

Prospects and Problems of Single Window System implementation in India

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Abstract

The role played by the single window system in promoting international trade attracting foreign capital accelerating the process of economic development, the Indian government should take steps to enhance the process of implementation of the policy in this respect and at the same time develop infrastructural facilities so that implementation of the single window policy will be successful. In the context economic development, the concept of single window needs to be extended so as to cover activities like B2B trade, transport, logistics, and components as Single Window platforms. So that it will be easy to provide services for trade transport logistics information exchange among private sector units. Thus the Single Window concept will not only facility trade and transport but also will promote economic development and social welfare in a developing country like India.

Window needs to be extended so as to cover activities like B2B trade, transport logistics components as single window platforms so that it will be easy to provide services for trade, transport logistics information exchange among private sector units. Thus, the single window concept will not only facilitate trade and transport but also will promote economic development and social welfare in a developing country like India.

(1) Introduction.

Initially production of Goods was taking place for local consumption as the scale of production was very small. But the Industrial Revolution took place in the later part of eighteenth century, which revolutionaries the whole process of production. Large scale production, division of labor, specialization factory system etc. came into existence, initially in England and later on in European Countries. As the output produced with the help of huge machineries was so large that in order to sell it, international trade started progressing rapidly. In the 21st century globalised international trade not only experienced increase in competition but also led to generate economic strength. The regulatory and contractual complexity increased to such an extent that started inhibiting states than making international trade easier and simple, "The System used in international trade developed since the 18th century to cater for general cargo and paper based transaction. They are designed to minimize the liability of the major carriers, protect financial interests of both buyer and seller but shield the consignor from taking full responsibility for sending goods into the supply chain".

"Since the advent of the sea container in the 20th century, the carrier has entered into a contract of carriage with the shipper concerning goods in a metal box that nobody can see. Outstanding, consolidating cargo and multimodal transport chains have allowed the identity of the true seller or consigners to be clouded and contractual terms to be over-complicated, "Carriers and importers are being asked" to make legal declarations about goods they have never seen and the documents containing crucial information can lag three days behind the exported goods". At the same time rapid advances in information technology progressed rapidly. The "Complexity and Mysticism have caused the simple buyer and seller to engage a range of logistics and service providers to handle the process on their behalf resulting in a lack of visibility of events, costs and assurances".

(1.2) Objectives of the Study

- i. To Study the role of single window concept in promoting domestic and international trade.
- ii. To review single window models and types.
- iii. To study the progress of the implementation of single window system in India.
- iv. To study the responses of the respondents to the single window system.

- v. To study reasons reasons for slow progress of single window system in India.
- vi. To suggest measures for achieving rapid progress of single window of India.

(1.3) Hypotheses of the Study

- i. Null Hypothesis (HO): Single window system does not promote ease of doing business.
Alternative hypothesis (H1): Single Window System promotes ease of doing business.
- ii. Null Hypothesis (HO1): Single Window is not necessary for promoting growth of trade and economy.
Alternative Hypothesis (H11) Single Window is necessary for promoting growth of trade and economy.

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(1.4) Use of information in present Supply Chains

"An international trade Supply Chain is a global network of business entities involved in the process of procurement, manufacturing, distribution and payment activities for products that cross the borders between countries". One of the major challenges for Supply Chain managers is to develop a network structure and collaboration mechanism that can facilitate dilative flexible and synchronized behaviors in a dynamic environment that is both reliable and secure.②

In the present global trade many Supply Chain have become complex to such an extent that, the clear visibility is marked from those who need to know what is going on, which is common in case of loss than full container shipment where a consolidator packs consignments from several consignors into one containers and often provides only summary data of the contents to the shipper e.g. agent to agent.

"Data deficiencies and gaps along with an outdated paper trail-as updates and changes may not be clearly being reflected in them-create financial safety and planning risks. Costs are ambiguous, thereby clouding over heads and profit margins. This lack of visibility is significantly adding to costs in Supply Chain networks.③Businesses are more interested in getting access to data that create Supply Chain visibility for them, to make better choices in managing the Supply Chain.

Governments are also seeking more means to facilitate international trade while safeguarding public values. Rapid increase in globalization and the increasing scale of international.

Trade tends to generate increase in scale of risks related to security, Safety, health and fraud.

As a result of the increase in international trade and huge risks involved, border management has also increased in complexity that can cause time delays cost increases and reduction in competitiveness of Supply Chains. For border agencies such as customs t perform their functions effectively, need transparent Supply Chains with all relevant information to assess risks and to make smart decisions, for which they emphasize information provisions by business organizations.

Visibility of the Supply Chains could be ensured by providing customer access to information and data about the consignor, who a key person is having information relating to the goods shifted. But the consignor is outside the jurisdiction of the importing countries authorities, so customer have to depend on the second hand information provided by the stripper carrier and the importer.

In the traditional document focused process the data are pushed by business to a variety of government agencies like customer, statistics etc. through the obligatory documents and submitting data to the government information system. So "data push" model, the radical change has been proposed which is the transformation towards increased data pull "Where

the government agencies requiring into motion can pull these from the existing information system of companies.

(1.5) "Single Window" a strategic instrument to promote international Trade.

Single Window is a concept developed to facilitate business processes and data exchange for national export and import purposes, which is achieved through enhancing the collaboration and co-ordination between the administrations involved and between private sector. During the process of implementation of Single Window, the business processes and information flows are analyzed, simplified and standardized. The Single Window supports not only the exchange and processing of the e/paper documents but also provides the participating agencies and companies with efficiency, security and automation.

Governments and the import / export, logistics and transport communities established on exhaustive range of agency and country specific regulatory and operational requirement of international trade. However there is limited co-ordination between these groups at national and international level. So traders are faced "Confusing set of stringent, overlapping and burdensome reporting requirements, including redundant, repetitive and outdated regulations. These requirements were in the guise of forms, systems, data models, e-messages un-written and informal demands. Governments and trade have to maintain different systems to meet these heavy requirements. This increases costs and overheads to all parties, inters of time, energy and money. This problem has become acute de to the need of faster delivery of information in advance of transportation for security and other purpose. The ability of handling data efficiently and swiftly has become key element in international competitiveness especially in international supply chain.

(1.6) Definitions of "Single Window"

These are several definitions of Single Window offered by international organizations, which are stated below.

6.1 According to United Nations centre for Trade Facilitation and Electronic Business (UN/CEFACT) Single Window is "A Facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point, to fulfill all import export and transit related regulatory requirements If information is electronic, then individual data elements should only be submitted once".

6.2 World Customs Organization (WCO) defend Single Window environment as, "A Cross border intelligent facility that allows parties involved in trade and transport to lodge standardized information, mainly electronic, with a single entry point to fulfill all import, export and transit related regulatory requirements".¹¹ Here "Intelligent implies, in addition to unified access for submission of information and documents, the single window should provide various services and integrated view of the transaction such as computation of duties, co-ordinate risk managements.

Thus single window definition includes opportunities for transport related stake holders to lodge standardized transport related information and documentation in relation to international transport including transit.

Although paper based documents and manual system of communications are not excluded from the concept of single window efficient exchange of a variety of documents and messages between various stakeholders in the complex informational trade and transport environment could be done only with use of Information & Communication

Technology (ICT) and Internet. "New ICT solutions and easier availability are opening possibilities for new and better services. ITC solutions and electronics information exchange are improving efficiency of Communication and offering options for redesign of business process to extend even further trade transport facilitation.

(1.7) Purpose of Single Window

The main purpose of single window is to provide a single point of, generally electronic, access and a single submission for a given purpose. This single submission can be lodged by a wide range of Government agencies, private sector organizations and even to individuals.

(1.8) Single Window Models.

UN/CEFACT Recommendation No.33 identifies following different models of single window

- a) A Single Window Authority - It receives paper based / electronic information for dissemination to the relevant authorities.
- b) A Single Automated System.
 - i. Integrated - where data are collected, processed and distributed to interested cross border regulatory agencies.
 - ii. Interfaced - where data are collected and sent to the interested agencies for processing or
 - iii. Hybrid - which is combination of above two options and
- c) An automated information transaction system -
It offers a possibility of submitting necessary information and single application for approvals to the various cross borders regulatory agencies that subsequently electronically transmit approvals back to the traders.

The WCO has expanded understanding of cross border regulatory single window environment and identified single window as

- ❖ Part of co-ordination border management.
- ❖ Virtual enterprise, which may be a legal entity or a web portal or an orchestrated network of collaborating facilities and organization.

The WCO Overview of trade, transport and regulatory processes, presents three different views taking place simultaneously. It shows that transport processes like discovery of transport service provider, booking transport service, carriage of goods, delivery of goods and post delivery formalities and corresponding trade processes such as order, dispatch, shipment and delivery of goods and regulatory process like export, transit and import.

The WCO overview of trade, transport and regulatory process also recognizes relevant IT System associated with various processes for:

- a) Trade sector e.g. traders systems ; enterprise resource planning (ERP) Systems, B2B, business to government (B2G) and government to government(G2G) e-commerce portals ; B2B trade single windows, value added network (VAN) service providers and intermediaries.
- b) Transport sector of transporters systems ERP systems B2B logistics portals, B2B logistics single windows, VAN service providers and intermediaries.
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- c) Regulatory authorities e.g. certificate authorities systems, e-government portals, automated customer systems, automated cross-border regulatory authorities (EBRA) Systems, cargo Community Systems, Single Window (B2G/G2B and G2G), and electronic port clearance system. 13

Other classifications identify limited single windows as:

- I. Customs single window includes customs authorities and trading community.
- II. Port single window provides information about the vessel to the authorities on a port level and port community systems which enable B2B exchange of messages in the port environment relating to commercial, transportation and logistics processes and

- III. Sub-national single window at city or provincial (state) level in larger economics, e.g. shanghai E-port platform in China, as more feasible way to group local trade and regulatory agencies.

International Maritime Organization (IMO)

IMO has provided more transport oriented concept of single window which recognizes two types of single windows relating to shipping.

- I. Ship single window for the clearance information required according to the convention on facilitation of international traffic (FAL conventional) and
- II. Cargo and Trade Single Window dealing with the import and export clearance of cargo by customs authorities and other involved agencies.

UNECE (United Nations Economic Commission for Europe has discussed that

- I. Trade Related Single Windows -
These provide electronic services for trade related regulations such as customs clearance of cargo import/export permits). The trade related single window focus on trading goods and handling cargo
- II. Transport Operations - related single windows
These deal with the physical operations to move the goods e.g. electronics information exchange involving maritime authorities sea safety and traffic controllers, vessel piloting towage and mooring services, port authorities, vessel agents and vessel operators. 16

(1.9) Types of Single Window System.

Single Window is also classified on the basis of territorial coverage and business area covered.

1) Territorial Coverage

- i. National Single Window System.
- ii. International Single Window Systems.

2) Main Business area and transactions covered

- i. Regulatory Single Window Systems.
- ii. Port related Single Window Systems.
- iii. Single Windows with B2B trade / transport / logistics components.

Let us discuss these types of Single Window as follows

1) National Single Windows Systems.

These are designed to cover national information exchange; they include requirements from customs and other regulatory / permit issuing agencies. They also include systems with limited national regulatory coverage like paperless customs system without all regulatory agencies being included or systems with limited territorial processing / territorial coverage like port community systems.

2) International Single Windows.

These are designed to cover cross border information exchange and they could be regulated on bilateral, multilateral or regional level. These windows may be developed as centralized facility for common use of several countries, where interface among several national windows can take place. Development of these windows is in initial stages. Examples

of such windows include, 'Cross border information exchange under pan Asian e-commerce alliance 17 and regional ASEAN Single Window 18

3) Regulatory Single Window System.

These System focus on information exchange reality to regulatory requirements mainly about cargo and clearance for import, export and transit. They include interactions of traders, transporters and other professionals with customs and other permit issuing authorities

4) Port Related Single Window Systems.

They cover port related information exchange among relevant regulatory and commercial stake holders, that include electronic interactions with port authorities and other stake holder about entrance, exit and movement of transport means, cargo and passengers at a particular port, The exchanges taking up place include B2G / G2B relating to transport regulation especially safety and security of transport and also B2B about using port services. Port related Single Windows can interact on national level or even cross border level.

5) Single Windows extended with B2B trade / transport / logistics components.

These are Single Window platforms which provide Services for trade / transport / logistics information exchange among private sector. They may relate to international supply chain process. These platforms include various trade transport and logistics transactions such as commercial transactions, forwards, logistics operators and clearing agents.

6) United Nations Economic Commission for Europe (UNECE) 2013, recognised the following models.

1. Trade - related single windows

These provide electronics services for trade related regulations like customs clearance of cargo, import / export permits. The focus of this type of window is on trading goods and handling cargo.

2. Transport Operations - related Single Windows.

These Windows deal with the physical operations to move the goods e.g. electronic information exchange involving maritime authorities' sea safety and traffic controllers, vessel piloting, towage and mooring services, port authorities vessel agents and vessel operations.

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(1.10) Features of Single Window Concept

The main features of SW concept are:

- i. Single Window concept is trade and transport facilitation oriented.
- ii. It provides Single entry point for exchange of relevant documents and information among the stake holders involved (regulatory and extended B2B)
- iii. It enables electronic data exchange and additional services with support of ICT.
- iv. Single Window Supports redesigned and streamlined business processes.
- v. It has a large variety in its scope, hence several implementation modalities due to differences relating to, involved stake holders, transactions covered, territorial coverage etc.
- vi. It leads to incremental and project driven development.
- vii. It has capacity for integration of various single windows where even it is viable.
- viii. Single Windows have become a strategic instrument to support international trade.
- ix. Single Window is designed to overcome complex system of data submission and regulatory control.

(1.11) Components of Single Window System.

Indian Central Board of Excise and Customs (CBEC) has given the list of components of Single Window as follows.

- A) Automated Regulatory Clearance.
 - i. Indian Customs EDI System
 - ii. Indian Customs e-Commerce Gateway
 - iii. Online Services of Regulatory Licenses / Permits.
 - iv. Risk Management System.

- B) Automated Cargo Clearance.
 - i. Customs integration with port/Air cargo community systems.
 - ii. Customs integration with Licensing / Regulatory Authorities.
 - iii. Integration of all parties with Transport Service providers and cargo handlers
 - iv. Integration of all players with banking and electronic payment systems.

(1.12) Implementation of Single Window Concept

Single Window is complemented gradually Development of Single Window environment includes integration of several separate Single Window initiatives. United Nations Network of experts for paperless trade and transport levels which are common for several models of single window.

These levels are:

- i. Paperless customs systems
- ii. Regulatory Single Window which includes customs and other regulatory bodies which issue permits and other documents relating to import, export or transit.
- iii. Port Single Window or B2B port community system which includes entire trade and logistics communities within airports seaports and dry ports.
- iv. Fully integrated national single window which includes all companies and service sector related to the import, export and transit operations e.g. bank and trade finance, cargo insurance companies, traders freight forwards, customs agents and customs brokers, agents and carriers.
- v. Cross-border single window, which extends integration of national single windows into bilateral / regional electronic information exchange platform.

(1.13) Progress of Single Window System in India

Prime Minister of India decided about ending of bureau critic hurdles for industrialists by April 2015 and started his plan of developing on online portal which would be "One stop Single Window System" where investors can log on to seek all required clearance". It was the result of Prime Minister's plan of providing ease of business and digitization. In order to promote transparency and curb middlemen and chances of corruption, reduce delays in taking decision. The work for this system "e-biz" is handled by the Project Monitoring Group (PMG) and the Department of Industrial Policy and Promotion (DIPP). The investor can log into this platform, specify sector and the system will automatically direct him to a page giving details of all clearance required from Central and State governments. Some states are making their own software systems and this Single Platform would connect all of them so that the industry doesn't have to go to states separately. All can be done from this Central System by sitting at one place.

(1.13.1) Steps taken by Indian Customs for ensuring "Ease of Doing Business"

In recent times Indian Customs have taken various trade facilitation measures as follows.

- i. Facility of differed payment.
Customs Deferred Payment of import duty Rules 2016 are notified to come into effect from 26/11/2016
- ii. Received Authorised Economic Programmed.
Indian Customs has introduced the new Authorised Economic Operator (AEO) Programmed where extensive benefits including greater facilitation and self certification have been provided to those entities who have demonstrated strong internal control system and compliance with Central Board of Excise and Customs (CBEC)
- iii. Relaxation in Insurance Cover / Bond / BG.
Requirement of Insurance Cover taken by customs cargo service providers (CCSP) for goods stored in customs areas has been reduced from 30 days to 10 days.
- iv. Setting up of Customs Clearance Facilitation.
Committee (CCFC) at every major customs seaport and airport, having senior members of all departments / agencies / stakeholder.
- v. Amendments in warehousing provisions to get benefits of automation for facilitating trade and to monitor the permitted period for which goods remain in warehouse.
- vi. Indian Customs Single Window Project-online message exchange.
Indian customer has introduced "Single Window interface for facilitating Trade (SWIFT) for ensuring ease of doing business the importers electronically lodge their customs clearance documents at a Single Point only with the customs. If any permission is required from other agencies, such as Animal Quarantine, Plant Quarantine, Drug Controller, and Textile Committee have to approach separately these agencies. The benefits of Single Window scheme include, 1) reduced cost of doing business, 2) increase a transparency 3) integration of regulatory requirements at one common platform reduces duplicity and cost of compliance 4) Optional utilization of manpower.
- vii. Reduction in mandatory documents for import and export - The Central Board of Excise and customs (CBEC) has reduced the number of mandatory documents to only three.
- viii. Adoption of Digital Signature - To encourage paperless working and to dispense submission of physical documents Digital Signature has been introduced for imports, exports, airlines etc.
- ix. 24 X 7 Clearance - is introduced for facilitated bills of entry and factory stuffed containers and goods exported under free shipping Bills at 19 sea ports and 17 air cargo complexes.
- x. Abolition of Mate Receipt - as it is not required now as automations of customs procedure has been introduced.
- xi. Reducing / eliminating printouts in customs clearance.
- xii. Amendments have been initiated in courier regulations including liberalization norms for outsourcing and CSB form.
- xiii. National committee on Trade Facilitation (NCTF) is constituted for implementation of WTO Trade Facilitation Agreement.

(1.13.2) Single Window e-biz portal- in order to facilitate "Face of Doing Business" the Government of India has launched, on 19th February 2015, a single window government to business (G2B) portal for 11 central government services. The government approach includes level aging technology to bring transparency, improve efficiency and promote convenience.

E-biz platform provides online submission and processing of forms including online payment.

The services available in portal www.bizgov.in, include those from corporate Affairs Ministry (MCA), RBI, Department of Industrial Policy and promotion (DIPP) Central Board of Director Taxes (CBOT), Directorate General of Foreign Trade (DGFT) and Employees Provident Fund Organization (EPFO).

Services from Ministry of Corporate Affairs include name availability Director Identification Number (DIN) certificate of incorporation and commencement of business and process such as foreign collaboration through general permission, route from RBI, issue of explosive license from DIPP, to know importer-exporter code (IEC) from DGFT, to get PAN and TAN from CBDT and to complete employers registration can be completed through the new portal. 22

(1.13.3) National Workshop

Government of India held a national workshop on "Make in India" on 29th December 2014 at New Delhi to involve states in improving the "Ease of Doing Business. In the workshop 98 recommendations were given to the State Government, one of them was about implementation of "Single Window Scheme" for giving approvals required for setting up industries in the State.

1.14 Single Window System by State Governments.

Several state governments have taken initiatives for establishing Single Window Systems. Some of these are discussed below.

1) Madhya Pradesh.

Madhya Pradesh Trade and Investment Facilitation Corporation Ltd. (TRIFAC) is a company established under companies Act. (1956) and wholly owned by the Government of Madhya Pradesh is functioning as a Single Window facilitation centre for Investment promotion in Madhya Pradesh. Its main activities include, establishment of cabinet committee on investment promotion, passing of Madhya Pradesh Investment Facilitation Act 2008, Combined Applications for to get clearance from concerned departments to initiate investment driven by arranging investors meet industry interactive sessions, Road shows in India and abroad to attract investors for making investment in various sectors, MOU a tool by which both the agencies namely state government and the investor to facilitate the project an ambitious project called Delhi-Mumbai industrial corridor (DMIC) which will be passing through six states and create investment opportunities and to provide for various concessions and exemption, Madhya Pradesh Industrial Investment promotion Assistance (2010) where TRAFFIC acts as a nodal agency to provide assistance to industrial units. IIPA is a sisal concession in which 50% OF VAT and 75 % of CST is refunded to the industries Registration for these schemes now online.

(2) Karnataka Boasts of a Single Window agency and gives land parcels to industrial enterprises is at 9th place on the top 10 "Ease of Doing Business, Index prepared by the World Bank.

According to a member of the Federation of Karnataka Chamber of Commerce and Industries (FKCCI) "Rampant Corruption, inefficient bureaucracy and political system, expensive and unaffordable land values are primary reasons that have prevented entrepreneurs from setting up industries in Karnataka. Industries need Bijali, Pani and Sadak (B1PASA) which is power, water and road.

The report was prepared by the World Bank based on eight specified parameters namely, setting up business, allotment of land, labor reforms, procedure for environment clearance, infrastructure, procedure for registration for tax purpose and inspections for compliance of various norms.

According to Assocham co-chairman, "Single Window concept in Karnataka has multiple doors for industry. Thus it has become popular throughout the world. 24

(3) Union Territory of Pondicherry.

While setting up on industrial unit in Pondicherry the entrepreneur / promoter has to undergo various stages of process in the course of issue of permission / clearances / license

from respective department and commune panchayats / municipalities before commencement of production.

The District Industries Centre functions as a facilitator between the promoter and the Departments concerned for the issue of clearances/ permission / license to setup industries in this Territory. For proper monitoring and adherence to the time limits for process a case, a committee has been constituted by the Government called "SINGLE WINDOW COMMITTEE" consisting of various Departments from which clearance / permission / license is required along with a representative from Industrial Association. The committee holds a meeting on the first working day of a month and problems faced by the applicants are sorted out across the table in a transparent manner. As the meeting is held regularly on each month, no application is left out unprocessed. The System of recording the fact of disposal of each case can be readily seen in the website of industrypondy.com.

Maharashtra State.

In order to improve India's overall ranking in the World Bank Ease of Doing Business Report and for success of the "Make in Maharashtra, the concerned departments aimed at reducing their number of procedures time taken and cost involved for giving approvals through implementing the "Single Window Scheme" effectively by using e platform for simplicity, efficiency and transparency in e governance and also through delegation of powers.

Government has issued Maharashtra Right to Public Services Ordinance. 2015, for giving efficient, transport and timely deliveries to entrepreneurs.

As mentioned in Industrial Policy 2013, The State Government has setup on investor Facilitation cell under Department of Industries in February 2014 in Mumbai, the cell is named as Maharashtra Industry Trade and Investor Facilitation cell (MAITRI). Noda Officers of various departments have been appointed for the MAITRI to facilitate investment proposals and Single Window Scheme is going to be implemented through MAITRI platform.

After studying various models in India, those in Punjab and Haryana were observed to be the best models and Maharashtra State's Model is on similar lines.

MAITRT is in charge of the responsibility to enable smooth transition of projects from the proposal stage to the implementation stage, with the following objections.

- i) To provide all clearance at one place to the investors.
- ii) To give online and time bound approvals.
- iii) To work as a grievance redressed mechanism for industries.

MAITRT scope has been expanded to cover providing industry related services of various departments to the investors.

(2.0) Survey Results

In order to know about the views of the stakeholders, such as industrialists, banks, carriers, customs and insurance, to the single window system, Pune region was selected because it is well-known as a popular industrial hub and most of the investors prefer Pune because of its proximity to Mumbai. A convenience sampling method was followed for data collection and the responses of the 36 respondents were recorded, and Likerts scale was applied to arrive at the mean value of the responses. The results obtained were summarized below.

Table.1	Responses of the Respondents to Single Window System (SW)	
	Statements	Mean Value.
	1) Single Window promotes ease of doing business	3.7
	2) Single Window (SW) reduces delay in taking decisions	3.5
	3) SW reduces transaction costs	4.0
	4) SW helps in increasing speed of movement of goods	4.1
	5) SW improves business efficiency	3.7
	6) SW helps in avoiding physical movement of documents	4.0
	7) SW enables to avoid waiting for routine clearance	4.1
	8) SW brings all stakeholders together at a single IT platform	3.9
	9) Speed and timely delivery is the mantra of SW concept	4.0
	10) SW is a necessary for promoting growth of trade & economy	4.1
	11) SW clearance need to be given top priority to attaché foreign capital	4.0
	12) SW reduces human interference in the process of clearing	4.1
	13) Strong political will is necessary for the success of SW system	4.4
	14) Co-operation between Govt. and industry is necessary for effective implementation of SW system.	4.2
	15) Legally favorable environment is necessary for the success of SW System.	4.0
	16) SW system has to follow international standards and recommendations, in its implementation.	4.3
	17) For the success of NSW, the business model must match with users expectations.	4.2
	18) SW helps in avoiding corruption	4.0
	19) SW system is useful for promoting transparency	4.2
	20) Promotion and planning are necessary for the successful implementation of SW system.	3.9
	21) Training awareness and communication strategy helps in reducing resistance to NSW.	3.8

From the above table it can be concluded that, as the mean values range from 3.5 in case of statement no.02 to 4.4 in case of the statement no.13 that strong political will is necessary for the success of SW system, which is true as politics influences of various activities in the economy. Taking into consideration the present economic environment in order to survive and grow under ever increasing competition business organizations have to be well prepared to face the challenges. In order to attract more and more capital for promoting investments in infrastructural and directly productive activities a developing country like India

has to adopt policies like ease of doing business and Single Window Systems, as emphasized by UN and World Bank.

When asked about the reasons of slow progress of SW system in India, the responses from the said respondents were as stated below.

Reasons for slow progress of SW system in India.

Reasons	Response (% who agree)
1) Shortage of resources	78
2) Slow development and use of ICT	84
3) In adequate legal framework	58
4) Lack of interagency co-ordination	67
5) Lack of political will	24
6) Lack of co-operation between govt. and industry	72
7) Absence of clear objectives	68
8) Lack of Accessibility	74
9) Lack of favorable environment	82
10) Lack of promotion and marketing	86
11) Lack of Infrastructural facilities	84
12) Dominance of vested interests	76

From the above table it can be concluded that in spite of favorable political will, other reasons according to the majority of the respondents, are the main problems leading to the slow progress of SW system in India. Taking into consideration the long term benefit of the Single Window system, attempts need to be made for achieving faster progress of SW system in India.

Testing of Hypotheses.

1) **Null hypothesis (HO):** "Single Window system does not promote ease of doing business."

Alternative hypothesis (H1): "Single Window system promotes ease of doing business."

From table no.1 (p 14) it can be observed that the mean value of the responses of the respondents to the statement no.1 that, "Single Window promotes ease of doing business" was at 3.7 which is quite significant ($3.7/5 = 74\%$). Hence the null hypothesis is rejected and alternative hypothesis is accepted.

2) **Null hypothesis (HO):** Single Window is not necessary for promoting growth of trade and economy alternative hypothesis: Single Window is necessary for promoting growth of trade and economy.

From table no.1 (p 14) it can be observed that, the mean value of the responder the respondent to the statement no.10 that "Single Window is necessary for promoting growth of trade and economy", stood at 4.1 which is quite significant ($4.1/5 = 82\%$) hence the null hypothesis is rejected and alternative hypothesis that "Single Window is necessary for promoting growth of trade and economy is accepted.

3. Finding and Suggestions.

The main findings of the study based on the main values are.

1. Strong political will is necessary for the success of single window system (Mean 4.4)
2. Single Window system has to follow international standards and recommendations in its implementation (Mean 4.3)
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3. Co-ordination between Government and industry is necessary for effective implementation of Single Window System. (Mean 4.2)
4. For the success of National Single Window, the business model must match with users expectations (Mean 4.2)
5. Single Window system is useful promoting transparency (Mean 4.2)
6. Single Window helps in increasing speed of movement of goods (Mean 4.1)
7. Single Window enables to avoid waiting for routine clearance (Mean 4.1)
8. Single Window is a necessity for promoting growth of trade and industry (Mean 4.1)
9. Single Window reduces human interference in the process of clearing (Mean 4.1)
10. Single Window reduces transaction costs (Mean 4.0)
11. Single Window helps in avoiding physical movement of documents (Mean 4.0)
12. Speed and timely delivery is the true "Mantra" of Single Window concept.
13. Single Window system need to be given top priority to attend foreign capital (Mean 4.0)
14. Legally favorable environment is necessary for the success of Single Window system (Mean 4.0)
15. Single Window system helps in avoiding corruption (Mean 4.0)

Single Window clearance system provides speed delivery in time and efficiency. The implementation of Single Window is generally in small steps. Standard operating procedures (SOP) and timeliness are important aspects of this system. According to Mr. Jayakumar a Single Window is an ideal state to bring all stake holders to Single IT platforms, which at present are working as separate blocks." It can reduce 50 percent against the current cost. At present time factor is gaining importance in business for which single window clearance is the best solution. Single Window concept is useful to create a real world environment. So it has to be given top priority if we want to welcome big MNC to India. At present only air cargo logistics industry partners are ready to participate in the implementation of Indian customs Single Window system. Once the new EDI (Economic Data Interchange) formats are announced, the industry will align its software and hardware infrastructure. As Jayakumar has pointed out, beyond IT infrastructure there are not any major issues in implementing Single Window system in India. Few IT vendors have already implemented the systems abroad, so fast tracking execution in India is the only issue.

Taking into consideration the role played by the single window system in promoting international trade attracting foreign capital accelerating the process of economic development, the Indian government should take steps to enhance the process of implementation of the policy in this respect and at the same time develop infrastructural facilities so that implementation of the single window policy will be successful. In the context economic development, the concept of single window needs to be extended so as to cover activities like B2B trade, transport, logistics, and components as Single Window platforms. So that it will be easy to provide services for trade transport logistics information exchange among private sector units. Thus the Single Window concept will not only facility trade and transport but also will promote economic development and social welfare in a developing country like India.

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