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**TAJIKISTAN**

## CASE STUDY

# Customs Brokerage Gets Automated

**USAID is helping to improve trade conditions in Central Asia by making procedures more efficient.**



Photo: RTLC

*Shodmon Tagayev shows RTLC expert Guntis Stammers how his company uses UAIS to prepare declarations more efficiently.*

***“With this automated system, we’re able to do in three minutes what used to be done in three hours.”***

***–Shodmon Tagayev***

Kurush is one of 40 customs brokerage companies in Tajikistan that has already begun using an automated system to prepare customs declarations, and the positive results are immediately clear. Kurush Director Shodmon Tagayev explained to staff from USAID’s Regional Trade Liberalization and Customs project that use of the electronic system has cut the preparation time for a declaration from three hours to three minutes. The Unified Automated Information System (UAIS) automatically fills out most of the documentation, which his staff previously prepared on tedious and repetitive hand-written forms.

“But the real benefit of UAIS for us isn’t even in the time we save – it’s the mistakes that are prevented,” Tagayev explains. Many declarations are submitted by his staff located in Tajikistan’s regions, particularly in Khujand. Electronically prepared declarations are verified by UAIS, which confirms they are complete and error-free. “UAIS verifies that the declaration documents are without mistakes – not people. Thus, we are also protected from a premature rejection of our documents by poorly trained Customs officers.”

For over two years, USAID has been working with its donor partners and Tajikistan’s Customs service to implement UAIS. By the end of 2011, UAIS will be the primary interface between Customs and the private sector for submitting declarations.

The system is already enabling Customs and the private sector to apply laws and instructions properly. In seven months of piloting, the declarations prepared using UAIS improved from a 1% to a 99% acceptance rate.

When electronic submission is fully implemented, still greater savings are expected for both Customs and its private sector counterparts on each of the 1,000 customs declarations they exchange each month.