



PAGE 4: B.1) YOUR CASE STORY: TITLE AND DESCRIPTION

Q1: TITLE OF CASE STORY

Single Window of Information and Communication Technologies (*autotranslation)

Q2: CASE STORY ABSTRACT

The simplification of the administrative proceedings relating to the importation and marketing of telecommunications terminal equipment and radio - electric equipment, Tic -stop has been created within the CERT by decret No. 2639 of July 21, 2008 to provide the administrative permits entering said frame . It includes a variety of stakeholders représantants in the field of information and communication technologies.

Q3: LONG DESCRIPTION OF THE CASE STORY

The Tic-stop set up an information system and business management applications customer requests to :

- automate approval procedures and technical control,
- ensure efficiency and customer application processing speed,
- ensure transparency of approval procedures and technical control,
- reduce the time required for customs clearance samples, ensure adequate service and better quality,

These business applications Single Window Tic integrate decision support modules such as:

- Regulatory consultation Module
- Risk Management Module
- Statistics Module
- Security Module
- Traceability module
- Backup Module

The single window of ICT also offers its customers and various partners (regulatory body) a multitude of benefits and services through the customer areas, partner and work integrated at <https://guichetunique-tic.cert.tn> its website, it also ensures great flexibility and ease of use for the deposit of client requests, their consultation and monitoring.

Q4: Please add here web links to project/programme materials.

<https://guichetunique-tic.cert.tn>

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Q5: YOUR CONTACT DETAILS

Name:	GU-TIC
Ministry/Institution/Organization:	Centre d'Etudes et de Recherches des Télécommunications (CERT)
Country:	Tunisia
Email Address:	cert@cert.mincom.tn

Q6: FUNCTION

Public sector

Q7: FUNDING PARTNER Tick the appropriate box(es)

Other (please specify) Financement autonome

Q8: Additional information

Respondent skipped this question

Q9: START DATE OF PROJECT/PROGRAMME

Juillet 2008

Q10: STATUS OF PROJECT/PROGRAMME

Fully implemented

Q11: DURATION OR, IF ON-GOING, EXPECTED DURATION OF PROJECT/PROGRAMME

More than 5 years

Q12: COST OF PROJECT/PROGRAMME

Between US\$200,000 - US\$500,000

Q13: Additional information

Respondent skipped this question

Q14: TYPE OF FUNDING FOR PROJECT/PROGRAMME

Grant

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Q15: PROJECT/PROGRAMME TYPE

Single country / customs territory

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Q16: SINGLE COUNTRY/CUSTOMS TERRITORY

TUNISIA

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Q17: REGION(If the region does not appear in the drop down menu, please enter manually.)

North Africa and the Middle East

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Q18: MULTI-COUNTRY(Enter all countries or customs territories)

Respondent skipped this question

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Q19: CASE STORY FOCUSTick the appropriate box(es)

Upgrading network infrastructure (ICT, power, telecoms)

,

Improving the regulatory environment for services

,

Improving skills levels in service sectors

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Q20: HOW SUCCESSFUL WAS THE PROJECT/PROGRAMME Tick the appropriate box(es)

Successful

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Q21: WHAT WERE THE OUTPUTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)

Officials trained,

New or updated electronic single window,

Laboratory testing facilities,

New conformity assessment procedures or processes

,

New laws, rules or regulations on services,

Services sector skills

Q22: Additional information(maximum 300 words)

Respondent skipped this question

PUBLIC SECTOR CASE STORY TEMPLATE

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Q23: WHAT WERE THE OUTCOMES OF YOUR PROJECT/PROGRAMME Tick the appropriate box(es)	Reduction in customs clearance time, Reduction in other border agency clearance time , Reduction in cost of customs clearance , Reduction in cost of other border agency clearance , Increase in merchandise imports
Q24: Additional information (maximum 300 words)	<i>Respondent skipped this question</i>

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Q25: WHAT WERE THE IMPACTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)	Increase in foreign investment, Increase in consumer welfare
Q26: Additional information (maximum 300 words)	<i>Respondent skipped this question</i>

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Q27: LESSONS LEARNT Tick the appropriate box(es)	Importance of good project design, Importance of agreeing clear project monitoring and evaluation process and procedures
Q28: Additional information (maximum 300 words)	<i>Respondent skipped this question</i>
Q29: PROJECT OR PROGRAMME MONITORING AND EVALUATION FRAMEWORK Tick the appropriate box(es)	M&E framework used