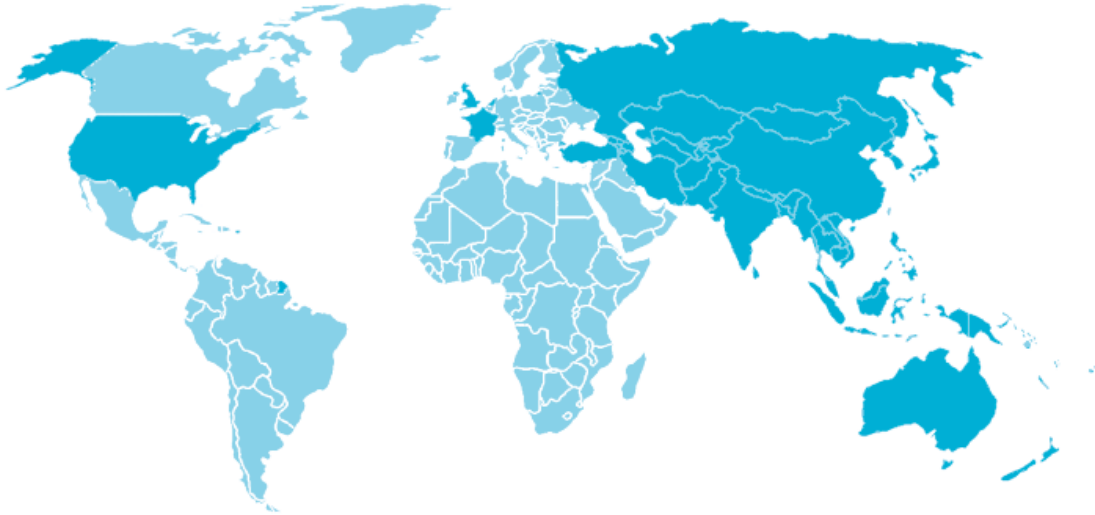**Trade and Transport Facilitation Monitoring Mechanism in Nepal**

Baseline study series #3

Business Process Analysis of Import of Fabrics to Nepal

UNITED NATIONS
ESCAP
Economic and Social Commission for Asia and the Pacific

The Economic and Social Commission for Asia and the Pacific (ESCAP) serves as the United Nations' regional hub promoting cooperation among countries to achieve inclusive and sustainable development. The largest regional intergovernmental platform with 53 member States and 9 associate members, ESCAP has emerged as a strong regional think-tank offering countries sound analytical products that shed insight into the evolving economic, social and environmental dynamics of the region. The Commission's strategic focus is to deliver on the 2030 Agenda for Sustainable Development, which it does by reinforcing and deepening regional cooperation and integration to advance connectivity, financial cooperation and market integration. ESCAP's research and analysis coupled with its policy advisory services, capacity building and technical assistance to governments aims to support countries' sustainable and inclusive development ambitions.

The darker areas of the map are ESCAP members and associate members.

Business Process Analysis of Import of Fabrics to Nepal

Disclaimers

Contents

List of Tables

List of Figures

ACKNOWLEDGEMENTS

---

[1] Naindra Prasad Upadhaya currently works in the Prime Minister's office, Nepal.
[2] http://sasec.asia/index.php?page=event&eid=210&url=nepal-ttfmm-national-validation-workshop

EXECUTIVE SUMMARY

As part of the baseline study of Trade and Transport Facilitation Monitoring Mechanism (TTFMM) in Nepal, this technical note analyses the trade process and procedures of import of fabrics to Nepal from Bangladesh. It reviews the "as-is" trade procedures, diagnoses key bottlenecks and provides a set of possible policy recommendations.

This study reveals that it generally takes 22 days to complete all trade procedures for importing fabrics from Bangladesh to Nepal. Payment via Asian Clearing Union (ACU) takes up more than 50 percent of total time, indicating there may be room for improvement through ACU payment mechanism. The cost for completing the procedures amounts to US$1000. Costs for transport, amounting to US$ 500, are the highest. Obtaining undertakings from NTWCL (US$ 250) is the second most costly procedure. In total, 24 unique documents need to be submitted for 47 times to complete the procedures of importing fabric from Bangladesh to Nepal. Among the 47 submissions, only 3 are conducted electronically while the remaining 44 are submitted manually.

Based on data analysis, this study provides the following tentative recommendations to further enhance trade facilitation: 1) Further development of electronic filing and exchange of documents; 2) Harmonization of data and information and standardization of documents; 3) Further development of customs automation; 4) Introduction of National Single Window; 5) Review of Nepal-India transit treaty and its protocol.

This note constitutes an essential component of the baseline study of TTFMM. As such, it should not be treated as a one-off study. The indicators and other more detailed information and data included in this note provide "baseline" data for benchmarking when similar studies are carried out in the future.

Chapter 1. Introduction

The baseline study on trade and transport facilitation monitoring mechanisms (TTFMM) in Nepal was conducted as part of a broad initiative to establish sustainable TTFMM in the country in the long term. The project covers not only Nepal but also Bangladesh and Bhutan under the South Asia Sub-regional Economic Cooperation (SASEC) Program. In particular, the TTFMM baseline study aims to:

- Provide a set of "as-is" indicators and underlying data on trade and transport facilitation performance in Nepal. Such baseline data will ensure that the progress or setback in trade facilitation performance in the country can be benchmarked.
- Diagnose key bottlenecks and recommendations for removing bottlenecks and simplifying trade procedures. In this respect, the study provides policy recommendations to policy makers and stakeholders.
- Identify areas of cooperation between Nepal and its regional trade partners to facilitate movement of goods across the SASEC region.
- Propose way forward to maintain the sustainability of TTFMM. Sustainability is at the core of the design of TTFMM. In this respect, this study provides specific recommendations on how to maintain sustainability of TTFMM including institutional arrangement, data collection and analysis, and best way to utilize the study output.

The scope of the baseline studies of TTFMM was decided through a series of regional and national training workshops held in Bangkok, Thailand in November 2013, in Dhulikhel, Nepal in April 2014, Wuhan, China in October 2015 and in Bangkok, Thailand in January 2016. A wide range of stakeholders were consulted in this process, as shown in the lists of participants of different meetings in Appendix 1.

The TTFMM baseline study in Nepal covers the following processes, products and trade routes and corridors:

(i) Import of fabrics from Bangladesh to Nepal through Dhaka-Banglabandha-Fulbari-Panitanki-Kakarbhitta-Kathmandu;
(ii) Import of wool through Kolkota-Birgunj-Kathmandu; and
(iii) Export of woolen carpet through Kathmandu-Birgung-Kolkota

The current study analyses trade process and procedures of importing fabrics from Bangladesh to Nepal. Birgunj customs is the most important entry point for the import of fabrics in Nepal. However, almost entire shipment of fabrics imported from Bangladesh enters through Mechi (Kakarbhitta) customs.

This technical note is a stand-alone document itself. In the meantime, it feeds the synthesis TTFMM baseline report on Nepal[3]. As such, it needs to be read along with the other reports to fully understand the background, key findings and conclusions of the TTFMM baseline study.

---

[3] https://www.adb.org/publications/trade-transport-facilitation-monitoring-nepal.

Chapter 2. Overview of Business Process Analysis for Trade Facilitation

Business Process Analysis (BPA) of Trade Procedures, developed by UNNExT [4] has proved to be an effective tool for providing a detailed understanding of international trade transactions. More than 50 import and export processes in Asia and other regions of the world have been studied since 2009 using BPA.[5] This study on the import of wool carpets through Kolkota-Birgunj-Kathmandu corridor has adopted the methodology developed by *the UNNExT Business Process Analysis Guide to Simplify Trade Procedures[6]*.

According to UN/CEFACT (see Figure 2.1) [7], BPA is recommended as the first step before undertaking other trade facilitation measures related to the simplification, harmonization and automation of trade procedures and documents.

Figure 2.1. A Step-by-step approach to implementing trade facilitation measures
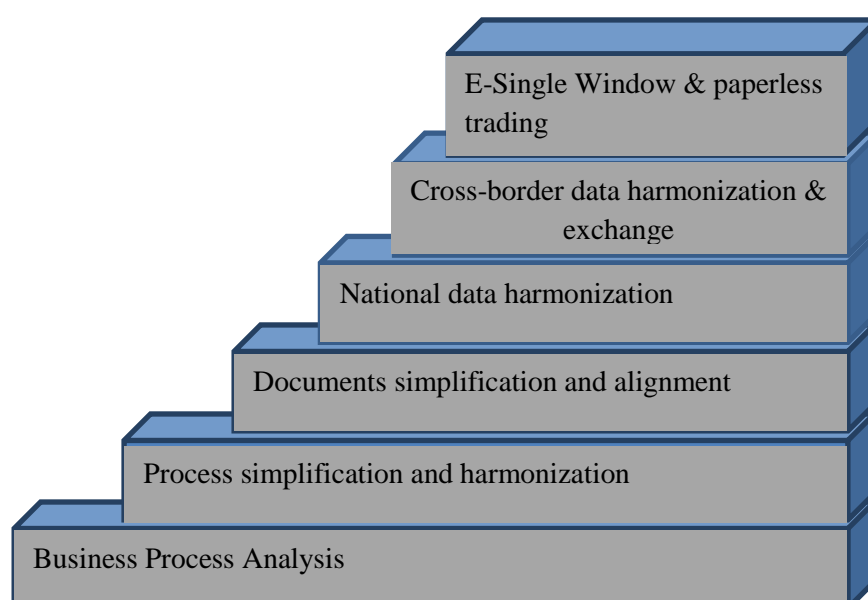
Source: UNECE, 2006, Background Paper for UN/CEFACT Symposium on Single Window Common Standards and Interoperability

The trade procedures covered by BPA largely fall in the category of Buy-Ship-Pay model recommended by UN/CEFACT (as shown in figure 2.2). In some cases, the scope could be confined to selected processes according to the priority of the country.

---

[4] More information is available at http://unnext.unescap.org/tools/business_process.asp.
[5] A summary of the existing studies is available at http://unnext.unescap.org/pub/brief11.pdf.
[6] Detailed information is available at < https://unnext.unescap.org/content/business-process-analysis-simplify-trade-procedures-case-studies>
[7] United Nations Economic Commission for Europe (UNECE), 2006, Background Paper for UN/CEFACT Symposium on Single Window Common Standards and Interoperability.

Figure 2.2. Buy-Ship-Pay Model
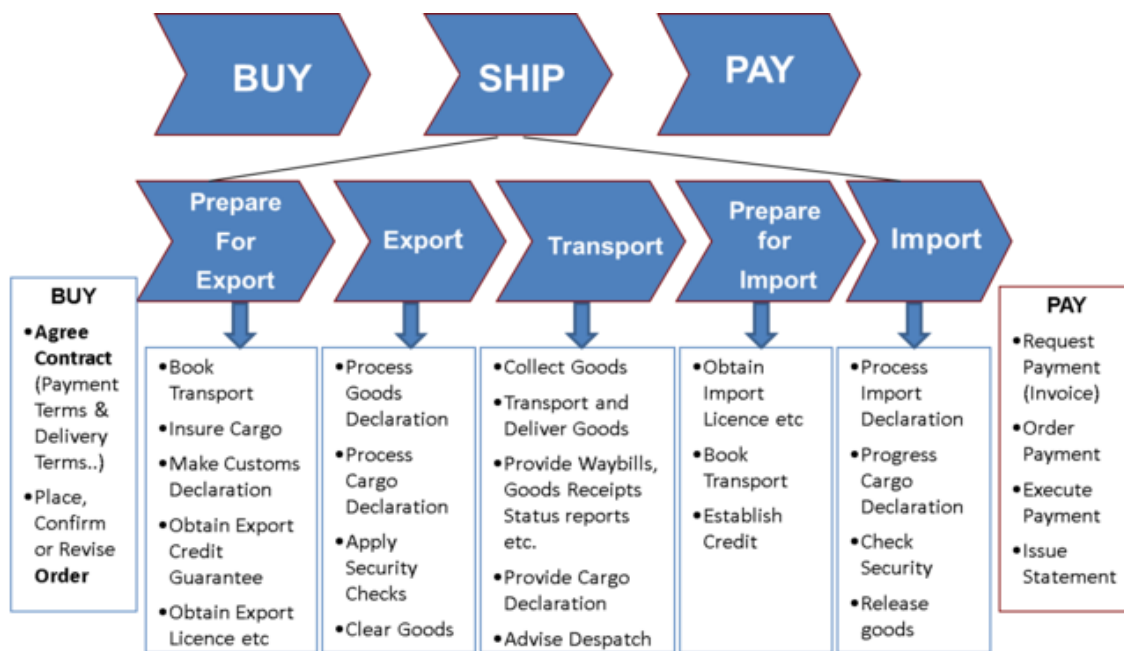
Note: *UN/CEFACT Recommendation No. 18 illustrates a simplified view of the international supply chain in the Buy-Ship-Pay model (Box 1). The model identifies the key commercial, logistical, regulatory and payment procedures involved in the international supply chain.* www.unece.org/fileadmin/DAM/cefact/recommendations/rec18/Rec18_pub_2002_ecetr271.pdf

One of the key features of the UNNExT Business Process Analysis Guide to Simplify Trade Procedures is the introduction of the Unified Modelling Language (UML) as a standard way to graphically represent the various procedures involved in the trade process (Figure 2. 3). Use of this common standard is essential to providing a systematic description and common language of a procedure that can be understood by all stakeholders involved in international trade transactions, both domestic and foreign.

Figure 2. 3. Examples of Use Case and Activity Diagrams

UML Use-Case Diagram	UML Activity Diagram
UML Use-Case and Activity Diagrams are used to visualize the captured knowledge of the business processes. The Use-Case Diagram illustrates high-level business processes and the actors associated with each of them. It serves as a frame of reference for further elaboration of business process modelling work. The Activity Diagram, on the other hand, describes activities, inputs, and outputs associated with each business process listed in the Use-Case Diagram.	

Source: http://unnext.unescap.org/pub/tipub2558new.asp

3

Chapter 3. Data Collection and Validation

The time frame for implementing the TTFMM baseline study in Nepal is shown in Table 3.1. The key activities are highlighted below.

Table 3. 1 Time frame for implementing the TTFMM baseline study

	2015	2016											
	10	1	2	3	4	5	6	7	8	9	10	11	12
Sub-regional meeting to plan the baseline study in Wuhan, China	▓												
Workshop to finalize the plan of the baseline study in Bangkok, Thailand		▓											
Data collection on BPA			▓	▓	▓	▓	▓	▓					
Data collection on TRS			▓	▓	▓	▓							
Data collection on TCD/CPMM				▓									
TTFMM database, analysis and draft report			▓	▓	▓	▓	▓	▓	▓	▓	▓		
National results validation meeting								▓					
Refine TTFMM data and analysis, and finalize study report										▓	▓	▓	▓

BPA = Business Process Analysis, CPMM = Corridor Performance Measurement and Monitoring,
TCD = Time/Cost–Distance, TRS = Time Release Study,
TTFMM = Trade and Transport Facilitation Monitoring Mechanism.
Note: Shaded area in a row indicates the month a particular task was undertaken.

Workshops to Plan the Baseline Study in Wuhan, China and Bangkok, Thailand

A subregional meeting was held in October 2015 in Wuhan, China, to plan the baseline study and discuss the next steps, and attended by national consultants and government officials from Bangladesh, Bhutan, and Nepal and experts from ADB and ESCAP. Another study planning workshop during which methodologies for BPA, TRS, and TCD/CPMM were discussed in detail, was held in Bangkok, Thailand, on 13–15 January 2016. Present in the workshop were national consultants of the project, government officers, and logistics operators from Bangladesh, Bhutan, and Nepal. Draft questionnaires used for TRS and CPMM were distributed and comprehensively discussed at the workshop, which was instrumental in the actual study.

Data collection on Business Process Analysis

An expert conducted data collection on BPA during February–July 2016 and interviewed the key stakeholders in Kathmandu, Birgunj, and Kakarbhitta. A field trip to Kolkata was arranged to collect data on transit during 16–18 March 2016. Information on import and export processes was collected, essentially through repeated interviews of key informants, e.g., exporters, importers, and intermediaries including public and private sector institutional participants directly involved in the processes being analysed. Whenever required, there were also interviews and consultations with government agencies. Websites of different organizations were also studied to collect published information related to specific procedural requirements, including documents,

time and costs, and laws and regulations. The summary and people interviewed during the visit are shown in Appendix 1.

National results validation meeting and follow-up activities

The Ministry of Commerce, Nepal, in collaboration with ADB and ESCAP, organized a national validation workshop on 28–29 July 2016 in Kathmandu, Nepal. The project team presented preliminary study results and findings to stakeholders. The project team considered comments from the workshop in their decision to revise the report. Approximately 6 weeks after the meeting, the project team shared the revised reports with the participants and incorporated additional feedback for further revision.

Chapter 4. Analysis and Findings

4.1. "As-is" trade process and procedures

4.1.1 Use-Case Diagram

While fabrics are imported in Nepal from all over the world, Bangladesh is one of them and constitutes major import item from Bangladesh. As per the treaty of transit between the Government of India and Government of Nepal, cargos carrying imports from Bangladesh shall use the Banglabandh-Panitanki-Kakarbhitta route. Trucks travelling to Phulbari for the purpose of loading imports require undertaking and vehicle permit from Nepal Transit Warehousing Co. Ltd. (NTWCL). The main procedures for the import are shown in Figure 4.1.

Figure 4. 1 Use-Case Diagram for Import of fabrics from Bangladesh to Nepal
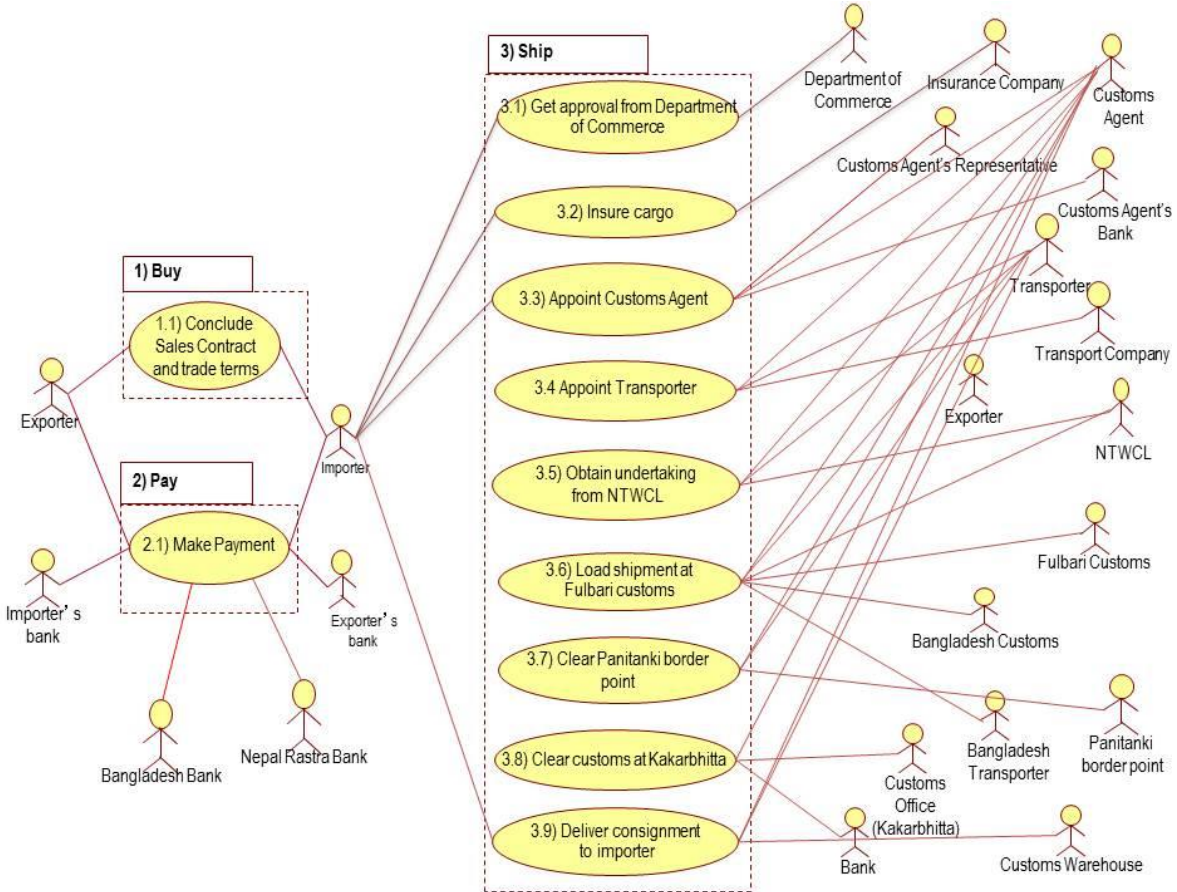
4.1.2 Activity Diagrams

Process Area 1: Buy

Core Business Process Area 1.1: Conclude Purchase Order

Importers in Kathmandu have well established trade links with the exporters in Dhaka who are normally traders rather than manufacturers of fabrics. While the respondents reported that some importers use agents (middle-men) in the process of purchasing and negotiations, the respondents contacted with the exporters directly. As and when the demand from market for fresh stock arises and/or the existing supply runs down, the importer contacts exporter via telephone and makes an offer for importing wool from Bangladesh. The offer to the exporter includes specifications on the quantity, quality, price, mode of payment of the order and date of consignment departure. After negotiations are completed, the exporter prepares a pro-forma invoice. Since exporter demands full payment before shipment and the national monetary regulations of Nepal only permit imports of up to US$ 50,000 in advance payment, importers mostly make purchase orders of equal to or less than US$ 50,000 at a time. After the exporter issues the pro-forma invoice, the importer issues a purchase order. The exporter then asks the importer to make the payment before the items can be exported. The telephone calls and operating cost of internet are the only costs associated with the process which is concluded mostly within one or two days.

The single business process in the 'Buy' process area is "Conclude sales contract and trade terms" as shown in Figure 4.2.

Figure 4. 2: "Conclude sales contract and trade terms " use case diagram
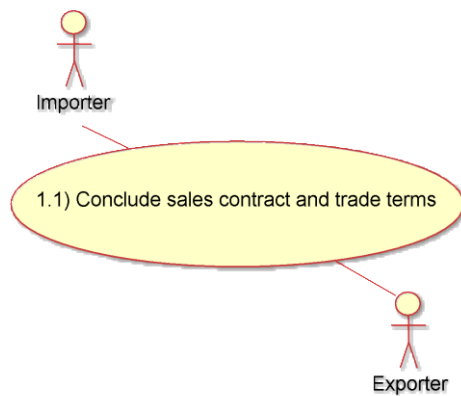
Figure 4. 3: " Conclude sales contract and trade terms " Activity Diagram
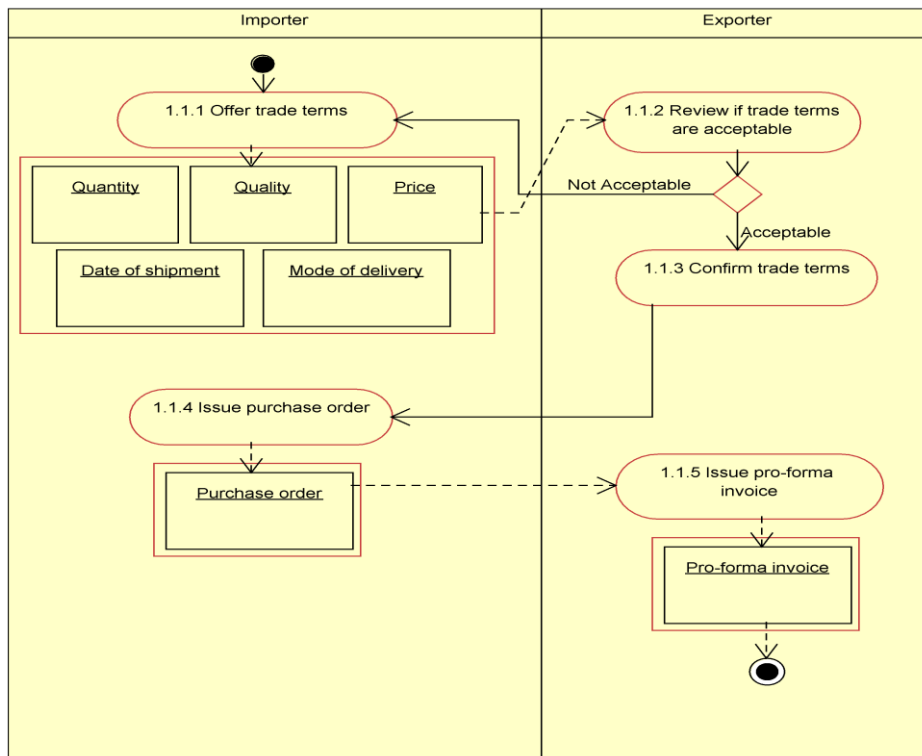
Table 4. 1: "Conclude sales contract and trade terms" Process Description

The name of a process area which this particular business process belongs to	1. Buy
The name of a business process	1.1 Conclude sales contract and trade terms
Related rules and regulations	▪ United Nations Convention on Contracts for the International Sale of Goods 1980 ▪ Incoterms ▪ Export Import (Control) Act 1957
The name of process participants	▪ Exporter ▪ Importer
Input and criteria to enter/begin the business process	▪ Importer is interested in purchasing fabrics.

Procedures and associated documentary requirements to complete the process	1.1.1 Importer contacts exporter and makes a trade offer pertaining to:
	    – Quantity required
	    – Quality of the fabric
	    – Price of fabric
	    – Mode of payment
	    – Delivery time
	1.1.2. Exporter receives the trade offer. If the trade terms are not acceptable, are renegotiated.
	1.1.3. Exporter confirms the trade terms.
	1.1.4. Importer issues a purchase order in the name of exporter online.
	1.1.5. Exporter prepares a pro-forma invoice and sends it to the importer electronically.

Output and criteria to exit the business process	▪ Exporter and importer agree on trade terms.
Average time required to complete the process and/or durations for each involved transaction	Average time 2-3 days
Average costs associated with the process	Cost of communication is minimal

Process Area 2: Pay

Core business process 2.1: Send payment via telegraphic transfer

Circular 641 issued by Nepal Rastra Bank (NRB) prescribes the regulations associated with advanced payment via telegraphic transfer (TT). The regulation mentions that imports beyond US$ 50,000 are not permitted via TT. Similarly, being a member of Asian Clearing Union (ACU), payments to member countries from Nepal are required to be made through the clearing union mechanism. The exporters in Bangladesh have a tendency to demand payments in advance for exports of fabrics to be made to Nepal. As a result, the importers reported instances of adulteration of consignment with small amount of poor quality fabrics being mixed with the rest of the items imported. As with L/C, the importer is required to have a commercial account in the bank where TT is being issued. However, requirement of credit limit is not mandatory as in the case of L/C. After acquiring the pro-forma invoice, the importer approaches the commercial bank of his choice and deposits money along with the following documents : a) Pro-forma invoice which contains information on the item being exported (HS Code 8 digit), unit price of the item and the quantity of exports, Incoterm being used and a brief statement on the Country of Origin of the exports; b) PAN/VAT Certificate (one time); c) Company Registration Certificate (one time); and d) Foreign Exchange Control Form (BiBiNi) 3a. After the contents of documents are found to be satisfactory, the importer's bank in Nepal deposits the funds to the Nepal Rastra Bank (NRB) and sends the SWIFT message to the NRB, instructing NRB to make payment to the bank of the exporter's choice via Bangladesh Bank (BB). NRB makes payment to the BB via the Asian Clearing Union and forwards the SWIFT Key to the BB which in turn deposits the funds to the exporter's bank. The importer sends the SWIFT Key to the exporter who provides the Key to his bank. The bank issues the certificate of payment to the exporter and to the importer's bank. The importer collects the certificate of payment from his bank. While normal payments would have been completed in at most three working days, the ACU

mechanism takes up to 15 days for exporter to receive the payment. The exporter mails the commercial invoice, packing list, COO and truck consignment note to the importer after the payment has been made.

As per NRB regulations, the importer is required to submit the SAD and Duty Payment Receipt to the Bank where TT is issued within 90 days of making the payment. The importer further submits a filled BiBiNi 4a after the SAD is produced.

Figure 4. 4:"Send payment via telegraphic transfer" use case diagram
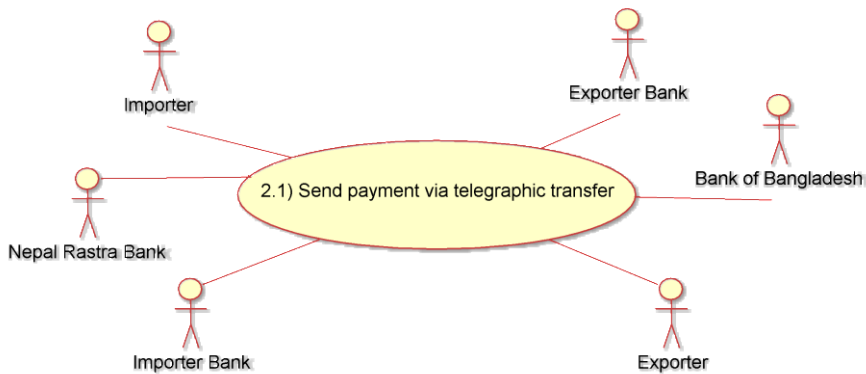
Figure 4. 5: "Send payment via telegraphic transfer" Activity diagram
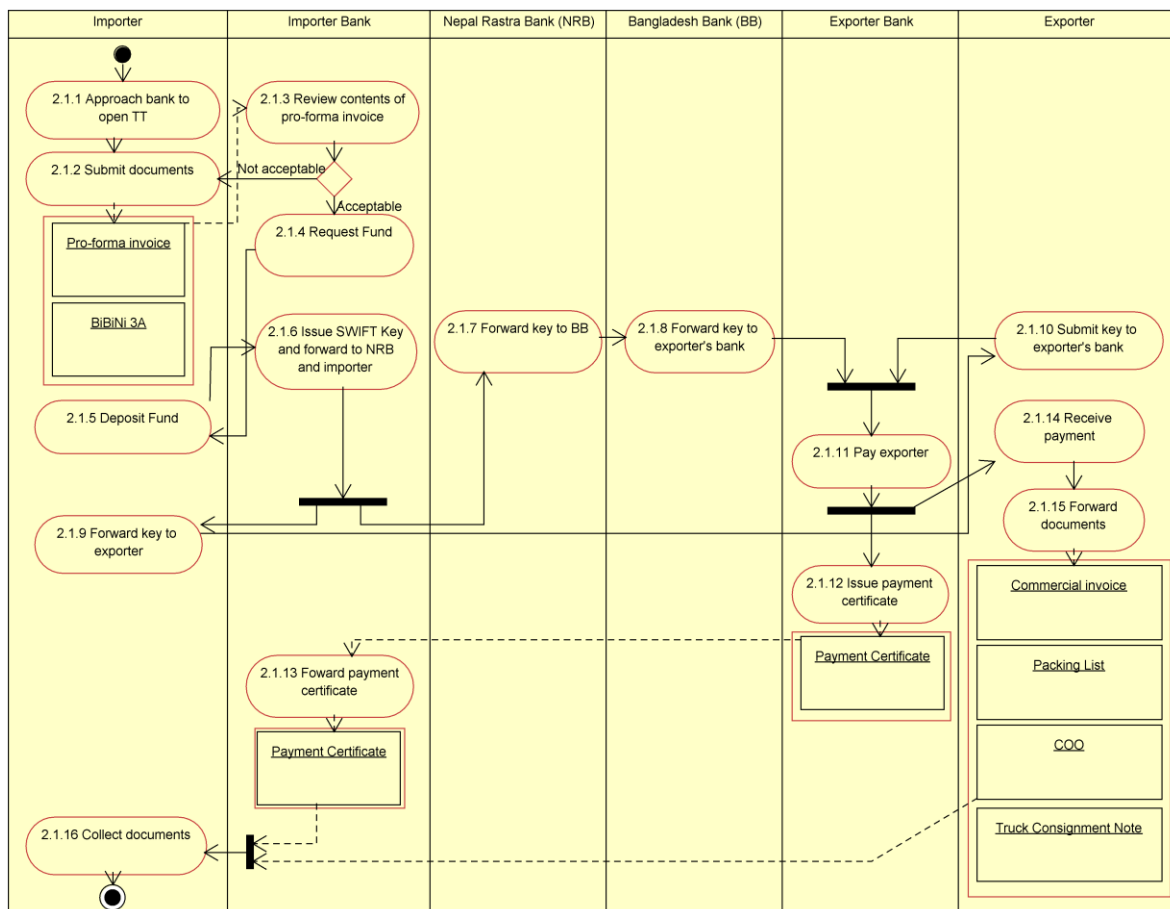
Table 4. 2: "Send payment via telegraphic transfer" Process Description

The name of a process area which this particular business process belongs to	2. Pay
The name of a business process	2.1. Send payment via telegraphic transfer
Related rules and regulations	▪ Foreign Exchange (Regulation) Act 1962 ▪ Foreign Exchange (Regulation) Rules 1963 ▪ Nepal Rastra Bank Act 2002 ▪ Circular 641 of Nepal Rastra Bank
The name of process participants	▪ Exporter ▪ Importer ▪ Exporter's Bank ▪ Importer's Bank ▪ Nepal Rastra Bank (Central Bank of Nepal) ▪ Bangladesh Bank (Central Bank of Nepal)
Input and criteria to enter/begin the business process	▪ The importer has a commercial account in the bank where TT is being issued. ▪ Exporter has sent a pro-forma invoice to the importer

Procedures and associated documentary requirements to complete the process	2.1.1 Importer approaches a commercial bank to issue a telegraphic transfer to the exporter.
	2.1.2 Importer submits following documents in print:
	    – Pro-forma invoice
	    – PAN/VAT certificate (one time)
	    – Company registration certificate (one time)
	    – Foreign exchange control form (BiBiNi3A)
	2.1.3 The importer's bank verifies the validity of these documents and if not satisfied asks importer to resubmit correct documents.
	2.1.4 If documents are satisfactory, importer's bank requests the importer to deposit money.
	2.1.5 Importer deposits money to make payment.
	2.1.6 Importer bank issues a SWIFT message and forwards the message to the Nepal Rastra Bank electronically.
	2.1.7 Nepal Rastra Bank sends the SWIFT message to the Bangladesh Bank electronically.
	2.1.8 Bangladesh Bank in turn informs the exporter's bank of the telegraphic transfer and forwards the SWIFT message to exporter bank electronically.
	2.1.9 The importer forwards the SWIFT message to the exporter electronically.
	2.1.10 The exporter receives the SWIFT Key from the importer and provides the key to the bank.
	2.1.11 The exporter's bank makes payment to the exporter.
	2.1.12 The exporter bank issues the certificate of payment and forwards it to the importer's bank.
	2.1.13 The importer bank then receives the certificate of payment and suggests the importer to collect the certificate in print.
	2.1.14 The exporter acknowledges the receipt of the payment.
	2.1.15 The exporter sends the following documents to the importer through mail:
	    – Commercial invoice
	    – Packing list
	    – Certificate of origin (COO)
	    – Truck consignment note
	2.1.16 The importer receives documents from the exporter and the bank.

Output and criteria to exit the business process	▪ Exporter receives payment via telegraphic transfer and releases goods. ▪ Importer receives documents necessary to import from exporter.
Average time required to complete the process and/or durations for each involved transaction	10-15 days
Average costs associated with the process	NRS 5,000 – 10, 000 (US$ 50-100) (0.05 to 0.1 percent of invoice value).

Process Area 3: Ship

Core business process 3.1: Get approval from Department of Commerce

The importers of fabric are required to acquire a letter of approval from the Department of Commerce (DoC). The importers need to produce a) pro-forma invoice, b) packing list, c) company registration certificate, and d) PAN/VAT Certificate to the DoC. The DoC issues approval letter to the importer for the import of fabrics with fees of NRS 5100 (US$ 51).

Figure 4. 6: "Get approval from Department of Commerce" Use case diagram

Figure 4. 7: "Get approval from Department of Commerce" Activity diagram
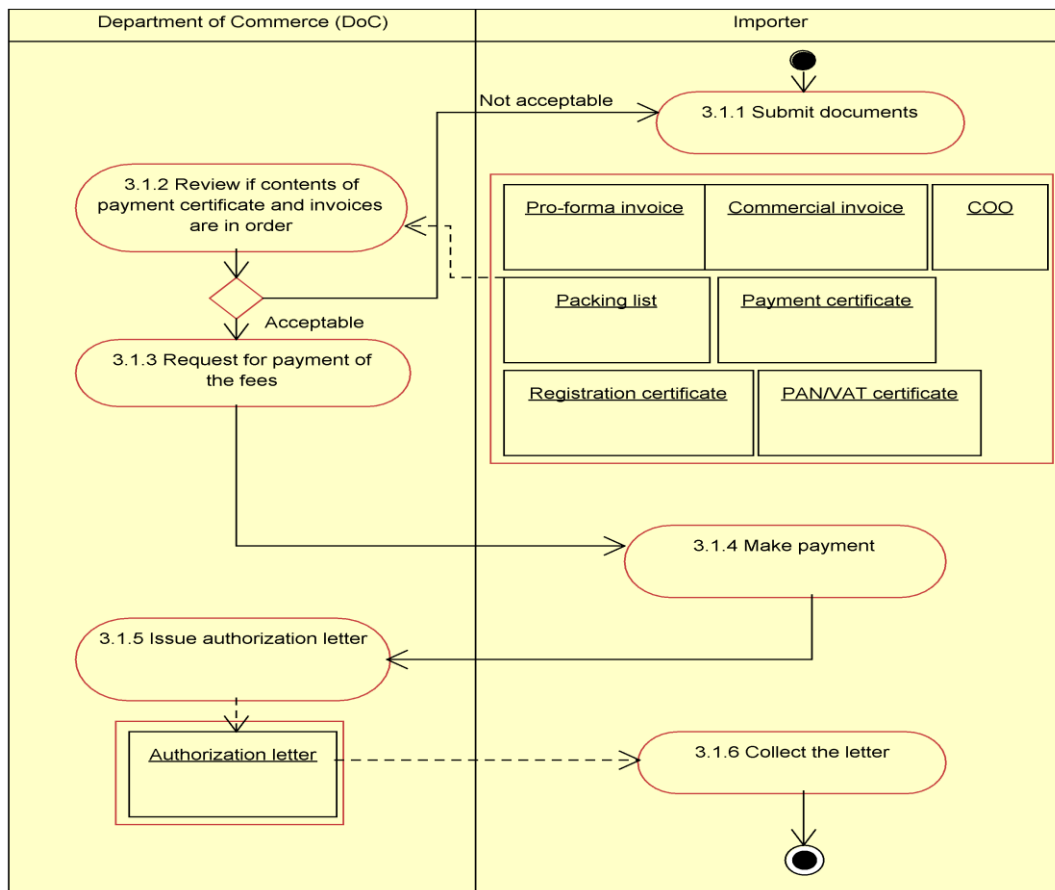
Table 4. 3: "Get approval from Department of Commerce"

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.1 Get approval from Department of Commerce
Related rules and regulations	▪ Notice no. 1 and 2 published by the Ministry of Commerce and Supplies in Nepal Gazette 2009
The name of process participants	▪ Importer ▪ Department of Commerce (DoC)
Input and criteria to enter/begin the business process	▪ Exporter and importer have concluded trade terms and sales contract ▪ Importer has made payment to the exporter

Procedures and associated documentary requirements to complete the process	3.1.1 The importer provides the following documents to the DoC:
	   – Commercial invoice
	   – Pro-forma invoice
	   – Certificate of origin
	   – Packing list
	   – Payment certificate
	   – PAN/VAT certificate
	   – Company registration certificate
	3.1.2 The DoC verifies the documents submitted by the importer and asks the importer to resubmit the documents with amendments.
	3.1.3 If satisfied with the documents, DoCrequests payment from the importer.
	3.1.4 The importer makes payment to DoC.
	3.1.5 The DoC issues printed authorization letter in print in the name of importer.
	3.1.6 The importer collects the authorization letter from the DoC.

Output and criteria to exit the business process	▪ Importer gets authorization letter from DoC
Average time required to complete the process and/or durations for each involved transaction	1 hour – 5 hours
Average costs associated with the process	NRS 5100 (USD 51)

Core business process 3.2: Insure cargo

Insurance is not mandatory under any trade related regulations in Nepal. The importers, however, report that low cost of insurance and its potential benefits has led them opting for an insurance. The importers select advanced risk insurance which covers all risks and costs 0.1% of the invoice value as a premium for insurance. Upon approaching the insurance company, the importer produces a pro-forma invoice, fills up and signs a Proposal Form along with a Declaration Form, and submits a copy of the Letter of Credit, where applicable. The insurance company approves the proposal and grants the importer an insurance certificate.

Figure 4. 8: "Insure cargo" use case diagram
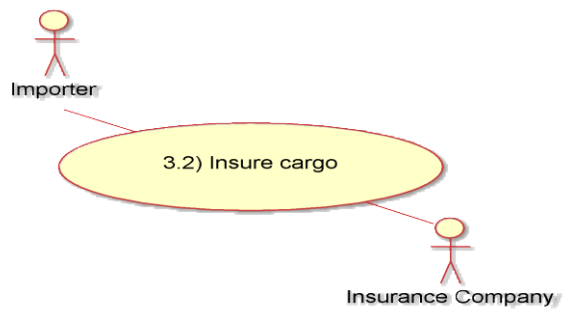
Figure 4. 9: "Insure cargo" activity diagram
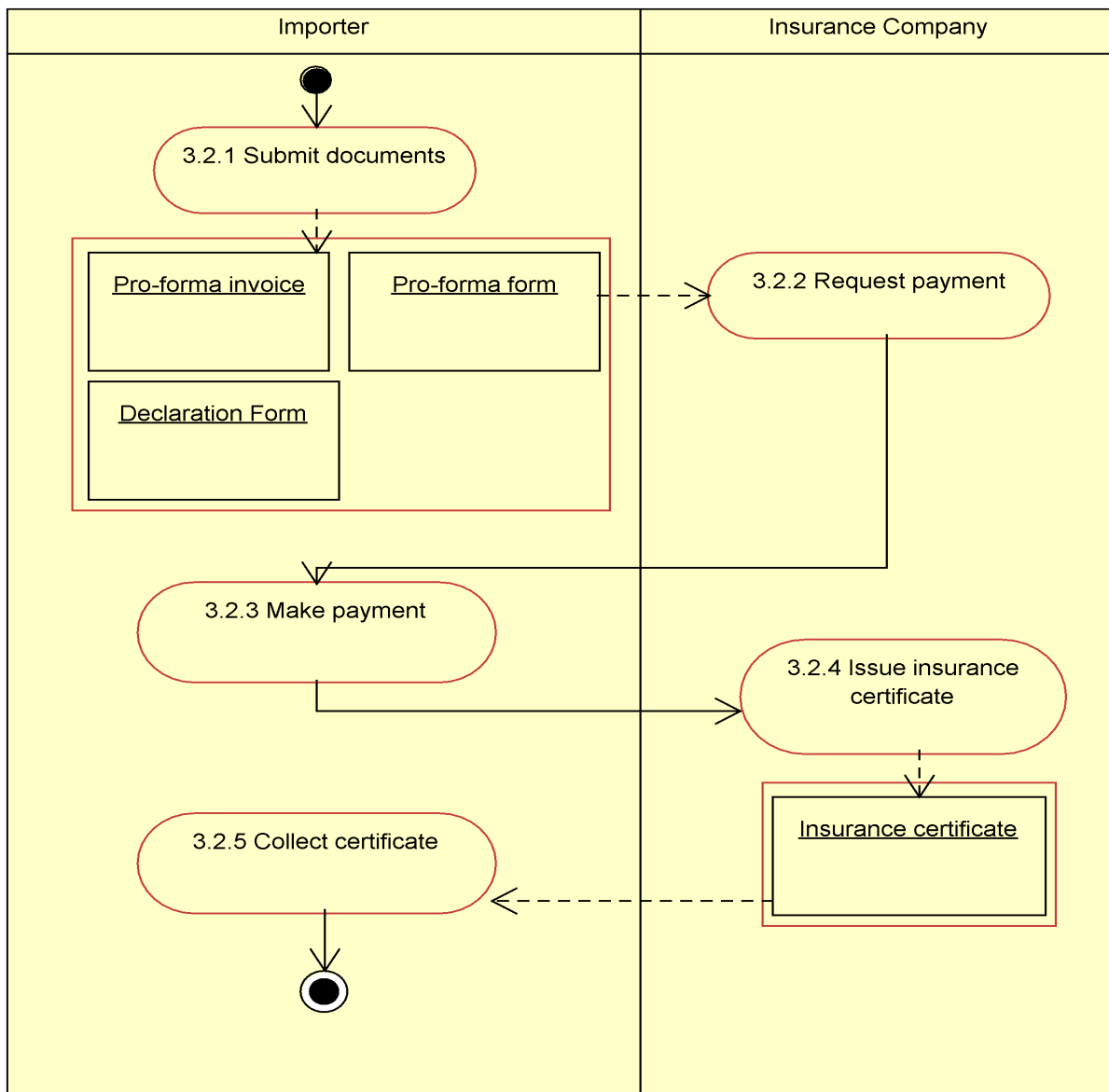
Table 4. 4: "Insure cargo" Process Description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.2 Insure cargo
Related rules and regulations	▪ Insurance Act 1992 ▪ Insurance Regulation 1993
The name of process participants	▪ Insurance Provider ▪ Importer
Input and criteria to enter/begin the business process	▪ Exporter is ready to ship the items.
Procedures and associated documentary requirements to complete the process	3.2.1 Importer approaches insurance provider for insurance and provides following documents: • Pro-forma invoice • Company registration certificate (one time) • PAN/VAT certificate (one time) • Declaration form • Proposal form 3.2.2 Insurance company requests for payment to the importer. 3.2.3 Importer pays premium to the insurance company. 3.2.4 Insurance company provides certificate of insurance to the importer. 3.2.5 The importer collects the certificate from the insurance company.
Output and criteria to exit the business process	▪ Shipment is insured
Average time required to complete the process and/or durations for each involved transaction	1 hour
Average costs associated with the process	0.1375 percent of invoice value.

Core business process 3.3: Appoint customs agent

Since importers are regular clients of agents at Kakarbhitta Customs, they have well established links with Customs Agent (CA). The importer calls CA and informs him about the arrival of consignment. The importer forwards pro-forma invoice, commercial invoice, PAN/VAT Certificate, Company Registration Certificate, Packing List, Certificate of Origin and Truck Consignment Note (Bill T) to the CA and also deposits money in CA bank to pay fees and charges related to clear customs. However, payment of additional demurrage has become regular affairs for importer because the documents sent by the exporter (most notably Truck Consignment Note) arrive the day that the consignment reaches Banglabandh Customs. However, courier of the documents takes at least another day which leads additional costs of NRS 4,000 – NRS 5,000 (US$ 40-50) for the importer. The Customs Agent further appoints a representative who proceeds to clear the consignment.

Figure 4. 10: "Appoint customs agent" use case diagram
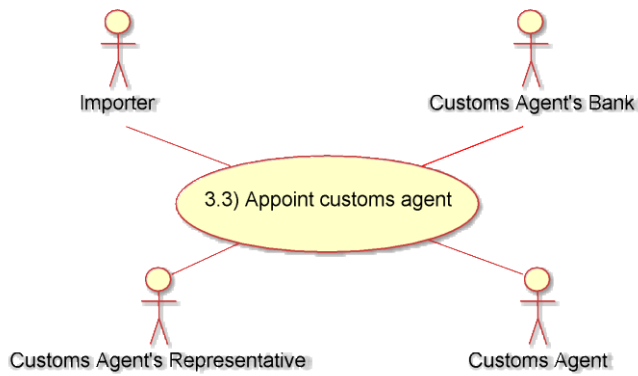
Figure 4. 11: "Appoint customs agent" activity diagram
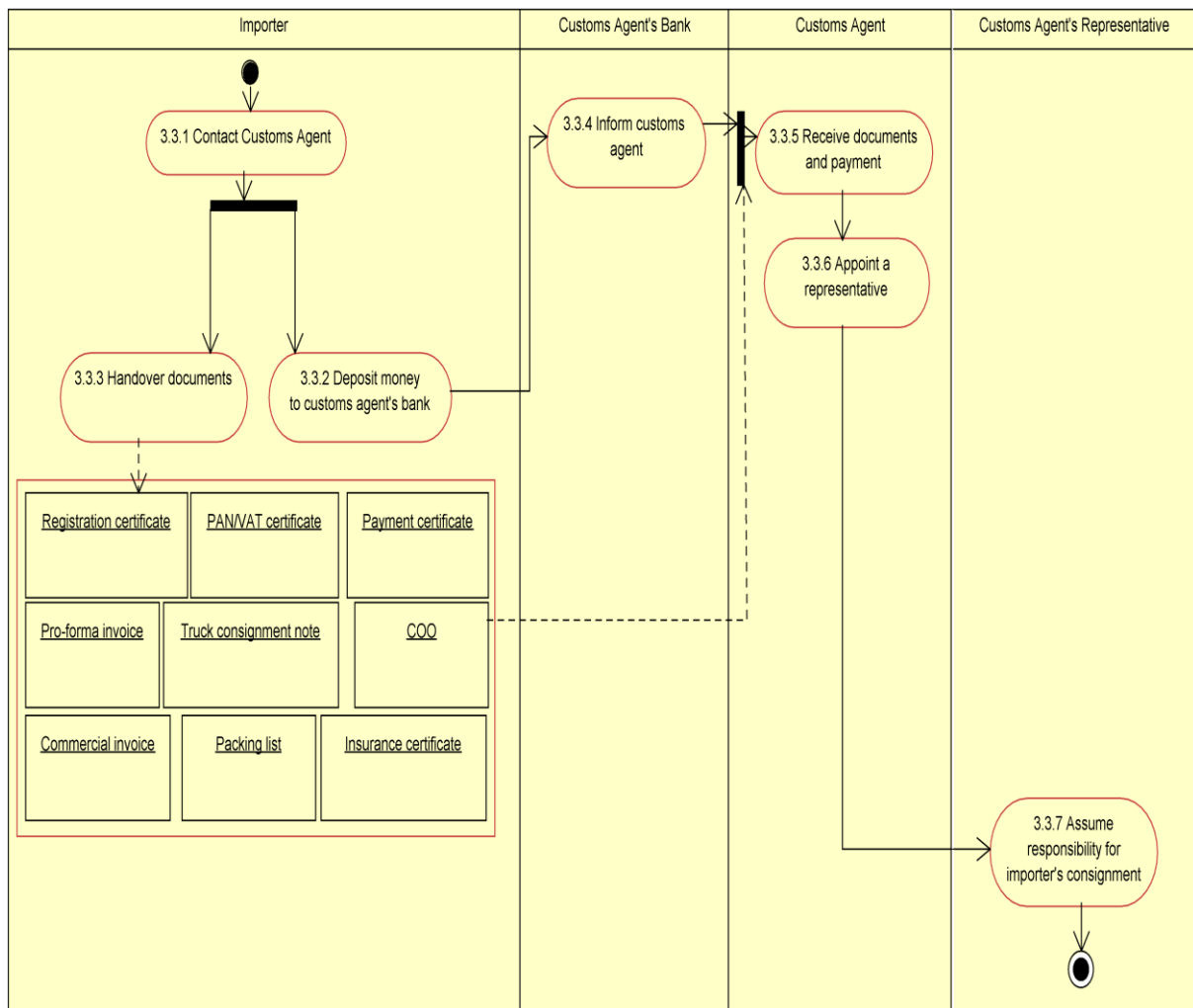
Table 4. 5: "Appoint customs agent" process Description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.3 Appoint customs agent
Related rules and regulations	▪ Customs Act 2007 ▪ Customs Rules 2007 ▪ Customs Regulations 2007
The name of process participants	▪ Importer ▪ Customs Agent ▪ Representative of Customs Agent ▪ Customs Agent's Bank
Input and criteria to enter/begin the business process	▪ The consignment is ready to arrive at Fulbari Customs in India.

Procedures and associated documentary requirements to complete the process	3.3.1 Importer approaches his regular customs agent and informs about the arrival of fabrics consignment.
	3.3.2 Importer deposits the required funds on customs agent's bank to pay for customs fees, transporters' fees, undertaking fees and Customs agent's commission.
	3.3.3 Importer sends the following physical documents to the customs agent by post:
	   – Pro-forma invoice
	   – Commercial invoice
	   – PAN/VAT certificate
	   – Company registration certificate
	   – Insurance certificate
	   – Packing list
	   – Certificate of origin
	   – Truck consignment note
	3.3.4 Agent's bank informs the agent to collect the payment.
	3.3.5 The customs agent then appoints a representative to clear customs.
	3.3.6 The representative of the customs agent takes responsibility for the importer's consignment.

Output and criteria to exit the business process	▪ Customs agent is hired by the importer
Average time required to complete the process	1 day
Average costs associated with the process	Customs agent charges NRS 2000 (US$ 20) per truck as fee. Cost of courier comes around NRS 200 (US$ 2).

Core business process 3.4: Appoint transporter

The customs agent approaches a transport company or transporters' association for delivery of consignment from Fulbari to Kathmandu. The transport company/transporters' association allocates task to specific driver/ transporter for the assignment. The transporter agrees upon the fees and proceeds to the customs office with the empty truck.

Figure 4. 12: "Appoint transporter" use case diagram
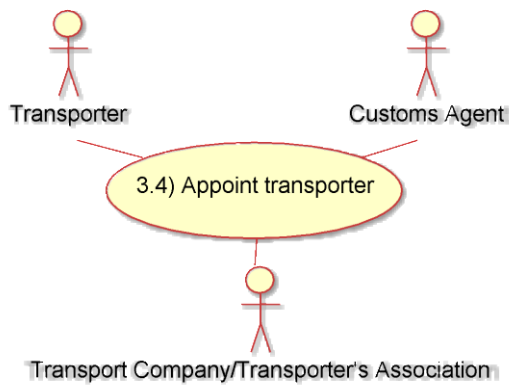
Figure 4. 13: "Appoint transporter" activity diagram
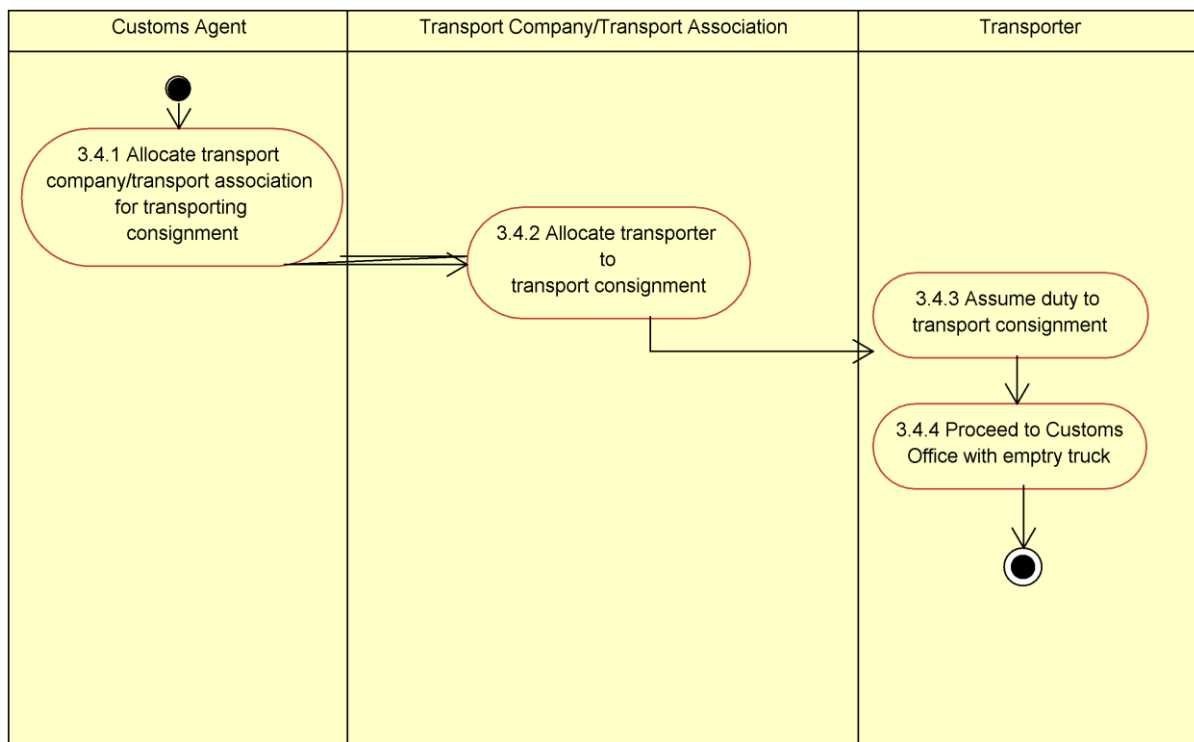
Table 4. 6: "Appoint transporter" process description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.4 Appoint transporter
Related rules and regulations	▪ Contract Act 2000 ▪ Transport Management Act 1993 ▪ Vehicles and Transport Management Rules 1997
The name of process participants	▪ Customs agent ▪ Transport Company/Transporter's Association ▪ Transporter

Input and criteria to enter/begin the business process	▪ Importer has appointed a customs agent			
Procedures and associated documentary requirements to complete the process	3.4.1	Customs agent approaches a transport company/transporter's association for the purpose of transporting consignment from country of origin.		
	3.4.2	The transport company/ transport association allocates specific transporter for transporting the consignment.		
	3.4.3	The transporter agrees to deliver the consignment from Fulbarito the importer's warehouse.		
	3.4.4	The transporter takes the empty truck to the customs office premise.		
Output and criteria to exit the business process	▪ Transporter is hired by customs agent			
Average time required to complete the process and/or durations for each involved transaction	1 day			
Average costs associated with the process	Cost of telecommunications are marginal. Cost of transport is pre-determined to be around NRS 50,000 -55,000 (US$ 500-550).			

Core business process 3.5: Obtain undertaking from NTWCL

As per the Treaty of Transit between the Government of Nepal and the Government of India, the Nepal Transit and Warehousing Company Limited (NTWCL) is entrusted with the task of issuing a permit to transport transit cargo from Nepal to Bangladesh and vice versa via Kakarbhitta-Fulbari-Banglabandh route. Accordingly, the Custom Agent or representative of the Customs Agent writes a letter to the NTWCL requesting undertaking attaching: a) filled CTD, b) Vehicle Permit (on behalf of the transporter along with four photos, vehicle ownership certificate and driving license of the driver), c) pro-forma invoice, d) commercial invoice, e) packing list, f) certificate of origin, g) Truck Consignment Note, h) company registration certificate, and i) PAN/VAT certificate. The NTWCL verifies the documents provided by the Customs Agent and endorses the CTD, Vehicle Permit and issues an undertaking and vehicle permit. The Customs Agent hands over the vehicle permit to the transporter. The NTWCL charges the Customs Agent 0.15 percent of the invoice value as a permit charge and 0.35 percent of invoice value as a clearing charge. The whole process can take from half an hour to around an hour depending on the volume of requests received by NTWCL in the day.

Figure 4. 14: "Obtain undertaking from NTWCL" use case diagram
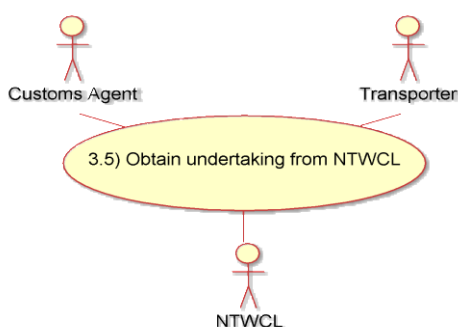
Figure 4. 15: "Obtain undertaking from NTWCL" activity diagram
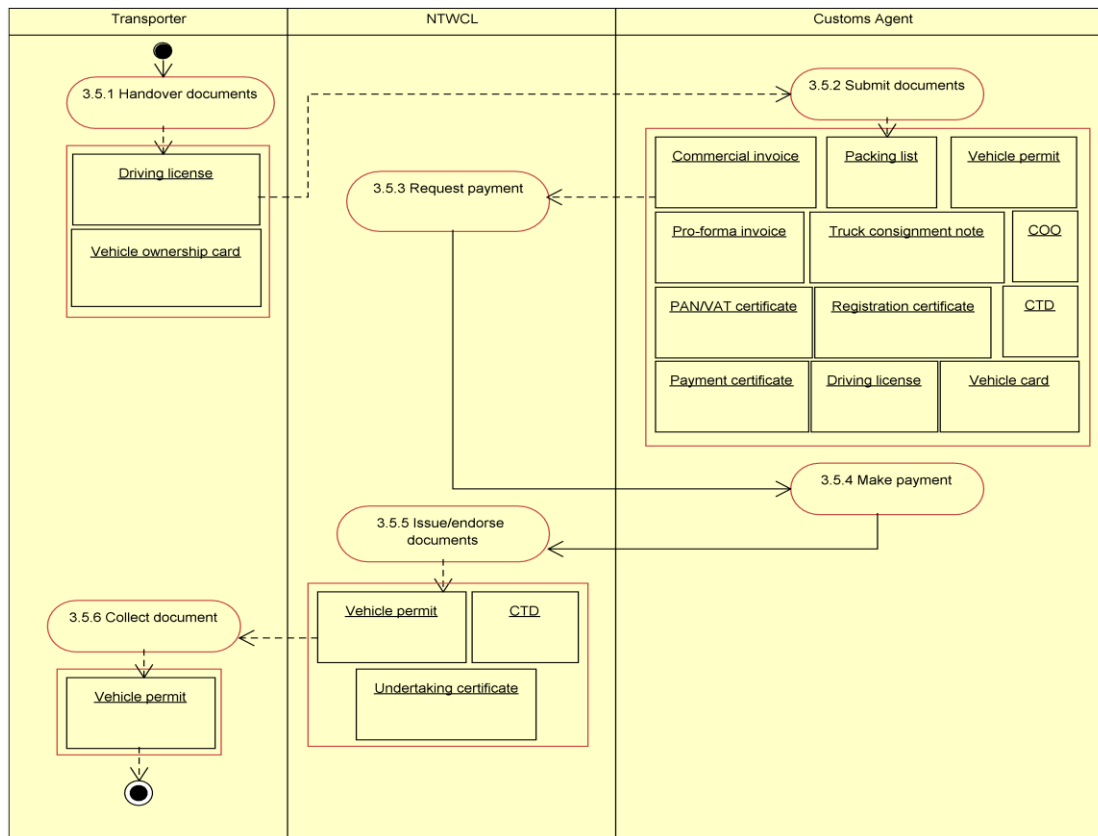
Table 4. 7: "Obtain undertaking from NTWCL" process description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.5 Obtain undertaking from Nepal Transit and Warehousing Company Limited (NTWCL)
Related rules and regulations	▪ Treaty of Transit between Government of Nepal and Government of India 1999 ▪ Protocol of Treaty of Transit between Government of Nepal and Government of India 1999 ▪ Memorandum on Treaty of Transit between Government of Nepal and Government of India 1999
The name of process participants	▪ Customs Agent ▪ NTWCL ▪ Transporter
Input and criteria to enter/begin the business process	▪ Customs Agent has appointed the transporter.

Procedures and associated documentary requirements to complete the process	3.5.1 Transporter submits signed vehicle permit to Customs Agent in print along with original vehicle ownership certificate and driving license.
	3.5.2 The Customs Agent submits the following documents to the NTWCL in print:
	  – Company registration certificate,
	  – PAN/VAT certificate,
	  – Payment certificate,
	  – Customs Transit Declaration (CTD),
	  – Vehicle permit (on transporter's behalf)
	  – Pro-forma invoice
	  – Commercial invoices

	– Packing list
	   – Certificate of Origin (COO)
	   – Truck consignment note
	3.5.3 The NTWCL asks the Customs Agent for payment.
	3.5.4 The Customs Agent makes payment to the NTWCL.
	3.5.5 NTWCL verifies the documents, endorses the CTD and vehicle permit, and issues undertaking certificate. The NTWCL hands over the vehicle permit to the transporter.
	3.5.6 The transporter receives the document from the NTWCL and departs for Fulbari land customs stations.

Output and criteria to exit the business process	▪ NTWCL issues an undertaking in the name of the importer's consignment. ▪ Customs agent, transporter and representative from the NTWCL depart for Fulbari land customs station.
Average time required to complete the process and/or durations for each involved transaction	2 hours
Average costs associated with the process	0.35 percent of the invoice value as service charge and 0.15 percent of invoice value as undertaking charge.

Core business process 3.6: Load shipment at Fulbari customs

There is no any legal agreement that permits Bangladeshi trucks to arrive at Kakarbhitta Customs via Fulbari. Therefore, empty Nepalese trucks reach Fulbari for cargos to be transhipped at Fulbari Customs. While trucks carrying Nepalese exports are permitted to unload their consignment at Banglabandh Customs, they can only be loaded at Fulbari Customs Station. Therefore, they have to return to Fulbari Customs Station empty and wait for the Bangladeshi trucks to arrive at Fulbari Customs Station to load cargos. Fulbari Customs Station is often very busy and the truckers have to wait for hours to get their trucks loaded as it has to accommodate both Indian and Nepalese trucks. However, the officer of the NTWCL submits the list of the day's consignments' CTDs and trucks to be loaded to the Customs Station office for its approval before the trucks are loaded. The CTDs are endorsed by port office in Bangladesh. When the trucks from Bangladesh arrive, the trucks from both sides wait for a few hours to find enough space for transhipment. Due to shortage of workers in the Customs Station, the trucks are required to wait for loading/unloading activities. The customs office endorses the CTD and issues a release form for the truck. After the trucks are loaded, a supervisor from customs office verifies the consignment and seals the truck. The truck leaves for Kakarbhitta customs under the escort of security personnel from Fulbari customs.

Figure 4. 16: "Load shipment at Fulbari customs" use case diagram
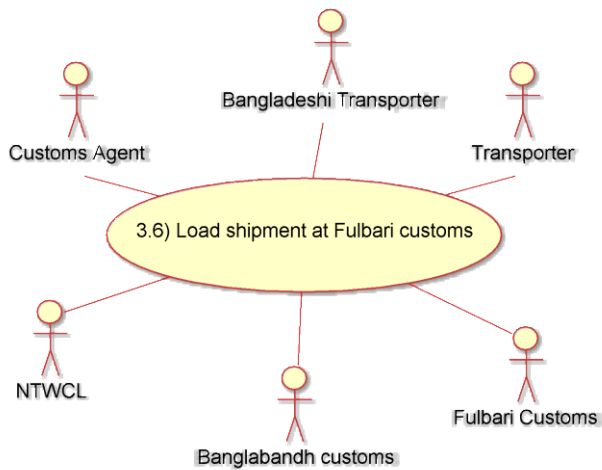
Figure 4. 17: "Load shipment at Fulbari customs" activity diagram
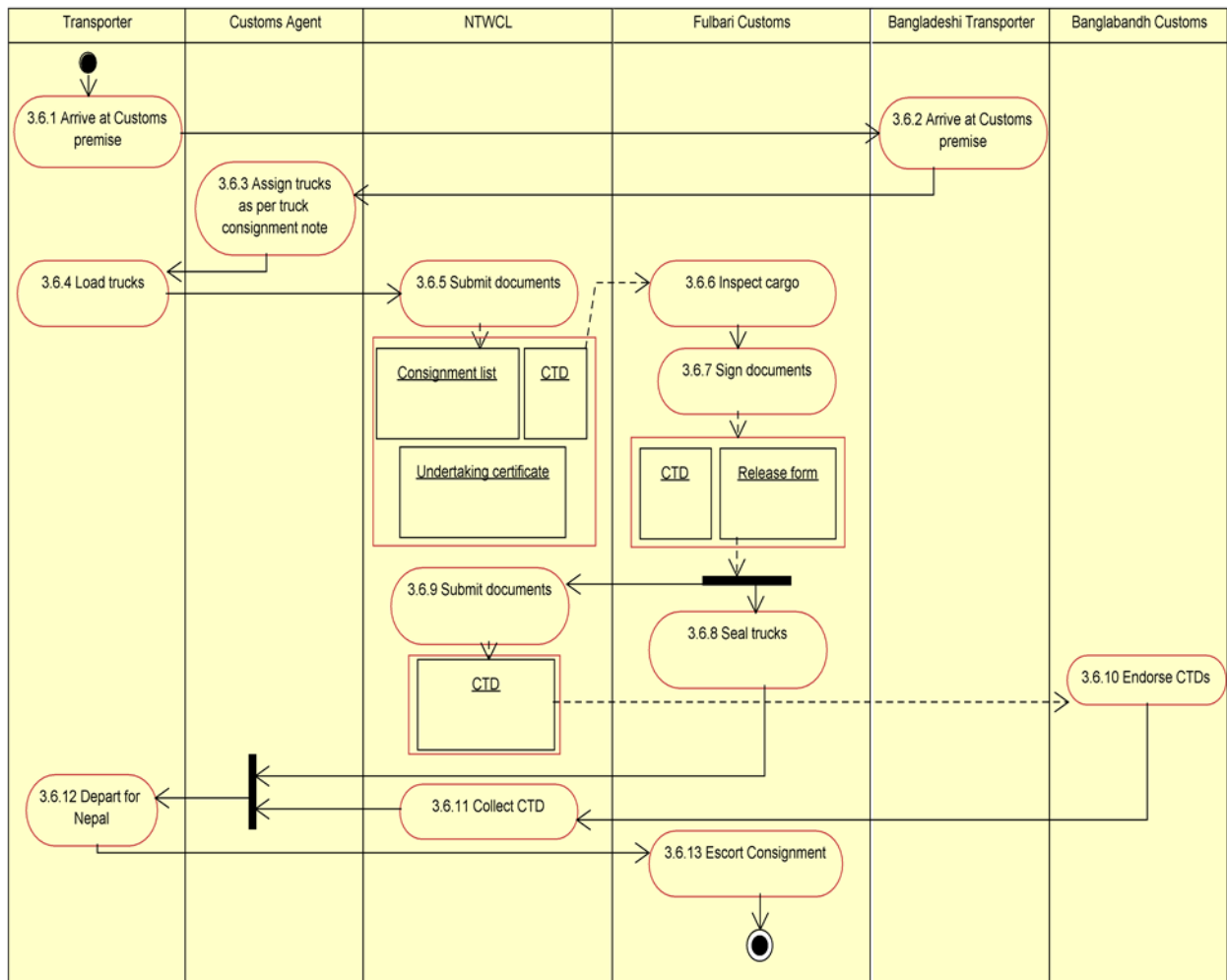
Table 4. 8: "Load shipment at Fulbari customs" process description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.6 Load shipment at Fulbari customs
Related rules and regulations	▪ Treaty of Transit between Government of Nepal and Government of India 1999 ▪ Protocol to the Treaty of Transit between Government of Nepal and Government of India 1999 ▪ Transit Agreement between Government of Nepal and Government of the People's Republic of Bangladesh 1976 ▪ Protocol to the Transit Agreement between Government of Nepal and Government of the People's Republic of Bangladesh 1976
The name of process participants	▪ Transporter ▪ Customs agent ▪ NTWCL ▪ Fulbari customs, India ▪ Bangladeshi transporter ▪ Banglabanda customs, Bangladesh
Input and criteria to enter/begin the business process	▪ Transporter, Customs Agent and NTWCL arrive at Fulbari customs office.
Procedures and associated documentary requirements to complete the process	3.6.1 Empty trucks from Nepal arrive at Fulbari customs office. 3.6.2 The trucks wait till Bangladeshi trucks enter at the Fulbari customs station. 3.6.3 The Customs Agent allocates the trucks as per the truck consignment note. 3.6.4 The transporter from Nepal loads the trucks as per Customs Agent's instructions. 3.6.5 NTWCL provides a list of the day's consignments in print to the Fulbari customs for its approval. 3.6.6 Officer at Fulbari customs inspects the consignment. 3.6.7 The customs officer issues the release form and endorses the CTD in paper. 3.6.8 The officer seals the trucks. 3.6.9 Officer from NTWCL submits the copy of CTD to customs office at Banglabandh, Bangladesh. 3.6.10 Customs at Banglabandh endorses the CTD. 3.6.11 NTWCL collects the CTD from Banglabandh customs. 3.6.12 The trucks depart from Fulbari. 3.6.13 Custom official from the Fulbari customs port provide escorts to the consignment.
Output and criteria to exit the business process	▪ Consignment departs from Fulbari customs office.
Average time required to complete the process and/or durations for each involved transaction	Minimum 5 hours Maximum 7 hours
Average costs associated with the process	The truckers have to pay IRS 250 (US$ 4) per truck for loading, IRS 50 (US$ 0.8) for sealing, and an additional IRS 225 (US$ 3.6) per truck for escort (for the whole escorted trucks).

Core business process 3.7: Clear Panitanki border point

The endorsed CTDs and the release form are submitted by the NTWCL at the Panitanki border point. The official at the border point further certifies the CTDs and examines the consignment, if necessary. The trucks then enter Nepal and spend the night at the Customs Premise at Kakarbhitta.

Figure 4. 18: "Clear Panitanki border point" use case diagram
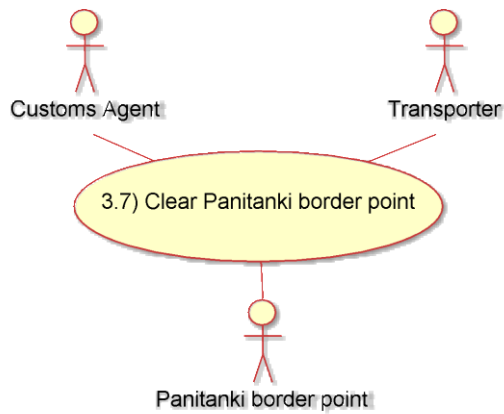
Figure 4. 19: "Clear Panitanki border point" activity diagram
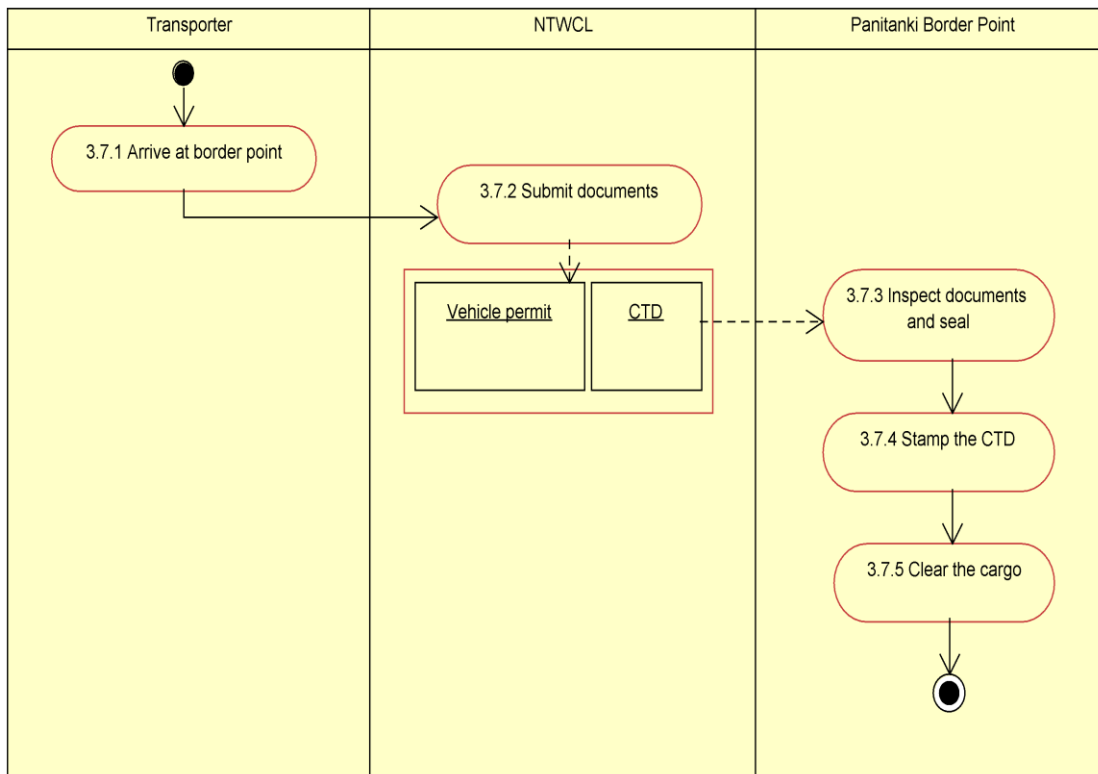
Table 4. 9: "Clear Panitanki border point" process description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.7 Clear Panitanki border point
Related rules and regulations	▪ Treaty of Transit between India and Nepal 1999 ▪ Protocol of Treaty of Transit between India and Nepal 1999 ▪ Memorandum on Treaty of Transit between India and Nepal 1999

The name of process participants	- Nepalese Transporter - Nepal Transit and Warehouse Company Ltd. (NTWCL) - Panitanki Customs
Input and criteria to enter/begin the business process	- The consignment has cleared customs at Fulbari. - Truck, customs agent and the staff from NTWCL have reached Panitanki check point
Procedures and associated documentary requirements to complete the process	3.7.1 Transporter arrives at Panitanki border point. 3.7.2 NTWCL submits the physical copies of endorsed CTD and vehicle permit to the check point at Panitanki border point. 3.7.3 Customs officer at Panitanki border point examines the documents and the seal. 3.7.4 Customs officer at Panitanki border point stamps the back of the CTD. 3.7.5 The customs officer at Panitanki border point releases goods.
Output and criteria to exit the business process	Consignment reaches the compound at Kakarbhitta customs.
Average time required to complete the process and/or durations for each involved transaction	1-2 hours
Average costs associated with the process	No Cost

Core business process 3.8: Clear customs at Kakarbhitta

Customs Office in Kakarbhitta is the first customs office in Nepal to introduce ASYCUDA World. Consequently, the process of documentation in the customs takes place online. However, since the operationalization is still in its initial phase, Customs Agents submit the paper documents as well as upload the scanned documents online, therefore doubling their workload. The Customs Agent submits the following documents to the Customs Office: a) company registration certificate; b) PAN/VAT certificate; c) commercial invoice; d) pro-forma invoice; e) Packing List; f) payment certificate; g) certificate of origin; h) customs transit declaration; i) truck consignment note; j) BiBiNi3A; k) insurance certificate and l) authorization letter of the customs agent.

The ASYCUDA World determines consignment to pass through the Green, Yellow or Red Channel and assigns the Customs Officer to clear the consignment. The Customs Agent gets the paper documents signed by the assigned Customs Officer and waits for the valuation of the consignment and the customs duties to be paid, provided the consignment falls into the Green or the Yellow Channel. If the consignment is classified into the Red Channel, the consignment is physically verified and its valuation is determined for customs purposes. Once the Customs Agent pays the customs duties and produces the Duty Payment Receipt to the Customs Officer, the Officer in charge provides a Gate Pass with a permission to leave the Customs premise. While the truck drivers wait inside the Customs compound for around 18 hours, the Customs clearance process takes around 5-6 hours. The truck leaves for Kathmandu for delivery of the consignment.

Figure 4. 20: "Clear customs at Kakarbhitta" use case diagram
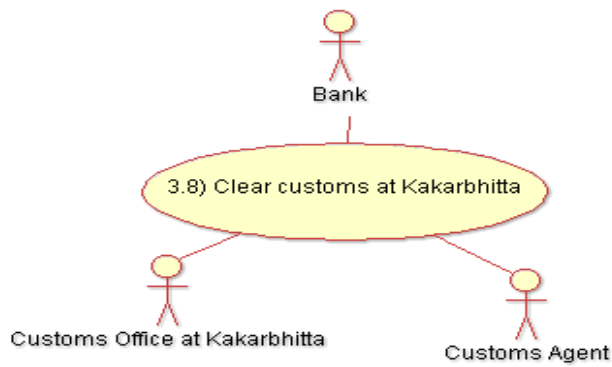
Figure 4. 21: "Clear customs at Kakarbhitta" activity diagram
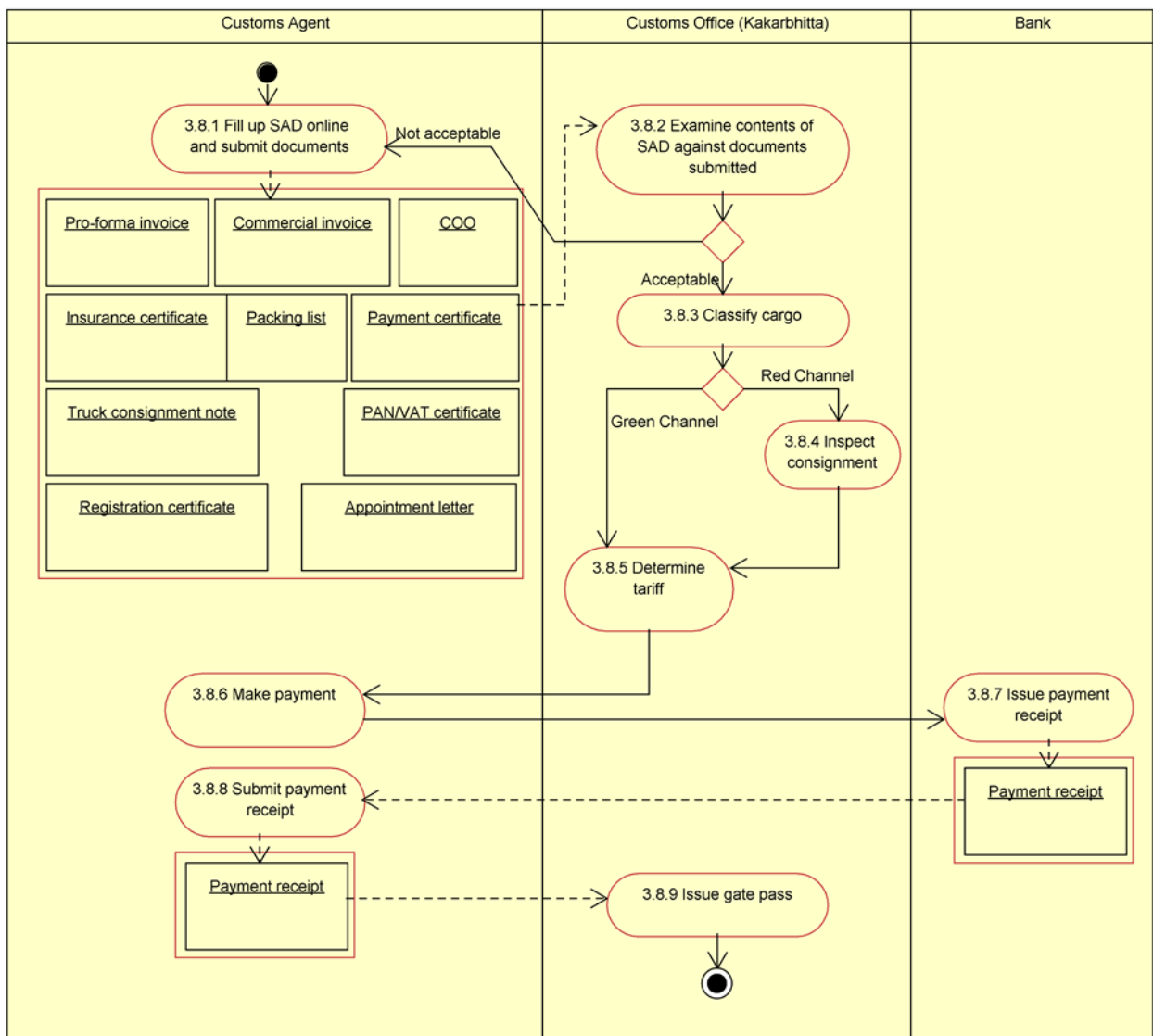
Table 4. 10: "Clear customs at Kakarbhitta" process description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.8 Clear customs at Kakarbhitta
Related rules and regulations	▪ Customs Act 2007 ▪ Customs Rules 2007 ▪ Financial Act 2016
The name of process participants	▪ Customs office at Kakarbhitta ▪ Customs Agent ▪ Bank
Input and criteria to enter/begin the business process	▪ Consignment reaches Nepal Customs Office at Kakarbhitta

Procedures and associated documentary requirements to complete the process	3.8.1 Customs Agent fills the Single Administrative Document (SAD) form online.
	3.8.2 Customs agent submits documents online via ASYCUDA World and submits following documents in print as well:
	  − PAN/VAT certificate
	  − Commercial and pro-forma invoice
	  − Packing list
	  − Payment certificate
	  − Certificate of Origin
	  − Customs Transit Declaration
	  − Authorization letter of the Customs Agent
	  − Truck consignment note
	  − Insurance policy
	  − BiBiNi 3A
	
	3.8.3 The ASYCUDA World classifies the consignment either into Green, Yellow or Red channel.
	3.8.4 If the item passes through the Red channel the customs officer manually inspects the consignment.
	3.8.5 If satisfied (or the goods pass through Green channel), customs Officer determines the payable customs duty.
	3.8.6 The Customs Agent pays the customs duty in the bank inside customs premise in cash.
	3.8.7 The bank issues a duty payment receipt in print.
	3.8.8 The customs agent submits the payment receipt to the customs officer.
	3.8.9 The customs office receives the duty payment receipt and issues a gate pass in print.

Output and criteria to exit the business process	▪ The import consignment is cleared at the Kakarbhitta Customs.
Average time required to complete the process and/or durations for each involved transaction	Minimum 3 hours Maximum 4 hours
Average costs associated with the process	No cost (note: Customs fees in amount to NRS 375,000 (US$ 3,750) (7.5 percent tariff levied on the import of fabrics for import of US$ 50,000) are levied but such fees are not used to cover the customs procedures).

Core business process 3.9: Deliver consignment to the importer

After the Customs Office clears the consignment, the CA hands over the Gate Pass to the transporter. The transporter clears the warehouse fees at the Customs Warehouse facility. The Customs Warehouse issues a parking fee receipt and hands it overs to the transporter. The transporter submits the parking receipt and the gate pass to the officer at the gate at Customs

and departs for Kathmandu. The transporter delivers the goods in the godown requested by the importer and the importer acknowledges the receipt of the delivery.

Figure 4. 22: "Deliver consignment to the importer " use case diagram
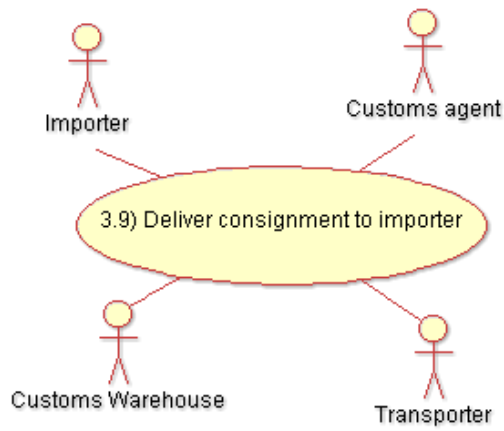
Figure 4. 23: "Deliver consignment to the importer " activity diagram
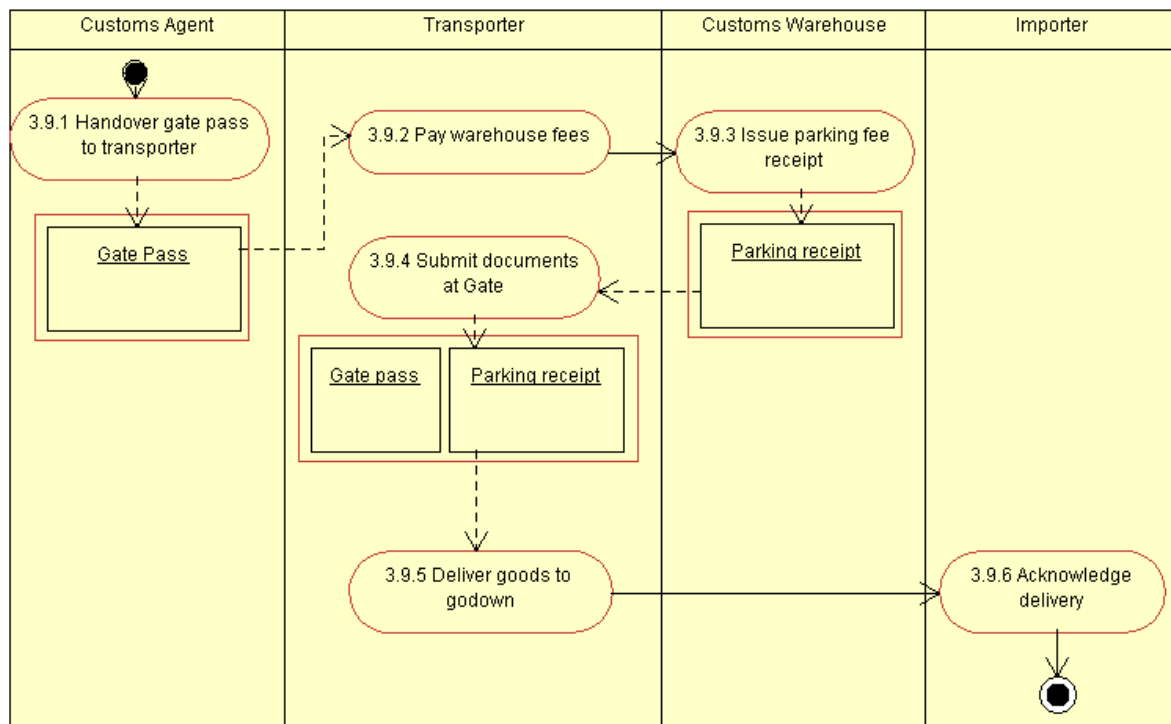
Table 4. 11: "Deliver consignment to the importer " process description

The name of a process area which this particular business process belongs to	3. Ship
The name of a business process	3.9 Deliver consignment to the importer
Related rules and regulations	▪ Customs Act 2007 ▪ Customs Rules 2007 ▪ Transport Management Act 1993 ▪ Vehicles and Transport Management Rules 1997
The name of process participants	▪ Customs Agent ▪ Transporter ▪ Customs warehouse ▪ Importer
Input and criteria to enter/begin the business process	▪ The import consignment is cleared at the Kakarbhitta Customs
Procedures and associated documentary requirements to complete the process	3.9.1 Customs agent handovers gate pass to transporter 3.9.2 Transporter pays warehouse fees 3.9.3 Customs warehouse issues parking fee receipt to the transporter 3.9.4 Transporter submits documents at the warehouse gate. 3.9.5 Transporter delivers goods to the importer 3.9.6 Importer acknowledges receipt of the goods
Output and criteria to exit the business process	▪ Consignment is delivered to the importer
Average time required to complete the process and/or durations for each involved transaction	1.5 days
Average costs associated with the process	Costs are already covered in the Activity 3.4

4.2. Key indicators

The key indicators included for analysis include *time for import*, *costs for importer*, *number of procedures for import*, *number of actors* and *number of documents for import*.

4.2.1 Time for import of fabrics

As shown in Figure 4.24, it generally takes 22 days to complete all trade procedures for importing fabrics from Bangladesh to Nepal. Payment via ACU takes up more than 50 percent of total time, indicating preference of exporter on advance payment and the ACU mechanism is a major time deterrent in the import process. Time required for completing each of other procedures is generally short.

Figure 4. 24. Time procedure chart of importing fabric to Nepal from Bangladesh
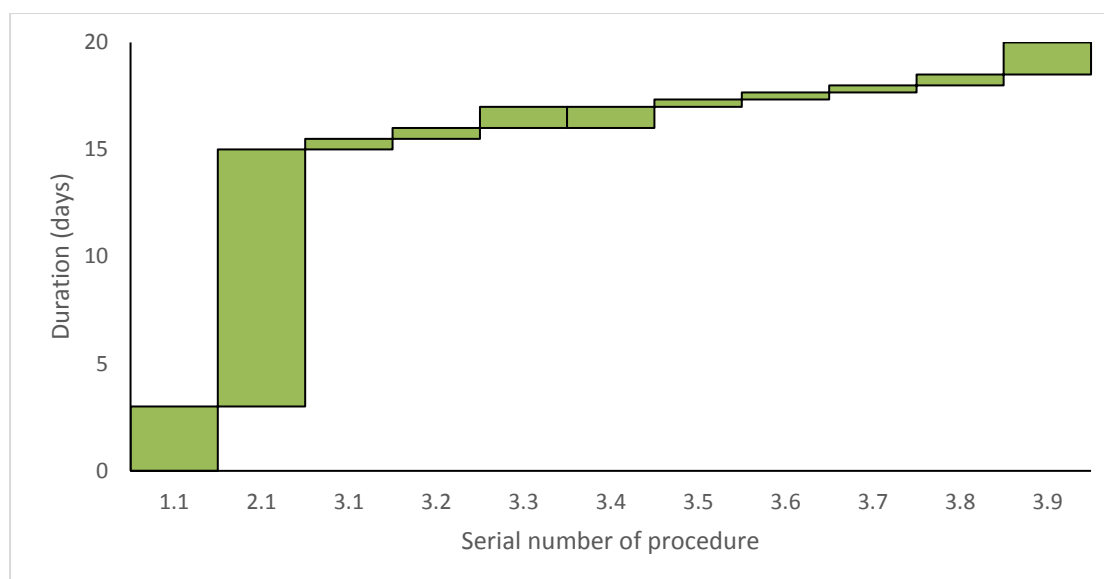
Note: the time-procedure chart here only does not record time to fill in the forms or some preparation work. Therefore, the actual whole trade process can be much longer.

4.2.2 Cost for import of fabrics

Total costs for completing the import procedures is presented in Table 4.12. Costs for transport, amounting to US$ 500 out of US$ 100 (or 50%), are the highest. Obtaining undertaking and permit from NTWCL (US$ 250) is the second most costly procedure in importation of fabrics from Bangladesh.

Table 4. 12 Cost of importing a typical truck of fabric from Bangladesh to Nepal

Process	Cost per container in USD
Buy	
1.1 Conclude sales contract and trade terms	0
Pay	
2.1 Make payment	100
Ship	
3.1 Get approval from DoC	51
3.2 Insure cargo	69
3.3 Appoint customs agent	22
3.4 Appoint transporter	500
3.5 Obtain undertaking from NTWCL	250
3.6 Load shipment at Fulbari customs	8
3.7 Clear Panitanki border point	0
3.8 Clear customs at Kakarbhitta	0
3.9 Deliver consignment to importer's godown	0
Total cost	**1,000**

4.2.3 Number of procedures for import of fabrics

Table 4.12 shows that 11 procedures are required to complete import of fabrics from Bangladesh to Nepal- 9 in Nepal and 2 in India.

4.2.4 Number of actors involved in export of fabrics

The Use-Case Diagram (as shown in Figure 4.1) shows that there are 22 actors involved in the process.

4.2.5 Number of documents involved in import of fabrics

Table 4.13 shows that 24 unique documents need to be submitted for 47 times to complete the procedures of importing fabric from Bangladesh to Nepal. Among 47 submissions, only 3 are conducted electronically while the remaining 44 submissions are carried out manually or are paper-based. Two issues can be highlighted in this respect: first, it is necessary to examine whether some documents may be submitted once only. At least the copies of the documents should be accepted if the original document has been checked by relevant authorities or agencies. Second, electronic submission of the documents should be explored. While ASYCUDA World provided the opportunity for online documentation in Kakarbhitta customs, currently the facility has not been fully functional and online documentation facility is practically absent for the product (except for SAD).

4.3 Bottlenecks and diagnosis

Several bottlenecks for importing fabrics to Nepal from Bangladesh can be identified. First, the time taken for payment via the ACU mechanism is often unnecessarily long. Second, transport arrangement represents a serious challenge: the Bangladeshi trucks are not allowed to operate to Nepal through the Indian territory. This means that truckers in Nepal are required to spend more than 12 hours inside the customs premise in Nepal and pay parking fees. Finally, most documents need be submitted manually and repeatedly, which may cause delays, especially when there are errors for filling in the documents.

Table 4. 13 Documentation requirement for importing fabric from Bangladesh to Kathmandu

Process	No. of documents required	Documents Required	Electronic Submission
Buy			
1.1 Conclude sales contract and trade terms	2	Purchase Order	✔
		Pro-forma invoice	✔
Pay			
2.1 Payment via telegraphic transfer	2	Pro-forma invoice	✘
		BiBiNi3A	✘
Ship			
3.1 Get approval from DoC	7	Pro-forma invoice	✘
		Commercial invoice	✘
		Packing list	✘
		Payment certificate	✘
		Firm/company registration certificate	✘
		PAN/VAT certificate	✘
3.2 Insure cargo	5	Pro-forma invoice	✘
		Payment certificate	✘
		Firm/company registration certificate	✘
		Proposal form	✘
		Declaration form	✘
3.3 Appoint customs agent	0		
3.4 Appoint transporter	0		
3.5 Obtain undertaking from NTWCL	12	Driving license	✘
		Vehicle ownership card	✘
		Commercial invoice	✘
		Pro-forma invoice	✘
		Packing list	✘
		Vehicle permit form	✘
		Truck consignment note	✘
		COO	✘
		PAN/VAT certificate	✘
		Firm/company registration certificate	✘
		Payment certificate	✘
		CTD	✘
3.6 Load shipment at Fulbari customs	4	Consignment list	✘
		CTD	✘
		Undertaking certificate	✘
		Release form	✘
3.7 Clear Panitanki border point	2	Vehicle permit	✘
		CTD	✘
3.8 Clear customs at Kakarbhitta	11	Pro-forma invoice	✘
		Commercial invoice	✘
		COO	✘
		Insurance certificate	✘
		Packing list	✘
		Payment certificate	✘
		Truck consignment note	✘
		PAN/VAT certificate	✘
		Firm/company registration certificate	✘
		Payment receipt	✘
		SAD	✔
		Customs agent appointment letter	
3.9 Deliver consignment to importer	2	Gate pass	✘
		Parking receipt	✘
Total no. of unique documents	**24**		
Total no. of submission of the documents	**47**		

Chapter 5. Key recommendations

The following recommendations are provided to further streamline and simplify trade procedures. **However, some recommendations may be tentative and require more detailed feasibility studies.**

1) Although some progress is being made to use electronic means of documents processing, a large majority of documents are required to be processed manually. Such practice applies within a Government organization, between Government organizations, between traders and Government organizations and within the business community itself. Hence, a systematic move towards electronic filing and exchange of documents should be pursued.

2) To reduce the burden for traders of submitting and repeating the same information to different organizations for processing approvals, a step should be taken forward to harmonize the data and information required by each organization, with a view to standardizing and sharing the information through better coordination. In this respect, Article 10 of the World Trade Organization's Trade Facilitation Agreement (TFA) titled "formalities connected with importation and exportation and transit" should be followed.

3) While ASYCUDA World provided the opportunity for online documentation in Kakarbhitta customs, the facility has not been fully functional as of yet and therefore, online documentation facility is practically absent for the product (except for SAD).

4) Ongoing work on development of National Single Window (NSW) needs to be expedited. Once a NSW is put in place, a large number of documents need to be submitted once.

5) Payment clearance via Asian Clearing Union (ACU) takes up more than 50 percent of total time. Measures need to be taken to facilitate and expedite payment process through L/C.

6) The transit agreement between Nepal and India should be reviewed to explore the possibility of permitting Bangladeshi trucks to travel to Nepal through Indian territory. This would reduce the time taken for imports by up to 12 hours, reduce cost of empty trucks moving from Kakarbhitta to Fulbari and reduces undertaking cost of 0.50 percent of invoice value (which can be up to NRS 25000 per truck).

Appendix 1. List of participants of workshops and informants for the TTFMM baseline study in Nepal

A1. Inception Workshop on Trade and Transport Facilitation Performance Monitoring
26-27 November 2013
Bangkok, Thailand

GOVERNMENT OF BANGLADESH

Mr. Sultan MD Iqbal
Member (Customs Intelligence & Audit)
National Board of Revenue, Dhaka

Mr. Nasir Arif Mahmud
Joint Secretary
Ministry of Shipping

Mr. AKM Akhter Hossain
President
Chittagong Customs Clearing & Forwarding Agents
Association, Agrabad, C/A

Mr. M. Nurul Amin
Deputy Director (CM)
Bangladesh Standard Testing Institute (BSTI)

Mr. AHM Ahsan
Trade Consultant (Deputy Secretary)
Ministry of Commerce

Mr. Afsarul Arifeen
Additional Secretary
The Federation of Bangladesh Chambers of
Commerce and Industry (FBCCI)

GOVERNMENT OF BHUTAN

Mr. Choiten Wangchuk
Director General, Department of Public Accounts
Ministry of Finance

Mr. Sonam Wangchuk
Director, Department of Trade
Ministry of Economic Affairs

Mr. Choyzang Tashi
Director, Department of Revenue and Customs
Ministry of Finance

Mr. Karma Dorji
Executive Director, Bhutan Agriculture and Food
Regulatory Authority (BAFRA)
Ministry of Agriculture and Forests

Mr. Palden Dorjee
General Manager
Forwarders and Clearing Agent

Mr. Sonam Dorji
Business Promotion Officer
Bhutan Chamber of Commerce and Industry

GOVERNMENT OF INDIA

Mr. Devendra Kumar Singh
Additional Director General of Foreign Trade
Directorate General of Foreign Trade
Ministry of Commerce and Industry

Mr. Sunil Kumar Das
Commissioner of Customs
Office of the Commissioner of Customs

Mr. N. Venkatesh
Additional Director General
Systems Directorate

Mr. Prabir De
Senior Fellow
Research and Information System for
Developing Countries (RIS), and
ASEAN-India Centre

GOVERNMENT OF NEPAL

Mr. Navaraj Dhakal
Under Secretary
Ministry of Commerce and Supplies

Mr. Damber Bahadur Karki
Under Secretary
Ministry of Physical Planning and Transport

Mr. Rajan Sharma
President
Nepal Freight Forwarders Association (NEFFA)

Mr. Sarad Bickram Rana
Executive Director
Nepal Intermodal Transport Development Board

WORLD CUSTOMS ORGANIZATION ASIA PACIFIC REGIONAL OFFICE FOR CAPACITY BUILDING (ROCB A/P)

Mr. Yoshihiro Kosaka
Head
WCO (ROCB A/P)

Mr. Sekhar Bonu
Director
SARC, South Asia Regional Department
sbonu@adb.org

Mr. Lawanya Kumar Dhakal,
Director
Department of Customs

Mr. Parashu Ram Adhikari
Senior Plant Protection Officer
Ministry of Agriculture and Development

RESOURCE PERSONS

Mr. Takashi Matsumoto
External Relations Coordinator
Office of the Secretary General
World Customs Organization

Ms. Pavaran Tanmesin
Director
Krabi Customs House

Mr. Sanghyup Lee
Director
Clearance Facilitation Section
Seoul Main Customs
Republic of Korea

ASIAN DEVELOPMENT BANK (ADB)

Mr. Ronald Antonio Butiong
Principal Regional Cooperation Specialist
SARC, South Asia Regional Department

Mr. Cuong Minh Nguyen
Senior Economist (Regional Cooperation)
SARC, South Asia Regional Department

Ms. Rosalind McKenzie
Regional Cooperation Specialist
SARC, South Asia Regional Department

Ms. Aileen Pangilinan
Associate Programs Officer
SARC, South Asia Regional Department

Mr. Jesusito Tranquilino
Regional Cooperation and Integration Expert
SARC, South Asia Regional Department

Ms. Linel Ann Reyes-Tayag
Operations Assistant
SARC, South Asia Regional Department

Mohammad Ehteshmaul Hoque
National Trade Facilitation Expert-Bangladesh
SARC, South Asia Regional Department

Achyut Bhandari
National Trade Facilitation Expert-Bhutan
SARC, South Asia Regional Department

Shyam Dahal
National Trade Facilitation Expert-Nepal
SARC, South Asia Regional Department

UNESCAP

Mr. Yann Duval
Chief, Trade Facilitation Unit
Trade and Investment Division

Mr. Tengfei Wang
Economic Affairs Officer
Trade Facilitation Unit
Trade and Investment Division

Mr. Fedor Kormilitsyn
Economic Affairs Officer
Transport Division

A2. National Workshop on Trade and Transport Facilitation Monitoring Mechanism
Dhulikhel, Nepal, 15-17 April 2014

Jib Raj Koirala
Joint Secretary
Ministry of Commerce and Supplies

Navaraj Dhakal
Under Secretary
Ministry of Commerce and Supplies

Mahesh Timilsina
Under Secretary
Ministry of Commerce and Supplies

Moti Bahadur Shrees
Nepal Trade and Transport Facilitation
Committee Secretariat
Ministry of Commerce and Supplies

Bharat Pd. Adhikari
Section Officer
Ministry of Finance

Bol Raj Acharya
Section Officer
Ministry of Finance

Jageshwar Sharma
Section Officer
Ministry of Finance

Harihar Paudel
Section Officer
Ministry of Finance

Yuba Raj Adhikari
Section Officer
Ministry of Finance

Hikmat Bdr Bhandari
Statistics Officer
Ministry of Finance

Laxmi Poudel
Director
Department of Customs

Nirmal K Mainali
Section Officer
Department of Customs

Gyanendra Raj Dhakal
Section Officer
Department of Customs

Govinda Raj Pant
Section Officer

Department of Customs

Gopal Prasad Bhattarai
Section Officer
Department of Customs

Arjun Regmi
Statistical Officer
Department of Customs

Ram Dutta Bhatta
Computer Officer
Department of Customs

Mohan Khujung
Computer Officer
Department of Customs

Ramhari Aryal
Chief Customs Officer
Birgunj Customs

Mukti Pandey
Chief Customs Officer
Mechi Customs

Ananta Pd. Timilsina
Customs Officer
Birgunj Customs

Lava Kumar Adhikari
Customs Officer
Biratnagar Customs

Promod Das
Customs Officer
Biratnagar Customs

Sushil Kumar Thapa
Customs Officer
Bhairahawa Customs

Gopi Upreti
Customs Officer
Mechi Customs

Kaliram Paudel
Customs Officer
Dryport Customs

Laxman Khadka
Branch Manager
Nepal Transit and Warehousing Company

Yadava Raj Shiwakoti
Branch Manager

Nepal Transit and Warehousing Company

Nirmal Adhikari
Section Officer
Nepal Intermodal Transport Development
Committee

Hari Krishna Mishra
Electrical Engineer
Nepal Intermodal Transport Development
Committee

Sunil Paudel
Technical Advisor
Nepal Intermodal Transport Development
Committee

Rajan Sharma
President
Nepal Freight Forwarders Association

Naresh Agrawal
Senior Executive Member
Nepal Freight Forwarders Association

Pradeep Kumar Kedia
Senior Vice President
Birgunj Chamber of Commerce

S.G. Mustafa
CEO
Himalaya Terminal Pvt Ltd

Keshab Raj Pandey
Former President
Mechi Chamber of Commerce

Rajendra Kumar Shrestha
Nepal Truck and Transport Association

Jaya Siwakoti
Customs Agent
TIA Customs, Kathmandu

Mohan Niraula
Customs Agent
Mechi

Balkrishna Balset
Mohan Niraula
Customs Agent

Birgunj

Sudeep Bajcharya
Program Officer
SAWTEE

RESOURCE PERSONS

Dr Somnuk Keretho
Director
Institute for Information Technology Innovation
Faculty of Engineering
Kasetsart University, Thailand

Cheng Jing
Technical Attache and Program Manager
(Pacific Islands)
WCO Asia Pacific Regional Office for Capacity
Building
World Customs Organisation

UN ECONOMIC AND SOCIAL COMMISSION
FOR ASIA AND THE PACIFIC

Tengfei Wang
Economic Affairs Officer
Trade Facilitation
Trade and Investment Division

Heini Suominen
Economic Affairs Officer
Transport Facilitation and Logistics Section
Transport Division

ASIAN DEVELOPMENT BANK

Cuong Minh Nguyen
Senior Economist (Regional Cooperation)
SARC, South Asia Department

Shyam Dalal
Consultant
Nepal
South Asia Department

Jacqueline Lam
Consultant (Trade Economist)
South Asia Department

A3. Trade and Transport Facilitation Monitoring Mechanism (TTFMM) meeting

Shangri-La Hotel, Wuhan, China, 21 October 2015

BANGLADESH

Mr. Md. Abdul Hakim, First Secretary (Customs Modernization), National Board of Revenue Dhaka, Bangladesh

BHUTAN

Mr. Sonam Phuntsho Wangdi, Joint Secretary, Ministry of Economic Affairs, Thimphu, Bhutan

Mr. Dhendup, Deputy Collector, Regional Revenue and Customs Office, Department of Revenue and Customs, Phuentsholling, Bhutan

Mr. Kesang Yeshey, Assistant Collector, Regional Revenue and Customs Office, Department of Revenue and Customs, Phuentsholling, Bhutan

INDIA

Mr. Zubair Riaz Kamili, Additional Commissioner, Customs Commissionerate, New Delhi

Mr. Prabir De, Professor, India habitat Centre, Zone 4B, Lodhi Road, New Delhi, India

NEPAL

Mr. Toya Narayan Gyawali, Joint Secretary, Ministry of Commerce and Supplies, Kathmandu

Mr. Bishnu Prasad Paudel, Director, Customs Department, Kathmandu, Nepal

Mr. Ananta Prasad Timsina, Customs Reform and Modernization Section, Department of Customs, Kathmandu, Nepal

Mr. Sharma Rajan, President, Nepal Freight Forwarders Association and Member of Nepal Trade & Transport Facilitation Committee, Kathmandu, Nepal

INTERNATIONAL TRADE CENTRE (ITC)

Mr. Mohammad Saeed
Senior Advisor on Trade Facilitation

ASIAN DEVELOPMENT BANK (ADB)

Ms. Rosalind McKenzie
Regional Cooperation Specialist
Regional Cooperation and Operations
Coordination Division (SARC)
South Asia Department

Mr. Achyut Bhandari
National Trade Facilitation Expert
Independent of ADB for Bhutan
Thimphu, Bhutan

Mr. Mohammad Farhad
ADB Consultant/Customs Expert
Asian Development Bank (ADB)
Dhaka, Bangladesh

Mr. Sarad Bickram Rana
National National Customs Procures Expert
Asian Development Bank (ADB)
Kathmandu, Nepal

Dr. Posh Pandey
Chairman
South Asia Watch on Trade Economics and Environment (SAWTEE)
Kathmandu, Nepal

_____

ESCAP

Mr. Tengfei Wang
Economic Affairs Officer

A4. Workshop for the Implementation of TTFMM Baseline Studies

Bangkok, Thailand, 13-15 January 2016

BANGLADESH

Mr. Md. Firoz Shah Alam
Member (Customs: Audit, Modernisation & Intl.
Trade)
National Board of Revenue

Mr. Md. Abdur Rob
Deputy Secretary
Ministry of Commerce

Mr. Hasan Mohammad Tarek Rikabder
Joint Commissioner
Customs Excise & Vat commissionarate,

Mr. Md. Enamul Hoque
Assistant Commissioner
Customs Excise & Vat commissionarate

Mr. Md. Sayeduzzaman Sayed
Sayed Enterprise (Clearing & Forwarding Agent,
Import and Export, and Transport) President,
Burimari C&F Agents Association

Mr. Md. Rezaul Karim
C&F Agent, Freight Forwarder & Importer-Exporter
President, Banglabandha C&F Agents Association
Director, Panchagrah Chamber of Commerce &
Industry

BHUTAN

Mr. Karma Drukpa
Regional Director
Regional Trade and Industry Office

Mr. Pema Wangchen
Joint Commissioner
Liaison and Transit Office
Royal Bhutan Customs Office

Mr. Tandin Wangchhen
Joint Collector
Customs and Excise Division
Department of Revenue and Customs

Ms. Deki Gyamtsho
Deputy Collector
Regional Revenue and customs Office
Department of Revenue and Customs

Ms. Tshering Choden
Executive Director
Bhutan Clearing and Forwarding Agent

INDIA

Mr. Kundan Kumar
Superintendent
Department of Revenue (CBEC)
Ministry of Finance

NEPAL

Mr. Jib Raj Koirala
Joint Secretary
International Trade Relations
Ministry of Commerce & Supplies

Mr. Mimangsa Adhikari
Director
Customs Reforms & Modernization Section
Department of Customs

Mr. Nirmal Kumar Mainali
Customs Officer
Birgunj Customs
Kumar Bhattarai
Customs Officer
Mechi Customs Office

Mr.Rajan Sharma
President
Nepal Freight Fowarders Association

UNESCAP

Mr. Yann Duval
Chief, Trade Facilitation Unit
Trade and Investment Division

Mr. Tengfei Wang
Economic Affairs Officer

ASIAN DEVELOPMENT BANK (ADB)

Ms. Aileen Pangilinan
Programs Officer
South Asia Department

Mr. Acyut Bhandari
ADB Consultant

Mr. Phuntsho Wangdi
ADB Consultant

Dr. Posh Pandey
ADB Consultant

Mr. Sarad Bickam Rana
ADB Consultant

Mr. Prabir De
ADB Consultant

Mr. Mohammad Farhad
ADB Consultant

Ms. Leticia de Leon
ADB Consultant

Ms. Alona Mae Agustin
ADB Consultant

A5. Field survey to Kolkata,

15-17 March 2016

Meeting with Kolkata Customs (Morning, 16 March 2016)

Dr N K Soren
Commissioner

Mr P.K. Bohra
Joint Commissioner

Mr Pramod Maurya
Deputy Commissioner

Mr Gyanendra Tripathi
Assistant Commissioner

Mr B. C. Dash
Superintendent

Mr. B. Kundu
Superintendent

Mr. Pradeep Lama
Indian Customs

Mr A Majhi
Indian Customs

Mr Debasish Dhar
Indian Customs

Meeting with Kolkata Port Trust (Afternoon, 16 March 2016)

Mr Goutam Gupta
Traffic manager

Mr Santanu Naskar
Dy Traffic manager (commercial)

Mr S C Chatterjee

Meeting with Customs House Agents, logistics and transport operators (Morning, 17 March 2016)

Mr Laxman Khadka
Branch Manager
Nepal Transit and Warehouse Co., Ltd
Ms. Sita Basnet, A. C G

Nepal Consulate

Mr. Ugyen Wangyd
Commissioner
Bhutan Customs

Mr. Pema Wangchen
Joint Commissioner
Bhutan Customs

Mr. Rajesh Sarda
CHA, SKB Shipping

Mr. KK Mantri
Manager
Trading Agency (CHA)

Mr. Pradeep Ararwal
CHA, Oceanic Express

Mr. Puneet Agarwal
Transport Oceanic Express

Mr. Reyaz Mullick
Mullick Shipping CCHA
Mr. M. K. Dubey, CHA

Meeting with Container Corporation of India Limited (CONCOR) (Afternoon, 17 March 2016)

Mr. Sumant Kumar Behera
Dy. General Manager (C&O)
Eastern Region

Meeting with Nepal Consulate in Kolkata (Afternoon, 17 March 2016)

Ms. Sita Basnet
Consul, Consulate General of Nepal

Mr. Dhruba Prasad Bhattarai, First secretary, Consulate General of Nepal

Mr. Nagraj Jain, Chairman, Hanuman Group

Mr. Shyam Sharma, Proprietor, Bhawani Roadways

A6. National Validation workshop on Baseline Study of Trade and Transport Facilitation Monitoring Mechanism (TTFMM)

Kathmandu, Nepal, 28 – 29 July 2016

Mr. Naindra Prasad Upadhaya
Secretary
Ministry of Commerce (MoC)

Mr. Toya Narayan Gyawali
Joint-Secretary, MOC

Mr. Rabi Shanker Sainju
Joint-Secretary, MOC

Mr. Devi Prasad Sharma
Under Secretary, MOC

Mr. Rameswar Pokharel
Under secretary, MOC

Mr. Yogendra Pandey
Under Secretary, MOC

Mr. Mahendra Sapkota
Under Secretary, MOC

Mr. Buddhi Prashad Upadhya
Under Secretary, MOC

Mr. Dhruba Ghimire
Under Secretary, MOC

Mrs. Mina Aryal
Under Secretary, MOC

Mrs. Anita Niraula
Under Secretary, MOC

Mr. Shiva Prashad Tripathi,
Under Secretary, MOC

Mr. Ramji Danai
Under Secretary, MOC

Mr. Bhuban Prashad Acharya
Under Secretary, MoC

Mr. Tarka Raj Bhatta
Under Secretary, MoC

Mr. Uday Bohara
D. Director, FNCCI

Mr. Lok Raj Joshi, S. Officer
FNCCI

Mr. Homnath Gaire
Director, CNI

Mr. Rajeev Majgaiya
D. Director, CNI

Mr. Niraj Rai
Member, NCC

Mr. Kailash Bajimai
CEO, NCC

Mr. Chudamani Sharma Kattel
Biratnagar Customs Office, Biratnagar

Mr. Tika Ram Poudel
Inland Customs Depot Office, Birgunj

Mr. Mani Ram Poudel
Birgunj Customs Office, Birgunj

Mr. Govinda Prasad Poudel
Bhairahawa Customs Office, Bhairahawa

Mr. Kiran Sharma
Section Officer, Department of Custom

Mr. Raju Poudel
Custom Officer, Department of Custom

Mr. Nava Raj Adhikary
Custom Officer, Department of Custom

Mr. Sujan Kumar Nyupane
Member, NEFA

Mrs. Sita Adhikary
Member, NEFA

Mr. Mohan Niraula
Section Officer, Ministry of Commerce (MoC)

Mr. Moti Bahadur Shris,
Section Officer, Ministry of Commerce (MoC)

Mr. Tanka Raj Gautam
Section Officer, Ministry of Commerce (MoC)

Mr. Ramhari Pokhrel
Section Officer, Department of Commerce

Mr. Shusil Raj Khanal
Section Officer, DoC

Mr. Nirajan Koirala
Account Officer, DoC

Mrs. Shanta Budhathoki
Section Officer, NITDB

Gitadevi Shrestha
Deputy Director, TEPC

Mr. Sarojlal Shrestha
Deputy manager, NTWCL

Mr. Yadav Raj Siwakoti
Nepal Transit Warehouse Company Limited,
Kakadvitta

Mr. Churamani Aryal
Section Officer, Ministry of Finance

Mrs. Sharadha Chalise
Section Officer, MoC

Laxman Bahadur Basnet
Executive Director
NITDB

Dr. Posh Raj Pandey
Resource Person

Shaleen Khanal
Resource Person

Mr. Tengfei Wang
Economic Affairs Officer   , UNESCAP

Mr. Shyam Dahal
Consultant, ADB