



# TIMOR-LESTE

*Customs are implementing a Single Window system that will help the environment while facilitating international trade by bringing stakeholders together online.*



## Situation

Customs and PGAs were not connected. Paperwork started once goods were in country, and complex procedures created bottlenecks. For tax exemptions, traders needed to submit a request to TradelInvest for each import, resulting in data duplication and several trips back and forth between customs and PGAs. A similar process applied for the issuance of licenses, permits and certificates.



## Solution

The Government of Timor-Leste increased automation by building an environmental-friendly electronic Single Window system, using ASYCUDA technology, to connect customs, PGAs and traders in an online customs clearance system.



## Result

The Timor-Leste electronic Single Window (TileSW) went live in 2021 and has already integrated TradelInvest, the National Ozone Unit and the Ministry of Trade, Commerce and Industry allowing for the:

- 85% reduction in printed paper at TradelInvest and customs
- 91% reduction in physical trips by investors between customs and TradelInvest
- Reduction of delays and subsequent demurrage costs with certificates and masterlist now granted by TradelInvest 6 months before arrival of goods
- Better control of and management of Ozone Depleting Substances importation

TileSW is saving Timor-Leste natural and financial resources by reducing paper usage and carbon emissions, offering better control of the importation of goods that are dangerous to the environment.

## Greening and Simplifying Trade Procedures

# 85%

reduction of printed paper at TradelInvest and customs

Timor-Leste National Single Window Launch Ceremony



The new way of working will increase customs compliance, optimize revenue control, and reduce bottlenecks, saving everyone time and money while providing our government with better decision-making data and tools.



*Mr. Taur Matan Ruak,  
Prime Minister of Timor-Leste*

Partners:



# TIMOR-LESTE

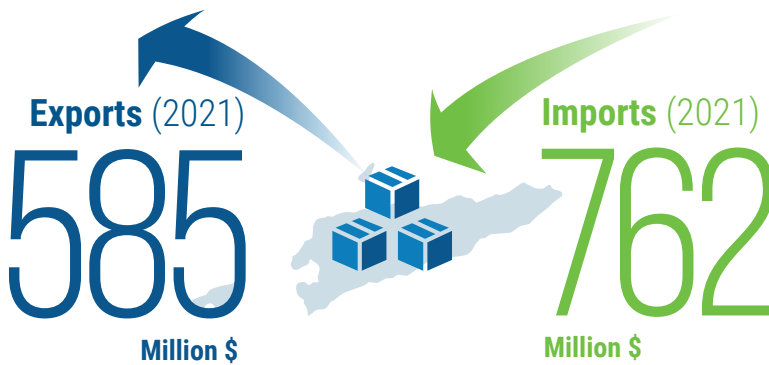
## Greening and Simplifying Trade Procedures

### Total number of customs offices

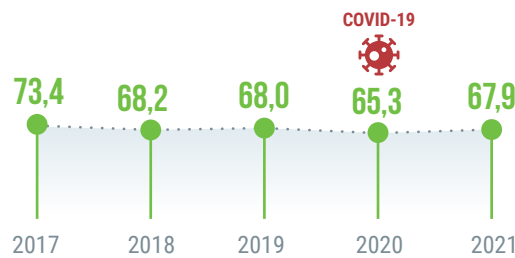


**5** Computerized

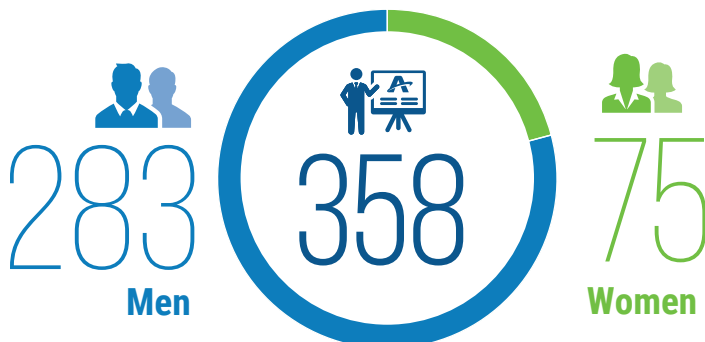
**3** Paper-based



### Customs annual revenue evolution (Million \$)



### Persons trained



### Volume of activity (2021)

**1,167**  
Customs **manifests**

**21,620**  
Customs **waybills**

**19,112**  
**Import** declarations

**672**  
**Export** declarations

**19,778**  
**TEUs** at seaports  
(Number of 20-foot equivalent containers)

**4** **Days**

**Average release time**  
(Commercial imports)