National Single Window
The Mauritian Experience

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MAURITIUS REVENUE AUTHORITY

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- Basic Facts - Mauritius

- Overview of MRA Customs

- Some trade Facilitation measures implemented

- Customs Single Window-Trade Net system

- National Single Window – Mauritius TradeLink
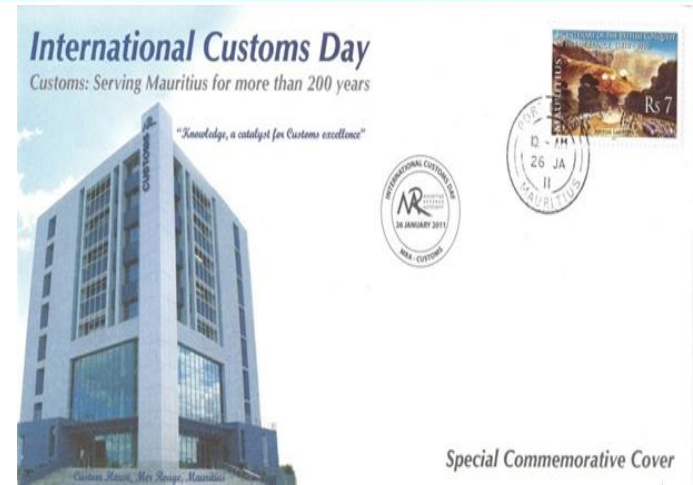
- Project challenges and the success factors

- Area
  - 2,040 sq. km
- Population
  - 1,348,242
- Literacy Rate
  - 90%
- Currency
  - Rupee (Rs 34 =US$1)
- GDP Per Capita Income
  - US$ 11,004
- GDP
  - US$ 13.55 B
- Tax Revenue (MRA)
  - 18.5% of GDP

International Customs Day
Customs: Serving Mauritius for more than 200 years

"Knowledge, a catalyst for Customs excellence"

Special Commemorative Cover

- **MRA Customs – One of the eleven Directorates/Departments of the Mauritius Revenue Authority**

- **Customs Operations – Port, Airport, Courier Services & Excise Stations.**

Trade Statistics for FY 2016/17 compared to FY 2015/16

	IMPORT		EXPORT	
	FY 2015/16	FY 2016/17	FY 2015/16	FY 2016/17
Bills Of Entry	199,049	206,783	107,809	101,688
Volume (Rs) (Billions)	142.29	152.87	118.14	112.20
Weight (Kg) (Billions)	3.832	3.943	3.761	3.620

Trade Facilitation Measures
implemented in Mauritius

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Maximum use of information technology

- Use of international tools and instruments-RKC,SAFE Frame work, TFA,Arusha etc. to promote transparency and good governance
- Continuous Automation of Manual Procedures
- Continuous modernization and reforms of legislations

Transparency and predictability

- ISO 9001 2008 Certified since 2012 - Introduction of Standard Operating Procedures (SOP) Manuals
- Clear and transparent appeal procedures (Customs, independent authority, courts) in our legislations
- Publication of information on MRA website

Standardization and simplification of goods declaration

- Reduction in number of Documents :
  At import : Bill of Entry , Bill of Lading, Invoice
  At export : Export Bill of Entry except for specific cases.
- Introduction of sms messaging system, email notifications and a mobile application for tracking of Customs Declarations

Trade Facilitation Measures
Implemented in Mauritius

"Fast track" procedures for authorized persons with good compliance records

- Authorized Economic Operator Programme is a reality
- Expedited release of goods with minimum customs intervention

Pre-arrival clearance

- Agents of aircrafts and vessels submit manifest information (24 hrs. after loading in the port of departure) before the arrival of aircraft or vessel thus allowing early submission of bill of entry.
- Help in risk management and speedy clearance(even before arrival of vessels)

Risk Management

- Identify high risk consignments based on intelligence and RM
- Shifted from documentary and physical checks to targeted checks
- Facilitation of legitimate trade while maintaining effective control

Trade Facilitation Measures
Implemented in Mauritius

Audit based controls

- Only about 5 % declarations selected for physical control based on Risk
- Setting up of Post-clearance Control Units for post documentary checks and post control audits.

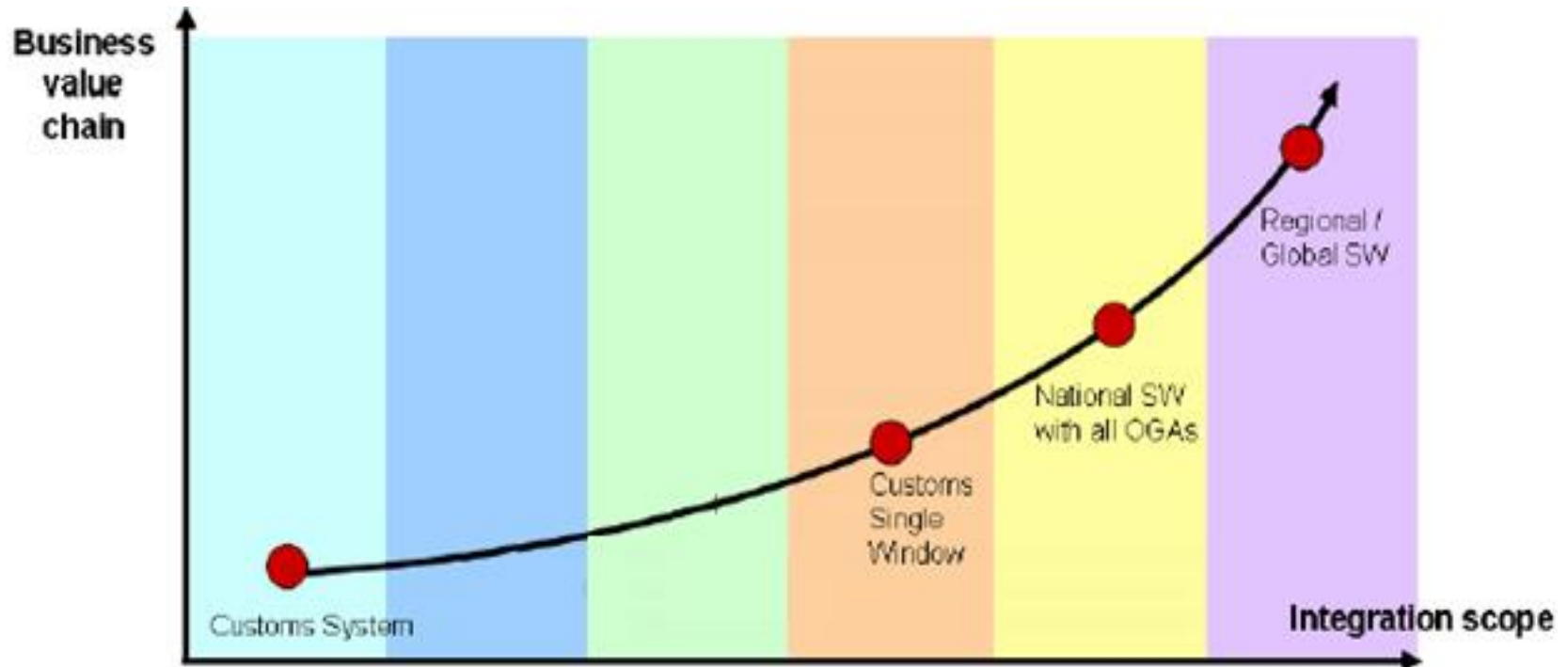**Partnership with the trade Community**

- Formal consultative relationships with stakeholders- open door policy- regular stakeholders meetings
- Memorandum of Understanding (MOU) with other Govt agencies
- Customs to Customs Network /cooperation

Simplified Procedures at border & Coordinated Border Management

- There is Separation of release from clearance procedures
- Single inspection together with other border agencies
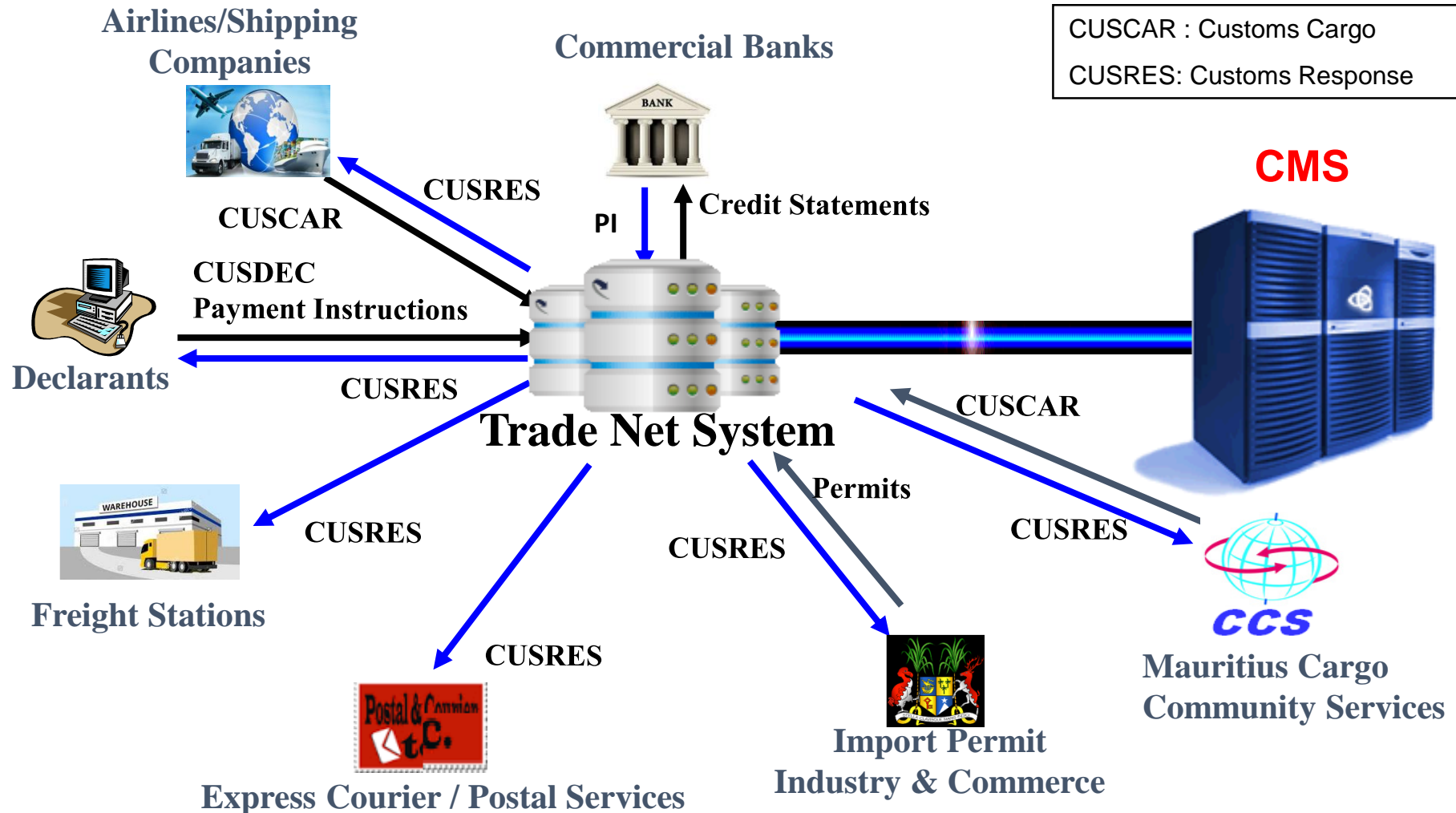- Setting up of the National Single Window

- **The evolution of the Single window in Mauritius followed a gradual progress in Customs automation.**
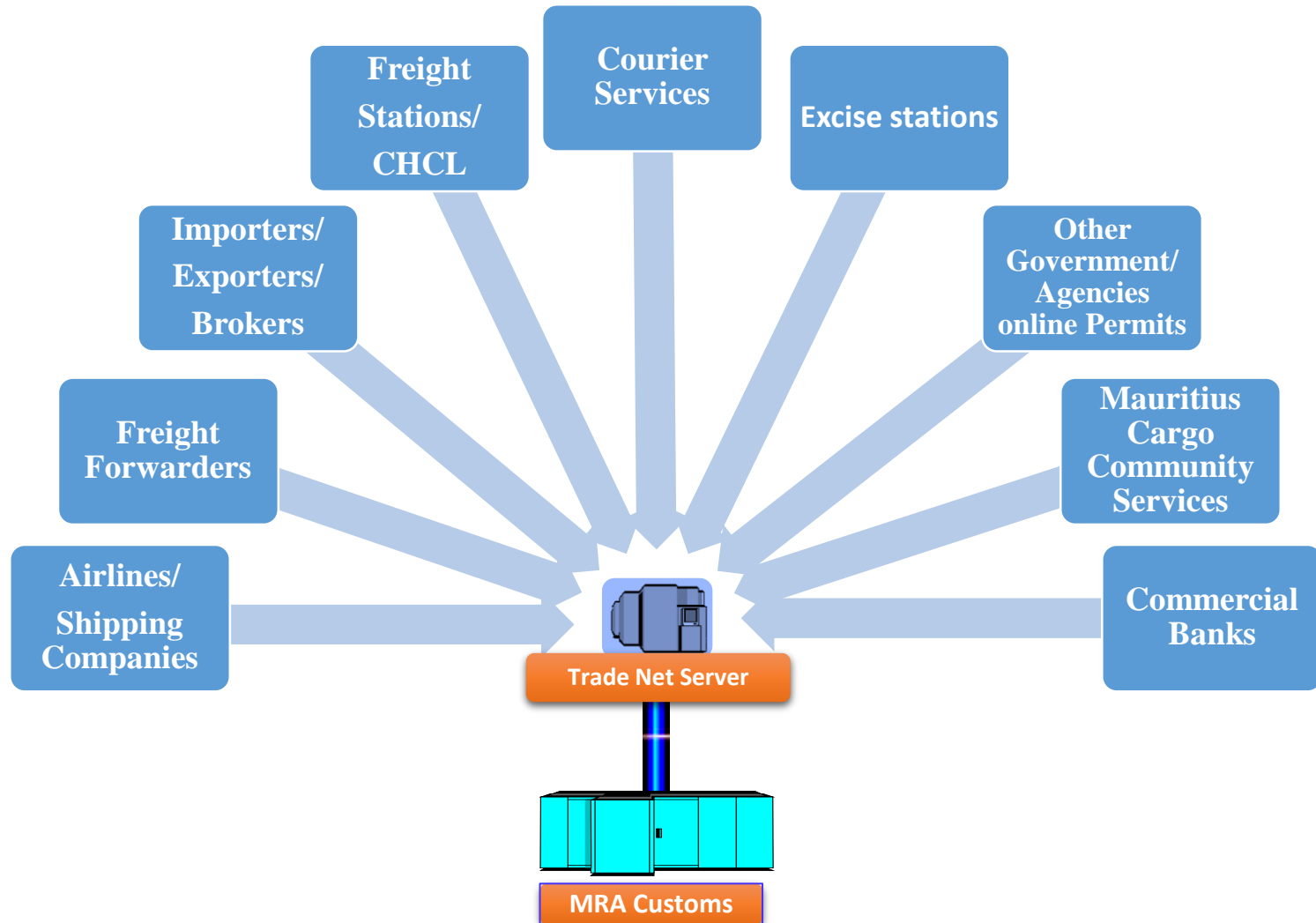
- The first electronic data Interchange(EDI) network in Mauritius for secure transmission of trade documents.

- Allowed traders, Customs brokers, shipping agents, and freight forwarders to submit trade documents like manifests, declarations, certificates of origin, import/export permits to various authorities.

- Reduced trade declarations processing times, minimized travelling, and eliminated duplication of information captured by different agencies.

Customs Single Window System Flow

CUSCAR : Customs Cargo

CUSRES: Customs Response

EVOLUTION OF TRADENET IN MAURITIUS (I)

July 1994
Transmission of clearance messages for declarations not requiring verification of goods.

January 1995
Submission of master and house manifests by Shipping Agents and Clearing and Forwarding Agents.

July 1997
Electronic submission of Declarations

July 2000
Electronic submission of Declarations for transfer of containers.

December 2000
Electronic submission of Import and Export Permits to the Ministry of Industry and Commerce.

EVOLUTION OF TRADENET IN MAURITIUS (II)

July 2006
Electronic submission, processing and approval of EUR1 Certificates of Origin

August 2007
Electronic submission of local Excise Declarations

October 2009
Manifest submission through the Cargo Community System

January 2012
Paperless declarations submission

July 2013
SMS notices to stake-holders

January 2015
Web-based Customs Declarations System

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July 2015

Deferred Payment Scheme

January 2016

National Single Window (Mauritius Trade Link) – MICCP on board

February 2016

Warehouse Management System

October 2016

E-Auction Sales – Online bidding platform

December 2016

Submission of partial manifest and manifest 24 hours after loading in port of departure

May 2017

E-registration of Economic Operators

- Status of Customs Declarations at import

➢ RED Channel – Compulsory examination – 5%

➢ GREEN Channel– Release within 30 mins - 35%

➢ BLUE Channel– outright delivery (AEOs) – 5%

➢ YELLOW Channel– **Agency requirements – 55%**

NATIONAL SINGLE WINDOW OGA PORTAL

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DRIVERS
- Recommendation from World Bank
- Government Political will to reduce delays in obtaining Licences/ Permit Approvals from OGAs

OBJECTIVE
- To further facilitate trade through simplified and harmonized procedures for approval of permits/licenses and reduce costs/time in doing business.

DECISION TAKEN
- Extension of the Customs Single Window Architecture to National Single Window – OGA Portal (Web Technology)
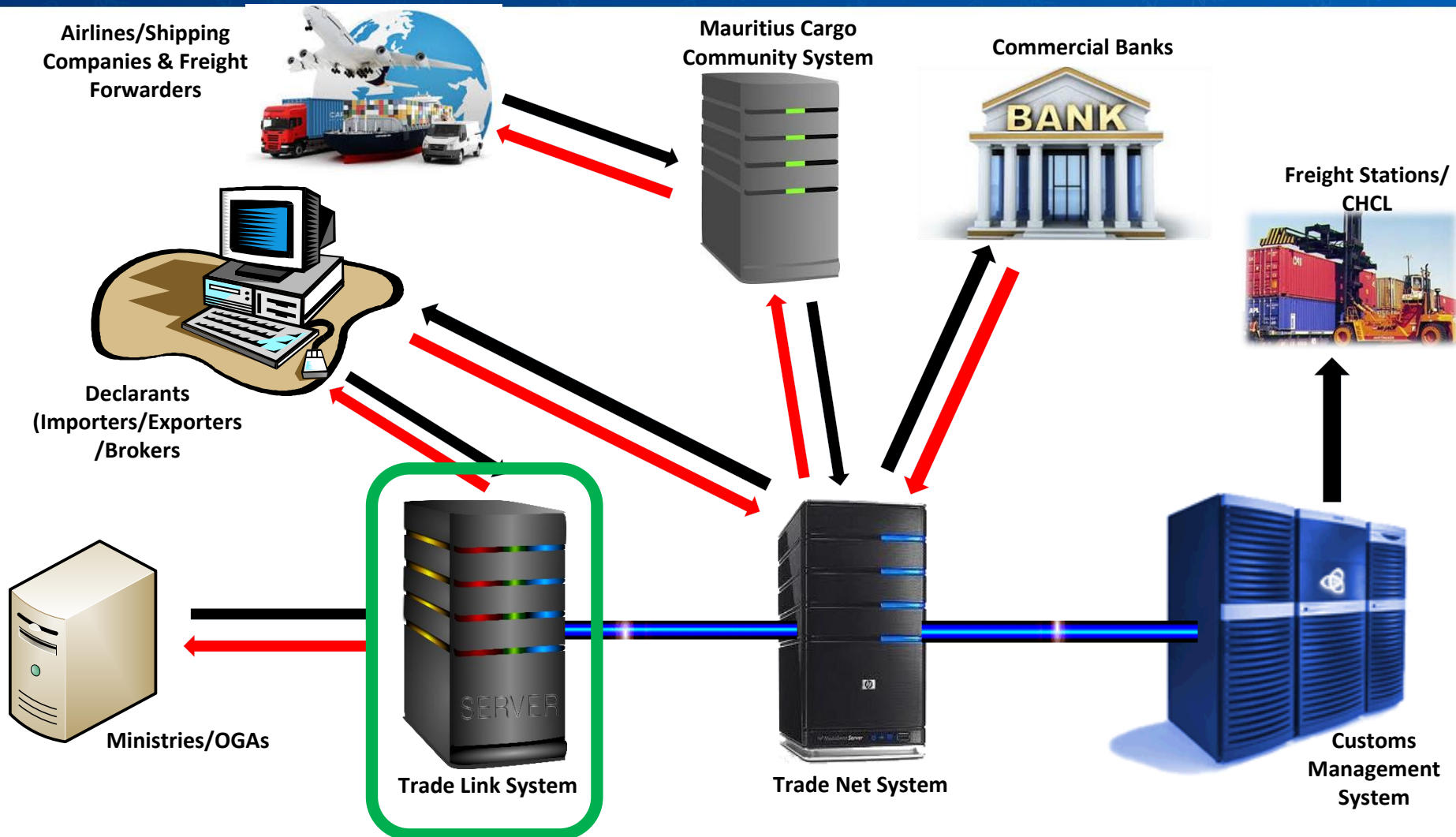
SCOPE
- The Implementation of a SW OGA Portal allow traders to submit application for import/export licenses/permits and receive clearance from OGAs through a single submission

BENEFITS
- To further facilitate trade as the current manual system adopted by OGA was taking 12-14 days which represent a real barrier to trade.
- Improved coordinated border control and interventions
- Adoption of Standard procedures by Govt Agencies
- Integrated risk management tool for Border Control

- **The Mauritius NSW is termed as the Trade Link.**

- **Provide on-line, web-based facility to submit applications for import/export licences & permits and receive clearance from government agencies without replication of data entry.**

- **Provides facility for Customs to receive import, export and transit declaration online as a single submission.**

- **Online validation and processing of licences/permits applications and Customs declarations.**

- **Electronic work-flow for processing permit applications, release and clearance.**

- **Facilities for Traders to track the progress of their applications/declarations in real time.**

System Architecture For National Single Window

Airlines/Shipping Companies & Freight Forwarders

Mauritius Cargo Community System

Commercial Banks

Freight Stations/ CHCL

Declarants (Importers/Exporters /Brokers)

Ministries/OGAs

Trade Link System

Trade Net System

Customs Management System

Agencies already integrated

- Ministry of Industry, Commerce and Consumer Protection (MICCP) – Import & Export
- Film Classification Board (FCB)
- Mauritius Standard Bureau Approval (MSB)
- Radiation Protection Authority (RPA)
- Ministry of Fisheries (MFish)

Agencies in the process of being integrated

- Agricultural Marketing Board (AMB)
- National Plant Protection Office (NPPO)
- National Agricultural Product Regulatory Office (NAPRO)
- Food Import Unit (FIU)
- Division of Veterinary Services (DVS)
- Dangerous Chemicals Control Board (DCCB)
- Pharmacy Board (PB)

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MAURITIUS TRADELINK - BENEFITS

- Single platform for submission of applications for permits

- Reduction in the dwell time for import/export permits processing and clearance

- Reduced cost of doing business

- 24/7 access to the TradeLink portal via internet

- Online tracking of applications/declarations through email notifications

- Business processes redesigned to streamline procedures

- Harmonization of data elements across agencies

- Integration of a risk management system in the Single Window Platform to be used by OGAs
- Setting up of an e-learning platform for stakeholders/OGAs
- Launching of a mobile application for use by OGA's and stakeholders
- Resistance to Change – From hard copy to online processing/approval
- Data Harmonization is a challenge – Standardization of data elements across agencies
- OGA need to be fully automated
- Support of the Ministries and other Agencies in the consolidation of permits.
- Need for MOUs with ministries involved in the approval of certain permits
- High level Policy decisions required wrt certain OGA's to avoid unnecessary delay in the project development and deadlines

- Strong political will and Governmentsupport

- Trading Community's willingness and Collaboration

- Other Government Agencies willingness

- Financial and Technical Support by International Donors

Thank you