



Role of Capacity Building Contact Points in the WCO Europe Region

Capacity Building Contact Points form a professional network of individuals working within their respective Customs administrations as the main points for liaison.

This role falls within the scope of implementation of the World Customs Organization's (WCO) Capacity Building Strategy and related matters in the WCO Europe Region.

These individuals or structures work closely with the WCO Secretariat (the Regional Development Manager in the Capacity Building Directorate) and the Regional Office for Capacity Building for the Europe Region (ROCB Europe) with the goal of creating conditions conducive to the development and efficiency of the region's Customs administrations.

The role and tasks of a Capacity Building Contact Point are as follows:

1. Cooperation with the WCO Secretariat and the ROCB Europe

- Serve as a focal point to facilitate and promote active communication between the WCO Secretariat, ROCB Europe and their administration in order to ensure the widespread circulation of WCO recommendations and best practices in the Capacity Building and Customs modernization domain;
- Regularly submit information to the WCO Secretariat and ROCB Europe on the progress in terms of the implementation of Customs modernization and capacity building activities and initiatives within their administration;
- Send information to the WCO Secretariat and ROCB Europe on best practices, innovative approaches and/or case studies on different areas of Customs work. This information will be published by the WCO for the Capacity Building Committee and uploaded on the ROCB web site.
- Regularly submit copies of their administration's strategic plans or development programs, if available in English, French or Russian, to the WCO Secretariat and the ROCB Europe with a summary in one of these languages of their reform and modernization process' priorities and key objectives;
- Co-operate with the ROCB to forge close links aimed at promoting capacity building with the donor community and other key partners;



- Organize the internal process for receiving support missions and expert advice delivery from WCO Secretariat and ROCB Europe.

2. Promoting and Coordinating Capacity Building Efforts

- Serve as channels of information sharing and input on members' development projects and programs;
- Support Customs modernization and sustainable organizational development within their respective administrations;
- Provide input to the different Capacity Building initiatives being implemented within their administration;
- Publicize and promote the implementation of recommendations and best practices stemming from regional work and the WCO's tools and instruments;
- Foster the implementation of international Customs standards within their administration.

3. Monitoring and Evaluating the Modernization Process

- Collect, analyze, consolidate and present their administration's requirements and needs for Capacity Building support and ensure that requests for external assistance submitted to the WCO Secretariat and the ROCB Europe are relevant;
- Monitor progress regarding their administration's modernization process, using information gathered from project managers and change initiatives.

4. Expert Mobilization and Support to Capacity Building Delivery

- Identify and evaluate officers within their administration displaying the potential to contribute to the regional and global capacity building activities and submit their data to the WCO Secretariat and the ROCB Europe for participation in expert accreditation workshops and related events;
- Identify and evaluate experienced officers (other than WCO accredited experts) within their administration who can provide any regional/sub-regional assistance especially in areas where no WCO accredited experts are available and submit their data to the WCO Secretariat and the ROCB Europe.