



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

**Q1: TITLE OF CASE STORY**

The Project for the modernization of Tanzania Customs administration

**Q2: CASE STORY ABSTRACT**

The three year project to modernize Tanzania customs system was supported by Korea International Cooperation Agency(KOICA) from 2011 to 2013 at a total cost of USD 3,260,000. The project was designed to move away from manual customs screening and tracking of cargo and move towards automated screening and tracking. Geared for the efficient facilitation of cargo management and customs procedure, the project's objectives were set to strengthen Tanzania customs administration and e-government capacity, to increase revenue and cargo management efficiency and to strengthen cargo management transparency.

o The Tanzania's cargo and risk management system was analyzed and the New Customs System(NCS) was developed and enabled automatic cargo tracking and customs process, reduced customs clearance time, increased tax levy and improved business process. The ex post evaluation has shown that the project is well on its way to sustainable management as long as the Tanzania's national policy and training programmes continuous to follow up. Overall, the project has exceeded its goals and objectives.

## PUBLIC SECTOR CASE STORY TEMPLATE

### Q3: LONG DESCRIPTION OF THE CASE STORY

o The three year project to modernize Tanzania customs system was supported by Korea International Cooperation Agency from 2011 to 2013 at a total cost of USD3,260,000. The project was designed to move away from manual customs screening and tracking of cargo and move towards automated screening and tracking. Geared for the efficient facilitation of cargo management and customs procedure, three objectives for the project were set. The first one was to strengthen Tanzania customs administration and e-government capacity, the second was to increase revenue and cargo management efficiency and the third was to strengthen cargo management transparency.

o The scope of the project included the analysis of Tanzania's cargo and risk management system and the development of New Customs System(NCS) which enables the cargo tracking, reduction in customs clearance time, increase in tax levy and improvement in business process. In addition, the NCS would provide less difficulties when linking it to the neighbouring state's customs system will be necessary in the future. The project's scope also includes the dispatching of Korean customs administration experts and cargo and risk management experts, the invitation of Tanzania officials in charge of cargo and risk management and ICT operations for training, and the provision of equipments among other measures.

o Supported by the strong political commitment of Tanzania government to modernize its cargo and risk management system, the project was well in line with the its national development priority.

o The implementation process of NCS accompanied the customs regulation and process reform, standardization and computerization of customs administration and strengthening of Tanzania government's risk and cargo management capacity. The ex post evaluation has shown that the project is well on its way to sustainable management as long as the Tanzania's national policy and training programmes continuous to follow up. Overall, the project has exceeded its goals and objectives.

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

*Respondent skipped this question*

### PAGE 5: C.2) ABOUT THE CASE STORY

#### Q5: YOUR CONTACT DETAILS

Name:	Seo young So
Ministry/Institution/Organization:	Korea International Cooperation Agency
Country:	Republic of Korea
Email Address:	syso@koica.go.kr

#### Q6: FUNCTION

Public sector

#### Q7: FUNDING PARTNER Tick the appropriate box(es)

Bilateral donor

#### Q8: Additional information

*Respondent skipped this question*

#### Q9: START DATE OF PROJECT/PROGRAMME

2011

#### Q10: STATUS OF PROJECT/PROGRAMME

Fully implemented

## PUBLIC SECTOR CASE STORY TEMPLATE

<b>Q11: DURATION OR, IF ON-GOING, EXPECTED DURATION OF PROJECT/PROGRAMME</b>	1-3 years
<b>Q12: COST OF PROJECT/PROGRAMME</b>	Between US\$200,000 - US\$500,000
<b>Q13: Additional information</b>	<i>Respondent skipped this question</i>
<b>Q14: TYPE OF FUNDING FOR PROJECT/PROGRAMME</b>	Grant

### PAGE 6: C.2) ABOUT THE CASE STORY

<b>Q15: PROJECT/PROGRAMME TYPE</b>	Single country / customs territory
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### PAGE 7: C.2) ABOUT THE CASE STORY

<b>Q16: SINGLE COUNTRY/CUSTOMS TERRITORY</b>	TANZANIA
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### PAGE 8: C.2) ABOUT THE CASE STORY

<b>Q17: REGION(If the region does not appear in the drop down menu, please enter manually.)</b>	East Africa
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### PAGE 9: C.2) ABOUT THE CASE STORY

<b>Q18: MULTI-COUNTRY(Enter all countries or customs territories)</b>	<i>Respondent skipped this question</i>
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### PAGE 10: C.4) ABOUT THE CASE STORY

<b>Q19: CASE STORY FOCUS</b> Tick the appropriate box(es)	Tariff reform, REDUCING TRADE COSTS FOR SERVICES, Other (please specify) reduction in smuggling of goods, increase of transparency, and improvement of business process (automated customs processed data and results)
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# PUBLIC SECTOR CASE STORY TEMPLATE

## PAGE 11: C.5) ABOUT THE CASE STORY

<b>Q20: HOW SUCCESSFUL WAS THE PROJECT/PROGRAMME</b> Tick the appropriate box(es)	Very successful
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## PAGE 12: C.6) ABOUT THE CASE STORY

<b>Q21: WHAT WERE THE OUTPUTS OF THE PROJECT/PROGRAMME</b> Tick the appropriate box(es)	Officials trained, Customs laws amended or updated, New customs procedures, Other (please specify) New or updated customs equipment, infrastructure and system
<b>Q22: Additional information(maximum 300 words)</b>	
modernized customs system through new, updated and automated cargo and risk management system	

## PAGE 13: C.7) ABOUT THE CASE STORY

<b>Q23: WHAT WERE THE OUTCOMES OF YOUR PROJECT/PROGRAMME</b> Tick the appropriate box(es)	Reduction in customs clearance time, Increase in tariff revenue, Other (please specify) reduction in smuggling of goods, increase of transparency, and improvement of business process (automated customs processed data and results)
<b>Q24: Additional information(maximum 300 words)</b>	<i>Respondent skipped this question</i>

## PAGE 14: C.8) ABOUT THE CASE STORY

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

PUBLIC SECTOR CASE STORY TEMPLATE

PAGE 15: C.9) ABOUT THE CASE STORY

<b>Q27: LESSONS LEARNT</b> Tick the appropriate box(es)	Importance of good project design, Importance of alignment with national priorities , Importance of agreeing clear project monitoring and evaluation process and procedures , Importance of attention to long-term sustainability , Importance of political will and commitment by project partner
<b>Q28: Additional information(maximum 300 words)</b>	<i>Respondent skipped this question</i>
<b>Q29: PROJECT OR PROGRAMME MONITORING AND EVALUATION FRAMEWORK</b> Tick the appropriate box(es)	Ex post evaluation