



AUTORIDADE ADUANEIRU



Commissioner's Administrative Instruction



"Customs Trade Portal Monitoring and Evaluation Plan – 2021-2023"

Number 21 of 22 / 7 / 2021

1. Directive Title

This directive and associated annexes will be officially known as the “**Customs Trade Portal Monitoring and Evaluation Plan – 2021-2023**”.

2. Scope

The provisions contained within this directive and associated annexes apply to all employees of the Customs Authority.

3. Authorization

This directive is issued by the Commissioner of the Customs Authority, per the following provisions of the Customs Organic Law, Decree-Law 2/2020:

- a) Article 9, Customs Authority Commissioner, paragraph (1c) allows the Commissioner to: "approve the administrative rules and/or instructions necessary for the operation of the Customs Authority, including the application of Customs legislation."

4. Objectives

The objectives of this directive are to provide clear instructions on how to:

- a) Develop and maintain the Customs Trade Portal (CTP) Monitoring and Evaluation (M&E) plan;
- b) Assess the impact that the CTP has on trade by collecting and analyzing stakeholder feedback;
- c) Establish and maintain key performance indicators;
- d) Collect appropriate stakeholder feedback;
- e) Report information on a periodical basis in a consistent and logical way; and
- f) How to and check for data validity and accuracy.

5. When this Directive Applies

This directive and associated annexes apply to all employees acting in any official capacity, or in any other way, as a representative of the Customs Authority.

6. Directive Owner

The owner of this directive is the Commissioner, who is responsible for:

- a) The implementation and application of all the provisions contained within this directive and associated annexes at both a local and national level within the Customs Authority;
- b) Ensuring that all employees have access to a written copy of this directive and associated annexes;
- c) Ensuring that all users receive appropriate training as required;
- d) Taking corrective measures in case the provisions contained within this directive and associated annexes are not strictly followed; and
- e) Proposing any changes or amendments to this directive or associated annexes when necessary circumstances so demand.

7. Changes

Any changes to this directive and associated annexes, must be approved and signed by the Commissioner and then correctly updated and circulated to employees before any changes taking effect.

8. Enforcing this Directive

All employees shall apply and enforce this directive and all associated annexes, per the following laws:

- a) Organic Structure of the Customs Authority, Decree Law 2/ 2020;
- b) Customs Code, Decree-Law 14/ 2017;
- c) Public Service Statute, Law No. 8/ 2004, Article 40 (2c); and
- d) Public Service Statute, Law No. 8/ 2004, Article 43.

9. Commissioner's Approval, Directives, and Dissemination

By virtue of Article 9 (1c) of Decree-Law 2/2020 that allows the Commissioner to: "approve the administrative rules and/or instructions necessary for the operation of the Customs Authority, including the application of Customs legislation," I hereby:

- a) **Approve** this directive and associated annexes titled, "**Customs Trade Portal Monitoring and Evaluation Plan – 2021-2023**";
- b) **Direct** that this directive be communicated to all relevant CA employees and for all CA employees to implement, apply and enforce all parts of this directive and associated annexes as described; and
- c) **Direct** that this directive and all associated annexes shall come into effect the day after the signed date below.

Signed on the 22 day of July 2021




Jose Abilio

Acting Commissioner

Customs Authority

Timor-Leste

(official Customs seal)

10. Amendments Record

10.1 Original Version

Date Approved (by Commissioner)	Version Number	Developer(s) Name
	v.1	

10.2 Amendments

Date Approved (by Commissioner)	Version Number	Developer(s) name	Reviewer(s) name





TIMOR-LESTE
**Customs
Authority**

Customs Trade Portal (CTP)

**Monitoring and Evaluation Plan
(2021 –2023)**

2021

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I. INTRODUCTION

I.1 PURPOSE AND GUIDING PRINCIPLES

This Monitoring and Evaluation (M&E) plan (herein referred to as the “plan”) has been designed to track the effectiveness of the Customs Authority (CA) Customs Trade Portal (CTP). The primary objective of the CTP is to generate and disseminate relevant trade information and increase compliance by making regulatory requirements available to the public.

The CA Commissioner will maintain overall responsibility for this plan; however, it will be administered, maintained, and reviewed by the Director of the Institutional Relations and Communications Unit (IRCU).

This plan provides:

- An overview of the CTP;
- A framework for the collection and analysis of data;
- Targets for each indicator;
- Data collection sources, methods, and instruments;
- Data reporting templates; and
- Data Verification and System Assessment templates.

This plan will help us identify how effective the CTP is in providing trade-related data to the public and its impact on the larger goal of creating greater efficiency in cross-border trade. We will collect information submitted by users to assess collecting within the CTP that will help us to gauge overall user satisfaction, including a six-point Customer Satisfaction (CSAT) score and user surveys. This information will allow us to identify potential strengths or weaknesses with the CTP and then make appropriate changes as necessary. We will also use the average import and export clearance times for goods processed through Dili Seaport to track any increase or decrease in overall service delivery efficiency. A reduction in average clearance times should indicate that the CTP contributes to creating greater efficiency in cross-border trade.

I.2 PERIOD OF PERFORMANCE

This plan covers a period of three years from when the CTP is launched.

1.3 BACKGROUND

The CTP provides users with free, online access to trade-related information, which explains the requirements needed to import or export goods. As well as explaining customs-related controls, the CTP guides what requirements may be necessary by Other Government Agencies (OGAs). The CTP provides a single integrated point of access to all trade-related information, including laws, procedures, regulations, licensing, taxation, and general business guidance for importers and exporters. The primary objective of the CTP is to provide transparent and relevant trade-related information, and in doing so, increase the compliance level and reduce the cost of doing business for traders.

The CTP will ensure that information is easily accessible through structured content, modern design formats; visual representations; and the inclusion of a comprehensive document database. Users will also have access to a Harmonized System (HS) Tariff Number finder, up-to-date exchange rates, a Q&A “chatbot,” and the facility to log into the ASYCUDA World system.

The need to provide users with access to trade-related information is also recommended or required within several international standards, including:

- Chapter 7 (Application of Information Technology) of the World Customs Organization (WCO) International Convention on the Simplification and Harmonization of Customs Procedures (Revised Kyoto Convention).
- Article 1.1. (Publication), Article 1.2. (Information Available Through Internet), and Article 1.3. (Enquiry Points) of the World Trade Organization (WTO) Trade Facilitation Agreement (TFA).
- Article 7 (Fees and Charges Connected with Importation and Exportation), Article 65 (Transparency), and Article 66 (Enquiry Points) of the Associated South East Asian Nations (ASEAN) Trade in Goods Agreement (ATIGA).
- Part 3 (Transparency) and Part 10 (Relationship with the Private Sector) of the WCO Revised Arusha Declaration.

1.4 RESPONSIBILITIES FOR ESTABLISHING AND MANAGING THE M&E PLAN

The Commissioner will maintain overall responsibility for this plan; however, it will be administered and maintained daily by the IRCU. The IRCU team will be responsible for collecting and analyzing appropriate data, such as Key Performance Indicator (KPI) results, and reporting it to the IRCU

Director. The IRCU Director will be responsible for reviewing this information, drafting appropriate recommendations, and reporting it to the CA Commissioner every quarter. The Commissioner may share this information with relevant public and private stakeholders and publish associated performance data, as required.

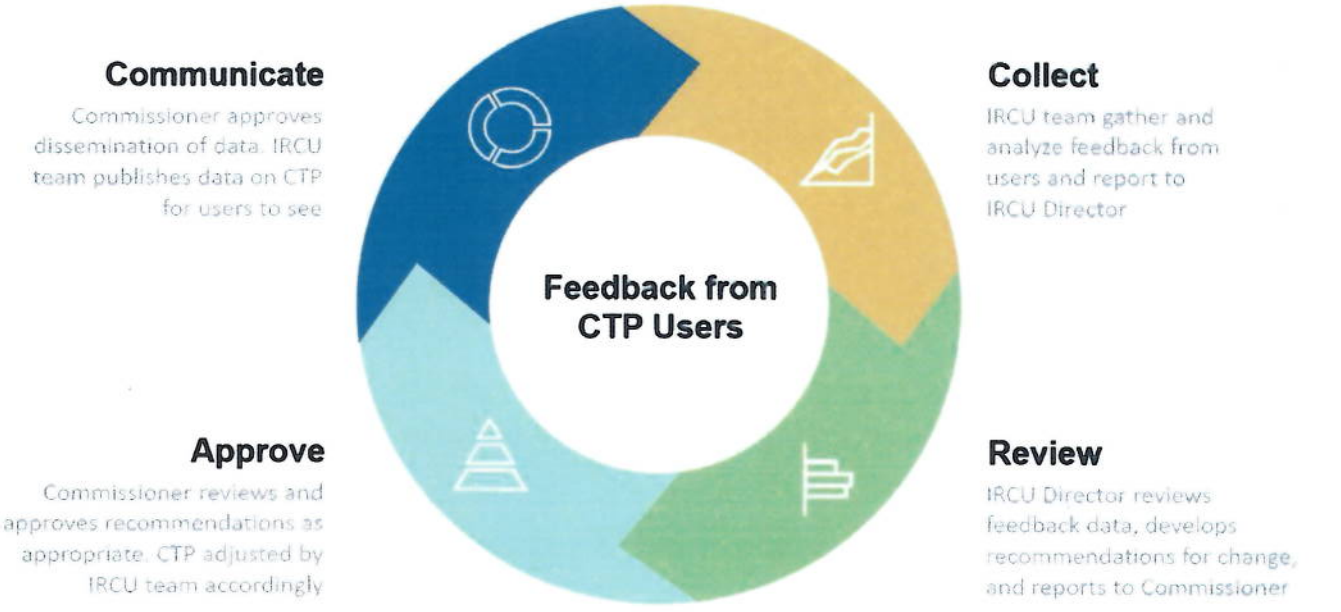


Figure I: M&E Division of Responsibilities

2. DEVELOPING THE M&E PLAN

In developing this plan, we have identified and aligned desired results to expectations; established realistic targets, benchmarks, and milestones; and detailed the methodology for reporting results.

2.1 ILLUSTRATIVE M&E ACTIVITIES

Indicator Review

- Establish primary indicators that identify overall CTP user satisfaction.
- Establish secondary indicators that confirm whether the CTP contributes to the larger goal of creating greater efficiency in cross-border trade.

Baseline

- Establish baselines for agreed primary and secondary indicators.

Data Collection and Analysis

- Establish data collection templates.
- Analyze data collected quarterly.
- Identify lessons learned and best practices for incorporation system-wide.
- Hold Quarterly reviews: CA Commissioner will be the chair, and the IRCU Director will prepare the agenda and other appropriate documentation. Activities will include:
 - Review progress against the plan;
 - Identify successes and problems;
 - Identify and document success stories;
 - Establish a regular participatory process to clarify and reiterate criteria for indicators; and
 - Prepare an action plan for the next quarter.

Training

- Identify and train relevant staff within the CA Information and Customs Statistics Unit who will be responsible for the ongoing technical maintenance of the system, including troubleshooting IT issues;
- Identify and train IRCU staff responsible for day-to-day operations, including uploading relevant content, removing out-of-date or irrelevant content, develop relevant trade-related information, and implementing stakeholder meetings to understand user satisfaction.
- Develop and socialize appropriate user manuals or guides.
- Develop and publish outreach material to promote the CTP.
- Develop and publish results-based information to inform stakeholders and improve the decision-making process.

2.2 COLLECTING PERFORMANCE DATA

Data Collection Responsibilities

The IRCU Director will maintain overall responsibility for carrying out the collection and reporting of data to the Commissioner.

2.3 MONITORING PROGRESS

Establishing and Collecting Baseline Data, Setting Targets, and Verifying Assumptions

Tracking the primary and secondary indicators will be a fundamental task undertaken by the IRCU. This includes setting baselines and targets, as well as verifying assumptions.

2.4 PRESENTING AND REVIEWING PERFORMANCE DATA

The IRCU Director will develop a Quarterly M&E Report detailing progress, milestones, and potential challenges, which will be submitted to the Commissioner. When requested, the IRCU will be ready to provide the Commissioner or other relevant counterparts- snapshot reports of progress and indicators.



Figure 2: Data collection and communication progress

A list of tasks associated with reporting and monitoring progress over the whole period of this plan is presented in **Annex A**.

3. PERFORMANCE INDICATORS

3.1 TYPES OF INDICATOR

We will utilize impact level indicators and outcome level indicators:

- **Impact Level Indicator:** This indicator measures the actual change in a condition or identified problem and can be intended or unintended and positive or negative.
- **Outcome Level Indicator:** Outcome indicators measure the results or effect caused by, or attributable to, the use of a new system or process; in this case, the CTP. Outcome is often used to refer to medium-term results and measures a specific change in a situation to be achieved before or after a particular target date. Outcome indicators can be defined as changes in attitudes, behaviors, knowledge, and skills, usually known as effect indicators. They describe the target group's responses to using a new system to facilitate compliance: in this case, the CTP.

3.2 DESCRIPTION OF INDICATORS

We have developed four (4) key indicators that will measure usability, accessibility, and improved compliance with trade requirements following the CTP. These targets can be reviewed and adjusted, if required, following approval by the CA Commissioner.

We will utilize the following four indicators:

1. User satisfaction with the CTP (impact level indicator)
2. Number of documents downloaded from CTP (impact level indicator)
3. Reduction in time to import goods (outcome level indicator)
4. Reduction in time to export goods (outcome level indicator)

Indicators and targets will be reviewed regularly to reflect the realities on the ground. Performance Indicator Reference Sheets (PIRS) have been developed, attached, and available at **Annex B**.

These indicators are presented in the Performance Data Table in **Annex C**, which outlines the source of data, level of disaggregation, frequency of data collection, verification, and analysis method for each indicator.



3.3 DATA TYPES, PROCESSING, AND ANALYSIS

We will collect both primary and secondary data when undertaking our analysis. Some examples are below:

1. Primary data:

- Data recorded within the CTP, including:
 - User Customer Satisfaction (CSAT) score recorded within the CTP.
 - Number of documents downloaded by users.
 - User comments recorded within automated surveys.
- Data recorded within ASYCUDA World, including:
 - Average clearance times for imports.
 - Average clearance times for exports.

2. Secondary data:

- Additional feedback from individuals or focus groups not recorded within the CTP, such as the Customs Consultative Trade Committee (CCTC), stakeholder engagement workshops and meetings, public forums and consultations, GOTL high-level meetings, Development partner, and donor coordination meetings.
- We will use social media channels such as Facebook, Twitter, and LinkedIn will collect and analyze feedback from stakeholders and the public through message inquiries and comments to official posts and polls.
- We will undertake surveys through online and face-to-face group discussions to obtain new information and test data sampling methods.

3.4 DATA COLLECTION PLAN AND INSTRUMENTS

Under the leadership of the IRCU Director, data will be collected by the IRCU team. To help ensure consistent data collection, each indicator will be formally reported to the Commissioner utilizing the reporting templates presented in **Annex D**.

In the case of secondary data, such as through focus groups, forms and attendance sheets will be utilized to collect background information, such as name, gender, organizational affiliation, and role.

Data will be collected by pen and paper and then recorded and managed electronically. This will be transmitted to the IRCU Director via email or similar.

3.5 DATA QUALITY ASSESSMENT

To ensure data accuracy, reliability, precision, and completeness, we will work with the Information and Customs Statistics Unit to confirm the following:

- Data clearly and adequately represent intended results;
- Data reflect stable and consistent data collection processes and analysis methods over time;
- Data is reliable at a useful frequency and timely enough to influence management decision-making;
- Data has a sufficient level of detail to permit decision-making;
- Data collected has safeguards to minimize risks of transcription error and or data manipulation.

To help ensure data integrity and quality are maintained, we will utilize a Data Verification and System Assessment template to recount the reported results and assess data report's accuracy. This template is available at **Annex E**.

3.6 DATA QUALITY ASSURANCE

To ensure data collected for reporting on the indicators is credible and of high quality, the IRCU will follow best practice guidelines for assuring data quality and will utilize the five data quality standards of validity, integrity, precision, reliability, and timeliness, as follows:

Data Standard and Description	Quality Control and Validity Check Issues
Validity: Data should clearly and adequately represent the intended result; it should be free of bias.	Training will be provided to the IRCU data collectors to ensure neutrality and encourage complete responses.
Reliability: Data should reflect stable and consistent data collection processes and analysis methods over time.	Training will be provided for data collectors. Supervisors (CA Commissioner and IRCU Director) will observe data patterns that might suggest inconsistencies and then take remedial action as necessary.
Precision: Data should reflect direct observations. Standard error estimates should be provided for proper interpretation.	Not many issues are expected for data collected for the CTP, as most data will be obtained through the CTP application and ASYCUDA World.
Integrity: Data should be safeguarded against intentional manipulation and other unprofessional interferences.	To enhance data integrity, source data will be kept for possible inspection at a later stage. The IRCU Director will perform periodic checks on this source data to confirm it matches the data submitted by the IRCU team.
Timeliness: Data should be current, available frequently, and timely enough to influence management decision-making at the appropriate intervals and levels.	Data will be collected every quarter. Data collectors can obtain data from the CTP application and ASYCUDA World as required if data is needed more frequently.

Figure 3: Data Quality Standards

3.7 DATA DISSEMINATION AND USE FOR DECISION-MAKING

We will develop and implement a Stakeholder Engagement and Communications Plan, which the Commissioner will approve. This document will outline the activities for information dissemination, including target audiences, timelines, and dissemination mediums. Following approval from the Commissioner, the IRCU will lead efforts to disseminate the data, increase understanding, and extend its utilization. The Commissioner will maintain overall responsibility for tracking the effectiveness of this plan and adjusting as necessary to ensure relevant goals are met; however, this plan will be maintained and applied on a day-to-day basis by the IRCU Director and team.

3.8 ASSUMPTIONS AND POTENTIAL RISKS

The objective of the CTP is to make trade-related information more accessible to the trading community, thereby ensuring greater efficiency in cross-border trade and bolstering economic growth. The implementation and ongoing operation of the CTP is predicated on several explicit and implicit assumptions that underscore this activity. The Commissioner will monitor these assumptions to confirm that they remain valid, and ongoing revision will be made to ensure potential risks are mitigated immediately.

Key assumptions are:

1. The Government of Timor-Leste (GOTL) will continue to support this activity at a political level.
2. Management within the CA will continue to support this activity by ensuring CA staff are well trained on using the CTP, providing feedback, information, and ideas to improve the platform.
3. CA staff will ensure the system is managed and updated per the provided user guidelines.
4. GOTL will provide us with reliable and appropriate internet connectivity to access the CTP and keep it updated and maintained.
5. GOTL will provide us with a reliable supply of power so the CTP can be effectively hosted and accessible by users and ensure data is not lost or manipulated.

Anticipated risks and associated mitigation strategy are identified in more detail in **Annex F**.

ANNEX A: M&E TASK SCHEDULE

#	ACTIVITY / TASK	FY21 Jan-Dec 2021				FY22 Jan-Dec 2022				FY23 Jan-Dec 2023				Responsible Person(s)
		Q1 Jan- Mar	Q2 Apr- Jun	Q3 Jul- Sept	Q4 Oct- Dec	Q1 Jan- Mar	Q2 Apr- Jun	Q3 Jul- Sept	Q4 Oct- Dec	Q1 Jan- Mar	Q2 Apr- Jun	Q3 Jul- Sept	Q4 Oct- Dec	
1.	Ongoing review and monitoring of the M&E Plan													Director
2.	Conduct Baseline Assessments													Director
3.	Conduct DQA of indicators													Director
4.	Draft Quarterly Progress Report to CA Commissioner													Director
5.	Draft and submit M&E Results													Director
6.	Develop data collection guideline & instruments													Communications Officer(s)
7.	Develop data flow diagram and data quality assurance													Communications Officer(s)
8.	Ongoing data management reviews.													Director

ANNEX B: PERFORMANCE INDICATOR REFERENCE SHEETS

Performance Indicator Reference Sheet #1
Name of Indicator: #1: User satisfaction with the Customs Trade Portal (CTP).
DESCRIPTION
Precise Definition(s): This indicator will measure the user satisfaction of CTP services based on feedback from users. This will be achieved through a web survey automatically accompanying the response to the user inquiry. The survey will require minimal effort to participate and gauge overall satisfaction on a numbered scale from 1 (extremely unsatisfied) to 6 (extremely satisfied).
Unit of Measure: %
Data Type: Percentage – will measure the percentage of people satisfied with the service provided by the CTP. Numerator: Number of people satisfied with the service Denominator: Total number of people who have used the service
Disaggregated by: None
Rationale for Indicator: The indicator reports on user satisfaction with the CTP system.
PLAN FOR DATA COLLECTION
Data Source: Automatic web-based surveys.
Method of Data Collection and Construction: ASYCUDA World
Reporting Frequency: Quarterly
Individual(s) Responsible: Director of IRCU
TARGETS AND BASELINE
Baseline Timeframe: Baseline is currently at zero
Target(s): 70%
DATA QUALITY ISSUES
Known Data Limitations: None.
CHANGES TO INDICATOR
Changes to Indicator:
Other Notes (optional):
THIS SHEET LAST UPDATED ON: 10/05/21

Performance Indicator Reference Sheet #2
Name of Indicator: #2: Number of documents downloaded from CTP.
DESCRIPTION
Precise Definition(s): This indicator measures the ongoing information needs for the business community, and the effectiveness of the CTP, by analyzing the total number of documents downloaded from the system.
Unit of Measure: Integer – number of documents downloaded
Data Type: Number – will measure the number of documents downloaded from the CTP. Numerator: Number of documents downloaded.
Disaggregated by: None
Rationale for Indicator: This indicator measures the # number of documents download from the CTP and the level of compliance and trade facilitation by users of the information.
PLAN FOR DATA COLLECTION
Data Source: CTP application.
Method of Data Collection and Construction: Extracted by CA from CTP
Reporting Frequency: Quarterly
Individual(s) Responsible: Director of IRCU
TARGETS AND BASELINE
Baseline Timeframe: Baseline is currently zero
Target(s): 500 by EO FY22
DATA QUALITY ISSUES
Known Data Limitations: None.
CHANGES TO INDICATOR
Changes to Indicator:
Other Notes (optional):
THIS SHEET LAST UPDATED ON: 10/05/21

Performance Indicator Reference Sheet #3
Name of Indicator: #3: Reduction in time to import goods.
DESCRIPTION
Precise Definition(s): This indicator measures the average change (shown as a %) in time needed for goods to be processed at importation. The baseline will show how many days it previously took on average to import goods through Dili Seaport. The target will be calculated as a percentage change from the baseline. This indicator will be measured from data extracted by CA from ASYCUDA, which includes date stamps relating to two key steps within the procedure – namely: the date and time that the DAU (declaration) was lodged and accepted within AW and the date and time that the goods were released from the seaport.
Unit of Measure: %
Data Type: Numerator: average number of days to import goods for target period. Denominator: average number of days to import goods in the baseline period.
Disaggregated by: None
Rationale for Indicator: This indicator measures the impact of the CTP on imports and the facilitation of international trade between Timor-Leste and its trading partners.
PLAN FOR DATA COLLECTION
Data Source: Data contained within ASYCUDA World
Method of Data Collection and Construction: Collected by Customs
Reporting Frequency: Quarterly
Individual(s) Responsible: Director of IRCU and the Statistics Unit
TARGETS AND BASELINE
Baseline Timeframe: Baseline will be calculated at the time of CTP launch.
Target(s): 25% reduction by EO FY22
DATA QUALITY ISSUES
Known Data Limitations: None.
CHANGES TO INDICATOR
Changes to Indicator:
Other Notes (optional):
THIS SHEET LAST UPDATED ON: 10/05/21

Performance Indicator Reference Sheet #4
Name of Indicator: #4: Reduction in time to export goods.
DESCRIPTION
Precise Definition(s): This indicator measures the average change (shown as a %) in time needed for goods to be processed at exportation. The baseline will show how many days it previously took on average to export goods through Dili Seaport. The target will be calculated as a percentage change from that baseline figure. This indicator will be measured from data extracted by CA from ASYCUDA, which date stamps appropriate steps within the procedure.
Unit of Measure: %
Data Type: Numerator: average number of days to export goods for target period. Denominator: average number of days to import goods in the baseline period.
Disaggregated by: None
Rationale for Indicator: This indicator measures the impact of the CTP on imports and the facilitation of international trade between Timor-Leste and its trading partners.
PLAN FOR DATA COLLECTION
Data Source: Data contained within ASYCUDA World
Method of Data Collection and Construction: Collected by CA.
Reporting Frequency: Quarterly
Individual(s) Responsible: Director of IRCU and the Statistics Unit
TARGETS AND BASELINE
Baseline Timeframe: Baseline will be calculated at the time of CTP launch.
Target(s): 25% reduction by EO FY22
DATA QUALITY ISSUES
Known Data Limitations: None.
CHANGES TO INDICATOR
Changes to Indicator:
Other Notes (optional):
THIS SHEET LAST UPDATED ON: 10/05/21

ANNEX C: PERFORMANCE DATA TABLE

#	Indicators by Result area	Area(s) of Measure	Unit of Measurement	Level of Disaggregation	Baseline	Targets *			Data Collection		Reporting
						EO FY21	EO FY22	EO FY22	Source	Methodology	
1.	User satisfaction with the Customs Trade Portal (CTP).	Impact	% of customers satisfied.	None	0	70%	75%	80%	CTP database records.	Analysis of extracted data.	Quarterly
2.	Number of documents downloaded from the Customs Trade Portal (CTP).	Impact	# documents downloaded.	None	0	100	250	500	CTP database records	Analysis of extracted data.	Quarterly
3.	Reduction in time to import goods.	Import	Reduction in # of days as a % from baseline.	None	TBD	10%	20%	25%	Data extracted from ASYCUDA system.	Analysis of extracted data.	Quarterly
4.	Reduction in time to export goods.	Exports	Reduction in # of days as a % from baseline.	None	TBD	10%	20%	25%	Data extracted from ASYCUDA system.	Analysis of extracted data.	Quarterly

* Targets shown are cumulative. i.e., for indicator #2, the target for the end of FY22 is 250 in total.

ANNEX D: INDICATOR REPORTING TEMPLATES

Performance Indicator: I													
Description: User satisfaction with the Customs Trade Portal (CTP).													
Results		FY21				FY22				FY23			
Description	Baseline	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
Site Visits (#)	0	N/A											
Users Responding to Survey (#)	0	N/A											
Satisfied Users (%)	0	N/A											
Cumulative Target:	0	0				0				0			
Result:	0												

Performance Indicator: 2

Description: Number of documents downloaded from the Customs Trade Portal (CTP).

Results		FY21				FY22				FY23			
Description	Baseline	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
Downloads (#)	0	N/A											
Cumulative Total (#)	0	N/A											
Cumulative Target:	0	0				0				0			
Result:	0												

Performance Indicator: 3

Description: Reduction in time to import goods.

Results		FY21				FY22				FY23			
Description	Baseline	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
Average Time (days)	0	N/A											
Exit Notes (#)	0	N/A											
% Difference	0	N/A											
Cumulative Target:	0	0				0				0			
Result:	0												

Performance Indicator: 4

Description: Reduction in time to export goods.

Results		FY21				FY22				FY23			
Description	Baseline	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
Average Time (days)	0	N/A											
Authority to Load Notes (#)	0	N/A											
% Difference	0	N/A											
Cumulative Target:	0	0				0				0			
Result:	0												

ANNEX E: DATA VERIFICATION AND SYSTEM ASSESSMENT TEMPLATE

DATA QUALITY ASSURANCE REVIEW				
Activity name:		Customs Trade Portal		
Date(s) of Assessment:				
Assessment Team Member:				
Assessment Team Member:				
		YES	NO	COMMENTS
VALIDITY				
Data should clearly and adequately represent the intended result.				
1.	Does the information collected measure what it is supposed to measure?			
2.	Do the results collected fall within the estimated range?			
3.	Is there reasonable assurance that the data collection methods being used do not produce biased data?			
4.	Are appropriate research methods being used to collect the data?			
RELIABILITY				
Data should reflect stable and consistent data collection processes and analysis methods over time.				
1.	When the same data collection method is used to measure/observe the same thing multiple times, is the same result produced each time?			
2.	Are data collection and analysis methods documented in writing and used to ensure the same procedures are followed each time?			
TIMELINESS				
Data should be available at a proper frequency, be current, and be timely enough to influence management decision-making.				
1.	Is data available frequently enough to inform program management decisions?			

2.	Is the data reported the most current available?			
3.	Is the data reported as soon as possible after collection?			
PRECISION				
Data have a sufficient level of detail to permit management decision-making.				
1.	Is the margin of error less than the expected change being measured?			
2.	Has the margin of error been reported along with the data?			
3.	Is the data collection method/tool used to collect the data fine-tuned or exact enough to register the expected change?			
INTEGRITY				
Data collected should have safeguards to minimize the risk of transcription error or data manipulation.				
1.	Are procedures or safeguards in place to minimize the collection of data and prevent errors?			
2.	Is there independence in key data collection, management, and assessment procedures?			
3.	Are mechanisms in place to prevent unauthorized changes to the data?			
CONCLUSIONS				
Based on the assessment above, what is the overall conclusion regarding the quality of the data?				
Are there any limitations (if any):				
Actions needed to address limitations before the following DQA review:				

ANNEX F: ANTICIPATED RISKS AND MITIGATION STRATEGY

1. Political Environment		
1.1 Political Instability	Rating	Low
Risk Description:	Risk Mitigation:	
Timor-Leste has experienced some political turmoil in the past, which has had limited impacts on the CA modernization agenda.	We will monitor the political situation, and if the political will to support modernization efforts dwindles, then the Commissioner will address this issue with the Ministry of Finance.	
1.2 Potential Change in Focus	Rating	Very low
Risk Description:	Risk Mitigation:	
A new government may have different priorities which could impact the CA modernization plan, including activities such as the continued use of the CTP.	The GOTL has consistently displayed support for modernization within customs across several different constitutional governments. It is unlikely that a new government administration may rescind its support to this modernization plan; however, if this does occur, we will work with the Ministry of Finance and external stakeholders, such as development partners, to determine and formulate a new strategy that meets the unique needs of the administration.	
2. Management		
2.1 Ops./ Infrastructure	Rating	Medium
Risk Description:	Risk Mitigation:	
There may be expectations and/ formal requests from the CA management team for additional resourcing of operations or infrastructure and even technical support to ensure the implementation and delivery of the CTP.	The Commissioner will address these expectations and formal requests. If significant technical assistance is required, the Commissioner will request the Ministry of Finance for further resources.	

3. Capacity		
3.1 Skills Development	Rating	Medium
Risk Description:	Risk Mitigation	
CA operates a rotation policy, so key personnel may move to positions that require re-training and skills development to ensure their respective areas are executed effectively.	We will ensure that staff members receive relevant technical training and are not arbitrarily moved from technical areas. Supposing crucial staff is transferred from the IRCU, we will deliver new introductions and written briefs to help assimilate staff into the IRCU and ensure the change management process is as seamless as possible. New IRCU staff will be provided with standardized guidelines and manuals to ensure they manage and update the CTP as per requirements.	
4. Internet Connectivity		
4.1 Adequate Internet Connection	Rating	Low- Medium
Risk Description:	Risk Mitigation:	
In recent times, Timor-Leste internet providers have had challenges with providing reliable internet connectivity to Ministry buildings.	The provision of the internet is outside of our direct control; however, we will work with the Ministry of Finance estates department to ensure the IRCU has appropriate access to reliable internet connectivity. Additionally, the IRCU Team will be trained on liaising with the IT and Statistics team to ensure all IT issues, including troubleshooting and connectivity, are dealt with appropriately.	
5. Resources (power)		
5.1 Adequate Power	Rating	Medium
Risk Description:	Risk Mitigation:	

Provision of reliable mainline power to Ministry buildings continues to be problematic in Timor-Leste, and the CA does not have access to backup generators to support power outages.	The provision of power is outside of our direct control; however, we will work with the Ministry of Finance estates department to ensure the IRCU has appropriate access to a reliable power source. Power outages will result in the IRCU being unable to update or adjust the CTP. The ongoing access to the CTP by stakeholders should not be impacted, as the CTP will be hosted at the Ministry of Finance data center, which does have access to reliable power.
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6. Technical Issues

6.1 CTP Application Failure	Rating	Low-Medium
Risk Description:	Risk Mitigation:	
The CTP application may stop working due to a technical issue or glitch.	The CTP will be maintained at a technical level by our IT Information and Statistics Unit, which consists of technical IT experts. We will also develop and provide a technical trouble-shooting manual for the IT team.	