

PROJECT DOCUMENT

[Turkmenistan]

Project Title: "Single Window for Export-Import Operations"

Project Number:

Implementing Partner: State Customs Service of Turkmenistan

Responsible Party: United Nations Conference on Trade and Development

Start Date: 01.01.2021

End Date: 31.12.2023 **PAC Meeting date:**

Brief Description

The goal of this project is to ensure the effective implementation of the Single Window principle through simplifying and harmonizing interagency business processes, strengthening interaction between the State Customs Service of Turkmenistan (SCS) and state control authorities (SCAs) engaged in control of import and export operations, promoting integrated monitoring and control of licenses, certificates and permits (LCP), implementing interagency risk management in the customs clearance process, strengthening capacity of Turkmenistan in the world, regional economic integration and international trade.

Under this project, UNDP and UNCTAD will provide relevant technical assistance and support to the SCS and SCAs to implement electronic LCPs in priority sectors of economy and further automate and modernize customs clearance procedures using the Single Window concept and building capacity.

Contributing Outcome 2 of the SDCF UN-TKM 2021-2025: By 2025, conditions for sustainable and inclusive economic diversification are strengthened with competitive private and financial sectors, enhanced trade and investment promotion, and the adoption of new technologies

CPD Output 2.1: Public institutions and private sector have strengthened regulatory, institutional, and human capacity for realization of diversification, digitalization, and trade promotion with focus on creation of employment opportunities, including for women and vulnerable groups

Gender marker: GEN1

Total resources required

USD 3,760,736.28

Total resources allocated:

Government
of
Turkmenistan¹:
(State
Customs
Service of
Turkmenistan)

2021:USD1,504,294.52

2022:USD1,128,220.88

2023:USD1,128,220.88

Agreed by (signatures):

State Customs Service of Turkmenistan	United Nations Development Programme
Maksat Khudaikulyev Chairman	Natia Natsvlishvili Resident Representative a.i.
Date: 11.12.2020	Date: 11.12.2020

United Nations Conference on Trade and Development, Responsible Party
Dmitry Godunov ASYCUDA Regional Coordinator for Central Asia and Eastern Europe
Date: 11.12.2020

¹ State budgetary financing is not provided

ACRONYMS AND ABBREVIATIONS

ASYCER	- Electronic Phytosanitary Certification System
ASYCUDA	- Automated System for Customs Data developed by UNCTAD
ASYCUDA World	- ASYCUDA 4G, Internet version
SCA	- State control authorities
ICT	- Information and communication technologies
LCPs	- Licenses, certificates and other permits
MAEPT	- Ministry of Agriculture and Environmental Protection of Turkmenistan
MFET	- Ministry of Finance and Economy of Turkmenistan
MHMIT	- Ministry of Health and Medical Industry of Turkmenistan
MIAT	- Ministry of Internal Affairs of Turkmenistan
MTFERT	- Ministry of Trade and Foreign Economic Relations of Turkmenistan
SSTS	- Main State Service of Turkmenistan for Standardization and Metrology
SCRMET	- State Commodity & Raw Materials Exchange of Turkmenistan
CCIT	- State Chamber of Commerce and Industry of Turkmenistan
CBT	- Central Bank of Turkmenistan
NPT	- National Project Team
SCST	- State Customs Service of Turkmenistan
SW	- Single Window
UN	- United Nations Organization
UNCTAD	- United Nations Conference on Trade and Development
UNDP	- United Nations Development Programme
ECE	- United Nations Economic Commission for Europe
VC	- Veterinary certificate
WTO	World Trade Organization
SDCF UN-TKM	Sustainable Development Cooperation Framework between United Nations and Government of Turkmenistan
CPD	Country Programme Document between UNDP and Government of Turkmenistan

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I. DESCRIPTION OF THE SITUATION

Within the period of 2017-2020 the State Customs Service of Turkmenistan (SCST) supported by the United Nations Conference on Trade and Development (UNCTAD) and the Office of United Nations Development Program (UNDP) in Turkmenistan, has successfully implemented a technical cooperation project to introduce ASYCUDA World, an integrated customs management information system developed by UNCTAD. The ASYCUDA project seeks to modernize customs procedures, facilitate the electronic declaration of goods, introduce a fully integrated customs tariff, improve monitoring and control of transit operations, and implement modern risk management systems in accordance with international standards and best practices.

On November 27, 2019, the State Customs Service of Turkmenistan and the United Nations Development Program signed a Memorandum of Understanding on cooperation for promoting innovation and updating customs procedures to achieve the Sustainable Development Goals (SDGs) in Turkmenistan.

Moreover, under the Concept of the President of Turkmenistan on the Digital Economy Development for 2019-2025, the second stage of this Concept implementation provides for introduction of Single Window mechanisms. Implementation of the Single Window approach for export-import operations will be an important contribution to the Presidential Programme on Socio-Economic Development of Turkmenistan for 2019-2025, the Customs System Development Programme for 2017-2021 and the Programme for Development of Foreign Economic Activity in Turkmenistan for 2020-2025.

In this regard, the SCS would rely on the implementation of a Single Window system based on UNCTAD and UNDP successful best practices in developing and implementation of Single Window systems and components compatible with operating customs information systems. One of the evident cases is the Electronic Certification Phytosanitary System (ASYCER) developed by UNCTAD with support of the Ministry of Economy of the Kingdom of the Netherlands.

This Project will help the SCS to configure and implement a number of "Single Window for Export-Import Operations" systems/components in priority areas, including international trade, promotion of exportation, public health, environmental and food security. The project will contribute to strengthening participation capacity of Turkmenistan in international trade, further improving the business climate for participants of foreign economic activity (FEA) and raising the country's business and investment ratings.

The State Customs Service, UNCTAD and UNDP have jointly implemented the Technical Cooperation Project for the introduction of ASYCUDA World platform. ASYCUDA declaration processing system has been successfully launched in all customs units in the regions. The integrated system is comprised of the following components: an integrated tariff management system (IMS), a risk management system, electronic payments, accounting, an electronic portal with a toolbar/statistics, ASYCUDA transit system, including the processing of preliminary information and TIRs (EPD, Electronic Pre-declaration, Real-Time SafeTIR) in accordance with international standards.

In parallel with the abovementioned, UNCTAD carried out an analysis of the main systems and processes of interaction among several government bodies responsible for issuing import-export LCPs. The analysis identified main challenges associated with the readiness of other SCAs to effectively and efficiently participate in the Single Window for export-import operations:

- The SCS's IT software applications are at various stages of development / implementation and are based on various ICT technologies. They also cover necessary business processes only partially;
- The LCPs database is not centralized in a format that would enable to use it by other SCAs and SCS in automatic and real time mode;
- Lack of a single access point for electronic applications, electronic LCPs and electronic declaration (ED);
- Different systems in SCAs do not interact with the SCS's customs information systems;
- Lack of integrated real-time monitoring of the issued LCPs use, inefficient quota management;
- Lack of inter-agency risk management mechanism.

The SCS has accepted the proposal of UNDP and UNCTAD referred to implementation of the main Single Window components described in the sections below, and full integration of ASYCUDA and the "Single Window for Export-Import Operations".

UNECE Recommendation No. 33 urges countries implementing national single windows to use tools developed by international organizations, including UNCTAD.

Key benefits of UNCTAD Single Window solution include the following:

Functional Advantages:

- 1) optimization and automation of procedures related to export-import operations performed by all government authorities concerned;
- 2) reliable interagency management capabilities: full control and monitoring of electronic LCPs for export and import; interagency risk management, selectivity, etc.;
- 3) a single centralized database of regulatory and reference information (lists of companies, product nomenclature, etc.) and electronic LCPs, supporting documents, etc.;
- 4) a single point for electronic access through the "Single Window for Export-Import Operations" portal; free access to information on procedures, LCPs, etc. for FEA participants;
- 5) submission of electronic applications for receiving LCPs by the participants of foreign economic activity, electronic payment of fees for the LCPs issuance, full tracking of the applications history;
- 6) a fully automated process for issuing electronic LCPs and their entry into the centralized database;
- 7) interaction with particular components of the "Single Window for Export-Import Operations" and ASYCUDA, electronic LCPs and electronic customs declarations, automatic cross-checking, quota management, cancellation, etc.;
- 8) interoperability of the "Single Window for Export-Import Operations" information system with external databases;
- 9) implementation of relevant international standards and recommendations;
- 10) high-level public services for trading community.

Technical Advantages:

- 1) independence from operating system types and RDBMS (Relational Database Management System), which ensures implementation based on a wide range of platforms and equipment;
- 2) scalability depending on the available equipment and ICT infrastructure;
- 3) possibility to apply various types of architecture (centralized, decentralized, mixed);
- 4) ability to work for different customer types;
- 5) multilingual capability (including Turkmen, Russian, English);
- 6) reliable built-in security functions;
- 7) support of 10,000 and more end users;
- 8) entry of changes and updates of reference data without programming;
- 9) ICT fault tolerance;
- 10) minimized installation/maintenance costs.

The most important advantage of the proposed solution and related technical assistance and training is the transfer of the "Single Window for Export-Import Operations" system to the ownership of the SCS and its independence from external support in the system operation, administration and maintenance.

II. STRATEGY

The goal of this project is to simplify and increase the efficiency of export-import operations through implementation of a Single Window approach in the system of providing customs services.

Under the project, it is expected to further improve the operational capacity of SCAs (State Controlling Agencies) involved in the customs clearance process, as well as facilitate fair trade and support to Turkmenistan in ensuring the economic rights of people, including the right to entrepreneurial activities, taking into account the gender equality principle, development of the private sector of the economy, industrialization and economic growth, in accordance with the Presidential Programme for Socio-Economic Development of Turkmenistan for 2019-2025, the Customs System Development Programme for 2017-2021, the Digital Economy Development Concept for 2019-2025, and the Programme for Development of Foreign Economic Activity for 2020-2025. The Memorandum of Understanding between the United Nations Development Programme (UNDP), the United Nations Conference on Trade and Development (UNCTAD) and the Ministry of Foreign Affairs of Turkmenistan on joint cooperation on assistance in implementation of the Single Window for Export-Import Operations Project in Turkmenistan was signed on 13 October 2020 that provide a framework for the non-exclusive cooperation and facilitate and strengthen collaboration between the parties.

The long-term goal of this project is to enhance public institutions, improve public finances and strengthen the economy of Turkmenistan through improved efficiency of the environment and facilitation of enabling conditions for foreign trade, including by representatives of private business entities, and strengthening the country's capacity for transit and participation in global and regional trade.

The project shall be directly aimed at achieving SDGs Goal 8 “Decent Work and Economic Growth” through creating a transparent and predictable trading environment for exporters and importers and promoting the enabling climate for business and investment, as well as Goal 16 “Peace, Rule of Law and Strong Institutions” related to access to justice through strengthening the operational capacity of customs and other state controlling authorities responsible for border protection, and promoting regional integration.

The project shall be indirectly aimed at achieving SDGs Goal 5 “Gender Equality” through empowering women in trade activities, in the customs authority and state controlling authorities and improving the working conditions of women through ICT technologies, as well as Goal 3 “Healthy Life and Well-Being” and Goal 12 “Responsible Production and Consumption” through enhancing the efficiency of inter-agency control over importation of food, pharmaceuticals and other consumer goods, as well as ensuring efficient operation of customs and other state controlling authorities to address issues of food security, public health and environment protection.

This project shall contribute to the achievement of SDGs Goal 17 “Partnership for Sustainable Development” through concluding mutually beneficial agreements with other public and international organizations or their structures. This project shall be also in compliance with the goals and objectives outlined in the Sustainable Development Cooperation Framework between United Nations and Government of Turkmenistan for the period 2021-2025 (SDCF) and the Country Programme Document between UNDP and Government of Turkmenistan for 2021-2025 (CPD), aimed at promoting sustainable economic diversification and trade. In particular, the project shall contribute to the achievement of Output 2.1 “Public institutions and private sector have strengthened regulatory, institutional, and human capacity for realization of diversification, digitalization, and trade promotion with focus on creation of employment opportunities, including for women and vulnerable groups”.

Taking into account that the SCS is one of the first institutions of Turkmenistan to implement the Single Window system, the creation of an Interagency Commission is proposed to coordinate the “Single Window for Export-Import Operations” system to effectively implement it, ensure its sustainable performance, further long-term development and interagency risk management. The Interagency Commission will be comprised of all relevant ministries and sectoral institutions involved in the operation of the Single Window system at the level of deputy heads of these ministries and departments.

In addition, the Commission will also have an Interagency Working Group in 3 main areas, in particular legal, technical and personnel, comprising of the heads of relevant departments and sections from each ministry and sectoral institutions that are members of the Interagency Commission.

Also, Interagency Working Groups determine the procedure and specifics of ensuring the security of the information infrastructure of the "Single window for Export-Import operations" system in accordance with the Law of Turkmenistan on cybersecurity and the Constitution of Turkmenistan.

Meetings of the Interagency Commission will be held at least twice a year. Meetings of the Interagency Working Group will be held at least on a quarterly basis. Extraordinary meetings of both the Interagency Commission and the Interagency Working Group will be convened, if needed.

The Interagency Commission and the Interagency Working Group shall make decisions at their meetings by majority vote. The decisions made at meetings of the Interagency Commission shall be binding for implementing by the Interagency Working Group.

Elements of cybersecurity will be developed and implemented during the implementation of Stages 1 and 2, described below in Section III of the Project document.

PROJECT OBJECTIVES:

- Optimize business processes related to the issuance, use and monitoring of major export and import LCPs, in the interests of SCAs and foreign trade operators;
- Increase the operational capacity of SCAs involved in the issuance of permits for customs clearance, in particular in the fight against economic smuggling, fraud and counterfeiting;
- Configure, pilot and implement LCPs components of the "Single Window for Export-Import Operations" in the SCAs systems, as well as in the ASYCUDA operating environment;
- Train SCAs and SCS staff to operate, administer and maintain the "Single Window for Export-Import Operations" system.

The Project Document identified the following **target beneficiaries**:

- **Government** - through implementation of the "Single Window" for export and import operations, simplification and streamlining of procedures, facilitation of fair trade and increase of the country's international and business ratings;
- **SCAs** - by streamlining processes that are fully automated to issue and control the use and monitoring of LCPs.
- **SCS** - by further enhancing its operational capacity and effective interaction with other government authorities, including for interagency risk management, quota control, and the fight against commercial fraud and corruption.
- **Trading community** – through harmonization and facilitation of export and import procedures, a single electronic access point, a remote online application for tracking and LCPs applications, electronic payments, as well as other improved public services for trade.

III. RESULTS AND PARTNERSHIPS

Expected results

Under this Project, UNDP and UNCTAD will provide to the SCS and SCAs appropriate technical assistance and support for the implementation of electronic LCPs and further automation and modernization of customs clearance procedures for the current operational SCS ASYCUDA system using the Single Window concept.

The expected outcome of this project is to strengthen the operational and technical capacity of the State Customs Service of Turkmenistan and other relevant ministries and sectoral institutions for implementation of the "Single Window for Export-Import Operations" system.

Based on the outputs of the Project, the following results will be achieved:

- (1) The Interagency Commission comprising of relevant ministries and sectoral institutions to coordinate the operation of the "Single Window for Export-Import Operations" system established.
- (2) The "Single Window for Export-Import Operations" portal tested, put into operation on a national scale and aimed at creating enabling conditions for all citizens (regardless of gender) to fulfil economic rights guaranteed by national legislature and international standards.
- (3) The "Single Window for Export-Import Operations" components for SCAs developed.
- (4) Structural, operational and procedural changes developed by the SCS and SCAs made.
- (5) Training activities on the "Single Window for Export-Import Operations" organized for the SCS, SCAs and business community.
- (6) The project team of the SCS and SCAs, considering gender equality, trained for operation, administration and maintenance of the "Single Window for Export-Import Operations" system.
- (7) The "Single Window for Export-Import Operations" prototype integrated with the ASYCUDA system, tested and launched.
- (8) The Interagency Risk Management System tested.
- (9) The management of the SCS and SCAs receive regular reports from the "Single Window for Export-Import Operations" system.
- (10) Operation manuals for the "Single Window for Export-Import Operations" system and tutorials developed and handed over.
- (11) Participation opportunities enhances and conditions for private sector entities improved, including the Union of Industrialists and Entrepreneurs of Turkmenistan, small and medium enterprises, for women engaged in business activities, to carry out trading activities.
- (12) SCS and SCAs will be able to operate and manage the "Single Window for Export-Import Operations" system, update the portal and the centralized database, as well as train new users regardless of external assistance.

Technical and functional training of the SCS and SCAs personnel is an important component of this project, aimed at securing ownership of the "Single Window for Export-Import Operations" system and creating conditions for their self-sufficiency in operation, administration, maintenance and development of this system.

Embedding of each component of the "Single Window for Export-Import Operations" system and their interaction with the SCS ASYCUDA system is a process comprising of two main stages:

Preparatory stage:

- **Establishing a mechanism for interagency management of the "Single Window for Export-Import Operations" system for export-import operations.**

-Establishing the Interagency Commission to coordinate the performance of the "Single Window for Export-Import Operations" system. The Interagency Commission shall be comprised of all relevant ministries and sectoral institutions involved in the operation of the Single Window system at the level of deputy heads of these ministries and departments.

- Establishing the Interagency Working Group.

Stage 1 - Prototyping:

- **Functional and technical analysis of the SCAs business processes.**
 - Review information on the requirements of the relevant national legislature and current procedures (manual and electronic) in the SCS and SCAs.
 - Determine optimal interagency procedures and ways of processing electronic applications for the issuance of LCPs, their control and monitoring, payment methods, etc.
 - Develop recommendations on structural, operational, procedural changes necessary for the most efficient implementation of the “Single Window for Export-Import Operations” system, if necessary.
- **Prototyping the “Single Window for Export-Import Operations” system through adaptation, in accordance with national legislature.**
 - Build a database of the “Single Window for Export-Import Operations” system using as much as possible reference data from the ASYCUDA system to create a single centralized database of the “Single Window for Export-Import Operations” system for LCPs.
 - Define user groups (business units), user profiles and security profiles, considering the standards on information security and user management currently in place in the SCS and SCAs.
 - Prepare management and statistical reports.
- **Migration of current directories and transactional data from SCAs to the database of the “Single Window for Export-Import Operations” system;** Integration of relevant SCAs IT systems in a prototype environment with the “Single Window for Export-Import Operations” system, if necessary.
- **Adaptation of the SCS ASYCUDA system for interaction with components for the SCAs system “Single Window for Export-Import Operations”.**
- **Testing the components of the “Single Window for Export-Import Operations” system** with the current SCS ASYCUDA system in the central offices of SCAs and their territorial units, if necessary. The SCS and SCAs shall be responsible for selecting qualified personnel required to carry out testing of the “Single Window for Export-Import Operations” system in SCAs.

Data processed during the testing will be consolidated and transmitted to the selected end users to verify their processing by the corresponding subsystems. At the end of the test, end-user comments and taken measures will be documented; therefore, the prototype of the “Single Window for Export-Import Operations” system can be modified prior to the pilot tests.
- **Preparation and conducting trainings for SCAs and SCS personnel** on the system operation, administration and maintenance. UNCTAD / UNDP and NPT experts will prepare training modules for different categories of users taking into account gender equality, The NPT will train end users in the SCAs and SCS engaged in the pilot phase.
- **The “Single Window for Export-Import Operations” system and user documentation** UNCTAD experts will develop and disseminate documentation among end users and system administrators (in Russian), describing the functionality of the “Single Window for Export-Import Operations” system.
- **Preparation and conduct of orientation sessions for the trading community**

The NPT, assisted by the experts from UNCTAD / UNDP and the SCS, will develop training activities and related documentation to prepare traders for new procedures and the “Single Window for Export-Import Operations” system.

At the end of this phase, UNCTAD / UNDP, SCAs and SCS will evaluate the general acceptability of the prototype of the “Single Window for Export-Import Operations” system, any accepted functional limitations, technical specifications and compliance with national legislature.

Stage 2 – Implementation

- **Organization of orientation and training courses for SCAs and trading community** based on the level of their activity.

Orientation courses will be held for the participants of the business communities of Turkmenistan including women entrepreneurs.

- **Piloting the “Single Window for Export-Import Operations” system in the SCAs operating environment.**

The SCS and SCAs shall be responsible for providing necessary equipment and infrastructure, as well as special personnel, necessary for the pilot launch of the “Single Window for Export-Import Operations” system.

The system will be tested in the SCAs central offices and in one SCAs territorial division and in the SCS, if necessary. The current SCS IT systems will operate in parallel, if necessary, to verify data identity. At this stage, it is expected to identify any possible changes to the pilot system that will be required to create a real launch of the system throughout the country, as well as make necessary changes.

At the end of this phase, UNCTAD / UNDP, SCAs and SCS will assess the general acceptability of the piloted “Single Window for Export-Import Operations” system and any accepted technical specifications.

- **Launch of the “Single Window for Export-Import Operations” system**

The approved “Single Window for Export-Import Operations” system will be implemented in all relevant SCAs and SCS divisions, if the necessary equipment, communications, and others are available.

The NPT will train all SCAs and SCS end users how to operate the “Single Window for Export-Import Operations” system.

- **Testing the Interagency Risk Management System**

UNCTAD and UNDP experts will organize a specialized inter-agency risk management training for relevant staff, taking into account the gender equality of SCAs and SCS, if necessary. Subsequently, the specific SCAs interagency risk management component will be adjusted and tested in the SCAs and SCS.

Based on the pilot project results, The SCS and SCAs may decide on the future use of the interagency risk management system.

Components of the “Single Window for Export-Import Operations” system can be introduced in parallel, depending on the complexity of each component and interdependencies within the overall environment of the system. UNCTAD/UNDP will designate a project team complementary to the UNCTAD team implementing the ASYCUDA system.

UNCTAD/UNDP, SCS and SCAs will work closely together throughout the life of this Project.

If the implementation of UNCTAD/UNDP recommendations entails temporary delays and procedural difficulties (for instance, amendments to national legislature), the SCS and SCAs will promptly make proposals on alternative / interim solutions to ensure timely implementation of the Project.

MAIN ACTIVITIES FOR IMPLEMENTATION:

✓ Mobilization

Preparatory activities to be carried out at the initial stage of this Project include the following:

- Appointment of UNCTAD/UNDP experts;
- Appointment of the National Project Team (NPT) consisting of the SCS and SCAs staff.
- UNCTAD/UNDP shall organize preparatory activities:
 - A mobilization meeting – to set goals and objectives of the Project to the NPT;
 - Awareness-raising session for the SCS and SCAs top managers – to explain the Project goals and objectives and the procedure for interaction;

- Training of the NPC members on the Single Window concepts (Basic Level), as well as the technical and functional aspects of the “Single Window for Export-Import Operations” system.

✓ **Overall architecture of the “Single Window for Export-Import Operations” system**

UNCTAD/UNDP will propose the overall architecture of the “Single Window for Export-Import Operations” system, the most suitable technical solution, the system configuration in terms of initial data, data elements, processing requirements, etc., based on the specific characteristics in Turkmenistan and, in particular, the national telecommunication networks.

UNCTAD/UNDP proposals will be reviewed by the SCS and SCAs. If the implementation of UNCTAD/UNDP recommendations entails temporary delays, the SCS and SCAs will promptly make proposals on alternative / interim solutions to ensure timely implementation of the Project.

✓ **Portal of the “Single Window for Export-Import Operations” system**

The portal of the “Single Window for Export-Import Operations” system will provide all the Single Window functions to SCAs and the trading community as a single access point, for instance - the submission and tracking of electronic applications, electronic payments, relevant and updated information related to export and import operations, etc.

This will ensure secure identification of users, access to the “Single Window for Export-Import Operations” system, monitoring of their activities, and access to statistical reports at the level of their functional responsibilities.

✓ **Central Bank (CB) - electronic payments, transaction passports**

- **Electronic payments** imply payment of fees for processing and/or release of goods related to export and import operations, customs and other administrative fees, inspection fees, payments, etc., if necessary.
- **Transaction passports** imply **automatic reconciliation of data** with the SCS ASYCUDA information system

✓ **State Chamber of Commerce and Industry of Turkmenistan (CCIT) –**

In the centralized architecture of the “Single Window for Export-Import Operations” system, the CCIT component will embrace the following main functions:

- **Electronic procedure for registering foreign trade contracts.**
- **Monitoring and reporting of controls and violations in registration of foreign trade contracts.**
- **Interaction with the SCS ASYCUDA information system.**

✓ **PHYTOSANITARY SERVICE OF THE MINISTRY OF AGRICULTURE AND ENVIRONMENT PROTECTION OF TURKMENISTAN (MANP) – ELECTRONIC PHYTOSANITARY CERTIFICATION**

In the “Single Window for Export-Import Operations” system, this component will embrace the following main functions:

- **Electronic Processing of Phytosanitary Certificates (PSC)**
 - Electronic filing of applications, assessment, processing, issuance of certificates;
 - Use of standardized / harmonized documents, terms, codes and texts (IPPC, ISO, UN/CEFACT);
 - Electronic notifications on issuance of certificates.
- **Interaction with the SCS ASYCUDA system**
 - Automatic verification and acceptance of PSC;
 - Prohibitions and limitations management;

- Quota and/or authorized quantity management;
- **Interoperability and electronic data interchange** - access to PSC electronic data at the border.
- **Monitoring and reporting.**
- ✓ **VETERINARY SERVICE OF THE MINISTRY OF AGRICULTURE AND ENVIRONMENT PROTECTION OF TURKMENISTAN (MANP) – ELECTRONIC VETERINARY CERTIFICATION**

In the "Single Window for Export-Import Operations" system, this component will embrace the following main functions:

- **Electronic Processing of Veterinary Certificates (VC)**
 - Electronic filing of applications, assessment, processing, issuance of certificates;
 - Use of standardized / harmonized documents, terms, codes and texts (IPPC, ISO, UN/CEFACT);
 - Electronic notifications on issuance of certificates.
- **Interaction with the SCS ASYCUDA system**
 - Automatic verification and acceptance of VC;
 - Prohibitions and limitations management;
 - Quota and/or authorized quantity management;
- **Interoperability and electronic data interchange** - access to VC electronic data at the border.
- **Monitoring and reporting.**
- ✓ **MINISTRY OF HEALTH AND MEDICAL INDUSTRY OF TURKMENISTAN (MHMIT) – ELECTRONIC LICENSES FOR IMPORT OF PHARMACEUTICAL PRODUCTS**

In the "Single Window for Export-Import Operations" system, this component will embrace the following main functions:

- **Electronic Processing of Licenses (import)**
 - Electronic submission, assessment, processing, issuance/refusal and use of valid licenses;
 - Use of standardized/harmonized documents, terms, codes and texts, including CAS (Chemical Abstract Service) registration numbers and INN (International Nonproprietary Name);
 - Electronic notifications sent to importers.
- **Interaction with the SCS ASYCUDA system**
 - Automatic verification and acceptance of electronic licenses;
 - Prohibitions and limitations management;
 - Records on results of inspections and interception/detection actions;
- **Monitoring and reporting.**
- ✓ **MINISTRY OF INTERNAL AFFAIRS OF TURKMENISTAN (MIA) – IMPORT OF CIVILIAN AND SERVICE FIREARMS**

In the "Single Window for Export-Import Operations" system, this component will embrace the following main functions:

- **Electronic applications for getting permits** – submission of electronic applications, criteria assessment, acceptance/rejection, Issuance of permits;
- **Management of issued permits** – extension, suspension, cancellation, revocations.

- **Interaction with the SCS ASYCUDA system**
 - Automatic verification and acceptance of electronic permits;
 - Prohibitions and limitations management;
- **Electronic declaration of arsenal**
 - Electronic submission of inventory listings of hunting guns and ammunition by the seller to the MIA;
 - Monitoring of arsenal and use of guns and ammunition.
- **Monitoring and reporting of controls and violations.**

✓ **DATA SHARING WITH THE STATE MIGRATION SERVICE OF TURKMENISTAN**

- **Passengers declaring goods**
 - Electronic transfer of passport data of passengers declaring goods as imported, exported and transited;
 - Inter-agency records of offenders
 - Electronic transfer of passport data of passengers declaring goods as imported, exported and transited;

✓ **MAIN STATE SERVICE "TURKMESTANDARTLARY" ("TURKMENSTANDARDS") - ELECTRONIC CERTIFICATES OF CONFORMITY**

In the "Single Window for Export-Import Operations" system, this component will embrace the following main functions:

- **Electronic processing of applications for certificates of conformity** – electronic submission, assessment, processing, acceptance/rejection of applications for certificates of conformity.
- **Interaction with the SCS ASYCUDA system**
- **Monitoring and reporting of controls and violations.**

✓ **TECHNICAL ASSISTANCE FROM AND SUPPORT BY UNCTAD**

✓ **ASYCER MECHANISM**

UNCTAD will grant free of charge and without any conditions via communication channels (Internet) to SCS:

- The latest current version of the ASYCER/AMEC Export/Import platform/software, including source code, for unlimited use in the legal national borders of the beneficiary country, as well as subsequent versions of this software with relevant documentation;
- Functional documentation ASYCER/AMEC Export/Import;
- Training materials ASYCER/AMEC Export/Import;
- Remote technical support

Under this agreement, UNCTAD will grant to the SCS the non-assignable, non-sublicensable, non-transferable, non-exclusive, free of charge and perpetual right to use ASYCER software within the national territory of Turkmenistan.

ASYCER Export/Import software is the intellectual property of UNCTAD. The SCS shall not provide any copies of the software and/or documentation to a third party without the prior and explicit written permission from UNCTAD.

✓ **"SINGLE WINDOW FOR EXPORT-IMPORT OPERATIONS" SYSTEM**

The "Single Window for Export-Import Operations" system shall be a property of the SCS (its successors) and Turkmenistan.

✓ FURTHER SUPPORT FROM UNCTAD и UNDP

Under this Project, UNCTAD/UNDP will provide further support free of charge for troubleshooting and correcting software problems.

Resources required to Achieve Expected Results

Given the nature of the project, the main resources required to achieve the expected results will mainly include payments to experts and consultants who will provide analytical and technical support to the project, obtaining data, travel expenses, expenses for meetings and seminars, study tours and contractual services in support of project activities.

Significant expenditures in the project budget will be also the costs of material and technical resources and SCS equipment.

At the initial stage, the appropriate financial allocation will be provided for in the project work plan and presented at the first meeting of the Project Coordinating Board. During the implementation of the project, the efficiency of project activities will be ensured through interaction with other projects and initiatives, effective coordination and joint work planning, as well as active participation of stakeholders.

Partnerships

To achieve main objectives, the project "Single Window for Export-Import Operations" will closely cooperate and establish partnerships with key sectoral and relevant ministries, including:

- State Customs Service of Turkmenistan;
- State Agency "Turkmenaragatnashyk" ("Turkmen communication");
- Central Bank of Turkmenistan;
- Ministry of Finance and Economy of Turkmenistan;
- State Chamber of Commerce and Industry of Turkmenistan;
- Ministry of Trade and Foreign Economic Relations of Turkmenistan;
- Ministry of Agriculture and Nature Protection of Turkmenistan;
- Ministry of Health and Medical Industry of Turkmenistan;
- Ministry of Internal Affairs of Turkmenistan;
- State Migration Service of Turkmenistan;
- Main State Service "Turkmestandardlary" ("Turkmenstandards");
- State Concern "Turkmenhimiya";
- State Chamber of Commerce and Industry of Turkmenistan
- Agency "Turkmenawtoulaglary"
- Agency of Turkmen Airlines "Turkmenhowayollary"
- Union of Industrialists and Entrepreneurs of Turkmenistan

Risks and Assumptions

EXPECTATIONS:

- Commitment of the SCS management and other engaged ministries and sectoral institutions to the Project implementation.
- Commitment, availability and stronger engagement of the NPT of the "Single Window for Export-Import Operations" system and the staff of territorial divisions during the pilot testing and deployment phases.
- Timely procurement of appropriate equipment, ICT infrastructure and software.
- SCS and SCAs trained staff shall remain at their positions in the NPT of the "Single Window for Export-Import Operations" system during the implementation of the entire Project.
- Effective coordination of all Parties during the Project implementation.
- UNCTAD shall be committed to providing further assistance and support beyond the scope of this Project.

RISKS:

The most significant risks that may affect the achievement of the objectives of this Project are:

- Inadequate commitment of the SCS management and other engaged ministries and sectoral institutions to the project.
- Inability of the SCS to respond appropriately to key administrative/operational recommendations arising from the Project or use all available administrative levers to ensure consistent and efficient use of advanced programs and technologies.
- Inability of the SCS to provide the necessary number of staff for in-service training. Frequent staffing changes.
- Inadequate coordination among UNCTAD, UNDP, SCS and SCAs to timely implement key project activities.
- Inability of UNCTAD and/or SCS to provide skilled experts for the system prototyping, pilot testing, deployment and extension.
- Delays in procurement of necessary ICT equipment, software and services, or procurement of ICT equipment and software that fail to meet minimum technical requirements provided by UNCTAD.

Knowledge

The knowledge and experience acquired by the project beneficiaries as a result of the project activities will be transformed into action plans to develop the capacity of the SCS and SCAs staff. As part of the project, training courses on the system operation, administration and maintenance will be developed and carried out. UNCTAD/UNDP and NPT experts will develop training modules for various categories of users and train the SCAs and SCS end users engaged in the pilot phase.

UNCTAD/UNDP experts will develop documentation describing the functionality of the "Single Window for Export-Import Operations" system and disseminate it among the end users and system administrators.

Sustainability and Scaling Up

Sustainability of the results after the completion of the project, given the content of the project, partnerships and the implementation of project activities, shall be ensured by joint activities to implement the results of project activities in certain areas through:

- Involvement and well-coordinated activities of the engaged organizations of various forms of property at the local level;
- Integration of project results will help to configure and implement a number of "Single Window for Export-Import Operations" systems/components in priority areas, including international trade, export promotion, public health, environmental and food security. The project will contribute to strengthening the capacity of Turkmenistan's participation in international trade, further improving the business environment for foreign trade participants and raising the country's business and investment ratings.

IV. PROJECT MANAGEMENT

Cost effectiveness and efficiency

To ensure the effectiveness and efficiency of the project, a number of approaches shall be used, in particular:

- The logic of both the project as a whole and its individual components is based on the principles of result-based management. The project management mechanisms, including the provision of resources, monitoring and evaluation, are consistent with the expected results at all levels of the project, and form a single integrated structure;
- The key outcome of the project, i.e. strengthening the operational and technical capacity of the State Customs Service of Turkmenistan to implement the "Single Window for Export-Import Operations" system, is based on the principles of result-based management as well;
- The Project activities will be synchronized with relevant state programs and national development strategies and their outputs being implemented during the project period.

Project management

The project team of the "Single Window for Export-Import Operations" system, including UNCTAD/UNDP experts, will be based in the SCS Central Office in Ashgabat, for the entire duration of the Project, making business trips to other cities of Turkmenistan where the system will be implemented, in accordance with the schedule approved by the SCS.

The project management system consists of three levels:

1. Strategic management;
2. Operational management and coordination;
3. Monitoring and evaluation system (section VI of the Project Document).

Since support for the implementation of the project, carried out in a national implementation modality, can be provided by UNDP only at the request of the National Implementing Partner, the Parties agreed that the Project Document will be registered in the prescribed manner at the Ministry of Finance and Economics of Turkmenistan.

In this project, in addition to the project team, the program staff of the UNDP country office - the UNDP Assistant to Resident Representative and Program Analyst - will carry out operational control over the implementation of the project and ensuring the linkage of the project with other similar initiatives and projects.

The cost of the above work of the program staff, as well as the administrative services of the UNDP country office, will be reimbursed in the amount not exceeding the limit set up in the budget for this category of expenses (section VII). The cost of the services of the Head of the UNDP Program Department, as well as of the Program Analyst will be reimbursed in accordance with Annex III. The cost of the administrative services of the UNDP country office will be reimbursed in accordance

with Annex III. Control over the functions of these specialists, according to their job descriptions, shall be carried out by UNDP Resident Representative.

UNDP Turkmenistan will oversee and manage the overall budget of the project and will be also responsible for monitoring the implementation of the project and timely reporting to the donor. In addition, UNDP will support coordination and networking cooperation with other ongoing initiatives and organizations in the country.

V. RESULTS AND RESOURCES FRAMEWORK

Intended Outcome 2 as stated in the United Nations Sustainable Development Cooperation Framework (UNSCDF) 2021-2025:

By 2025, conditions for sustainable and inclusive economic diversification are strengthened with competitive private and financial sectors, enhanced trade and investment promotion, and the adoption of new technologies

Output indicators as stated in the Country Programme Document for Turkmenistan 2021-2025, Results and Resources Framework, including baseline and targets:

CP Output 2.1: Public institutions and private sector have strengthened regulatory, institutional, and human capacity for realization of diversification, digitalization, and trade promotion with focus on creation of employment opportunities, including for women and vulnerable groups

Indicator 2.1.1. Number of policies, regulatory acts, and mechanisms developed to enhance trade capacity, promote favourable investment climate, and strengthen business environment

Baseline: 1

Target: At least 5 (2025)

Data source: Project reports, national partner reports

Indicator 2.1.2. Number of approved initiatives to enhance trade capacity, investment climate, and business environment

Baseline: 0

Target: At least 5 (2025)

Data source: Project reports, national partner reports

Applicable outcome from the UNDP Strategic Plan:

Outcome: 1. Advance poverty eradication in all its forms and dimensions

Title and No. of the Project: Single Window for Export-Import Operations

Expected Outputs	Indicators	Data Source	Baseline data		Target indicators			Data collection methods
			Description	Year	Year 1	Year 2	Year 3	
<i>Piloting of the Single window mechanism for export-import operations launched</i>	<i>1.1 Functionality of the Single window portal</i>	<i>UNCTAD UNDP, SCS, SCAs</i>	<ul style="list-style-type: none"> • Single window website • Reports of SCS and SCAs • Trade community 	2020	30%	30%	40%	<ul style="list-style-type: none"> • Statistical analysis • Overview of reports • Interviews / surveys
	<i>1.2 Developed components of SW prototype</i>	<i>UNCTAD UNDP, SCS, SCAs</i>	<ul style="list-style-type: none"> • Procedure for online registration of foreign trade contracts • Electronic phytosanitary and veterinary certificates 	2020	30%	30%	40%	<ul style="list-style-type: none"> • User's Manual • Booklets / materials • Logs' analysis • Overview of reports • Statistical analysis

	1.3 Structural, operational and procedural changes developed by SCS u SCAs (Central bank, Ministry of Justice, MANP, MIA, CCI, MC)	UNCTAD UNDP, SCS, SCAs	<ul style="list-style-type: none"> Drafted documents Management and Operational reports of SCS u SCAs 	2020	30%	30%	40%	<ul style="list-style-type: none"> Overview of draft documents Overview of reports
	1.5 The SW Project Teams in the SCS and SCAs trained to operate, administrate and maintain the system.	UNCTAD UNDP, SCS, SCAs	<ul style="list-style-type: none"> Management and Operational reports of SCS u SCAs Reports of SCS and SCAs 	2020	• No	• Yes	• Yes	<ul style="list-style-type: none"> Overview of reports Course attendance lists; Lists of trainings
	1.6 The SW prototype integrated with ASYCUDA, piloted and launched.	UNCTAD UNDP, SCS, SCAs	<ul style="list-style-type: none"> Management and Operational reports of SCS u SCAs Trade communities 	2020	• 30%	• 30%	• 40%	<ul style="list-style-type: none"> Overview of reports Statistical analysis Course attendance lists; Lists of trainings
	1.7 Inter-agency risk management system implemented and operated	UNCTAD UNDP, SCS, SCAs	<ul style="list-style-type: none"> Management and Operational reports of SCS u SCAs Reports of SCAs 	2020	• 30%	• 30%	• 40%	<ul style="list-style-type: none"> Overview of reports Statistical analysis Course attendance lists; Lists of trainings
	1.8 SCS and SCAs management receive regular reports from the SW system	UNCTAD UNDP, SCS, SCAs	<ul style="list-style-type: none"> Management and Operational reports of SCS u SCAs 	2020	• No	• Yes	• Yes	<ul style="list-style-type: none"> Overview of reports Statistical analysis
	1.9 SW ready to exchange information with other countries.	UNCTAD UNDP, SCS, SCAs	<ul style="list-style-type: none"> Management and Operational reports of SCS u SCAs 	2020	• No	• Yes	• Yes	<ul style="list-style-type: none"> Overview of reports Statistical analysis
Mechanism for coordination SW system piloting and implementation for exports and imports established	2.1 Establishment of the Inter-agency Commission comprised of relevant ministries and sectoral institutions to coordinate the operation of the "Single Window for Export-Import Operations" system.	UNCTAD UNDP, SCS, SCAs	<ul style="list-style-type: none"> Legal document regulating the Commission's composition and activities 	2020	• Yes	• Yes	• Yes	<ul style="list-style-type: none"> Minutes of the meetings
	2.2 Number of SW trainings organized for the SCS, SCAs and trade community	UNDP, UNCTAD, SCS, SCAs	<ul style="list-style-type: none"> Reports of SCS u SCAs Trade communities 	2020	• 3	• 3	• 3	<ul style="list-style-type: none"> Overview of reports Interviews / surveys
	2.3 User's Manual and training materials on Single window	UNDP, UNCTAD, SCS, SCAs	<ul style="list-style-type: none"> User's Manual Training materials 	2020	• No	• Yes	• Yes	<ul style="list-style-type: none"> Review of the User's Manual and training materials

VI. MONITORING AND EVALUATION

Monitoring Plan

Monitoring Activity	Purpose	Frequency	Expected Action
Track results progress	Progress data against the results indicators in the Results and Resources Framework (RRF) will be collected and analyzed to assess the progress of the project in achieving the agreed outputs.	Quarterly or in the frequency required for each indicator.	Slower than expected progress will be addressed by project management.
Monitor and Manage Risks	Identify specific risks that may threaten achievement of intended results. Identify and monitor risk management actions using a risk log. This includes monitoring measures and plans that may have been required as per UNDP's Social and Environmental Standards. Audits will be conducted in accordance with UNDP's audit policy to manage financial risk.	Quarterly	Risks are identified by project management and actions are taken to manage risk. The risk log is actively maintained to keep track of identified risks and actions taken.
Learn	Knowledge, good practices and lessons will be captured regularly, as well as actively sourced from other projects and partners and integrated back into the project.	At least annually	Relevant lessons are captured by the project team and used to make informed management decisions.
Annual Project Quality Assurance	The quality of the project will be assessed against UNDP's quality standards to identify project strengths and weaknesses and to inform management decision making to improve the project.	Annually	Areas of strength and weakness will be reviewed by project management and used for informed decisions to improve project performance.
Review and Make Course Corrections	Internal review of data and evidence from all monitoring actions for informed decision-making.	At least annually	Performance data, risks, lessons and quality will be discussed by the Project Coordinating Board and used to make course corrections.
Project Report	A progress report will be presented to the Project Coordinating Board and key stakeholders, consisting of progress data showing the results achieved against pre-defined annual targets at the output level, the annual project quality rating summary, an updated risk log with mitigation measures, and any evaluation or review reports prepared over the period.	Quarterly and at the end of the project (final report)	

Project Review	Annually and at the end of the project (final report)	Annually	Any quality concerns or slower than expected progress should be discussed by the Project Coordinating Board and management actions agreed to address the issues identified.
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Evaluation Plan

Evaluation Title	Partners (if joint)	Related Strategic Plan Output	UNDAF/CPD Outcome	Planned Completion Date	Key Evaluation Stakeholders	Cost and Source of Funding
Project Final Evaluation				At least three months before the end of the project	Project stakeholders	USD 20,000

VII. MULTI-YEAR WORK PLAN

EXPECTED OUTPUTS	PLANNED ACTIVITIES	Planned Budget by Year			RESPONSIBLE PARTY	PLANNED BUDGET		
		2021	2022	2023		Funding Source	Budget Description	Amount (in USD)
Output 1 <i>Piloting of the Single window mechanism for export-import operations launched</i>	1.1 Analysis of legislation, procedures, documents and inter-agency business-processes on control of export & import operations and elaboration of recommendations on their optimization				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.2 Determining requirements in hardware, ICT infrastructure and software				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.3 Installation of ASYCER basic module in the SCS Central Office				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.4 Customization of ASYCER and other SW components				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.5 Definition of SW user groups				UNCTAD	Government of Turkmenistan	72200 – Equipment and furniture	5,000.00
	1.7 Customization of the SW portal				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.8 Testing of SW components in SCST and SCAS				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.9 Pilot testing of SW components at the SCS and SCAS facilities				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00

	1.10 Correction of SW components based on the testing results				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.11 Pilot testing of components and acceptance of pilot test results				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses	180,000.00 40,000.00
	1.12 SW system deployment				UNCTAD	Government of Turkmenistan	61300 – International staff 71600 – Travel expenses 74200 – Audio/video/printed materials 72500 – Office supplies	180,000.00 40,000.00 5,500.00 3,500.00
Total, Output 1:								2,214,000.00
General management support (UNCTAD), 8%:							75100 – Facilities and Administration	177,120.00
Total for Output 1, including general management support (UNCTAD),8%								2,391,120.00
Output 2 <i>Mechanism for coordination SW system piloting and implementation for exports and imports established</i>	2.1 <i>Establishment of the Inter-agency Commission comprised of relevant ministries and sectoral institutions to coordinate the operation of the "Single Window for Export-Import Operations" system.</i>				UNDP	Government of Turkmenistan		
	2.2 Analysis of legislation, procedures, documents and inter-agency business-processes on export and import control and development of recommendations to optimize them				UNDP	Government of Turkmenistan	71300 – Local consultants	100,000.008
	2.3 Study tour on SW for the SCS и SCAs managements				UNDP	Government of Turkmenistan	75700 – Training, Workshops, Conferences	18,150.00

	2.4 Training on ASYCER functions for NPT/WG members (basic level)				UNDP	Government of Turkmenistan	75700 – Training, Workshops, Conferences	50,000.00
	2.5 Translation of ASYCER into Turkmen and Russian languages (clarification of terminology of Turkmenistan)				UNDP	Government of Turkmenistan	74200 – Translation cost / Printing and Publications	4,500.00
	2.6 Provision of equipment, ICT infrastructure and ICT software				UNDP	Government of Turkmenistan	72300 - Equipment	500,000.00
	2.7 Technological training of SW component administrators (advanced level, work with source code)				UNDP	Government of Turkmenistan	75700 – Training, Workshops, Conferences	50,000.00
	2.8 Raising awareness activities for business community of Turkmenistan				UNDP	Government of Turkmenistan	71600 – Travel expenses	9,240.00
	2.9 Development of training materials				UNDP	Government of Turkmenistan	71300 – Local consultants 74200 – Audio Visual&Print Prod Costs	113,000.00 15,000.00
	2.10 Identification of the national SW configuration				UNDP	Government of Turkmenistan	71300 – Local consultants	100,000.00
Total, Output 2:								959,890.00
<i>PROJECT MANAGEMENT</i>	Project Manager				UNDP	Government of Turkmenistan	71400 – Contractual services	92,535.48
	Assistant on Administrative and Finance issues					Government of Turkmenistan		29,245.32
	Stationery				UNDP	Government of Turkmenistan	72500 – Office supplies	1,800.00
	Communication and Internet				UNDP	Government of Turkmenistan	72400 – Communication services	9,216.00

	Support from the UNDP Country Office in implementation				UNDP	Government of Turkmenistan	64300 – Direct Project Costs 74500 – Bank charges	10,900.00
	Final Evaluation of project				UNDP	Government of Turkmenistan	72100- International consultant 71600- Travel expenses	20,000.00
Total for Output 2 and Project management:								1,123,586.80
General management support (UNDP), 7%:						Government of Turkmenistan	75100 –Facilities and Administration	246,029.48
Total for Output 2 and Project management including general management support (UNDP), 7%:								1,369,616.28
GRAND TOTAL								3,760,736.28

VIII. GOVERNANCE AND MANAGEMENT MECHANISMS

UNDP shall act as an executing agency of the project. The project will be implemented in the National Implementation Modality supported by the UNDP Country Office in accordance with UNDP rules and procedures. The State Customs Service of Turkmenistan (SCS) shall act as the main National Implementing Partner. The State Customs Service of Turkmenistan will be responsible for successful implementation of project activities, sustainability of the achieved results, as well as reporting on the project results to other government bodies of Turkmenistan. In particular, the National Implementing Partner shall be responsible for ensuring that the outputs of the project be consistent with the development goals provided for in the strategic documents of Turkmenistan (The Presidential Program of Turkmenistan for Socio-economic Development of Turkmenistan for 2019-2025, etc.). UNCTAD will serve as a Responsible party of the project. The respective UN-to-UN agreement will be signed between UNDP and UNCTAD to this effect.

The State Customs Service of Turkmenistan shall appoint a senior official as the National Project Coordinator (NPC) responsible for the implementation of the project on behalf of the Implementing Partner.

At the initial stage of the project, UNDP, UNCTAD and the State Customs Service of Turkmenistan shall jointly develop regulatory documents of the Project Board (PB), including a list of members and rules of procedure. The PB shall be responsible for making management decisions on the project by consensus. The PB shall be the main subject of strategic project management. The PB will meet at least twice a year to discuss issues related to the project implementation.

The PB shall be chaired by the NPC. The representatives of the National Implementing Partner, UNDP, UNCTAD and the Interagency Working Group shall be PB voting members.

Taking into account that the SCS is one of the first institutions of Turkmenistan to implement the Single Window system, the creation of an Interagency Commission is proposed to coordinate the "Single Window for Export-Import Operations" system to effectively implement it, ensure its sustainable performance, further long-term development and interagency risk management. The Interagency Commission will be comprised of all relevant ministries and sectoral institutions involved in the operation of the Single Window system at the level of deputy heads of these ministries and departments.

In addition, the Commission will also have an Interagency Working Group in 3 main areas, in particular legal, technical and personnel, comprising of the heads of relevant departments and sections from each ministry and sectoral institutions that are members of the Interagency Commission.

Also, Interagency Working Groups determine the procedure and specifics of ensuring the security of the information infrastructure of the "Single window for Export-Import operations" system in accordance with the Law of Turkmenistan on cybersecurity and the Constitution of the country.

Meetings of the Interagency Commission will be held at least twice a year. Meetings of the Interagency Working Group will be held at least on a quarterly basis. Extraordinary meetings of both the Interagency Commission and the Interagency Working Group will be convened, if needed.

The Interagency Commission and the Interagency Working Group shall make decisions at their meetings by majority vote. The decisions made at meetings of the Interagency Commission shall be binding for implementing by the Interagency Working Groups.

Representatives of other interested parties may be invited to participate in the PB as observers.

The Project Manager shall be the PB executive secretary, take part in the meetings as a PB non-voting member, and shall be responsible for preparing the PB meetings and maintaining the minutes of the meetings.

To ensure UNDP's unconditional responsibility for the project results, the PB decisions will be made in accordance with the standards that ensure good governance for achieving development results, including the best value for money, fairness, integrity, transparency and effective competition.

The strategic level of project management by UNDP shall be provided by the UNDP country office Turkmenistan. At this level, the long-term outputs of the project shall be consistent with the

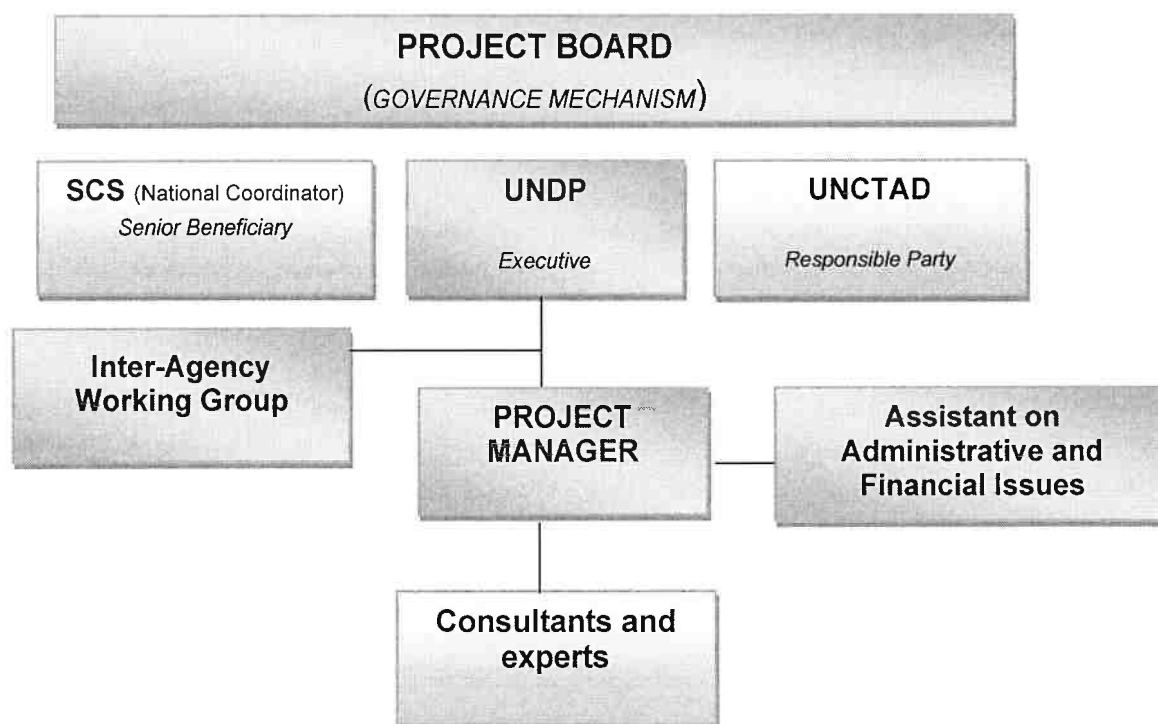
Sustainable Development Cooperation Framework between United Nations and Government of Turkmenistan for 2021–2025, the Sustainable Development Goals (SDGs) and the UNDP Country Program Document for Turkmenistan (2021–2025).

The Project Manager shall be the main level of operational management. The project team shall consist of a Project Manager and a Project Assistant.

To perform highly specialized tasks and provide the necessary expertise, international and national experts will be involved to increase the effectiveness of the project. Short-term consultants will be hired in accordance with UNDP procedures.

The property acquired under the project will be transferred upon completion of the project in accordance with the PB decision based on UNDP rules and procedures.

PROJECT ORGANIZATIONSTRUCTURE



IX. LEGAL CONTEXT

This project document shall be the instrument referred to as such in Article 1 of the Standard Basic Assistance Agreement (SBAA) between the Government of Turkmenistan and UNDP, signed on 5 October 1993. All references in the SBAA to "Executing Agency" shall be deemed to refer to "Implementing Partner".

This project will be implemented by the State Customs Service of Turkmenistan "Implementing Partner" with UNDP support in accordance with the Financial Regulations and Rules of UNDP to ensure best value for money, fairness, integrity, transparency, and effective international competition.

X. RISK MANAGEMENT

1. Consistent with the Article III of the SBAA, the responsibility for the safety and security of the Implementing Partner and its personnel and property, and of UNDP's property in the Implementing Partner's custody, rests with the Implementing Partner. To this end, the Implementing Partner shall:
 - a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
 - b) assume all risks and liabilities related to the Implementing Partner's security, and the full implementation of the security plan.
2. UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of the Implementing Partner's obligations under this Project Document.
3. The Implementing Partner agrees to undertake all reasonable efforts to ensure that no UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml.
4. The Implementing Partner acknowledges and agrees that UNDP will not tolerate sexual harassment and sexual exploitation and abuse of anyone by the Implementing Partner, and each of its responsible parties, their respective sub-recipients and other entities involved in Project implementation, either as contractors or subcontractors and their personnel, and any individuals performing services for them under the Project Document.
 - (a) In the implementation of the activities under this Project Document, the Implementing Partner, and each of its sub-parties referred to above, shall comply with the standards of conduct set forth in the Secretary General's Bulletin ST/SGB/2003/13 of 9 October 2003, concerning "Special measures for protection from sexual exploitation and sexual abuse" ("SEA").
 - (b) Moreover, and without limitation to the application of other regulations, rules, policies and procedures bearing upon the performance of the activities under this Project Document, in the implementation of activities, the Implementing Partner, and each of its sub-parties referred to above, shall not engage in any form of sexual harassment ("SH"). SH is defined as any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to

cause offense or humiliation, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.

5. a) In the performance of the activities under this Project Document, the Implementing Partner shall (with respect to its own activities), and shall require from its sub-parties referred to in paragraph 4 (with respect to their activities) that they, have minimum standards and procedures in place, or a plan to develop and/or improve such standards and procedures in order to be able to take effective preventive and investigative action. These should include: policies on sexual harassment and sexual exploitation and abuse; policies on whistleblowing/protection against retaliation; and complaints, disciplinary and investigative mechanisms. In line with this, the Implementing Partner will, and will require that such sub-parties will take all appropriate measures to:
 - i. Prevent its employees, agents or any other persons engaged to perform any services under this Project Document, from engaging in SH or SEA;
 - ii. Offer employees and associated personnel training on prevention and response to SH and SEA, where the Implementing Partner and its sub-parties referred to in paragraph 4, have not put in place its own training regarding the prevention of SH and SEA, the Implementing Partner and such sub-parties may use the training material available at UNDP;
 - iii. Report and monitor allegations of SH and SEA of which the Implementing Partner and its sub-parties referred to in paragraph 4 have been informed or have otherwise become aware, and status thereof;
 - iv. Refer victims/survivors of SH and SEA to safe and confidential victim assistance; and
 - v. Promptly and confidentially record and investigate any allegations credible enough to warrant an investigation of SH or SEA. The Implementing Partner shall advise UNDP of any such allegations received and investigations being conducted by itself or any of its sub-parties referred to in paragraph 4 with respect to their activities under the Project Document, and shall keep UNDP informed during the investigation by it or any of such sub-parties, to the extent that such notification (i) does not jeopardize the conduct of the investigation, including but not limited to the safety or security of persons, and/or (ii) is not in contravention of any laws applicable to it. Following the investigation, the Implementing Partner shall advise UNDP of any actions taken by it or any of the other entities further to the investigation.
- b) The Implementing Partner shall establish that it has complied with the foregoing, to the satisfaction of UNDP, when requested by UNDP or any party acting on its behalf to provide such confirmation. Failure of the Implementing Partner, and each of its sub-parties referred to in paragraph 4, to comply of the foregoing, as determined by UNDP, shall be considered grounds for suspension or termination of the Project.
6. Social and environmental sustainability will be enhanced through application of the UNDP Social and Environmental Standards (<http://www.undp.org/ses>) and related Accountability Mechanism (<http://www.undp.org/secu-srm>).
7. The Implementing Partner shall: (a) conduct project and programme-related activities in a manner consistent with the UNDP Social and Environmental Standards, (b) implement any management or mitigation plan prepared for the project or programme to comply with such standards, and (c) engage in a constructive and timely manner to address any concerns and complaints raised through the Accountability Mechanism. UNDP will seek to ensure that communities and other project stakeholders are informed of and have access to the Accountability Mechanism.
8. All signatories to the Project Document shall cooperate in good faith with any exercise to evaluate any programme or project-related commitments or compliance with the UNDP Social and

Environmental Standards. This includes providing access to project sites, relevant personnel, information, and documentation.

9. The Implementing Partner will take appropriate steps to prevent misuse of funds, fraud or corruption, by its officials, consultants, responsible parties, subcontractors and sub-recipients in implementing the project or using the UNDP funds. The Implementing Partner will ensure that its financial management, anti-corruption and anti-fraud policies are in place and enforced for all funding received from or through UNDP.
10. The requirements of the following documents, then in force at the time of signature of the Project Document, apply to the Implementing Partner: (a) UNDP Policy on Fraud and other Corrupt Practices and (b) UNDP Office of Audit and Investigations Investigation Guidelines. The Implementing Partner agrees to the requirements of the above documents, which are an integral part of this Project Document and are available online at www.undp.org.
11. In the event that an investigation is required, UNDP has the obligation to conduct investigations relating to any aspect of UNDP programmes and projects in accordance with UNDP regulations, rules, policies and procedures. The Implementing Partner shall provide its full cooperation, including making available personnel, relevant documentation, and granting access to the Implementing Partner's (and its consultants', responsible parties', subcontractors' and sub-recipients') premises, for such purposes at reasonable times and on reasonable conditions as may be required for the purpose of an investigation. Should there be a limitation in meeting this obligation, UNDP shall consult with the Implementing Partner to find a solution.
12. The Signatories of this Project Document will promptly inform each other in case of any incidence of inappropriate use of funds, or credible allegation of fraud or corruption with due confidentiality.

Where the Implementing Partner becomes aware that a UNDP project or activity, in whole or in part, is the focus of investigation for alleged fraud/corruption, the Implementing Partner will inform the UNDP Resident Representative/Head of Office, who will promptly inform UNDP's Office of Audit and Investigations (OAI). The Implementing Partner shall provide regular updates to the head of UNDP in the country and OAI of the status of, and actions relating to, such investigation.

13. UNDP shall be entitled to a refund from the Implementing Partner of any funds provided that have been used inappropriately, including through fraud or corruption, or otherwise paid other than in accordance with the terms and conditions of the Project Document. Such amount may be deducted by UNDP from any payment due to the Implementing Partner under this or any other agreement.

Where such funds have not been refunded to UNDP, the Implementing Partner agrees that donors to UNDP (including the Government) whose funding is the source, in whole or in part, of the funds for the activities under this Project Document, may seek recourse to the Implementing Partner for the recovery of any funds determined by UNDP to have been used inappropriately, including through fraud or corruption, or otherwise paid other than in accordance with the terms and conditions of the Project Document.

Note: The term "Project Document" as used in this clause shall be deemed to include any relevant subsidiary agreement further to the Project Document, including those with the Implementing Partner, responsible parties, subcontractors and sub-recipients.

14. Each contract issued by the Implementing Partner in connection with this Project Document shall include a provision representing that no fees, gratuities, rebates, gifts, commissions or other payments, other than those shown in the proposal, have been given, received, or promised in connection with the selection process or in contract execution, and that the recipient of funds from the Implementing Partner shall cooperate with any and all investigations and post-payment audits.

15. Should UNDP refer to the relevant national authorities for appropriate legal action any alleged wrongdoing relating to the project, the Government will ensure that the relevant national authorities shall actively investigate the same and take appropriate legal action against all individuals found to have participated in the wrongdoing, recover and return any recovered funds to UNDP.
16. The Implementing Partner shall ensure that all of its obligations set forth under this section entitled "Risk Management" are passed on to each responsible party, subcontractor and sub-recipient and that all the clauses under this section entitled "Risk Management" are included, *mutatis mutandis*, in all sub-contracts or sub-agreements entered into further to this Project Document.

XI. SPECIAL CLAUSES

1. In accordance with the provisions of the Agreement on Co-financing between the Government of Turkmenistan and United Nations Development Programme, the State Customs Service of Turkmenistan (SCS) shall make a contribution to implement this project in the amount of 3,760,736.28 (three million seven hundred sixty thousand seven hundred and thirty-six US dollars and twenty eight cents) USD, which will be transferred to specified UNDP accounts in the way specified below. In accordance with the UN Agency-to-Agency Agreement to be executed between UNDP and UNCTAD, UNDP will transfer the amount of 2,391,120 (two million three hundred ninety-one thousand one hundred twenty US dollars) USD including general management support UNCTAD 8% to UNCTAD as payment for the technical assistance UNCTAD will provide to the Government of Turkmenistan pursuant to this project. UNCTAD shall commence and continue to conduct operations on the receipt of such payment(s).

- a. The SCS, in accordance with the payment schedule specified below, shall transfer the contribution in the TMT equivalent in the amount of 376,073.63 (three hundred seventy six thousand and seventy three US dollars and sixty three cents) USD to the bank account 23203934273168502583000 of the Turkmen-Turkish Commercial bank.

Payment date	Amount
i. 20.01.2021	USD150,429.45
ii. 20.01.2022	USD112,822.09
iii. 20.01.2023	USD112,822.09

- b. The SCS, in accordance with the payment schedule specified below, shall transfer the contribution in the US dollar equivalent in the amount of 3,384,662.65 (three million three hundred and eighty four thousand six hundred and sixty two US dollars and sixty five cents) USD to Citibank N.A, 111 Wallstreet New York, NY 10043, bank account 36349562 and details: SWIFT no.CITIUS33, ABA no. 021000089.

Payment date	Amount
i. 20.01.2021	USD1,353,865.07
ii. 20.01.2022	USD1,015,398.79
iii. 20.01.2023	USD1,015,398.79

- c. The amount of this payment if paid in a currency other than US dollars, should be determined by using the United Nations² exchange rate at the date of payment. If the UN exchange rate changes prior to the full use of funds by UNDP, the cost of the remaining funds shall be adjusted accordingly. In such cases, in the determination of losses in the balance of the remaining funds, UNDP shall inform the Government on the possibility of additional financing from the Government. Where there is no possibility of additional funding, UNDP may reduce, delay or terminate provision of assistance to this project.

² The UN exchange rate for Turkmenistan is determined based on the official exchange rate of the Central Bank of Turkmenistan..

- d. The above payment schedule is made up consistent with the requirement that payments should be made before the start of the planned activities. This schedule may be amended in accordance with the progress of the project.
- e. UNDP shall receive, manage and use the contribution aimed at the project implementation in accordance with the current UNDP regulations, rules, policies, procedures and directives, including, in particular, the financial rules issued by the UNDP Executive Board.
2. UNDP undertakes to submit reports to the State Customs Service of Turkmenistan on the implementation of activities and use of financial resources of the project in accordance with Agreement on Co-financing. All financial accounts and reports must be denominated in US dollars.
3. In the event that unforeseen increases in expenses or liabilities are expected or made (either due to inflationary factors, fluctuations in exchange rates or unforeseen circumstances), UNDP should promptly submit an additional cost estimate to the Government reflecting further necessary funding. The Government should take all possible measures to obtain the required additional funds.
4. All unspent contribution funds remaining after the preparation of the final balance sheet will be used to purchase additional services and (or) equipment, as agreed with the State Customs Service of Turkmenistan.
5. If the payments mentioned above are not received in accordance with the payment schedule and the additional period during the implementation of the project and are not transferred from the Government or other sources, UNDP may reduce, suspend or terminate the assistance provided for the project under this project document.
6. All interest revenues related to the contribution should be entered on the UNDP account and used in accordance with established UNDP procedures.
7. The following costs should be attributed to the contribution:
 - (a) 7% reimbursement of indirect costs associated with the provision of general management support from UNDP headquarters and the country office
 - (b) Direct costs for implementation support services provided by UNDP.
8. Ownership of equipment, materials, and other property financed from the contribution shall belong to UNDP until delivery and installation of the equipment. Ownership of equipment purchased at the expense of the contribution will be transferred from UNDP to the State Customs Service of Turkmenistan upon completion of the installation of equipment in accordance with the rules and procedures of UNDP.

UNCTAD ASYCUDA Intellectual Property

1. ASYCUDA software and related documentation as well as training materials shall be the intellectual property of UNCTAD.
 2. The names "Automated Customs Data System", "ASYCUDA", "SIDONIA" system, their logos and trademarks, as well as ASYCUDA software including system updates, training materials and ASYCUDA documentation, shall be UNCTAD copyright.
 3. UNCTAD hereby shall grant to the Government of Turkmenistan a non-transferable, non-sublicensable, non-exclusive, free-of-charge and perpetual right to use ASYCUDA software and related documentation and training materials exclusively within the framework of the project, and provide services additionally specified in the Project Document.
 4. The Government of Turkmenistan and its customs administration have the right to use ASYCUDA software and related documentation and training materials within its national territory.
 5. The rights granted under this license shall extend only to the licensee and shall not extend to any other institution, corporation, organization or person without prior written consent of UNCTAD. The licensee shall not sublicense, assign or otherwise transfer the license issued by UNCTAD under this Agreement.
 6. The Government of Turkmenistan and its customs administration acknowledge that ASYCUDA software developed by UNCTAD and related documentation and training materials including updates, are the property of UNCTAD and that all rights to it, including copyright, belong to UNCTAD. Any rights to ASYCUDA software and related documentation and training materials licensed under this Agreement that are not expressly granted in this document shall be reserved by UNCTAD.
 7. The Government of Turkmenistan and its customs administration have the right to make changes and create derivative works in the ASYCUDA software system. Such derivative works shall remain the intellectual property of the Government of Turkmenistan and its customs administration. To the extent that it may be of interest to other ASYCUDA user countries, UNCTAD and the Government of Turkmenistan shall consider and study promoting and/or sharing mechanisms in the common interests of the Government of Turkmenistan and interested ASYCUDA user countries.
 8. The Government of Turkmenistan and its customs administration shall render and include any UNCTAD copyright notice or other notice of ownership, as such notice may be contained in ASYCUDA software and all relevant documents and training materials received by the Government of Turkmenistan and its customs administration from UNCTAD, in all copies of the ASYCUDA software system and related documentation and training materials manufactured or used under this project. The Government of Turkmenistan and its customs administration agree to immediately notify UNCTAD if the Party receives information on any unauthorized possession, use or disclosure of an ASYCUDA software element by any individual or legal entity, and further agree to cooperate with UNCTAD on protection of UNCTAD property rights.
 10. With the exception of services and support provided by UNCTAD in accordance with the provisions of the Project Document and its annexes/appendices, UNCTAD shall provide the ASYCUDA software system "as is".
 11. The Government of Turkmenistan, its customs administration and UNCTAD shall make every effort to peacefully resolve any dispute, contradiction or claim arising from this annex, or their violation, termination or invalidity.
 12. The Government of Turkmenistan and UNCTAD shall use their best efforts to amicably settle any dispute, controversy, or claim arising out of this Agreement or the breach, termination, or invalidity thereof.
- Any dispute, controversy, or claim between the Government of Turkmenistan and UNCTAD arising out of this Agreement or the breach, termination, or invalidity thereof, unless settled amicably under

paragraph (i) of this Article within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under this Agreement, order the termination of this Agreement, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under this Agreement, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim measures") and Article 34 ("Form and effect of the award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in this Agreement, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The arbitral proceedings shall take place in Geneva, Switzerland, provided that, in light of the privileges and immunities of the United Nations, such reference to the place of arbitration shall connote only the physical place of the arbitral proceedings and not the jurisdictional seat of the arbitration. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

13. Nothing in or in connection with this annex constitutes a waiver, expressed or implied, of any privileges or immunities of the United Nations, including its subsidiary bodies.

14. If any provision of the Project Document is declared invalid, illegal or not having legal force, the validity, legality and possibility of enforcing this annex cannot be violated.

15. The entry into force of the annex to ASYCUDA rules and regulations in the field of intellectual property rights shall be the date of signing of the Project Document. These rules and regulations shall remain in force upon the termination of the Project Document and are not limited in time.

UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT RULES AND
PROCEDURES APPLICABLE TO THE ADMINISTRATION OF TECHNICAL CO-OPERATION
TRUST FUNDS

1. The donor(s) shall place at the disposal of UNCTAD the amount specified in the project document and UNCTAD shall use such funds in accordance with the provisions of the project document;
2. The donor(s) shall deposit the aforementioned funds in convertible currencies of unrestricted use into an account designated by UNCTAD;
3. UNCTAD shall establish a trust fund under the Financial Regulations and Rules of the United Nations for the receipt and administration of the aforesaid funds;
4. The trust fund and the activities financed there from shall be administered by UNCTAD in accordance with the applicable United Nations regulations, rules and directives. Accordingly, personnel shall be engaged and administered; equipment, supplies and services purchased; and contracts entered into in accordance with the provisions of such regulations, rules and directives;
5. All financial accounts and statements shall be expressed in United States dollars;
6. The trust fund shall be charged with expenditures incurred by UNCTAD in the performance of activities under the project;
7. The trust fund will also be charged with eight (8) per cent of all direct expenditures incurred under the trust fund account. This charge shall be used to meet the costs of programme support services provided by UNCTAD in the implementation of the project(s) financed under the trust fund;
8. The trust fund will also be charged with an amount equivalent to one (1) per cent of the remuneration or net salary of persons engaged by UNCTAD, and whose engagement is financed by the trust fund, to provide a reserve for coverage of any claim for service-attributable death, injury or illness, under the applicable United Nations regulations and rules or contracts, which reserve cannot be refunded to the donor;
9. UNCTAD shall commence and continue to conduct operations on the receipt of contributions in accordance with the provisions set out in the project document;
10. UNCTAD will not make any commitments above the amounts specified for expenditures in the project document;
11. If unforeseen expenditures arise, UNCTAD will submit a supplementary budget to the donor(s) showing the further financing that will be necessary. If no such further financing is available, the assistance provided to the project(s) may be reduced or, if necessary, terminated by

UNCTAD. In no event will UNCTAD assume any liability in excess of the funds provided in the trust fund;

12. Ownership of equipment, supplies and other property financed from this trust fund shall vest in the United Nations. On the termination or expiration of the project, the matter of ownership shall be determined in accordance with the provisions of the project document or, should the project document not contain any such provisions, then the matter shall be decided through consultations between the donor(s), the government and UNCTAD;
13. Evaluation of the activities financed from this trust fund, including joint evaluation by UNCTAD, donor(s) and recipient(s) shall be undertaken as provided for in the project document;
14. The trust fund shall be subject exclusively to the internal and external auditing procedures laid down in the Financial Regulations, Rules and directives of the United Nations;
15. UNCTAD shall provide the donor(s) with the following statements and reports prepared in accordance with the United Nations accounting and reporting procedures;
 - An annual financial statement showing income, expenditures, assets and liabilities as of 31 December each year with respect to the funds provided by the donor(s);
 - A final report and a final financial statement within six months after the date of expiration or termination of the project.
16. UNCTAD shall notify the donor(s) when, in its opinion, the purposes for which the trust fund was established have been realized. The date of such notification shall be deemed to be the date of expiration of project activities, subject to the continuance in force of paragraph 18 for the purposes there stated;
17. The project may be terminated by either party on 30 days' written notice to the other party, subject to the continuance in force of paragraph 18 for the purposes there stated
18. On termination or expiration of the project under paragraphs 16 and 17 above, the funds will continue to be held by UNCTAD until all expenditures including the obligations incurred will have been met from such funds. Thereafter, any surplus remaining in the trust fund shall be refunded to the donor(s) unless applied by them to other activities following consultations between the donor(s) and UNCTAD.

**STANDARD LETTER OF AGREEMENT
BETWEEN UNDP AND THE GOVERNMENT
FOR THE PROVISION OF SUPPORT SERVICES**

Dear Mr. Maksat Khudaikulyev,

1. Reference is made to consultations between officials of the State Customs Service of Turkmenistan (hereinafter referred to as "the Government") and officials of UNDP with respect to the provision of support services by the UNDP country office for nationally managed programmes and projects. UNDP and the Government hereby agree that the UNDP country office may provide such support services at the request of the Government through its institution designated in the relevant programme support document or project document, as described below.
2. The UNDP country office may provide support services for assistance with reporting requirements and direct payment. In providing such support services, the UNDP country office shall ensure that the capacity of the Government-designated institution is strengthened to enable it to carry out such activities directly. The costs incurred by the UNDP country office in providing such support services shall be recovered from the administrative budget of the office.
3. The UNDP country office may provide, at the request of the designated institution, the following support services for the activities of the programme/project:
 - (a) Identification and/or recruitment of project personnel;
 - (b) Administration of project personnel (Payroll, banking administration, extensions, entitlements etc.);
 - (c) Payments to vendors and project personnel;
 - (d) F10 Settlement;
 - (e) Identification and facilitation of training activities;
 - (f) Procurement of goods and services;
4. The procurement of goods and services and the recruitment of project and programme personnel by the UNDP country office shall be in accordance with the UNDP regulations, rules, policies and procedures. Support services described in paragraph 3 above shall be detailed in an annex to the programme support document or project document, in the form provided in the Attachment hereto. If the requirements for support services by the country office change during the life of a programme or project, the annex to the programme support document or project document is revised with the mutual agreement of the UNDP resident representative and the designated institution.
5. The relevant provisions of the Standard Basic Assistance Agreement between the Government of Turkmenistan and the United Nations Development Programme signed on 05 October 1993 (the "SBAA"), including the provisions on liability and privileges and immunities, shall apply to the provision of such support services. The Government shall retain overall responsibility for the nationally managed programme or project through its designated institution. The responsibility of the UNDP country office for the provision of the support services described herein shall be limited to the provision of such support services detailed in the annex to the programme support document or project document.
6. Any claim or dispute arising under or in connection with the provision of support services by the UNDP country office in accordance with this letter shall be handled pursuant to the relevant provisions of the SBAA.
7. The manner and method of cost-recovery by the UNDP country office in providing the support services described in paragraph 3 above shall be specified in the annex to the programme support document or project document.
8. The UNDP country office shall submit progress reports on the support services provided and shall report on the costs reimbursed in providing such services, as may be required.

9. Any modification of the present arrangements shall be effected by mutual written agreement of the parties hereto.

10. If you are in agreement with the provisions set forth above, please sign and return to this office two signed copies of this letter. Upon your signature, this letter shall constitute an agreement between your Government and UNDP on the terms and conditions for the provision of support services by the UNDP country office for nationally managed programmes and projects.

Yours sincerely,



Signed on behalf of UNDP Turkmenistan
Natia Natsvlshvili
Resident Representative a.i.



For the State Customs Service of Turkmenistan
Mr. Maksat Khudaikulyev
Chairman

" 2020

DESCRIPTION OF UNDP COUNTRY OFFICE SUPPORT SERVICES

1. Reference is made to consultations between UNDP office in Turkmenistan; the institution designated by the Government of Turkmenistan and officials of UNDP with respect to the provision of support services by the UNDP country office for the nationally implemented project "Single Window for Export-Import Operations", "the Project".

2. In accordance with the provisions of the letter of agreement signed on _____ and the project document, the UNDP country office shall provide support services for the Project as described below.

3. Support services to be provided:

Support services	Schedule for the provision of the support services	Cost to UNDP of providing such support services per case/person in USD	Number of case	DPC Total Amount in USD
1. Human Resources				
a) TOR review and post classification + creation	2020-2021	34.35	1	34.35
b) Advertisement	2020	116.98	1	116.98
c) Short-listing (including long-listing)	2020	233.95	1	233.95
d) Writing test arrangement and administration	2020	91.4	1	91.4
e) Interviewing	2020	233.95	1	233.95
f) Contract issuance	2020	91.36	1	91.36
g) Payroll validation, disbursement	Yearly	155.36	1	155.36
2. Finance				
a) Payment to vendor and staff	Quarterly, yearly	37.88	49	1,856.12
b) Issue check only (Atlas Agencies only)	Ad hoc	16.65	28	466.20
c) Vendor profile only (Atlas Agencies only)	As per the working plan	20.41	10	204.10
d) F10 Settlement	As per the working plan	22.62	4	90.48
3. Procurement				
a) Procurement not involving CAP - below US\$ 50,000				
-Identification and selection	As per the working plan	282.29	5	1,411.45
- Issue Purchase Order	As per the working plan	52.64	5	263.20

Support services	Schedule for the provision of the support services	Cost to UNDP of providing such support services per case/person in USD	Number of case	DPC Total Amount in USD
b) Procurement process involving CAP (and/or ITB, RFP, requirements) - above US\$ 50,000)				
- Identification & selection	As per the working plan	489.45	5	2,447.25
-Contracting/Issue Purchase Order	As per the working plan	131.6	5	658.00
Asset disposal (without CAP)	By the closure of the project	28.38	5	141.90
4. Admin Support				
Custom Clearance-Diplomatic cargo	As per the working plan	332.1	4	1328.4
Visa request (excl. government fee)	As per the working plan	268.89	4	1075.56
Total DPC				10,900.00

Total amount for support services shall not exceed **10,900.00 USD**.

4. Description of functions and responsibilities of the parties involved:

As the national implementing partner, the **State Customs Service of Turkmenistan** (SCST) will oversee all aspects of project implementation. The SCST is a government agency that pursues the state policy and regulation of the activities of the customs system of Turkmenistan by ensuring compliance with Turkmenistan's international obligations on customs issues, as well as fighting against smuggling and other crimes, administrative offenses in its concerned area. The SCST includes its central office, the Training Center under the State Customs Service, the Directorate of Economic Management under the State Customs Service, customs in velayats and big cities, customs points and border checking points. The settlement institutions and its other organizations are also part of the State Customs Service of Turkmenistan.

The main priority areas for further development of the SCST include the following: i) improvement of the national customs legislation and regulations in compliance with the basic principles of international law; ii) improvement of the institutional structure of the customs authorities; iii) strengthening technical and operational capacity of the Customs Service and its points, specifically through applying modern satellite communication system and implementing e-customs.

The SCST will appoint a senior staff member to serve as the National Project Coordinator (NPC), who will be the lead individual responsible for overseeing the project.

Overall governance of the project will be carried out by the **Project Board**, which will include SCST, UNCTAD, other national agencies including the Inter-Agency Working Group and UNDP. The Project Board may invite other agencies to join as members, with the roster to be definitively set and approved no later than the project's inception period. The National Project Coordinator will serve as Chair of the Project Board, with assistance from UNDP in organizing and running all meetings and other exchanges of information. Meetings of the Project Board will take place at least once annually in time for approval of the following year's Annual Work Plan. Additional meetings may be called as needed by the NPC. **UNDP** will join SCST in managing the project and providing quality assurance, in accordance with plans approved by the Project Board. Most of UNDP's work for the project will be based in its Country Office

(CO) in Ashgabat, under the supervision of the Programme Specialist and other senior programme staff, including the UNDP Resident Representative a.i. as warranted. UNDP will also engage contractors to carry out Final Evaluations of the project. The day-to-day operations of the project will be carried out by project staff, headed by the **Project Manager**. The Project Manager will be responsible for carrying out the activities of the project as set forth in this Project Document and any revisions approved by the Project Board. At least one month in advance of the start of each project year, the Project Manager will prepare Annual Work Plans. These plans will be reviewed and approved by the Project Board and thereafter will be used by project staff as tools for planning, implementing, and tracking workflows. In addition, for each meeting of the Project Board, the Project Manager will prepare a full status report on project activity, including recent accomplishments, risks, and proposed mitigation measures. The Project Manager will also be responsible for preparing all required annual reports for UNDP and SCST.

UNDP country office staff will assist the Project Manager in all the administrative work of the project, including logistics and clerical work. In addition, the country office will provide administrative support to the Government regarding various specific administrative functions, whose costs will be billed as Direct Project Costs according to this Letter of Agreement.

Terms of Reference

Project Board

Duties and responsibilities:

The Project Board governs the project and oversees project implementation. The main functions of the Board are:

- General monitoring of project progress in meeting its objectives and outcomes and ensuring that they continue to be in line with national development objectives;
- Strategic leadership and coordination of activities of all members;
- Assurance of access to required information;
- Resolution of conflicts that arise during project implementation;
- Support for broader institutional, legal and regulatory conditions within Government and Turkmen society, as needed to enable the success of the project;
- Review and approval of Annual Work Plans and progress reports;
- Approval of the project management arrangements; and
- Approval of any amendments to be made in the project strategy due to changing circumstances.

Structure

To ensure proper coordination and involvement of key stakeholders, the Project Board will be co-chaired by UNDP, UNCTAD and State Customs Service of Turkmenistan (SCS). The SCS, as the key governmental agency in charge of customs matters, will ensure that other governmental agencies are duly consulted and involved as per their mandate. The Board may also include representatives of other national or local agencies. Other participants can be invited into the Board meetings at the decision of the Board.

The costs of the Board's work shall be considered as the Government's or other project partners' voluntary in-kind contribution to the project and shall not be paid separately by the project. Members of the Board are also not eligible to receive any monetary compensation from their work as experts or advisers to the project.

Meetings

It is suggested that the Board will have regular meetings, at least twice a year, or more often if required. A tentative schedule of the Board meetings will be agreed as a part of the annual work plans, and all representatives of the Board should be notified again in writing 14 days prior to the agreed date of the meeting. The meeting will be organized provided that the executing agency, UNDP and at least 2/3 of the other members of the Board can confirm their attendance. The project manager shall distribute all materials associated with the meeting agenda at least 5 working days in prior to the meeting.