



MEKONG
INSTITUTE



Project on “Upgrading Border Facilitation for Trade and Logistics Development in the Lancang - Mekong Countries”

Action Plan Implementation for Coordinated Border Management (CBM) Training Program

Implemented from August 14 to September 17, 2019

Organized by

- General Department of Customs and Excise, Cambodia
- Customs Department, Lao PDR
- Customs Department, Myanmar
- Aranyaprathet Customs, Thailand
- The Customs Department of Quang Tri Province, Vietnam

In collaboration with

- Mekong Institute

Funded by

- Lancang – Mekong Cooperation Special Fund



SUMMARY REPORT

EXECUTIVE SUMMARY

Mekong Institute (MI), with support from the Lancang-Mekong Cooperation Special Fund, conducted a three-day regional training program on “Coordinated Border Management (CBM)” at Mekong Institute (MI), Khon Kaen, Thailand from March 25 – 27, 2019. The training aimed enable the participants to develop a deeper understanding of (i) International conventions and practices in trade facilitation and coordinated border management (CBM); (ii) Trade Facilitation Initiatives under the Greater Mekong Sub-region (GMS) economic cooperation program, and (iii) Customs Cooperation and Customs modernization.

The regional training was attended by 24 participants. They represented government ministries and concerned agencies in charge of Customs and Sanitation and Phyto-Sanitation (SPS) operation and administration in the Lancang-Mekong countries.

As an integral part of the training program, Action Plans (AP) were developed to realize and apply the acquired knowledge and experience to the participants’ professional environment, share their insights with colleagues and indirect beneficiaries, and possibly suggest solutions to the project intervention in cooperation with MI. To this end, five (05) action plans (AP) were implemented by MI and the participants of CBM training in the forms of knowledge sharing workshops and training in Cambodia, Lao PDR, Myanmar, Thailand, and Vietnam (CLMVT) from August 14 to September 17, 2019.

The objectives of the AP implementation were to share knowledge, experience and lessons learnt obtained from regional Training on “Coordinated Border Management”, and to analyze the possibilities to develop Joint OSS centers and Integrated Quarantine Service Center between/among the LM countries.

A total of 122 stakeholders attended the five (05) AP implementations in the CLMVT countries: Cambodia (24), Lao PDR (20), Myanmar (21), Thailand (43), and Vietnam (14), respectively. They include officials from government agencies, such as customs, immigrations, and quarantine, ministries of agriculture and health, and representatives Customs broker association, industrial estate and Special Economic Zone (SEZ).

The API Knowledge Sharing Workshop was not implemented in Yunnan Province, China.

The contents delivered at the Knowledge Sharing Workshops included:

- WTO Trade Facilitation Agreement and International Conventions and Practices in CBM
- CBM Implementation in the GMS and Central Asia Regional Economic Cooperation (CAREC) Programs
- Implementation Plan for CIQ at Myawaddy Border Gate
- Single Window as part of Customs Modernization for Trade Facilitation
- The Coordinated Border Management (CBM) concept: main idea and experience of Thailand
- The Application of OSS Centers Services and Lessons Learned from other Economic Communities

In addition to the contents delivered, the participants widely discussed on variety of relevant topics, and provided comments and suggestions to the project at API workshops in each countries. The discussion results, comments, suggestions from participants of the national workshops in Cambodia, Lao PDR, Myanmar, Thailand, and Viet Nam are summarized as follows:

Cambodia

- The participants requested clarification on customs burdens presented by the resource person at the workshop, and suggested the resource person to update the information. They mentioned that in real practice, the customs burdens should be better as now the customs procedure has been modernized and automatized.
- It was stated in the workshop that OSS centers in SEZ function very well and are very supportive as investors can receive all services in one place with presence of all concerned government agencies in the centers.

Lao PDR

- The workshop participants suggested that the implementation of SSI/SWI between Thailand and Viet Nam through Mukdahan – Savannakhet.
- MOU for SWI/SSI implementation and CCA should be done both at the central and local governments. Since many agencies involve, the concerned agencies should be included in MOU and duties of each involved agency should be clearly described. It is also important that each agency should comprehend the evaluation framework of the SWI/SSI operation system and public-private consultation mechanism.
- It was suggested that two sides are to organize a “Provincial Steering Committee” and the Secretariat to facilitate preparation stage, implementation process and evaluation.
- In order to upgrade the service capacity, both sides consider to scheme capacity building programs in accordance with needs of the service providers. In this connection, either central government or local government from both sides should invest in further improvement of infrastructures including office facilities, procurement of equipment, etc.
- It should set up an exchange platform, where both sides can carry out regular consultations and exchange of knowledge to enhance quality services of the system. It can be in form of consultation workshops, trainings, meetings and online platform.
- Evaluations of the actual implementation should be based on the MOU signed by both governments.
- New knowledge and lessons learnt, particularly on implementation of CBM in the GMS, WTO Trade Facilitation Agreement, and SEZ management in LM countries

Myanmar

- Customs Department modernizes the customs system at Myawaddy border point, which is a major check point between Myanmar and Thailand, where MACCS operation has been in place.
- Customs point at the Thai-Myanmar Bridge II will be equipped with CIQ facilities and infrastructures in collaboration with Thailand Government and JICA. Standard operation procedures SOP will be developed for seven relevant agencies, which are customs department (41 officers), immigration department (25 officers), plant quarantine (7 officers), animal quarantine (05 officers), department of fisheries (05 officers), food and drug administration department (05 officers), police force (22), and public health department.
- Customs procedures at Myawaddy Border Gate will be upgraded under Border Control Facilitation (BCF) plan, which integrates VCCS (Vehicle Cargo Checking System), MACCS, and CIQ facilities to facilitate flow of cross border trade and risk management.
- Myanmar Customs Department is issuing TAD (Temporary Admission Document) to only vehicles which are registered and approved at NTC (National Transport Committee) in accordance with CBTA with Thailand.
- In upgrading CIQ services, facilities such as office space, lab, equipment, etc to provide quarantine services are to be upgraded. It was also discussed that there should have a clear

SOP and authorization line to be defined among these CIQ agencies. Otherwise, it will deteriorate tasks of the plan and animal protection department and their standard procedures in most of cases. Moreover, what the public health department concerns is also related with facilities and office spaces in border points and airports in order to handle health related cases as needed

- In addition to above points, the participants suggested that similar workshops should be organized in collaboration with all these agencies and technical assistance providers like Mekong Institute at the central level and border sites, as needed.

Thailand

- The participants discussed on contribution toward the possibilities to develop Joint OSS centers and Service Center between/among the BGEZs / SEZs in LM countries, including:
 - Pro/ Con of providing SSI to CBM agencies and/or involved parties/stakeholder
 - Issues and Challenges of the implementation of SSI
 - Do SSI/ SWI provide the greater opportunity to the trader community or border management agencies? How? and Why?
 - Participants' own experiences involving SSI/ SWI or CBM to share.
- The participants agree that SSI and SWI initiative truly benefit all the sectors involved in CBM. They fully supported the implementation of SWI/SSI initiative at the border area of Aranyaprathet/Poi Pet city, and suggested that both public and private sectors should be involved in this said initiative.
- The participants mentioned the lack/poor coordination and cooperation between government bodies/agencies and bureaucracy as the potential obstructions against the implementation. Most importantly, the unrest of politics situation and the continuance of the government regime could be the biggest challenge.
- It was stated that there is surely more benefit than negative impacts from the implementation of SWI/SSI as the importer and exporter or trader and all member of supplies chain can access to cross border goods and services more conveniently with time and cost reduction. All benefits cannot be obtained without a good management and coordination of the government agencies.

Vietnam

- The participants provided suggestion for further improvement of future AP arrangement and implementation, including (i) future similar workshops are expected to be organized at the central level and border sites in collaboration with all relevant agencies and technical assistance providers like MI, (ii) Larger technical assistance (grant) so more participants can be invited to the workshop, (iii) providing a proficient interpreter who knows the context of the workshop, and (iv) timeliness of AP implementation.
- It was stated the AP workshop is a new and effective method of learning, as the people who do not have opportunities to attend workshops abroad can gain their chances to practice modern, interactive, interesting and fruitful learning way.

In consideration of effectiveness of API workshops, different evaluation was conducted in each workshop to explore participants' opinions on learning objectives, expectation, improvement of knowledge, and overall arrangement of the workshop. Results of evaluations indicated that participants gained new knowledge and lessons learnt from the workshops, particularly on implementation of CBM in GMS, WTO Trade Facilitation Agreement, and SEZ management in LM countries.

ACRONYMS

ADB	Asian Development Bank
AP	Action Plan
BCF	Border Control Facilitation
CAMCONTROL	The Cambodia Import-Export Inspection and Fraud Repression Directorate-General
CAREC	Central Asia Regional Economic Cooperation
CBM	Coordinated Border Management
CBTA	Cross-Border Transport Agreement
CCA	Common Control Area
CIQ	Customs, Immigration, Quarantine
CLMVT	Cambodia, Lao PDR, Myanmar, Vietnam, Thailand
GDAH	General Department of Animal Health and Production
GDCE	General Department of Customs and Excise
GMS	Greater Mekong Sub-region
LM countries	Lancang - Mekong countries
LMC	Lancang - Mekong Cooperation
LMCSF	Lancang - Mekong Cooperation Special Fund
MAFF	Ministry of Agriculture, Forestry and Fisheries
MI	Mekong Institute
MOU	Memorandum of Understanding
NTC	National Transport Committee
OSS	One-stop Service
RP	Resource Person
SEZ	Special Economic Zone
SOP	Standard of Procedure
SPS	Sanitation and Phyto-Sanitation
SWI/SSI	Single Window Inspection/Single Stop Inspection
TFA	Trade Facilitation Agreement
TIF	Trade and Investment Facilitation Department
VCCS	Vehicle Cargo Checking System
WCO	World Customs Organization
WTO	World Trade Organization

CONTENTS

EXECUTIVE SUMMARY	1
ACRONYMS.....	4
I. BACKGROUND.....	6
II. OBJECTIVES OF THE ACTION PLAN (AP)	6
III. EXPECTED OUTCOMES OF THE ACTION PLAN (AP).....	6
IV. PARTICIPATION OF ACTION PLAN (AP).....	7
4.1 PARTICIPANTS	7
4.2 RESOURCE PERSONS.....	7
V. CONSOLIDATION OF THE API IN CAMBODIA, LAO PDR, MYANMAR, THAILAND, AND VIETNAM.....	8
5.1 CAMBODIA: KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION OF COORDINATED BORDER MANAGEMENT (CBM) AND MODULAR TRAINING ON MANAGEMENT OF SPECIAL ECONOMIC ZONES IN LANCANG – MEKONG COUNTRIES	9
5.2 LAO PDR: KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION OF COORDINATED BORDER MANAGEMENT TRAINING IN LAO PDR	10
5.3 MYANMAR: KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION OF COORDINATED BORDER MANAGEMENT TRAINING IN MYANMAR	11
5.4 THAILAND: TRAINING ON THE DEVELOPMENT OF JOINT OSS CENTER AT KLONG LUEK / POI PET	13
5.5 VIETNAM: KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION ON “DEVELOPMENT OF JOINT OSS CENTER OR INTEGRATED QUARANTINE SERVICE CENTER IN VIETNAM”	14
VI. EVALUATION	15
VII. APPENDIXES.....	19
7.1 CONCEPT NOTE.....	19
7.2 AFTER EVENT EVALUATION FORM	22
7.3 PICTURES	24
7.4 LIST OF PARTICIPANTS.....	29
7.5 ABOUT MEKONG INSTITUTE (MI).....	38

I. BACKGROUND

With support from Chinese Government through the Lancang-Mekong Cooperation Special Fund, Mekong Institute (MI) conducted a three-day regional training program on “Coordinated Border Management (CBM)” at Mekong Institute (MI), Khon Kaen, Thailand from March 25 – 27, 2019. The training aimed enable the participants to develop a deeper understanding of (i) International conventions and practices in trade facilitation and coordinated border management (CBM); (ii) Trade Facilitation Initiatives under the Greater Mekong Sub-region (GMS) economic cooperation program, and (iii) Customs Cooperation and Customs modernization.

A total of 24 target participants’ Government officials from the ministries and concerned agencies in charge of Customs and Sanitation and Phyto-Sanitation (SPS) operation and administration in the Lancang-Mekong countries attended the regional training. MI team and five (05) resource persons facilitated and delivered three inter-related subjects on (i) International Conventions and Practices in Coordinated Border Management (CBM) and Trade Facilitation; (ii) Trade Facilitation in the Greater Mekong Sub-Region (GMS), Central Asia Regional Economic Cooperation (CAREC) program and international practices; and (iii) Single Window as part of Customs Modernization for Trade Facilitation.

The training program was conducted in a highly effective interaction approach through the instructions and facilitation by the resource persons and actions taken by the participants through theme-based presentations, discussions, and group work.

As an integral part of the training program, Action Plans (AP) were developed to realize and apply the acquired knowledge and experience to the participants’ professional environment, share their insights with colleagues and indirect beneficiaries, and possibly suggest solutions to the project intervention in cooperation with MI.

To this end, five (05) action plans were implemented by the participants of CBM Training in the forms of knowledge sharing workshops in Cambodia, Lao PDR, Myanmar, Thailand, and Vietnam.

II. OBJECTIVES OF THE ACTION PLAN (AP)

The AP implementation aims to:

- Share knowledge, experience and lessons learnt obtained from regional Training on “Coordinated Border Management”.
- Analyze the possibilities to develop Joint OSS centers and Integrated Quarantine Service Center between/among the LM countries.

III. EXPECTED OUTCOMES OF THE ACTION PLAN (AP)

The workshop expects to achieve following outputs:

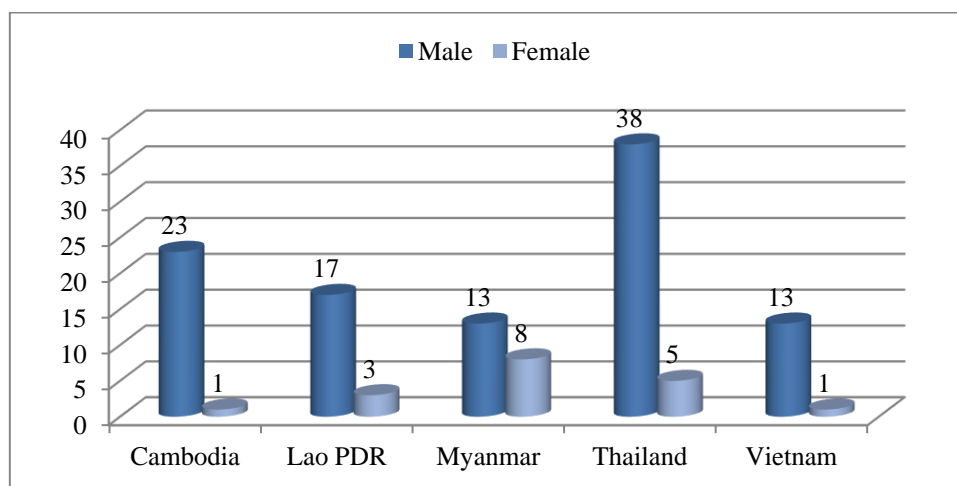
- Stakeholders and beneficiaries’s comprehension of the themes under the CBM training enhanced.
- Practical measures and solutions to development of joint one stop service (OSS) centers and integrated quarantine (SPS) service centers.

IV. PARTICIPATION OF ACTION PLAN (AP)

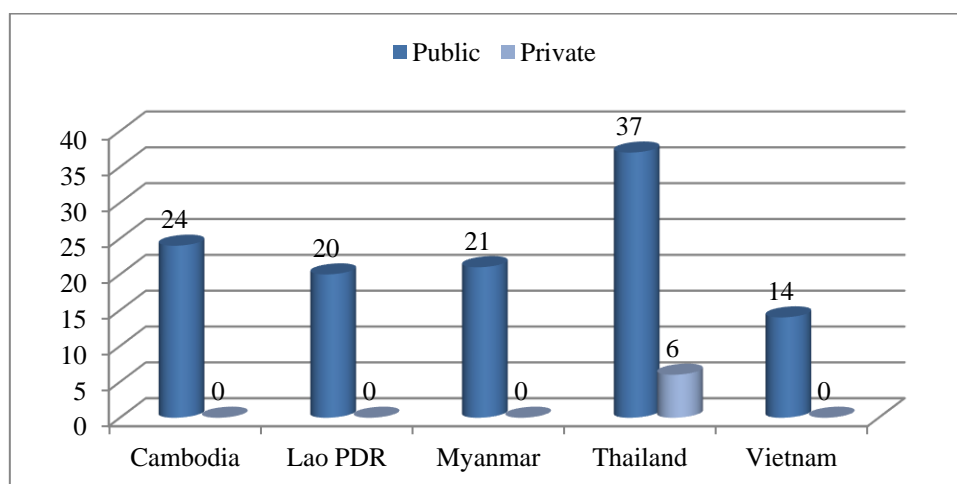
4.1 PARTICIPANTS

A total of 122 stakeholders attended and benefited from the five (05) action plan implementation in CLMVT countries: Cambodia (24), Lao PDR (20), Myanmar (21), Thailand (43), and Vietnam (14). They include officials from government agencies, such as customs, immigrations, and quarantine, ministries of agriculture and health, and representatives from private sector, such as customs broker association, industrial estate and Special Economic Zone (SEZ). The proportion of participants by gender and sectors are illustrated in following graphs.

The Proportion of Participants by Gender:



The Proportion of Participants by Sector:



4.2 RESOURCE PERSONS

The resource persons include participants of CMB training, experts from Asian Development Bank (ADB) and Mekong Institute (MI), customs technical experts of customs department of the LMVT countries. The names of resource persons are as followings:

	Name	Title	Institution
1	Mr. Quan Anh Nguyen	Program Specialist of Trade and Investment Department (TIF)	Mekong Institute (MI)
2	Dr. Jayant Menon	Lead Economist	Asian Development Bank (ADB)
3	Mr. Bouasone Sayasouk	Chief of Dasavanh Customs	Lao Customs Department
4	Ms. Thinzar Khaing	Staff Officer of International Relations Division	Myanmar Customs Department
5	Ms. Ei Phyo Lwin	Staff Officer of MACCS Division	Myanmar Customs Department
6	Mr. Si Thu Kyaw	Staff Officer of MACCS Division	Myanmar Customs Department
7	Ms. Aknyinnar Oo	Customs Inspector of Investigative Division	Myanmar Customs Department
8	Mrs. Aree Suwannamas	Customs Technical Officer, Expertise Level of the Customs Department	Thai Customs Department
9	Mr. Kurkrit Chaisirikul	Customs Technical Officer of Chumphon Customs House	Thai Customs Department
10	Mr. Kittisanta Sukhaprabhahorn	Customs Technical Officer of Aranyaprathet Customs House	Thai Customs Department
11	Mr. Nguyen Ngoc Hai	Deputy Chief of Lao Bao Customs	The Customs Department of Quang Tri Province, Vietnam Customs

V. CONSOLIDATION OF THE API IN CAMBODIA, LAO PDR, MYANMAR, THAILAND, AND VIETNAM

5.1 Cambodia: Knowledge sharing workshop for Action Plan Implementation of Coordinated Border Management (CBM) and Modular Training on Management of Special Economic Zones in Lancang – Mekong Countries



The Knowledge Sharing Workshop for Action Plan Implementation of Coordinated Border Management (CBM) and Modular Training on Management of Special Economic Zones in Lancang – Mekong Countries was organized by the General Department of Customs and Excise (GDCE) of Cambodia, in collaboration with Mekong Institute (MI) on September 04, 2019 at Sunway Hotel, Phnom Penh, Cambodia.

Twenty-four (24) beneficiaries attended the workshop. They include officials from General Department of Customs and Excise (GDCE), Customs and Excise Offices in Checkpoints, General Department of Animal Health and Production (GDAHP) and Ministry of Agriculture, Forestry and Fisheries (MAFF).

The workshop consisted of two sessions facilitated and delivered by two resource persons from Mekong Institute (MI) and Asian Development Bank (ADB). In the first session, the resource person from MI provided a presentation on the contents/topics of the CBM training, including (i) International Convention on Border Agency Cooperation in Trade Facilitation Agreement & Coordinated Border Management under WCO Framework, (ii) Implementation of CBM in the Greater Mekong Subregion Economic Cooperation Program (GMS), (iii) Implementation of CBM in the Central Asian Regional Economic Cooperation Program (CAREC), and (iv) recommendations. Some discussion points were discussed throughout the session, including:

- Implementation of common control area (CCA) in LM countries, the case of Dasavanh-Lao Bao CCA at the border checkpoint of Lao PDR and Vietnam
- Implementation of ADB Early Harvest in the GMS countries, including benefits, usage and challenges of using ADB Early Harvest permit.
- Issues and challenges, such as congestions, customs broker services, container parking areas at Bavet – Moc Bai Border checkpoints

- Bilateral, regional agreements and regional integration of cross border transport.
- The participants commented on customs burdens, and suggested that in real practice it should be better as the customs procedure has been modernized and automatized.

In the second session, resource person from Asian Development Bank (ADB) delivered the presentation on SEZ Development in LM Countries: Lessons from a Case of Cambodia. The presentation covered concept and purposes of the SEZ, and the results of a study on Cambodia's Special Economic Zones (SEZs) with a view to drawing lessons for other countries in the region. Discussion points on the concerned matters include:

- Tariff and trade facilitation policies for investors in SEZ in first & second stages of SEZ development
- Benefits of SEZs for the country
- Cost and benefit of SEZ, opportunity cost for wages and extra incomes generated for workers in the SEZ
- Comparison study on competitiveness of SEZs in different countries
- Practical experience of customs officers working in OSS centers.

Results of evaluations of the workshop suggested that participants acquired new knowledge and lessons learnt, particularly on implementation of Coordinated Border Management in GMS, WTO Trade Facilitation Agreement, and SEZ management in LM countries.

5.2 Lao PDR: Knowledge Sharing Workshop for Action Plan Implementation of Coordinated Border Management Training in Lao PDR



The Laos Customs Department, in collaboration with Mekong Institute (MI), organized the knowledge sharing workshop on “Knowledge Sharing Workshop for Action Plan Implementation of

Coordinated Border Management Training in Lao PDR” on September 17, 2019, in Vientiane, Lao PDR.

A total of 20 delegates from concerned departments attended the workshop and provided insightful comments on current improvement of the CBM implementation in Laos. The workshop consisted of two main sessions facilitated by two resource persons from Laos Customs Department and MI, and generated discussions on related topics.

In addition to workshop presentations, the workshop noted discussion points made by the delegates, which reflect status of the current CBM initiatives and related issues in Laos. And some of key reflections were shared and noted as below:

- MOU for SWI/SSI implementation and CCA should be done both at the central and local governments. Since many agencies involve, the concerned agencies should be included in MOU, and duties of each involved agency should be clearly described. It is also important that each agency should comprehend the evaluation framework of the SWI/SSI operation system and public-private consultation mechanism.
- It was suggested that two sides are to organize a “Provincial Steering Committee” and the Secretariat to facilitate preparation stage, implementation process and evaluation.
- In order to upgrade the service capacity, both sides consider to scheme capacity building programs in accordance with needs of the service providers. In this connection, either central government or local government from both sides should invest in further improvement of infrastructures, including office facilities, procurement of equipment, etc.
- It should set up an exchange platform, where both sides can carry out regular consultations and exchange of knowledge to enhance quality services of the system. It can be in form of consultation workshops, trainings, meetings and online platform.
- Human resource development and staffing for the operation site are also one of key success measures of the CBM in this region.
- Evaluations of the actual implementation should be based on the MOU signed by both governments.

In addition to key points above, the workshop was a learning environment as well as a platform for these key concerned agencies of CBM implementation. It was suggested that similar workshops should be organized in collaboration with all these agencies and technical assistance providers like Mekong Institute at the central level and border sites, as needed.

After-event evaluation, results indicated that the participants were overall satisfied with the workshop. Though, the participants suggested that the workshop should have been started on time and had a proficient interpreter who knows the context of the workshop.

5.3 Myanmar: Knowledge Sharing Workshop for Action Plan Implementation of Coordinated Border Management Training in Myanmar



Myanmar Customs Department, in collaboration with Mekong Institute (MI), organized the one-day knowledge sharing workshop on “Knowledge Sharing Workshop for Action Plan Implementation of Coordinated Border Management Training in Myanmar” at Customs Department, Yangon, Myanmar on August 29, 2019.

Twenty one (21) participants from Customs Department, Department of Agriculture and Livestock Breeding and Veterinary Department, Myanmar Immigration, and Public Health Department attended the workshop.

They discussed about current status of improvement in CBM initiatives of Myanmar and any possible measures to development of joint one stop service (OSS) centers and integrated quarantine (SPS) service centers at major border points of Myanmar in LM region. The workshop was consisted of four main sessions facilitated by four resource persons from Myanmar Customs Department and generated discussions on related topics. After-event evaluation results indicated that the participants were overall satisfied with the workshop.

It was noted that during the workshop, delegates shared status quo of improvement in CBM initiatives of Myanmar, CIQ facilities, and related issues and key points are wrapped up as below;

- Customs Department modernizes the customs system at Myawaddy border point, which is a major check point between Myanmar and Thailand, where MACCS operation has been in place.
- Customs point at the Thai-Myanmar Bridge II will be equipped with CIQ facilities and infrastructures in collaboration with Thailand Government and JICA. Standard operation procedures SOP will be developed for seven relevant agencies, which are customs department (41 officers), immigration department (25 officers), plant quarantine (7 officers), animal quarantine (05 officers), department of fisheries (05 officers), food and drug administration department (05 officers), police force (22), and public health department.
- Customs procedures at Myawaddy Border Gate will be upgraded under Border Control Facilitation (BCF) plan, which integrates VCCS (Vehicle Cargo Checking System), MACCS, and CIQ facilities to facilitate flow of cross border trade and risk management.
- Myanmar Customs Department is issuing TAD (Temporary Admission Document) to only vehicles which are registered and approved at NTC (National Transport Committee) in accordance with CBTA with Thailand.
- In upgrading CIQ services, facilities such as office space, lab, equipment, etc to provide quarantine services are to be upgraded. It was also discussed that there should have a clear SOP and authorization line to be defined among these CIQ agencies. Otherwise, it will

deteriorate tasks of the plan and animal protection department and their standard procedures in most of cases. Moreover, what the public health department concerns is also related with facilities and office spaces in border points and airports in order to handle health related cases as needed.

In addition to key points above, the workshop was a learning environment as well as a platform for these key concerned agencies of CBM implementation and thus, it was suggested that similar workshops should be organized in collaboration with all these agencies and technical assistance providers like Mekong Institute at the central level and border sites, as needed.

5.4 Thailand: Training on the Development of Joint OSS Center at Klong Luek / Poi Pet



Aranyaprathet Customs House, with support from Mekong Institute (MI) and the Lancang–Mekong Cooperation Special Fund (LMCSF), successfully conducted the one-day training on Development of Joint OSS Center at Klong Luek / Poi Pet on August 14, 2019.

A total of forty three (43) participants from public and private sector related in border management in Sa Kaeo province and nearby attended the training: (i) 10 from Aranyaprathet Customs House (ii) 04 from Sa Kaeo Province Immigration (iii) 11 from Thai Authorized Customs Brokers Association (iv) 02 from Department of Industrial Promotion (v) 02 from Aranyaprathet Plant Quarantine (vi) 03 from Sakaeo Animal Quarantine (vii) 02 from Aranyaprathet FDA Office (viii) 01 from Sa Kaeo Aquatic Quarantine (ix) 01 from Aranyaprathet Health Quarantine (x) 01 from Aranyaprathet Livestock Office (xi) 05 local Customs Brokers and (xii) 01 from SaKaeo Industrial Estate Office.

The Academic working group of Aranyaprathet Customs and three (03) resource persons facilitated and delivered three inter-related subjects on (i) International Conventions and Practices in coordinated Border Management (CBM) and Trade Facilitation; (ii) vital role of Thai Customs Modernization for Trade Facilitation; and (iii) the feasibility on the establishment of Joint OSS Center at Klong Luek /Poi Pet.

The training program was conducted in a highly effective interaction approach through the instructions and facilitation by the resource persons and actions taken by the participants through theme-based presentations, discussions, and group work.

In consideration of the effectiveness of the training program, different evaluation methods such as pre and post-training assessment and final assessment were employed. First, the pre- and post-training self-assessment was used to measure the participants' improvement in their knowledge and understanding of each of the training contents by topics.

5.5 Vietnam: Knowledge Sharing Workshop for Action Plan Implementation on “Development of Joint OSS Center or Integrated Quarantine Service Center in Vietnam”



With support from Chinese Government through the Lancang-Mekong Cooperation Special Fund and Mekong Institute (MI), the Action Plan Implementation (API) was conducted by Mr. Nguyen Ngoc Hai – Vietnam Customs Department in Quang Tri, who attended the Regional Training program on Coordinated Border Management (CBM) in the form of a one-day knowledge sharing workshop at Lao Bao township, Quang Tri province, Vietnam on August 26, 2019.

A total of 14 target participants’ government officials from the provincial departments and cross-border agencies in charge of Immigration, Customs and Sanitation and Phyto-Sanitation (SPS) operation and administration in Quang Tri province attended the workshop.

The Knowledge Sharing workshop was conducted in an effective interaction approach through the instructions and facilitation by the resource person and actions taken by the participants through theme-based presentations, discussions, and group work.

The overall outcomes focus on: i) Knowledge and information of international conventions, agreements, standards; ii) Participation of Immigration Agency, who do not often go abroad to attend international workshops, especially at local/border levels, iii) The different ways to run a meeting/workshop, where interaction is highly promoted.

Future workshops are hoped by participants, but some difficulties should be identified for overcoming. They are: i) Larger acceptance for individually organized meeting/workshop, ii) Larger AP team, including more resource persons.

In conclusion, the workshop has marked a step forwards in the cooperation between Quang Tri province, Vietnam and MI, where the MI training approach of “Lear to Do – Do to Learn – Share to Learn” seems to be practically successful.

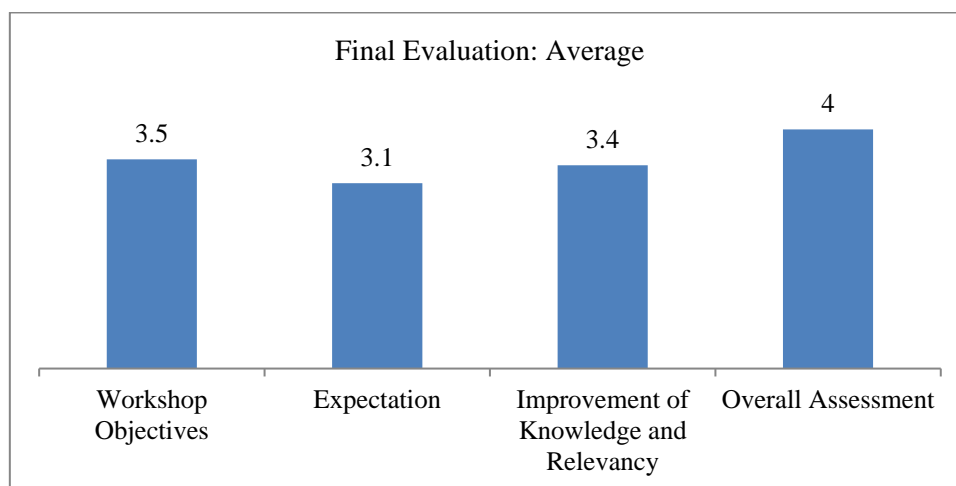
VI. Evaluation

Different evaluation was conducted in each workshop to explore participants’ opinions on learning objectives, expectation, improvement of knowledge, and overall arrangement of the workshop. Results of evaluation of each workshop are shown as followings:

Cambodia

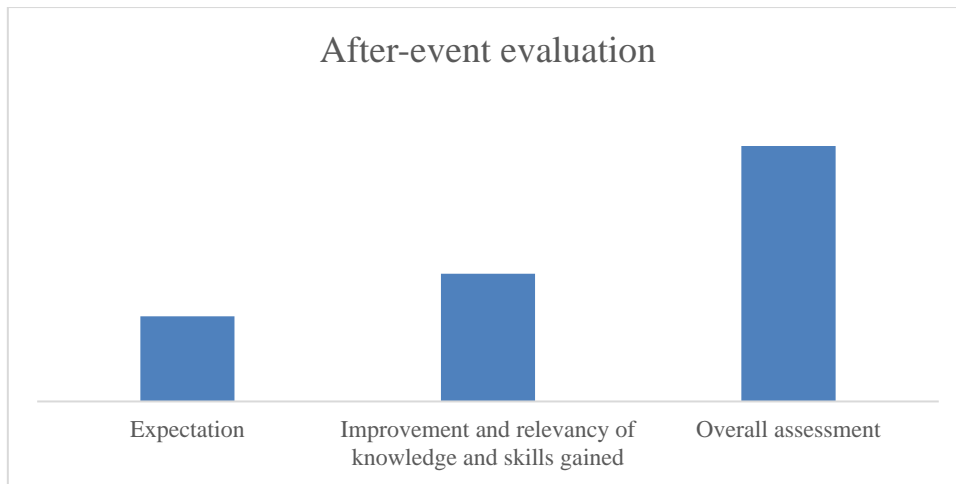
The final workshop evaluation was distributed to the 24 participants of the workshop to explore their ideas on learning objectives, expectation, improvement of knowledge, and overall assessment of the workshop.

Results of evaluation indicated that participants agreed that the workshop met its objectives with an average rating of 3.5 out of 5. As for participants’ expectation on the workshop and knowledge and skill improvement and relevancy, the average ratings were 3.1 and 3.4, respectively. Hence, it showed that they have met their expectation, and has moderately increased their knowledge and skill. Moreover, overall assessment indicated that the participants were mostly satisfied with the arrangement of the workshop with an average rating of 4.



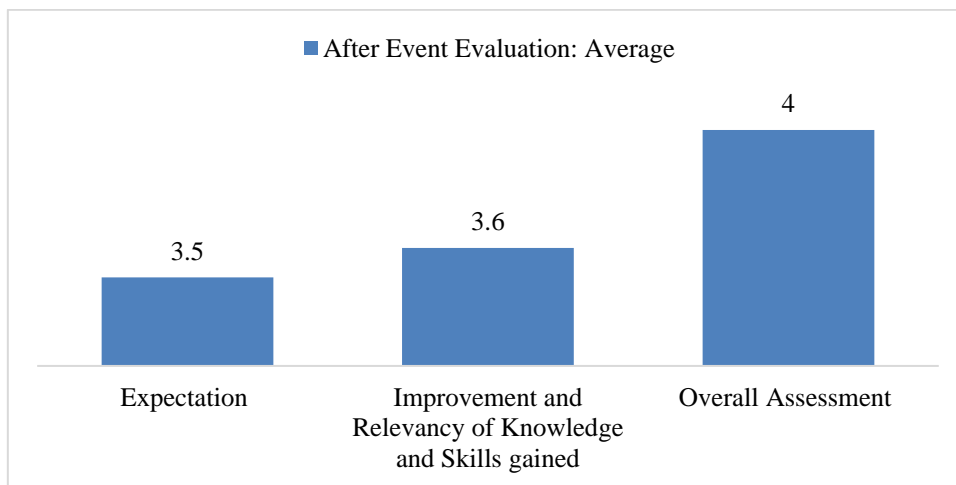
Lao PDR

After-event evaluation forms were distributed to 20 delegates, and responses were recorded accordingly. As the average rate on “Met the expectation” is 3.6, it indicates that the participants met their expectations on the workshop more than they neutrally met. In area of improvement and relevancy of knowledge and skills gained from the workshop, the workshop was able to increase knowledge and skill of most of the participants since 3.7 average rate is between “Moderately increased” and “Mostly increased”. The participants were overall satisfied with the workshop. Some feedbacks received indicated that the workshop should have been started on time and included a proficient interpreter who knows the context of the workshop. The summary of the event evaluation is attached in the appendix below.



Myanmar

After-Event Evaluation forms were distributed to 21 participants and responses were recorded accordingly. As the average rate on “met the expectation” is 3.5, it indicates that the participants met their expectations on the workshop more than they neutrally met. In area of improvement and relevancy of knowledge and skills gained from the workshop, it was evaluated that the workshop was able to increase knowledge and skill of most of the participants since 3.6 average rate is between “moderately increased” and “mostly increased”. The participants were overall satisfied with the workshop. Summary of the event evaluation is attached in the appendix below.

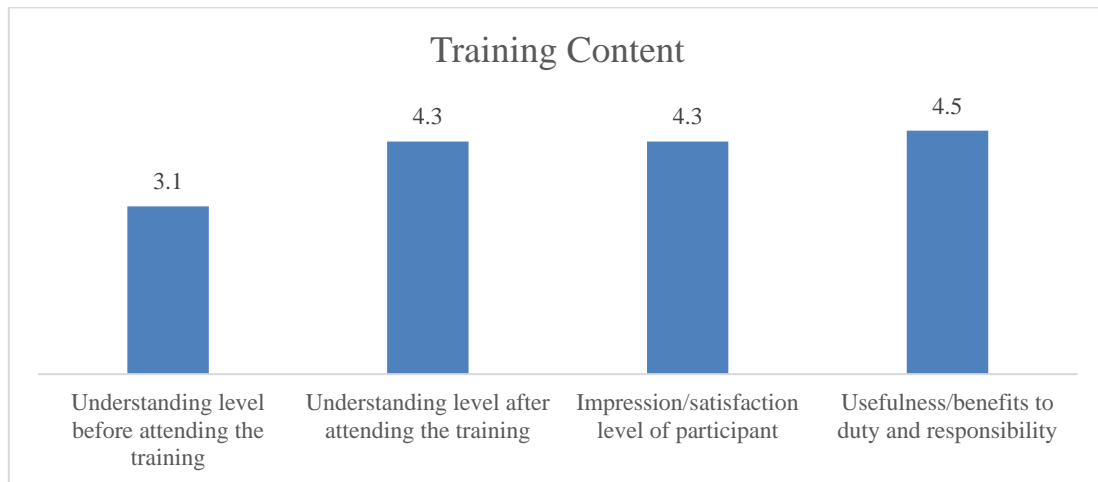


Thailand

The overall assessment form was distributed to all 43 participants during the beginning of the meeting; however, only 36 forms were returned with completely filled. The overall assessment composes of 3 sections that express the participants’ opinions on: 1. Training content, 2. Resource persons/ speaker/ moderator and 3. Usefulness/ benefits of the training program.

Section 1 reveals the participant’s self-evaluation to the training content. There are 4 questions to evaluate the participants’ opinions on: 1) Understanding/ comprehensiveness level of participant **before** attend the Meeting/Workshop; 2) Understanding/ comprehensiveness level of participant **after** attend the Meeting/Workshop; 3) Impression/ Satisfaction level of participant to Meeting/Workshop content; and 4) Level of usefulness/ benefit to duty and responsibility of each participant.

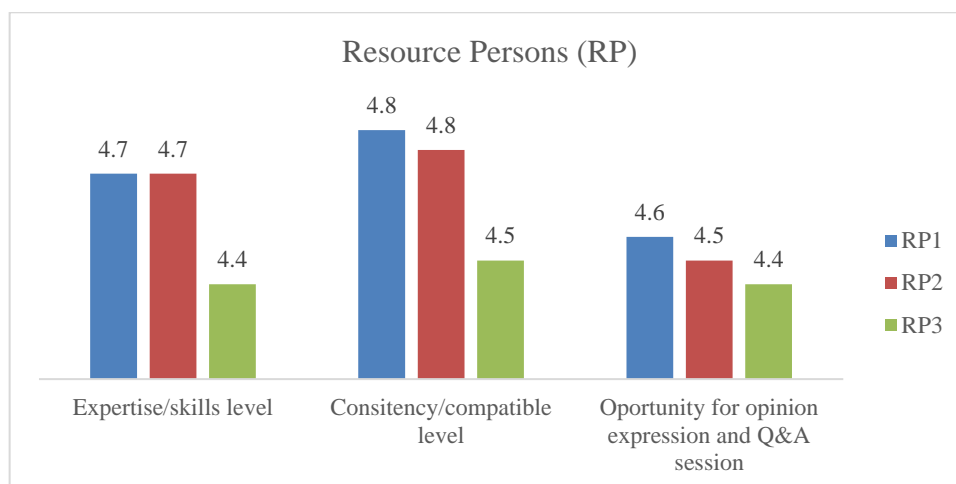
The assessment results of this section are shown in the following graph.



The average rating of understanding/comprehensiveness level of participant before and after attending the training was 3.1/5.0 and 4.3/5.0, respectively. These indicated that the training has significantly improved participants' knowledge and skills on delivered topics in the training program. As for the participants' impression/satisfaction level of participants and the usefulness/benefits to their job duty and responsibility, the average rating scores was very high with 4.3/5.0 and 4.5/5.0, respectively. These implied that the participants satisfied with the training arrangement and the knowledge and skills obtained from this training are beneficial for their daily works.

Section 2 expresses how all participant evaluate the resource persons (RP) of the training on 3 aspects: 1) Expertise /skill level of RP toward the content he/she presented; 2) Consistency/compatible level of his/her presentation content; 3) Opportunity for opinion expression and Q&A session.

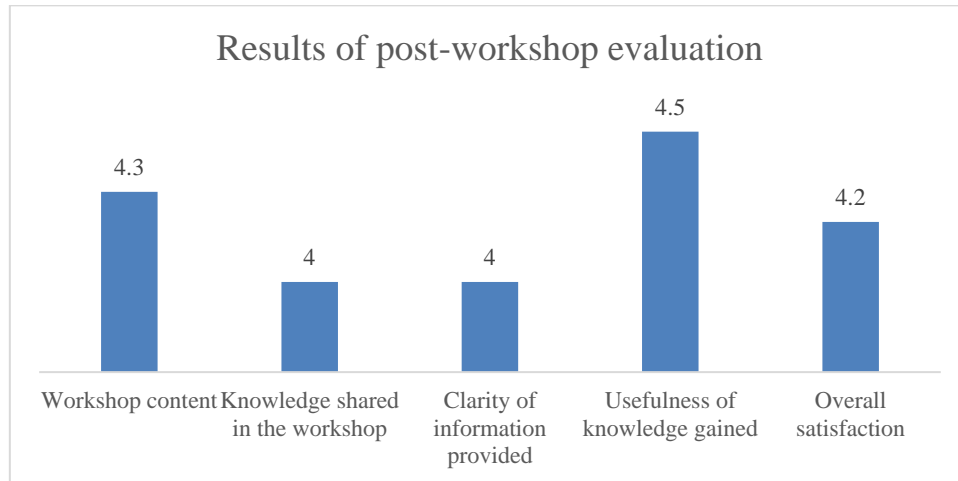
The assessment results of this section are shown in graph below:



Section 3 expresses how each particular participant evaluate how he/she can take this useful/ benefits knowledge from this training to apply/ introduce to their recent duty and responsibility. The average score of all participants is 4.7, slightly high, which means participants strongly believe that they can apply gained knowledge and skills in their job responsibilities.

Vietnam

The post-workshop evaluation was distributed to the 14 participants of the workshop to explore their opinions on workshop content, knowledge shared in the workshop, clarity of information provided during the workshop, usefulness of the knowledge gained from the workshop, and overall satisfaction on workshop arrangement.



The results of post-workshop evaluation were apparently high and beyond expectation. The main reasons might be participants' sympathy and interest given to efforts of the implementer who individually organized the workshop. According to the implementer, the evaluation results at least reflected following outcomes:

a. Organization:

It was the first time a workshop has been organized by an individual at the checkpoint, which opens the new way for such workshops in the future.

b. Learning method:

A new and effective method of learning has been applied, where the people who do not have opportunities to attend workshops abroad can gain their chances to practice modern, interactive, interesting and fruitful learning way, which is different from the common ways they know.

c. Knowledge sharing:

Through the workshop many ideas, experiences have been exchanged to build a rich feedback. Besides, the situation of CBM, SEZ, especially in Vietnam, appears much clearer.

d. Reform motivation:

Knowledge and information during the workshop plays the role to widen participants' viewpoint towards administrative reforms. They tend to think of some everyday impediments that should be removed.

VII. Appendixes

7.1 Concept Note

1. Background

With support from Chinese Government through the Lancang-Mekong Cooperation Special Fund, Mekong Institute (MI) conducted a three-day regional training program on “Coordinated Border Management (CBM)” at Mekong Institute (MI), Khon Kaen, Thailand from March 25 – 27, 2019. The training aimed enable the participants to develop a deeper understanding of (i) International conventions and practices in trade facilitation and coordinated border management (CBM); (ii) Trade Facilitation Initiatives under the Greater Mekong Sub-region (GMS) economic cooperation program, and (iii) Customs Cooperation and Customs modernization.

A total of 24 target participants’ government officials from the ministries and concerned agencies in charge of Customs and Sanitation and Phyto-Sanitation (SPS) operation and administration in the Lancang–Mekong countries attended the regional training. MI team and five (05) resource persons facilitated and delivered three inter-related subjects on (i) International Conventions and Practices in Coordinated Border Management (CBM) and Trade Facilitation; (ii) Trade Facilitation in the Greater Mekong Sub-Region (GMS), Central Asia Regional Economic Cooperation (CAREC) program and international practices; and (iii) Single Window as part of Customs Modernization for Trade Facilitation.

The training program was conducted in a highly effective interaction approach through the instructions and facilitation by the resource persons and actions taken by the participants through theme-based presentations, discussions, and group work.

Further to the achieved outputs under the training program, the training participants will implement Action Plans (AP) in group or on an individual basis to realize and apply the acquired knowledge and experience to their professional environment, share their insights with colleagues and the others, i.e. indirect beneficiaries, and possibly suggest solutions to the project intervention in cooperation with MI. To this end, the AP will focus on the key themed activities on “Development Joint OSS Center and Integrated Quarantine Service Center” that will be organized in the forms of knowledge sharing workshop or technical meetings with the concerned stakeholders and beneficiaries in support of trade and logistics development in Lancang–Mekong Countries.

2. Objectives of the Action Plan (AP)

The AP implementation aims to:

- Share knowledge, experience and lesson learnt obtained from Training on “Coordinated Border Management”.
- Review and discuss the function, effectiveness, and efficiency of the OSS centers and Quarantine (SPS) services.
- Analyze the possibilities to develop Joint OSS centers and Integrated Quarantine Service Center between/among the BGEZs / SEZs in LM countries.

3. Expected Outcomes of the Action Plan (AP)

The workshop/technical meeting expects to achieve following outputs:

- Stakeholders and beneficiaries's understanding of the themes under the CBM training enhanced.
- Gaps (similarities and differences) for development of one stop service centers for investment promotion in SEZs between and among the LM countries identified and analyzed; and
- Practical measures and solutions to development of joint one stop service (OSS) centers and integrated quarantine (SPS) service center to promote investment in SEZs between Cambodia/Lao PDR and neighboring countries proposed.

4. Duration and Location

- The AP shall be implemented in xxx (venue) on the date of xxx

5. Target Participants

It is expected that the AP implementation shall be attended by 10 – 20 participants, representing:

- OSS centers, e.g. the ministries, departments, and concerned agencies
- SPS department, agricultural department/ministry
- Customs Administration Department
- Immigration Department
- Special economic zone operators / developers / authorities / management board, etc.

6. Implementation Arrangements

- The AP will be implmented from xxx and completed on xxx
- The AP reports shall be submitted to MI on xxx

To this end, the AP implementation team shall work closely with the Project Team in Trade and Investment Facilitation Department (TIF), Mekong Institute (MI) to:

- Confirm the theme / subject, the AP implementation form, e.g. workshop or technical meeting, and action plan with specific implemetation timeframe and budget
- Submit letter of request financial support for review, approval, 1st fund transfer

- Submit AP implementation report together with associated documents, if any, for second (final) fund transfer.

7. Contact

7.2 After Event Evaluation Form

Country..... Gender: Male Female Organization: Public¹ Private²

Part I. Expectation					
1.1 In your own opinion, To what extent do you think the event has met your expectations?					
Not met 1	Just right 2	Neutrally met 3	Met 4	Fully met 5	Average (Event Organizer Only)
Part II. Improvement and Relevance of Knowledge and Skills Gained from the Event					
2.1 Please indicate how well you think the workshop has improved / increased your knowledge and skills. <i>Note: 1 = Have learnt nothing 2 = Have learnt little knowledge and skills 3 = Have learnt some knowledge and skills 4 = Have learnt quite a few knowledge and skills 5 = Have learnt a lot of knowledge and skills</i>					
Not Increased 1	Somewhat Increased 2	Moderately Increased 3	Mostly Increased 4	Highly Increased 5	Average (Event Organizer Only)
2.2 Please indicate the relevance of knowledge and skills gained from the workshop to your work. <i>Note: 1 = Not related to your work 2 = Not so related to your work 3 = Related to your work to some extent 4 = Quite related to your work 5 = Fully or closely related to your work</i>					
Not relevant 1	Slightly relevant 2	Moderately relevant 3	Mostly relevant 4	Highly relevant 5	Average (Event Organizer Only)
2.3 Did event help you acquire additional knowledge on the subject?					
Not	Somewhat Acquired	Neutrally Acquired	Acquired	Highly	Average (Event

¹ Government agencies or government based organizations

² Private companies or organizations

Acquired 1	2	3	4	Acquired 5	Organizer Only)
Part III. Overall Assessment					
3.1 What is your overall assessment of the event?					
Not Satisfied 1	Somewhat Satisfied 2	Neutrally Satisfied 3	Satisfied 4	Very Satisfied 5	Average (Event Organizer Only)
3.2 Please provide comments / suggestions for further improvement of the event if you have.					

7.3 Pictures

KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION OF COORDINATED BORDER MANAGEMENT (CBM) AND MODULAR TRAINING ON MANAGEMENT OF SPECIAL ECONOMIC ZONES IN LANCANG – MEKONG COUNTRIES

September 04, 2019|Phnom Penh, Cambodia



KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION OF COORDINATED BORDER MANAGEMENT TRAINING IN LAO PDR

September 17, 2019 | Vientiane, Lao PDR



KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION OF COORDINATED BORDER MANAGEMENT TRAINING IN MYANMAR COORDINATED BORDER MANAGEMENT TRAINING IN MYANMAR

August 29, 2019 | Yangon, Myanmar





**KNOWLEDGE SHARING WORKSHOP ON DEVELOPMENT OF JOINT OSS CENTER AT
KLONG LUEK / POI PET**

August 14, 2019 | Aranyaprathet, Thailand



KNOWLEDGE SHARING WORKSHOP FOR ACTION PLAN IMPLEMENTATION ON DEVELOPMENT OF JOINT OSS CENTER OR INTEGRATED QUARANTINE SERVICE CENTER IN VIETNAM







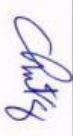
August 26, 2019 | Lao Bao, Vietnam













7.4 List of Participants

ព្រះរាជាណាចក្រកម្ពុជា
ជាតិ សាសនា ព្រះមហាក្សត្រ
ក្រសួងសេដ្ឋកិច្ច និងហិរញ្ញវត្ថុ
អគ្គនាយកដ្ឋានគយ និងកិច្ចការអន្តរជាតិ
មជ្ឈមណ្ឌល

ស្តីពី ៖ វគ្គបណ្តុះបណ្តាលស្តីពីកិច្ចសម្របសម្រួលការព្រប់គ្រងព្រំដែន (Coordinated Border Management Training) ។
 ថ្ងៃទី ០៤ ខែ កញ្ញា ឆ្នាំ ២០១៩ ទៅសប្តាហ៍ ៧ រាជធានីភ្នំពេញ។




ល.រ	ឈ្មោះអង្គការ	មុខតំណែង	លេខទូរស័ព្ទ	អ៊ីមែល	ហត្ថលេខា
១	លោក ទិត្យ កាលីណា	អនុប្រធានការិយាល័យគ្រប់គ្រងព្រំដែនយោគកាត់ដេរ	០១២៥៤១២៤	tit.h.ballina@gmail.com	
២	លោក ហង្ស សំបូរិសិដ្ឋ	អនុប្រធានការិយាល័យគយនិងរដ្ឋាករព្រំដែន តំបន់សេដ្ឋកិច្ចពិសេសមេនហាតឆេន	០៧៩៦៥៧៩៧៩	hpsrsh@gmail.com	
៣	លោក ច័ន្ទ កាវ៉ា	អនុប្រធានការិយាល័យគយនិងរដ្ឋាករព្រំដែន តំបន់សេដ្ឋកិច្ចពិសេសតាយសេងចារិត	០១៧២៩១៤៤៨	puranita@yahoo.com	
៤	លោក ភឹម សីលា	អនុប្រធានការិយាល័យគយនិងរដ្ឋាករព្រំដែន	០១២៥៧១៤៧	kim.seila71@gmail.com	
៥	លោក សំដ សុខា	អនុប្រធានការិយាល័យគយនិងរដ្ឋាករព្រំដែន តំបន់សេដ្ឋកិច្ចពិសេសព្រះព្រះសីហនុ	០៧២៩០៤៥៥០	solha_sing@yahoo.com	
៦	លោក អនុ សុវណ្ណ	អនុប្រធានការិយាល័យគយនិងរដ្ឋាករព្រំដែន តំបន់សេដ្ឋកិច្ចពិសេសភ្នំពេញ	០១២៣៣៨១៤	souvenen@yahoo.com	
៧	លោក ជិន វិ	អនុប្រធានការិយាល័យគយនិងរដ្ឋាករព្រំដែន តំបន់សេដ្ឋកិច្ចពិសេសលើល្វាចានុបាយ	០១៥៥២២៤២២	vin 180@gmail.com	

៨	លោក តូច រៀប	អនុប្រធានការិយាល័យគយនិងរដ្ឋាករ ប៉ោយប៉ែត	០១៤៥-៩៩១១		
៩	លោក ស្រី រតនៈ	ភ្នាក់ងារគយនិងរដ្ឋាករនៃនាយកដ្ឋាន ផែនការនិងបច្ចេកទេស	០៤១ ៣៥២ ៨៧០	sreyratoknar@gmail.com	
១០	លោក សុខ ចិនតារា	ភ្នាក់ងារគយនិងរដ្ឋាករនៃនាយកដ្ឋាន ផែនការនិងបច្ចេកទេស	០៦១ ៤៦២ ១១	chartana511@yahoo.com	
១១	លោក ថា សុខនាយ	ភ្នាក់ងារគយនិងរដ្ឋាករនៃនាយកដ្ឋានបរិយ វេទនានិងបច្ចេកទេស	០១១១១១១១១	thasokchhay99@gmail.com	
១២	លោក មឿន សុភក្តិ	ភ្នាក់ងារគយនិងរដ្ឋាករនៃសាខាគយនិងរដ្ឋា ការណ៍សំយោងដ្ឋានអន្តរជាតិ	០១១ ៤៧៤ ៨១	msophreakdev@customs.gov.kh	
១៣	លោក អ៊ុង វិសាល	ភ្នាក់ងារការិយាល័យគយនិងរដ្ឋាករខេត្ត ចំការមន	០១៥២០១១	ungvisal.edu@gmail.com	
១៤	លោក ពេជ្រ បញ្ញា	ភ្នាក់ងារការិយាល័យគយនិងរដ្ឋាករពារិក	០១៧០១១១១១	unpanha33@gmail.com	
១៥	លោក ងៃ វណ្ណ ច័ន្ទ	ភ្នាក់ងារការិយាល័យគយនិងរដ្ឋាករប្រចាំ តំបន់សេដ្ឋកិច្ចពិសេសប៉ៃលិនប្រឹក្សាធិបតី	០១០១១១១១	chhai.vannchan@gmail.com	
១៦	លោក ម៉ែន សុផន	ភ្នាក់ងារការិយាល័យរដ្ឋបាលនិងគ្រប់គ្រងនៃ សាខាគយនិងរដ្ឋាករតំបន់ផែនអន្តរជាតិ ក្រុងព្រះសីហនុ	០១៤៤១៨០៨៤	hanms1@gmail.com	
១៧	លោក សេង សុវត្ថិ	ភ្នាក់ងារការិយាល័យរដ្ឋបាលនិងគ្រប់គ្រងនៃ សាខាគយនិងរដ្ឋាករតំបន់ផែនអន្តរជាតិ ក្រុងព្រះសីហនុ	០១៨៤៤៧៧៧	seng.sovath@gmail.com	

ព្រះរាជាណាចក្រកម្ពុជា
ជាតិ សាសនា ព្រះមហាក្សត្រ

ក្រសួងកសិកម្ម រុក្ខាប្រមាញ់ និងនេសាទ
មជ្ឈមណ្ឌល

ស្តីពី ៖ វគ្គបណ្តុះបណ្តាលស្តីពីកិច្ចសម្របសម្រួលការគ្រប់គ្រងព្រំដែន (Coordinated Border Management Training) ។
ថ្ងៃទី០៤ ខែកញ្ញា ឆ្នាំ២០១៩ ទេសប្រាណសាងវេ រាជធានីភ្នំពេញ។

ល.រ	គោត្តនាមនិងឈ្មោះ	មុខរបរនិងគុណតម្លៃ	លេខទូរស័ព្ទ	អ៊ីមែល	ហត្ថលេខា
១	លោក ផាន់ ពិភព	មន្ត្រីនាយកដ្ឋានពិភពលោក មន្ត្រីកម្មវិធីស្រាវជ្រាវ	០៨៥ ៩៤៩ ៩៨៥	Phann.phiphot@gmail.com	
២	ឡូ លាន	កម្មវិធីស្រាវជ្រាវ (C.R.M, SWS)	០១២៩៥២៦៨៥	lorncorndada@gmail.com	
៣	លីន ចាន់ធី	គោលការណ៍ (BDAHP)	០១២៩៤៤៤៧៧	chin.seyha@gmail.com	
៤					
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៩					



MEKONG
INSTITUTE



Knowledge Sharing Workshop

Action Plan Implementation for Regional Training Program on Coordinated Border Management (CBM)

Venue: Crowne Plaza Hotel, Vientiane, Lao PDR

Date: 17/09/2019

No.	Name	Position	Division/Department	Email and Phone	Signature
1	Dr. Thion Chantha	Chief Animal CBM	Division Veterinarian Captal	07770764	
2	Savanhmakone	Chief	Division	65322153	
3	Bouasith	deputy	Division	54308886	
4	Phang Phou Hani	deputy	Division	55013333	
5	Khun Phany	deputy chief	Immigration airport	99614895	
6	Phouthanone	head	Unit	85222091	
7	Dr. Syseug Khany	Deputy Director General	Department of Fisheries	20920919	
8	Watsana Chanthavong	Deputy of Veterinary Service Section	DIP	23445544	
9	THANONSITH KHAPHIBANUE	Deputy Director	BRIDGE1 customs,	thanon.sith@gmail.com	
10	SOUKKASEUD NOLUKHOT (Ms)	Deputy Head of Unit	PCA DIVISION	95599956	
11	Pholadsamone LVAN BSAIARS	Head of Unit	International DIV	55524988	

Cooperation



MEKONG
INSTITUTE



Knowledge Sharing Workshop

Action Plan Implementation for Regional Training Program on Coordinated Border Management (CBM)

Venue: Crowne Plaza Hotel, Vientiane, Lao PDR

Date: 17/09/2019

No.	Name	Position	Division/Department	Email and Phone	Signature
1	Mr. Bouensy Soudmady	Director	Plant Quarantine	sbouensy@yahoocor	
2	Mr Phasith Pholstimmay	deputy Dir	Customs Dept.		
3	Mr Phangprasith	deputy Dir	Friendship Board Customs Dept	phanprasith@gmail	
4	Mr Bouavong	Head of section	Customs Dept	bouavong@yahoocor	
5	MR. SOUKSAVANH B	Director	Customs Dept.		
6	Mr. Srinvanh	Director	Customs Dept.	Srinvanh.p@yahoocor	
7	Mr Chumthongy.	Head of section		csihumthong@gmail.com	
8	Mr. Thawansy Pimichit	Officer	Customs Dept	thawansy.p@yahoocor	
9					
10					
11					



MEKONG
INSTITUTE



Knowledge Sharing Workshop
Action Plan Implementation for Regional Training Program on Coordinated Border Management (CBM)

Venue: Crowne Plaza Hotel, Vientiane, Lao PDR

Date: 17/09/2019

No.	Name	Position	Division/Department	Email and Phone	Signature
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MYANMAR CUSTOMS DEPARTMENT

Action Plan Workshop of Coordinated Border Management (CBM) Training Program
Development of Joint OSS Center and Integrated Quarantine Service

Venue: Myanmar Customs Department, Yangon, Myanmar

Date: 29/08/2019

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12	U Wai Yan Min Shein	Dy Customs Inspector	Preventive / MCD	09-5416757 wyma1985@gmail.com	
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17	Daw Thiri Sandar Tun	Dy Customs Inspector	Finance and Inspection/MCD	sawthi.kang92@gmail.com 0950591064	
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7.5 About Mekong Institute (MI)



MEKONG INSTITUTE

Mekong Institute Overview

Capacity Development for Regional Cooperation and Integration

Vision

Capable and committed human resources working together for a more integrated, prosperous and harmonious GMS.

Mission

To contribute through human resource development and capacity building to the acceleration of sustainable economic and social development and poverty alleviation in the Greater Mekong Sub-region and promote regional cooperation and integration.

Mekong Institute (MI) is an intergovernmental organization (IGO) founded by the six members countries of the Greater Mekong Sub-region (GMS), namely Cambodia, P.R. China (Yunnan Province and Guangxi Zhuang Autonomous Region), Lao PDR, Myanmar, Thailand and Vietnam. We provide, implement and facilitate integrated human resource development (HRD), capacity building programs and development projects related to regional cooperation and integration.

Managed by GMS national and international staff and supported by international academics, subject-matter experts and consultants, we work with and through various local government authorities, development partners and local organizations to deliver, implement standardized and customized learning programs, workshops, seminars, policy consultation, and research and development projects.



Our three main thematic areas:



Agricultural Development and Commercialization

Supporting farmers to move from subsistence to modernized, commercial farming by introducing Food Safety Standards, Good Agricultural Practices (GAP) and effective post-harvest systems

Promoting value added in agricultural production and processing

Contributing to agriculture policy development and restructuring

Conducting research and field studies on subjects such as the benefits of smallholder farmer integration into cross border contract farming and regional value chains

Trade and Investment Facilitation

Strengthening local chambers of commerce and business associations along the GMS Economic Corridors

Integrating GMS SME into regional and global value chains

Promoting certification of logistical professionals as part of logistic sector development in support of trade

Promoting foreign direct investment and other business links in the GMS

Innovation and Technological Connectivity

Innovations to address challenges in specific sectors such as GMS power and energy sector

Initiatives that promote access to modern sustainable energy, transportation including road corridors, and financial and communication services

Mechanisms to draw together private-public partnerships to address technological connectivity in innovative ways

Capacity development for innovation and technology promotion policy

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