

# Lao PDR's experiences of implementing Trade Portal



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# *Snapshot*

- Trade Development Facility
  - Trade Facilitation (Component A)
    1. Develop and implement ***Trade Information Portal***
    2. Review current processes within the agencies involved in the import/export/transit business;

*and*

Develop a ***Roadmap for Process Simplification*** and harmonization of procedures and documentation requirements for licensing and permit issuing



# ***Snapshot (con't)***

- Preparation started in 2009
  - Study tour
  - Project document
- Started Procurement and hiring in 2011
  - Iris consulting company 
  - Recruiting international consultant
  - Setting up project team



# Snapshot

- ***Project Timetable***

- 16-Jul-2011: Project started
- 16-Aug-2011: *Inception Report delivered*
- 17-Oct-2011: *Implementation Plan delivered*
- 31-Jan-2012: Website software development completed
- 4-Mar-2012: Initial data load completed
- 22-Jun-2012: *Official launch (postponed from 25-Apr)*





# ພິທີເປີດນຳໃຊ້ສູນຂໍ້ມູນຂ່າວສານທາງດ້ານການຄ້າ ຂອງ ສປປ ລາວ

ຈັດໂຕ້: ກະຊວງອຸດສາຫະກຳ ແລະ ການຄ້າ

ວັນທີ 22 ມິຖຸນາ 2015 ໂຮງແຮມ ພະລາຊາລາວ ວຽງຈັນ

## Launching Ceremony of Lao PR e-commerce Portal

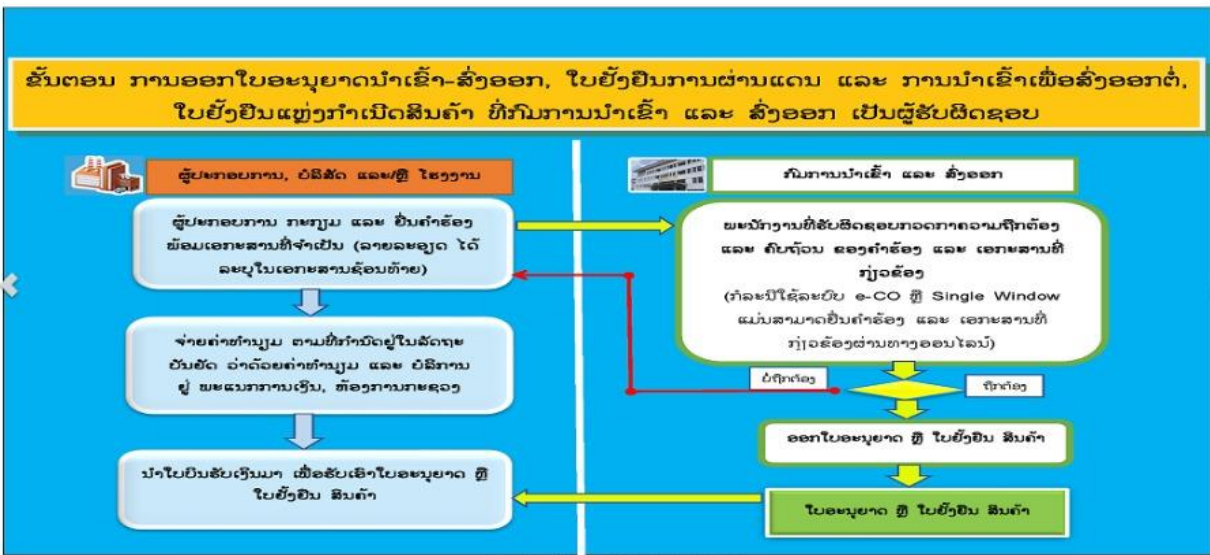


Photo by Mike Phetchareun  
Chillax Productions



Lao PDR  
Official Website

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- Search Information
- Resources
- Market Access
- Preferences
- E-Commerce
- COVID-19
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## Welcome to the Lao PDR Trade Portal

This website will help traders to find all the information regarding import goods into Laos and export goods from Laos, including information related to import/export process, regulations for specific products, relevant laws and other useful information.

*The Guide for Import-Export*, on the right of this page provides a comprehensive set of information and guidelines in plain language, and the database is also designed for convenient search by topic.

By registering as a member on our website, you will be able to obtain regular update on your chosen information categories and other information. [Click here](#) to learn more about Member Services and how to subscribe.

### Recent Uploads

- Decision on the Radio Frequency Certificate of Drone, No 1831/MPT, dated 11 September 2020

# ***Lao PDR Trade Portal***

## **Key Decisions**

- Domain name and registration
  - [laotradeportal.gov.la](http://laotradeportal.gov.la), also [.com](http://laotradeportal.com) [.org](http://laotradeportal.org) [.net](http://laotradeportal.net)
- Offshore Hosting
- Development and support environment in Laos
- Software platform
  - Open source using off-the-shelf components
- “Look and Feel”
- Establishment of a permanent LTP Management Team
  - Webmaster
  - 1 Content Co-ordinator
  - 1 Data Entry Operator
- IPR ownership and ability to modify or expand





# *Lao PDR Trade Portal*

## Contents

- Lao and English
- All trade related laws, regulations, etc.
- Full HS commodity classification with tariffs
- All measures (SPS, TBT, etc.)
- All procedures and related forms
- News, Announcements, Events, Publications
- Pages of information about import/export
- SPS and TBT Enquiry Points (with sub-pages)
- NTMs measures of some key trade partners



# *Lao PDR Trade Portal*

## Contents

- 608 laws, regulations, decrees, etc. in Lao
- 388 laws, etc. also in English
- 373 measures and standards
- 44 Procedures
- 78 Forms
- 18 External measures/NTMs
- 19 Information pages (excluding: tariff, law, int ntm, ext ntm, procedure, form, standard page)
- HS Table with 10,000+ items, MFN Tariff, CEPT Tariff
- All FTA tariffs and information
- Standard Pages
  - Home, About Us, Other Links, Terms and Conditions, Commonly Used Terms, Site Map, FAQ, Market Access Information
- Utilities
  - Feedback Form, Subscriptions, Alerts, Contact Us, 'Follow'
- SPS Enquiry Point Portal and contact form
- TBT Enquiry Point Portal and contact form



# *Lao PDR Trade Portal*

## Facilities

- Full search by keyword
- Keyword or topic search of all legal texts
- Search by commodity, measure, form, procedure (cross-linked)
- Cross-referencing of information (hyperlinks)
- Graphic maps of procedures
- Viewing and downloading of forms
- Contact form to submit and keep track of enquiries
- SPS/TBT Enquiry Points portal page and enquiry
- Feedback for analysis and to conduct surveys
- FAQ's
- Registered Member services (value added)
  - Subscriptions to e-newsletters and alerts
  - “Follow” any changes to specific commodities (e.g. new SPS/TBT measures applied)
- Database for SPS and TBT Enquiry Points to maintain and refer to



# *challenges*

- Developing a trade Information Portal or a simple website
- Pressure from approaching the project deadline
- Anticipated many constraints after the end of the project
  - Lack of IT expertise in the department
  - Any extra costs incurred
  - No proper coordination mechanism with concerned agencies;
  - Most legal documents available in Lao version
- Doubt about sustainability



# ***Success factors***

## **Capable and Dedicated project team**

- Team Leader (International)
- IT Expert (National)
- Trade Economist (National)
- Data Entry Operator
- Office Manager and general data entry support
- IT developers
- LTP Management Team provided dedicated support;
- Hands-on training of LTP Management Team in technology and procedures;



# ***Success factors***

## **Methodology**

- Interviewed agencies and collected data (laws, publications, etc.)
- Converted data, formatted, indexed, referenced
- Typed in all hard copy texts
- Drafted information pages
- Translated all content
- Drafted procedure maps
- Coded all measures
- Loaded all forms
- Converted and loaded Customs HS table and tariff



# ***Success factors***

## **Governance Model**

- Oversight by Trade Facilitation Secretariat
  - Legal basis in *Trade Facilitation Strategy 2011-2015*
  - MOIC chairs, all stakeholders represented
- Established legal basis for ensuring information is always updated by Issuing DPM Decision detailing inter-agency collaboration arrangements for operation, i.e.
  - Establishment of point of contact
  - Definition of exchange of information between agencies ad-hoc and day-to-day



# *A piece of advice*

- Objective needs to be clear
  - Traders have single access point for all trade information and for transactions
  - Traders start to interact electronically with government agencies
- Dedicated Project Team with a support of LTP Management team
- Establishes the basis for formal inter-agency collaboration
- Capacity built for long-term sustainability
- Potential single fee model to fund LTP





# Khob Chai Lai Lai

