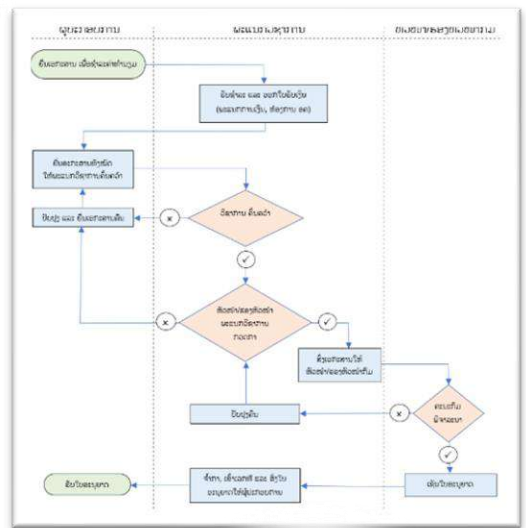
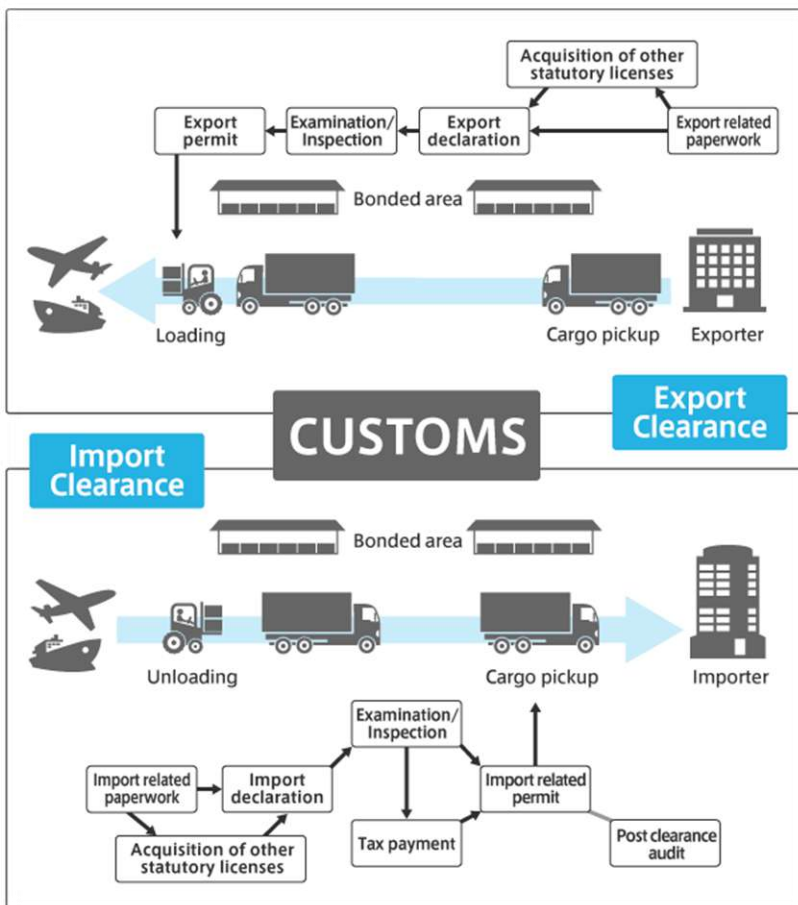


Final Report on Time Release Study 2022

Lao PDR



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Abbreviations

- DDG: Deputy Director General
- DG: Director General
- DIMEX: Department of Import and Export
- DOLF: Department of Livestock and Fisheries
- DMM: Department of Mining Management
- DOT: Department of Transport
- DSM: Department of Standardization and Metrology
- ERIA: Economic Research Institute for ASEAN and East Asia
- FDD: Food and Drug Department
- LCT: Lao Competitiveness and Trade Project
- LNSW: Lao National Single Window
- MAF: Ministry of Agriculture and Forestry
- MEM: Ministry of Energy and Mines
- MOF: Ministry of Finance
- MOIC: Ministry of Industry and Commerce
- MOST: Ministry of Science and Technology
- MPWT: Ministry of Public Work and Transport
- OGA: Other Government Authorities stationed at border checkpoints.
- TRS: Time Release Study
- WCO: World Customs Organization
- WTO: World Trade Organization

Acknowledgement

This study may not have succeeded without the support and contribution provided by a number of concerned agencies and persons. The Secretariat of National Committee on Trade and Transport Facilitation would like to express its gratitude to those parties.

We would like to express our sincere appreciation to the Lao PDR's Competitiveness and Trade project supported by multiple development partners, including the World Bank, Government of Australia, Government of Ireland and the US Government. The project aims to reduce obstacles to the business growth by providing technical assistance to improve legal environment, reduce business operation cost and enhance business competitiveness. Their financial support was also crucial as it enabled us to carry out necessary activities during the course of our study such as trainings, seminars, field visits and printing of questionnaires and the final report.

Many thanks to the leaders of Ministry of Industry and Commerce, Ministry of Finance, Ministry of Public Works and Transport, Ministry of Energy and Mines, Ministry of Agriculture and Forestry, Ministry of Health, Department of Agriculture and Forestry of Vientiane Capital and Department of Agriculture and Forestry of Champasak Province who recognized the paramount importance of this study, provided guidance and nominated outstanding officers to participate and support the study. Thanks to the leaders and technical officers of relevant authorities for their active participation. Their engagement, recommendations, guidance and data collection are inevitable need for this study.

Thanks to the officers of all participating border checkpoints for their support in attending the technical trainings and providing instruction to relevant parties how to fill out the questionnaires correctly and sent all filled questionnaires to the Secretariat in timely manner.

Our appreciation also goes to all the business operators who actively participated in this study. Their cooperation in filling out the questionnaires in accurate and comprehensive manner is of crucial importance for this study and assessment.

Executive Summary

Lao PDR has been carrying out frequent Time Release Studies (TRS) to measure the impact of its trade facilitation initiatives on border clearance. Until 2022, as many as four such studies (in 2016, 2017, 2019, and 2020) had been conducted since its accession to WTO in February 2013. They all followed WCO methodology and measured the time taken on different processes of border clearance offering important data on time taken by customs and other government agencies (OGAs) with recommendations to remove bottlenecks. The 2020 TRS enlarged its coverage further as it was decided to also capture the time taken on processing of applications for various permits and certificates relating to import, export, and transit issued by the major cross-border regulatory authorities (CBRAs). This was meant to provide reliable data on key indicators for assessing the impact of reform initiatives on both border clearance as well as on documentary compliance in absence of the World Bank's Doing Business Studies, which provided this information and were discontinued since.

TRS 2022 also followed the same objectives as TRS 2020 and measured the time taken on both border clearance as well as on the issuance of permits, certificates and other authorizations relating to cross-border trade. It expanded the study to cover 14 checkpoints and as many as 7 CBRAs, including some provincial offices engaged in issuing such permits and certificates.

The TRS 2022 was conducted during the recovery and restoration phase of the national economy and international trade which was adversely affected by the COVID-19 pandemic. Cross border trade among Lao PDR and its neighbors resumed quickly after the withdrawal of pandemic prevention measures. The export of minerals and agriculture products to China also grew sharply.

To implement 2017 – 2022 National Trade Facilitation Road Map, WTO Trade Facilitation Agreement and AEC Blueprint, the Secretariat of National Committee on Trade and Transport Facilitation utilized personnel mobilized by relevant authorities and support provided by the LCT to conduct TRS 2022. The study was carried out essentially based on the WCO TRS Guide and experience gained from previous studies.

This Time Release Study (TRS) analyzes the statistical indicators to assess the performance of the import/export permit issuance processes and the border clearance process. Practical recommendations are provided as a useful reference to future improvement of such processes in order to enhance trade facilitation in Lao PDR.

1. Key Findings

- 1) The processes of issuance of import/export permits or certificates are different among government regulatory authorities. Time taken by different issuance authorities was largely varied. It was observed that some authorities had simplified their procedures so they can issue the permits or certificates faster. While some retain complicated procedures that cause long delay for issuance of the permits or certificates.
- 2) DIMEX of MOIC has introduced automated system (Lao National Single Window-LNSW) to process applications for issuing import permits in parallel with manual processing. In the manual process, it took 20 hours and 12 minutes on average to get the permits at DIMEX which decreased from 2020 by 10 hours and 3 minutes, or by 33%.

In the electronic process using the LNSW, DIMEX took 1 day and 35 minutes on average which decreased from 2020 by one hour and 40 minutes or by 6%. It seemed

the application of the electronic system has not yet met its optimal goal of accelerating the issuance process. It was observed that the internet connection was unstable, and some staff had not familiarized with the working in an electronic environment.

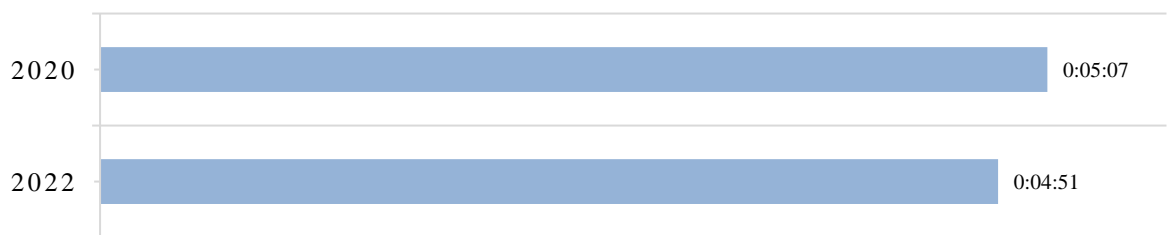
- 3) DOT of MPWT has already joined LNSW. The electronic system was introduced to process applications of technical certificates for automobiles imported at border crossings that have LNSW in operation. To import the automobiles at other border checkpoints however, applications are still subjected to manual processing. The manual process took 1 day 2 hours and 38 minutes on average which decreased from 2020 by 9 hours 27 minutes or by 26%. It was observed that the manual process is still complicated.

The electronic process at DOT took 20 hours and 28 minutes on average which dropped from 2020 by 20 hours and 44 minutes or by 50%. It was observed that the system was unstable; some key functions had not been developed; and some officers did not fully familiarize themselves with the system.

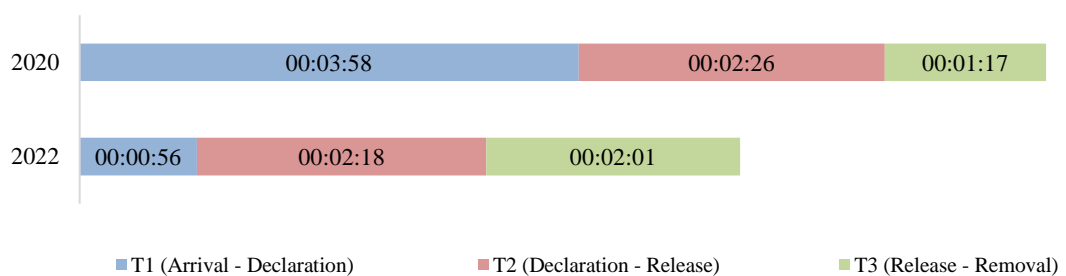
- 4) Manual application for import/export permits at DMM of MEM was processed in 10 hours and 15 minutes on an average which decreased from 2020 by 13 hours and 26 minutes or by 57%. DMM has streamlined and simplified its procedures. Once application was registered it was directly sent to the relevant divisions for technical verification and validation. As a result, the time taken for issuance of permits at DMM has dropped significantly.
- 5) Manual processing of applications for import/export permits at DOLF of MAF took 3 days 10 hours and 15 minutes on average which decreased from 2020 by 23 hours and 20 minutes or by 22%. It was observed that on registration, the application was sent to DG/DDG for assigning a technical division to conduct technical validation. This took a long time.
- 6) Manual processing of applications at FDD of MOH for import/export permits of food products, human medicines, medical equipment, and raw materials for manufacture of medicines took 1 day 14 hours and 20 minutes on average which decreased from 2020 by 17 hours and 56 minutes or by 52%. It was observed that some of the processes, like delivery of documents from the technical division to DG/DDG, getting approval of DG/DDG and providing outbound reference number and official stamp took inordinately long.
- 7) Manual processing of applications for import/export permits for petroleum at DSM of MOIC took 6 hours and 25 minutes on average which decreased from 2020 by 21 hour and 9 minutes or by 77%. It was noticed that the procedures have been simplified.
- 8) Manual processing of applications for import/export permits at DOA of MAF took 8 days and 20 minutes. After registration, the applications have to be sent to DG/DDG to assign the relevant division to process technical verification which took a long time. Stamping and payment of the fees at the end of the process also took long.
- 9) At Vientiane Capital Department of Agriculture and Forestry, the application for import/export permit was processed manually which took 1 day 15 hours and 14 minutes on average. The application for plant phytosanitary certificate required 12 hours and 15 minutes on average.

- 10) At Champasak Department of Agriculture and Forestry, the application for import/export permit was processed manually which took 4 hours and 44 minutes on average. The application for plant phytosanitary certificate required 9 hours and 3 minutes on average.
- 11) The average time taken for goods clearance at border checkpoints was reduced by 5% from 5 hours 7 minutes in 2020 to 4 hours and 51 minutes in 2022. Five border checkpoints namely Boten, Friendship Fridge-1, Friendship Bridge-4, Nam Phow and Na Phao could release the goods faster, while other five checkpoints, namely Friendship Bridge-2, Friendship Bridge-3, Nam Heuang, Dansavan and Vang Tao took longer time to clear the goods in 2022 as compared to 2020.

The average time for goods clearance in Lao PDR



The average time of key intervals



- 12) The clearance time for importation took 5 hours 8 minutes which decreased from 2020 by 35 minutes or by 10%; exportation process took 4 hours and 56 minutes which increased from 2020 by 1 hour and 4 minutes or by 28%; transit regime took 2 hours and 58 minutes which increased from 2020 by 19 minutes or by 10%. The clearance of export goods took longer because Customs strengthened its measures on inspection of mineral exports. Digital weighbridges were installed at major border checkpoints and all the trucks carrying minerals were required for weight check which caused a delay in clearance.

- 13) Low-risk declarations were cleared in 4 hours and 10 minutes which dropped from 2020 by 13 minutes or by 5%. Medium-risk declarations were cleared in 5 hours and 49 minutes which decreased from 2020 by 13 minutes or by 4%, while high-risk declarations took 4 hours and 51 minutes in clearance, which decreased from 2020 by 44 minutes or by 13%. It was observed that high-risk declarations covered 85% of total transactions, medium-risk declarations covered only 4%, and low-risk declarations covered 11%. Major declarations fell in the high-risk category because Customs introduced a compliance promotion program in 2020. Only six operators were qualified to join the program so their import or export transactions were subject to low risk and no examination was required, while others were categorized as high-risk consignments which were subjected to full examination. After pilot testing for about six months, the program was shut down due to failure to meet its objectives.
- 14) It was observed that clearance of low-risk declarations took almost the same time as the high-risk declarations. Many low-risk declarations were overruled by the customs inspectors to conduct physical inspection.
- 15) The examination by other government agencies (T1) took 56 minutes which decreased from 2020 by 3 hours and 2 minutes or by 76%. It was observed that this improvement was a result of the withdrawal of some unwarranted agencies from the border which were intervening in cargo inspection earlier. Currently only Animal Quarantine, Plant Quarantine, Food and Drug, and Metrology and Standards officials were involved in cargo inspection.
- 16) Customs clearance process took 2 hours 18 minutes which marginally decreased from 2020 by 8 minutes or by 5%. Goods could be cleared faster at six major checkpoints, namely Boten, Friendship Bridge-1, Friendship Bridge-3, Friendship Bridge-4, Nam Heuang and Na Phao, while four checkpoints, namely Friendship Bridge-2, Nam Phow, Dansavan and Van Tao took longer to proceed in customs clearance.
- 17) The process of post-customs clearance (T3) took 2 hours and 1 minute on average, which increased from 2020 by 44 minutes or by 57%. It was observed that the process of goods discharge at Thanaleng Dry Port and Vang Tao Dry Port was complex and time-taking, which took 6 hours and 6 minutes, and 9 hours and 19 minutes to complete port procedures after release from customs at Vang Tao and Thanaleng, respectively.
- 18) The process of dry port clearance (T4) was 2 hours 25 minutes on average at Thanaleng Dry Port and 1 hours 43 minutes on average at Vangtao Dry Port. The procedures looked quite complex, so it affected the clearance time.
- 19) Lack of collaboration among border authorities was resulting into multiple inspection of goods by different authorities and causing delay in clearance. In general, OGAs were exercising their checks before the lodgment of customs declarations in the system, which reflected in the time taken at T1.
- 20) Another factor that contributed to delay in clearance of imports was the non-operationalization of pre-arrival clearance despite having adequate legal provisions to this effect.
- 21) The automated system of processing put in place by Customs was not being fully utilized as pre-printed customs declaration form and hard copy of supporting documents were essential requirements to start processing of customs declarations. Customs has basically completed integration of ASYCUDA with LNSW and named it as NSWA+.

The pilot testing of NSW+ was launched at Thanaleng Dry Port but it was found that many technical issues needed to be addressed before going live and rolling it out to other border crossings.

2. Recommendations

Based on the above findings, the TRS Working Group presented its recommendations for future improvement as follows:

- 1) **DIMEX** should fully utilize the electronic system to manage issuance of permits and cease its manual process. It is recommended that DIMEX should collaborate with Customs Department and the LNSW Developer to analyze and improve the LNSW system. Poor internet connection should be fixed urgently. New functions of alert and dashboard system would be helpful for the managers to monitor the work progress.
- 2) **DOT** should also fully utilize the electronic system to manage issuance of permits and cease its manual process. It is recommended that DOT should collaborate with Customs Department and LNSW Developer to assess and improve the LNSW system to expedite the application and issuance process. Stable internet connection is crucial for operating electronic system, which must be fixed. New functions, such as alert and statistics reporting dashboard would be helpful for the managers to monitor the work progress.
- 3) **DMM** should join the LNSW project to automate its processing of permit applications.
- 4) **DOLF** should review and improve the process of sending the document to the DG/DDG to assign a technical division to validate the application, which took 6 hours and 5 minutes on average. Other agencies participating in the TRS have removed this process. An easy solution would be to train the receptionist to enable him/her to accurately classify inbound applications and distribute them to the respective technical divisions accordingly. In doing so, DG/DDG would reduce their own routine workload by delegating that function to the receptionist. It is recommended that DOLF should participate in the LNSW project to automate its processing of permit applications.
- 5) DG/DDG of **FDD** should delegate their representative to work on behalf of them while they are attending meetings. This could certainly accelerate the approval. While FDD has already started using LNSW for permits issuance since, it is recommended that they should address these issues while switching over to electronic issuance under LNSW.
- 6) **DSM** should participate in the LNSW project to automate its processing of permit applications.
- 7) **DOA** should review and improve the process of sending the document to the DG/DDG to assign a technical division to validate the application, which took 1 day and 55 minutes. Other agencies participating in the TRS have removed this process. An easy solution would be to train the receptionist to enable him/her to accurately classify inbound applications and distribute them to the respective technical divisions accordingly. In doing so, DG/DDG would reduce their own workload by delegating such routine functions to the receptionist. It is

recommended that DOA should participate in the LNSW project to automate its processing of permit applications.

- 8) Provincial DAF should join LNSW to automate their processing of permit applications.
- 9) Customs should improve the electronic customs declaration system to enable submission of customs declaration through website, uploading of the electronic/scanned copy of the supporting documents and affixing the electronic signature to move away from the paper-based system.
- 10) Customs should regularly update its risk profiles in the ASYCUDA selectivity module to enhance efficiency of risk management.
- 11) Customs should take lead in developing the SOP on risk management and joint control with other border authorities as an attempt to reduce any duplication or redundancy of examination. Other border authorities should actively cooperate with Customs to this joint control program effectively.
- 12) It is recommended that Customs works with stakeholders to roll out the LNSW to all cross-border regulatory agencies and the remaining international customs checkpoints.

Chapter 1 - Introduction

1.1 Background

Since 2010 the Government of Lao PDR has taken significant strides on regional and global economic integration to attract larger amount of foreign direct investment (FDI) for national economic development. It joined the World Trade Organization in 2013 and ASEAN Economic Community in 2015, ratified WTO's Trade Facilitation Agreement in 2015 and acceded to the WCO's Revised Kyoto Convention in 2016. This indicated a strong commitment to reform public service procedures by adopting international trade regulations to facilitate business and trade.

To successfully pursue such policies, the Government has established strategies and legislations such as National Strategy on Trade Facilitation 2011-2015, Lao PDR's Trade Facilitation Road Map 2017-2022, Prime Minister's Ordinance No. 02/PM, dated 1st February 2018 on Improvement of Regulations and Coordination to Support Business in Lao PDR, and Prime Minister's Order No.12/PM, dated 16th October 2019 on Enhancement of Cross-Border Trade Facilitation in Lao PDR to establish an attractive environment for trade and investment which would, in turn, contribute to the social-economic development. Cross-border trade regulatory authorities such as Ministry of Industry and Commerce, Ministry of Finance, Ministry of Public Works and Transport, Ministry of Agriculture and Forest, Ministry of Planning and Investment have also conducted their business process re-engineering to improve their service delivery to business and trade.

Prime Minister's Order No. 02/PM stipulated that trade regulatory authorities would streamline and simplify their procedures to improve the climate for doing business in Lao PDR by removing redundant and irrelevant steps. In addition, Prime Minister's Order No. 12/PM urged the regulatory authorities to introduce effective mechanisms for trade facilitation, such as joint border inspection, risk management and post-clearance audit with the aim of substantially reducing the time taken for complying with regulatory requirements and border clearance of goods. It also specified that Time Release Study should be conducted periodically to assess the effectiveness and efficiency of Government services.

Time Release Study (TRS) is a robust tool to assess the effectiveness and efficiency of cross-border cargo clearance. Article 7.6 of the WTO Trade Facilitation Agreement encouraged Member Countries to measure and publish the average release time of goods periodically by using WCO TRS tools.

The WCO Guide to Measure the Time Required for the Release of Goods introduced four main phases in conducting TRS namely 1) Preparation of the study, 2) Collection of Data, 3) Analysis and Conclusion and 4) Monitoring and Evaluation. The Guide has been revised as version 3 which placed previous TRS conducted by Lao PDR in the list of members' good experience in conducting the TRS.

Previous TRS in Lao PDR focused on measuring the time required for processing the import and export permit/certificate applications and goods clearance at border checkpoints. Changes in processing time between 2020 and 2022 were analyzed to indicate the progress of improvement of Government service delivery about trading across-borders.

1.2 Objectives

The objectives of this study are:

- to assess the efficiency and effectiveness of permit/certificate issuing process and border clearance process. Some Government authorities have reviewed and improved their processes in accordance with the recommendation made in TRS 2020, so it is worth assessing such improvements.
- to evaluate the impact of using Lao National Single Window for permit/certificate issuing process which has been implemented by some departments. The study will compare the time taken in manual and electronic processing.
- to find bottlenecks in the trade flow process and taking the necessary measures to enhance cross-border trade facilitation.

1.3 Expected Outcomes

The study should deliver the following outcomes:

- obtaining accurate release time incurred on the issuance of import-export permit/certificates or authorizations and the border clearance. Such information could then be published and shared with interested entities.
- finding bottlenecks in the processing of permit or certificate issuance and border clearance processes.
- introducing rational recommendations for improvement of the permit or certificate issuance and border clearance processes.
- establishing pragmatic action plans for improvement of the process of relevant authorities.

The report comprises of six chapters. Chapter 1 presents the background, objective and expected outcomes of the study. Chapter 2 illustrates the methodology and process of study. Chapter 3 indicates data collection from participated departments and border authorities. Chapter 4 analyses the time required for import-export permit issuance and goods clearance at border crossings. Chapter 5 concludes what was observed from the result of the analysis and then presents recommendations for future improvements. Chapter 6 proposes action plans for relevant Government authorities to streamline and simplify their procedures to remove any hindrances and deliver better service for cross-border trading.

Chapter 2 - Methodology

The TRS 2020 was conducted in accordance with the WCO TRS Guide. The study was carried out in four main phases i.e., preparation, data collection, analysis and conclusion, and monitoring and evaluation.

2.1 Preparation of the study

2.1.1 Establishment of the TRS 2022 Working Group

The TRS 2022 Working Group was established by the Minister of Industry and Commerce on August 23, 2022. The Working Group consisted of representatives from Department of Import and Export (MOIC), Customs Department (MOF), Department of Livestock and Fisheries (MAF), Department of Agriculture (MAF), Food and Drug Department (MOH), Department of Standardization and Metrology (MOIC), Department of Mining Management (MEM), Department of Transport (MPWT), Department of Agriculture and Forestry of Vientiane Capital, Department of Agriculture and Forestry of Luang Namtha Province, Department of Agriculture and Forestry of Champasak Province, National Chamber of Commerce and Industry (LNCCI), and Lao International Truckers and Freight Forwarders Association (LITFA). The name list of the Working Group appears as Annex 1.

The Working Group was assigned to conduct TRS 2022 and report the result to the Secretariat of the National Trade Facilitation Committee. The Working Group was entrusted to develop work plan, determine scope and methodology, create questionnaires and process maps, collect data, analyze data and develop final report of the study.

Consequently, the Lao Customs Department, vide Notice No. 05557/LCD dated 1 September 2022 notified the Customs border checkpoints to liaise with other border agencies to establish TRS sub-working groups at checkpoints.

2.1.2 Scope of the Study

TRS Working Group held several meetings to discuss preparation and determination of scope of the study. The study covered the measurement of time taken to apply for import and export permit/certificate from regulatory authorities. Normally, business operators apply and obtain permit/certificate before they proceed to goods clearance at border checkpoints.

1) Participating Authorities

- In permit/certificate issuance, regulatory authorities participating in TRS 2022 consisted of:
 - Department of Import and Export (DIMEX), Ministry of Industry and Commerce
 - Department of Transport (DOT), Ministry of Public Works and Transport
 - Department of Mining Management (DMM), Ministry of Energy and Mines
 - Department of Agriculture (DOA), Ministry of Agriculture and Forestry
 - Department of Livestock and Fisheries (DOLF), Ministry of Agriculture and Forestry
 - Food and Drug Department, Ministry of Health
 - Department of Standardization and Metrology, Ministry of Industry and Commerce
 - Vientiane Capital Department of Agriculture and Forestry (Vientiane DAF)
 - Champasak Department of Agriculture and Forestry (Champasak DAF)

- In goods clearance process, participating authorities included:
 - Customs Authority
 - Plant Quarantine Authority
 - Animal Quarantine Authority
 - Food and Drug Authority
 - Standards and Metrology Authority
 - Cross-border business operators

2) Type of transaction and commodity included in the study,

- Permit/certificate issuance process involved:
 - i. Department of Import and Export (DIMEX), Ministry of Industry and Commerce
 1. Application for automobile import permit
 2. Application for fuel import permit
 - ii. Department of Transport (DOT), Ministry of Public Works and Transport
 1. Application for technical certificate of imported automobiles
 2. Application for technical certificate of imported automobile parts
 - iii. Department of Mining Management (DMM), Ministry of Energy and Mines
 1. Application for mines export permit
 - iv. Department of Agriculture (DOA), Ministry of Agriculture and Forestry
 1. Application for plant seeds import permit
 - v. Department of Livestock and Fisheries (DOLF), Ministry of Agriculture and Forestry
 1. Application for piglet import permit
 2. Application for young poultry import permit
 3. Application for permit of cattle on transit
 - vi. Food and Drug Department, Ministry of Health
 1. Application for import permit of food products
 2. Application for medicine import permit
 3. Application for import permit of medical equipment
 4. Application for import permit of raw materials for drug manufacture
 - vii. Department of Standardization and Metrology, Ministry of Industry and Commerce
 1. Application for quality certificate of fuel import
 - viii. Provincial Department of Agriculture and Forestry
 1. Application for import permit of fertilizer
 2. Application for import permit of Pesticide
 3. Application for plant phytosanitary certificate for export
- Good clearance process at the border checkpoints included:
 - Clearance of all import goods
 - Clearance of all export goods
 - Clearance of all transit goods

3) Participating border checkpoints

There were 14 border checkpoints identified for participating in TRS 2022, namely:

- i. Boten Checkpoint
- ii. Friendship Bridge-1 Checkpoint
- iii. Friendship Bridge-2 Checkpoint
- iv. Friendship Bridge-3 Checkpoint

- v. Friendship Bridge-4 Checkpoint
- vi. Nam Heuang Checkpoint
- vii. Nam Phow Checkpoint
- viii. Na Phao Checkpoint
- ix. Dansavan Checkpoint
- x. Vang Tao Checkpoint
- xi. Nam Ngeun Checkpoint
- xii. Pang Hok Checkpoint
- xiii. Wattay International Airport Checkpoint
- xiv. Thanaleng Dry Port Checkpoint

4) Survey

- The survey on the permit/certificate issuance process was carried out between 10 October – 11 November 2022.
- The survey on goods clearance at border checkpoints was carried out between 17 – 26 October 2022.

2.2 Data Collection

Questionnaires were developed to capture time taken on granting permit/certificate and clearance of goods in cross-border trade. Electronic data was also extracted from the LNSW to measure the time for the issuance of electronic import permit/certificate at DIMEX and DOT.

Technical workshops were held through videos conference to urge for active participation of the stakeholders and demonstrate how to fill the questionnaires in correct manner. In addition, Customs Department issued an administrative notice to the participating border checkpoints to assign TRS teams to further help relevant brokers and officers to fill out the questionnaires. On completion of the questionnaire collection, the teams were required to send the filled-up questionnaires to Customs head office by due date.

2.3 Data Analysis

The TRS Working Group identified four statistical values for data analysis, namely mean, minimum, maximum and standard deviation.

Chapter 3 - Collection of Data

Participating agencies and border checkpoints sent all questionnaires collected at their offices to the TRS Working Group. The filled-up questionnaires were validated. Some questionnaires were removed due to incomplete or incorrect data.

Table 1: Data collected at permit/certificate issuance authorities.

	Permit/Certificate Issuance Authorities	Number of distributed questionnaire forms	Number of filled questionnaires	Date collected from LNSW
1	Department of Import and Export	30	17	117
2	Department of Transport	30	27	200
3	Department of Mining Management	30	25	
4	Department of Livestock and Fisheries	25	24	
5	Department of Food and Drug	300	271	
6	Department of Standardization and Metrology	5	2	
7	Department of Agriculture	20	1	
8	Vientiane DAF	50	11	
9	Champasak DAF	100	13	
10	Louang Namtha DAF	100	0	
	Total:	690	319	317

Table 2: Data collected at the Border Checkpoints

Border Checkpoints	Number of distributed questionnaire forms	Number of collected questionnaires	Number of valid questionnaires
Boten	200	200	191
Friendship Bridge 1	100	55	54
Friendship Bridge 2	200	207	207
Friendship Bridge 3	200	200	200
Friendship Bridge 4	200	144	144
Nam Heuang	150	88	82
Nam Phow	150	128	127
Na Phao	150	121	120
Dansavan	150	150	150
Vang Tao	150	98	98
Nam Ngeun	150	68	65
Pang Hok	150	14	14
Wattay Airport	150	13	13
Thanaleng Dry Port	150	131	99
Total	2,250	1,614	1,564

Chapter 4 - Data Analysis

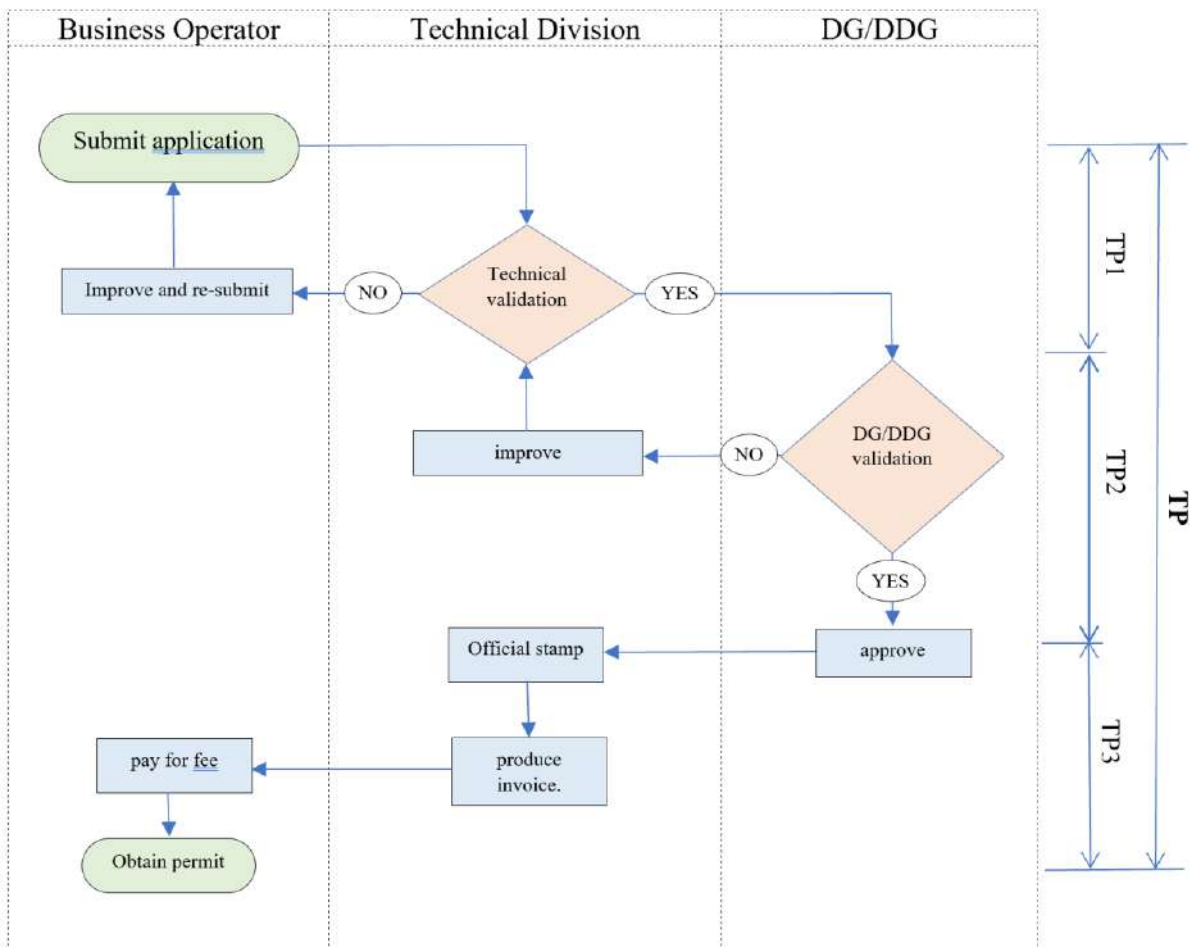
Microsoft Excel was used to record and analyze the data collected manually and extracted from LNSW.

4.1 The Analysis of Time Taken for Permit Issuance

1) Department of Import and Export

Department of Import and Export (DIMEX), Ministry of Industry and Commerce is responsible for issuance of permits for importation and exportation of wood products, automobiles, and fuels. In this study DIMEX decided to measure the dwell time of issuance of permits for importation of automobiles and fuels. DIMEX had joined the first phase of LNSW implementation when the system was introduced to process the applications for issuing import permits of automobiles. The electronic import permits are issued for automobiles to be imported at border checkpoints where LNSW has been in operation. In this regard, the data was collected by using paper questionnaires for manual process in parallel with extracting electronic data from the LNSW system.

The manual process of issuance of import and export permit at DIMEX is shown below.
Figure 1: Flowchart of manual process for permit issuance at DIMEX



The time for permit issuance process at DIMEX was divided as follows:

TP1: the time required for technical validation which covers the interval time between the submission of application to technical division and the completion of technical validation.

TP2: the time required for approval which covers the interval time between the submission of document to the DG/DDG and the approval.

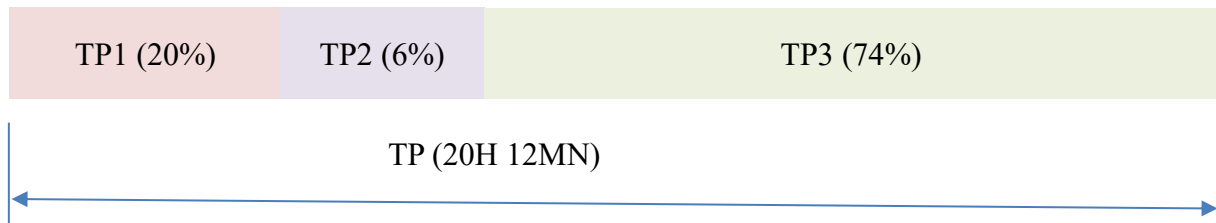
TP3: the time required for payment which covers the interval time between the submission of payment document and the completion of payment. This process was carried out at the Finance Division of MOIC.

TP: the total required time for permit issuance at DIMEX which covers the interval time between submission of the application and obtaining the permit.

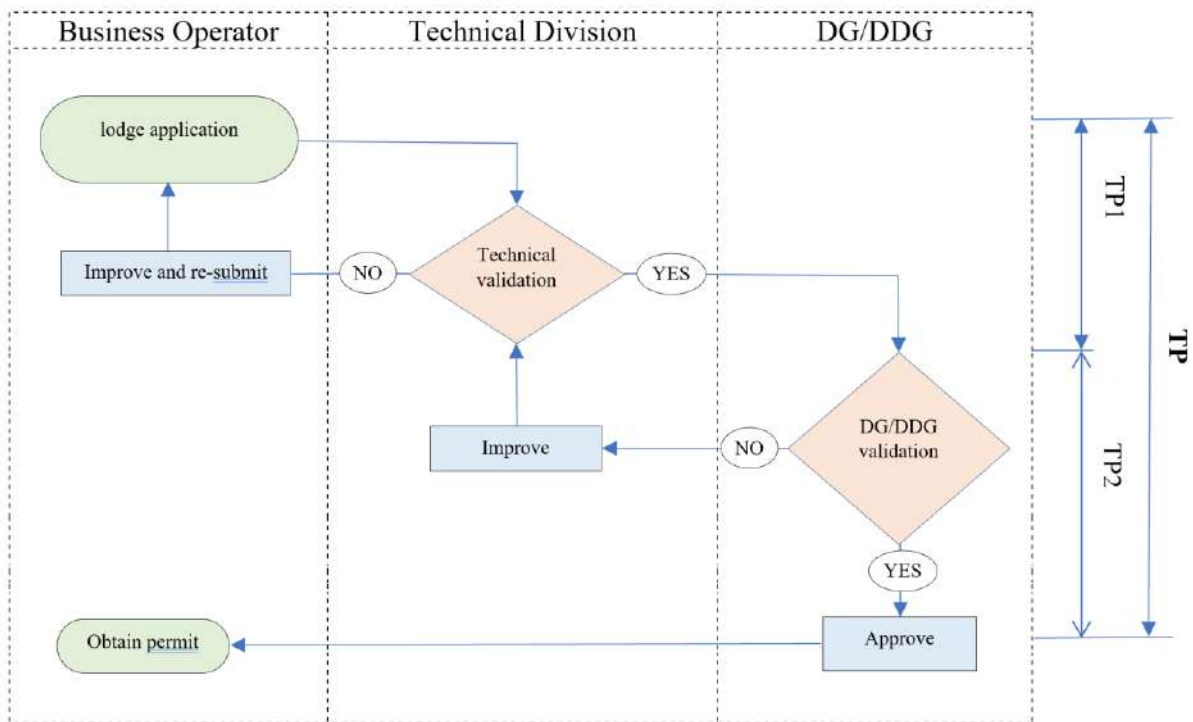
Table 3: Time for manual issuance of import/export permit at DIMEX, MOIC.

2022						2020	Changes
	No.	Min.	Max.	Mean	Std. Deviation	Mean	
TP1	17	0D 0H 9MN	0D 23H 48MN	0D 3H 56MN	0D 07H 48MN	1D 3H 23MN	-1H 27MN
TP2	17	0D 0H 1MN	0D 4H 40MN	0D 1H 14MN	0D 1H 33MN	0D 0H 25MN	+49MN
TP3	17	0D 0H 15MN	2D 18H 8MN	0D 15H 2MN	0D 20H 8MN	0D 0H 27MN	+14H 35MN
TP	17	0D 0H 36MN	2D 18H 34MN	0D 20H 12MN	0D 20H 50MN	1D 6H 15MN	-10H 3MN

Figure 2: Time required for manual processing for each step at DIMEX, MOIC.



The electronic process of issuance of import and export permit at DIMEX is shown below.
 Figure 3: Flowchart of electronic process for permit issuance at DIMEX



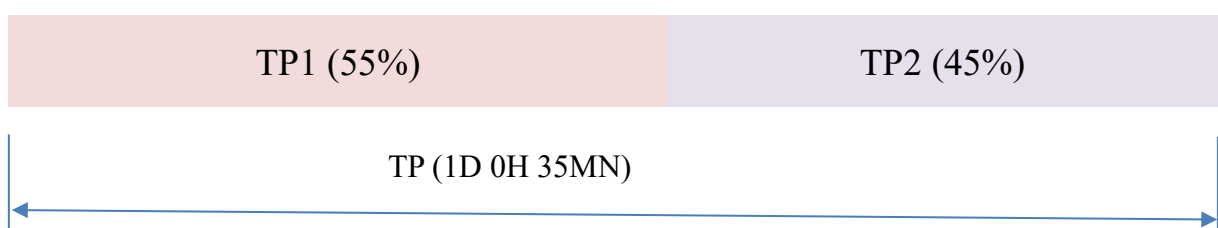
Time for electronic issuance process of import/export permits at the DIMEX was divided as follows:

- TP1: the time required for technical validation which measured the time between lodgement of application and completion of technical validation.
- TP2: the time required for DG/DDG approval which measured the time between completion of the technical validation and the final approval provided by the DG/DDG of DIMEX.
- TP: the total required time for permit issuance at DIMEX which covers the interval time between submission of the application and the approval.

Table 4: Time for electronic issuance of import permit at DIMEX, MOIC.

2022						2020	Changes
No.	Min.	Max.	Mean	Std. Deviation	Mean		
TP1	117	0D 0H 05MN	1D 18H 16MN	0D 13H 24MN	0D 13H 18MN	1D 0H 49MN	-11H 51MN
TP2	117	0D 0H 06MN	2D 0H 7MN	0D 11H 11MN	0D 10H 08MN	0D 1H 26MN	+9H 45MN
TP	117	0D 5H 53MN	3D 2H 32MN	1D 0H 35MN	0D 13H 4MN	1D 2H 15MN	-1H 40MN

Figure 4. Time required for electronic processing for each step at DIMEX, MOIC.

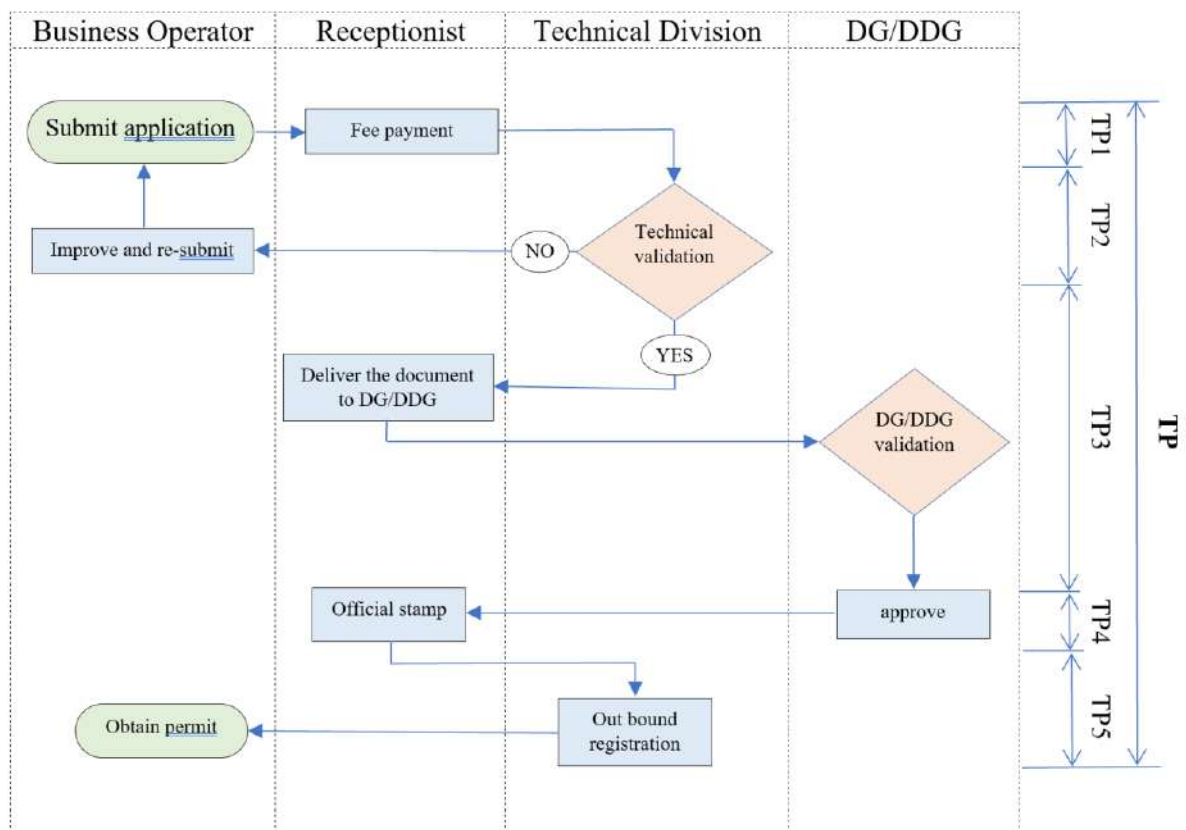


2) Department of Transport

Department of Transport (DOT), Ministry of Public Works and Transport is in charge of certifying the technical qualification for imported automobile and automobile parts. DOT had also joined the first phase of LNSW implementation when the system had been introduced to process the application for issuing the certificate. The certificate application is electronically processed for automobiles to be imported at border checkpoints where LNSW is in operation. In this regard, the data was collected by using paper questionnaires for manual process in parallel with extracting electronic data from the LNSW system.

The manual process for issuance of technical certificate at DOT is shown below.

Figure 5: Flowchart of manual process for issuance of technical certificate at DOT



The time for certificate issuance processing (Manual) at DOT was divided as follows:

TP1: the time required for payment which covers the interval time between submission of the payment request and completion of the payment. This process was carried out at the reception of DOT.

TP2: the time required for technical validation which covers the interval time between submission of the application to technical division and completion of technical validation.

TP3: the time for approval which covers the interval time between completion of technical validation and the approval by DG/DDG.

TP4: the time for official stamp which cover the interval time between the approval and completion of stamping. This process was carried out at the reception.

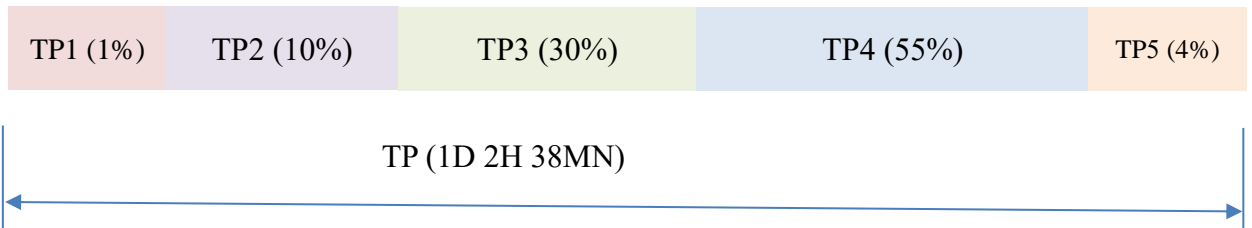
TP5: the time for issuing reference number which covers the time between official stamp and completion of the issuing out-bound reference number.

TP: the total time for certificate issuance at DOT which covers the interval time between submission of the application and obtaining the certificate.

Table 5: Time for issuance of technical certificate at DOT, MPWT

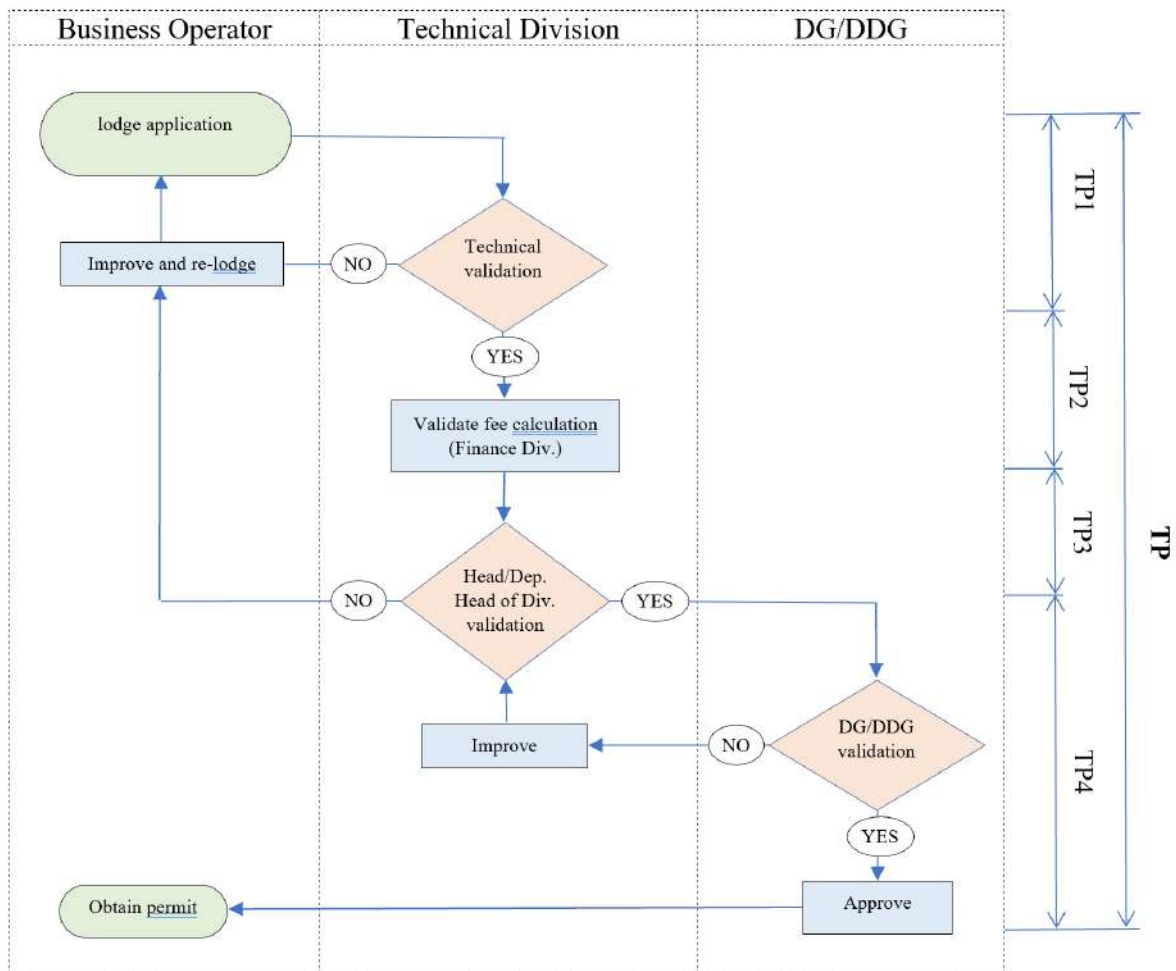
2022						2020	Changes
	No.	Min.	Max.	Mean	Std. Deviation	Mean	
TP1	27	0D 0H 1MN	0D 0H 19MN	0D 0H 5MN	0D 0H 3MN	0D 0H 18MN	- 13MN
TP2	27	0D 0H 10MN	0D 21H 35MN	0D 2H 36MN	0D 5H 11MN	0D 11H 17MN	-8H 41MN
TP3	27	0D 0H 18MN	1D 2H 43MN	0D 8H 13MN	0D 10H 35MN	0D 7H 58MN	+15MN
TP4	27	0D 0H 10MN	2D 16H 30MN	0D 14H 42MN	0D 16H 2MN	0D 16H 14MN	-1H 32MN
TP5	27	0D 0H 5MN	0D 17H 25MN	0D 1H 2MN	0D 3H 19MN	0D 0H 18MN	+44MN
TP	27	0D 1H 5MN	3D 22H 55MN	1D 2H 38MN	0D 22H 9MN	1D 12H 5MN	-9H 27MN

Figure 6: Time required for manual process for each step at DOT, MPWT



The electronic process of issuance of automobile technical certificate at DOT, MPWT is shown below.

Figure 7: Flowchart of electronic process for the issuance of technical certificate at DOT, MPWT.



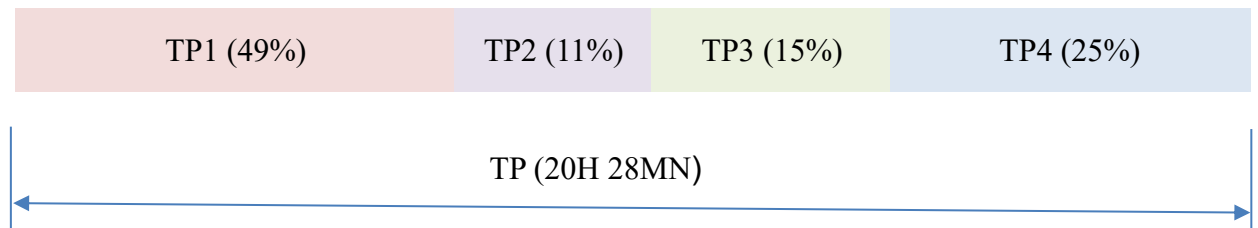
Time for electronic issuance process at the DOT was divided as follows:

- TP1: the time required for technical validation which measured the time between lodgement of application and completion of technical validation.
- TP2: the time for payment validation which measured the time between completion of technical validation and completion of payment validation performed by the Finance Division.
- TP3: the time required for Head/Deputy Head of Division validation which measure the time between completion of payment validation and completion of managers' validation.
- TP4: the time required for DG/DDG approval which measured the time between completion of managers' validation and final approval provided by the DG/DDG of DOT.
- TP: the total time required for permit issuance at DOT which covers the interval time between submission of application and completion of issuance process.

Table 6: Time for electronic issuance of certificate at DOT, MPWT.

2022						2020	Changes
	No.	Min.	Max.	Mean	Std. Deviation	Mean	
TP1	200	0D 0H 1MN	0D 21H 41MN	0D 10H 4MN	0D 7H 33MN	0D 11H 31MN	- 1H 27MN
TP2	200	0D 0H 12MN	0D 23H 59MN	0D 2H 11MN	0D 2H 13MN	0D 10H 15MN	-8H 4MN
TP3	200	0D 0H 1MN	0D 22H 40MN	0D 3H 9MN	0D 6H 12MN	0D 14H 27MN	-8H 18MN
TP4	200	0D 0H 1MN	0D 20H 0MN	0D 5H 4MN	0D 6H 52MN	0D 4H 59MN	+5MN
TP	200	0D 0H 55MN	1D 21H 58MN	0D 20H 28MN	0D 8H 1MN	1D 17H 12MN	-20H 44MN

Figure 8: Time required for electronic processing for each step at DOT, MPWT.

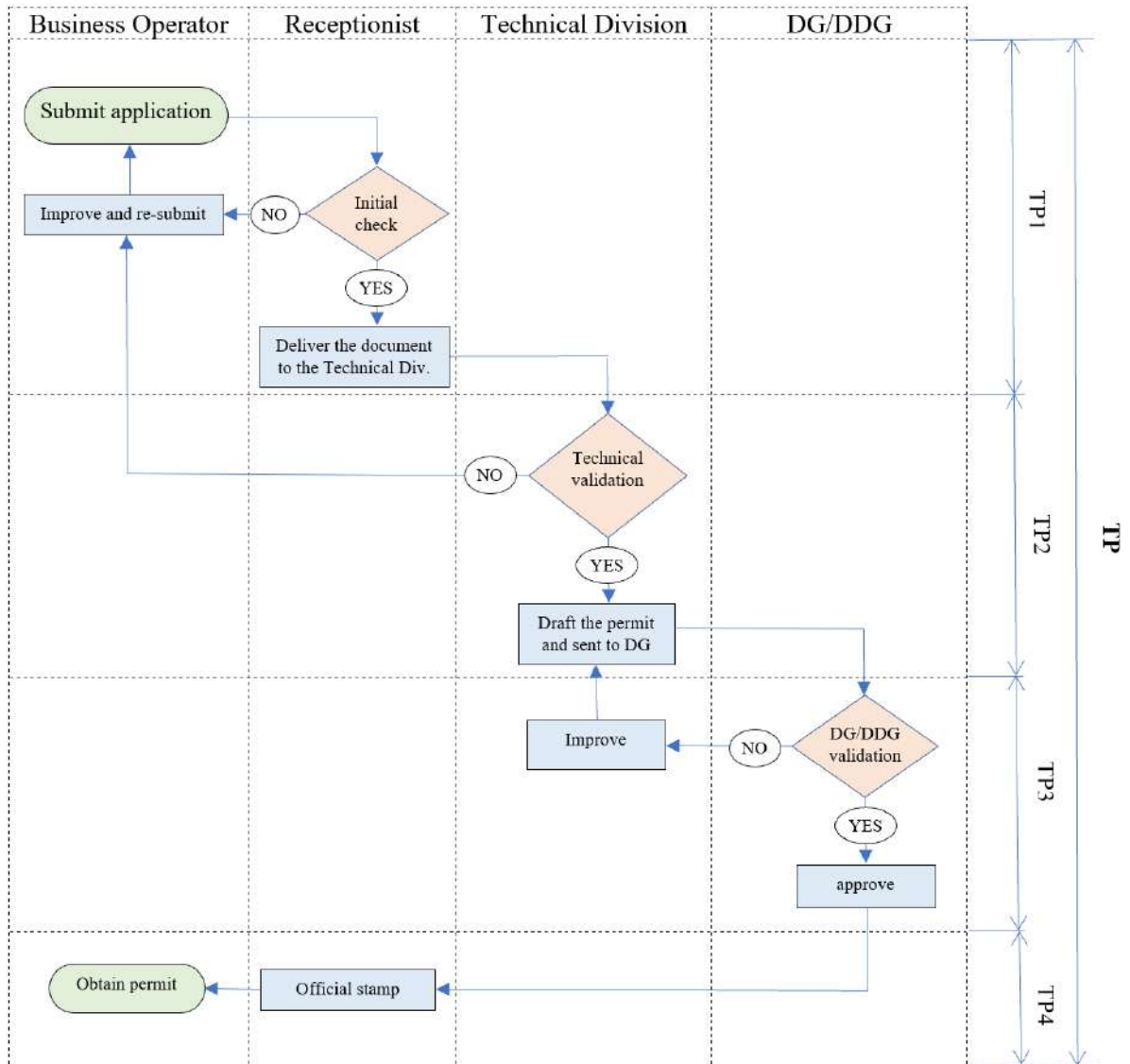


3) Department of Mining Management

Department of Mining Management (DMM), Ministry of Energy and Mines manage the issuance of import and export permit for mineral products. DMM has not yet joined the LNSW. The data was collected by using paper questionnaires.

Manual process of issuance of import/export permit at DMM is shown below:

Figure 9: Flowchart of manual process for issuance of import/export permit at DMM.



The time for permit issuance process at DMM was divided as follows:

- TP1: the time required for registration which covers the interval time between submission and completion of registration of the application. This process was carried out at the reception office of DMM.
- TP2: the time required for technical validation which covers the interval time between registration and completion of technical validation.
- TP3: the time required approval which covers the interval time between completion of technical validation to the DG/DDG's approval.

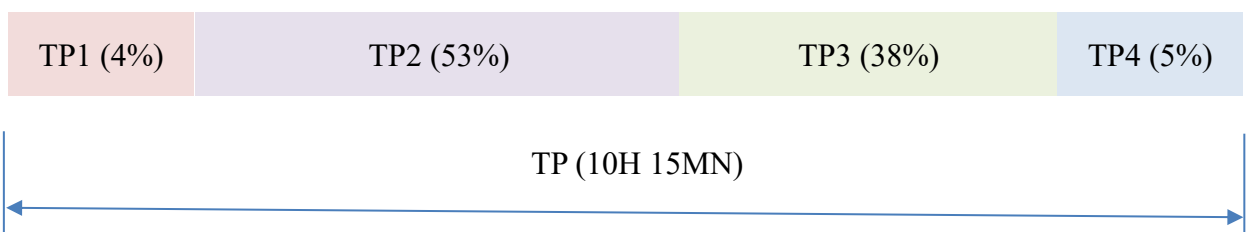
TP4: the time required for official stamp and issuing reference number which covers the time between approval and completion of stamping.

TP: the total time for issuance of certificate at DMM which covers the interval time between submission of the application and obtaining the permit.

Table 7: Time taken for issuance of permit at DMM, MEM.

2022						2020	Changes
	No.	Min.	Max.	Mean	Std. Deviation	Mean	
TP1	25	0D 0H 5MN	0D 2H 45MN	0D 0H 26MN	0D 0H 42MN	0D 1H 32MN	- 1H 6MN
TP2	25	0D 0H 20MN	2D 04H 3MN	0D 5H 25MN	0D 11H 26MN	0D 8H 56MN	-3H 31MN
TP3	25	0D 0H 5MN	0D 17H 30MN	0D 3H 55MN	0D 6H 44MN	0D 12H 44MN	-8H 49MN
TP4	25	0D 0H 4MN	0D 2H 5MN	0D 0H 29MN	0D 11H 56MN	0D 0H 29MN	-
TP	25	0D 1H 15MN	2D 23H 53MN	0D 10H 15MN	0D 19H 51MN	0D 23H 41MN	-13H 26MN

Figure 10: Time required for manual processing for each step at DMM, MEM.

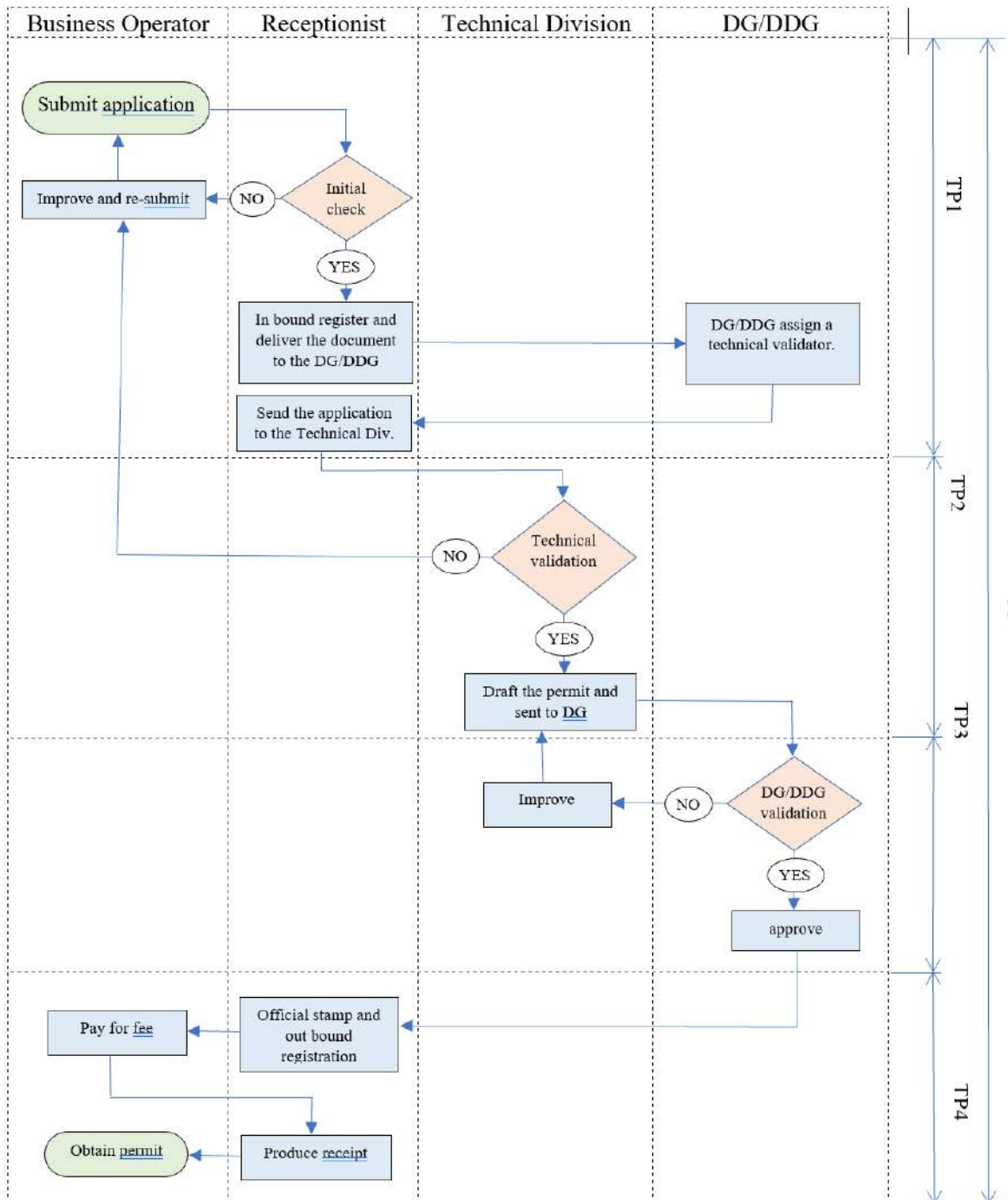


4) Department of Agriculture

Department of Agriculture (DOA), Ministry of Agriculture and Forestry is in charge of controlling the import and export of plants and agricultural products. The central DOA has delegated its power to the provincial DOAs for issuance permit of import or export of some agricultural products. Only one fully filled up questionnaire collected during the survey.

Manual process of issuance of permit at DOA is shown below:

Figure 11: Flowchart of manual process for permit issuance at DOA.



The time for permit issuance process at DOA was divided as below:

TP1: the time required for registration which covers the interval time between submission and completion of registration of the application including the time that DG/DDG assigning technical validator. This process was carried out at the reception of the DOA.

TP2: the time required for technical validation which covers the interval time between sending application to the technical division and completion of technical validation.

TP3: the time required approval which covers the interval time between completion of technical validation to the DG/DDG's approval.

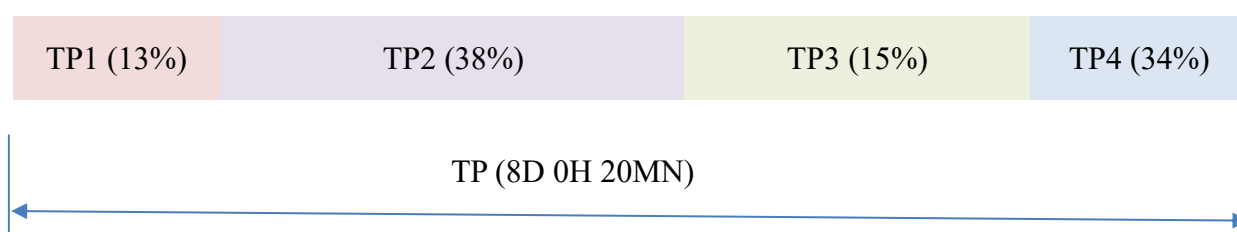
TP4: the time required for official stamp, issuing reference number and payment of fee which covers the time between approval and completion of payment.

TP: the total time for certificate issuance at DOA which covers the interval time between submission of the application and obtaining the permit.

Table 9: Processing time of application for permit at DOA, MAF.

	No.	Min.	Max.	Mean	Standard Deviation
TP 1	1			1D 0H 55MN	
TP 2	1			3D 1H 15MN	
TP 3	1			1D 4H 20MN	
TP 4	1			2D 17H 50MN	
TP	1			8D 0H 20MN	

Figure 12: Time required for manual processing for each step at DOA, MAF.

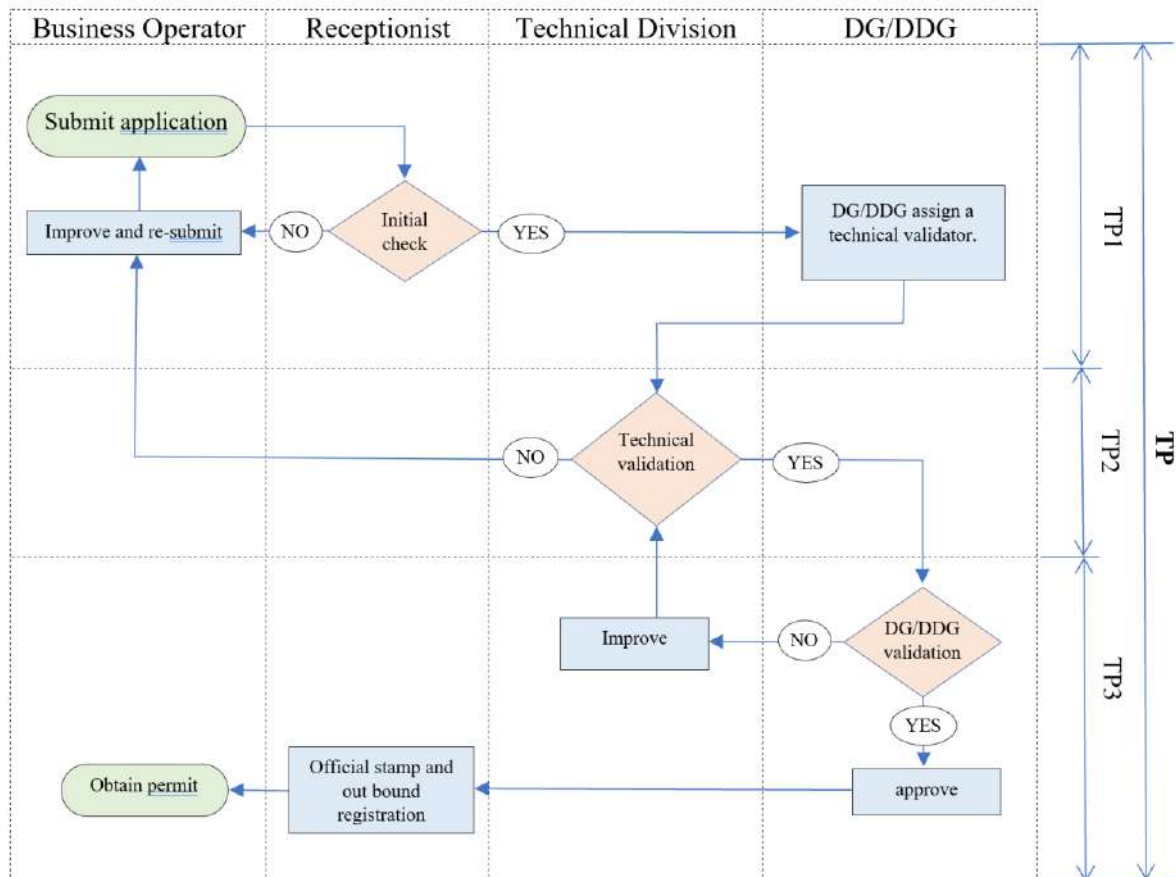


5) Department of Livestock and Fisheries

Department of Livestock and Fisheries (DOLF), Ministry of Agriculture and Forestry is responsible for control of import and export of live animals and animal products. In this study, DOLF decided to measure the dwell time for the issuance of permit of import/export of piglets, chicks and cattle in transit. DOLF has not yet joined the LNSW. The data was collected by using paper questionnaires.

Manual process of issuance of permit at DOLF is shown below:

Figure 13: Flowchart of manual process for permit issuance at DOLF.



The time for permit issuance process at DOLF was divided as follows:

TP1: the time required for registration which covers the interval time between submission and completion of registration of the application including the time that DG/DDG assigning technical validator. This process was carried out at the reception of the DOLF.

TP2: the time required for technical validation which covers the interval time between sending application to the technical division and completion of technical validation.

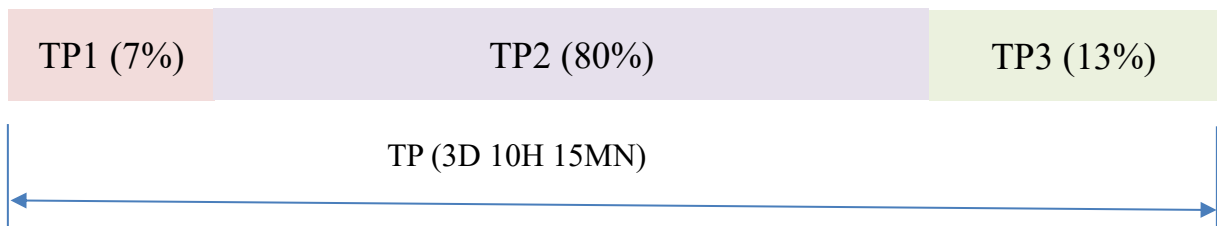
TP3: the time required on approval which covers the interval time between completion of technical validation to the DG/DDG's approval.

TP: the total time for certificate issuance at DOLF which covers the interval time between submission of the application and obtaining the permit.

Table 9: Time for issuance of permit at DOLF, MAF.

2022						2020	Changes
	No.	Min.	Max.	Mean	Std. Deviation	Mean	
TP1	24	0D 0H 39MN	1D 3H 36MN	0D 6H 5MN	0D 6H 34MN	1D 21H 41MN	- 1D 15H 36MN
TP2	24	0D 22H 1MN	3D 22H 5MN	2D 17H 33MN	1D 0H 24MN	0D 14H 5MN	+2D 3H 28MN
TP3	24	0D 1H 0MN	1D 5H 30MN	0D 10H 37MN	0D 7H 55MN	1D 21H 49MN	-1D 11H 12MN
TP	24	0D 1H 15MN	4D 4H 40MN	3D 10H 15MN	0D 16H 57MN	4D 9H 35MN	-23H 20MN

Figure 14: Time required for manual processing for each step at DOLF, MAF.

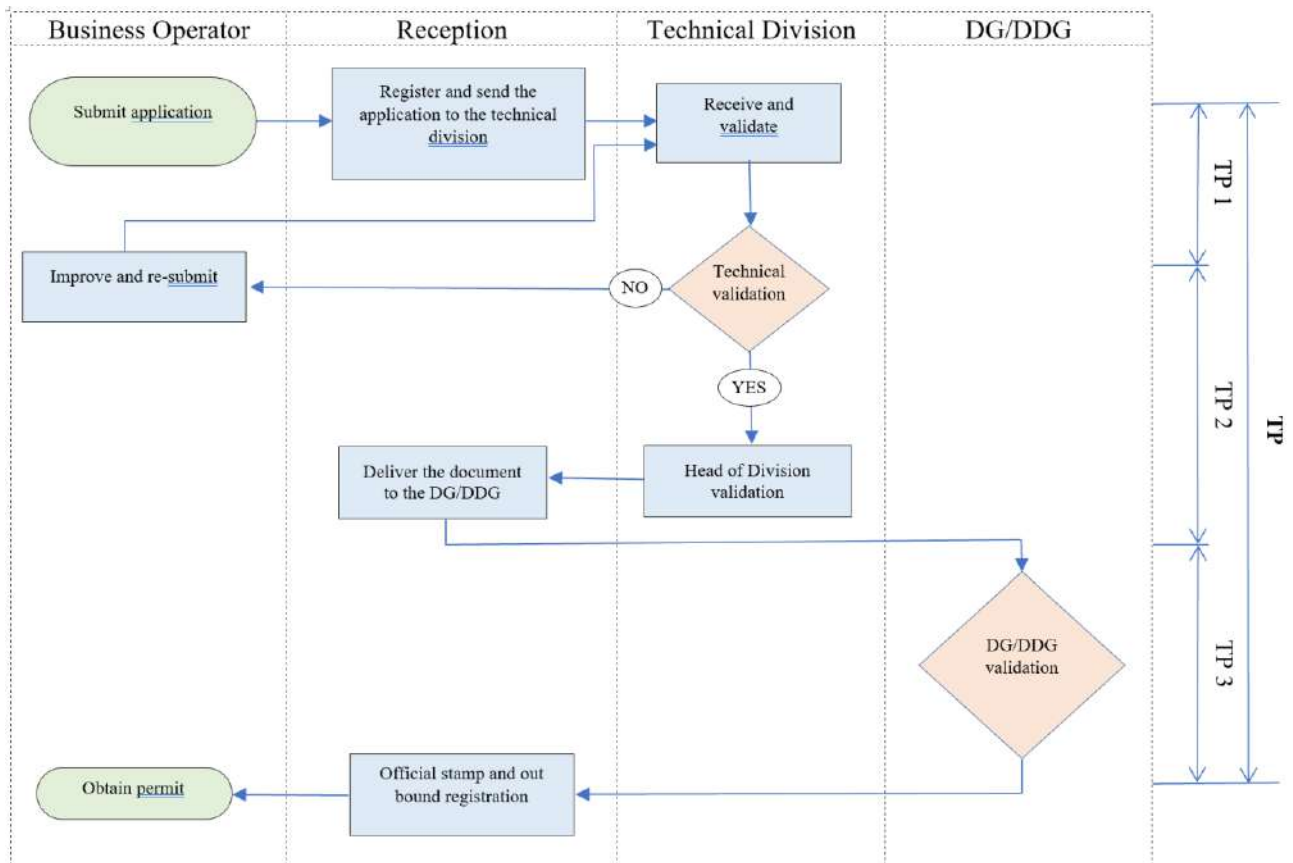


6) Food and Drug Department

Food and Drug Department (FDD), Ministry of Health controls import and export of food products (for food safety), cosmetics, medicines, supplements, medical foods, and medical equipment. In this study, FDD chose to measure the time taken for processing of application for permits of importation of medicines and supplements. FDD had not yet joined the LNSW¹. The data was collected by using paper questionnaires.

Manual process for issuance of import/export permit at FDD is shown below:

Figure 15: Flowchart of manual process for import/export permit issuance at FDD.



The time for permit issuance process at FDD was divided as below:

TP1: the time required for registration which covers the interval time between submission and completion of registration of the application. This process was carried out at the reception of the FDD.

TP2: the time required for technical validation which covers the interval time between sending application to the technical division and completion of technical validation.

TP3: the time required on approval which covers the interval time between completion of technical validation and the DG/DDG's approval.

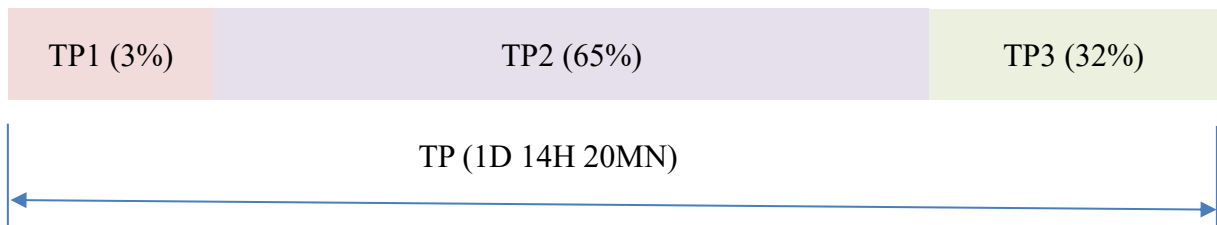
¹ LNSW operation in FDD commenced in January 2023 only.

TP: the total time for certificate issuance at FDD which covers the interval time between submission of the application and obtaining the permit.

Table 10: Processing Time for issuance of permit at FDD.

2022						2020	Changes
	No.	Min.	Max.	Mean	Std. Deviation	Mean	
TP1	271	0D 0H 1MN	1D 00H 03MN	0D 0H 58MN	0D 2H 20MN	0D 0H 36MN	+22MN
TP2	271	0D 0H 16MN	4D 4H 50MN	1D 0H 52MN	0D 17H 31MN	0D 19H 53MN	+4H 59MN
TP3	271	0D 0H 40MN	3D 18H 55MN	0D 12H 30MN	0D 16H 46MN	2D 11H 47MN	-23H 17MN
TP	271	0D 2H 16MN	5D 4H 4MN	1D 14H 20MN	0D 20H 29MN	3D 8H 16MN	-1D 19H 46MN

Figure 16: Time required for manual processing for each step at FDD, MOH

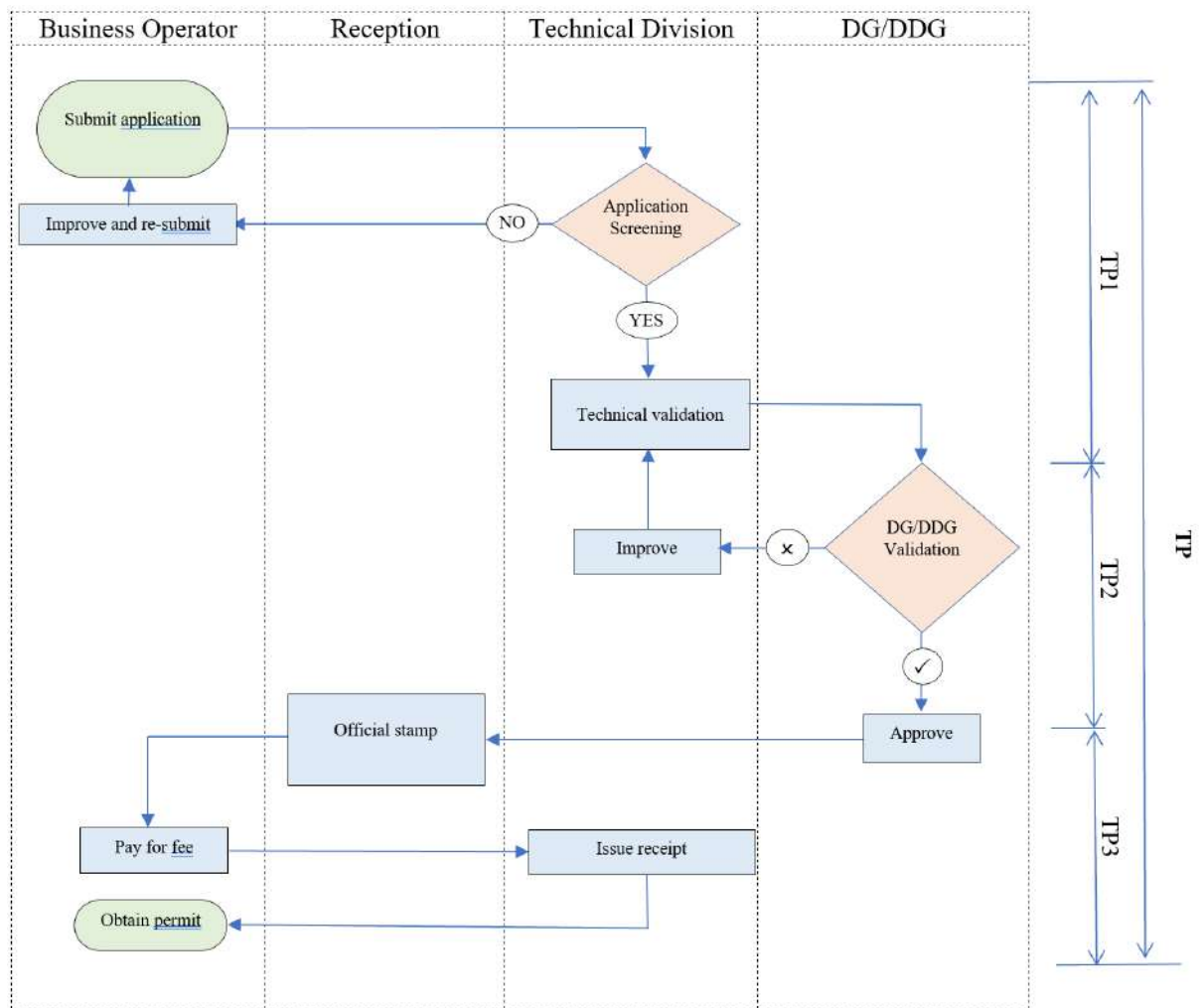


7) Department of Standardization and Metrology

Department of Standardization and Metrology (DSM), Ministry of Industry and Commerce is responsible for issuing quality certificate for import and export of fuel, gas, electronic products and appliances. In this study, DSM chose to measure the time taken for processing certificate application of fuel importation. DSM has not yet joined the LNSW. The data was collected by using paper questionnaires.

Manual process for issuance of import/export quality certificate of fuel at DSM is shown below:

Figure 17: Flowchart of manual process for import/export certificate issuance at DSM



The time for permit issuance process at DSM was divided as below:

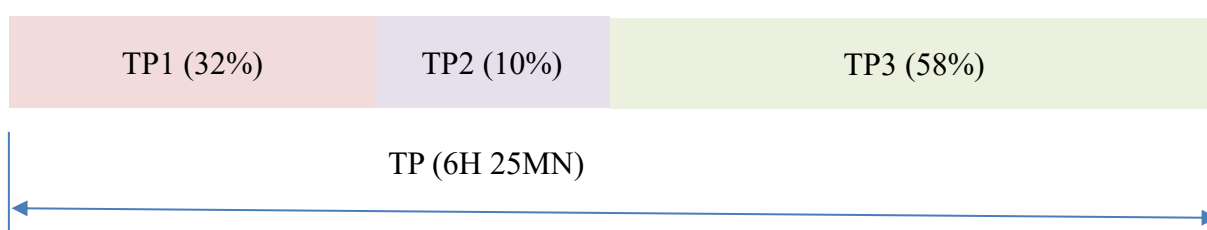
- TP1: the time required for technical validation which covers the interval time between receiving application and completion of technical validation.
- TP2: the time required for approval which covers the interval time between completion of technical validation and the DG/DDG's approval.
- TP3: the time required for payment which covers the DG/DDG's approval and obtaining the certificate.

TP: the total time for certificate issuance at DSM which covers the interval time between submission of the application and obtaining the certificate.

Table 11: Time for issuance of certificate at DSM.

2022						2020	Changes
	No.	Min.	Max.	Mean	Std. Deviation	Mean	
TP1	2	0D 0H 30MN	0D 3H 30MN	0D 2H 0MN	0D 2H 7MN	0D 20H 54MN	-0D 18H 54MN
TP2	2	0D 0H 20MN	0D 1H 0MN	0D 0H 40MN	0D 0H 28MN	0D 0H 10MN	+0D 0H 30MN
TP3	2	0D 1H 16MN	0D 6H 15MN	0D 3H 45MN	0D 3H 31MN	0D 6H 30MN	-0D 2H 49MN
TP	2	0D 5H 46MN	0D 7H 5MN	0D 6H 25MN	0D 0H 55MN	1D 3H 34MN	-0D 21H 9MN

Figure 18: Time required for manual processing for each step at DSM

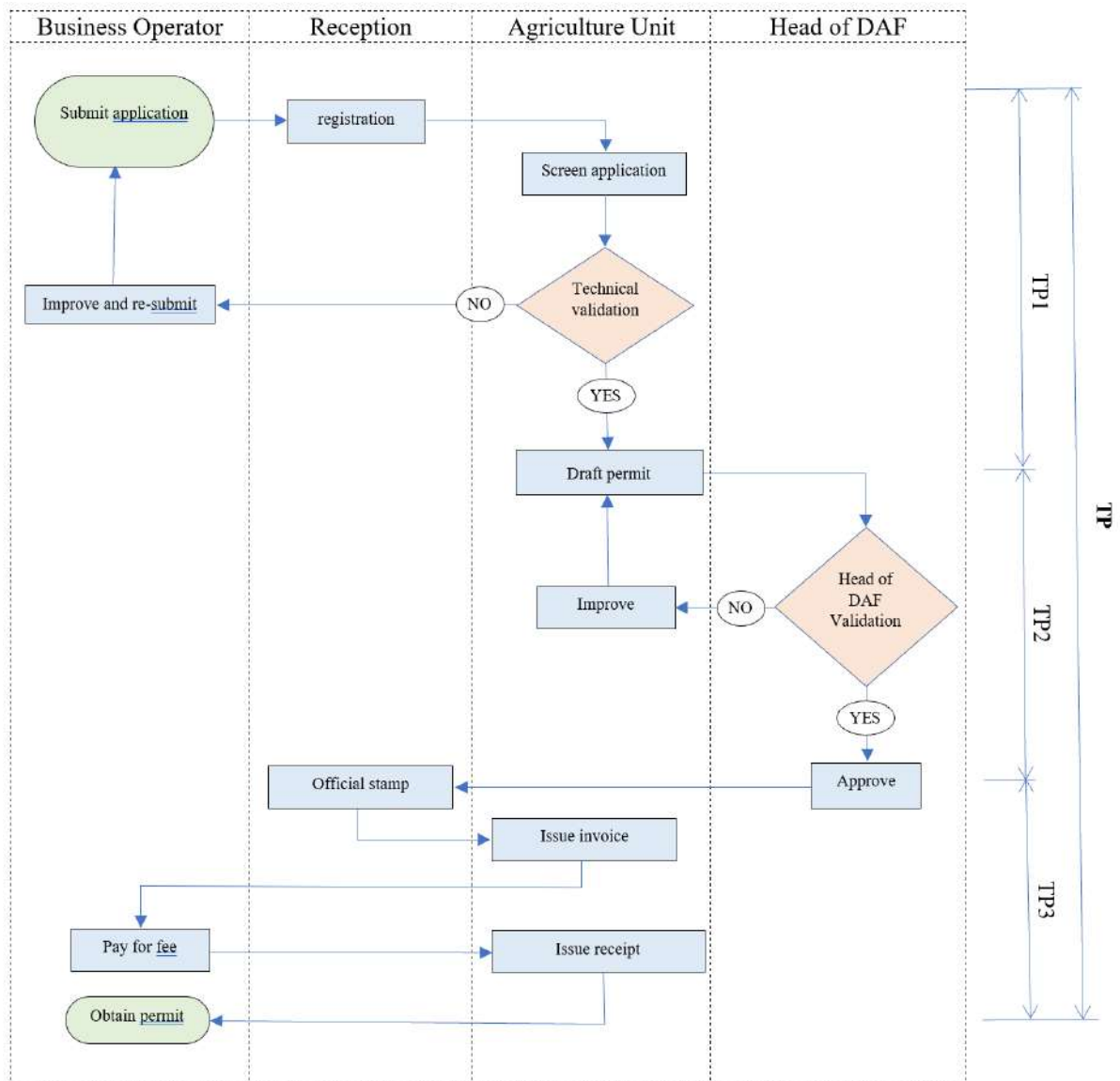


8) Department of Agriculture and Forestry (DAF) of Vientiane Capital

The Department of Agriculture and Forestry of Vientiane Capital, a local agency under Ministry of Agriculture and Forestry, is authorized to issue import/export permit for agriculture products and plant phytosanitary certificate. The application of import/export permit is approved by the Head of Department of Agriculture and Forestry while the application of plant phytosanitary certificate is approved by the Head of the Agriculture Unit which is one of the technical sectors of the department.

8.1) Manual process for issuance of permit at DAF, Vientiane Capital is shown below:

Figure 19: Flowchart of manual process for permit issuance at DAF, Vientiane Capital.



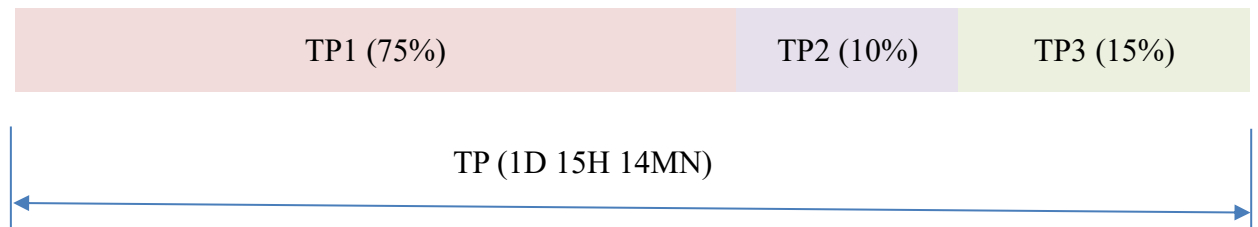
The time for permit issuance process at DAF, Vientiane Capital was divided as below:

- TP1: the time required for technical validation which covers the interval time between receiving application and completion of technical validation.
- TP2: the time required approval which covers the interval time between completion of technical validation and the approval by the Head of the DAF.
- TP3: the time required for official stamp, issuing reference number and payment of fee which covers the time between approval and completion of payment.
- TP: the total time for import/export permit issuance at DAF of Vientiane Capital which covers the interval time between submission of the application and obtaining the permit.

Table 12: Time for issuance of permit at DAF, Vientiane Capital.

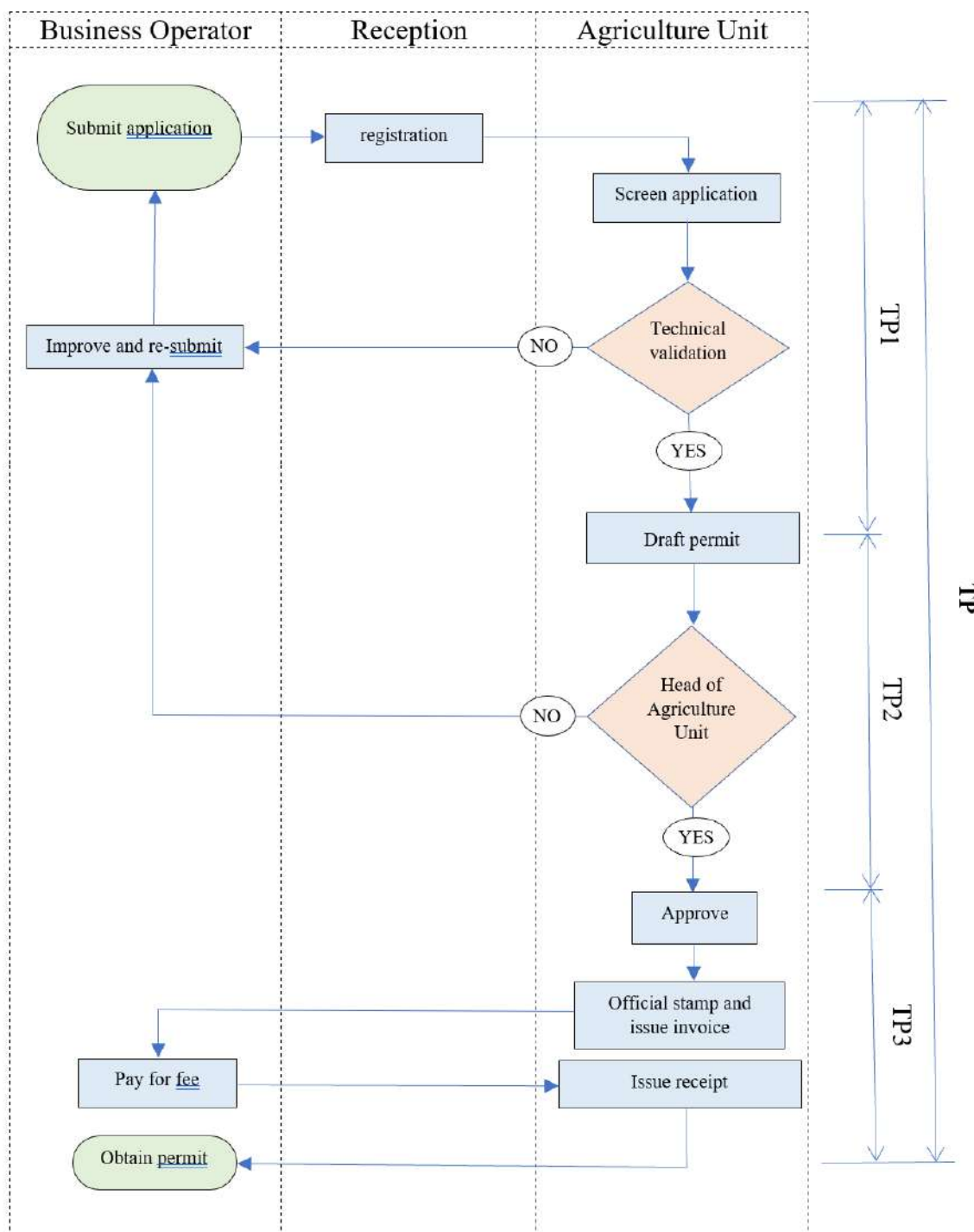
	No.	Min.	Max.	Mean	Standard Deviation
TP 1	9	0D 0MN 50MN	3D 6H 46MN	1D 5H 15MN	1D 8H 24MN
TP 2	9	0D 0MN 10MN	1D 0H 50MN	0D 3H 51MN	0D 9H 3MN
TP 3	9	0D 1MN 10MN	1D 3H 10MN	0D 6H 8MN	0D 10H 39MN
TP	9	0D 3MN 06MN	4D 6H 47MN	1D 15H 14MN	1D 13H 22MN

Figure 20: Time required of manual process for each step at DAF, Vientiane Capital.



8.2) Manual process for issuance of plant phytosanitary certificate at DAF, Vientiane Capital is shown below:

Figure 21: Flowchart of manual process for plant phytosanitary certificate issuance at DAF, Vientiane Capital.



The time for plant phytosanitary certificate issuance process at DAF, Vientiane Capital was divided as below:

TP1: the time required for technical validation which covers the interval time between receiving application and completion of technical validation.

TP2: the time required approval which covers the interval time between completion of technical validation and the approval by the Head of Agriculture Unit.

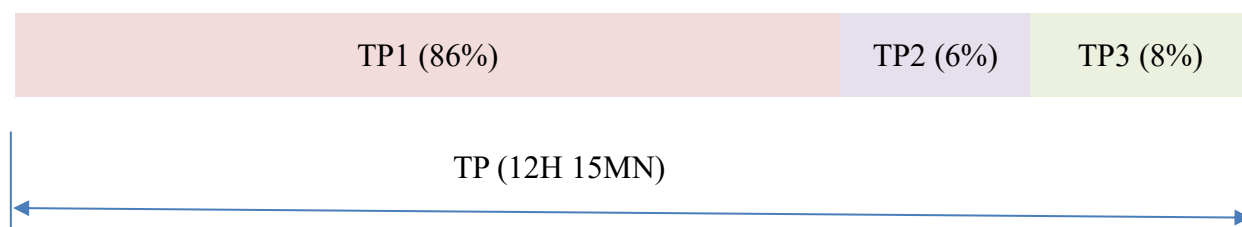
TP3: the time required for official stamp, issuing reference number and payment of fee which covers the time between approval and completion of payment.

TP: the total time for plant phytosanitary certificate issuance at DAF of Vientiane Capital which covers the interval time between submission of the application and obtaining the certificate.

Table 13: Time for plant phytosanitary certificate issuance at DAF, Vientiane Capital.

	No.	Min.	Max.	Mean	Standard Deviation
TP 1	2	0D 2H 9MN	0D 18H 55MN	0D 10H 32MN	0D 11H 51MN
TP 2	2	0D 0H 37MN	0D 0H 50MN	0D 0H 43MN	0D 0H 9MN
TP 3	2	0D 0H 10MN	0D 1H 50MN	0D 1H 00MN	0D 1H 10MN
TP	2	0D 4H 36MN	0D 19H 55MN	0D 12H 15MN	0D 10H 49MN

Figure 22: Time required of manual process for each step at DAF, Vientiane Capital.

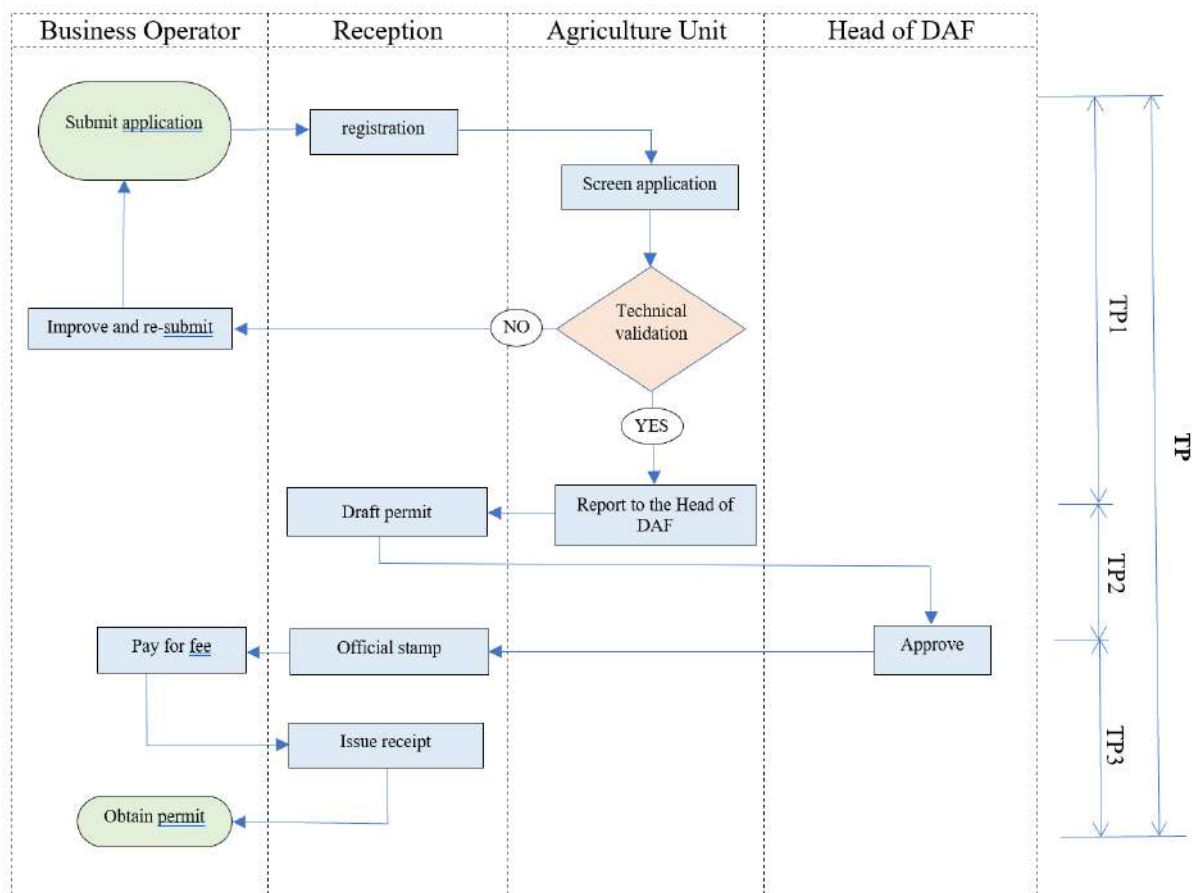


9) Department of Agriculture and Forestry (DAF) of Champasak Province

The Department of Agriculture and Forestry of Champasak Province, a local agency under Ministry of Agriculture and Forestry, is also authorized to issue import/export permit for agriculture products and plant phytosanitary certificate. The application of import/export products is approved by the Head of Department of Agriculture and Forestry while the application of plant phytosanitary certificate is approved by the Head of the Agriculture Unit which is one of the technical sectors of the department.

9.1) Manual process for issuance of permit at DAF, Champasak Province is shown below:

Figure 23: Flowchart of manual process for permit issuance at DAF, Champasak.



The time for permit issuance process at DAF, Champasak Province was divided as below:

TP1: the time required for technical validation which covers the interval time between receiving application and completion of technical validation.

TP2: the time required approval which covers the interval time between completion of technical validation and the approval by the Head of the DAF.

TP3: the time required for official stamp and payment of fee which covers the time between approval and completion of payment.

TP: the total time for import/export permit issuance at DAF of Champasak Province which covers the interval time between submission of the application and obtaining the permit.

Table 14: Time for issuance of permit at DAF, Champasak Province.

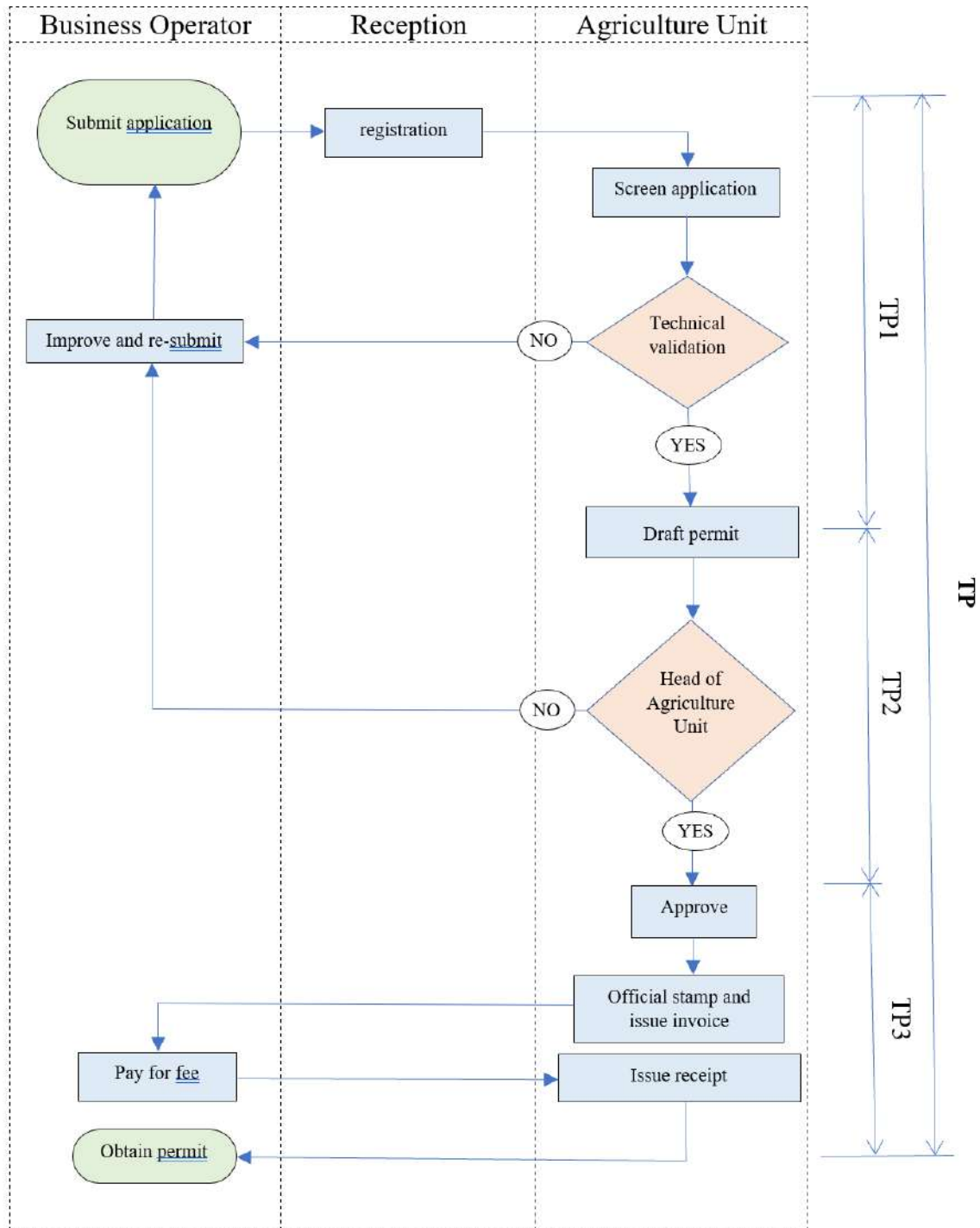
	No.	Min.	Max.	Mean	Standard Deviation
TP 1	4	0D 1H 0MN	0D 2H 30MN	0D 2H 16MN	0D 0H 40MN
TP 2	4	0D 0H 25MN	0D 3H 40MN	0D 1H 33MN	0D 1H 32MN
TP 3	4	0D 0H 15MN	0D 2H 5MN	0D 0H 55MN	0D 0H 49MN
TP	4	0D 2H 30MN	0D 6H 6MN	0D 4H 44MN	0D 1H 43MN

Figure 24 Time required of manual process for each step at DAF, Champasak Province.



9.2) Manual process for issuance of plant phytosanitary certificate at DAF, Champasak is shown below:

Figure 25: Flowchart of manual process for plant phytosanitary certificate issuance at DAF, Champasak Province.



The time for plant phytosanitary certificate issuance process at DAF, Champasak Province was divided as below:

TP1: the time required for technical validation which covers the interval time between receiving application and completion of technical validation.

TP2: the time required approval which covers the interval time between completion of technical validation and the approval by the Head of Agriculture Unit.

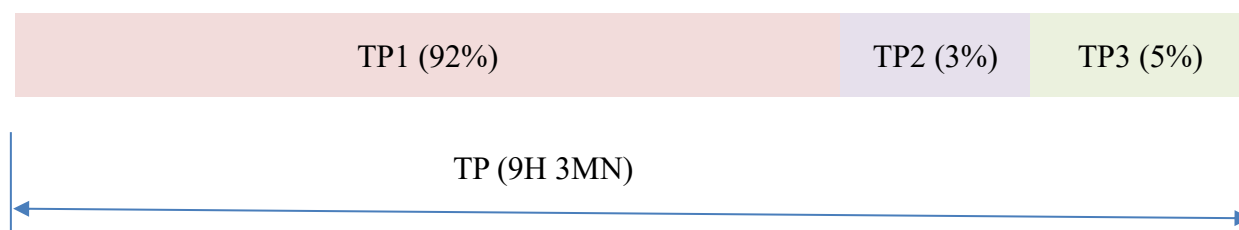
TP3: the time required for official stamp, issuing reference number and payment of fee which covers the time between approval and completion of payment.

TP: the total time for plant phytosanitary certificate issuance at DAF of Champasak Province which covers the interval time between submission of the application and obtaining the certificate.

Table 15: Time for plant phytosanitary certificate issuance at DAF, Champasak Province.

	No.	Min.	Max.	Mean	Standard Deviation
TP 1	9	0D 0H 21MN	0D 23H 40MN	0D 8H 20MN	0D 8H 48MN
TP 2	9	0D 0H 5MN	0D 0H 35MN	0D 0H 17MN	0D 13H 37MN
TP 3	9	0D 0H 6MN	0D 1H 0MN	0D 0H 26MN	0D 0H 20MN
TP	9	0D 0H 46MN	0D 23H 56MN	0D 9H 3MN	0D 15H 43MN

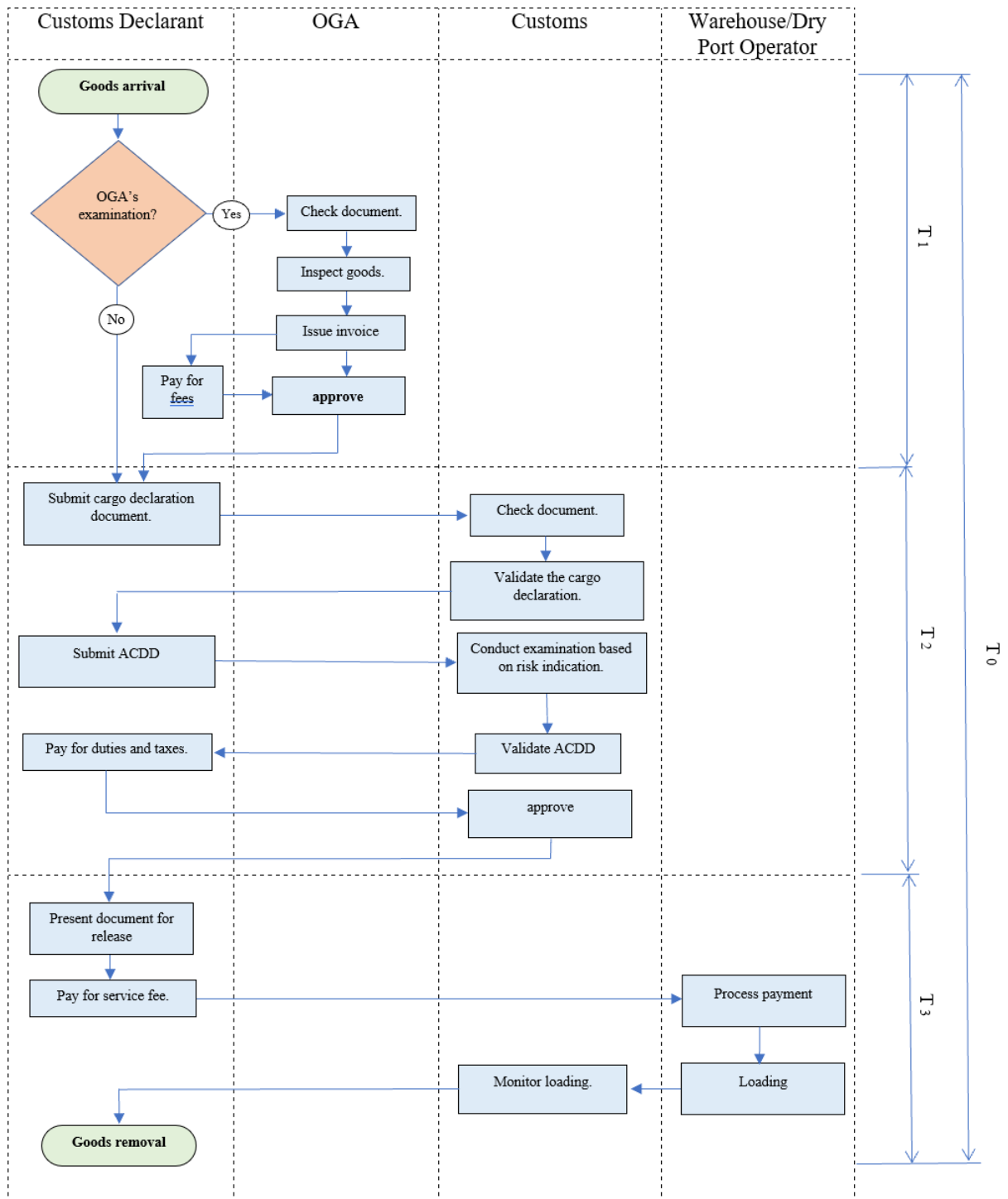
Figure 26: Time required on manual process for each step at DAF, Champasak Province.



4.2 Analysis of Goods Clearance Process at the Border Checkpoints

In this TRS four additional border checkpoints were included in the study, namely, Nam Ngeun (Xayabouly), Pang Hok (Phongsaly), Wattay Airport (Vientiane Capital) and Thanaleng Dry Port (Vientiane Capital).

Figure 27: Flowchart of Goods Clearance Process at the Border Checkpoints



Time intervals were measured as below:

- T1: the time taken for OGA's declaration which was measured as the time between the arrival of the goods and the completion of OGA's processes. Any shipment

subjected to OGA's control and inspection had to complete the OGA's processes before submission of declaration to customs authority.

- T2: the time taken for customs clearance which measured the time between submission of customs declaration and approval for release granted by customs. This process included documentary scrutiny, physical inspection of goods (if applicable) and payment of duties and taxes.
- T3: the time taken for release which measured the time between release approval and actual removal of the goods from the checkpoint. This process included loading of the goods and warehouse clearance process.
- T4: the time taken to complete dry port procedures after receiving the approval from the customs officer.
- T0: the total clearance time which measured the time between arrival of the goods and removal of the goods from border checkpoints. It covered all border clearance procedures, including the clearance procedures of other government authorities and the procedures of service providers (warehouse operators and dry port operators).

Table 16: The overall result of the analysis.

	2022					Mean Time in 2020	Changes
	No.	Min.	Max.	Mean	Standard Deviation		
T1	838	0D 0H 2MN	0D 20H 35MN	0D 0H 56MN	0D 1H 35MN	0D 3H 58MN	-0D 3H 2MN
T2	1564	0D 0H 2MN	5D 3H 50MN	0D 2H 18MN	0D 5H 9MN	0D 2H 26MN	- 0D 0H 8MN
T3	1564	0D 0H 2MN	2D 0H 45MN	0D 2H 1MN	0D 3H 23MN	0D 1H 17MN	+ 0D 0H 44MN
T0	1564	0D 0H 21MN	5D 7H 45MN	0D 4H 51MN	0D 6H 24MN	0D 5H 7MN	-0D 0H 16MN

1) Analysis on the total clearance time (T0)

The Mean of T0 nationwide was four hours and fifty-one minutes in 2022 which had decreased by sixteen minutes, when compared with the Mean of T0 in 2020, which stood at five hours and seven minutes.

Table 17: T0 by border checkpoints

	2022					Mean Time in 2020	Changes
	No.	Min.	Max.	Mean	Standard Deviation		
Boten	191	0D 1H 5MN	1D 13H 50MN	0D 7H 4MN	0D 7H 23MN	0D 9H 38MN	- 0D 2H 34MN
Friendship Bridge 1	54	0D 0H 32MN	0D 7H 38MN	0D 1H 58MN	0D 1H 6MN	0D 4H 38MN	- 0D 2H 40MN

Friendship Bridge 2	207	0D 1H 5MN	0D 13H 2MN	0D 5H 19MN	0D 2H 39MN	0D 2H 45MN	+ 0D 2H 34MN
Friendship Bridge 3	200	0D 0H 39MN	1D 4H 39MN	0D 3H 6MN	0D 2H 44MN	0D 2H 35MN	+ 0D 0H 31MN
Friendship Bridge 4	144	0D 0H 21MN	1D 0H 39MN	0D 2H 11MN	0D 2H 36MN	0D 3H 13MN	- 0D 1H 2MN
Nam Heuang	82	0D 1H 8MN	2D 13H 31MN	0D 5H 6MN	0D 7H 19MN	0D 4H 2MN	+ 0D 1H 4MN
Nam Phow	127	0D 0H 30MN	1D 4H 42MN	0D 5H 47MN	0D 7H 53MN	0D 6H 28MN	-0D 0H 41MN
Na Phao	120	0D 0H 40MN	2D 2H 15MN	0D 3H 24MN	0D 6H 39MN	0D 4H 21MN	-0D 0H 57MN
Dansavan	150	0D 0H 27MN	0D 7H 59MN	0D 2H 37MN	0D 1H 47MN	0D 2H 20MN	+ 0D 0H 17MN
Vang Tao	98	0D 2H 0MN	5D 7H 45MN	0D 6H 6MN	0D 12H 33MN	0D 5H 22MN	+ 0D 0H 44MN
Nam Ngeun	65	0D 0H 24MN	2D 0H 55MN	0D 8H 58MN	0D 9H 36MN	Not covered	-
Pang Hok	14	0D 0H 40MN	0D 5H 35MN	0D 1H 20MN	0D 1H 15MN	Not covered	-
Wattay Airport	13	0D 1H 10MN	0D 3H 40MN	0D 2H 2MN	0D 0H 51MN	Not covered	-
Thanaleng Dry Port	99	0D 1H 48MN	1D 8H 55MN	0D 9H 19MN	0D 5H 34MN	Not covered	-
Total	1564	0D 0H 21MN	5D 7H 45MN	0D 4H 51MN	0D 6H 24MN	0D 5H 7MN	-0D 0H 16MN

Figure 28: Comparison of T0 between 2020 and 2022

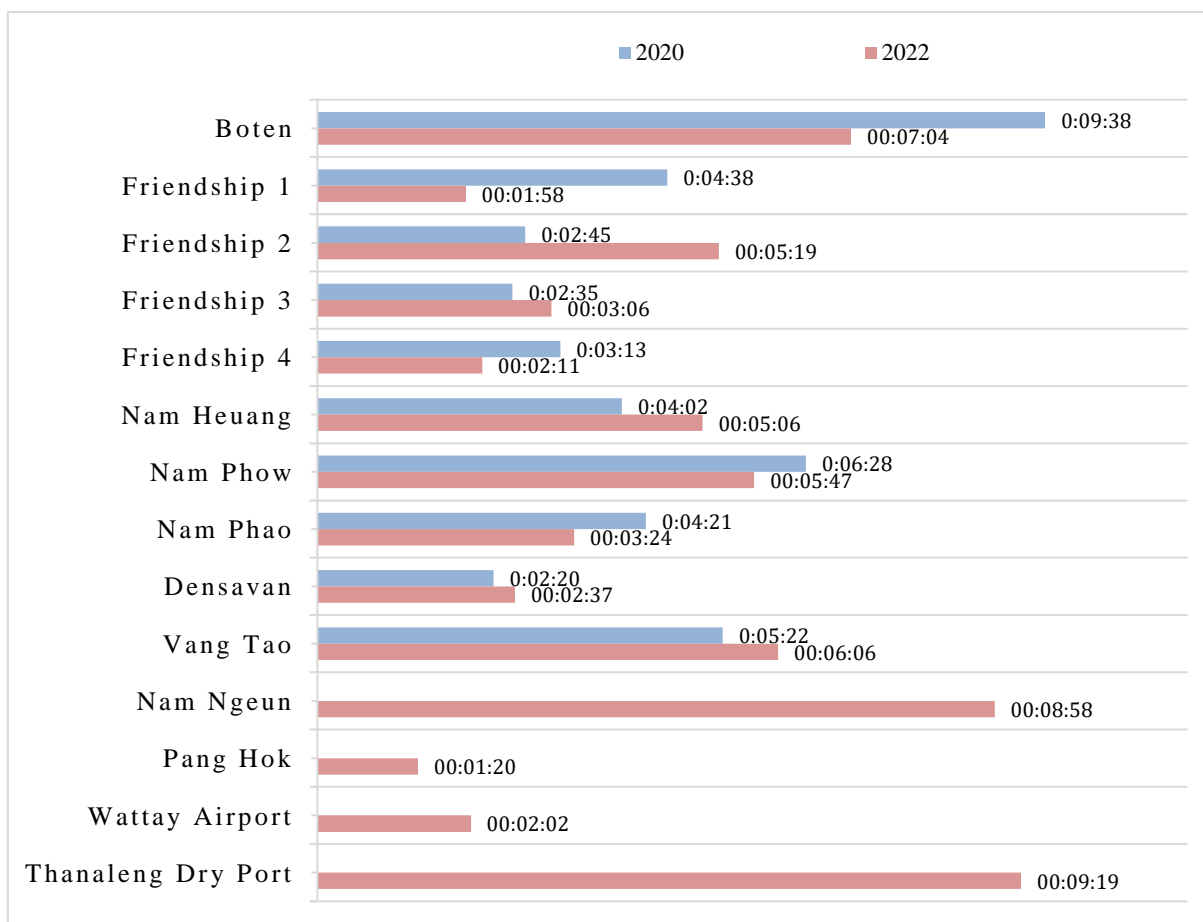
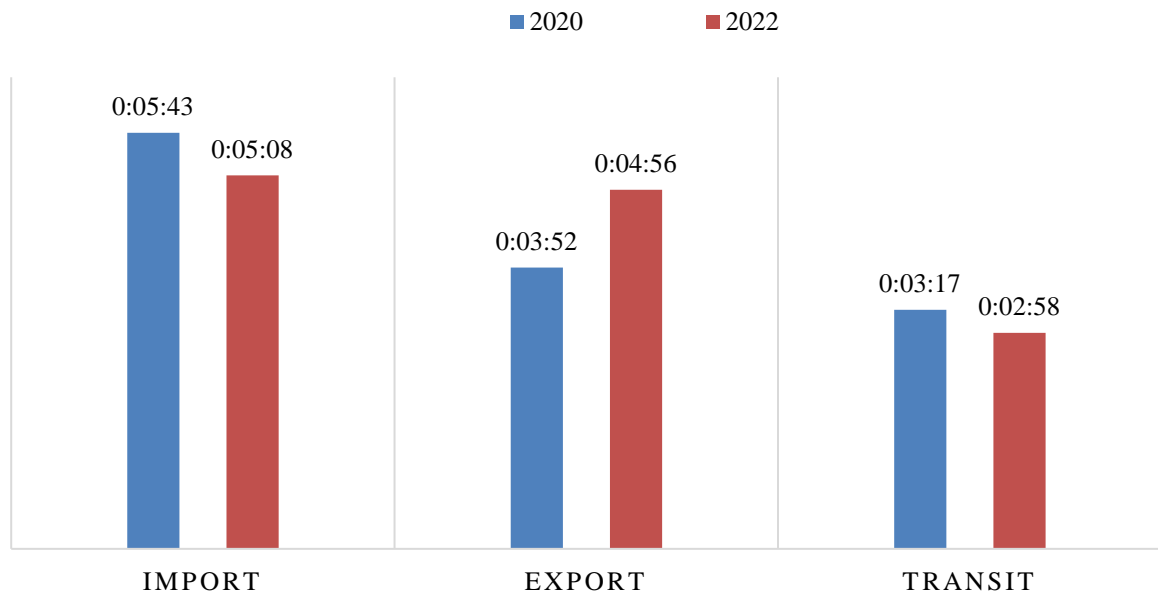


Table 18: T0 by type of shipment

	2022					Mean Time in 2020	Changes
	No.	Min.	Max	Mean	Standard Deviation		
Import	1182	0D 0H 21MN	5D 7H 45MN	0D 5H 8MN	0D 6H 55MN	0D 5H 43MN	-35MN
Export	180	0D 0H 27MN	1D 8H 55MN	0D 4H 56MN	0D 5H 30MN	0D 3H 52MN	-1H 4MN
Transit	202	0D 0H 35MN	1D 4H 39MN	0D 2H 58MN	0D 2H 23MN	0D 3H 17MN	-19MN

Figure 29: T0 by type of shipment



T0 by risk category

Customs is the only government border authority which has introduced risk management in clearing importation. There are three risk categories namely: low-risk (Green), medium-risk (Yellow), and high-risk (Red).

- In low-risk category, the shipment is subjected neither to detailed scrutiny of supporting documents, nor physical inspection.
- In medium-risk category, the shipment is subjected to a detailed supporting document check. Following the documentary scrutiny, if any discrepancy is noticed in declaration, a physical inspection may be conducted.
- In high-risk category, the shipment is subjected to documentary check and physical inspection.

Table 19: T0 by risk category

Risk category	2022					Mean in 2020	Changes
	No.	Min.	Max.	Mean	Standard Deviation		
Low Risk	172	0D 0H 27MN	1D 8H 55MN	0D 4H 10MN	0D 4H 51MN	0D 4H 23MN	-0D 0H 13MN
Medium Risk	63	0D 0H 57MN	1D 0H 2MN	0D 5H 49MN	0D 5H 49MN	0D 6H 2MN	-0D 0H 13MN
High Risk	1324	0D 0H 21MN	5D 7H 45MN	0D 4H 51MN	0D 6H 34MN	0D 5H 35MN	-0D 0H 44MN

Figure 30: Distribution of Risk Category

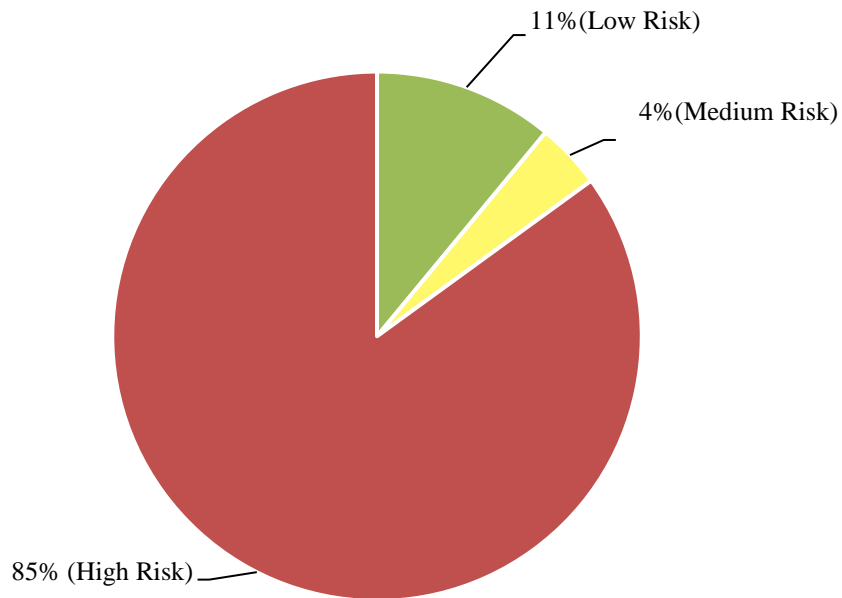
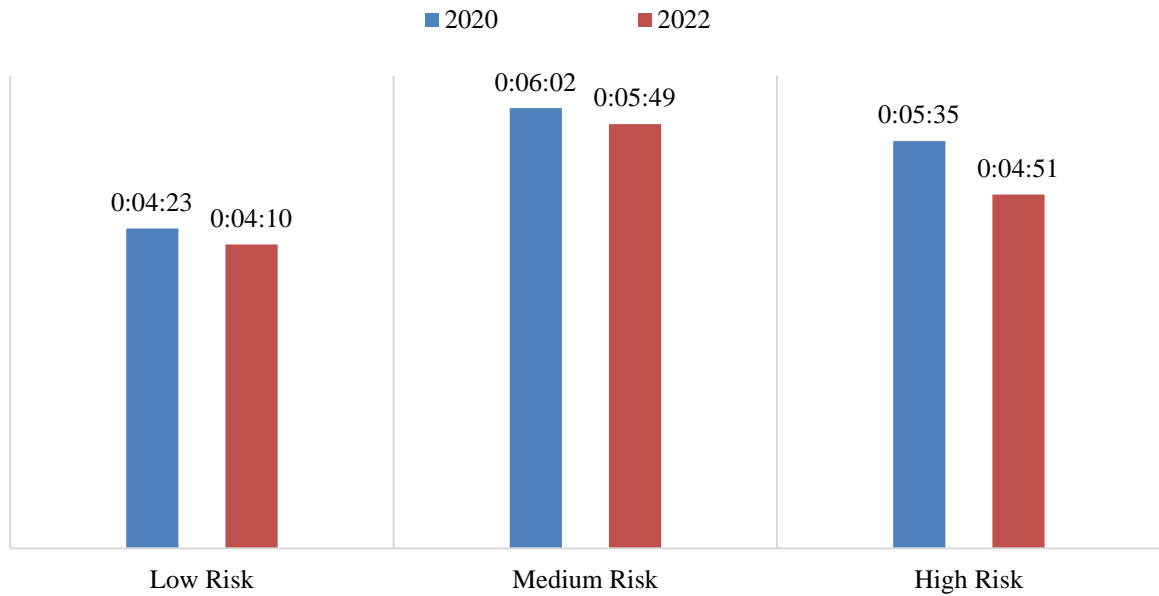


Figure 30: T0 by Risk Category



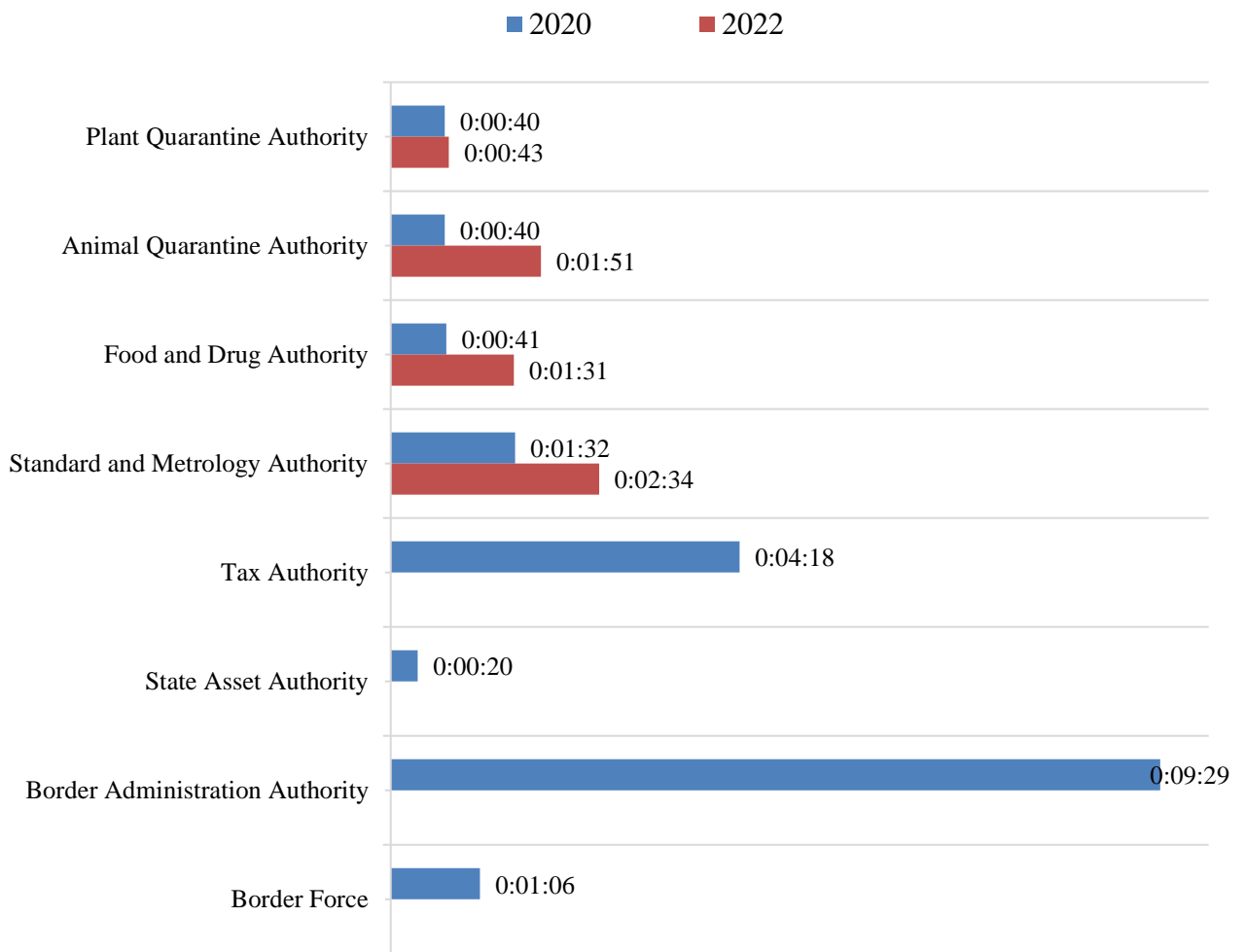
2) Analysis on T1

T1 was a measure of the time between arrival of a shipment at the checkpoint and submission of customs declaration. It should be noted that some border checkpoints do not have warehouse for temporary storage. T1 covered for OGA’s process required for restricted goods clearance.

Table 20: T1 by Border Checkpoint

OGA	2022					Mean Time in 2020	Changes
	No.	Min.	Max.	Mean	Standard Deviation		
Plant Quarantine Authority	639	0D 0H 1MN	0D 19H 5MN	0D 0H 43MN	0D 1H 13MN	0D 0H 40MN	+0D 0H 3MN
Animal Quarantine Authority	58	0D 0H 6MN	0D 20H 35MN	0D 1H 51MN	0D 3H 10MN	0D 0H 40MN	-0D 1H 11MN
Food and Drug Authority	102	0D 0H 3MN	0D 7H 30MN	0D 1H 8MN	0D 1H 31MN	0D 0H 41MN	+0D 0H 27MN
Standardization and Metrology Authority	39	0D 0H 10MN	0D 7H 15MN	0D 2H 34MN	0D 2H 0MN	0D 1H 32MN	+0D 1H 2MN
Tax Authority						0D 4H 18MN	
State Asset Authority						0D 0H 20MN	
Border Administration Authority						0D 9H 29MN	
Border Force						0D 1H 6MN	
Total	838	0D 0H 2MN	0D 20H 35MN	0D 0H 56MN	0D 1H 35MN	0D 3H 58MN	-0D 3H 2MN

Figure 32: Comparison of T1 between 2020 and 2022



3) Analysis on Customs Clearance Time (T2)

T2 measured the performance of Customs in facilitation and control of goods clearance at the border checkpoints.

Table 21: T2 by Border Checkpoint

	2022					Mean Time in 2020	Changes
	No.	Min.	Max.	Mean	Standard Deviation		
Boten	191	0D 0H 5MN	1D 6H 25MN	0D 4H 49MN	0D 6H 43MN	0D 6H 8MN	-0D 1H 19MN
Friendship Bridge 1	54	0D 0H 10MN	0D 5H 30MN	0D 1H 6MN	0D 0H 43MN	0D 2H 29MN	-0D 1H 23MN
Friendship Bridge 2	207	0D 0H 37MN	0D 7H 30MN	0D 2H 49MN	0D 1H 3MN	0D 0H 37MN	+0D 2H 12MN
Friendship Bridge 3	200	0D 0H 16MN	0D 4H 28MN	0D 0H 37MN	0D 0H 32MN	0D 1H 4MN	-0D 0H 27MN
Friendship Bridge 4	144	0D 0H 2MN	1D 0H 4MN	0D 1H 1MN	0D 2H 17MN	0D 1H 17MN	-0D 0H 16MN
Nam Heuang	82	0D 0H 10MN	0D 2H 15MN	0D 0H 54MN	0D 0H 39MN	0D 1H 28MN	-0D 0H 34MN
Nam Phow	127	0D 0H 7MN	1D 0H 53MN	0D 2H 50MN	0D 5H 56MN	0D 2H 37MN	-0D 0H 13MN
Na Phao	120	0D 0H 10MN	0D 3H 45MN	0D 0H 51MN	0D 0H 36MN	0D 1H 18MN	-0D 0H 27MN
Dansavan	150	0D 0H 9MN	0D 5H 44MN	0D 1H 28MN	0D 1H 10MN	0D 0H 43MN	+0D 0H 45MN
Vang Tao	98	0D 0H 30MN	5D 3H 50MN	0D 3H 1MN	0D 12H 21MN	0D 1H 44MN	+0D 1H 17MN
Nam Ngeun	65	0D 0H 6MN	2D 0H 15MN	0D 4H 26MN	0D 8H 46MN	Not covered	-
Pang Hok	14	0D 0H 40MN	0D 5H 35MN	0D 1H 20MN	0D 1H 15MN	Not covered	-
Wattay Airport	13	0D 0H 25MN	0D 2H 20MN	0D 1H 13MN	0D 0H 36MN	Not covered	-
Thanaleng Dry Port	99	0D 0H 15MN	0D 9H 2MN	0D 2H 28MN	0D 1H 31MN	Not covered	-
Total	1564	0D 0H 2MN	5D 3H 50MN	0D 2H 18MN	0D 5H 9MN	0D 2H 26MN	- 0D 0H 8MN

Figure 33: Comparison of T2 between 2020 and 2022

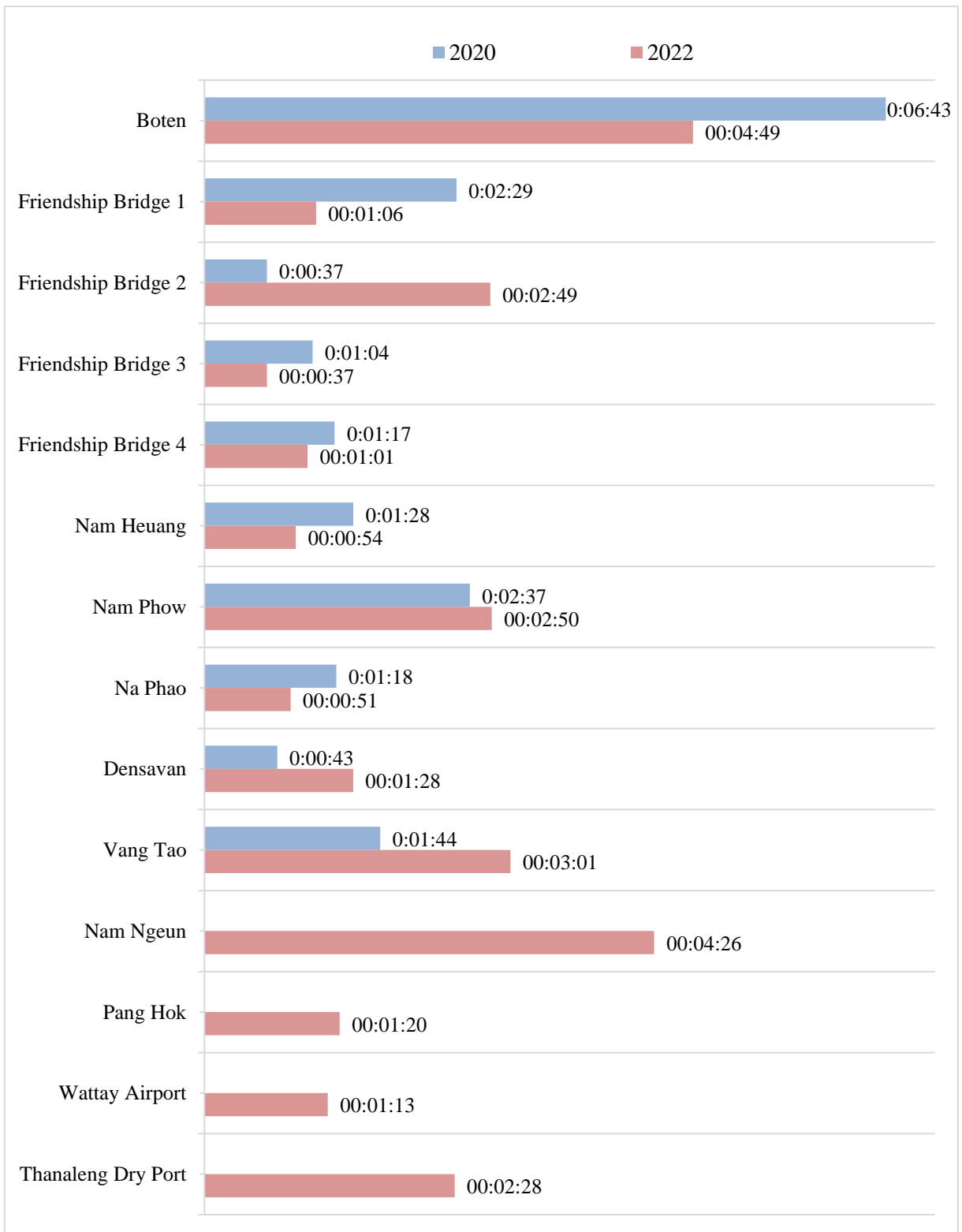
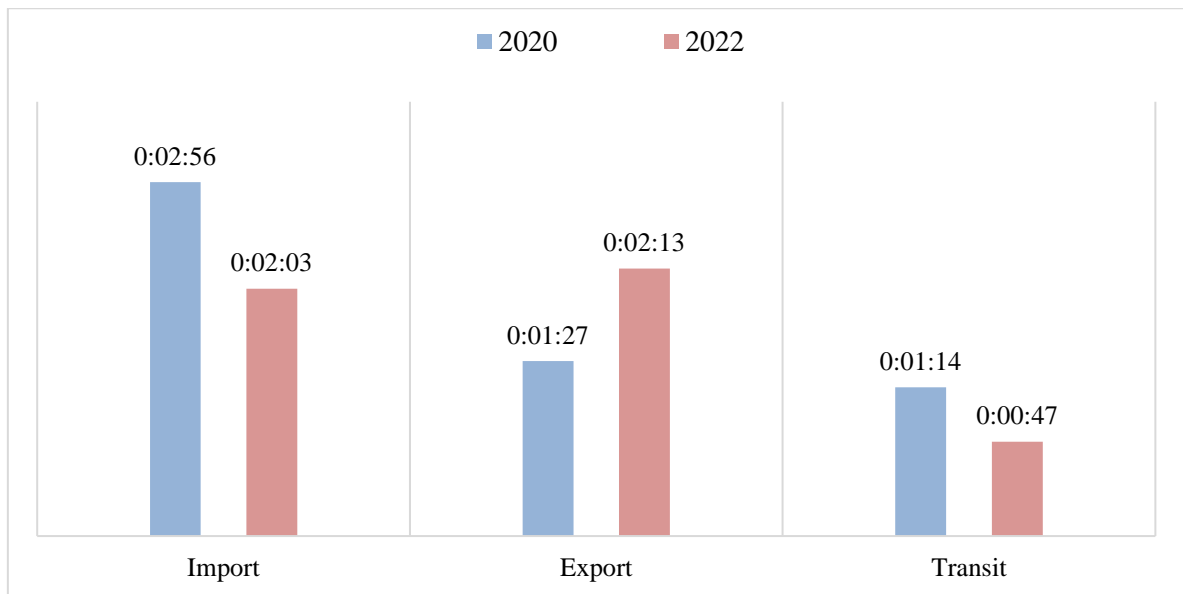


Table 22: T2 by Type of shipment

	2022					Mean Time in 2020	Changes
	No.	Min.	Max.	Mean	Standard Deviation		
Import	1,197	0D 0H 2MN	5D 3H 50MN	0D 2H 3MN	0D 5H 41MN	0D 2H 56MN	-53MN
Export	180	0D 0H 7MN	0D 23H 5MN	0D 2H 13MN	0D 3H 35MN	0D 1H 27MN	+36MN
Transit	189	0D 0H 17MN	0D 4H 39MN	0D 0H 47MN	0D 1H 14MN	0D 1H 14MN	-27MN

Figure 34: T2 by Type of Shipment



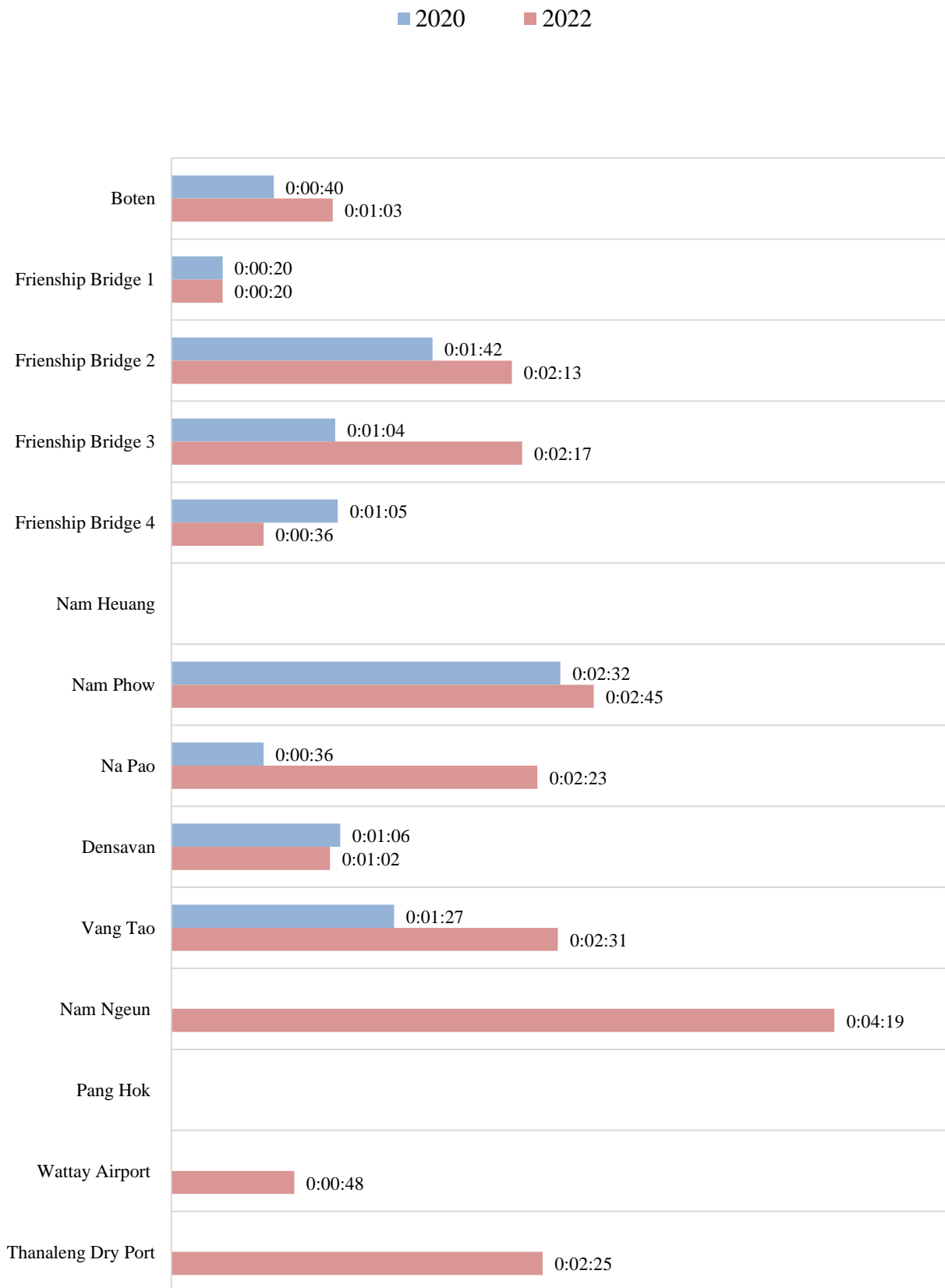
4) Analysis of Time Taken for Release of Goods (T3)

T3 captured the time required for clearance by relevant service providers including warehouse operators.

Table 23: T3 by Border Checkpoint

	2022					Mean Time in 2020	Changes
	No.	Min.	Max.	Mean	Standard Deviation		
Boten	191	0D 0H 2MN	0D 17H 15MN	0D 1H 3MN	0D 1H 34MN	0D 0H 40MN	+ 0D 0H 23MN
Friendship Bridge 1	54	0D 0H 2MN	0D 1H 57MN	0D 0H 20MN	0D 0H 19MN	0D 0H 20MN	-
Friendship Bridge 2	207	0D 0H 8MN	0D 10H 28MN	0D 2H 13MN	0D 1H 54MN	0D 1H 42MN	+0D 0H 31MN
Friendship Bridge 3	200	0D 0H 13MN	1D 1H 0MN	0D 2H 17MN	0D 2H 32MN	0D 1H 4MN	+0D 1H 13MN
Friendship Bridge 4	144	0D 0H 2MN	0D 4H 44MN	0D 0H 36MN	0D 0H 42MN	0D 1H 5MN	-0D 0H 29MN
Nam Heuang	82	-	-	-	-	0D 1H 58MN	-
Nam Phow	127	0D 0H 2MN	1D 4H 8MN	0D 2H 45MN	0D 5H 21MN	0D 2H 32MN	+0D 0H 13MN
Na Phao	120	0D 0H 5MN	2D 0H 45MN	0D 2H 23MN	0D 6H 34MN	0D 0H 36MN	+0D 1H 47MN
Dansavan	150	0D 0H 11MN	0D 5H 5MN	0D 1H 2MN	0D 1H 4MN	0D 1H 6MN	-0D 0H 4MN
Vang Tao	98	0D 0H 5MN	0D 7H 20MN	0D 2H 31MN	0D 0H 57MN	0D 1H 27MN	+0D 1H 4MN
Nam Ngeun	65	0D 0H 10MN	0D 23H 0MN	0D 4H 19MN	0D 5H 46MN	Not covered	-
Pang Hok	14	-	-	-	-	Not covered	-
Wattay Airport	13	0D 0H 20MN	0D 1H 20MN	0D 0H 48MN	0D 0H 18MN	Not covered	-
Thanaleng Dry Port	99	0D 0H 11MN	0D 13H 0MN	0D 2H 25MN	0D 2H 6MN	Not covered	-
Total	1564	0D 0H 2MN	2D 0H 45MN	0D 2H 1MN	0D 3H 23MN	0D 1H 17MN	+ 0D 0H 44MN

Figure 35: Comparison of T3 between 2020 and 2022



5) Analysis on T4

T4 is the time required for clearance of dry port procedures which captured ❶ the time taken from the arrival of the cargo at the dry port until it was unloaded in the warehouse and ❷ the time taken for procedures after customs clearance until the goods were physically removed from the dry port.

Table 24: T4 at the dry port

2022					
	No.	Min.	Max.	Mean	Standard Deviation
Thanaleng Dry Port	99	0D 0H 11MN	0D 13H 00MN	0D 2H 25MN	0D 2H 06MN
Vang Tao Dry Port	98	0D 0H 10MN	0D 6H 57MN	0D 1H 43MN	0D 0H 53MN

Chapter 5 - Conclusion

Lao PDR TRS 2022 has been conducted in accordance with the approach, plan and methodology determined by the Working Group. All stakeholders actively participated in the study to ensure that the optimal goals were achieved.

5.1 The Procedures of Issuance of Import/Export Permit and Certificates

5.1.1 Processing for issuance of Import/Export Permits at DIMEX, MOIC

Findings:

- Overall, the processing of application for import/export permit at DIMEX had been simplified. Applications were directly submitted to relevant technical divisions without proceeding through reception.
- Although DIMEX maintains its manual processes for issuance of permit for importation and exportation at the border checkpoints where LNSW is not yet in operation, the number of permits issued manually dropped significantly. It covered about 12% of the total number of permits.
- The time required for manual processing was observed as follows:
 - Time required for technical validation (TP1) was 3 hours and 56 minutes on average that covered 20% of the overall mean time. It dropped by 1 hour 27 minutes compared with the time taken in 2020.
 - Time required for approval of DG/DDG (TP2) was 1 hour and 14 minutes on average that covered 6% of the overall mean time. It increased by 49 minutes compared to the time taken in 2020.
 - Time required for payment of fee (TP3) was 15 hours and 2 minutes on average that covered 74% of the overall mean time. It increased by 14 hours and 35 minutes.
 - The total time required for permit issuance at DIMEX (TP) was 20 hours and 12 minutes which decreased by 10 hours and 3 minutes or by 33% compared to the time taken in 2020.
- The manual processes have been simplified. The applications were submitted to the technical division directly. The payment process was moved from the first to the last step after the approval was granted.
- However, the time for payment took much longer than the time taken in 2020.
- The time required for electronic processing was observed as follows:
 - Time required for technical validation (TP1) was 13 hours and 24 minutes on average that covered 55% of the overall mean time. It dropped by 11 hours and 25 minutes compared with the time taken in 2020.
 - Time required for approval of DG/DDG (TP2) was 11 hours and 11 minutes on average that covered 45% of the overall mean time. It increased by 9 hours and 45 minutes compared to the time taken in 2020.
 - The total time required for permit issuance through electronic system at DIMEX (TP) was 1 day 35 minutes which decreased by 1 hour 40 minutes or by 6% compared to the time taken in 2020.
- It was observed that the technical validation took the longest time in the process. This process covered initial screening, technical check, drafting of the permit and final validation by the Head/Deputy Head of the division.

Recommendations:

- DIMEX should switch to full electronic processing in the issuance of permits. It should collaborate with LCD and LNSW developer to evaluate and upgrade the LNSW to enhance its business efficiency and facilitation. Business continuity is important to ensure that DIMEX delivers its services on time. Dashboard and alert functions may be helpful for managers to monitor and take prompt action when needed.
- Refresher trainings seem to be helpful for DIMEX as it would enhance capacity and accountability of the DIMEX staff.

5.1.2 Processing for issuance of Technical Certificates at DOT, MPWT

Findings:

- Any application for technical certificate must be submitted at the central reception of DOT which manages all inbound and outbound official correspondence.
- The time required for manual processing was observed as follows:
 - Time required for payment and registration (TP1) was 5 minutes on average that covered 1% of the overall mean time. It dropped by 13 minutes compared with the time taken in 2020.
 - Time required for technical validation (TP2) was 2 hours and 36 minutes on average that covered 10% of the overall mean time. It dropped by 8 hours and 41 minutes compared with the time taken in 2020.
 - Time required for approval of DG/DDG (TP3) was 8 hours and 13 minutes on average that covered 30% of the overall mean time. It increased by 15 minutes compared to the time taken in 2020.
 - Time required for official stamp (TP4) was 14 hours 42 minutes on average that covered 55% of the overall mean time. It decreased by 1 hour 32 minutes.
 - Time required for outbound reference number issuance (TP5) was 1 hour and 2 minutes on average that covered 4% of the overall mean time. It increased by 44 minutes.
 - The total time required for permit issuance at DOT (TP) was 1 day 2 hours and 38 minutes which decreased by 9 hours and 27 minutes or by 26% compared to the time taken in 2020.
- The manual processes looked complex and lengthy. Fees are paid at the first step when submitting application; Official stamp and outbound reference number are separately processed.
- The time required for electronic processing was observed as follows:
 - Time required for technical validation (TP1) was 10 hours and 4 minutes on average that covered 49% of the overall mean time. It dropped by 1 hour and 27 minutes compared with the time taken in 2020.
 - Time required for fee calculations validation (TP2) was 2 hours and 11 minutes on average that covered 11% of the overall mean time. It increased by 8 hours and 4 minutes compared to the time taken in 2020.
 - Time required for approval of DG/DDG (TP3) was 3 hours and 9 minutes on average that covered 15% of the overall mean time. It increased by 11 hours and 18 minutes compared to the time taken in 2020.
 - The total time required for permit issuance through electronic system at DOT (TP) was 20 hours and 28 minutes which decreased by 20 hour 44 minutes or by 50% compared to the time taken in 2020.

- Electronic process remained the same as shown in the previous study and the process of fee calculation validation was retained. However, it was observed that the time taken for electronic processing was shorter than the manual processing.
- It was informed that the LNSW could not provide the status report properly.

Recommendations:

- It is recommended that DOT should move to full electronic processing. After two years of pilot testing, it seemed DOT is ready to cease manual processing.
- It is suggested that DOT collaborates with the Customs Department and LNSW Developer to assess and improve the LNSW system to ensure continuity and effectiveness. Stable internet connection is crucial for operating electronic system. New functions such as alert, statistics report and dashboard would be helpful for the managers to monitor the work progress.
- It is recommended that the step of validation of fee calculation in electronic process should be removed. It consumed 11% of total mean time. The electronic system is supposed to deliver high accuracy in calculation of such simple and small amount of fee. Post audit could be conducted for performance measurement of the systems in fee calculation.
- Additional trainings on LNSW usage are necessary for DOT staff as it would enhance their capacity and accountability.

5.1.3 Processing of applications for Import/Export Permits at DMM, MEM

Findings:

- The application for import/export permit at DMM is still processed manually.
- Registration of the application (TP1) took 26 minutes on average that covered 4% of the overall mean time. It reduced by 1 hour and 6 minutes compared to the time taken in 2020.
- Technical validation (TP2) took 5 hours and 25 minutes on average that covered 53% of the overall mean time. It dropped by 3 hours and 31 minutes compared to the time taken in 2020.
- Time required for approval of DG/DDG (TP3) was 3 hours and 55 minutes on average that covered 38% of the overall mean time. It increased by 8 hours and 49 minutes compared to the time taken in 2020.
- Time required for official stamp (TP4) was 29 minutes which was the same with the time taken in 2020.
- The total time required for permit issuance at DMM (TP) was 10 hours and 15 minutes on average which decreased by 13 hour 26 minutes or by 57% compared to the time taken in 2020.

- It was observed that the processes have been simplified. The application was submitted directly to the technical division which communicates directly with the DG/DDG for approval.

Recommendations:

- It is suggested that DG/DDG should delegate their responsibility to some representative to work on behalf of them while they are attending meeting. This could certainly accelerate the approval.
- It is recommended that DMM should participate in the LNSW project to automate its process of permit issuance.

5.1.4 Processing of applications for Import/Export Permits at DOLF, MAF

Findings:

- Any application for import/export permit at DOLF is processed manually through central reception which manages all inbound and outbound documents.
- Registration of the application (TP1) took 6 hour and 5 minutes on average that covered 7% of the overall mean time. It reduced by 1 day 15 hours and 36 minutes compared to the time taken in 2020.
- The time required for technical validation (TP2) was 2 days 17 hours 33 minutes on average that covered 80% of the overall mean time. It increased by 2 days 3 hours and 28 minutes.
- The time required for approval by the DG/DDG (TP3) was 10 hours 37 minutes on average that covered 13% of the overall mean time. It decreased by 1 day 11 hours and 12 minutes.
- The total time required for permit issuance at DOLF (TP) was 3 days 10 hours and 15 minutes on average which decreased by 23 hours 20 minutes or by 22% compared to the time taken in 2020.
- The processes remain the same. The application documents have to be submitted to the DG/DDG to assign for technical validation;
- It was observed that time required for technical validation had risen while approval time was slightly reduced.

Recommendations:

- It is recommended that DOLF considers reviewing the entire procedure of processing and issuance of import/export permits. In particular, the second step which took 6 hours and 5 minutes for DG/DDG to assign a relevant technical division to validate the application was avoidable. All other authorities participating in this TRS have already removed this step. To boost effectiveness and efficiency, the easiest way could be to train the receptionist to enable him/her to accurately classify inbound applications and distribute them to the relevant technical divisions accordingly. In doing so, DG/DDG would reduce their workload by delegating that function to the receptionist.

- It is suggested that DG/DDG should delegate their responsibility to some representative to work on behalf of them while they are attending meetings. She/he could obtain their post-facto approval on their return from the meeting. This could certainly accelerate the approval.
- It is recommended that DOLF should participate in the LNSW project to automate its process of permit issuance.

5.1.5 Processing of applications for Import/Export Permits at FDD, MOH

Findings:

- Application for import/export permit at FDD are received at the central reception of FDD which manages all inbound and outbound documents.
- Registration process (TP1) took 58 minutes on average that covered 3% of the overall mean time. It increased by 22 minutes compared to the time taken in 2020.
- The time required for technical validation (TP2) was 1 day 52 minutes on average that covered 65% of the overall mean time. It increased by 2 days 4 hours and 59 minutes compared to the time taken in 2020.
- The time required for approval by the DG/DDG (TP3) was 12 hours 30 minutes on average that covered 32% of the overall mean time. It decreased by 23 hours and 17 minutes.
- The total time required for permit issuance at FDD (TP) was 1 day 14 hours and 20 minutes on average which decreased by 1 day 17 hours and 58 minutes or by 52% compared to the time taken in 2020.
- The overall process was simplified than before. It was observed that it took a long time for approval which covered 32% of the overall mean time.
- After payment the permit was sent to the technical division which handed it over to the applicant.

Recommendations:

- It is suggested that DG/DDG should delegate their representative to work on behalf of them while they are attending meetings. She/he could obtain their post-facto approval on their return from the meetings. This could certainly accelerate the approval.
- It is recommended that FDD should start using the LNSW for its permit issuance processes.

5.1.6 Processing of applications for Import/Export Certificates at DSM, MOIC

- The issuance of import/export certificate at DSM, MOIC was carried out manually.
- The time required for technical validation (TP1) was 2 hours on average that covered 32% of the overall mean time. It decreased by 18 hours and 54 minutes compared to the time taken in 2020.

- The time required for approval by the DG/DDG (TP2) was 40 minutes on average that covered 10% of the overall mean time. It increased by 30 minutes compared to the time taken in 2020.
- The time required for official stamp and outbound reference number registration (TP3) was 3 hours and 45 minutes on average that covered 58% of the overall mean time. It reduced by 2 hours and 45 minutes compared to the time taken in 2020.
- The total time required for certificate issuance at DSM (TP) was 6 hours and 25 minutes on average which decreased by 21 hours and 9 minutes or by 77% compared to the time taken in 2020.
- The entire processes looked simpler. The application documentations were sent to the technical division directly which submits the request for approval to the DG/DDG after validation.
- The time required for technical validation dropped significantly however the time required for DG/DDG approval increased by 30 minutes.
- Payment and affixing official stamp seemed to take time that covered 58% of the overall mean time.

Recommendations:

- DSM is recommended that the process of fee payment and affixing official stamp and outbound reference number should be reviewed and improved.
- It is recommended that DSM should participate in the LNSW project to automate its process of certificate issuance.

5.1.7 Processing of applications for Import/Export Permits at DOA, MOAF

- The application for import/export permit at DOA, MOAF was carried out manually.
- Registration process and seeking guidance from the DG/DDG (TP1) took 1 day 55 minutes that covered 13% of the total time.
- The time required for technical validation (TP2) was 3 days 1 hour and 15 minutes that covered 38% of the total time.
- The time required for approval by the DG/DDG (TP3) was 1 day 4 hours and 20 minutes that covered 15% of the total time.
- The time required for payment of the fee and providing official stamp and outbound reference number (TP4) was 2 days 17 hours and 50 minutes that covered 34% of the total time.
- The total time required for permit issuance at DOA (TP) was 8 days and 20 minutes.
- The entire process looks complicated. Every application must be submitted through central reception.
- Receptionists need to seek DG/DDG guidance on assigned validator.

- The process of payment and providing official stamp and outbound reference number took long time which covered 34% of the total time taken.

Recommendations:

- It is recommended that DOA should consider reviewing the entire procedure of processing and issuance of import/export permit. In particular, the second step which took 1 day and 55 minutes for DG/DDG to assign a relevant technical division to validate the application was avoidable. All other authorities participating in this TRS have already removed this step. To boost effectiveness and efficiency, the easiest way could be to train the receptionist to enable him/her to accurately classify inbound applications and distribute them to the relevant technical divisions accordingly. In doing so, DG/DDG would reduce their workload by delegating that function to the receptionist.
- It is suggested that the process of payment, affixing official stamp, and giving outbound reference number should be simplified as it took as long as 2 days 17 hours and 50 minutes which covered 34% of the total time.
- It is recommended that DOA should participate in the LNSW project to automate its process of permit issuance.

5.1.8 Processing of applications for Import/Export Permit/Certificate at DAF, Vientiane Capital

1) Processing of applications for import/export permit

- The application for import/export permit at DAF, Vientiane Capital was carried out manually.
- The time required for technical validation (TP1) was 1 day 5 hours and 15 minutes that covered 75% of the overall mean time.
- The time required for approval by the DG/DDG (TP2) was 3 hours and 51 minutes that covered 10% of the overall mean time.
- The time required for fee payment (TP3) was 6 hours and 8 minutes that covered 15% of the total time.
- The total time required for permit issuance at DAF (TP) was 1 day 15 hours and 14 minutes.
- It was observed that the processes were fairly simplified, however, the payment process took quite a long time.

2) Processing for issuance of plant phytosanitary certificate

- The application for plant phytosanitary certificate at DAF, Vientiane Capital was carried out manually.
- The time required for technical validation (TP1) was 12 hours and 32 minutes that covered 86% of the overall mean time.

- The time required for approval by the Chief of Plant Protection Section (TP2) was 43 minutes that covered 6% of the overall mean time.
- The time required for payment of the fee (TP3) was 1 hour that covered 8% of the total time.
- The total time required for issuance of plant phytosanitary certificate at DAF (TP) was 1 day 12 hours and 15 minutes.
- It was observed that the processes were simplified, however, time taken by the Section process was longer than that at the DAF level.

Recommendations:

- It is recommended that DAF of Vientiane Capital should consider reviewing the entire procedure of issuance processing as it was noticed that the processes at the Section level took longer time than those at the department level.
- The DAF of Vientiane Capital is encouraged to participate in the LNSW project to automate its process of permit issuance.

5.1.9 Processing of applications for Import/Export Permit/Certificate at DAF, Champasak Province

1) Processing of applications for import/export permit

- The issuance of import/export permit at DAF, Champasak Province was carried out manually.
- The time required for technical validation (TP1) was 2 hours and 16 minutes that covered 48% of the overall mean time.
- The time required for approval by the DG/DDG (TP2) was 1 hour and 33 minutes that covered 33% of the overall mean time.
- The time required for payment of the fee (TP3) was 55 minutes that covered 19% of the total time.
- The total time required for permit issuance at DAF (TP) was 4 hours and 44 minutes.
- It was observed that the processes were fairly simplified.

2) Processing of applications for plant phytosanitary certificate

- The application for plant phytosanitary certificate at DAF, Champasak Province was carried out manually.
- The time required for technical validation (TP1) was 8 hours and 20 minutes that covered 92% of the overall mean time.
- The time required for approval by the Chief of Plant Protection Section (TP2) was 17 minutes that covered 3% of the overall mean time.

- The time required for payment of the fee (TP3) was 26 minutes that covered 8% of the total time.
- The total time required for issuance of plant phytosanitary certificate at DAF (TP) was 9 hours and 15 minutes.
- It was observed that the processes were simplified, however, time taken by the Section process was longer than that at the DAF level.

Recommendations:

- It is recommended that DAF of Champasak Province should consider reviewing the entire procedure of application processing as it was indicated that the processes at the Section level took longer time than those at the department level.
- The DAF of Champasak Province is encouraged to participate in the LNSW project to automate its process of permit issuance.

5.2 Goods Clearance at the Border Checkpoints

Findings:

- 1) The average time taken for goods clearance at border checkpoints reduced by 5% from 5 hours 7 minutes in 2020 to 4 hours and 51 minutes in 2022. Five border checkpoints namely Boten, Friendship Bridge-1, Friendship Bridge-4, Nam Phow and Na Phao could release the goods faster, while other five checkpoints, namely Friendship Bridge-2, Friendship Bridge-3, Nam Heuang, Dansavan and Vang Tao took longer time to clear the goods.
- 2) The clearance time for importation took 5 hours 8 minutes which decreased from 2020 by 35 minutes or by 10%; exportation process took 4 hours and 56 minutes which increased from 2020 by 1 hour and 4 minutes or by 28%; transit regime took 2 hours and 58 minutes which increased from 2020 by 19 minutes or by 10%. The clearance of export goods took longer because Customs strengthened its measures on inspection of mineral exports. Digital weigh-bridges were installed at major border checkpoints. All trucks carrying minerals were required for weight measurement which caused longer clearance time.
- 3) Low-risk declarations were cleared in 4 hours and 10 minutes which dropped from 2020 by 13 minutes or by 5%; Medium-risk declarations were cleared in 5 hours and 49 minutes which decreased from 2020 by 13 minutes or by 4% while high-risk declarations took 4 hours and 51 minutes in clearance, which decreased from 2020 by 44 minutes or by 13%. It was observed that high-risk declarations covered 85% of total transactions; medium-risk declarations covered only 4%; and low-risk declarations covered 11%. Major declarations fell in the high-risk category because Customs introduced a compliance promotion program in 2020. Only six operators were qualified to join the program, so their import or export transactions were subject to low risk and no examination was required, while others were categorized as high-risk consignments which were subject to full examination. After pilot testing for about six months, the program was shut down because of failure to meet its objectives.

- 4) It was observed that clearance of low-risk declarations took almost the same time as the high-risk declarations. Many low-risk declarations were overruled by the customs inspectors on ground to conduct physical inspection.
- 5) The examination by other government agencies (T1) took 56 minutes which decreased from 2020 by 3 hours and 2 minutes or by 76%. It was observed that some of the agencies were removed from the checkpoints which stopped their intervention in cargo clearance. Currently, only animal quarantine, plant quarantine, food and drug, and standards officials were involved in cargo inspection.
- 6) Customs clearance process took 2 hours 18 minutes which slightly decreased from 2020 by 8 minutes or by 5%. Goods could be cleared faster at six major checkpoints namely Boten, Friendship Bridge-1, Friendship Bridge-3, Friendship Bridge-4, Nam Heuang and Na Phao while four checkpoints, namely Friendship Bridge-2, Nam Phow, Dansavan and Van Tao took longer to proceed with customs clearance.
- 7) The process of post-customs clearance (T3) took 2 hours and 1 minute on average which increased from 2020 by 44 minutes or by 57%. It was observed that discharging process at the Dry Ports were cumbersome and lengthy, so it took 6 hours and 6 minutes, and 9 hours and 19 minutes to complete port procedures at Vang Tao and Thanaleng, respectively, after the release from customs.
- 8) The process of dry port clearance (T4) was 2 hours 25 minutes on average at Thanaleng Dry Port and 1 hour 43 minutes on average at Vangtao Dry Port. The procedures looked quite complex, so it affected the clearance time.
- 9) Lack of collaboration among border authorities was resulting into multiple inspections of goods by different authorities and causing delay in clearance. In general, OGAs were exercising their checks before the lodgment of customs declarations in the system, which reflected in the time taken at T1.
- 10) Another factor that contributed to delay in clearance of imports was the non-operationalization of pre-arrival clearance despite having adequate legal provisions to this effect.
- 11) The automated system of processing put in place by Customs was not being fully utilized as pre-printed customs declaration form and hard copy of supporting documents were essential requirements to start processing of customs declarations. Customs has basically completed integration of ASYCUDA with LNSW and named it as NSWA+. The pilot testing of NSWA+ was carried out at Thanaleng Dry Port but it was found that many technical issues needed to be addressed before going live and rolling it out to other border crossings.

Recommendations:

1) **Enhancement of automated processing can reduce goods clearance time**

Customs Department decided to temporarily continue the traders to submit hard copy of the forms to customs to process the clearance in order for customs officers and traders to be familiar with the electronic system before moving to full automation. Now most users seemed to be able to operate the electronic system smoothly. Therefore, Lao Customs should take next steps of enhancing automated processing as follows:

- **To introduce World Web Portal**

Today most traders use computers in data center provided by customs to access the ASYCUDA system and NSW+ to file declaration documents to Customs. A few traders have direct access from their offices through fiber-optic line connection. Customs should operate the web portal to allow users remote access to the system from their places using their own computers. This could save a significant amount of time for traders in preparation and lodgment of documents to the customs.

- **To eliminate submission of pre-printed ACCD forms and apply digital signatures**

One of the optimal objectives of introduction of automated system is to remove manual and paper-based processing as much as possible. It is extremely cumbersome to the traders to prepare paper documents, travel to customs office and present them to the officers while there is an electronic system being operated in parallel. To lodge paper documents, Customs Department should consider introducing digital signatures in the declaration process. ASYCUDA system should be able to support application of digital signatures for authentication in customs clearance process. The law on digital signatures provides a firm legal ground of recognizing digital signatures on electronic documents that have equal value to the paper documents physically signed by competent persons. Customs Department should refer to this law to develop operational regulations to accept digital signatures.

2) Improvement of risk management is an urgent need.

Customs Department should focus on updating risk profiles regularly to ensure they reflect current trade patterns and non-compliant behaviors. Risk Management and Customs Procedures Division should actively analyze historical data on goods clearance to identify key risk areas and degrees of impact. The result of the analysis should be fed into the risk criteria profiles in selectivity module of ASYCUDA system.

It is strongly recommended that front-line officers must stop conducting full inspection of low-risk shipments. Such shipment should be released immediately. Random check over low risk shipments can be allowed for compliance verification in minimum proportion, which should not exceed 5%.

Implementation of risk-based clearance processing should be monitored closely. Risk Management Unit should regularly assess compliance against risk criteria set in the ASYCUDA system. For instance, if high-risk shipments were found compliant at a certain degree and no fraud was detected with the full inspection of 100% high-risk transactions, the Risk Management team should gradually migrate those compliant transactions to a lower risk category. This exercise can ensure that risk profiles are up-to-date and relevant.

3) Establishment of border agencies coordination to facilitate trade to enhance efficiency of control.

The Joint MOU was signed among border control agencies to strengthen cooperation. Customs should actively lead in the development of the corresponding SOP for joint risk management and border control. In the event that goods are required inspection by multiple agencies, joint inspection should be carried out to eliminate redundancy and save time. Plant Protection, Animal Health Protection and Food and Drug authorities should actively work with the Customs to develop practical SOP to enhance control and facilitation of cross-border trade.

- 4) Deployment of the NSWA+ to other entire international border checkpoints is essential, especially at the Wattay Airport which handles most of the courier and postal shipments. It can enhance efficiency and harmonization of goods clearance process throughout the country, particularly of e-commerce.
- 5) It is suggested that concerned authorities should assess the implementation of the Prime Minister Order No. 558/PM, dated 31st December 2018 on Border Checkpoints and International Airport to ensure that all border checkpoints are operated in accordance with this regulation and the interference of agencies not authorized at the checkpoints was stopped forthwith.

5.3 Recommendations for future TRS

- The representatives from the relevant entities should actively participate in the discussions in both steering committee and technical working groups. It was observed that key issues were not addressed at several meetings, which prolonged the conclusions of the analysis and report drafting.
- Stakeholders should pay greater attention to filling out the questionnaires. It was found that a number of returned questionnaires were incomplete, incorrect and invalid.
- Analysis and reporting were heavily relied on scarce resource persons from Customs Department who are always busy with other assignments at the same time. TRS training and knowledge transfer for other stakeholders could be helpful as it will raise ownership, active engagement, and capacity building.

Chapter 6 - Action Plan

This action plan was developed by the TRS Working Group to lay down constructive actions and timelines of improvement in the process of permit/certificate/license issuance for documentary compliance and the goods clearance at the border checkpoints.

Item	Activities	Person/Entity in charge	Timeline	Resource
1	Improvement of Import/Export Permit issuance process at DIMEX, MOIC			
1.1	Disseminate the result of TRS 2022 to DIMEX staff.	DIMEX (Trade Facilitation Division)	October 2023	LCT
1.2	Disseminate the result of TRS 2022 to government agencies and business communities.	DIMEX (Trade Facilitation Division)	October 2023	LCT
1.3	Introduce LNSW to all permit issuance transactions and stop manual processing	DIMEX (Import and Export Management Division) LNSW Developer	October – December 2023	
1.4	Work with relevant agencies, including Customs, Department of Transport and LNSW Developer to improve the LNSW system to ensure certainties and facilitation.	DIMEX (Import and Export Management Division) LNSW Developer	October – December 2023	
1.5	Introduce LNSW to permit issuance processes at the Provincial Departments of Industry and Commerce	DIMEX (Import and Export Management Division) LNSW Developer	January – June 2024	
1.6	Training of LNSW usage	DIMEX (Import and Export Management Division)	October 2023 – June 2024	

		LNSW Developer		
1.7	Support other government agencies in implementing recommendations made in this TRS 2022	DIMEX (Trade Facilitation Division)	October 2023 – June 2024	LCT
1.8	Conduct TRS 2024	DIMEX (Trade Facilitation Division) Customs Department (Legislation Division)	July – December 2024	LCT
2	Improvement of Technical Certificate issuance processes at DOT, MPWT			
2.1	Disseminate the result of TRS 2022 to DOT staff.	DOT (Motor Vehicle Division)	October 2023	
2.2	Introduce the LNSW to issue e-permit for importation of all automobiles and their spare parts and stop manual processing.	DOT (Motor Vehicle Division) LNSW Developer	October – December 2023	
2.3	Collaborate with Customs Department and LNSW Developer to improve the electronic procedures and expand the deploy of the system	DOT (Motor Vehicle Division) LNSW Developer	October – December 2023	
2.4	Remove fee calculation validation step from the electronic processing.	DOT (Motor Vehicle Division) LNSW Developer	October – December 2023	
2.5	Refresher training of the LNSW usage	DOT (Motor Vehicle Division) LNSW Developer	October 2023 – June 2024	

3	Improvement of Import/Export Permit issuance process at DMM, MEM			
3.1	Disseminate the result of TRS 2020 to DMM staff.	DMM (Mining Economic Division)	October 2023	
3.2	Participate in implementation of the LNSW.	DMM (Mining Economic Division) LNSW Developer	October – December 2023	
3.3	Training of LNSW usage	DMM (Mining Economic Division) LNSW Developer	October 2023 – June 2024	
4	Improvement of import/export permit issuance processes at DOLF, MAF			
4.1	Disseminate the result of TRS 2022 to DOLF staff.	DOLF (Veterinary Division, Legislation Division)	October 2023	
4.2	Simplify the procedures of registration. Inward application should be sent to the concerned division without seeking initial guidance from DG/DDG which unnecessarily added to the processing time and can be easily avoided.	DOLF (Veterinary Division, Legislation Division)	October – December 2023	
4.3	Participate in the implementation of the LNSW.	DOLF (Veterinary Division, Legislation Division) LNSW Developer	October – December 2023	
4.4	Actively engage with Customs department in developing Joint-SOP.	DOLF (Veterinary Division,	October – December 2023	LCT

		Legislation Division)		
		Customs Department (Risk Management and Clearance Procedures Division)		
5	Improvement of Import/Export Permit issuance processes at FDD, MOH			
5.1	Disseminate the result of TRS 2022 to FDD staff.	FDD (Food Management Division, Medicine and Medical Equipment Management Division, Narcotic Drug Chemical and Cosmetic Management Division)	October 2023	
5.2	Introduce the LNSW to e-permit issuance for import drug	FDD (Medicine and Medical Equipment Division) LNSW Developer	October – December 2023	

5.3	Actively engage with Customs department in developing Joint-SOP.	FDD (Food Management Division, Medicine and Medical Equipment Management Division, Narcotic Drug Chemical and Cosmetic Management Division) Customs Department (Risk Management and Clearance Procedures Division)	October – December 2023	LCT
6	Improvement of import/export certificate issuance processes at DSM, MOIC			
6.1	Disseminate the result of TRS 2022 to DSM staff.	DSM (Standard and Quality Certification Center)	October 2023	
6.2	Participate in the implementation of LNSW.	DSM (Standard and Quality Certification Center) LNSW Developer	October – December 2023	
7	Improvement of Import/Export Permit issuance processes at DOA, MAF			
7.1	Disseminate the result of TRS 2022 to DOA staff.	DOA (Plant Quarantine Division)	October 2023	
7.2	Simplify the procedures of registration. Inward application should be sent to the concerned division without seeking initial guidance from DG/DDG which took time.	DOA (Plant Quarantine Division)	October – December 2023	

7.3	Participate in the implementation of LNSW.	DOA (Plant Quarantine Division)	October – December 2023	
7.4	Actively engage with Customs department in developing Joint-SOP.	DOA (Plant Quarantine Division) Customs Department (Risk Management and Clearance Procedures Division)	October – December 2023	LCT
8	Improvement of Import/Export Permit and Certificate issuance processes at Provincial DAFs			
8.1	Disseminate the result of TRS 2022 to DSM staff.	DAF	October 2023	
8.2	Participate in the implementation of LNSW.	DAF LNSW Developer	October – December 2023	
9	Improvement of good clearance processes at border checkpoints			
9.1	Disseminate the result of TRS 2022 to Customs officers.	Legislation Division, Customs Department	October 2023	
9.2	Update risk profile regularly	Customs Department (Risk Management and Clearance Procedures Division and ICT Division)	2023-2024	LCT
9.3	Introduce NSW+ to enable online submission of customs declarations through web portal, accept attachment of electronic supporting documents and apply e-signature to eliminate submission of paper documents.	ICT Division, Customs Department	2023	

9.4	Develop joint control programs (Joint SOP) among cross-border regulatory agencies (CBRAs), namely Customs, Quarantine and Health authorities	Customs Department DOA DOLF FDD	October – December 2023	LCT
9.5	Roll out NSW+ to all international border checkpoints	Customs Department (ICT Division) LNSW Developer	October – December 2023	
9.6	Revise customs clearance procedures	Customs Department (Legislation Division)	October – December 2023	LCT



ສາທາລະນະລັດ ປະຊາທິປະໄຕ ປະຊາຊົນລາວ
ສັນຕິພາບ ເອກະລາດ ປະຊາທິປະໄຕ ເອກະພາບ ວັດທະນະຖາວອນ

ຄະນະກຳມະການຊີ້ນຳລວມ
ອຳນວຍຄວາມສະດວກທາງດ້ານການຄ້າ

ເລກທີ 006 /ຄອຄສ

ນະຄອນຫຼວງວຽງຈັນ, ວັນທີ 23 ສິງຫາ 2022

ຂໍ້ຕົກລົງ

ວ່າດ້ວຍ ການແຕ່ງຕັ້ງຄະນະຮັບຜິດຊອບສຶກສາເວລາໃນການກວດປ່ອຍສິນຄ້າ
(Time Release Study: TRS) ປະຈຳປີ 2022

- ອີງຕາມ ຂໍ້ຕົກລົງ ວ່າດ້ວຍການແຕ່ງຕັ້ງຄະນະກຳມະການຊີ້ນຳລວມອຳນວຍຄວາມສະດວກທາງດ້ານການຄ້າ ເລກທີ 48/ນຍ, ລົງວັນທີ 26 ກໍລະກົດ 2018.
- ອີງຕາມ ຂໍ້ຕົກລົງ ວ່າດ້ວຍການຈັດຕັ້ງ ແລະ ການເຄື່ອນໄຫວຂອງ ກອງເລຂາຄະນະກຳມະການອຳນວຍຄວາມສະດວກທາງດ້ານການຄ້າ ສະບັບເລກທີ 001/ຄອຄສ, ລົງວັນທີ 26 ທັນວາ 2018.
- ອີງຕາມ ຄຳສັ່ງ ວ່າດ້ວຍການອຳນວຍຄວາມສະດວກໃຫ້ແກ່ການນຳເຂົ້າ-ສົ່ງອອກ, ການນຳເຂົ້າຊົ່ວຄາວ, ການຜ່ານແດນ ແລະ ການເຄື່ອນຍ້າຍ ສິນຄ້າ ຢູ່ ສປປ ລາວ ເລກທີ 12/ນຍ, ລົງວັນທີ 16 ຕຸລາ 2019.

ລັດຖະມົນຕີກະຊວງອຸດສາຫະກຳ ແລະ ການຄ້າ, ຮອງຫົວໜ້າຄະນະກຳມະການຊີ້ນຳລວມວຽກງານ
ອຳນວຍຄວາມສະດວກທາງດ້ານການຄ້າ (ຄອຄສ) ອອກຂໍ້ຕົກລົງ:

ມາດຕາ 1 ແຕ່ງຕັ້ງຄະນະຊີ້ນຳລວມສຶກສາເວລາໃນການກວດປ່ອຍສິນຄ້າ (TRS) ປະຈຳປີ 2022 ດັ່ງນີ້:

- | | | |
|----------------------------------|---|-------------------|
| 1. ທ່ານ ນາງ ມະນີວອນ ວົງໄຊ | ຫົວໜ້າກົມການນຳເຂົ້າ ແລະ ສົ່ງອອກ, | ເປັນຫົວໜ້າຄະນະ |
| 2. ທ່ານ ພູເຂົາຄຳ ວັນນະວົງໄຊ | ຫົວໜ້າກົມພາສີ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 3. ທ່ານ ດຣ ບຸນຕາ ອ່ອນນາວົງ | ຫົວໜ້າກົມຂົນສົ່ງ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 4. ທ່ານ ບຸນຈັນ ກົມບຸນຍະສິດ | ຫົວໜ້າກົມປຸກຝັງ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 5. ທ່ານ ນາງ ວິໄລພອນ ວໍລະພິມ | ຫົວໜ້າກົມລ້ຽງສັດ ແລະ ການປະມົງ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 6. ທ່ານ ດຣ ບຸນຊຸ ແກ້ວຫາວົງ | ຫົວໜ້າກົມອາຫານ ແລະ ຢາ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 7. ທ່ານ ນາງ ນິສິດ ຄຳມຸນເຮືອງ | ຮອງຫົວໜ້າກົມມາດຕະຖານ ແລະ ວັດແທກ | ເປັນຄະນະ |
| 8. ທ່ານ ແກ້ວສະຫງວນ ວິນນະລາດ | ຮອງຫົວໜ້າກົມຄຸ້ມຄອງບໍ່ແຮ່ | ເປັນຄະນະ |
| 9. ທ່ານ ນາງ ຫັດດາວອນ ສີກະເສີມຄຽມ | ຮອງຫົວໜ້າພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ
ນະຄອນຫຼວງວຽງຈັນ | ເປັນຄະນະ |
| 10. ທ່ານ ປອ. ຄຳແກ້ວ ຈັນທະວົງ | ຮອງຫົວໜ້າພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ
ແຂວງຫຼວງນ້ຳທາ | ເປັນຄະນະ |
| 11. ທ່ານ ສຸກດາວັນ ແສນທະວິສຸກ | ຮອງຫົວໜ້າພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ
ແຂວງຈຳປາສັກ | ເປັນຄະນະ |

12.ທ່ານ ນາງ ປິດ ພິມເພັດ	ຮອງຫົວໜ້າພະແນກກະສິກໍາ ແລະ ປ່າໄມ້ ນະຄອນຫຼວງວຽງຈັນ	ເປັນຄະນະ
13.ທ່ານ ສາຍຄໍາ ສິມຫວັງ	ຮອງຫົວໜ້າພະແນກກະສິກໍາ ແລະ ປ່າໄມ້ ແຂວງຫຼວງນໍ້າທາ	ເປັນຄະນະ
14.ທ່ານ ສຸລິພິນ ກໍລະນີ	ຮອງຫົວໜ້າພະແນກກະສິກໍາ ແລະ ປ່າໄມ້ ແຂວງຈໍາປາສັກ	ເປັນຄະນະ
15.ທ່ານ ພູໄຊ ເທບພະວົງ	ເລຂາທິການສະພາການຄ້າ ແລະ ອຸດສາຫະກໍາແຫ່ງຊາດ	ເປັນຄະນະ
16.ທ່ານ ປອ. ຄໍາຫຼ້າ ນາກຄະວົງ	ຮອງປະທານສະພາການຄ້າ ແລະ ອຸດສາຫະກໍາ ນະຄອນຫຼວງວຽງຈັນ	ເປັນຄະນະ
17.ທ່ານ ບຸນພັນ ມ່າຍິງເຊີນ	ຮອງປະທານສະພາການຄ້າ ແລະ ອຸດສາຫະກໍາ ແຂວງຫຼວງນໍ້າທາ	ເປັນຄະນະ
18.ທ່ານ ໄຊຍະເພັດ ອະພິໄຊ	ຮອງປະທານສະພາການຄ້າ ແລະ ອຸດສາຫະກໍາ ແຂວງຈໍາປາສັກ	ເປັນຄະນະ
19.ທ່ານ ວິຈິດ ສະເດັດຕັນ	ຜູ້ຊ່ວຍປະທານ, ສະມາຄົມຜູ້ຂົນສົ່ງ ແລະ ຈັດສົ່ງສິນຄ້າ ລະຫວ່າງປະເທດ ຂອງ ສປປ ລາວ	ເປັນຄະນະ

ມາດຕາ 2 ຄະນະຊີ້ນໍາ ມີໜ້າທີ່ ແລະ ຄວາມຮັບຜິດຊອບ ດັ່ງນີ້:

1. ຊີ້ນໍາລວມ ກ່ຽວກັບການສ້າງແຜນການ, ຂອບເຂດ ແລະ ວິທີການສຶກສາ TRS ປະຈໍາປີ 2022 ແລະ ຈັດແບ່ງຄວາມຮັບຜິດຊອບໃຫ້ຄະນະວິຊາການ ທີ່ຂຶ້ນກັບການຊີ້ນໍາຂອງຕົນ.
2. ຕິດຕາມຄວາມຄືບໜ້າຂອງການສຶກສາ TRS ປະຈໍາປີ 2022 ເປັນປົກກະຕິ.
3. ຄົ້ນຄວ້າ, ກວດກາ ແລະ ຮັບຮອງເອົາຜົນການສຶກສາ TRS ປະຈໍາປີ 2022.
4. ລາຍງານຜົນການສຶກສາ TRS ຕໍ່ ຄະນະກຳມະການຊີ້ນໍາລວມອໍານວຍຄວາມສະດວກທາງດ້ານການຄ້າ ຊາບ ແລະ ໃຫ້ທິດຊີ້ນໍາ.
5. ຊີ້ນໍາ, ຕິດຕາມການທົບທວນ ແລະ ປັບປຸງ ຂັ້ນຕອນ, ເວລາ ແລະ ເອກະສານໃນການອອກອະນຸຍາດ, ຍັ້ງຍືນການນໍາເຂົ້າ-ສົ່ງອອກ ສິນຄ້າ ທີ່ຕົນເປັນຜູ້ຄຸ້ມຄອງ ລວມທັງການກວດປ່ອຍສິນຄ້າ ຢູ່ດ່ານ ຕາມຂໍ້ສະເໜີແນະນຳກຳນົດໄວ້ໃນບົດລາຍງານ TRS ປະຈໍາປີ 2022.

ມາດຕາ 3 ແຕ່ງຕັ້ງຄະນະວິຊາການຮັບຜິດຊອບສຶກສາ TRS ປະຈໍາປີ 2022 ດັ່ງນີ້:

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|-----------------------------------|--|---------------------------------------|
| 1. ທ່ານ ມິວວິໄຊ ປາລີ | ຮອງຫົວໜ້າກົມການນໍາເຂົ້າ ແລະ ສົ່ງອອກ | ເປັນຫົວໜ້າຄະນະ |
| 2. ທ່ານ ປອ ສຸລະພອນ ອິນທະວົງ | ຮອງຫົວໜ້າກົມປຸກຝັງ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 3. ທ່ານ ດຣ ນາງ ວຽງໄຊ ວັນສິລາລິມ | ຮອງຫົວໜ້າກົມອາຫານ ແລະ ຢາ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 4. ທ່ານ ພັນທະວົງ ວົງສໍາພັນ | ຮອງຫົວໜ້າກົມ,
ກົມລ້ຽງສັດ ແລະ ການປະມົງ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 5. ທ່ານ ດຣ. ບຸນເລື້ອນ ພະລາດຊະໂຍທາ | ຫົວໜ້າກອງກວດກາອາຫານ ແລະ ຢາ | ເປັນຮອງຫົວໜ້າຄະນະ |
| 6. ທ່ານ ສິມປະສິງ ອໍາແພງໄພ | ຫົວໜ້າພະແນກນິຕິກຳ ກົມພາສີ | ເປັນຄະນະ ແລະ ເປັນ
ຫົວໜ້າທີມຊ່ຽວຊານ |
| 7. ທ່ານ ວິລະວົງ ສຸດທານິລະໄຊ | ຫົວໜ້າພະແນກ,
ກົມການນໍາເຂົ້າ ແລະ ສົ່ງອອກ | ເປັນຄະນະ ແລະ
ເປັນກອງເລຂາ |

8. ທ່ານ ປອ ຄຳພຸດ ວົງໄຊ	ຫົວໜ້າພະແນກ, ກົມລ້ຽງສັດ ແລະ ການປະມົງ	ເປັນຄະນະ
9. ທ່ານ ສຸລິຍາ ສຸວັນດວນ	ຫົວໜ້າພະແນກ, ກົມປູກຝັງ	ເປັນຄະນະ
10. ທ່ານ ນາງ ພຸດທະວັນ ອິນລໍຄຳ	ຫົວໜ້າພະແນກ, ກົມອາຫານ ແລະ ຢາ	ເປັນຄະນະ
11. ທ່ານ ນາງ ໂພໄຊ ສີສິມຫວັງ	ຫົວໜ້າພະແນກ, ກົມອາຫານ ແລະ ຢາ	ເປັນຄະນະ
12. ທ່ານ ປອ ດຣ ນາງ ດາວອນ ດວງດາມິ	ຫົວໜ້າພະແນກ, ກົມອາຫານ ແລະ ຢາ	ເປັນຄະນະ
13. ທ່ານ ດຣ ນາງ ວຽງສະໄໝ ສີລິໄຊ	ຫົວໜ້າພະແນກ, ກົມອາຫານ ແລະ ຢາ	ເປັນຄະນະ
14. ທ່ານ ນາງ ຫັດສະນະລິ ສະວັງທອງ	ຮັກສາການຫົວໜ້າພະແນກ, ກົມປູກຝັງ	ເປັນຄະນະ
15. ທ່ານ ຫັດສະດີ ດວງພະຈັນ	ຮອງຫົວໜ້າພະແນກ, ກົມພາສີ	ເປັນຄະນະ
16. ທ່ານ ນາງ ພຸດທະສອນ ທອງມະນີ	ຮອງຫົວໜ້າພະແນກ, ກົມການນຳເຂົ້າ ແລະ ສົ່ງອອກ	ເປັນຄະນະ ແລະ ເປັນກອງເລຂາ
17. ທ່ານ ນາງ ວົງວຽງສາ ສິດທິເດດ	ຮອງຫົວໜ້າພະແນກ, ກົມອາຫານ ແລະ ຢາ	ເປັນຄະນະ
18. ທ່ານ ນາງ ຄອນວິໄລ ເພັດຊິມພູ	ຮອງຫົວໜ້າພະແນກ, ກົມຂົນສົ່ງ	ເປັນຄະນະ
19. ທ່ານ ພອນທິບ ຜ່ອນແລວົງ	ຮອງຫົວໜ້າພະແນກ, ສະພາການຄ້າ ແລະ ອຸດສາຫະກຳແຫ່ງຊາດ	ເປັນຄະນະ
20. ທ່ານ ພຸດທະສັກ ປ່າວຈັນ	ຮອງຫົວໜ້າພະແນກ, ກົມມາດຕະຖານ ແລະ ວັດແທກ	ເປັນຄະນະ
21. ທ່ານ ບຸດສະກອນ ຫຼວງລາດ	ຮອງຫົວໜ້າສູນ, ກົມມາດຕະຖານ ແລະ ວັດແທກ	ເປັນຄະນະ
22. ທ່ານ ນາງ ເພັດມະນີ ຄຳມະນີໄຊ	ຮອງຫົວໜ້າສູນ, ກົມມາດຕະຖານ ແລະ ວັດແທກ	ເປັນຄະນະ
23. ທ່ານ ບຸນຄຳ ປັນຍາວົງ	ຮອງຫົວໜ້າພະແນກ, ກົມຄຸ້ມຄອງບໍ່ແຮ່	ເປັນຄະນະ
24. ບັນດາທ່ານຫົວໜ້າຄະນະຄຸ້ມຄອງ ແລະ ໜ່ວຍງານທີ່ກ່ຽວຂ້ອງປະຈຳດ່ານ ຈຳນວນ 14 ດ່ານ		ເປັນຄະນະ
25. ທ່ານ ນາງ ວາດສະໜາ ຈັນທະວົງ	ຫົວໜ້າຂະແໜງ, ກົມລ້ຽງສັດ ແລະ ການປະມົງ	ເປັນຄະນະ
26. ທ່ານ ນາງ ສິມເພັດ ອາລຸນທອງ	ຫົວໜ້າຂະແໜງ, ພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ ນະຄອນຫຼວງວຽງຈັນ	ເປັນຄະນະ
27. ທ່ານ ນາງ ສິມພອນ ດາລາວົງ	ຫົວໜ້າຂະແໜງບໍລິຫານ, ກອງກວດກາອາຫານ ແລະ ຢາ	ເປັນຄະນະ
28. ທ່ານ ນາງ ສຸກ ປະສານງາ	ຫົວໜ້າຂະແໜງ, ພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ ແຂວງຫຼວງນ້ຳທາ	ເປັນຄະນະ
29. ທ່ານ ມານິດ ແສງທອງຮັກ	ຫົວໜ້າຂະແໜງ, ພະແນກກະສິກຳ ແລະ ປ່າໄມ້ ແຂວງຫຼວງນ້ຳທາ	ເປັນຄະນະ
30. ທ່ານ ກິຕັນ ສິດທິໄຊ	ຫົວໜ້າຂະແໜງ, ພະແນກກະສິກຳ ແລະ ປ່າໄມ້ ແຂວງຈຳປາສັກ	ເປັນຄະນະ
31. ທ່ານ ຂັນແກ້ວ ເມືອງວັງ	ຮອງຫົວໜ້າຂະແໜງ, ພະແນກກະສິກຳ ແລະ ປ່າໄມ້ ນະຄອນຫຼວງວຽງຈັນ	ເປັນຄະນະ
32. ທ່ານ ຄຳພອນ ແສງສຸລິວົງ	ຮອງຫົວໜ້າຂະແໜງ ພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ ແຂວງຈຳປາສັກ	ເປັນຄະນະ
33. ທ່ານ ນາງ ພູສິມພອນ ສີຫອມວົງ	ວິຊາການ, ກົມການນຳເຂົ້າ ແລະ ສົ່ງອອກ	ເປັນຄະນະ ແລະ ເປັນກອງເລຂາ
34. ທ່ານ ພັນທະກອນ ມຸງມິໄຊ	ວິຊາການ, ກົມການນຳເຂົ້າ ແລະ ສົ່ງອອກ	ເປັນຄະນະ ແລະ ເປັນກອງເລຂາ

35.ທ່ານ ນາງ ມະນີວັນ ທໍາມະໂກດ	ວິຊາການ, ກົມການນໍາເຂົ້າ ແລະ ສົ່ງອອກ	ເປັນຄະນະ
36.ທ່ານ ວິລາ ໂຄດໂຍທາ	ວິຊາການ, ກົມການນໍາເຂົ້າ ແລະ ສົ່ງອອກ	ເປັນຄະນະ
37.ທ່ານ ວັນນິຖາ ກິມະນິວິງ	ວິຊາການ, ກົມຂົນສົ່ງ	ເປັນຄະນະ
38.ທ່ານ ລັກກີ ພອນພະຈັນ	ວິຊາການ, ກົມຄຸ້ມຄອງບໍ່ແຮ່	ເປັນຄະນະ
39.ທ່ານ ອານຸສອນ ຄູນຄໍາ	ວິຊາການ, ພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ ນະຄອນຫຼວງວຽງຈັນ	ເປັນຄະນະ
40.ທ່ານ ສຸກສະຫວັດ ວົງສີແກ້ວ	ວິຊາການ, ພະແນກກະສິກຳ ແລະ ປ່າໄມ້ ນະຄອນຫຼວງວຽງຈັນ	ເປັນຄະນະ
41.ທ່ານ ສຸກສາຄອນ ລາວລີ	ວິຊາການ, ພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ ແຂວງຫຼວງນໍ້າທາ	ເປັນຄະນະ
42.ທ່ານ ງິ້ມ ອິນທອງໄຊ	ວິຊາການ, ພະແນກກະສິກຳ ແລະ ປ່າໄມ້ ແຂວງຫຼວງນໍ້າທາ	ເປັນຄະນະ
43.ທ່ານ ອໍາມະລິດ ແກ້ວເຮືອງມະນີ	ວິຊາການ, ພະແນກອຸດສາຫະກຳ ແລະ ການຄ້າ ແຂວງຈໍາປາສັກ	ເປັນຄະນະ
44.ທ່ານ ເລືອງໄຊ ພັນທະສິດ	ວິຊາການ, ພະແນກກະສິກຳ ແລະ ປ່າໄມ້ ແຂວງຈໍາປາສັກ	ເປັນຄະນະ
45.ທ່ານ ຫຸມແພງ ວິໄລສັກ	ເລຂາທິການ, ສະພາການຄ້າ ແລະ ອຸດສາຫະກຳ ແຂວງຫຼວງນໍ້າທາ	ເປັນຄະນະ
46.ທ່ານ ສາຍສໍາພັນ ຈັນທະວົງ	ວິຊາການ, ສະພາການຄ້າ ແລະ ອຸດສາຫະກຳ ນະຄອນຫຼວງວຽງຈັນ	ເປັນຄະນະ
47.ທ່ານ ກິນດາວິງ ເຄືອບແສງຈັນ	ວິຊາການ, ສະພາການຄ້າ ແລະ ອຸດສາຫະກຳ ແຂວງຈໍາປາສັກ	ເປັນຄະນະ
48.ທ່ານ ມຸໂຂງ ອ້ວນລະມະນີ	ຊ່ຽວຊານຊ່ວຍວຽກ TRS, ກົມພາສີ	ເປັນຄະນະ

ມາດຕາ 4 ຄະນະວິຊາການ ມີໜ້າທີ່ ແລະ ຄວາມຮັບຜິດຊອບ ດັ່ງນີ້:

1. ຄົ້ນຄວ້າ ແລະ ກຳນົດຫຼັກການ, ຂອບເຂດ ແລະ ວິທີການສຶກສາ TRS ປະຈຳປີ 2022.
2. ສ້າງແຜນດຳເນີນງານ ແລະ ແບ່ງຄວາມຮັບຜິດຊອບ ຕາມການມອບໝາຍຂອງຄະນະຊີ້ນຳ.
3. ສັງລວມບັນດາຂັ້ນຕອນ ແລະ ເອກະສານ ສຳລັບການຂໍອະນຸຍາດ, ຍິ່ງຍືນ ການນຳເຂົ້າ-ສົ່ງອອກ ສິນຄ້າທີ່ຕົນເປັນຜູ້ຄຸ້ມຄອງ.
4. ປ້ອນ ແລະ ສັງລວມຂໍ້ມູນຕາມແບບສອບຖາມ ທີ່ຄະນະຊ່ຽວຊານ TRS ໄດ້ສ້າງຂຶ້ນ ຢ່າງເປັນປົກກະຕິ ຕາມຈຳນວນ ແລະ ເວລາ ທີ່ໄດ້ກຳນົດໄວ້ ແລ້ວສົ່ງໃຫ້ກົມການນຳເຂົ້າ ແລະ ສົ່ງອອກ.
5. ກົມການນຳເຂົ້າ ແລະ ສົ່ງອອກ ແລະ ກົມພາສີ ເກີດຕາມການສັງລວມຂໍ້ມູນຂອງຂະແໜງການທີ່ກ່ຽວຂ້ອງ ເປັນປົກກະຕິ ພ້ອມທັງກວດກາ ແລະ ປ້ອນຂໍ້ມູນເຂົ້າລະບົບ ເພື່ອວິເຄາະຜົນການສຳຫຼວດ.
6. ຄະນະຊ່ຽວຊານ ຮ່າງບົດລາຍງານຜົນການສຳຫຼວດ ເພື່ອສະເໜີຕໍ່ກອງປະຊຸມຄະນະຮັບຜິດຊອບ TRS ພິຈາລະນາ ແລະ ປັບປຸງບົດລາຍງານ ຕາມການປະກອບຄຳເຫັນຂອງຄະນະຮັບຜິດຊອບ.
7. ສະເໜີຕໍ່ຄະນະຊີ້ນຳ ເພື່ອຮັບຮອງເອົາບົດລາຍງານ TRS ປະຈຳປີ 2022.
8. ເຜີຍແຜ່ຜົນການສຶກສາ TRS ປະຈຳປີ 2022 ໃຫ້ພາຍໃນ ແລະ ສາກົນ (ອາຊຽນ) ຊາບ ຢ່າງກວ້າງຂວາງ ຕາມເວລາທີ່ກຳນົດໄວ້.

9. ນຳສະເໜີບັນດາຂໍ້ສະເໜີແນະນຳກຳນົດໄວ້ໃນບົດລາຍງານ TRS ປະຈຳປີ 2022 ຕໍ່ຄະນະຊີ້ນຳຝຶຈາລະນາ ເປັນຕົ້ນແມ່ນ ການຄົ້ນຄວ້າ, ທົບທວນຄືນ ແລະ ປັບປຸງ ຂັ້ນຕອນ, ເວລາ ແລະ ເອກະສານໃນການອອກ ອະນຸຍາດ, ຍິ່ງຍືນການນຳເຂົ້າ-ສົ່ງອອກ ສິນຄ້າ ທີ່ຕົນເປັນຜູ້ຄຸ້ມຄອງ ລວມທັງການກວດປ່ອຍສິນຄ້າ ຢູ່ດ່ານ.

ມາດຕາ 5 ສຳລັບງົບປະມານຮັບໃຊ້ການເຄື່ອນໄຫວວຽກງານຂອງຄະນະດັ່ງກ່າວ ແມ່ນນຳໃຊ້ງົບປະມານຂອງ ໂຄງການສິ່ງເສີມຄວາມສາມາດໃນການແຂ່ງຂັນ ແລະ ການຄ້າ ຂອງ ສປປ ລາວ (LCT).

ມາດຕາ 6 ມອບໃຫ້ກົມການນຳເຂົ້າ ແລະ ສົ່ງອອກ (ຫ້ອງການກອງເລຂາ ຄອຄສ) ເປັນໃຈກາງສົມທົບກັບ ກົມພາສີ ແລະ ພາກສ່ວນທີ່ກ່ຽວຂ້ອງ ຈັດຕັ້ງປະຕິບັດຕາມໜ້າທີ່ ແລະ ຄວາມຮັບຜິດຊອບທີ່ໄດ້ກຳນົດ ໄວ້ ໃນມາດຕາ 2 ແລະ 4.

ມາດຕາ 7 ມອບໃຫ້ຂະແໜງພາສີ ສົມທົບກັບຂະແໜງການທີ່ກ່ຽວຂ້ອງ ແຕ່ງຕັ້ງພະນັກງານຂອງຕົນ ເຂົ້າຮ່ວມ ເປັນຄະນະຮັບຜິດຊອບສຶກສາເວລາໃນການກວດປ່ອຍສິນຄ້າ ຢູ່ດ່ານຊາຍແດນ.

ມາດຕາ 8 ບັນດາທ່ານ ທີ່ຖືກແຕ່ງຕັ້ງ ແລະ ພາກສ່ວນທີ່ກ່ຽວຂ້ອງຈິ່ງຮັບຮູ້ ແລະ ພ້ອມກັນຈັດຕັ້ງປະຕິບັດຂໍ້ຕົກລົງ ສະບັບນີ້ ຢ່າງເຂັ້ມງວດ.

ມາດຕາ 9 ຂໍ້ຕົກລົງສະບັບນີ້ ມີຜົນບັງຄັບໃຊ້ ນັບແຕ່ມີລົງລາຍເຊັນ ເປັນຕົ້ນໄປ. P

ລັດຖະມົນຕີກະຊວງອຸດສາຫະກຳ ແລະ ການຄ້າ,
ຮອງຫົວໜ້າ ຄອຄສ, ຜູ້ປະຈຳການ



ມະໄລທອງ ກົມມະສິດ