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DR. NORTEY OMABOE IS I.T PERSONALITY OF THE YEAR

- GCNet's LOC Saves Country More Than \$7.4bn
- Finance Minister admonishes corporate Ghana to emulate GCNet
- > GCNet and Stakeholders Walk To Deepen Partnership



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GCNet's LOC Saves Ghana More Than \$7.4bn

The Bank of Ghana has commended GCNet for the deployment of the Letter of Commitment (LOC), an effective e-application that has enhanced the collection of data for efficient, robust policy formulation and execution by the Central Bank. According to the Bank, since the deployment of the module in July 2016, more than \$7.4bn had been repatriated into the local economy.

"We will continue to remain insistent on its use for the tracking and monitoring of all exports and repatriation of exports", the Bank said..

The Letter of Commitment (LOC) is a module on the eMDA portal, developed and deployed by GCNet for the Bank of Ghana at no cost to the Bank.

It is a paperless platform to facilitate the easy and immediate reconciliation of transactions in the event of any challenges associated with proceeds transfer and also ensure that updates on LOC with funds received are duly tracked.

All exports related activities are captured to ensure effective monitoring of export and repatriation of export proceeds to reduce cost through minimized clerical efforts, reduce time taken to process export documents and eliminate delays as well as reduce face-to-face meetings while deepening greater transparency.

At a review meeting between the Bank of Ghana and GCNet to assess the impact of the e-application since deployment, it emerged that the LOC had significantly boosted the drive to address an annual estimated loss of more than \$3bn, which made up a third of the country's value from exports proceeds through the violation of the foreign account regulations.

Discussants which included the First Deputy Governor, Dr. Maxwell Opoku-Afari and Executive Director of GCNet, Mr. Emmanuel Darko noted that the introduction of GCNet's LOC by Bank of Ghana had aided in the elimination of human elements and interference in export monitoring as well as ensuring proper tracking of exports proceeds into the country and also boosting the availability of forex in the economy.

First Deputy Governor, Dr. Maxwell Opoku-Afari noted data collection was key to the role of the Central Bank as the government unit to lead in the provision of monetary policy direction for a stable macroeconomic environment for accelerated development.

Monetary policy is anchored on solid data and the Central Bank will leave no stone unturned in working with all relevant stakeholders to ensure data integrity and quality for its Research, Banking and Treasury Department to carry out their function effectively,' he stressed.

Dr. Opoku-Afari further explained that the Central Bank was heavily reliant on data from GCNet to inform policy formulation and implementation, as a result of the liberalisation of the foreign capital account hence the need for greater collaboration between the BoG and partners such as GCNet.

He added that the liberalisation followed reforms to the formulation and introduction of the Foreign Exchange Act.

The introduction of the Letter of Commitment does not cover the free zones enclave and therefore there was the need to automate the processes of freezones operations to ensure access to data. This will also ensure strict adherence and compliance to surrender requirements.

The BoG must be seen as leading the efforts to engage all stakeholders since information shared at quarterly review engagement fora organised by GCNet was deemed to be operational directives from the Central Bank.

Mr. Darko announced the rollout of a Trade Facilitation Platform (TFP) by GCNet in September 2018. For the upcoming service to be effective, he called for BOG's input to cater for the operational needs of the Central Bank beyond the use of the LOC.

At the end of the session, participants agreed on the formation of a Technical Working Committee made up of the Ghana Revenue Authority, the Bank of Ghana and GCNet with a mandate to ensure regular review on operations related exports and imports and proffer recommendations for policy reforms that creates a competitive environment for business growth and development.

The GCNet delegation included the Product Development Manager, Mr. Carl Sackey, communications Manager, Mrs. Aba Lokko, Operations Manager, Mr. Eben Engmann and Senior Operations Officer, Mr. Albert Lamptey.

The rest of the BoG team included Head of Foreign Bank Operations of the Bank of Ghana, Mr. Eric Hammond, Mr. Louis Sasu, Mr. Robert Ampomah Asiedu, Benjamin Amoah and Kennedy Adu.

GCNet's LOC by Bank of Ghana has aided in the elimination of human elements and interference in export monitoring as well as ensuring in the tracking of exports proceeds into the country and also boosting the availability of forex in the economy.



EXPORT REPATRIATION CHART: 2016 - 2018



inance Minister, Ken Ofori-Atta has admonished corporate Ghana especially state-owned enterprises (SOEs) to emulate the exemplary governance structures adopted by the Ghana Community Network Limited (GCNet) which has seen it remain profitable s since inception.

While commending GCNet for consistently paying dividend to government, Mr. Ofori-Atta acknowledged the various systems deployed by GCNet has positively enhanced revenue collection efforts to raise the needed funding for critical developmental projects and intervention by government across the country.

He made this observation when a high level threeman delegation led by the Executive Chairman, Dr. Nortey Omaboe presented an amount of Eight Million Ghana Cedis (GHc8m) as the final installment of dividend payment for 2017 to the Finance Ministry.

This brings the total dividend payment to Government in 2017 to Seventeen Million Ghana cedis (GHc17m) following the presentation of Nine Million Ghana Cedis (GHc9m) earlier in 2017 as the first installment.

According to Mr. Ofori-Atta, government considers revenue mobilisation as very critical to achieving the Ghana Beyond Aid agenda, hence the need for GCNet to continue supporting government in addressing the challenges with regard to revenue mobilisation. He described corruption as a key factor hampering revenue mobilisation and challenged GCNet to deploy e-applications that will address the leakages across the clearance chain to save the nation huge losses due to corruption. For his part, Dr. Omaboe assured of GCNet's commitment to its core mandate to support in fostering trade development and enhancing revenue collection while creating a competitive business environment that promotes growth and development.

Dr. Omaboe announced, GCNet's intention to roll out the fourth cycle of the Customs Management System (CMS) in September for the Customs side of automation and TRIPS plus for the Tax side of trade facilitation as part of the continued upgrades in systems and infrastructure to make it a world class trading hub.

Dr. Omaboe also revealed that the Tax Identification Number registration process had so far captured 1.5m to date with the highest registration recorded in November 2017 at 1 million showing a fifty per cent increase.

"We anticipate that it would increase further as the government has now come out with some clear guidelines on what services one can use with or without a TIN." Dr. Omaboe observed.

The TIN is an eleven-digit identification of taxpayers to ensure tax compliance. The Ghana Revenue Authority (GRA) believes the unique ID numbers will allow proper monitoring and also broaden the tax net to cater for those formally outside the tax net. GRA had announced that from April 1, 2018, a person could not open a bank account, file a case in court, acquire a passport or obtain a driving license without the TIN.

Dr. Omaboe Continues to Shine as CEO of the year

ollowing the stellar performance of the Ghana Community Network Services Limited (GCNet), in 2017 in fostering of trade development and enhancing revenue mobilisation as well as the exemplary role in the implementation of the paperless regime, the Executive Chairman, Dr. Nortey Omaboe was recognised for his leadership, contribution and achievements in the ICT and Trade facilitation sector in the country and beyond.

He was adjudged the Best ICT and Trade Facilitation CEO of the Year at the 8th Ghana Entrepreneur and Corporate Executive Awards held in Accra.

The award also recognized Dr Omaboe's leadership role in rolling out ground-breaking innovative e-products such as the e-Tax, e-Registrar, the Letter of Commitment, the Ghana Single Window App, Ghana Integrated Cargo Clearance Systems (GICCS) and the Ghana Customs Management Systems (GCMS) which have contributed national development by boosting the business competitiveness, reducing cost of doing business and enhancing revenue generation.

The award marked the second time, Dr. Omaboe had been awarded for his strong leadership in delivering projects that have directly impacted on increasing the revenue mobilisation for the country's development and enhancement of the livelihood of the citizenry.



In June 2017 at the maiden Ghana Shippers Awards, Dr. Omaboe was recognised as the CEO of the Year while GCNet was adjudged the Trade Facilitation Company of the Year.

An elated Dr Omaboe remarked "It is humbling to be noticed and singled out for recognition in the trade facilitation and revenue mobilisation space in which we have been the pace setters."

"At GCNet, I have the honour and pleasure of working with hard working professionals who understand our core value of innovation to meet the needs of our various stakeholders and who stop at nothing to ensure that they bring tailor made solutions to identified problems" he said.





The awards ceremony sought to recognize the significance of Ghanaian entrepreneurs in Small, Medium and Large Enterprises in sustaining economic growth, increasing trade, generating employment and creating new entrepreneurs in Ghana.

It focuses on rewarding outstanding entrepreneurs and corporate executives who have positively impacted the economic growth of Ghana.

This year's GECE was in association with the Omnibank and supported by GCNet, Anowah Afrique Company Limited, Barclays Bank Ghana, GOIL and Commerz Savings and Loans among others.

Other personalities who were recognised included Mrs Emelia Adjei Ohene-Kena, Managing Director Royal Crown Packaging Limited as Best Packaging Industry CEO of the Year, 2017, Mr Mustapha Ussif, Executive Director National Service Scheme as Best Young CEO of the Year (Public Sector), 2017, Mr. Yoofi Grant, Chief Executive Officer Ghana Investment Promotion Centre and Joe Anokye, Director General National Communications Authority as Best Telecommunications Authority Industry CEO of the Year (Public Sector).

Others are Ken Ashigbey, Immediate Past Managing Director of Graphic Communications Group Limited who was adjudged Best Media Communications CEO of the Year, Patience E. Akyianu, Managing Director of Barclays Bank of Ghana who won Best Woman CEO of the Year and Yolanda Cuba, Chief Executive Officer Vodafone Ghana who came tops as Best Telecommunications Industry CEO of the Year.

Other personalities also recognised included the Minister of Education, Hon. Matthew Prempeh, Registrar-General, Mrs. Jemima Oware, Chief Executive Officer of Korle-Bu Teaching Hospital, Dr. Felix Anyah, Director-General of the Ghana Ports and Harbours Authority, Mr. Paul Ansah Asare and Chief Executive Officer of Vodafone Ghana, Madam Yolanda Cuba.

"At GCNet, I have the honour and pleasure of working with hard working professionals who understand our core value of innovation to meet the needs of our various stakeholders and who stop at nothing to ensure that they bring tailor made solutions to identified problems" Dr. Nortey Omaboe

GCNet Participates in EOBS Conference

he Ghana Community Network Services Limited (GCNet) participated in the 2018 edition of the Ghana Economic Outlook and Business Strategy (EOBS) Conference held on March 21, 2018 at the Labadi Beach Hotel.

The conference serves as a platform for top government officials, business leaders, policy makers and investors to examine the future of the Ghanaian economy and associated business opportunities while offering opportunities for exchange of ideas and networking. This year's edition was on the theme '10 years of Oil and Gas: Challenges and Prospects'. The event brought together experts from all sectors including banking, ICT, oil and gas as well as service provider.

According to participating organisations including banks, oil and gas companies, ICT firms and service providers, the opportunity to take stock and evaluate the gains and chart a better path for the management of the revenue accrued due to the oil and gas find is timely and must be embraced by all.

Speaking at the event, Minister of Energy, Hon. Boakye Agyarko reiterated government's commitment to aggressively pursue policies that would grow the upstream of the oil and gas industry through a framework that incorporates and attracts the right partners to conduct operations to serve as a catalyst for economic growth.

Hon. Agyarko was happy the EOBS provided a platform for constructive interaction between government officials, players in the oil and gas industry, regulators and civil society organisations and believed the event would go a long way to better the economic fortunes of the nation.

The Board Chairman of the Africa Business Media, organisers of the conference, Dr. Yaw Akoto underscored the significant role the EOBS has played and will continue to play in national discourses on the economic development options available for the nation.

The highlight of the opening ceremony of the 6th EOBS Conference was a presentation on the CSR strategy of the lead sponsor, the Ghana National Petroleum Corporation (GNPC) by the General Manager for Sustainability and Executive Director of the GNPC Foundation, Dr. Kwame Baah-Nuakoh.

The event was chaired by Mr. Kwame Jantuah, the CEO of African Energy Consortium Limited, who is also the Executive Director of Peace Petroleum Ltd.





Dr. Nortey Omaboe Is I.T Personality of the Year 2017

E xecutive Chairman of the Ghana Community Network Services Limited (GCNet), Dr. Nortey Omaboe has been recognized again for his eminent contribution to leveraging technology to transform business processes to boost competitiveness and make Ghana the preferred trading hub of choice.

At the 2018 edition of the Ghana Information Technology and Telecommunications Awards - GITTA – Dr. Nortey Omaboe was adjudged the I.T Personality of the Year in the individual category section of the awards ceremony.

This recognition comes barely two months after he was awarded the Best ICT and Trade Facilitation Chief Executive Officer at the 8th Ghana Entrepreneurs and Corporate Executive Awards held in Accra recently.

The GITTA event is platform that recognizes innovation and excellence in Ghana's ICT sector while celebrating the groundbreaking milestones in the telecom sector. The platform has evolved over the years and extended its reach to include businesses which have taken efforts to innovate their processes through the adoption of technology.

Organised by Instinct Wave, this year's edition which is the 8th was on the theme Celebrating Excellence in ICT Deployment and has become the ICT sector's most prized honours.

Sharing his thoughts on the award, Dr. Omaboe said the recognition was a vindication of the hard work, innovation and dedication to the development

and deployment of critical e-solutions that have transformed businesses processes in the public sector and beyond with the attendant impact of increasing revenue collection for national development for direct benefit of the citizenry.

'I applaud the rich human capital of seasoned professionals whose consistent support and partnership over the years has ensured the realization of the vision to be the leading e-solutions provider not only in Ghana but in Africa to governments.' Dr. Omaboe noted .

According to Dr. Omaboe, GCNet is poised to continue offer e-applications that are robust and user friendly to enrich customer experience while addressing needs for its deployment in an innovative and professional manner underpinned by the commitment to integrity which is the hallmark of the company.

GCNet also won two corporate awards which are the Public Sector e-Solutions Provider of the Year and Digital Transformation Awards.

Other individuals who were recognized include Madam Yolanda Cuba, Chief Executive Officer of Vodafone who won the CEO of the Year award, Mr. Kwasi Agyeman Busia, Chief Executive Officer of the Driver Vehicle and Licensing Authority (DVLA) who was adjudged the ICT Man of the Year for the Public Sector and Mr. David Asante-Apeatu, the Inspector General of Police who was recognized for leadership role in leveraging technology to transform the police force.



GCNet, Stakeholders Walk To Deepen Partnership

he Ghana Community Network Services Limited (GCNet) in collaboration with stakeholders in the trading community organised a health walk on African Union Day (AU) in commemoration of the day to sensitize people on the need to adopt healthy lifestyle.

The health walk, the first to be organized by the company brought together over 300 participants, comprising the company's management and staff as well as its business and social partners.

The health walk mooted by the Welfare Committee of GCNet and supported by Management started from Ayi Mensah through to Peduase Lodge and climaxed with an aerobic session at the Aburi Botanical Gardens.

It was accompanied with brass-band music which added excitement to the exercise with personnel from the Ghana Ambulance Service present to provide the necessary health and medical support in cases of emergency.

Speaking to the media after the exercise, Mr Emmanuel Darko, Deputy General Manager, GCNet commended participants for their smart turn up and advised them to regularly exercise to stay fit.

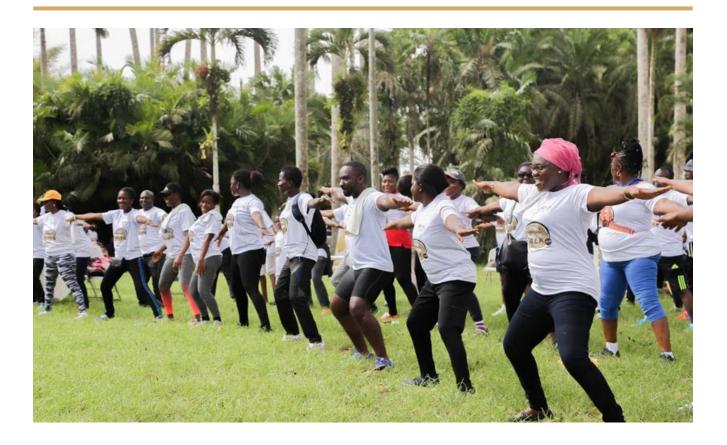
He also announced that GCNet had successfully the Total Revenue Processes System (TRIPS) for the Domestic Tax Revenue Division of the Ghana Revenue Authority (GRA) across the country which had significantly impacted on revenue collection for 2017.

He disclosed that the country, through the TRIPS was able to generate over GH¢ 11.9 billion in 2016, which increased to GH¢ 15.7 billion in 2017 and was optimistic that the figure was likely to increase in 2018.

Explaining the rationale for the exercise, Mrs Akosua Konadu Asamoah, Human Resource Manager, GCNet said the company was committed to conscientising its staff and external stakeholders about the need to stay healthy and the ways to do that. She explained that the exercise provided the opportunity for the management of GCNet to interact with stakeholders as part of measures to stay connected with them.

"This is critical because all the stakeholders have one goal of deepening trade facilitation and revenue mobilization for national development and we know these activities are necessary to keep us healthy and focused to deliver on our mandate", she emphasized.

Stakeholders that participated in the exercise were freight forwarders, staff of Latex Foam, Zenith Bank, AMS Logistics, TESCO West Africa, , Ghana Ports and Harbours Authority and TK Shipping. The participants commended GCNet for the initiative and urged them to make it a continuous exercise.



GCNet Will Remain Focused & Strong

Executive Chairman assures at 17th AGM

■he first half of 2018 saw a re-emergence of the troubling concern about the non-clarity in the role of some entrants in the trade facilitation and revenue mobilisation space following media reportage of the award of 10-year contract to Ghana Link Network Services with its Korean partner, CUPIA Korea Customs to take over the role GCNet and Customs World of Dubai, by Ministry of Trade and Industry.

At the luncheon of the 65th Board of Directors and 17th Annual General Meetings of GCNet, Executive Chairman of GCNet, Dr. Nortey Omaboe assured staff and management that the organisation would not be affected in any way by current developments in the trade facilitation space.

Present at the event were key players in the trade facilitation arena including the Deputy Ministers of Trade and Industry, Hon. Robert Ahomka-Lindsay and Hon. Carlos Ahenkorah.

Dr. Omaboe expressed confidence that GCNet would surmount all present challenges and urged all to remain calm and stay focused on delivering on our mandate of supporting government to collect as much revenue as possible for the development of the nation.

On his

part, Ahenkorah

Hon. Carlos allayed fears that GCNet would be edged out adding that there was nothing for staff to be scared about with respect to current developments.

He explained that the presence of UNIPASS was intended to address a misalignment intended to introduce a new trade facilitation platform to encompass all trading activities.

To this end, he noted that GCNet's operation would rather be bettered than made worse by the introduction of the UNIPASS system.

The Annual General Meeting considered key issues bordering on the review of business performance, corporate governance structures, financial health of the company in 2017 and future projections.

The luncheon afforded opportunity to recognise the contributions of past Directors of the Board, Dr. Kofi Mbiah, former Chief Executive Officer of Ghana Shippers Authority and Mr. George Blankson, former Commissioner General of Ghana Revenue Authority.



GCNet Trains Operational Staff of RGD and GRA on GePOC UAT

s part of its mandate to ensure change management processes remain active and are sustained, GCNet has organised technical training sessions for the Registrar - General's Department and the Ghana Revenue Authority (GRA) on the use of additional functionalities on the e-Registrar and e- Tax portals on the GeGov side of operations.

Prior to this training session, two training workshops on the GeGov Portal Onboard Console (GePOC) were conducted for selected batches of RGD and GRA staff to keep abreast with new developments with the usage of the portals.

The GePOC is an enhanced Portal functionality developed by GCNet for the GeGov Project to support a number of processes which include creation of new Onboarding process to improve access to eTax and e-Registrar Portals, replacement of 'eShop' and Quick Access processes with single lightweight portal account creation process and creation of Portal Onboarding Console.

The Portal Onboarding Console, for instance, will provide information on and access to a variety of services which include GeGov Portal Onboarding Console (GePOC) registration, GePOC Account Maintenance, TIN Registration Service, Link Preexisting TIN With GePOC Account and TIN eCertificate Creation Service

Other functionalities on the Portal Onboarding Console will cover GRA / RGD Portal User Registration

Service, GRA / RGD Portal Company Account Registration Service, GRA / RGD Portal Account / User Association Service, GRA / RGD Portal Account / Disassociation Service.

Lead GCNet Trainer, Mr. Prosper Wemakor explained that the idea of the User Acceptance Test (UAT) training sessions for RGD and GRA confirms the application meets the defined system requirements specification which will give the GeGov Training and Testing team the opportunity to elicit feedback to fine tunes aspects that may require changes.

Registrar-General, Mrs. Jemima Oware noted the UAT session was critical to understanding the processes of getting accustomed to the improvements to ensure maximum utilisation of the modules for continued improved turnaround time in business registration processes with direct impact on enhanced revenue mobilisation.

In all more than 30 participants from RGD and GRA attended the training sessions some of whom included the Registrar-General, Mrs. Jemima Oware and her management team.

Currently access to existing RGD services cover the RGD eShop, RGD Marriage Registration, RGD Estates Registration and Online payment using current methods.

On the other hand, access to existing GRA services are Filing of Returns, Taxpayer Registration Details, Taxpayer Account Enquiry, Transactions Submission History and Online payment using current methods



GCNet Does It Again Rolls out Single Sign-On to Deepen integration of systems

onsistent with its commitment to innovate, the Ghana Community Network Services Limited (GCNet) activated the Single Sign On module to allow users of the Ghana Integrated Cargo Clearance System (GICCS) and the e-MDA portal to switch between the two applications.

This milestone means that the system would not require a user to log in and out if the user has accounts in both GICCS and eMDA.

Announcing this at a stakeholders review session, TradeNet Manager of GCNet, Mr. Eben Engmann attributed this feat to the pursuit of novelty and the enhancement of user experience and improvement in the clearance chain to boost business competitiveness, reduce cost of doing business and increase the ease of doing business.

He reiterated GCNet's commitment to working with all to realise the vision of a full paperless port as championed by the Vice President and emphasised that GCNet has not relented on its continuous upgrades of systems to ensure quality services delivery which has impacted positively to increase revenue collection to support government developmental agenda.

Touching on the Revised Paperless Exemption Process, Mr. Engmann explained that the new process addresses the earlier manual exemption approach and therefore commended the Ministry of Finance and the various MDAs for working together to have the reform carried out.

The review interaction also afforded participants the opportunity to be briefed on the proposed implementation of the Ghana Customs Management Systems (GCMS III). GCMS III, as a news system would use the latest architecture and web logic designed for all customs processes with improvements compatible with tablets and mobile phones with value-added look and feel, simplified interface and ease of navigation and with online notification.

I.T Business Analyst at GCNet, Mr Isaac Anipare, explaining the rationale behind the roll out of the Tax Stamp, said the required Duty Tax has been paid by the manufacturer or Importer after the Tax Stamp is affixed on every excisable product that comes into the country.

He also announced that the Tax Code and Agreement Codes – AFR have been created for the African Union Import Levy which is 0.2% of CIF on import of goods with country of origin outside Africa.

The Communications Manager of GCNet, Mrs. Aba Lokko spoke about the Single Window App which is used in retrieving information regarding Imports, Exports, Shipment tracking, Arrivals & Departure of flights & Vessels, Airway Bills / Bill of Lading information, Customs Exchange Rate, currency converter, HS Codes and Tax Rates, CPC search for appropriate electronic Import Declaration Forms and many more.

According to her, the Single Window App can be download from any android enabled smart phones and IPhone.

The participants drawn from the Tema, Takoradi and KIAenclaves of the trading community included officials from GRA Customs, declarants, representatives from shipping lines, terminal operators, freight forwarders and clearing agents among others.

In a related development, GCNet has held an interaction session with senior operation officers of the Customs Division of the Ghana Revenue Authority to solicit feedback on the use of the GCNet/GCMS system.

The forum afforded the opportunity to respond to challenges addressed since the commencement of the full paperless regime from September 1, 2017 as



well as the positive impact on ease of doing business and revenue mobilisation.

Mr. Anthony Nkansa, Deputy Manager at the TradeNet Department of GCNet used the platform to explain the activation of the Paperless Exemption in February 2018 and announced that GCNet would send SMS alerts to Importer/Warehouse Owners when goods were about to expire and 10 days after expiry.

At that interaction with the GRA Customs officials, the System Administrator of the Customs Division of GRA, Mrs. Labujata Hamidu expressed her appreciation to GCNet for organizing the meeting and urged officers to play their role in facilitating trade and mobilizing revenue for Government.









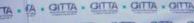




















Awards

GCNet is a joint venture and recognised as a model Public Private Partnership with integrity, professionalism and continuous improvement in Ghana.

ncorporated on November 13, 2000 GCNet is mandated to deliver an ICT infrastructure that provides electronic platforms for easing trade processes with system availability nationwide to foster trade development and improve revenue mobilization for the benefit of the country and its citizenry.

GCNet recognizes that providing tailored **e-Solutions to Government** and its agencies in Ghana to automate its processes has a direct impact on creating a competitive environment for trade facilitation while enhancing revenue mobilisation for accelerated national development.

 Apart from provision of automating services for trade facilitation and revenue mobilisation, GCNet has deployed the **Total Revenue Integrated Processing Systems - trips™** - for enhanced revenue mobilisation in the domestic space and the e-Registrar for business registration and processing of annual company returns in an innovative manner in Ghana.

Innovations

• GCNet has been at the forefront of rolling out innovative e-solutions in Ghana. One such is the **Letter of Commitment (LOC)** which enables the Central Bank and Commercial Banks to track foreign exchange payments for imports and foreign exchange earnings from exports, saving Ghana more than \$5bn in exports value following its introduction from July 2016 to June 2017.

• The **Ghana Single Window App** is an information tool to facilitate access to trade related data in the trading community.

This app enables one to track the status of shipments, arrivals and departure of flights and vessels, airway bills or the bill of lading information, know about the Customs exchange rate, a currency converter, HS codes and tax rates and search engine for appropriate electronic import declaration forms documents and their status among others. The mobile application is currently on Google Play store or Apple store for free download and use.

• GCNet has also deployed the **e-Registrar portal** which allows online business registration with the issuance of an electronic Certificate, e-shop and e-payment platforms.

The **e-Certificate** and **e-Payment** functions on the e-Registrar portal are supported by a number of services online, including the **e-Shop** which allows company searches, reservation of company names and the booking of marriage ceremonies amongst others. The deployment of the e-Registrar has reduced significantly the time it takes to register businesses and companies.

Investments

> Product Development

• In keeping with the fast pace of changes in technology and our culture of continuous business improvement, GCNet has invested in the IBM Analytics tool and an upgrade of **GCMS II to III**. The **GCMS III** is very responsive in terms of its ability to run on any device be it mobile or desktop, improved look and feel, data entry, improved security, screen layout and menu regrouped which has enriched the user experience.

GCNet continues to invest in capacity training, infrastructure and software to greatly enhance the user experience. All these investments have added value to policy decisions taken by the Ghana Revenue Authority.

> Capacity Building

• As an innovator and leader in the provision of **e-Solutions to Governments**, GCNet has installed and operates state of the art **Tier III Data Centre** across strategic locations across the country as part of its deep commitment to ensure data integrity, business continuity and security in the space in which it operates.

• The Data Centers cater for the over 97 Customs sites and 67 Tax offices of the Ghana Revenue Authority across the length and breadth of the country.

These investments in building I.T infrastructure and capacity are consistent with our mission to provide ICT based solutions that foster Trade Development and Facilitation, promote business competitiveness and ensure effective mobilization of revenue for Government.

• To date, GCNet has invested some **\$80 million** in the business.

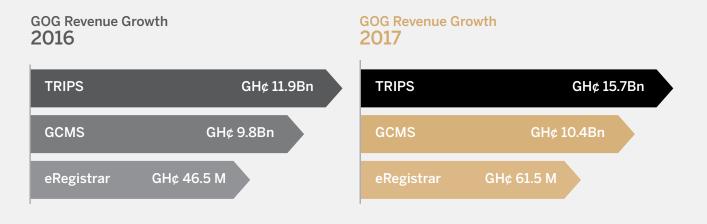
> Impact

There has been a significant increase in the domestic tax revenue collection processed through trips[™] of **GH¢15.7 bn** in 2017, representing a **thirty two per cent (32%) increase** over the same period in 2016 with the collection of **GH¢12bn**. This has been largely the result of the strategic geographical roll out of the 67 tax offices currently using trips[™].

The Registrar - Generals' Department (RGD) has witnessed significant improvements in turnaround time for business registrations, revenue and online transactions through the deployment of the e-Registrar.

> Awards

• GCNet won a number of awards in 2017. These awards include Trade Facilitation Company of the Year, Best e-Solutions Provider for the Public Sector, Best ICT Company in Ghana, Best Digital Innovative Finance Product (Letter of Commitment – LOC) and Public Sector ICT Provider of the Year. These awards shows the confidence reposed in GCNet by our stakeholders and the general public.



Corporate Social Responsibility - CSR

> Capacity Building and Infrastructure Development

• GCNet has given back to the people and communities of Ghana through its CSR initiatives. This includes capacity building and infrastructure support for its diverse stakeholders in the trade facilitation and revenue mobilisation space.

> Health

• In the area of health **GCNet supported the Mother and Child Unit at the Komfo Anokye Teaching Hospital** in Kumasi which has improved mortality of new borns in line with the United Nations Sustainable Development Goals. Additionally, **GCNet supports the Ghana Heart Foundation.**

> Education

• GCNet also supports the provision of an ICT Centre (Tamale) which supports ICT Education in Tamale and its environs.

In addition GCNet provides computer and accessories for deprived communities and schools in Ghana thereby improving universal education for all by 2020.

> Certification

• GCNet as a repository of government data continues to leverage on many international certification regimes including **ISO 27001 for information** security management and ISO 9000 for quality management to further ensure security standards and compliance.

• GCNet went through a successful re-certification of ISO 27001:2013 for its GeGov operation and ISO 9001:2015 for the TradeNet Business.

The company accordingly received the **ISO** 27001:2013 certificate for its TradeNet business after a successful certification audit. The company continues to strive for international standards in all its business operation.

Going Forward

> Our Corporate Social Investment

GCNet will continue to give back to the people and communities of Ghana through its CSR initiatives. This includes capacity building and infrastructure support for its diverse stakeholders in the trade facilitation and revenue mobilisation space.

GCNet will continue with its support for the numerous health projects including the Mother and Child Unit at the Komfo Anokye Teaching Hospital in Kumasi which has improved life morality of new borns in line with the United Nations Sustainable Development Goals.

The provision of an ICT Centre (Tamale) for ICT Education in Tamale and its environs will be sustained. Additionally, GCNet will continue with the computer and accessories for deprived communities and schools in Ghana thereby improving universal education.

GCNet will continue with its support for the numerous health projects including the Mother and Child Unit at the Komfo Anokye Teaching Hospital in Kumasi which has improved life morality of new borns in line with the United Nations Sustainable Development Goals.

Duty Beyond Business GCNet makes it possible

In addition to pioneering the country's Single Window, GCNet has in many ways given back to the people and communities of Ghana through its CSR initiatives. Programmes in education, health, ICT and community development are all areas in which GCNet has and continues to enrich the lives of Ghanaians.





GCNet Wins Big At 8th GITTA Event

he Ghana Community Network Services Limited (GCNet) has clutched two awards, Digital Transformation Award and Public Sector e-Solutions Provider of the Year, at the 8th Ghana Information Technology and Telecommunications Awards events held in Accra.

This is the third consecutive time GCNet has been adjudged the Public Sector e-Solutions Provider of the Year.

The recognition is on the back of the deployment of key flagship e-applications in line with the Ghana Revenue Authority Digital Transformation Agenda in conformity to the World Custom Organization outlook for customs operations.

These products are: Letter of Commitment (LOC), Single Window App, e-certificate for the Registrar-Generals Department, Online registration of Tax Identification Number, e-exemption and **Total Revenue Integrated Processing Systems** (**trips™**) among others. It is also demonstrate GCNet's continued commitment to the provision of e-Solutions to Government and its agencies through the deployment of a Single Window platform which connects over 10,000 actors in the trade space.

The awards come barely three weeks after GCNet was adjudged the **Trade Facilitation Company of the Year for the second consecutive** time and **Consultancy Service Provider of the Year** at the second Ghana Shippers Awards held in Accra recently.

With the commencement of the implementation of the paperless review recommendations effective July 1, 2018, the recognition has come at no better time than now when GCNet is leading efforts to ensure a fully paperless clearance regime is realised as stipulated in the Ports Efficiency Reforms championed by the Vice President, H.E. Dr. Mahamadu Bawumia.

With a track record of provision of automated services for trade facilitation and revenue mobilisation, over the past 16 years, GCNet has positioned itself as a key partner whose efforts in remains unrivaled underpinned by a culture of excellence in service delivery, innovation, integrity and professionalism.

Corporate Communications Manager of GCNet, Mrs. Aba Lokko who received the awards on behalf of the company, expressed appreciation to all stakeholders who have worked and contributed in diverse ways to bring GCNet to this pinnacle of recognition. She also commended management and staff for their diligent work under demanding timelines which has always ensured GCNet remained successful in its operations and met the expectations of its



GCNet keeps faith with Africa Mobile & ICT Expo...Sponsors 2018 edition



s part of its quest to deepen awareness about the critical role of technology to leapfrog the development journey of Ghana, GCNet supported this year's Africa Mobile and ICT Expo.

The Africa Mobile and ICT Expo is one of such flagship ICT events which has attracted increased interest and participation from industry, government, business community, civil society coalition in ICT and the general public.

The fourth edition of the Africa Mobile and ICT Expo (Mobex) was held in Accra from offering a platform for actors in the space to brainstorm on how Ghana could take advantage of the possibilities arising with the surge of technology to build capacity of SMEs.

The year's edition focused on innovation, SMEs was aimed harnessing Information Communication Technology (ICT) skills, knowledge, innovations and

creativity on how to leverage them to build a better economy for the country.

Opening the conference, Vice-President Dr Mahamudu Bawumia reiterated government's determination to continue with digitisation measures to modernise the economy emphasising that there was no turning back on its commitment.

According to Dr. Bawumia, the success of government's digitization agenda would be anchored on an integrated approach to leverage on progressive technology and development of human capital for smooth execution and realisation.

He commended GCNet for its pioneering role in the digitisation and automation of the processes of the Ghana Revenue Authority (GRA) indicating that significant strides had been at the country's ports with the digitisation of processes.

"Data from GCNet indicates that over 40% of containers are cleared within 24 hours and about 70% of containers are cleared within 72 hours. While this an improvement, it is still not good enough for us.", He acknowledged.

Dr. Bawumia however decried attempts by some elements to frustrate the digitisation process at the ports by insisting on physical documents whereas the Paperless System is very much working.

"This is ridiculous and should not happen under the new paperless regime. No official should demand from any importer documents (except the Way Bill and Bill of Lading) for stamping or any other purpose during the clearance process," the Vice President warned.

Mr. George Spencer Quaye, Chief Executive Officer of Coasters Company limited, organisers of the Africa Mobile and ICT Expo (Mobex) explained that the event was a conversation on technology that assembled the best and finest brains in innovations and digital solutions to address some of bottlenecks impeding the speedy growth the of the country by preferring e-solutions as a reliable antidote.

"In today's world you cannot compete if you have not imbibed the culture of technology in all your sphere

of life and we cannot drive our economy without appreciating the role of technology and improve our processes."



Carl Sackey, Product Development Manager of GCNet, noted that ICT had so many possible multiplying effect on all sectors of the economy to ensure their rapid growth and therefore must be of prime interest so the local economy could fully integrate into the modern global economy.



GCNet Supports GRA Continues trips[™] Geographical Roll out across Country to Enhance Automation of Tax Administration

he Domestic Tax Revenue Division (DTRD) of the Ghana Revenue Authority (GRA) has migrated Sixty Seven (67) tax offices across the country onto the Total Revenue Integrated Processing Systems (trips[™]) for revenue collection. This is with the support from its technical partner, the Ghana Community Network Services Limited (GCNet).

trips[™] is software for tax administration designed and deployed by GCNet as a business automation process system that seeks to streamline and bring transparency in the business operations of the GRA DTRD.

The completion of the nation-wide roll-out of tax offices in the whole country is expected to broaden the tax base and also facilitate the Tax Identification Number (TIN) registration for increased revenue mobilisation.

It will be recalled that forty one (41) offices were migrated onto tripsTM in 2017, resulting in increased revenue mobilisation by the GRA from GH¢12bn collected in 2016 to GH¢15.7bn collected in 2017 through the system.

Communications Manager of GCNet, Mrs. Aba Lokko, announced this when GCNet presented various logistical items to fifteen (15) tax offices for the continued and improved use of trips[™]. She commended the offices for their commitment and enthusiasm in the use of the system in their day to day operations.

She noted that GCNet was committed to partnering the GRA DTRD to realise the full benefits of the deployment of trips[™] to make it easier for the taxpayer to transact business with GRA DTRD by leveraging on the latest technology and innovation.





Mrs. Lokko explained that with the automation of tax administration offices all over the country, a taxpayer can sit in the comfort of their homes or offices to transact business with the GRA DTRD through the online services associated with trips[™] while taxpayers (clients) have the opportunity to view all transactions on their accounts at any given time.

She noted that the trips[™] was developed for the DTRD to aid in tax administration and stressed that the automation of processes and accessibility of management reports leads to increased efficiency and effectiveness in revenue mobilisation. She urged officers to use the trips[™] fully to enhance their work. The items presented were prizes of an internal campaign, 'trips[™] Challenge', by GRA and its Partner GCNet, launched in November 2016 as a quarterly

awards scheme to promote the use of tripsTM and the swift migration of taxpayers onto tripsTM in all tax offices across the nation to guarantee speedy processing of tax returns and enhance revenue administration.

It is also intended to motivate staff to use trips[™] for TIN Registration, Tax Type Registration, Return Processing, Lodgment and Filing and the other modules.

The Deputy Commissioner (DC) at GRA DTRD in charge of Medium Tax Offices (MTO), Mr. Alex Asamoah-Bonti and the Deputy Commissioner (DC) in charge of the Small Tax Offices (STO), Mrs. Vivien Adusei also congratulated all winning offices and urged them to consistently use the system.



The Senior Tax Officers advised staff of tax offices to ensure that credible data was inputted into the system as the efficiency and accuracy of the system depended on the information captured given the huge investment made in procuring the software to streamline business processes.

Mr. Asamoah Bonti noted that it was expected that through the competition, Tax Offices would be motivated to register and migrate all their taxpayers' and process returns through the system to improve customer service and revenue administration.

The offices that received items as logistic support include the Agbogbloshie STO, Kasoa STO, Sunyani MTO, Spintex MTO and Asokwa MTO. Others are Adabraka MTO, Agbogbloshie MTO, Kaneshie STO, Mataheko STO and Ho STO.

The rest are Assin Fosu STO, Agona Swedru STO, Cape Coast MTO, Koforidua MTO, Sunyani MTO, Large Tax Office (LTO), Spintex MTO, Teshie Nungua STO, Madina STO and Adenta STO.

trips[™] integrates seamlessly with a number of other Government systems including: the National Identification Authority and Driver Vehicle Licencing Authority (DVLA) for the automated validation of individual identity documents; Registrar-General's Department for the automated creation of Company TINs and sharing of Company Directors and Shareholders data, GRA Customs Division for the identification of Importers and Exporters; and Controller and Accountant-General's Department for Revenue Reporting.



Safety Month Crowned with a Durbar



he issue of Occupational Health and Safety was taken a notch higher with the roll out of an awareness campaign. It was organized by the Health and Safety Department at GCNet which spanned from the September 1, 2017 to September 29, 2017.

It was on the theme "CHANGING OUR ATTITUDE TOWARDS RISK". The objective of the month long campaign was to address the potential personal health and safety issues faced by employees of GCNet.

The first week of the campaign focused on educating staff on how to handle emergencies where a number of planned scenarios were enacted and staff taken through drills to experience the practical side of things.

The first emergency scenario addressed was on fire outbreak which was shared with all staff. It highlighted the necessary steps and procedures to be followed in case of a fire outbreak as well as escape routes and the proper evacuation procedure to be adhered to in case of a fire emergency. The second scenario was a video demonstration of cardiopulmonary resuscitation (CPR).

The second week dealt with ways of promoting a healthy lifestyle. The staff watched a video that educated them on the negative effects of living a sedentary lifestyle and how to prevent it. They also learnt the benefits of exercises and its contribution to a healthy lifestyle.

In the third week of the campaign, a video on how

to drive defensively and evasive techniques that could be employed in the event of any emergency whilst driving was shown.

In accordance with GCNet's goal of achieving zero health, safety and environment incidents, the campaign focused on sensitizing workers on various health and safety risks by directing their thoughts to three main concerns;

What risks do they face every day?

What factors affect how they judge these risks? How can they avoid unnecessary risks and keep themselves safe?

The last week of the campaign began with unannounced visits by representatives of the Health and Safety Unit to various departments and sites. This was done in order to gauge the level of awareness of employees to various risks and also to know their level of preparedness in the event of any emergency.

The month-long activities was climaxed with a staff durbar which involved an interdepartmental competition on CPR demonstration and a presentation on hazard identification at their various departments.

At the end of the competition the Business Support Technical (BST) department emerged winners in the hazard identification presentation whiles the Infrastructure and Facilities department emerged winners in the CPR demonstration. Present were the General Manager and other senior management members.

NEWS TIT-BITS



GCNet Senior Management Engages Executives of GUTA

A four member delegation from the Ghana Union of Traders (GUTA) called on Senior Management of GCNet to engage on varied concerns of mutual interest to both organisations.

Led by its President, Dr. Joseph Obeng, who was accompanied by his three Vice Presidents, the GUTA leadership also sought to solicit the partnership of GCNet in support of training programmes for its members across the country as they build capacity of its membership to play a more effective role in the trading community.

This support, according to the GUTA leadership was critical and

would go a long way to deepen the relationship between GCNet and GUTA which has become a strong advocate in trade facilitation space.

The GCNet team led by General Manager, Mr. Alwin Hoegerle commended the GUTA team for the visit and assured them of GCNet's continued commitment to build strong partnerships with key allies such as GUTA.

In response to the GUTA request, GCNet later presented a cheque of Fifty Thousand Ghana Cedis (GHS 50,000.00) to the Ghana Union of Traders (GUTA) in support of training programmes for its members across the country as they build capacity of its membership to play a more effective role in the trading community.



GCNet Engages Senior Operation Officers of Customs Division

The first half of 2018 under review also witnessed stakeholder engagements with various operational staff of the Customs Division of the Ghana Revenue Authority (GRA) for 2018. The review meetings assembled over fifty Customs officers to solicit feedback on the use of the GCNet/GCMS system.

Brief presentations by a Deputy Manager at the TradeNet Department of GCNet, Mr. Anthony Nkansa touched on updates in the GCMS system, responses to concerns on challenges that had been addressed since the commencement of the full paperless regime from September 1, 2017 as well as the positive impact on

ease of doing business and revenue mobilisation.

The interactive engagements afforded the Customs operational officials the opportunity to have questions answered with regards to specific challenges and complaints.

The System Administrator of the Customs Division of GRA, Mrs. Labujata Hamidu expressed her appreciation to GCNet for organizing the meeting and urged officers to play their role in facilitating trade and mobilizing revenue for Government.



Deputy Minister for Monitoring and Evaluation Visits GCNet

The Deputy Minister for Monitoring and Evaluation, Hon. William Sabi paid a half day's working visit to the 5th Corporate Avenue Offices of GCNet to familiarise himself with the operations and processes of the organisation.

He was received by the Deputy General Manager, Mr. Emmanuel Darko and held discussions on concerns of mutual interest to GCNet and Government.

Mr. Darko used the opportunity to present to the Deputy Minister some items in response to a request from the Ministry of Monitoring

and Evaluation. The items included five laptops, to projectors and three iPads which are expected to go a long way to augment the logistics of the Ministry to deliver on its mandate.

Hon. Sabi also later interacted with the Executive Chairman and General Manager, Dr. Nortey Omaboe and Mr. Alwin Hoegerle.



GCNet Pays Final Dividend for 2017 to Government

Consistent with its commitment to demonstrate leadership as a responsible corporate citizen, the Ghana Community Network Services Limited (GCNet) presented a cheque for Eight Million Ghana cedis to the government as the final installment of dividend payment for 2017. In 2017, an amount of Nine Million Ghana cedis was paid to government as the first installment bringing the total to Seventy Million Ghana cedis for the fiscal year under review.

Presenting the cheque to the Finance Minister, Mr. Ken Ofori-Atta, the Executive Chairman of GCNet, Dr. Nortey Omaboe assured that the company would work to improve revenue for the nation

this year and was hopeful that with the deployment of the Total Revenue Integrated Processing Systems (trips TM) to all the tax offices across the nation, there would be a better story to tell with revenue collection.

"The Government of Ghana owns 20% of the equity of the company, so every year by the end of the financial year, Directors meet and declare a dividend and this year we paid a dividend of 17 million Ghana cedis. In 2016, we paid 18 million and motivated to do more to support development initiatives through increased revenue collection." Dr. Omaboe observed.

Receiving the cheque, Finance Minister, Mr. Ken Ofori- Atta commended GCNet for showing consistency in its dividend payments to government and looked forwarded to further engagements with his Ministry to collaborate to improve revenue collection.



In order to ensure a good safety culture in GCNet, the company has an HSE Policy Statement and Commitment which:

• Establishes the overall direction and principles of action for GCNet in relation to Health Safety and Environment ambition.

• It also provides a framework for setting and reviewing Health, Safety and Environmental objectives and targets as well as expectation of interested parties.



Actions to take when you hear the fire alarm ringing

• You must immediately prepare to evacuate the building.

• Switch off all computers, printers and electrical appliances and close all windows and doors if possible.

• Organize/help other people in the room if you are in a position to do so.

• Move to the Assembly Area as quickly as possible



Four Emergency Evacuation Priorities to be considered when fighting fire

• **First Priority:** Is to ensure that all people who may be in danger are warned, and that action is taken to guarantee their safety

• **Second Priority:** It aims at controlling the extent of the hazard within the building and minimizing its release into the environment

• **Third Priority:** Make efforts to save or prevent assets from being damaged.

• Fourth Priority: Eliminate the Hazard by extinguishment.



Actions that must be taken when fire is discovered.

• Warn others by shouting "Fire, Fire, Fire", raise the alarm if not already sounding and telephone GNFS if possible.

• Decide if you can put the fire out. If you are not sure, do not attempt to.

• Don't attempt to use a fire extinguisher if you have never been trained on how to use it.

• If you can put out the fire then do so, if not proceed to evacuate the building.



How well do we know Fire Extinguishers and their operations?

• A Fire extinguisher is a first aid portable firefighting appliance used at the inception or initial stage of fire.'

• The **P.A.S.S.** method is used as the steps of operating the extinguisher.

• **P** = Pull out the pin. **A** = Aim at the Base of the Fire. **S** = Squeeze levers/ strike knob. **S** = Spread/ sweep contents on fire.

Solutions for Development GCNet makes it possible

Over the years, GCNet has been at the forefront of deploying e-solutions in the trade facilitation environment and beyond. GCNet continues to provide multiple electronic platforms, which account for 97% of all Government revenue collected in Ghana, with system availability nationwide, for various aspects of revenue mobilisation and trade development which in turn facilitate trade, enhance business competitiveness and improve revenue collection. Successful initiatives include the GCNet automation of the Customs Clearance Procedures, Business Registration and Domestic Tax Revenue Division of the Ghana Revenue Authority (GRA).

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GHANA BOOM

Official Portal for Ghana Trade

GHANA





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