



GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO  
MINISTRY OF TRADE AND INDUSTRY

# *Business Process Reengineering Workshop*

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ADDRESS

MR. NORRIS HERBERT, PERMANENT SECRETARY  
MINISTRY OF TRADE AND INDUSTRY  
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8<sup>th</sup> APRIL, 2019

9:30 am

## **Business Process Reengineering Workshop**

### **Salutations**

- Permanent Secretaries of participating ministries
- Senior Government officials
- Representatives of State Agencies including exportTT
- Consultants
- Other Specially Invited Guests
- Our valued stakeholders
- Members of the Media
- Ladies and gentlemen

Good morning.

I extend apologies on behalf the Minister of Trade and Industry Senator the Honourable Paula Gopee-Scoon, who is unable to attend owing to Parliamentary obligations. She extends her regards to all the participants at today's workshop. You have taken time from your busy schedules to attend this event which is intended to transform the existing trade and business environment.

According to the 2019 World Bank Doing Business Report, which provides objective measures on the efficiency of business regulations in 190 economies, Trinidad and Tobago is currently ranked 105th. The Doing Business methodology measures regulations affecting 10 areas including starting a business and trading across borders.

Trinidad and Tobago's current ranking of 130 out of 190 countries in the Trading Across Borders indicator is of particular concern as this measures the time and cost associated with the logistical process of exporting and importing goods.

It should also be noted that Trinidad and Tobago is currently ranked 98th out of 140 countries in the 2018 Global Competitiveness Index under the efficiency of the clearance process component.

Both Minister and staff at Ministry, are acutely aware of the need to improve the efficiency and effectiveness of government services and the value of timely delivery of these services to the wider public but in particular the business community. In this regard, the Government continues to implement initiatives aimed at impacting the country's overall competitiveness rankings and address areas impacting the country's performance and efficiency.

In 2009, the Government launched the Single Electronic Window (TTBizLink) project to digitise over 47 trade and business-related government services to reduce the time and cost of doing business in Trinidad and Tobago. Services that were once paper-based and time-consuming are now obtained within a fraction of the time, by consumers and businesses from the comfort of their home or office. Despite TTBizLink's many successes, excessive public service bureaucracy remains a concern among business persons.

In 2016, the Government sought to further improve its service delivery by embarking upon a US \$25 Million IDB funded programme – Strengthening of the SEW for Trade and Business Facilitation aimed at supporting the expansion of TTBizLink.

The programme seeks to not only build capacity in the Ministry of Trade and Industry but also within key stakeholder ministries and agencies by targeting the major challenges associated with trade and business facilitation. It is anticipated, that upon completion of the Programme, Trinidad and Tobago will improve its ranking in the ease of doing business and other international indicators that measure trade and business facilitation, making the country a more attractive place for investment and trade.

Today's event is focused on a significant consultancy under this programme, namely undertaking business process reengineering for the trade and business sector with the objective simplifying, harmonizing and, modernizing the major regulatory processes for import, export, transit and business facilitation services in Trinidad and Tobago.

As you are aware, this particular project started in February, 2018, and through several rounds of consultations with the nominated technical counterparts from 19 ministries and agencies, the consultants were able to map and critically review the existing trade and business processes. More importantly, stemming from this work, the Consultants in collaboration with the technical counterparts have developed revised processes and recommendations for improvements to facilitate trade and business services aligned with international best practice.

On closer examination, you will find that many of the recommendations seek to resolve internal bottlenecks specific to your Ministry or agency and if undertaken can improve your organization's ability to fulfil its mandate and by extension the Government of Trinidad and Tobago. These may require a reorganization of resources to realise the full benefits offered by technology. However, some of these recommendations also seek to address deficiencies across entire value chains with the intention of providing predictable and efficient end to end service to the public and businesses alike.

It is understood that while the proposed changes can be beneficial to all stakeholders and Trinidad and Tobago as a whole, these changes can also generate levels of discomfort and

uncertainty within our organisations. We can assure you that the process undertaken to get to today's event included vigorous consultation, site visits, interviews, and comparison with international best practice which incorporated practical constraints identified by technical counterparts. It should be noted, however, that the adoption of these changes will require concerted efforts on your part, and committed inter-agency collaboration.

Ladies and gentlemen, the importance of coordinated Government reform and service delivery cannot be overemphasized in this regard, the Government must ensure that the targeted benefits from investment in various reforms and systems are realized to the maximum extent possible.

Today, you are encouraged to listen carefully to the proposed recommendations and actively participate in the discussion segment of today's proceedings. I understand that there will also be the opportunity to provide more in depth feedback through one-on-one meetings with the consultants during this week, which I implore you to exploit.

The Government remains committed to not only improving the business climate and encouraging investment, but also actively supporting the provision of enhanced Government trade and business related services. In the spirit of continued collaboration, the Ministry of Trade and Industry will continue to partner with you and your Ministries to ensure that this is achieved.

We must all appreciate continued collaboration as it will help to promote the value of service excellence and the importance of change and public sector transformation to better serve our country.

In closing, I once again thank all present for their support and anticipate a sustained and productive partnership by all as we seek to provide services to our citizens of the highest quality and with optimal efficiency.