



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

Q1: TITLE OF CASE STORY

ICT Technical Cooperation Project (Belize)

Focusing on customs services and trade facilitation, this project employs Chinese Taipei's ICT capabilities and extensive electronic administration experience to address the needs of the Belize government arising due to annual increases in the country's trade volume of imports and exports.

Q2: CASE STORY ABSTRACT

This project employs Chinese Taipei's ICT capabilities and extensive electronic administration experience to address the needs of the Belizean government arising due to annual increases in the country's trade volume of imports and exports.

The project aims to comply with World Trade Organization (WTO) norms in order to facilitate trade, reduce trade barriers and stabilize domestic commodity prices by:

- 1) Building an interface between the Belize Bureau of Standards Database System and the Automated System for Customs Data (ASYCUDA) for the country's Customs and Excise Department;
- 2) Establishing an online system for import and export licensing; and
- 3) Providing training courses on related ICT applications to relevant government departments, thereby building the capacity to manage these online systems.

It is expected that assisting Belize to develop online licensing services will reduce trade costs while enhancing the management efficiency of import and export operations, and thereby foster inclusive and sustainable economic growth.

Q3: LONG DESCRIPTION OF THE CASE STORY

• Project Overview

The project goals align with the Belize government's need to develop trade facilitation practices, reduce the manual operations and time involved in processing applications for import and export permits, and boost the efficiency of customs and trade services, all through the introduction of related ICT services. Running from 2013 to 2017, the project's budget is US\$1,821,750, of which US\$1.5 million has been provided by Chinese Taipei, and US\$321,750 is provided by the government of Belize in kind. During the first year, representatives from Chinese Taipei and Belize negotiated and determined parties' rights and obligations, and signed a memorandum of understanding. Chinese Taipei dispatched a project manager to oversee project implementation, as well as oversee the utilization of resources and communications with cooperating units. Belize's Information and Communication Technology Center (the ICT Center, working under the Central Information Technology Office, CITO) is in charge of project implementation and has designated one project manager, who has also been responsible for recruiting and managing an implementation task force.

• Establishment of Internet Infrastructure and Capacity Building

PUBLIC SECTOR CASE STORY TEMPLATE

Establishment of Internet Infrastructure and Capacity Building

The Belize government's six main stakeholder units are the Ministry of Natural Resources and Agriculture; the Belize Agricultural Health Authority; the Department of Environment; the Fisheries Department; the Forest Department; and the Belize Customs and Excise Department. Chinese Taipei initially appraised these stakeholders' Internet environments, their internal intranet access, and dedicated cross-ministry networks. The resources to be invested by both sides were then negotiated, after which the Chinese Taipei team assisted Belize partners to devise centralized information security control mechanisms, with the ICT Center taking the leading role, and with capacity building for associated personnel taking place at the same time.

• Development of Internet Services

The project manager from the ICT Center has been clarifying the workflow among the stakeholders, after which the Chinese Taipei team will introduce a Relational Database Management System (RDBMS), assisting the ICT Center to carry out data backups and host the online services.

• Executing Agencies

- 1) Department of International Cooperation and Economic Affairs, Chinese Taipei
- ;
- 2) Representation of Chinese Taipei in Belize;
- 3) Technical Cooperation Department, International Cooperation and Development Fund (Chinese Taipei ICDF);
- 4) Central Information Technology Office (CITO), Ministry of Finance, Belize.

• Monitoring and Evaluation Framework

1) Operational meetings and associated reporting mechanism: The project coordinators and cooperating units from the Chinese Taipei and Belize sides convene monthly operational meetings. Both of the coordinators write progress reports on a regular basis, or turn in completion reports phase by phase, to keep representatives from both sides up to date.

2) Monitoring framework and appraisal upon project completion: During the midterm and final period of the project, project managers and experts will undertake on-site monitoring and appraisal missions, to ensure that all work is completed on time, and to review the effectiveness of project implementation.

3) Online satisfaction survey: In order to quantitatively evaluate project effectiveness, online satisfaction surveys of applicants (system users) are being conducted, with the project team making adjustments to project activities based on such results.

4) Teacher training workshop completion report: The project team has conducted a thorough review of participants' performances, gathering their opinions as a reference for future improvements.

5) Variance calculation of industrial output due to online services: Referring to the World Bank's Trade and Transport Facilitation Assessment (TTFA) or data from other international organizations, the project team is conducting market research and diagnostic analysis in the initial and final stages, respectively, of project implementation. This will allow the team to calculate variance and perform a before-and-after analysis of import and export applications.

• Project Outputs

1) Transparency in the processes and the digitization of the data of six government units, namely the Ministry of Natural Resources and Agriculture; the Belize Agricultural Health Authority; the Department of Environment; the Fisheries Department; the Forest Department; and the Belize Customs and Excise Department.

2) Internet optimization for the six above-mentioned government units, and the development of an online, publicly accessible platform offering import and export application services.

3) A plan for an online charging mechanism for the Supply Control Unit (SCU), the database system used by the Belize Bureau of Standards (BBS).

PUBLIC SECTOR CASE STORY TEMPLATE

the Belize Bureau of Standards (BBS).

- 4) The development of an electronic signature module for the SCU at the BBS.
- 5) The provision of advisory services regarding data encryption regulations for the SCU at the BBS.
- 6) An online permit application module for the import and export of agricultural products for the SCU at the BBS.
- 7) Teacher training for 20 seed trainers, who will then proceed to facilitate the use of project-related systems by government officials and the public.
- 8) Regional end-user training courses for the platform of online services.

• Project Outcomes

- 1) A reduction by 60 percent in the time required to complete the procedures involved in a selected range of trade services.
- 2) An improvement in the service efficiency of government units for operations relating to the import and export of commodities.
- 3) Assistance in developing horizontal, interdepartmental integration within government, enhancing the overall efficiency of public sector services.
- 4) ICT-related capacity building for Belize civil servants.

• Project Impact

Assisting Belize to develop online licensing services is expected to reduce manual operations, reducing trade costs in terms of monetary expenditures and time, while also raising the management efficiency of import and export operations, and significantly enhancing data analysis procedures.

Upon project completion, it is expected that approximately 5,000 persons will have benefited in various ways due to improvements to Belize's tariff trade services. These beneficiaries will include Belize government officials in departments associated with such services, as well as public brokers engaging in import and export licensing procedures.

In the long term, it is expected that the virtuous circles nurtured as part of the project will foster inclusive and sustainable economic growth.

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

<http://www.icdf.org.tw/ct.asp?xItem=19800&ctNode=30063&mp=2>

PAGE 5: C.2) ABOUT THE CASE STORY

Q5: YOUR CONTACT DETAILS

Name:	Oliver N. C. Hsiao
Ministry/Institution/Organization:	Chinese Taipei
Country:	Chinese Taipei
Email Address:	nchsiao@mofa.gov.tw

PUBLIC SECTOR CASE STORY TEMPLATE

Q6: FUNCTION	Public sector
Q7: FUNDING PARTNER Tick the appropriate box(es)	Bilateral donor
Q8: Additional information	<i>Respondent skipped this question</i>
Q9: START DATE OF PROJECT/PROGRAMME	August 01, 2013
Q10: STATUS OF PROJECT/PROGRAMME	On-going
Q11: DURATION OR, IF ON-GOING, EXPECTED DURATION OF PROJECT/PROGRAMME	3-5 years
Q12: COST OF PROJECT/PROGRAMME	Between US\$1 million and US\$5 million
Q13: Additional information	<i>Respondent skipped this question</i>
Q14: TYPE OF FUNDING FOR PROJECT/PROGRAMME	Grant

PAGE 6: C.2) ABOUT THE CASE STORY

Q15: PROJECT/PROGRAMME TYPE	Single country / customs territory
------------------------------------	------------------------------------

PAGE 7: C.2) ABOUT THE CASE STORY

Q16: SINGLE COUNTRY/CUSTOMS TERRITORY	TAIPEI, CHINESE
--	-----------------

PAGE 8: C.2) ABOUT THE CASE STORY

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

PAGE 9: C.2) ABOUT THE CASE STORY

Q18: MULTI-COUNTRY (Enter all countries or customs territories)	<i>Respondent skipped this question</i>
--	---

PUBLIC SECTOR CASE STORY TEMPLATE

PAGE 10: C.4) ABOUT THE CASE STORY

Q19: CASE STORY FOCUS Tick the appropriate box(es)	REDUCING TRADE COSTS FOR MERCHANDISE GOODS , Customs reform, Other border agency reforms, Upgrading network infrastructure (ICT, power, telecoms)
---	--

PAGE 11: C.5) ABOUT THE CASE STORY

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

PAGE 12: C.6) ABOUT THE CASE STORY

Q21: WHAT WERE THE OUTPUTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)	Officials trained, New customs procedures, New other border agency procedure, New border equipment (e.g. scanner), New or updated one-stop border post, New or updated electronic single window, New conformity assessment procedures or processes , New network infrastructure (e.g. broadband), Reform of other fees or charges
Q22: Additional information(maximum 300 words)	<i>Respondent skipped this question</i>

PAGE 13: C.7) ABOUT THE CASE STORY

PUBLIC SECTOR CASE STORY TEMPLATE

Q23: WHAT WERE THE OUTCOMES OF YOUR PROJECT/PROGRAMME Tick the appropriate box(es)	Reduction in storage costs, Reduction in customs clearance time, Reduction in other border agency clearance time , Reduction in cost of customs clearance , Reduction in customs rejections, Reduction in requests for informal payments, Reduction in informal payments, Increase in merchandise imports, Increase in merchandise exports, Increase in shipping volumes, Increase in data traffic, Reduction in data transfer cost, Increase in tariff revenue, New company registrations
Q24: Additional information(maximum 300 words)	<i>Respondent skipped this question</i>

PAGE 14: C.8) ABOUT THE CASE STORY

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

PAGE 15: C.9) ABOUT THE CASE STORY

PUBLIC SECTOR CASE STORY TEMPLATE

Q27: LESSONS LEARNT Tick the appropriate box(es)	Importance of good project design, Importance of alignment with national priorities , Importance of alignment between different development partners in programming , Importance of agreeing clear project implementation responsibilities , Importance of agreeing clear project monitoring and evaluation process and procedures , Importance of agreed accountability frameworks, Importance of attention to long-term sustainability , Importance of political will and commitment by project partner
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, Project baselines set, Ex post evaluation, Impact assessment