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**A COMPREHENSIVE PROJECT REPORT ON
“Single Window System: Benefits & Challenges.”**

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I. ABSTRACT

The Single Window System is a platform for the electronic submission and processing of trade-related documents and information. It aims to streamline the process of importing and exporting goods by allowing traders to submit all required documents through a single portal, rather than having to go through multiple agencies and channels. This study aims to evaluate the impact of the Single window system in terms of benefits received and challenges faced by various countries. Using data from the **UN, WTO, UNECE, CEFACT, WCO, ESCAP** and other sources, the study analyzes the benefits received in various aspects and challenges countries have to overcome to in implementation of single window system. The study also examines the role of the Single window in promoting transparency and reducing corruption in trade-related processes. The results of the study show that the single window system has had a significant positive impact on Countries international trade and performance of such agencies, reducing the time and cost involved in trading, improving the competitiveness of the country, and contributing to the growth of trade volumes.

II. INTRODUCTION

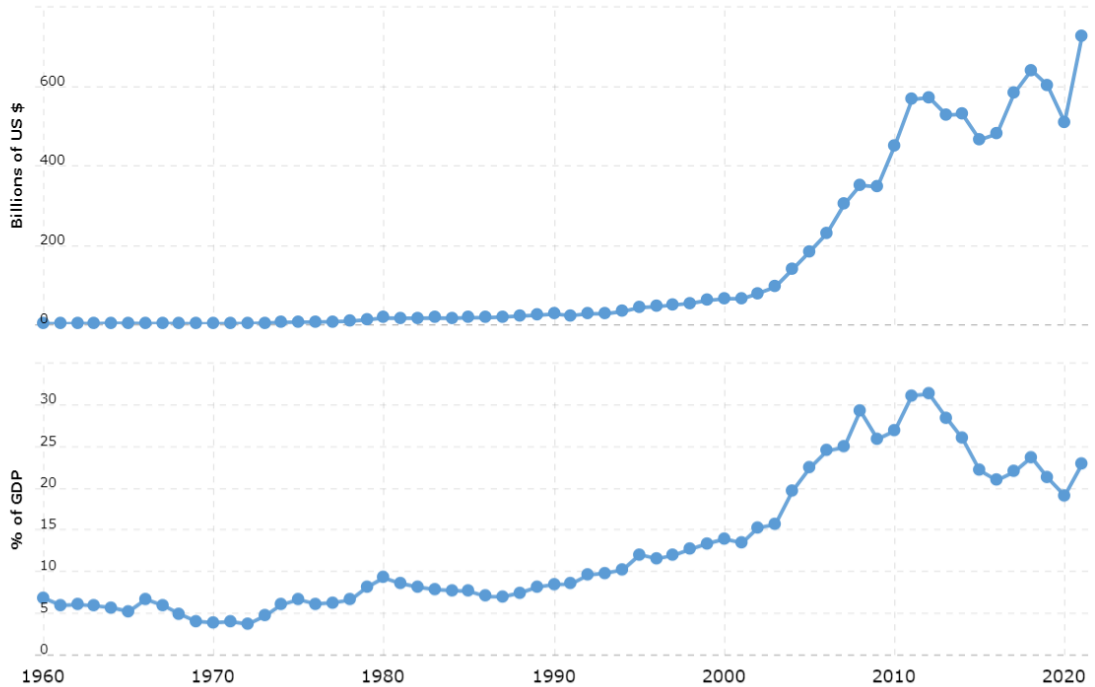
India is considered to have good enough coast line to fulfill the import and export of country. India was very prosperous before Britishers invaded and ruled it. During the 17th century, it is estimated that India was producing 25% of the world's textile, it was reduced to just 2% when they left India. Along with the textile almost all of the industries of India crippled and reduced to nothing including the rich export sector of India. (fabriclore, 2022)

After the independence in 1947 India started working toward development of its industries and economic development but it didn't see any real development till 1991. During 1991, when India opened its door to globalization along with industrialization and privatization the economy of India got back on track and started developing.

India with the new found opportunity started building the foundation for the future development. After independence India was very much dependent on import even for the essential goods. Gradually India started becoming self-dependent with its green and white revolution for its essential goods. Since then, India has come very long way and currently India is very self-sufficient for its food, milk, textile and IT sector as well. India's Both import and export grew as the economy of the country grew.

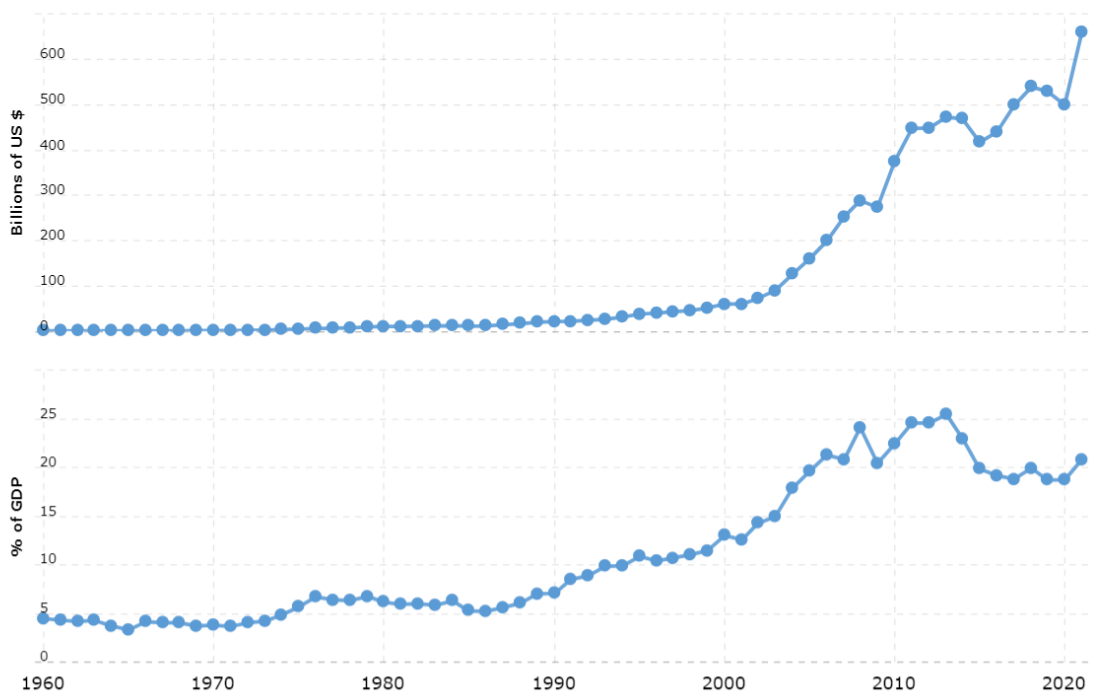
Below are the charts which shows the imports and exports of India since 1960 to 2022,

Imports of India 1960-2022



(Macrotrends, 2022)

Exports of India 1960-2022



(Macrotrends, 2022)

As we can see in the above chart that the international trade of India has grown significantly since 1960 and plays a major role in the economy. Since the independence India has introduced various government bodies to control and promote the international trade. India has introduced various policies supporting such trade. India has also been the part of The World Trade Organization and International chamber of commerce. The growing international trade requires solid infrastructure and foundation. India is able to provide such infrastructure but still it lacks behind in some aspects. India can overcome such problems through various trade facilitation. One of such aspects is time and process it takes for a person to import or export certain goods or services.

Currently the process to import or export is very cumbersome and takes a lot of time and resources because the person has to deal with various government agencies at different places for submission of documents and has to make sure of compliance with various rules and regulations laid by those agencies. For some people who want to venture into import and export this situation can be discouraging. To improve such situation the government needs to provide trade facilitation and **'Single Window System'** is one of such trade facilitation to ease the process of import-export and promote international trade.

According to the recommendation no. 33 of UN/CEFACT, "The Single Window concept refers to a facility that allows parties involved in trade and transport to lodge standardized information and documents with a single-entry point to fulfil all import, export, and transit-related regulatory requirements." (UN/CEFACT, 2005)

So, if any company or a person wants to import or export, they have to prepare and submit large numbers of documents containing necessary information to various government agencies to comply with various laws and regulations. Most of the time such documentations have to be submitted in various forms and requirements at various government agencies according to their specific instructions and timeline. Such cumbersome process can put a lot of pressure on person or company filing such documents and for government as well which can often result in delays and non-compliance or some genuine mistakes in filing of such documents. Such problems can reduce the efficiency of the process. (UN/CEFACT, 2005)

International trade plays a crucial role in the economic development of a country. It allows businesses to access new markets, expand their operations, and increase their competitiveness. However, engaging in international trade can be complex and time-consuming, due to the various rules, regulations, and procedures that need to be followed. To simplify and streamline the process of importing and exporting goods, many countries have implemented electronic platforms for the submission and processing of trade-related documents and information, known as Single Window Systems.

The main value the single window bring to the table for a country is to increase the efficiency by saving time and cost for its users in their dealings with government authorities for obtaining the relevant clearance and permits for moving cargos across national or economic borders.

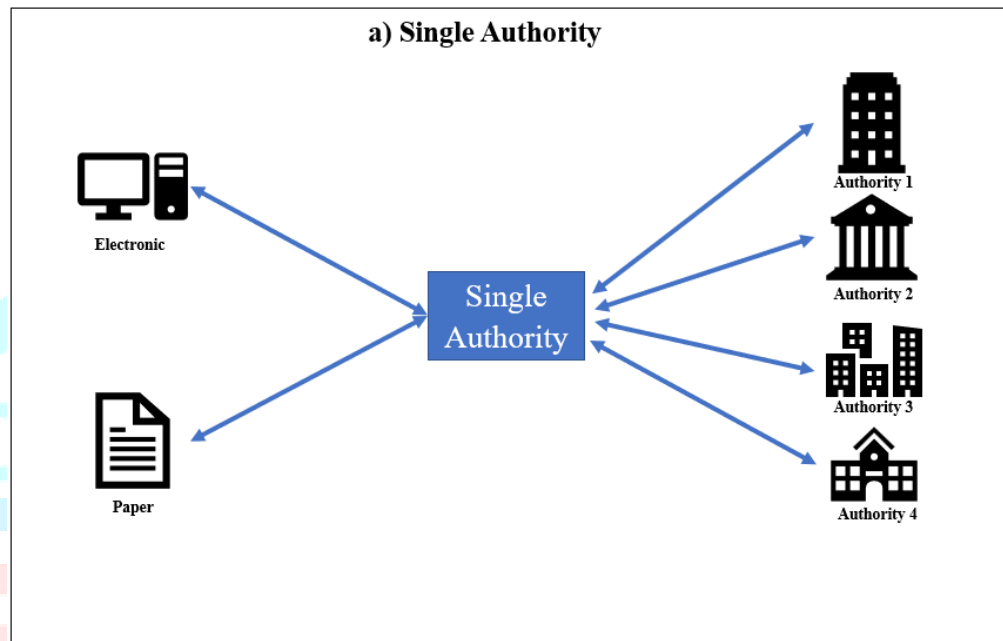
In a traditional pre-single window environment, traders may have had to contend with visits and dealings with multiple locations to obtain the necessary papers, permits and clearances to complete their import or export processes.

The concept is recognized and promoted by several world organization that are concerned with trade facilitation. Amongst these are the United Nations Economic Commission for Europe (UNECE) and its Centre for Trade Facilitation and Electronic Business (UN/CEFACT), World Customs Organization (WCO), the United Nations Network of Experts for Paperless Trade and Transport in Asia and the Pacific (UNNExT) and the Association of Southeast Asian Nations (ASEAN).

Single window is a system in which all the necessary documents for international trade needs to be submitted at single point or single window. This can allow the better flow of information and simplify the process which will result in more efficient and effective process and time benefits to both parties. So, any person or company who wants to import or export can submit the necessary information at single point or window in one particular format and apply for import or export. The main goal of single window is to simplify and improve the process of international trading. That single window will collect all the necessary information from person or a company and can transfer such information to appropriate government authority for further processing.

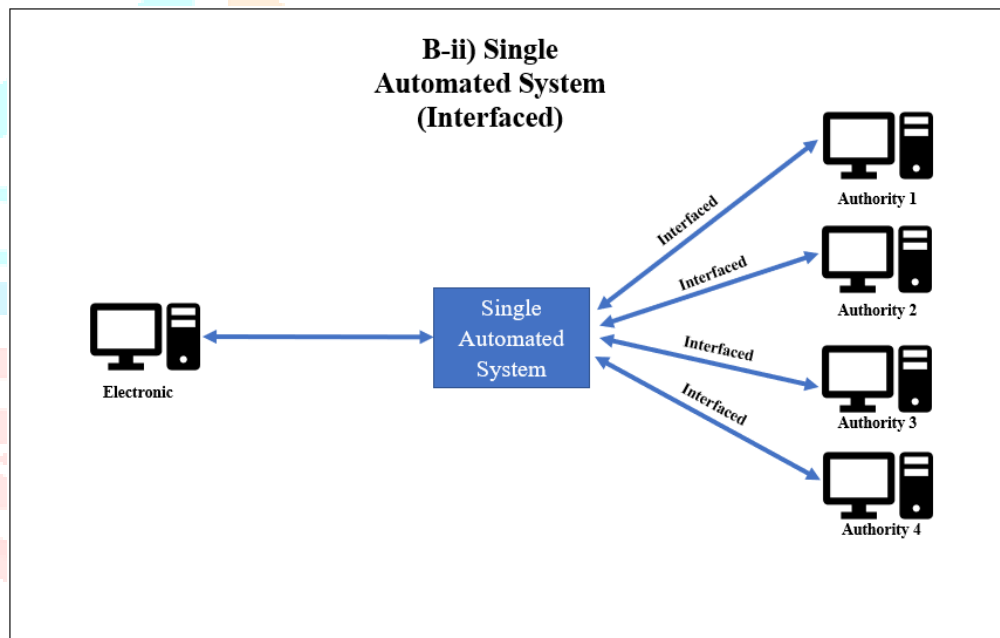
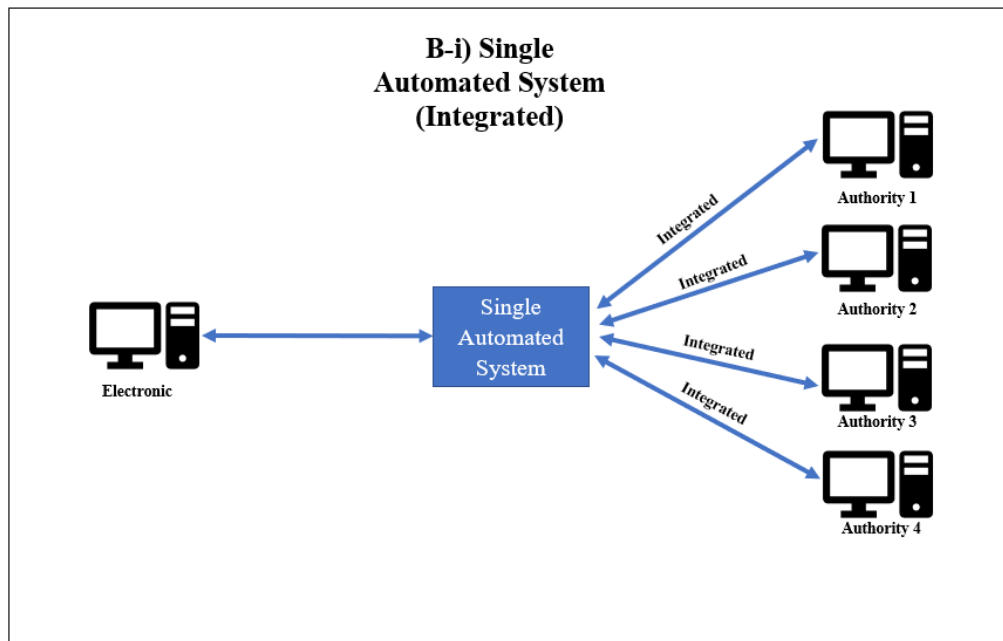
According to the UN/CEFACT the single window comes in three **basic models** and they are as follows, (UN/CEFACT, 2005)

- a) **A Single Authority:** - In this model a Single Authority receives all the necessary information from person or company who wants to do international trade and it further disseminates such information to relevant authorities and it behave as coordinator between both parties to for proper compliance.

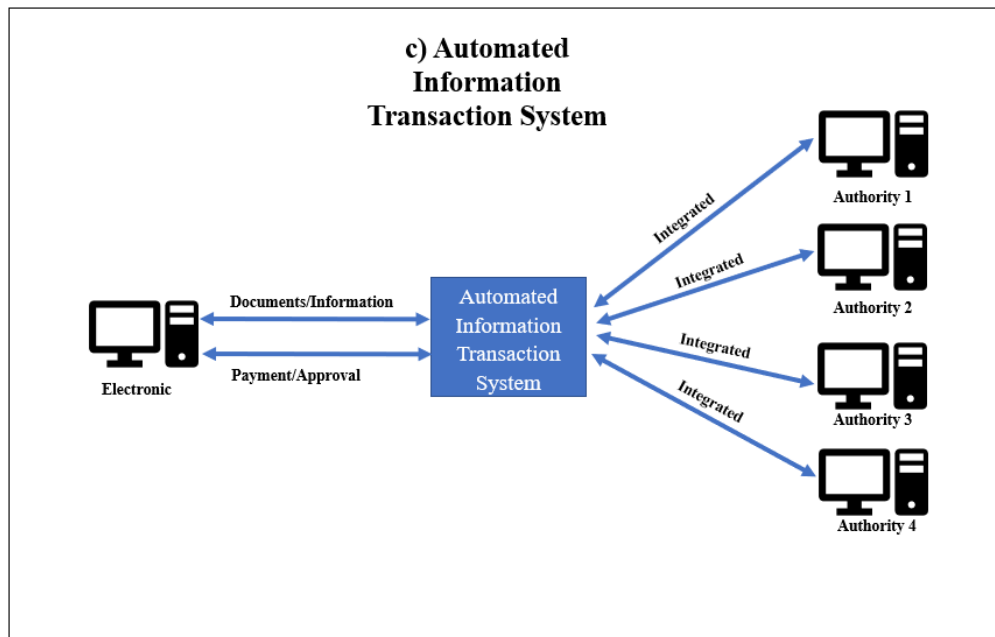


- b) **A Single Automated System:** - In this model an automated system collects all the information from trader and disseminate such information to relevant government authority automatically. This single Automated system can be in three forms:

- i. **Integrated System:** - In this the information is processes through the system
- ii. **Interfaced System:** - Here the information is sent to the agency for processing (decentralized).
- iii. **This is the combination of i and ii.**



c) **Automated Information Transaction System:** - In this system any trader can submit the necessary information electronically to the respective authority for further processing and approval in a single application through a single window. Through this system trader can also pay necessary fees, duties and taxes to the concerning authorities as well.



In practical terms a ‘Single Window’ environment provides one ‘entrance’, either physical or electronic, for the submission and handling of all data and documents related to the release and clearance of an international transaction.

This ‘entrance’ is managed by one agency, which informs the appropriate agencies, and/or directs combined controls. A ‘Single Window’ environment is, therefore a practical application of Trade facilitation concepts to reduce non-tariff trade barriers and deliver immediate benefits to all members of the trading community.

The WCO is developing a framework for improving the information flow through the WCO Customs Data Model that would be used by administrations as a part of the process to modernize systems and streamline processes for import and export declarations as well as for the report of cargo.

The WCO Data Model is a collaborative effort between government and trade to provide an effective framework for the facilitation of international trade through data simplification and harmonization.

The Single window system is run or lead by agency or authority which will vary from country to country. It is important for a country to properly identify and appoint the proper agency to lead the system because it will play very crucial part in determining the performance of the single window system. In the study published by UN/CEFACT they studied 12 different single window system adopted by country and these systems were led by the following: (UN/CEFACT, 2005)

- Customs: - 7
- Port Authorities: - 2
- Other Government Authorities: - 1
- Public/Private Partnership: - 2

As of 2016, total of 71 countries have adopted single window system in various form, level and complexity that include India as well. Out of all the 71 countries who have adopted single window system there are only 18 countries which has full linkage of all their concerning government agencies while other countries are only able to link some of their government agencies. The list of some of the single window system if some countries are as below: (Mwajita, 2016)

No.	Country	Single Window System
1	Britain	UK International Trade Single Window
2	Ghana	GCNet system
3	Hong Kong	TradeLink
4	Indonesia	Indonesia National Single Window
5	Ivory Coast	TradeNet
6	Japan	Nippon Automated Cargo and Port Consolidated System (NACCS)
7	Kenya	Kenya National Electronic Single Window System (TradeNet)
8	Madagascar	TradeNet
9	Malaysia	Malaysia National Single Window
10	Mauritius	TradeNet
11	Mozambique	MCNet
12	Netherlands	VIPPROG
13	Nigeria	Nigeria Integrated Customs Information

		System
14	Qatar	Qatar Customs Clearance Single Window
15	Republic of Korea	uTradeHub
16	Saudi Arabia	SaudiEDI
17	Senegal	ORBUS
18	Singapore	TradeNet
19	Sweden	Virtual Customs Office (VCO)
20	Tunisia	TradeNet
21	Trinidad and Tobago	Single Electronic Window
22	USA	Automated Commercial System (ACS)

Source of Table - (Mwajita, 2016)

India has taken its steps towards implementation of single window system as a part of 'Ease of Doing Business' initiative. Single window system for India is called 'India Customs Single Window' which will be the single window or point for traders to lodge their applications. If any further permission is required then such permission will be obtained online directly from respective government agency without any interference from the trader.

As a part of trade facilitation, The Single Window Interface for Facilitating Trade (SWIFT) initiative is run by the government for proper implementation of single window system in India. The SWIFT will help in reducing the interface with different government agencies as well as time and money spent. The objectives which will be achieved by SWIFT also align with other initiatives like 'Make in India' and 'Digital India'. So, SWIFT will also help India in achieving those objectives as well. (SWIFT, 2016)

In India there are 44 different government agencies which are involved in clearance of import and export of goods and out of these agencies currently there are six government regulatory agencies which is a part of this single window interface for facilitating trade project. These agencies are Drug Controller, Animal Quarantine, Department of Plant Protection & Storage, Food Safety Standards Authority of India, Wild Life Crime Control Bureau and Textile Committee. These initiatives replace nine different forms to a single declaration for all these agencies as well as customs. (Central Board of Excise & Customs Department of Revenue, Ministry of Finance Government of India) (TaxGuru, 2016)

There are several **features of India's single window** system and they are as follows: (Central Board of Excise & Customs Department of Revenue, Ministry of Finance Government of India)

- **Integrated Declaration:** - Trader has to submit required information at single entry point for import/export clearance. E.g., For India it's 'The Customs Gateway (ICEGATE)'.
- **Automated Routing:** - The single window system will automatically identify the trade goods which requires clearance and it will route such information to concerning government agency.
- **Integrated Risk Assessment:** - This system will identify goods for testing based on principal of risk management and it will make sure to not select goods routinely.
- **Connectivity of online clearance:** - Through this system other government agencies will be connected online to customs system as well.
- **Paperless Process:** - This system will allow the user to submit the needed document digitally which will gradually reduce the use of paper in the processing.
- **e-Payment of Fees and Charges:** - Through this system user will be able to pay necessary fees and charges online just like payment of customs duties.
- **Indian Customs single Window Project – Online message exchange:** - This will allow trader to lodge their clearance at single point to the customs and if it requires any further clearance from any other government agencies then it will be obtained through them online only no physical intervention is required from the trader.
- **Digital Signature:** - In the Single Window system digital signature will be allowed for further digitalization.

One of the most important aspects for any kind of transaction or trade to happen is information flow. It plays a key role in success of such activities. The better the information flow the quicker and accurate the transaction.

The efficiency with which information can be submitted to official agencies is becoming a key factor in the competitiveness of firms or agencies involved with cross-border activities.

On a daily basis, international traders have to prepare and submit increasing amounts of information to various governmental controlling authorities, with each authority often having its own specific systems and paper forms.

These extensive information requirements can become a significant obstacle to business and can hinder the development of international trade. With the increasing integration of economics around the world, facilitating the smooth flow of information becomes a pressing requirement of governments and business.

Efficient information systems and procedures can significantly increase the speed at which goods can move, reduce costs, improve business efficiency and enhance the overall economic performance of a country.

Single Window system Provides that feature which allow quick and efficient information flow and that's why it's getting more and more importance from various governments around the world.

This study will focus on the benefits which various countries have received by implementing the single window system as well as the challenges which they have faced and are facing in implementing such system. This study will specially focus on implementation of single window system in India as well.

III. LITERATURE REVIEW

There are several studies conducted on impact of single window system in various areas. One such study on impact of single window on trade of 176 countries during period of 1995 to 2017 concluded that there is positive correlation between implementation of single window & trade where they observed that there was significant reduction in document submission which can now be done online in one place which resulted in increased trade in that region. It showed that there was around 37% increase when both importer and exporter were using single window. The trade between countries increased when both countries have implemented single window system. (Inmaculada Martínez-Zarzoso, 2020)

Even though it is conclusive that single window does have positive impact on trade there are very few studies showing quantitative impact of single window on trade and other areas and of that paper which does show quantitative impact, the area or population of study is very low.

Another study of single window with sample size of 56 traders done on Qazvin province of Iran showed that it reduced the time taken to process the license, increased transparency of the process. (Asghar Sarafizadeh, 2014)

A study conducted on effect of single window implementation in region of Addis Ababa with population of 100 traders working in various trading company concluded that there was reduction in custom clearance from 9 days to 5 days, it also concluded that there was almost 80% reduction on clearance cost. It also concluded that there was significant reduction in time from multiple physical examination, reduction in repetitive submission of documents and making paperless working. They also found reduced delays, cost of paper, transportation cost and reduces employee cost. (Yigezu)

A study conducted on implementation of single window in Kenya found that Policies and regulation related to international trade plays a crucial role in establishment of single window system. Change management is also one of the crucial steps during the initial time of establishment of single window system. Study also suggests that there should be involvement of all the stake holders during all the periods of development of the single window system. Study also concluded that the project management approach is one way to effectively manage the implementation of single window system. The single window improved the transparency and therefore reduce the corruption and improving the standards of delivery of services. The single window also resulted in improved customer relationship. The study also found some challenges where absence of proper legal and policy framework hampered the development process and also resulted in low coordination between various government agencies. The improper policy framework also resulted in slow resolution of the issues. The study also states that lack of proper technical capacity results in technical issues in development and processes of single window system. (Mwajita, 2016)

Many customs department of many countries already operate in automated method and most of them run on non-single window system. This study stats that many countries have adopted single window system and that number is keep rising. This study also found that customs departments are taking initiative in implementing single window alone or with other government agencies with help of government finance. This study suggests that the stakeholder put more emphasis on data security. This study finds that many customs organizations of various countries have tuned their single window as per the standards set by WCO, UNTDED, UN/EDIFACT and it resulted in harmonization of system. The study also imply that the customs organization should put more emphasis on the data security. (Choi, 2011)

A study conducted on problems related to implementation of single window in India found that for success of single window system in India a strong political will is required. Government should follow international

standards to properly implement the single window system. There should be proper coordination between various government agencies and industry for better implementation of single window. The development of single window should also consider the user expectations. Single window promote transparency, increase good's movement speed, reduces the clearance time, it promotes growth in trade, it reduces transaction cost, Proper legal framework is necessary for success of single window system in India. (Joshi, 2017)

IV. RESEARCH METHODOLOGY

a) Objectives of the study: -

- To Understand the single window system.
- To identify the benefits achieved and can be achieved from implementation of single window system.
- To identify the challenges faced and are being faced in implementation of single window system.
- To identify the importance of single window system in international trade.

b) Rationale of the study: - After the globalization in 1991 the international trade of India has increased a lot. The increased trade calls for more trade facilitation. India has also adopted the single window system in some complexity under the name of 'India Customs Single Window'. With the help of this research, I will be able to state benefits and challenges faced in implementation of single window which will be helpful for people to understand the context and future of international trade through single window system and it will be helpful to people in making the decision about the adaptability of such system.

c) Research Design: - The research will be done through secondary data analysis in form of literature review from various sources like research papers, data from UN, WTO, UNECE, CEFACT, WCO, ESCAP, etc.

d) Research Gap: - From the literature that I reviewed I found that there are very few research paper showing absolute numbers for impact of single window implementation and of those which do have it have used very low population to reach to conclusion. It is very tough to find advantages gained in form of financial numbers from single window because there are many other factors which can cause such financial changes and it's hard to pin point exact reason for such change so, such correlation is very tough to create and that's why it becomes one of the big research gap.

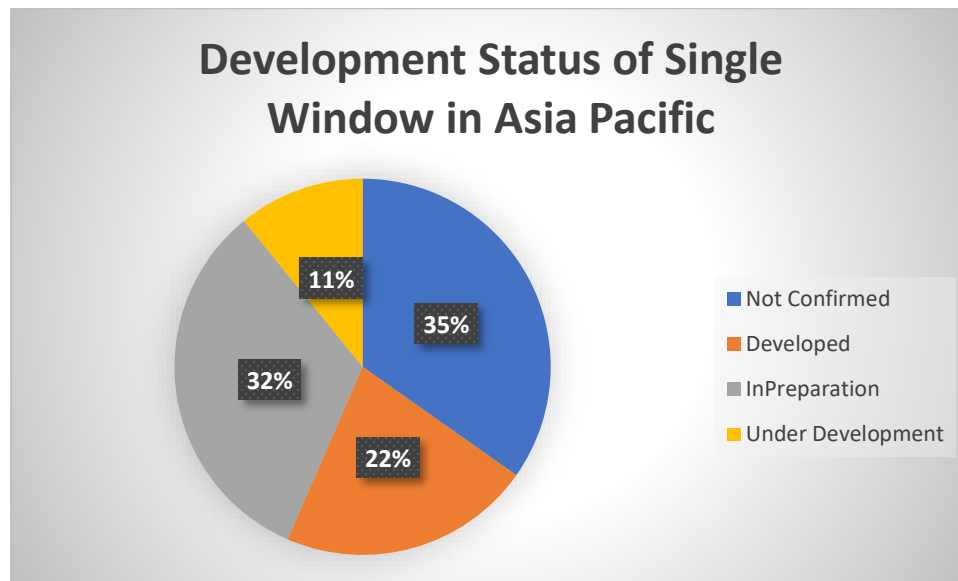
- e) **Limitation of the study:** - The main limitation for this research is that it mainly relies on secondary data provided by respective countries to the UN and the primary data for this study is collected from small number of people. So, further research is needed on this topic through primary data collection method which involve more population.
- f) **Data and Data Collection Method:** - I will be mainly collecting the data for this research through secondary resources like UN, WTO, UNECE, CEFAC, WCO, ESCAP, official websites of Indian or other government, research papers, articles, case studies and some third-party websites. I will also be collecting some primary data through questionnaire.
- g)

V. BENEFITS & CHALLENGES

As world is moving towards digitalization the importance of Single window has increased among traders. It's providing quick and efficient solutions towards existing problems. Though there are many challenges in implementing single window in a country which can hinder the process but if a country can overcome such challenges the benefits of single windows outweigh such challenges.

This study comprises of 46 ESCAP members of Asia Pacific region from which 13 countries have established developed or partially developed single window system in place. While 12 countries are still doing the preparation for single window system. 5 of the countries are still under development. While remaining 16 countries doesn't have any plans for development of single window system. (UN/CEFACT, 2005)

As of 2018 almost 117 countries have implemented single window of which only 41 are fully operational others are still in development phase.



The single window implementation has picked pace after 20th century and wide expansion of internet around the world. As countries move toward digital infrastructure the need for systems like single window also increases which bring convenience to its users.

So, all the countries who have implemented single window system have benefitted in one way or other. Though challenges for developing countries are higher compared to developed countries in adopting the single window system since it requires technical infrastructure to develop properly which developing countries lack.

a) The Development of Single Window Integrated with Transportation Management in

ASEAN: - This study stated a survey which shows 8% reduction in cost and saving on wages, transportation especially for large enterprises who deals into international trade. It also states the time reduction from 2 days to 0.5 days in clearing the goods. The study found that if ASW is implemented it will increase export passing Thailand's all border by 308.88 million baht. Also, if all neighboring countries also implement it then the increase will be of 723.97 million baht. (Hasamon Pengman, 2018)

b) Singapore: - One of the best examples of single window system is TradeNet of Singapore.

Which was established in the year of January 1st 1989. The initial cost of TradeNet was around 20 million S\$. The second generation named as TradeXchange was implemented in 2007 and third generation of TradeNet was implemented in 2017. It brought forward processes like Automatic processing of permits, User can self-print true copy of permits, automated and direct billing and account debit facilities, connectivity with various concerning agencies, automatic generation of periodic reports etc.

The challenges which TradeNet faced are not able to handle documents like manifests of sea and air. There is other system in place to handle such documents called PortNet and Cargo

Community Network. Because of three various agencies working on interconnected aspect there was problem in optimal use of system and seamless data transfer. (UN ESCAP, 2018)

- c) **Republic of Korea:** - Korea is promoting paperless transaction through its single window system called uTradeHub. Which is estimated to earn 3 billion US\$ annual benefits as shown in the table below. (UN ESCAP, 2018)

Table 4. Estimated economic benefits of paperless trade in the Republic of Korea

SECTOR	CONTENTS	AMOUNT
PRODUCTIVITY INCREASE	Labour costs	US\$ 263.3 million
	Printing costs	US\$ 19.1 million
	Circulation and storage costs	US\$ 271.9 million
REDUCTION OF EXTRA FEES	Warehousing costs	US\$ 1.36 billion
	Inventory management costs	US\$ 750 million
ADDITIONAL BENEFITS	Redundant investment in IT sector	US\$ 318 million
TOTAL		US\$ 2.982 billion

- d) **Hong Kong, China:** - Hong Kong initially implemented single window service in 1997 as ‘Community Electronic Trading Services’. In 2004 they changed its name to ‘Government electronic trading services (GETS)’. As of 2018 it only supports 4 document’s submission while 51 various documents are required by government. It supports user registration, ID issuance, performing validation of data & information management. (UN ESCAP, 2018)

- e) **Canada:** - According to this study a strong lead government agency is required for success of single window system. It is crucial to have proper coordination and support from all the relevant government department and traders & business communities. Proper Legal authority of the country has to lay the strong foundation and legal framework to build the single window system. According to the study the development of the single window is complex and multifaced. It requires proper policy development, technological capacity, coordination, timing and government priorities. The development and implementation of single window takes time and resources. It is crucial and necessary for a country to develop the single window as it will improve the process of international trading and make it more effective and efficient and it will reduce the cost as well. (Lawson, 2009)

- f) **Colombia:** - In this study they have mentioned benefits in which the online processing resulted in cost and time reduction. This study found that there has been a reduction of five days in processing time of documents which previously was high because of person has to approach any of relevant 17 authorities for submission of the documents. They have found that there has been cost reduction for trade users in processing, mailing, stationery and procedure. They also

noticed the elimination of privileges, unjustified preferential treatments, steps and documents required for procedure. They have also found reduction in response time to customers. They have noticed the improvement in internal process between various agencies. While they received good results, they also faced some challenges of getting the agreement between all the necessary and relevant entities, they also had to face some rejection initially in adopting the electronic system from paper system and they also faced some coordination problem between various entities as well. (Torres)

g) Macedonia: - On November 2008 the first form of EXIM project of single window became operational. In the report submitted to UN they stated that they observed the process is taking less time and the flow of information is faster. They found that number of documents needed has reduced due to standardization and harmonization. They also saved some money and time in issuance of license and maintenance and also increased clarity of legal aspects among users. They are now able to provide services for 7 days a week and for 24 hours. They also faced challenges in properly implementing the new procedure, in setting up organization and in legal changes. They also faced challenge in harmonization of data. They also stated that some of the lower-level officials were reluctant towards the change. (Janoski)

h) Kenya: - This research focuses on the impact of single window in cargo clearance in Kenya. The study concludes that there is a positive effect of single window which resulted in increased efficiency at the port of Mombasa. They found that the process is faster, improved and resulted in reduced dwell time of cargo. They also found that the system resulted in cost saving on trader's side, reduced time taken to process permits, it increased compliance and collection of revenue as well. They found that the procedure of good declaration is more efficient and authorities are able to collect more revenue, the process is more transparent and accountability has also increased. (Billy N. Kabui, 2019)

i) Effects of single window system on trade facilitation in Kenya: - This study suggest that the proper implementation of single window system will provide the solution in solving the challenges in trade facilitation. According to this study there is a positive and significant relationship on trade facilitation. This study concluded that the single window system increased the international trade while reducing the overall cost of trading. This study found that the single window system opened more room for business development and also resulted in increased revenue collection for government. (KOROS, 2021)

j) Single window in customs clearance: international best practices and lessons learnt overseas: - According to this study various agencies or parties involved get different benefits. Like, compliance authorities are able to use their resources more productively and effectively. They are able to collect more fees and duties. They are able to increase their compliance with government regulations. Increased security and better risk management and reduced corruption are other benefits received by compliance authorities. The trader community are able to receive the benefits like, faster clearance of their good, reduction inventory holding cost, reliable consignment clearance, reduction in physical appearance for traders and thus reduction in corruption. For logistic operator the benefits are improved and efficient utilization of resources because of faster clearance through formalities, availability of reliable information, Efficient and effective use of human resources etc. (S. THIRUNAVAKKARASU)

k) Germany: - Germany initially established single window in 1982. The single window system of Germany is operated by DAKOSY which is privately owned company and it charges its users per transaction fees for its services. The Germany have received benefits like establishment of proper information chain, increased movement of information, low double work, improved data quality, establishment of standardize process which result in low cost and increased efficiency, proper control of transport chain. (Germany)

l) Ghana: - The Single window was initially implemented in the year of 2002 in Ghana. The single window system of Ghana is established based on the model of Mauritius. Benefits received by exporter and importer are predictable and transparent process, decreased bureaucracy and improved clearance time. For customs benefits are increase in revenue, improved staff efficiency, Improved working structure and professionalism. For commercial banks benefits are increased number of transactions and number of customers. For government benefits are remarkable increase in revenue collection, improved govt image. For economy of country benefits are proper governance and transparency. In the first-year customs revenue increased by 35% and then after it increased 20% year on year. They faced challenges in implementing single window at regional level as well as changing the mindset of various organizations about single window system and pushing them to adopt it. They faced other challenges like overcoming infrastructural constraints, human attitude toward change and compliance challenges etc. (Ghana)

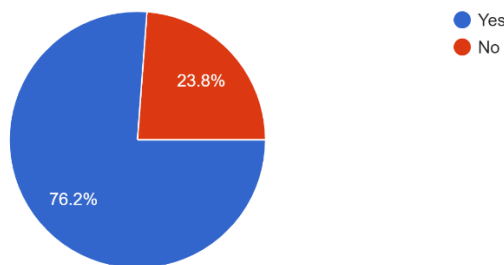
The results of this study show that the Single Window System has had a positive impact on Country’s international trade. It has reduced the time and cost involved in trading, making it easier and more efficient for businesses to import and export goods. It has also improved the transparency of trade-related processes, helping to reduce corruption and promote fair competition. Overall, the single window system has contributed to the growth of Country's international trade and has made the country a more attractive destination for foreign investment.

There are several potential reasons for the positive impact of the single window system on Country's international trade. One reason may be that the single window system has reduced the burden on businesses and government agencies by simplifying and harmonizing the process of importing and exporting goods. This has made it easier for businesses to engage in international trade, which has increased trade volumes and improved the competitiveness of Country’s businesses.

Another reason may be that the single window system has improved the transparency of trade-related processes. By allowing traders to track the progress of their documents and transactions in real-time, it has helped to reduce corruption and promote fair competition. This has likely contributed to the overall growth of Country's international trade.

→ We conducted a small survey on regarding impact of single window and received response from 21 people who are in the field of import and export related work. Of those respondents 16 of them knows about single window system and 5 of them doesn’t have clear idea about it.

Have you heard about single window system?
21 responses



→ All 16 of respondent who knows about it are also using it in their company. 2 of the respondents are using it for 6 years while other have started using it in last 2 to 3 years. Two of the respondents have

started using it in last year as well.

- ➔ Those who are using it found that it is cost saving, easy to work with, requires less paper work, reduces the requirement to visit different agencies for document submission, better communication, fast processing, better time management, single point of entry, simple process and time saving.
- ➔ Almost all who are using it found that it is difficult to understand and use in initial stage, hard to implement in place of existing process. They want to see more improvement like improved and easy to use UI and even faster processing.

VI. CONCLUSION

From this study we can conclude that all the countries who have implemented single window either fully or partially have benefitted in some form. Such benefits include better time management, cost saving, efficient and effective work, reduced corruption, increased trade, time saving, increased profits, increased revenue collection, better transparency, quick process and increased compliance etc.

In finding such benefits countries come across some challenges as well like, legal & framework requirement, rigidity to change, costing, technical requirement, co-ordination between various agencies, government support, communication gap etc. Though countries faced many challenges in implementing single window all benefits outweigh the challenges faced and it paved the road for better future for that country.

We found that it is tough to absolutely co-relate all part of benefits as a result of single window because there are many factors like economic advancement, other government policies, better economic phase, population growth etc. which can be the cause of such benefits as well. There are only some factors where we can conclude that benefits received is from single window implementation only like, time taken, documentation requirement, cost saving in form of paperless transactions etc.

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