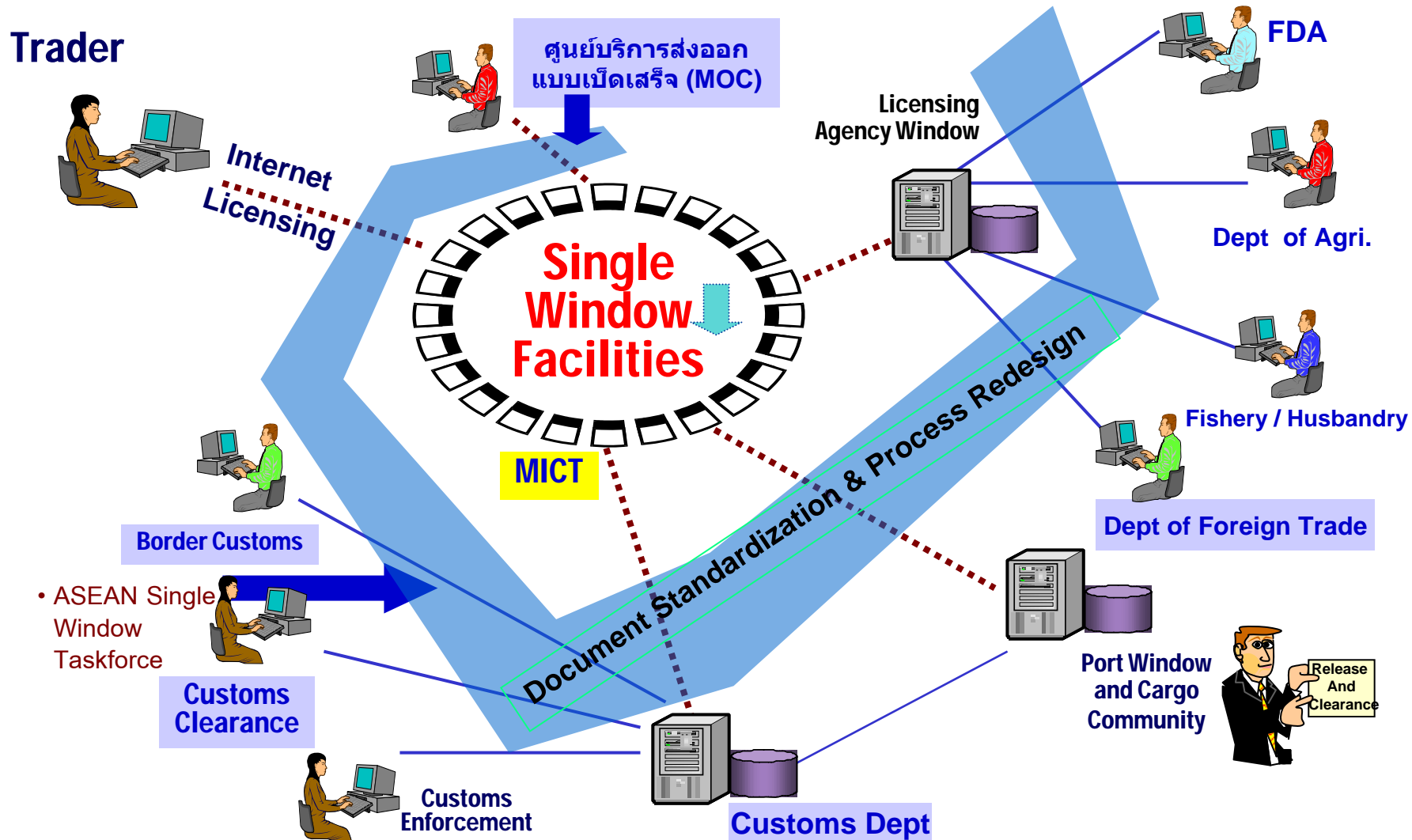
# Comprehensive framework of Thailand Single Window e-Logistics



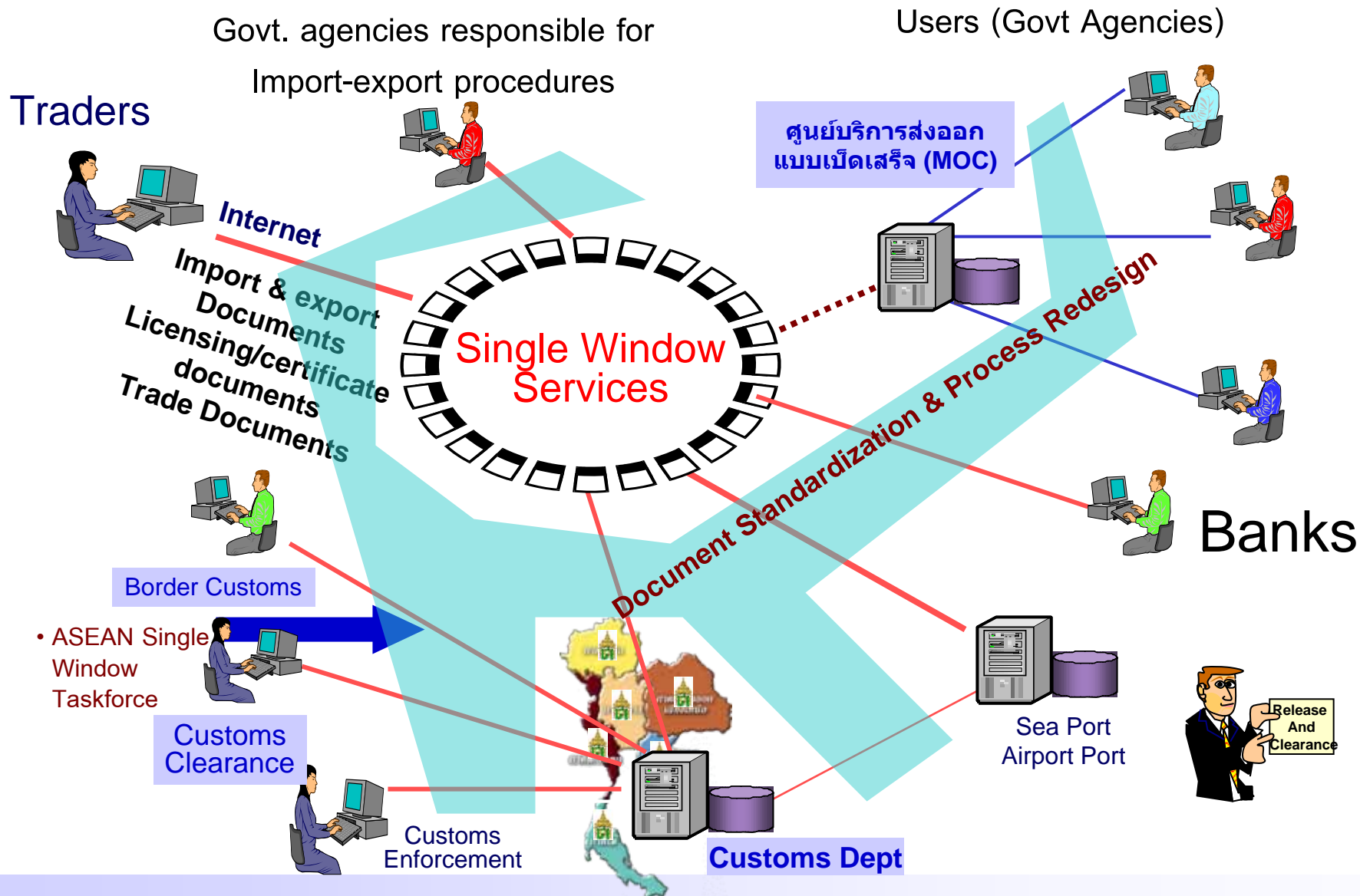
(17 May 2005, 2008)

โครงการศึกษาและวิเคราะห์ระบบอำนวยความสะดวกด้านการค้าแก่ผู้นำเข้า และผู้ส่งออกในปัจจุบัน ก. ไซซีที

## Status as of 2006

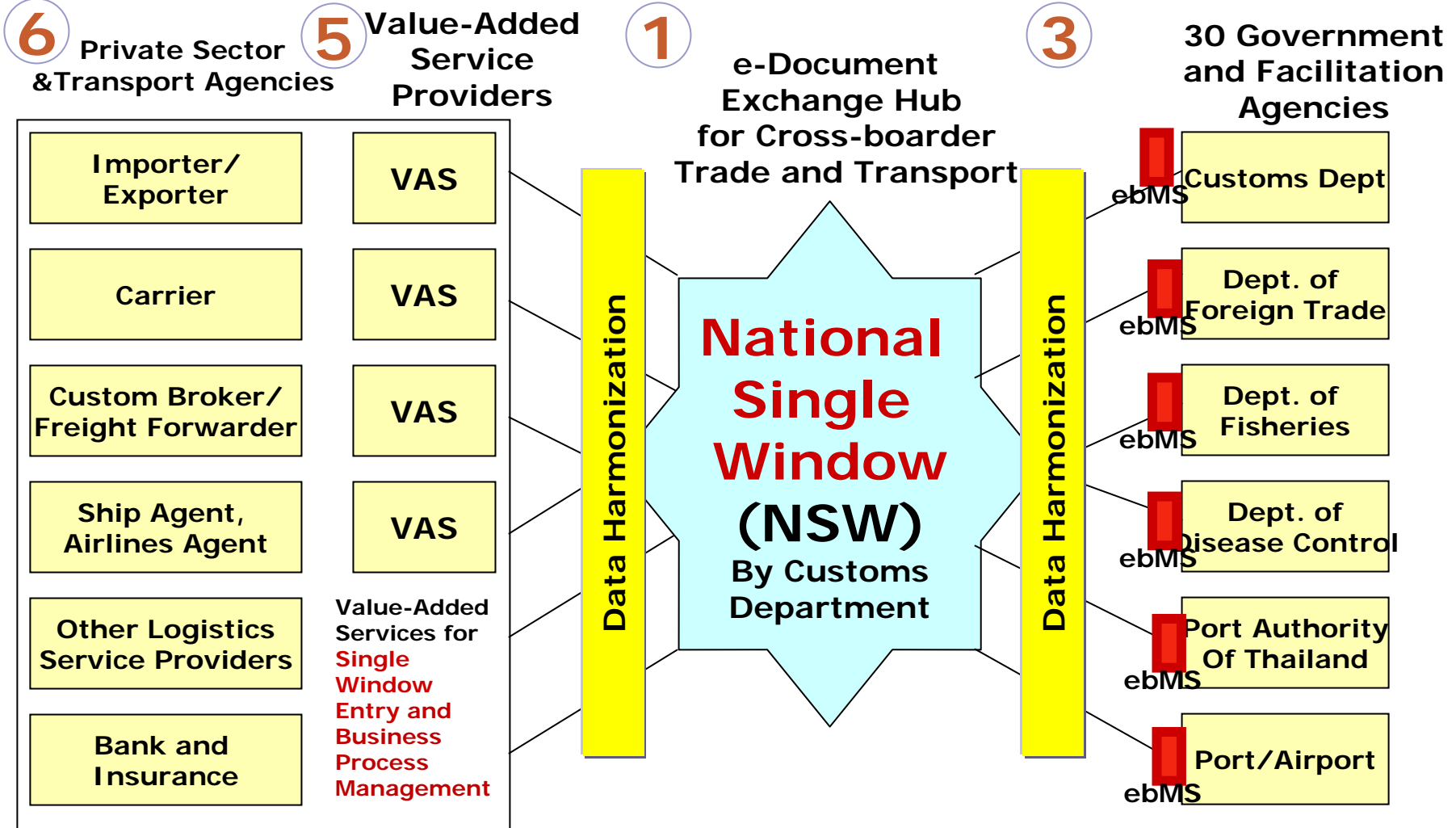


# National Single Window : 2008



# Thailand National Single Window Framework...2007-2009

**2 Governance Mechanism** – policy decision, service charge regulation, SLA etc

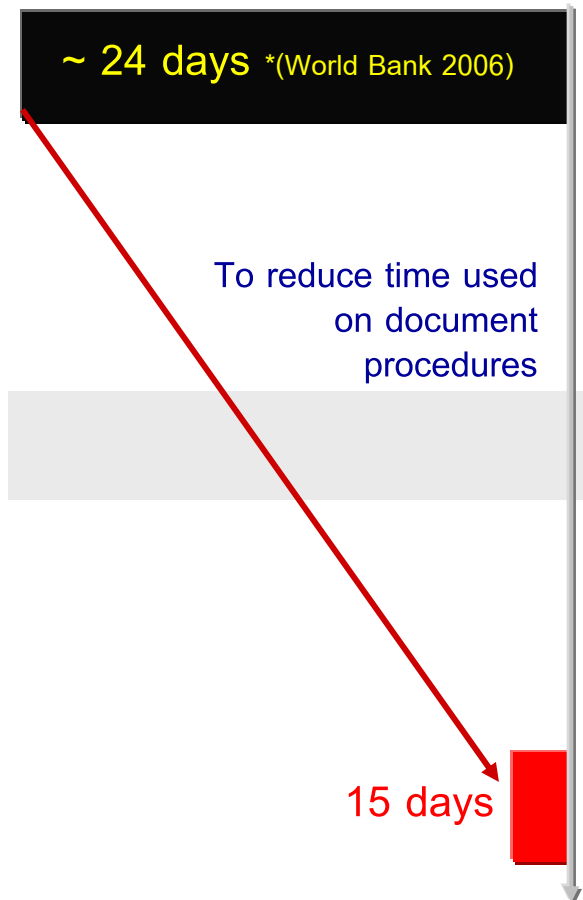
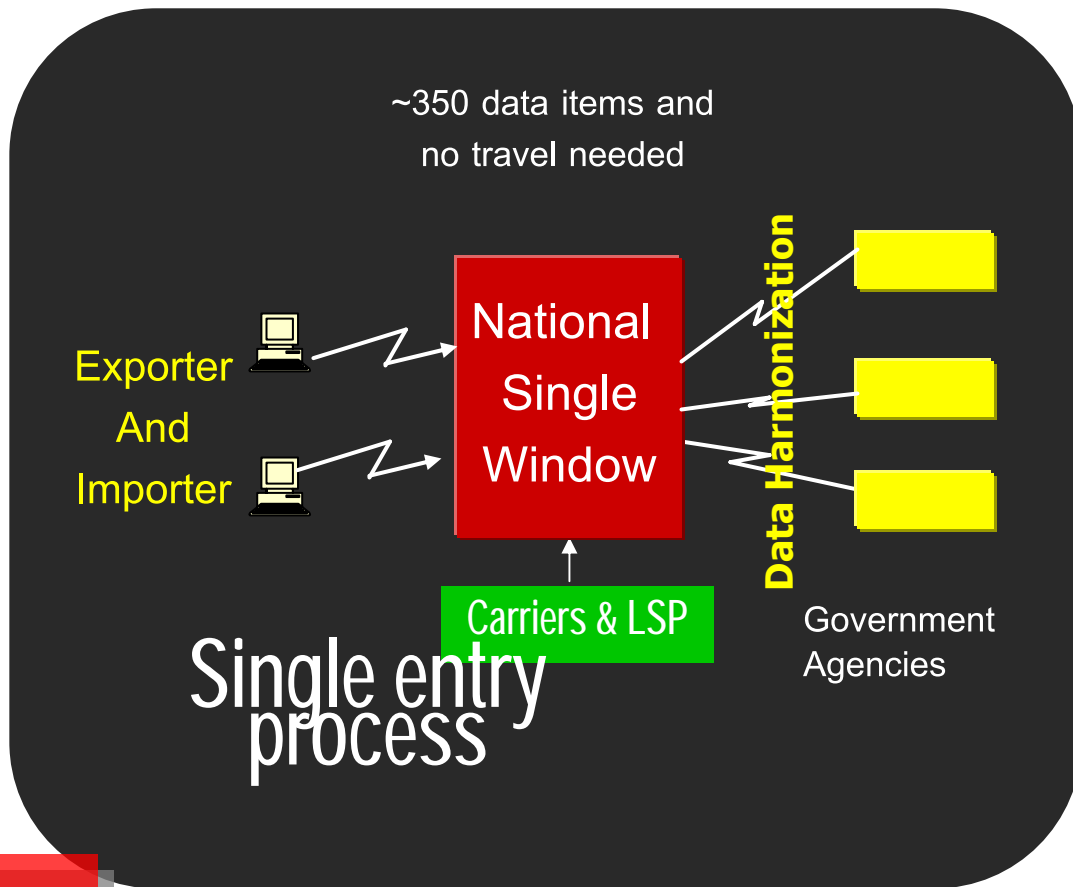


Other business parties

**4 ICT National Infrastructure and related Laws**

Other agencies

# Our vision: from multiple windows to SWeL...



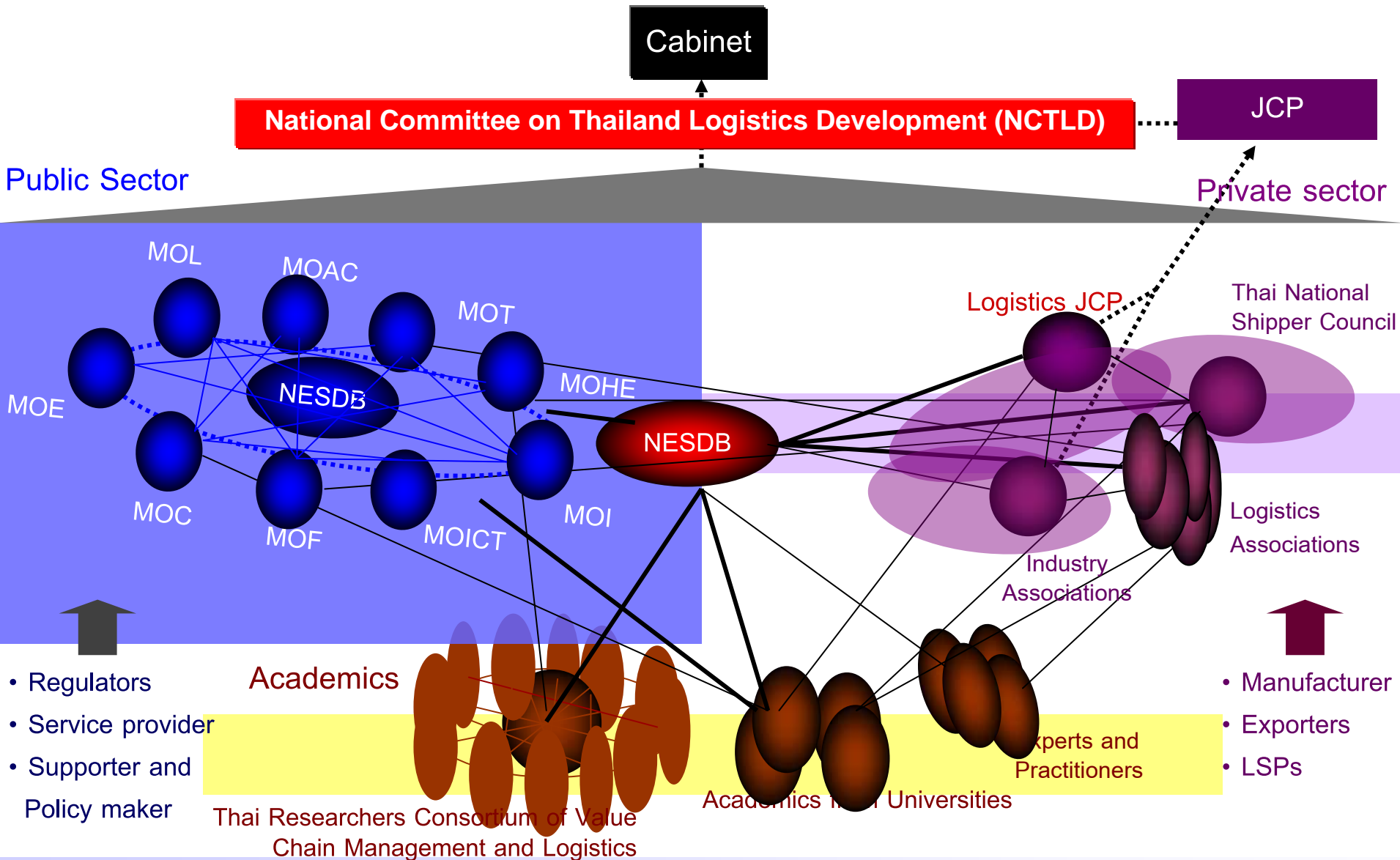
- One day delay costs 1% reduction in export value (World Bank, 2006)
- Direct and indirect costs incurred in documentary process account for 1-15 % of finished goods (OECD, 2003)

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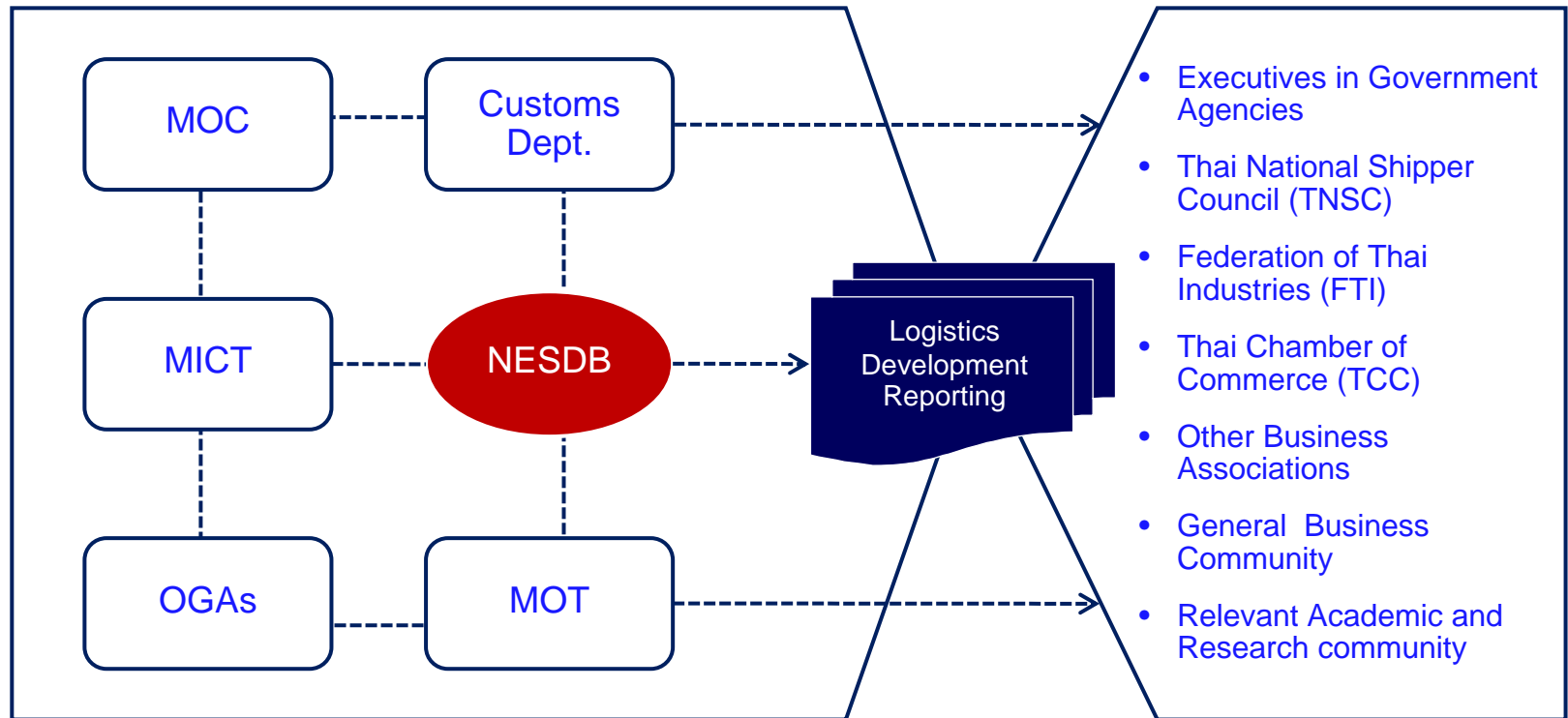
# ***We created a Network of partnership...***



# Profile of cooperation...

Levels/ Drivers	Platform	Interplay
Political will	<ul style="list-style-type: none"> <li>• National Committee on Competitiveness</li> <li>• Cabinet decree</li> <li>• NCTLD and NSW Sub committee</li> </ul>	<ul style="list-style-type: none"> <li>• Source of legitimacy and budget</li> <li>• Source of authority for NESDB, MICT, Customs Dpt.</li> <li>• NSW Master Plan, comprising multi-ministry projects</li> </ul>
Strategic	<ul style="list-style-type: none"> <li>• Sub committee on NSW</li> <li>• Flagship status under Logistics and Trade Facilitation issues</li> <li>• Designating Lead Agencies (MICT, NESDB, Customs Dpt.)</li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings drive progress</li> <li>• Informal meeting and dialogue create mutual trust and understanding</li> <li>• Lead consultant helped draw out over all architecture and model</li> </ul>
Operational	<ul style="list-style-type: none"> <li>• MICT Task Force allocating budget to 12 Dpt.</li> <li>• Customs' two Sub working groups on streamlining BP + aligning data required and technical communication protocol</li> </ul>	<ul style="list-style-type: none"> <li>• MICT enforced Cooperation via budgeting and procurement process</li> <li>• Customs procedure reform implemented by Customs Dpt. forced some OGAs to come along</li> </ul>

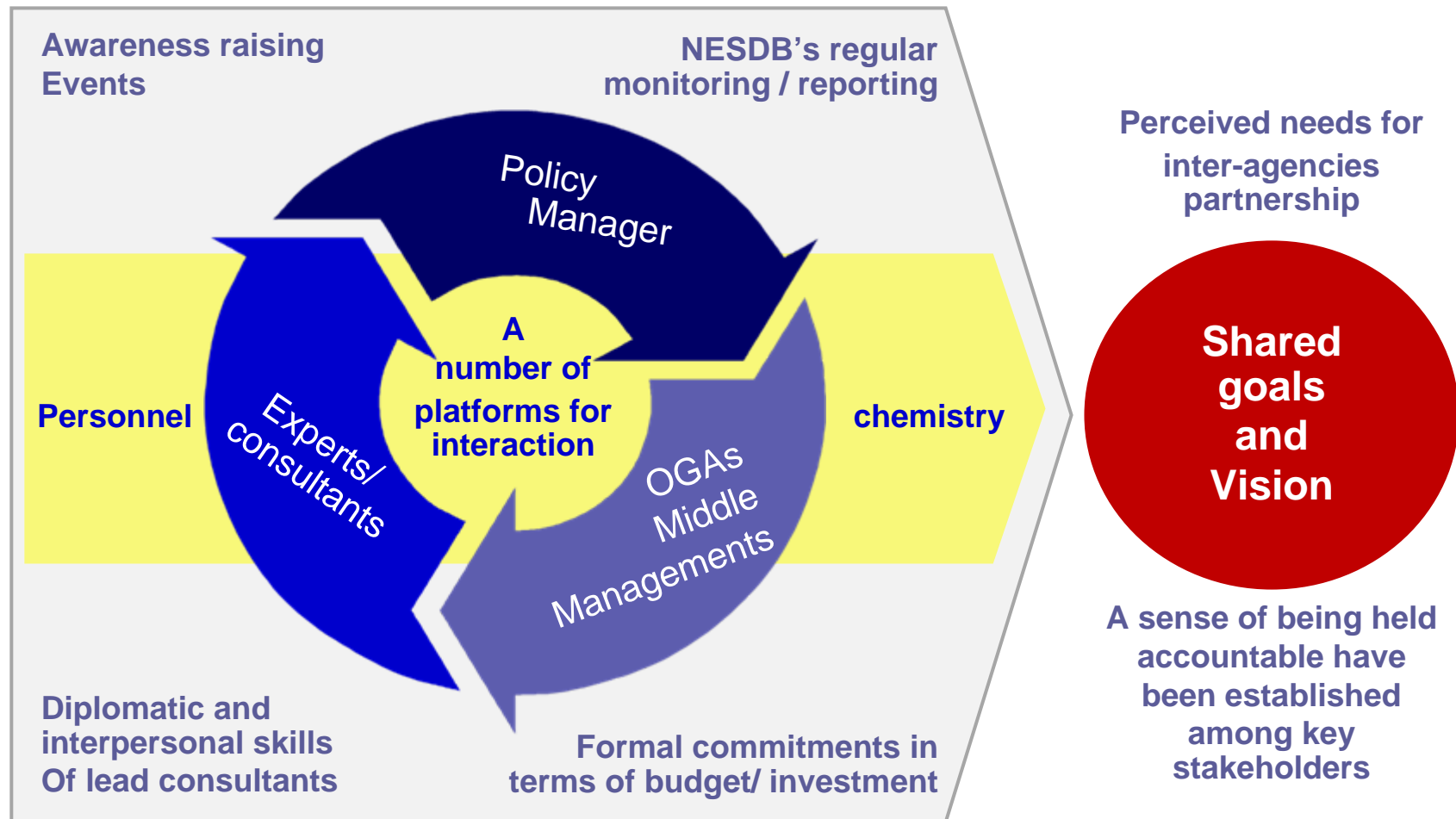
# ***Monitoring process helped create a sense of being held accountable for one owns performance...***



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# Key Players and Drivers...help strengthening effective inter-agency coordination and collaboration



Source: Adapted from Phuaphanthong, Thayanan, et al. *Establishing Interagency Collaboration in Large-Scale Systems Development : Lessons Learned from an E-government Project for Trade and Transport Facilitation*. The 15<sup>th</sup> Americas Conference on Information Systems, San Francisco, California August 6<sup>th</sup>-9<sup>th</sup> 2009.

# *In spite of fruitful collaboration, We still have had a hard time...*

## Key Challenges

## What we did...and intend to do...

Planning  
and  
approval

Delivery

- It's highly technical
- Policy makers get lost easily
- So many agencies involved
- Total Budget was not guaranteed
- Messengers' ignorance
- Policy intervention delayed projects

- Key personnel get a clear picture fast
- Establish Strong Core team
- Communication has always been every thing
- Partnership with private sector helped
- Good presentation helped (vision, result, process)

Implement  
ations

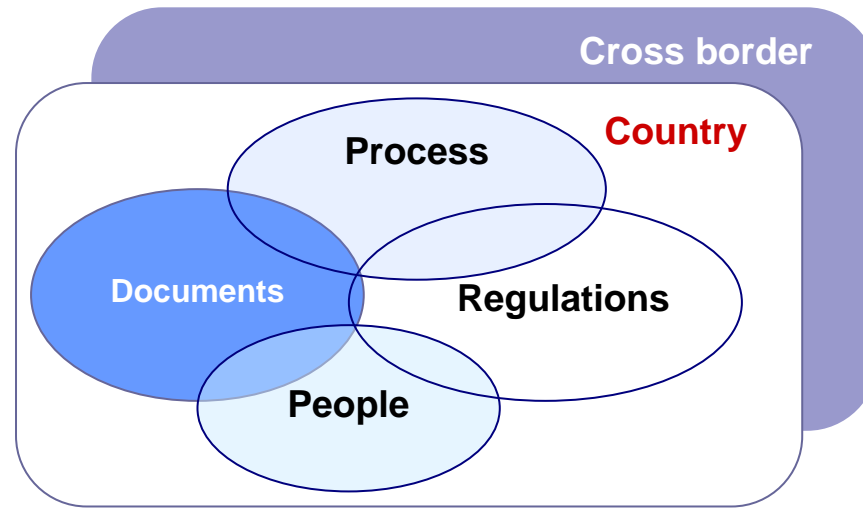
- Lack of knowledge as to what and how
- Long term commitment is highly demanded
- Fragmentation demands virtual integration
- Lack of momentum due to competitive commitments

- **Capacity building** for middle level officials needed, If possible **budget** for capacity building **should be embedded** in each project
- **Partnership forums** helped keep the implementation teams accountable
- **Very persistent Core team** keep on monitoring

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# ***More coordination and collaboration are required in the next future...***



## **Key Challenges...**



## **...Recommendations**

1. Mutual agreement required on key issues like: Business model (pricing, SLA, operating mech.) , Regulatory framework, etc.)
2. Rationalization and standardization among agencies
3. Efficiency, security, responsiveness, and fairness of the system

1. Establish policy level platform for debating and making decision on the issues
2. Key players help articulate clear vision for business model and regulatory framework and communicate it to others
3. Establish counterpart team in private sector to keep NSW process in check



# Thank You



**[www.nesdb.go.th](http://www.nesdb.go.th)**

[suriyon@nesdb.go.th](mailto:suriyon@nesdb.go.th)