

Continuously Developed, the Indonesia National Single Window System Became A Nationally Integrated Public Service Backbone



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The transformation of technology-based public services in the export and import sectors needs to be continuously accelerated, particularly triggered by demands for efficiency in public services both domestically and internationally. The initiation of development and construction of a nationally integrated electronic system in the export and import sectors has also begun through the Indonesia National Single Window (INSW) system.

"The issuance of Presidential Regulation Number 44 of 2018 on the Indonesia National Single Window is proof of the Government's commitment to synergize and collaborate in providing efficient public services in the field of exports and/or imports," explained the Secretary of the Coordinating Ministry for Economic Affairs Susiwiyono Moegiarsa in a talk show on the anniversary of the National Single Window Institution (LNSW) in Jakarta, Friday (9/06).

The Presidential Regulation also gives an official identity to LNSW as the manager of INSW and administrator of the INSW system, and stipulates governance in carrying out its duties so that it continues to synergize with related Ministries/Institutions. The National Single Window (NSW) is also a policy to encourage the smooth flow of export and import goods based on Presidential Decree Number 54 of 2002, as

well as a step towards reforming electronic system services for the smooth flow of export and import goods to improve the business climate following Presidential Instruction Number 3 of 2006.

Prior to the establishment of the NSW, the process of handling export and import goods traffic documents was still inefficient because it required a very long process with a service system that was not yet integrated. Importers and exporters must submit documents in hardcopy form as well as export and import permits must also be taken by themselves to the license issuing agency and then submitted to Customs for the validation process.

"The implementation of the National Single Window is very important to increase the competitiveness of the national economy and overcome the 'expensive economy' in handling exports and imports so that public service automation in the Customs sector was introduced in 1996, namely Electronic Data Interchange between the Directorate General of Customs and Excise and the Ministry of Trade," said Secretary Susiwijono.

Regionally, the 10 ASEAN countries signed the ASEAN Single Window (ASW) Agreement in 2005 and implemented the NSW in each country with a deadline to be integrated into the ASW in 2015.

"Indonesia became the first country to implement the NSW System. In 2010, we launched it. Then, the changing dynamics of international trade also responded with various changes in the NSW System, where in ASEAN we agreed to exchange cross-border data," said Secretary Susiwijono.

With the crucial role of INSW in accommodating the needs of system integration between Ministries/Institutions, Secretary Susiwijono expressed his appreciation for the development of INSW, including for LNSW which for decades has successfully managed the INSW national portal which can become the backbone of many public services that are integrated nationally.

"Last year, the system for the Commodity Balance Sheet has also been incorporated and this year the system for Special Economic Zones (KEK) is also being developed. I believe that INSW can be said to be better than similar systems because it is supported by qualified resources (HR), stakeholders, business processes, and systems," said Secretary Susiwijono. (rep/fsr)

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