

## Impacts of the Single Electronic Window in Mozambique

### Findings:

- Critical instrument to enhance efficiency, efficacy and transparency of trade across borders, improve trade taxation management and enable phyto-sanitary and other controls in expedited, efficient and transparent manner.
- In general, acceptance of SEW by customers is high, with great expectations on higher levels of efficiency, efficacy and transparency and possibility of cost reduction.
- The SEW responds to standards required internationally and has excellent prospects of success in Mozambique.
- The first 6 months of implementation revealed some implementation issues due to:
  - Infrastructure problems: electricity, internet, operating systems, training of participants and of Customs officials.
  - Delays in processing clearance of imports and exports averaging 24-48 hours more than before the Janela Unica was introduced.
  - Unavailability of expedited procedures that customers had used in the past.
  - Bank delays in getting their systems online with SEW contributing to end-user delays – most banks are now fully online.
  - Requirement to present paperwork and maintenance of current paperwork procedures despite the fact that digital copies are being inserted in the SEW.
  - Costs (fees) which customers have to pay in addition to the current temporary delays, which could impact the country's competitiveness and in particular export opportunities.

### Recommendations:

- Critical to improve speed of clearance through SEW:
  - Allow Customs in large cities to work 24 hours and 7 days a week.
  - Intensify training of customers and Customs officials to operate SEW, as well as prepare, publicize and implement a communication strategy and action plan.
  - Elevate Customs as the main contact with the public as the SEW is a Customs' tool.
  - Publicize clearly how commodities are classified, taxes are identified and calculations of taxes due are made.
  - Assess the capacity of other government departments that will be integrated in the SEW as future modules are rolled out and enhance their capacities to ensure they will not be a bottleneck.
  - Roll-out the modules still pending, such as transshipment, temporary import and export, warehouse management, simplified declarations for low value shipments, temporary import and export of vehicles, and deferred payments.