



**Standing Committee  
for Economic and Commercial Cooperation  
of the Organization of Islamic Cooperation (COMCEC)**

## **Proceedings of the 13<sup>th</sup> Meeting of the COMCEC Trade Working Group**

### **Increasing Public Availability of Customs Information in the OIC Member States**



**COMCEC COORDINATION OFFICE  
March 2019**

**PROCEEDINGS OF THE 13<sup>TH</sup> MEETING OF THE  
COMCEC TRADE WORKING GROUP  
ON**

**Increasing Public Availability of Customs Information in the OIC  
Member States**

(March 7<sup>th</sup>, 2019, Ankara, Turkey)

**COMCEC COORDINATION OFFICE**

**March 2019**

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## Introduction

The 13<sup>th</sup> Meeting of the COMCEC Trade Working Group was held on March 7<sup>th</sup>, 2019 in Ankara, Turkey, with the theme of “Increasing Public Availability of Customs Information in the OIC Member States”. The Meeting was attended by the representatives of 18 Member States, which have notified their focal points for the Trade Working Group. Representatives of the COMCEC Coordination Office, ITFC, ICDT, SMIIC, GCC, World Customs Organization (WCO), and Solmaz Customs Consultancy have also attended the Meeting.<sup>1</sup>

At the outset, the representative of the COMCEC Coordination Office informed the participants about the trade outlook of the Member Countries. Then the participants considered the Research Report titled ““Increasing Public Availability of Customs Information in the Islamic Countries.” prepared for the Meeting with a view to enriching the discussions.

Moreover, the Representatives of the Member States have shared their experiences, achievements and challenges regarding Customs Information Systems in their respective countries. The participants had the chance to discuss the policy options for enhancing the cooperation in this important field. The Room Document based on the findings of the above-mentioned Research Report and the answers of the Member Countries to the policy questions were the main inputs for the discussions during the policy debate session.

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<sup>1</sup> The list of participants is attached as Annex 4.



## **1. Opening Session**

In line with the tradition of the Organization of the Islamic Cooperation (OIC), the Meeting started with the recitation from the Holy Quran. At the outset, Mr. Selçuk KOÇ, Director at the COMCEC Coordination Office, introduced the COMCEC and its activities briefly.

Afterwards, Mr. Rizwan BASHIR, Secretary of Federal Board of Revenue in Pakistan, was elected as the Chairman of the Meeting. Mr. BASHIR introduced himself and thanked all the participants for electing him as the Chairman of the Meeting.



## 2. The COMCEC Trade Outlook

Ms. Vildan BARAN, Senior Expert from the COMCEC Coordination Office, has presented some of the key findings of the COMCEC Trade Outlook 2018.

In her presentation, Ms. BARAN focused on the recent trends and main characteristics of the trade between the OIC Member States and the world, recent trends in intra-OIC trade and trade facilitation in the OIC Member States.

Concerning the trade between OIC Member states and the world, Ms. BARAN stated that total OIC exports increased by 17.1 percent to 1.7 trillion \$ in 2017. She mentioned that total OIC imports increased by 7.3 per cent and amounted to 1.7 trillion \$. Thus, she stated, the total OIC trade increased from 3.0 trillion \$ in 2016 to 3.4 trillion \$ in 2017..

Ms. BARAN pointed out that several factors accounted for the performance in total OIC exports in 2017 including the revival of global economic activity and rising commodity prices. Ms. BARAN also shared figures about total OIC trade, share of OIC trade in global trade and the breakdown of total OIC exports and imports by countries and sectors.

She stated that top performers in total OIC exports were Saudi Arabia, Malaysia, United Arab Emirates, Indonesia and Turkey with 60 percent of total OIC exports in 2017. Mineral fuels, oils, electrical machinery and equipment, pearls, precious stones, mechanical appliance and plastics represented 45 percent of the total OIC exports.

Ms. BARAN also stated that total OIC exports are highly concentrated. Accordingly, the share of mineral fuels, oils and distillation products in total OIC exports was 42 percent in 2017. This sector was followed by electrical machinery and equipment, pearls, precious stones, ores, slag and ash and machinery, mechanical appliances. These five sectors as a whole accounted for 61 per cent of total OIC exports in 2017.

She also elaborated on the intra-OIC trade. She shared the figures about intra-OIC trade and commodity composition of intra-OIC exports. She emphasized that although the intra-OIC trade remained weak in the last two years, it rebounded strongly in 2017. Intra-OIC trade increased by 19.0 per cent to 323 billion dollars in 2017

Ms. BARAN concluded his presentation by sharing figures on border compliance costs and times for exports in the OIC Member States. She stated that border compliance costs and times vary immensely across the member countries and reducing trade costs in the OIC member states is important to be more competitive in international markets.

### **3. Global Trends, Good Practices, and State of Play for the Public Availability of Customs Information**

#### **3.1. Conceptual Framework and Methodology**

Dr. Ben Shepherd, Principal of Developing Trade Consultants, delivered a presentation with the topic of “Facilitating Trade: Enhancing Public Availability of Customs Information in the OIC Countries”. The first part of the presentation was regarding the trends, good practices and state of play for Customs Information.

At the beginning of the presentation, Dr. Shepherd gave some information regarding trade costs. He stated that standard empirical models of international trade, based on widely accepted theories, show that bilateral trade flows increase with economic size, but decrease with higher trade costs. Trade costs cover the full range of factors that drive a wedge between producer prices in the exporting country and consumer prices in the importing country. As such, Dr. Shepherd continued, they include factors that are relevant at-the-border (such as tariffs), between-the-borders (transport), and behind-the-border (regulatory measures). One aspect of trade costs that is understood conceptually but relatively understudied empirically is information costs. For a given set of policy restrictions, exporters must expend economic resources—typically time and/or money—to obtain information on those policies in the importing country. Greater difficulty in accessing information on trade-related policies and procedures therefore increases trade costs, and thereby has the potential to decrease trade flows.

Then Dr. Shepherd expressed that trade facilitation, in the broadest sense in which that term is used, includes all measures, other than tariff reductions, designed to decrease trade costs. As such, providing information on trade-related regulations and procedures is part of the trade facilitation agenda, to the extent to which it serves to decrease trade costs stemming from the difficulties that would otherwise be experienced in accessing detailed, accurate, and up-to-date information.

He continued the presentation by emphasizing that customs information can be defined as the set of rules and regulations governing interactions between the Customs authority and traders, including duty schedules. He stressed that the broader concept of trade-related information includes all types of information relevant to the actions undertaken by importers and exporters, including the procedures related to health or safety requirements.

Against this background, Dr. Shepherd explained that the research report seeks to better understand the ways in which public availability of information can help reduce trade costs, within the broader context of global efforts to improve trade facilitation. The methodology combines quantitative and qualitative approaches. The former includes a review of key data on public information availability, and the presentation of summary measures as well as best practices, with the aim of facilitating a comparison across regions and groups. He added that the latter is focused on case studies, with three case studies based on desk-reviews of OIC

member countries and non-member countries, as well as three additional studies based on field visits to the selected OIC member countries.

Moreover, Dr. Shepherd informed participants regarding the quantitative part of the study. He expressed that two global databases are available. The first is the OECD Trade Facilitation Indicators (TFIs), which map to the various obligations of the WTO Trade Facilitation Agreement (TFA). Indicators are scored as zero (not implemented), one (partially implemented), or two (fully implemented). The TFIs cover 163 countries for 2012, 2015, and 2017. The second data source is the UN Global Survey on Paperless Trade (UNGS), which covers selected TFA dimensions but also includes data on the use of IT solutions in contexts relevant to paperless trade. Indicators are scored as zero (not implemented), one (pilot stage), two (partially implemented), and three (fully implemented). The data cover 120 countries for the years 2015 and 2017. These two databases represent the most comprehensive information on information availability that is comparable across a large number of countries, and therefore useful for performance comparisons and identification of best practice.

### **3.2. Global Trends and Good Practice**

Dr. Shepherd elucidated that the first four articles of the TFA deal with public information availability, namely the publication of relevant information, use of online resources, enquiry points, opportunity to comment on measures prior to their entry into force, consultations with the trade community, advance rulings, and appeal and review. The TFA entered into force on February 2017, but its unique structure, incorporating a new approach to special and differential treatment for developing and least developed countries (LDCs), means that not all provisions take place at the same time for all countries. Specifically, developing countries have the ability to notify individual provisions in Category A for immediate application (deferred for one year for LDCs), Category B for application after a specified implementation period, and Category C for application only after technical assistance is received. As such, each developing country can, with considerable flexibility, determine its own schedule for implementing the Agreement.

Next, Dr. Shepherd stated that the TFA is the culmination of a long process of dissemination of global norms on trade facilitation. WCO legal instruments have also played an important role in this process, as have regional agreements containing provisions specifically on trade facilitation, or more generally on transparency. He added, countries that are globally recognized as strong performers in the area of information availability have typically implemented the TFA's disciplines for years or even decades now. Moreover, Dr. Shepherd indicated that a review of data from the TFIs and UNGS shows that performance in the area of public information availability is increasing in per capita income: in other words, countries at higher per capita income levels tend to have stronger performance, as measured by implementation of more provisions in the first four articles of the TFA on average. Looking at the data dynamically, however, over the 2012-2017 period suggests that a process of catch up may be taking place: although sources differ, there is some evidence that improvement in

performance is faster in lower income countries. As such, scores are likely to converge further in the future.

### **3.3. Current State of Play in OIC Member Countries**

Dr. Shepherd informed that for looking at performance within the OIC, the report examines averages by regional groups (African, Arab, Asian), and compares them with scores for Singapore as a proxy for the global best practice frontier.

Although the sources do not always agree Dr. Shepherd expressed that the Asian Group is the strongest performer within the OIC, followed by the Arab Group, and the African Group. But consistently with the catch up analysis presented above, there is evidence from both data sources that performance is improving most rapidly in the African Group. However, all three regional groups remain well within the global best practice frontier proxied by Singapore. He also emphasized that areas of strongest performance within the OIC include establishment of a National Trade Facilitation Committee (NTFC) and involvement of the trade community, as well as publication of regulations and basic information.

As a heterogeneous group, averages across the OIC member countries necessarily obscure substantial differences at the level of individual countries. In each group, there are relatively strong performers that stand out as having taken important steps to move closer to the global best practice frontier. In the African Group, Cameroon, Nigeria, and Senegal stand out in this respect. For the Arab Group, it is the UAE, as well as Tunisia, Qatar, and Morocco. In the Asian Group, Turkey, Malaysia, and some of the Central Asian countries are relatively strong performers. While this analysis is encouraging, it is important to note that in some cases, performance varies significantly from pillar to pillar, whereas the best performing countries globally tend to move forward on a broad basis.

This review of the data shows that, Dr. Shepherd added, the OIC has a considerable stock of knowledge, both generally and within each regional group, that could be shared with other member countries to help promote performance upgrading. Performance is generally improving over time, and there is substantial evidence of a catch up dynamic. Particular areas of focus moving forward include publication of regulations, advance publication, appeal procedures, and advance rulings for the African Group, advance rulings and stakeholder consultations for the Arab Group, and advance publication as well as establishment of NTFCs for the Asian Group.

### **3.4 Discussion**

In response to questions from delegates, the following points were clarified:

**Question:** It is hard to see geographical relevance in the regional division of the country groupings. Also, it is hard to understand from the presentation why African group is performing well?

**Answer:** The grouping of OIC member countries into three regions reflects practice within the Organization, and is without prejudice to a particular member country's status within other groupings in other fora. It is the usual practice utilized in the COMCEC research reports.

#### **4. State of Customs Information Availability in the OIC: Case Studies and Recommendations**

In the second part of his presentation, Dr. Shepherd gave more specific information regarding the OIC Member States. He stated that the case study sections of the report contains two different types of studies: those based on a desk review, and those based on field visits. To complete the former, the report uses publicly available data, as well as the published literature, supplemented with an analysis of the online resources made available by the countries in question. The latter incorporates all of those elements, along with information and views from key stakeholders obtained through in-person interviews.

##### **4.1. Desk Review Case Studies**

Dr. Shepherd informed participants by expressing that the first country examined is the UAE. It is a strong performer in global context, including relative to Singapore as a proxy for best practice. It performs well in all core dimensions of information availability, although advance rulings is one point where further work is necessary and this has been recognized by the government, which has a program currently underway to fully implement an advance rulings system. The UAE has ratified the TFA, and has included all four relevant articles in Category A, except for the article on advance rulings. Trade information availability has benefited from high level government impetus, in line with the UAE's objective of becoming a global logistics hub. In addition, reform has involved in the whole trade community and has made extensive use of IT solutions, through the Dubai Trade single window and the Customs website.

Dr. Shepherd stated that the second country analyzed, Malaysia, is also a strong performer relative to global best practice in neighboring Singapore. It has ratified the TFA, with all four relevant articles included in Category A. The MyTradeLink Single Window offers a comprehensive online resource that provides relevant information and integrates online processing into a single platform. He added regional initiatives through ASEAN have been relevant in supporting progress in Malaysia.

The third country, he pointed out, Mexico, has the first Single Window in North America. The Customs website and electronic Single Window have all key information elements available, integrated into an online transaction processing environment. While the approach is relatively comprehensive, there are sometimes issues with the availability of information in English, and the interface is not as user friendly as in best practice Singapore. Regional integration, and in particular the important of value chain trade, have provided Mexico with a strong incentive to continuously upgrade performance.

The final desk study country, Singapore, has already fully implemented the four relevant articles of the TFA, and so has notified them all in Category A. It has one of the first electronic single windows, and is widely recognized as an example of global excellence in transport, logistics, and trade facilitation. As part of its commitment to continuous performance upgrading, Singapore is currently developing a new Networked Trade Platform that will not only integrate transaction processing and information dissemination, but will allow the development of applications by the private sector to further integrate trade related procedures with other aspects of export and import processing. In Singapore's case, development of the NTP is part of a long standing government commitment to information transparency, again incentivized by the country's relatively high level of dependence on external trade.

#### **4.2 Field Visit Case Studies**

Dr. Shepherd highlighted that Senegal is an LDC that has seen strong growth in per capita incomes over recent years. Trade is an important part of the economy with a trade to GDP ratio of around 70%. The country has an ambition, partially achieved, to be a trade and logistics hub within West Africa. A review of the data shows that although there are areas of strong performance, there is still a considerable gap to global best practice, proxied by Singapore. Standout points include the fact that Senegal has a Single Window in place, and that it has developed a Trade Information Portal with external support. As a result, it has been able to list most of the first four articles of the TFA in its Category A notification, although with exceptions. Many of the core systems of public information availability are in place, including a Single Window, along with key elements of a TIP and systems for appeal and advance rulings. The government is well aware that further improvement from this encouraging base is important, including through the regional Single Window initiative. Stakeholders highlighted the fact that Senegal's successes in this area have burnished the country's image, and boosted its attractiveness as a regional hub. They also highlighted the programs' effectiveness in reducing the cost of doing business across borders.

Moreover, he continued by pointing out that Morocco is a lower middle income country, which has also seen strong per capita income growth over recent years. Trade is typically around 80% of GDP, so the external sector is recognized as important to Morocco's future growth prospects. Morocco has not yet ratified the TFA, but has notified all of the first four articles under Category A. The key resource in Morocco is PortNet, integrated information dissemination and transaction processing online resource that also allows for payments and other transactions between relevant counterparties. Morocco's experience shows the importance of bringing the whole trade community together, which was a key step in the development of PortNet: the government was a convener, but ultimately the choice was made for PortNet to be a company under private law. An important impetus for greater transparency came both from internal political changes, but also from the trade agreement with the USA, which includes provisions on transparency. As such, the deployment of PortNet was one part of a much broader-based commitment to improve government transparency. Stakeholders cited reductions in the cost of doing business, as well as improved security of transactions and assurance of a level playing field, as key benefits of the program.

According to the presentation, the final field visit case study country was Bangladesh, an LDC that has seen rapid income growth over the last decade due in substantial part to its strategy of external engagement, in particular through key sectors like ready-made garments. Bangladesh has ratified the TFA and has listed most of the first four articles in Category A, with the remainder in Category B. In the data, there is evidence of substantial progress, but also key areas where performance is well within the global best practice frontier. The country has a Trade Portal and a Customs Portal, which together provide a rich resource for the trade community. Development of the Trade Portal relied on external assistance, but has also helped ensure better coordination and cooperation among the various agencies involved in border clearance. The Single Window is still being rolled out, but this process seems likely to continue, in particular as transaction processing is incorporated in addition to information availability. Benefits identified by stakeholders include increased compliance rates, decreased clearance times, and improved integrity thanks to greater availability of relevant information on rules and procedures.

Furthermore, Dr. Shepherd summarized the report's general recommendations in the following points:

1. Progress on trade information availability depends on a general commitment to transparency in government.
2. The trade community as a whole needs to be involved in changes.
3. Even low and middle income countries can effectively adopt ICTs as part of the solution to reduce information costs.
4. Important to be ambitious in TFA notifications.
5. Successful countries go well beyond the TFA.
6. Real scope for South-South technical assistance.
7. Important synergies between Single Windows and TIPs.

#### **4.3 Discussion**

In response to questions from the participants, the following points were clarified:

**Question:** Most of countries are using Asycuda System. Why you did not choose any country which uses Asycuda System?

**Answer:** The choice of case study countries was driven by the need to cover all three OIC regional groups, as well as to identify strong performers. There was no intention to privilege a particular customs transaction processing solution over others (such as Asycuda World).



## **5. Policy Options for Public Availability of Customs Information in the OIC Member Countries**

The session was moderated by Mr. Rizwan BASHIR, Secretary of Federal Board of Revenue in Pakistan. At the outset, Mr. BASHIR stated that “the Room Document for the Moderation Session of the 13<sup>th</sup> Meeting of the Trade Working Group”, prepared by the COMCEC Coordination Office in light of the findings of the analytical study prepared specifically for the Meeting and the answers of the Member Countries to the policy questions which have already been sent by the CCO.

At the beginning of the session, Mr. Selçuk KOÇ, Director from the COMCEC Coordination Office, made a brief presentation on the responses of the Member Countries to the policy questions on the public availability of customs information sent to the Trade Working Group focal points by the CCO. Afterwards, Mr. Ercan SAKA, Consultant of the CCO, gave some information regarding the draft policy advices included in the Room Document.

Based on intensive deliberations, the participants agreed on the following policy advices which are also given in the attached room document to be submitted to the 35<sup>th</sup> Session of the COMCEC as an important outcome of the 13<sup>th</sup> Meeting of the Trade Working Group.

The policy recommendations highlighted by the participants are as follows:

1. Encouraging the establishment of a formal consultation mechanism between regulatory authorities and trade community towards ensuring an efficient trade environment for the interest of various stakeholders at the national level.
2. Utilizing Information and Communications Technologies (ICT) effectively for the dissemination of trade, especially customs related information.
3. Encouraging the development of an effective Advance Ruling System in order to enhance the certainty and predictability of customs operations
4. Promoting integrated Single Windows (SW) Systems and Trade Information Portals for combining the transaction processing functions of SW Systems with a comprehensive repository of trade-related laws, regulations, rules and procedures.
5. Leveraging international and regional cooperation and making use of successful country experiences for promoting trade information availability.



## 6. Utilizing the COMCEC Project Funding

Mr. Burak KARAGÖL, Director at the COMCEC Coordination Office, made a presentation on the COMCEC Project Funding.

Mr. KARAGÖL informed the participants about the essentials of the COMCEC Project Funding. Mr. KARAGÖL continued his presentation by highlighting the timeline for the project submission. He stressed the importance of finding a project idea and informed the participants on how they can find project topics. He introduced the COMCEC Project Funding Webpage and invited the participants to check put the COMCEC Project Funding webpage.

Mr. KARAGÖL underlined the supported themes in trade area and shared brief information with participants regarding online project submission system. At the final part of his presentation, he informed the participants of the funded trade projects in 2019, namely:

- Empowering Halal Industry to Boost Intra-OIC Trade
- Supporting Cooperatives to Enhance Their Access to OIC Markets
- Introduction of Palestinian Export Products to Selected OIC countries
- Increasing Public Halal Awareness in OIC countries

## **7. Success Stories of the Member States**

### **7.1. Azerbaijan**

Mr. Rovshan Namazov, Head of Division of Support to International Trade, State Customs Committee in Azerbaijan made an intervention regarding the situation of customs information systems in Azerbaijan.

At the outset, he stated that 2018 was a reform year for Azerbaijan in terms of customs administration and there were many organizational changes and new arrangements. Mr. Namazov informed the participants regarding the Green Corridor which has just come into effect as of February 1st, 2019. He expressed that Green Corridor gives some advantages to the traders such as ensuring faster crossing the borders, priority order, and minimal fiscal inspections etc.

Furthermore, Mr. Namazov highlighted that there are two main issues to mention; advance ruling and AEO systems. He pointed out that Azerbaijan has the legal basis for them. He also emphasized that an online electronic database for advance rulings would be established in order to ease the trade processes.

Before concluding, Mr. Namazov stated that most of the processes are being conducted in electronically in Azerbaijan for facilitating the movement throughout the borders.

### **7.2. Guinea**

On behalf of Guinea, M. Mory DIANE, Chief of Division Studies and Development (IT department) at the Direction Générale des Douanes, made a presentation about Increasing Public Availability of Customs Information in the OIC Member States.

He started his presentation by introducing Guinea's Customs organization chart while indicating the technical directorate is in charge of legislations and regulations.

Then he explained through the table below different method of publication and how customs officers, freight forwarders, consignees companies, importers, exporters, etc. access to customs information.

Service	Information	Method of Publication	Customs agent	Others(Customs broker, importers, exporters ,etc.)
Customs Office	-New law -Regulation -Procedure -Instruction -Etc..	-Meeting -AsycudaWorld -Training courses -Seminar -Workshop -ITC -Bulletin board -Mass Media -Phone -Etc.	-Meeting -AsycudaWorld -Bulletin board -Training courses -Seminar -Workshop -Electronic support -Email -Phone -Web site -Etc.	-Training courses -Workshop -AsycudaWorld -Electronic support -Bulletin board -Web site -Phone -Mass Media -Etc.

Furthermore, Mr. Mory mentioned the system of AsycudaWorld. He pointed out that Asycuda is a computerized customs management system which covers most foreign trade procedures. The System manifests customs declarations, accounting procedures, transit and suspense procedures. Mr. Mory also pointed out some reforms and innovations such as migrating from Asycuda ++ to AsycudaWorld, activation of T1 document of transit, signing of the agreement with Webb Fontaine Group for the implementation of Single window, setting up of a Commission for appeal and review etc.

In addition, he informed the participants regarding some difficulties they have in this area such as the lack of computerization of some customs offices, fees and charges, the lack of customs information at the border and the lack of financial resources. He highlighted that there are too many agencies at the border and not all of them are automated.

At the end of his presentation, he gave some recommendations in order to increase public availability of customs information which is briefly: the development of trade portal (all information about trade, rules, procedures, law, etc.), implementation of a call center, using of an SMS, total use of ITC, capacity building and political support.

### 7.3. Indonesia

Mr Benny Mayawijaya, Head of Multilateral Section from the Ministry of Finance of the Republic of Indonesia, made a presentation on enhancing public availability of Customs information in Indonesia

At the beginning of the presentation, Mr. Mayawijaya informed the participants regarding the general implementation of WTO Trade Facilitation Agreement and Indonesia's commitment on

the first four Article of the Agreement related to the issue of enhancing public availability of Customs information.

He pointed out that mostly all of the provisions of WTO TFA have been implemented in Indonesia. In the case of advance ruling which is Indonesia still in category B, but in fact, almost all of the provisions of the Article are already in place on the national regulation, except for the origin of goods that is still in the process of preparation.

In addition, he gave an overview of the implementation of tariff classification and valuation ruling by comparing with Singapore indicated as a benchmark country in the research report. Concerning the efforts to reduce trade costs, there is no charges in the Indonesian Customs for the services provided during the last decade.

Mr. Mayawijaya continued the presentation by explaining the ways used in Indonesia to disseminate the customs information. There are several means, such as: Indonesian Customs Official Website; holding seminars, workshops, dialogue sessions with the stakeholders, Trade Portal, Mass Media Communication through National Television, Radio, Newspaper and Magazine; and National Contact Center called BRAVO Bea Cukai.

Furthermore, he stated that in each Customs House Office, Regional Office and Headquarters, Indonesian Customs also provide information desk which provides all information related to customs procedures.

There are also several ways of communication to reach the Indonesian Customs, which are mainly, Official email, telephone, live chat, and also using social media such as twitter, Facebook, Instagram and Youtube.

In cooperation with other ministries and agencies, Indonesia has also a National Single Window (INSW) which can support their stakeholders to search all information related to import-export procedures and regulation, prohibitions and restrictions, licensing, HS Code information, exchange rates, rules of origin and trade simulation. Moreover, INSW has moved forward to integrate with ASEAN Single Window.

In the last part of his presentation, Mr. Mayawijaya explained the system and procedure of review and appeal as mandated by Article 4 of WTO TFA. It enables the stakeholders to object to Customs assessments and appeal on their decision to an independent body within a certain timeframe.

#### **7.4. Pakistan**

Mr. Rizwan BASHIR, Secretary of Federal Board of Revenue in Pakistan, delivered a presentation regarding availability of customs information in Pakistan.

Mr. Bashir briefly drew an outline for the presentation. He informed participants by sharing the organizational structure of the Pakistan Customs and stated that customs administration in Pakistan is a part of Revenue Division of Ministry of Finance. Furthermore, Mr. Bashir mentioned that there are 5 seaports, 17 Land Border Stations, 10 Airport terminals, 2 Railway terminals which work as national entry and exit points of Pakistan.

Mr. Bashir, then, gave some information regarding to public availability of customs information. He stated that Pakistan is compliant to TFA; for publication of information with category A, information availability in internet with category B, in terms of enquiry points with category B and category A in the context of notification. He emphasized that all the information regarding trade and customs is available in the customs website. The website is also a portal for the publication of new arrangements, laws and procedures.

Besides, Mr. Bashir informed participants in terms of advance rulings in Pakistan. He highlighted that advance ruling system in valuation is very effective in Pakistan. Though, generally, advance ruling system still needs to be improved a lot.

Moreover, he shared some information on the Web-Based One Custom (WeBOC) project in Pakistan. He pointed out that the WeBOC system provides electronic filling, paperless environment, 7/24 operations, end to end integration, speedy clearance for the risk management system, post-clearance audit-based controls. He emphasized that, the WeBOC also provides an e-payment module for deposits of duty and taxes. Mr. Bashir highlighted that the system cover all the transaction processes, cargos, customs stations and the relevant authorities. He emphasized that the system provides a real-time integration between all the stakeholders of the trade process.

Finally, Mr. Bashir mentioned about the major challenges they face. The first challenge, he emphasized, is the fast pace of international trade. Countries have to be very competitive. He mentioned that the second challenge is transit and transshipment challenges. Besides all these, Mr. Bashir stated that customs has to evolve beyond traditional functions to play a facilitative role for national development. He also expressed that an OIC customs committee for information sharing would be useful for all Member Countries.

#### **7.5. Turkey**

Mr. Hakkı GÜRKAN, Expert in Directorate General of International Agreements and European Union Affairs in Ministry of Trade of Republic of Turkey, has delivered a presentation regarding the customs information systems in Turkey.

He started his presentation by giving information regarding the international cooperation framework. He stated that within the context of international framework, the most popular topic on publication is the World Trade Organization (WTO) Trade Facilitation Agreement (TFA). WTO TFA extends what GATT X established on transparency and publication of foreign trade procedures. He continued that first six articles regulate several areas including publication of information regarding import, export and transit procedures, rules related to advance rulings and so forth. While these articles cover domestic transparency that customs administrations must provide, Articles 1.4, 10.4.3, 10.6.2 and 12.2.2 include provisions regarding information Member States must share with the WTO Secretariat.

Mr. Gürkan highlighted that World Customs Organization (WCO) and United Nations Conference for Trade and Development (UNCTAD) also deal with transparency issues. WCO's Revised Kyoto Convention contains transparency provisions in Specific Annexes such as Chapter 1, Chapter 3, Chapter 6, Chapter 7 and Chapter 9 dealing with general publication issues on customs procedures. UNCTAD Trade Facilitation Technical Notes are also widely known tools for transparency.

Moreover, he emphasized that publication of precise and fast information is a priority for Turkish Customs Administration (TCA). On the publication of customs regulations, all laws, regulations and communiques are published in the Official Gazette of the Republic of Turkey. He mentioned that since 2019, the Official Gazette have been fully transferred to electronic environment. In addition, all of customs regulations and other changes in customs procedures are published in relevant government agencies' websites. Besides, he added, TCA initiated a project called Customs e-Information Sheets that consists general information on customs procedures and on frequently asked questions. Currently, 28 Sheets are available and some of them are published both in Turkish and English. Another tool that TCA established is Tariff Research Programme (TARA), which allows the research for tariff classification and levied duties on specific products.

Mr. Gürkan continued his presentation with highlighting that regarding opportunity to comment and consultation, in Turkey, within the context of Regulation on Rules and Procedures of Preparation of Legislation, all public bodies must consult with other government agencies on the legislation in question. This is a mandatory stage, he stated, to be completed for legislation. Relevant regulation also advises public bodies on consulting with trade community, universities and local governments but this consultation is optional.

Besides, Mr. Gürkan gave some information about the advance rulings, and stated that Turkish Customs Code Article 9 regulates the area. According to Article, customs administrations shall issue advance rulings on tariff classification and rules of origin on written application made by trade community. Advance rulings on tariff classification are valid for 6 years, while advance rulings on rules of origin are valid for 3 years. TCA has established an electronic system<sup>2</sup> for easy application of advance ruling on tariff classification.

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<sup>2</sup> Advance Ruling e-Application System, <https://uygulama.gtb.gov.tr/BTBBasvuru/AnaSayfa>

Then, Mr. Gürkan highlighted that for procedures on appeal review, in line with Article 242 of Turkish Customs Code; any decision or ruling of the customs administration regarding penalties, taxes or other administrative decisions can be appealed to a higher authority. If there is no higher authority, appeal request must be forwarded to the authority that issued the decision. Appeal requests are concluded within thirty days. Upon refusal of appeal, applicants can appeal directly to an administrative court.

In his closing remarks, Mr. Gürkan stated that in order to further develop transparency area along with other areas of trade facilitation, the Republic of Turkey has established a National Board of Trade Facilitation and adopted a National Trade Facilitation Strategy. With it, Turkey plans to further its commitments on transparency such as establishing a Virtual Customs Guide, establishing a Trade Information Portal and improving the advance ruling system.

## **8. The Efforts of the International Institutions / Private Sector**

### **8.1. World Customs Organization (WCO)**

#### ***“WCO’s Perspective and Efforts on the Public Availability of Customs Information”***

Mr. Ludovic THANAY, Head of Communications in World Customs Organization (WCO), made a presentation with the theme of WCO’s Perspective and Efforts on the Public Availability of Customs Information.

Mr. Thanay started his presentation by sharing some brief information on relevant TFA articles. Then he urged upon General Annex (Chapter 9) to the Revised Kyoto Convention which is regarding information, decisions and rulings supplied by customs. Mr. Thanay pointed out that the availability of information on customs matters to interested persons is one of the key elements of trade facilitation. This information, he continued, which must be furnished by Customs, may be general or specific. Persons often need specific information about a particular operation they intend to carry out. Sometimes the decision whether or not to proceed with the operation may depend upon the information supplied by the Customs. When such information is requested, it is the responsibility of the Customs to provide it completely and accurately and as soon as possible. He mentioned that interested parties often need information or decisions about specific activities which they are considering or intending to carry out. Sometimes the decision whether or not to proceed may depend on information supplied by customs.

Mr. Thanay emphasized that information is great content for trade. Thus, it’s necessary to establish a good content management system. In this regard, he pointed out that WCO has a guideline for this purpose of which name is “IT Guide for Executives” that provides information on the strategic management concerning the use of Information and Communication Technologies in customs.

Moreover, Mr. Thanay highlighted that customs client are entitled to expect a high degree of certainty and predictability in their dealings with Customs. Customs laws, regulations, procedures and administrative guidelines should be made public, be easily accessible and applied in a uniform and consistent manner. He mentioned that the basis upon which discretionary powers can be exercised should be clearly defined. Appeal and administrative review mechanisms should be established to provide a mechanism for clients to challenge or seek review of Customs decisions. Client service charters or performance standards should be established which set out the level of service clients can expect from Customs.

Mr. Thanay also shared some information regarding the Transparency and Predictability Guidelines of WCO. He stated that the guidelines recommend that defining formal procedures and work processes for operation of enquiry points and developing service standards that represent a central commitment to deliver policies and programmes to clients in a manner that upholds the Customs administration’s values of integrity, respect and professionalism.



In his closing remarks, Mr. Thanay mentioned regarding the SMART communication which is secure, measurable, automated, risk management based and technology-driven. He also shared information regarding the emerging technologies which are mainly blockchain, artificial intelligence, machine learning, online chats and chatbots.

## **8.2. Solmaz Customs Consultancy**

### ***“Private Sector Perspective on Customs Information Availability”***

Ms. Hülya ERBAY, Regional Manager of Solmaz Customs Consultancy Inc., delivered a presentation with the theme of “Private Sector Perspective on Customs Information Availability”.

At the beginning of her presentation, . Ms. Erbay highlighted that the public availability of the information on customs formalities is one of the most important parts of the trade facilitation efforts. She stated that WCO and WTO have been working on this subject significantly.

Ms. Erbay highlighted that as the COMCEC research report has shown that Turkey has a strong performance in the availability of the information. The score is between the range of 1,4 and 1,6. She added that there are approximately 200 different regulations or rules about foreign trade and more than 15 government organizations are responsible for the customs formalities and each has its own webpage.

Ms. Erbay continued her words with emphasizing that a Trade Facilitation Committee has been set up in 2017 in Turkey. This committee is a good channel to inform the Ministries about the difficulties that the private sector faced during the implementation of the customs formalities. She highlighted that some authorities have inquiry points that can be reached via telephone and it is planned to establish a National Trade Information Portal. She pointed out that there are approximately 200 different regulations including laws, rules, communiqué, decision and etc. about foreign trade and also approximately 20 government organizations in charge of these affairs, Hence, having the accurate and timely information is of a challenge for the private sector. Accordingly she underlined the importance of an effective coordination among the relevant public authorities. In her closing remarks, she emphasized that in order to ensure a competitive environment, through enhancing transparency and public availability of information, trade costs and time loss can be minimized.



## 9. Closing Remarks

The Meeting ended with closing remarks of Mr. Rizwan BASHIR, Secretary of Federal Board of Revenue in Pakistan and Chairperson of the Meeting and Mr. Selçuk KOÇ, Director in the COMCEC Coordination Office.

In his remarks, Mr. Bashir, thanked all the Member Countries for giving him the opportunity to chair this session. He also thanked all the participants, presenters for their invaluable contributions, comments and ideas presented during the discussions.

Mr. KOÇ also thanked all the participants for their invaluable contributions. He underlined that the observations, comments and critiques of the participants on the research report prepared specifically for the Trade Working Group Meetings would be welcomed in order to improve its quality. He also stated feedbacks about the main output of the meeting, the draft policy recommendations which will be presented to the 35<sup>th</sup> Session of the COMCEC, would be very valuable. Mr. KOÇ also highlighted the importance of COMCEC Project Funding and invited the Member Country participants as well as the relevant OIC Institutions to submit project proposals to benefit from this important facility.

Mr. KOÇ informed the participants that the next (14<sup>th</sup>) Meeting of the Trade Working Group will be held on October 24<sup>th</sup>, 2019 in Ankara with the theme of "*Improving Customs Transit Systems in the Islamic Countries*". Before concluding, Mr. KOÇ thanked again all the participants and wished them a safe trip back home.

## Annex 1: Agenda of the Meeting



### 13<sup>th</sup> MEETING OF THE COMCEC TRADE WORKING GROUP (March 7<sup>th</sup>, 2019, Ankara)

#### *“Increasing Public Availability of Customs Information in the OIC Member States”*

#### DRAFT AGENDA

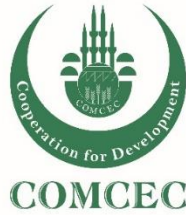
##### Opening Remarks

1. The COMCEC Trade Outlook
2. Customs Information Availability: Conceptual Framework and Global Overview
3. State of Customs Information Availability in the OIC: Selected Case Studies and Recommendations
4. Member States’ Presentations
5. Policy Options for Increasing the Public Availability of the Customs Information in the OIC Member Countries
6. The Perspectives of Private Sector and the Efforts of International Institutions
7. Utilizing the COMCEC Project Funding

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## Annex 2: Program of the Meeting



### DRAFT PROGRAMME

#### 13<sup>th</sup> MEETING OF THE COMCEC TRADE WORKING GROUP (March 7<sup>th</sup>, 2019/ Ankara)

#### *"Increasing Public Availability of Customs Information in the OIC Member States"*

08.30-09.00 **Registration**

09.00-09.05 **Recitation from the Holy Quran**

09.05-09.15 **Opening Remarks**

#### **COMCEC Trade Outlook**

09.15-09.40 - *Presentation: Ms. Vildan BARAN  
Senior Expert  
COMCEC Coordination Office*

09.40-09.50 - *Discussion*

#### **Customs Information Availability: Conceptual Framework and Global Overview**

09.50-10.30 - *Presentation: Dr. Ben SHEPHERD  
Principal  
Developing Trade Consultants*

10.30-10.45 - *Discussion*

10.45-11.00 *Coffee Break*

#### **State of Customs Information Availability in the OIC: Case Studies and Recommendations**

11.00-11.40 - *Presentation: Dr. Ben SHEPHERD  
Principal  
Developing Trade Consultants*

11.40-12.30 - *Discussion*

12.30-14.00 *Lunch*

**Policy Options for Increasing the Public Availability of the Customs Information in the OIC Member Countries**

There will be a moderation session under this agenda item. Participants will deliberate on the policy options/advices for increasing the public availability of the customs information in the OIC Member Countries. At the beginning of the session, the CCO will make a short presentation on the responses of the Member Countries to the policy questions as well as the Room Document.

14.00-14.15 - *Presentation: "Responses of the Member Countries to the Policy Questions on Public Availability of Customs Information in the OIC Member States"*  
*Mr. Selçuk KOÇ*  
*Director*  
*COMCEC Coordination Office*

14.15-15.30 - *Discussion*

**Utilizing the COMCEC Project Funding**

15.30-15.45 - *Presentation: Mr. Burak KARAGÖL*  
*Director*  
*COMCEC Coordination Office*

15.45-16.00 - *Discussion*

16.00-16.15 *Coffee Break*

**16.15-17.15 Member Country Presentations**

- *Presentation(s)*

- *Discussion*

**The Perspectives of the Private Sector and Efforts of the International Institutions**

17.15-17.30 - *Presentation: "WCO's Perspective and Efforts on the Public Availability of Customs Information"*  
*Mr. Ludovic THANAY*  
*Head of Unit*  
*World Customs Organization*

17.30-17.45 - *Presentation: "Private Sector Perspective on Public Availability of Customs Information"*  
*Ms. Hülya ERBAY*  
*Regional Director*  
*Solmaz Freight, Customs, Logistics*



17.45-18.00 - *Discussion*

18.00-18.15 *Closing Remarks*

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## **Annex 3: The Policy Recommendations**

### **POLICY RECOMMENDATIONS HIGHLIGHTED BY THE 13TH MEETING OF THE TRADE WORKING GROUP**

The COMCEC Trade Working Group (TWG) has successfully held its 13th Meeting on March 7th, 2019 in Ankara, Turkey with the theme of “Enhancing Public Availability of Customs Information in the OIC Member States.” During the Meeting, Trade Working Group, made deliberations for policy approximation among the Member Countries regarding enhancing public availability of customs information. The room document, prepared in accordance with the main findings of the research report conducted specifically for the 13th Meeting of the TWG and the answers of the Member Countries to the policy questions sent to the TWG focal points by the COMCEC Coordination Office before the Meeting. During the Meeting, the participants agreed on the policy recommendations included in the Room Document. The existing document includes these policy recommendations highlighted during the Meeting.

#### **Policy Advice 1: Encouraging the establishment of a formal consultation mechanism between regulatory authorities and trade community towards ensuring an efficient trade environment for the interest of various stakeholders at the national level.**

An effective, efficient, and permanent consultation and feedback mechanism not only ensures the success of any trade facilitation initiative but also enhance the predictability of the trade-related regulatory environment.

Developing effective consultation mechanisms with private sector (when new laws and regulations that have the potential to affect trade flows are being prepared and before their entry into force) is crucial to allow the private sector to provide their inputs, comments or suggestions prior to implementation and enforcement.

Providing advance notice about legislation submitted for public consultation can pave the way for enhanced capacity of stakeholders to react promptly and efficiently. National Trade Facilitation Committee (NTFC) can also be utilized as an efficient consultation mechanism.

#### **Policy Advice 2: Utilizing Information and Communications Technologies (ICT) effectively for the dissemination of trade, especially customs related information.**

The supply of the trade and customs related information and the access to this information through ICT can play a vital role in trade facilitation as well as an important stepping-stone for other more ambitious trade facilitation reforms. Through the digitalization of the information flows, customs and trade-related data can be disseminated to all the relevant actors easily, continuously and expeditiously. This technology also allows the regulatory bodies to provide up-to-date information timely with low-costs. This information flow can be more easily done by utilizing the internet or other ICT tools. Development of a user-friendly ICT is the key factor of the expected utilization and benefit from such an investment.

Through using ICT tools, such as virtual Single Window Systems, all rules and regulations can easily be accessed, forms can be downloaded and filled in, and necessary paperwork can be

filed electronically. Some level of digital infrastructure is required before such a system can become reality, both in terms of user access to ICTs and the necessary legal framework covering the use of electronic documents and digital signatures.

**Policy Advice 3: Encouraging the development of an effective Advance Ruling System in order to enhance the certainty and predictability of customs operations**

Advance ruling system is a proven trade facilitation tool for both traders and customs administrations that enhance the certainty and predictability of customs operations.

An advance ruling is binding official advice prior to importation or exportation, issued by a competent customs authority in writing, which provides the applicant with a time-bound ruling on the goods to be imported or exported. This ruling enables traders to obtain precise and binding information in advance of the actual transaction and for analogous ones during a specified period in future, and processes are often quicker and delays reduced at the time of clearance of the good in question. Moreover, disputes with the customs authority on tariff, valuation and origin issues are reduced because the process of deliberation among officials has taken place before the issuance of the advance ruling. For an effective advance ruling system clear and robust regulations, and procedures should be in place along with a strong commitment by the customs administrations. Creating public awareness and knowledge of the program also enhances the effectiveness of the system.

**Policy Advice 4: Promoting integrated Single Windows (SW) Systems and Trade Information Portals for combining the transaction processing functions of SW Systems with a comprehensive repository of trade-related laws, regulations, rules and procedures.**

An important principle in the publication of information is its consolidation in one location or as few locations as possible. Trade Information Portals in this regard serve as a single platform utilized for aggregating and disseminating all trade-related information of various agencies. On the other hand, Single Window Systems enable traders to make all trade and customs-related procedures through a single facility. The responsible body for operating SW systems varies across the Member Countries. While customs authorities are in charge of operating SW Systems in many member countries, in some cases Ministry of Economy/ Trade or other national authorities fulfil this task.

In the post-TFA environment, many developing countries work simultaneously on Single Windows—preferably virtual—and Trade Information Portals. There is a strong argument for combining these efforts to produce a single online interface that combines the transaction processing power of a Single Window with a comprehensive repository of trade-related laws, regulations, rules, procedures, and documents, as is commonly associated with a TIP. The synergy between PortNet and TradeSense in Morocco is an example of this process in action. As a second best, piecemeal online sources can link to other relevant material, so that navigation is simplified for the trade community.

**Policy Advice 5: Leveraging international and regional cooperation and making use of successful country experiences for promoting trade information availability.**



There are examples of OIC member countries using regional agreements as an "anchor" to support upgrading their trading environment, including chapters on transparency in trade agreements, as well as extending regional initiatives, where applicable, for Single Windows to cover TIPs. Given the trade links and other connections among the OIC member countries, there is a scope for the member countries to make use of successful experiences elsewhere to develop home-grown initiatives to improve the public availability of trade-related information. Knowledge transfer from high performing OIC countries can help other members improve information availability, and ultimately promote trade within the group. On the other hand, it should be noted that trade facilitation is an ongoing worldwide effort and not limited to the OIC or developing countries. The world is also the witness of the continuous review and renew of trade facilitation programs by the developed countries. Therefore, the best practices and lessons learned in trade facilitation outside the OIC countries should also be seen an opportunity, and knowledge transfer can be even achieved through administrative arrangements such as MOU, internship, exchange of experts, workshops.

**Instruments to Realize the Policy Advices:**

- **COMCEC Trade Working Group:** In its subsequent meetings, the Working Group may elaborate on the above-mentioned policy areas in a more detailed manner.
- **COMCEC Project Funding:** Under the COMCEC Project Funding, the COMCEC Coordination Office calls for project proposals each year. With the COMCEC Project Funding, the Member Countries participating in the Working Groups can submit multilateral cooperation projects to be financed through grants by the COMCEC Coordination Office. For the above-mentioned policy areas and their sub-areas, the Member Countries can utilize the COMCEC Project Funding and the COMCEC Coordination Office may finance the successful projects. The projects may include seminars, training programs, study visits, exchange of experts, workshops and preparing analytical studies, needs assessments and training materials/documents, etc.



## **Annex 4: List of Participants**

### **LIST OF PARTICIPANTS 13TH MEETING OF THE TRADE WORKING GROUP MARCH 2019 Ankara**

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#### **A. MEMBER COUNTRIES OF THE OIC**

##### **REPUBLIC OF AZERBAIJAN**

- Mr. ROVSHAN NAMAZOV  
Head of Division of Support to International Trade, State Customs Committee

##### **ARAB REPUBLIC OF EGYPT**

- Ms. AMANY MAHMOUD FAHMY  
Deputy Assistant Minister, Egyptian Ministry of Foreign Affairs
- Mr. HAYTHAM ABDELGHANY  
Commercial Consul, General Consulate of Arab Republic of Egypt
- Mr. AMR SELIM  
Deputy Head of Mission, Embassy of Egypt in Ankara

##### **REPUBLIC OF GUINEA**

- Mr. MAMADOU SALIOU SOW  
Advisor to the Minister, Ministry of Commerce
- Mr. MORY DIANE  
Chief of Division, Directorate of Statistical Institute

##### **REPUBLIC OF INDONESIA**

- Ms. TUTI WINARTI  
Head Section of Non-U.N Bodies, Ministry of Trade
- Mr. BENNY MAYAWIJAYA  
Head of Multilateral Section, Ministry of Finance of the Republic of Indonesia
- Mr. HARYADI SATYA  
First Secretary, Embassy of Indonesia in Ankara

##### **ISLAMIC REPUBLIC OF IRAN**

- Ms. HAYDEH BAGHERIPOUR  
Director General, Islamic Republic of Iran Customs Administration

##### **REPUBLIC OF IRAQ**

- Mr. THARWAT SALMAN  
Commercial Attaché, Embassy of Iraq in Ankara

##### **REPUBLIC OF KAZAKHSTAN**

- Mr. AYAN KOLBAY  
Counsellor, Embassy of Kazakhstan in Ankara

##### **THE STATE OF KUWAIT**

- Mr. SALEM ALBATHER

Economic Researcher, Ministry of Finance

**LIBYA**

- Mr. ESAM ALMALHOUF  
Ministry of Economy
- Mr. REYAD AHMED ABER TABAL  
Ministry of Economy

**MALAYSIA**

- Ms. EMMY JOSEFINA JAMIL  
Principal Assistant Director, Ministry of International Trade and Industry
- Ms. ROSMIZAH MAT JUSOH  
Director of Trade, Malaysia External Trade Development Corporation

**FEDERAL REPUBLIC OF NIGERIA**

- Ms. AISHA IDRIS  
Deputy Controller, Nigeria Customs

**SULTANATE OF OMAN**

- Ms. WIDAD ALRAHBI  
International Relations Specialist, Supreme council for planning

**ISLAMIC REPUBLIC OF PAKISTAN**

- Mr. RIZWAN BASHIR  
Secretary, Federal Board of Revenue

**STATE OF QATAR**

- Ms. TAMADER AL-KUWARI  
Researcher, Ministry of Commerce and Industry

**KINGDOM OF SAUDI ARABIA**

- Mr. MUTLAQ ALDOSARI  
Economic Researcher, Ministry of Commerce and Investment
- Mr. FAWAZ SAAD ALGHAMDI  
Commercial Attaché, Saudi Arabia Commercial Office in İstanbul

**REPUBLIC OF TUNISIA**

- Mr. FAKHRI BOUZAIANE  
General Director of Economic and Commercial Cooperation, Ministry of Commerce

**REPUBLIC OF TURKEY**

- Mr. MUSTAFA GÜMÜŞ  
General Manager, Ministry of Trade
- Mr. KADİR TURSUN  
Head of Department, Ministry of Trade
- Ms. AYLİN BEBEKOĞLU  
Head of Department, Ministry of Trade
- Ms. AYŞEGÜL DEMİR  
Expert, Ministry of Trade

- Mr. BERK YILDIRIM  
Expert, Ministry of Trade
- Mr. YASAM ÇİÇEK  
Expert, Ministry of Trade
- Ms. MELTEM ASARKAYA  
Expert, Ministry of Trade
- Mr. HAKKİ GURKAN  
Expert, Ministry of Trade
- Mr. KUBILAY ŞİMŞEK  
Foreign Trade Expert, TOBB
- Ms. SEVGİ YETİK  
Expert, Ministry of Trade

**B. THE OIC GENERAL SECRETARIAT**

**INTERNATIONAL ISLAMIC TRADE FINANCE CORPORATION (ITFC)**

- Mr. HARUN CELİK  
Regional, Trade Finance Department

**C. THE OIC SUBSIDIARY ORGANS**

**ISLAMIC CENTER FOR DEVELOPMENT OF TRADE (ICDT)**

- Mr. MAMOUDOU SALL  
Head of Department, ICDT

**D. AFFILIATED ORGANS OF THE OIC**

**STANDARDS AND METROLOGY INSTITUTE FOR ISLAMIC COUNTRIES (SMIIC)**

- Ms. EMEL GÖNÇ  
Executive Assistant, SMIIC

**E. OTHER INTERNATIONAL INSTITUTIONS**

**GULF COOPERATION COUNCIL (GCC)**

- Mr. SALIM AL-HAJRI  
Commerce and Industry, Gulf Cooperation Council

**WORLD CUSTOMS ORGANIZATION (WCO)**

- Mr. LUDOVIC THANAY  
Head of Communications, World Customs Organization

**F. INVITED INSTITUTIONS**

**SOLMAZ CUSTOMS CONSULTANCY**

- Ms. HÜLYA ERBAY  
Manager
- Ms. SELMA MERT  
Ass. Customs Consultant

**DEVELOPING TRADE CONSULTANTS**

- Mr. BEN SHEPHERD  
Principal

**G. COMCEC COORDINATION OFFICE**

- Mr. M. METİN EKER  
Director General, Head of COMCEC Coordination Office
- Mr. SELÇUK KOÇ  
Director
- Mr. BURAK KARAGÖL  
Director
- Mr. MEHMET ASLAN  
Director
- Ms. VİLDAN BARAN  
Expert
- Mr. MUSTAFA ADİL SAYAR  
Expert
- Mr. FATİH ASRLAN  
Expert
- Mr. ERCAN SAKA  
Consultant