Training Workshop on « Single Window » for Iraq

The content of trade facilitation implementation roadmap

Case of Morocco

16-17 January 2018, UN House Beirut

portait.portnet.ma
• Morocco has made the opening of its economy an irreversible choice:
  • Vast program of privatization;
  • Withdrawal of the State from certain activities;
  • The acceleration of the liberalization process in several sectors (trade, telecommunications, transport, energy sectors, banking and financial sector);
  • Increased role to the private sector;
• Structural reforms, large-scale construction policy and the implementation of sectoral strategies;
• 2007 : Port industry reform for the separation between regulation and operational activities;
• Big congestion in the port in the port of Casablanca in 2007
A program contract related to the national strategy for the competitiveness of the logistics for the period 2010-2015:

- Reduce the weight of logistics costs of Morocco in relation to GDP from 20% to 15%;

- Accelerate GDP growth by gaining 5 points over 10 years through increased value added resulting from lower logistics costs and the emergence of a competitive logistics sector.
By 2020:

- For the National Committee for Business Environment, Morocco should rank among the Top 50 countries of the Doing Business Indicator;

- For the National Ports Authority, ports should go paperless;

- For the National Committee of Foreign Trade Procedures Simplification, the foreign trade process will go paperless.
• In 2000 the National Council of Foreign Trade has conducted a large scale study to identify the current situation and a national plan for the simplification of trade procedures;

• In 2007, with the support of the World Bank, a time release study have been conducted in the port of Casablanca;

• During the period 2016-2017, an assessment of the national plan for the simplification of trade procedures have been conducted to evaluate the results, difficulties and to update the plan;
Past baseline current situation

Some findings

- Import and Export process each have more than 41 major activities;
- The document flows concern more than 52 documents per operation;
- The average number of stakeholders involved in each operation is more than 10;
- For major activities, the operating time can range from half an hour (for the formalities of unloading for example) to two weeks (for the recovery of the bill of lading);
- On average, each document circulates more than 6 times;
- In the congestion period, the time needed to clear the good was in average 14 days.
Goals identification

Setting up a national single window for foreign trade formalities. It aims to dematerialize 60% of current document flows, which would considerably reduce the costs of foreign trade operations and put Morocco in an advanced position in the international project of simplifying the procedures and use of the electronic administration.
## Activities identification and prioritization

<table>
<thead>
<tr>
<th>Project</th>
<th>C</th>
<th>F</th>
<th>Total</th>
<th>NHTA</th>
<th>NDD</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dematerialization of guarantees</td>
<td>4</td>
<td>14</td>
<td>4,5</td>
<td>No</td>
<td>Yes</td>
<td>2</td>
<td>H</td>
</tr>
<tr>
<td>Arrival of goods</td>
<td>2</td>
<td>13</td>
<td>3,8</td>
<td>No</td>
<td>Yes</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Notification of the arrival of goods to importers</td>
<td>2</td>
<td>13</td>
<td>3,8</td>
<td>No</td>
<td>No</td>
<td>All</td>
<td>H</td>
</tr>
<tr>
<td>Standardization of codifications</td>
<td>3</td>
<td>10</td>
<td>3,3</td>
<td>No</td>
<td>No</td>
<td>All</td>
<td>H</td>
</tr>
<tr>
<td>Dematerialisation of import/export commitment documents</td>
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<td>10</td>
<td>3,5</td>
<td>No</td>
<td>Yes</td>
<td>4</td>
<td>A</td>
</tr>
<tr>
<td>Access to information related to regulations</td>
<td>3</td>
<td>11</td>
<td>3,5</td>
<td>No</td>
<td>No</td>
<td>2</td>
<td>A</td>
</tr>
<tr>
<td>Goods release - Double check</td>
<td>2</td>
<td>10</td>
<td>3</td>
<td>No</td>
<td>Yes</td>
<td>3</td>
<td>A</td>
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<tr>
<td>Dematerialization of the document «BAD»</td>
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<td>9</td>
<td>3</td>
<td>No</td>
<td>Yes</td>
<td>4</td>
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<tr>
<td>Exportation process simplification</td>
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<td>3,5</td>
<td>No</td>
<td>Yes</td>
<td>3</td>
<td>A</td>
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<tr>
<td>Electronic payment</td>
<td>3</td>
<td>12</td>
<td>3,8</td>
<td>Yes</td>
<td>No</td>
<td>2</td>
<td>L</td>
</tr>
<tr>
<td>Automatic recognition of goods in the terminals</td>
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<td>10</td>
<td>3,5</td>
<td>Yes</td>
<td>No</td>
<td>2</td>
<td>L</td>
</tr>
<tr>
<td>Export docking dematerialization</td>
<td>3</td>
<td>12</td>
<td>No</td>
<td>Yes</td>
<td>2</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Notice of embarkation</td>
<td>3</td>
<td>12</td>
<td>No</td>
<td>Yes</td>
<td>2</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

C: Criticity (From 0 to 5); F: Feasibility (From 0 to 15); NHTA: Need for Huge Technical Adaptation; NDD: Need to Dematerilize Documents, N: Number of stackholders, P: Priority; H: High; A: Average, L: Low
<table>
<thead>
<tr>
<th>Entity</th>
<th>Nature</th>
<th>Chair</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Committee on Business Environment</td>
<td>Public / Private</td>
<td>Head of the Government</td>
<td>Annual action plan</td>
</tr>
<tr>
<td>National Commission for Simplification of Procedures</td>
<td>Public / Private</td>
<td>Trade Minister</td>
<td>Period roadmap</td>
</tr>
<tr>
<td>Regional Committees on Business Environment</td>
<td>Public / Private</td>
<td>Governors of regions</td>
<td>Annual action plan</td>
</tr>
<tr>
<td>Steering Committee for the implementation of SW</td>
<td>Public / Private</td>
<td>Equipment, Transport and Logistics Minister</td>
<td>Implementation and continuous improvement schedule and roadmap</td>
</tr>
<tr>
<td>Bord of Directors of PORTNET S.A.</td>
<td>Public / Private</td>
<td>CEO of the National Ports Authority</td>
<td>Implementation and continuous improvement roadmap, schedule and business plan</td>
</tr>
</tbody>
</table>
• A Limited Liability Company was created following the initiative of the National Ports Authority as its subsidiary with the participation of many public and private shareholders;

• The initial funding of the project was assured by the National Ports Authority;

• The chosen business model guarantees the viability and sustainable development of the National Single Window.
Gradual implementation

• A pilot EDI projet in the port of Casablanca to dematerialize the manifest;

• 2011 : PortNet started as a National Port Community System:
  • Vessel arrival;
  • Berth request;
  • Manifest.
  • Integration with Customs, Shipping Agents, Terminals and OGAs, ..

• 2014 : PortNet became the National Single Window for Foreign Trade.
• Monthly and weekly public dashboards with detailed KPI of all the processes: https://portail.portnet.ma/fr/statistiques

• Regular working and focus groups with direct implication of all the stakeholders including importers and exporters to analyze the gaps and to identify potential improvement possibilities;

• Regular open and external electronic surveys to measure the gaps, the level of satisfaction of the customers, their commitment and the good will of the single window (More than 600 responses in average for each survey);

• An annual national conference and forum discussion with the participation of international and regional organisations and experts.
### Some Key Performance Indicators

#### Monthly change in the key processes performance

<table>
<thead>
<tr>
<th>Process</th>
<th>Value M-1</th>
<th>Value M</th>
<th>Evolution M/M-1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Délai de délivrance de la main levée</td>
<td>4,16</td>
<td>3,4</td>
<td>-18%</td>
</tr>
<tr>
<td>Délai entre la main levée et la sortie de marchandise</td>
<td>0,75</td>
<td>0,8</td>
<td>+6%</td>
</tr>
<tr>
<td>Délai entre le pointage et la création de la DUM</td>
<td>4</td>
<td>3,3</td>
<td>-17%</td>
</tr>
<tr>
<td>Délai de séjour des conteneurs à l'import</td>
<td>8</td>
<td>7,50</td>
<td>-6%</td>
</tr>
</tbody>
</table>
Some Key Performance Indicators

Monthly change in the average time of stay of the containers in the port

![Graph showing monthly change in average time of stay of containers with data for January to December 2016 and 2017.]

- **Au 31 Déc 2016**: 22,995
- **Au 31 Déc 2017**: 28,446
- **Evolution 2017/2016**: +24%
Some Key Performance Indicators

Distribution by key ports of the percentage of manifestos submitted before 24 hours

- Agadir: 45%
- Casablanca: 46%
- Dakhla: 60%
- Jorf: 80%
- Laayoune: 67%
- Mohammedia: 82%
- Nador: 52%
- Safi: 33%
Some Key Performance Indicators

Monthly change in the average time needed to perform a coordinated physical inspection of a container

- **Moyenne 2016**: 3 J
- **Moyenne 2017**: 3,9 J
- **Evolution 2017/2016**: +30%
Some Key Performance Indicators

Monthly change in average page loading time of the Single Window portal

Source: Google/Analytics

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<tr>
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<tbody>
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<td>Janvier</td>
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<td>Décembre</td>
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</tbody>
</table>

Moyenne 2016: 3.38s
Moyenne 2017: 3.28s
Evolution 2017/2016: -3%
Some Key Performance Indicators

End to end and business processes dynamic performance monitoring

Tableau de Bord de Supervision de l’application PortNet Guichet Unique (Plateforme de Production)

Performance des transactions métiers clés

- Gestion Titres Importations
- Consultation Titres Exportations
- Consultation Liste Titres Importations
- Consultation Liste DAP
- Consultation Liste Manifestes
- Gestion Manifeste
- Recherche Fiches Suiveuses
- Gestion Fiches Suiveuses
- Consultation Liste Conteneurs à Inspecter
- Consultation Liste Avis Arrivée
- Page d’Accueil
- Catch All others

Temps de Réponse Moyen
- Nombre d’Appels Par Minute
- Nombre d’Exceptions Par Minute

Utilisation CPU
- 12%
- 7%

Utilisation Mémoire
- 42%
- 294 Appels/Min
- 18%
- 59%
Contact us

Harbour building of Port of Casablanca, 2nd floor Port of Casablanca, 20000, Casablanca, Morocco

📞 +212 520 473 102
📞 +212 520 473 101
✉️ contact@portnet.ma

Jalal Benhayoun
jbenhayoun@portnet.ma

portail.portnet.ma