



**Asia-Pacific
Economic Cooperation**

SUB-COMMITTEE ON CUSTOMS PROCEDURES

Chile

Single Window Pilot Project

January 2009

CHILE – SINGLE WINDOW PILOT PROJECT

Proof of concept, Pilot Project or Trial

Integration of the eight public services with the higher volume in the foreign trade operations. Those public services move the 96% of the operations volume.

Intent

Allow to the import/export companies, to reduce formalities, costs and time in the foreign trade operations, in this way the connection of the companies with their clients and international suppliers, will be safe and low cost.

Objectives

The Single Window Pilot Project fits in the E-Government context, and has as objective to allow to the import/export companies to do all their formalities in an electronic form, via Internet, for all kind of goods.

Key Stakeholders

National Custom Service, Metropolitan Health Service, Treasurer Office of the Republic, Fitosanitary and Livestock Service, Registry and Identification Office Service, Public Health Institute, National Fishing Service, and Transportation Subsecretariat.

Process

The development of the project consider a integrated work with 18 public institutions, those fulfill with several roles that are expressed through formalities of autorization, control and endorsation of the goods.

Outcome

Digital information, which is a key factor for an improve comercial management and to reduce the waiting times in the delivery and checking of the printing information.

Benefits

End User Single Window; Procedure reduce of formalities; Time reduce of shipments; Elimination of administrative barriers; Enforcement improvement; Cost reduce of transactions.

Lessons Learnt

Interconnection issues beetween some public institutions; necessity of timely information for decision making; lack of coordination between the several workgroups.

Additional Comments

The Single Window Platform will be reduce the duration of the formalities from weeks to minutes.

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