

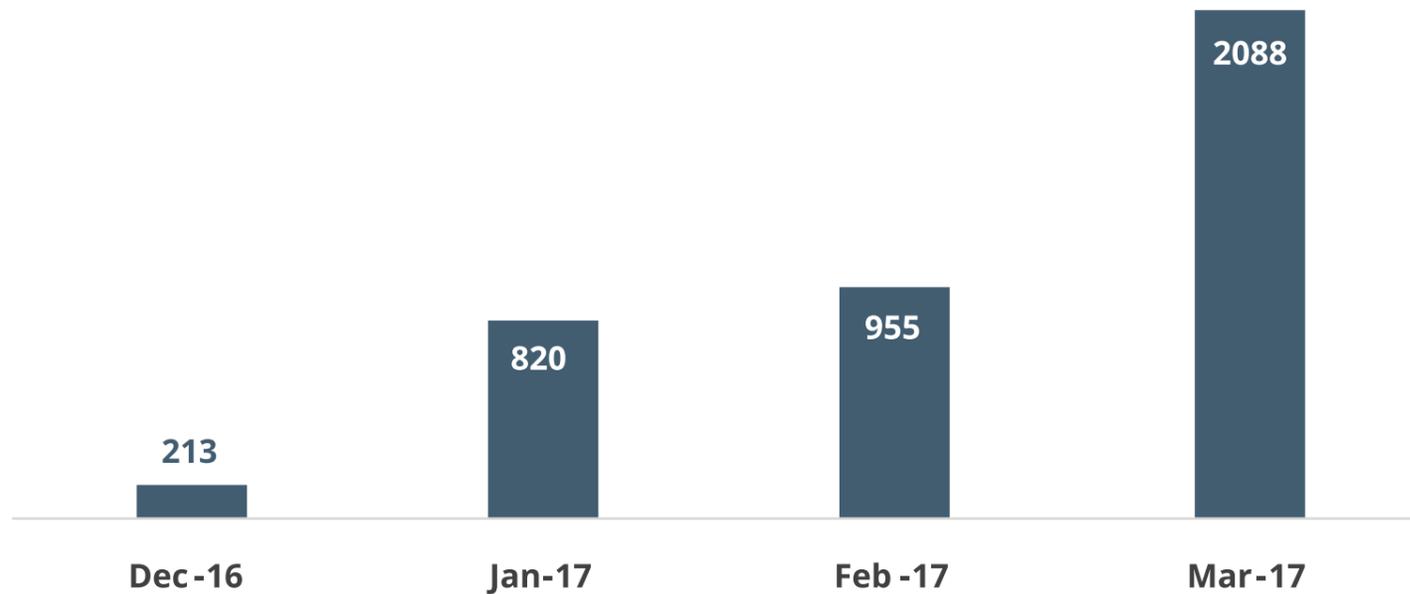
## Background

As part of the preparedness actions in the lead up to the Mosul operation, the Logistics Cluster held meetings with key logisticians from UN agencies and NGOs in October 2016 in order to prepare for potential gaps and bottlenecks in the humanitarian pipeline. Partners identified customs as a main concern (especially for medical items), reporting that clearance was at times taking more than 15 working days. The idea of a one stop shop (OSS) for customs clearance was welcomed and close collaboration with the Joint Crisis Coordination (JCC) Centre began.

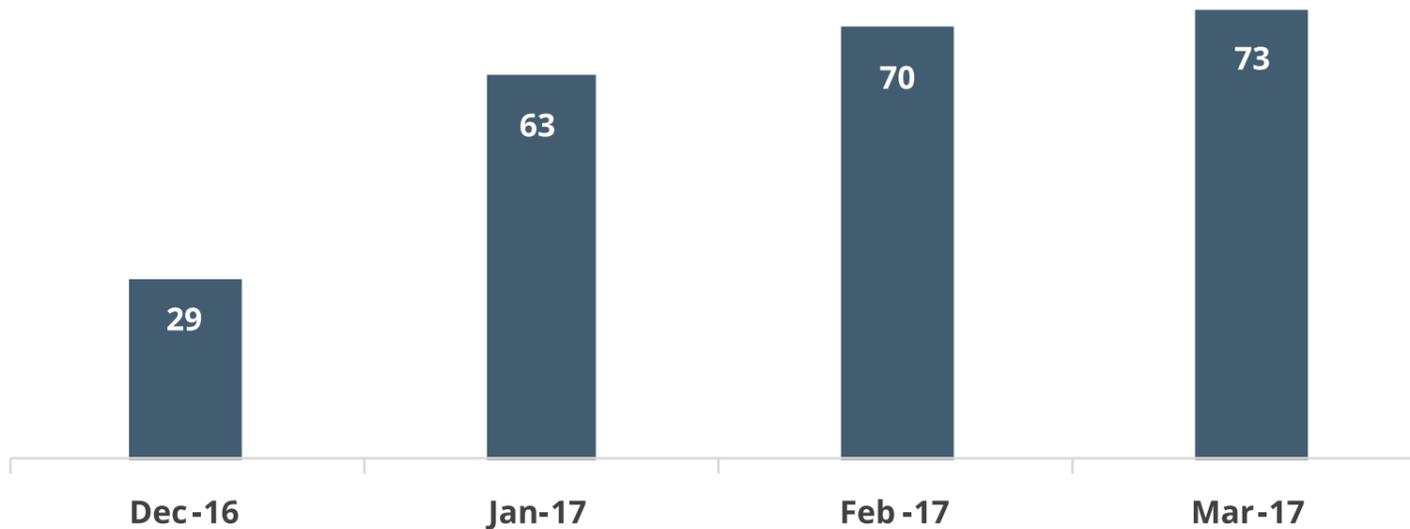
## Objective

To facilitate the humanitarian response in the Kurdistan Region of Iraq (KRI) and elsewhere in Iraq by enhancing the customs clearance process and reducing the time required for clearance by half.

Humanitarian cargo cleared through the OSS (mt)



Number of customs clearance requests cleared through the OSS

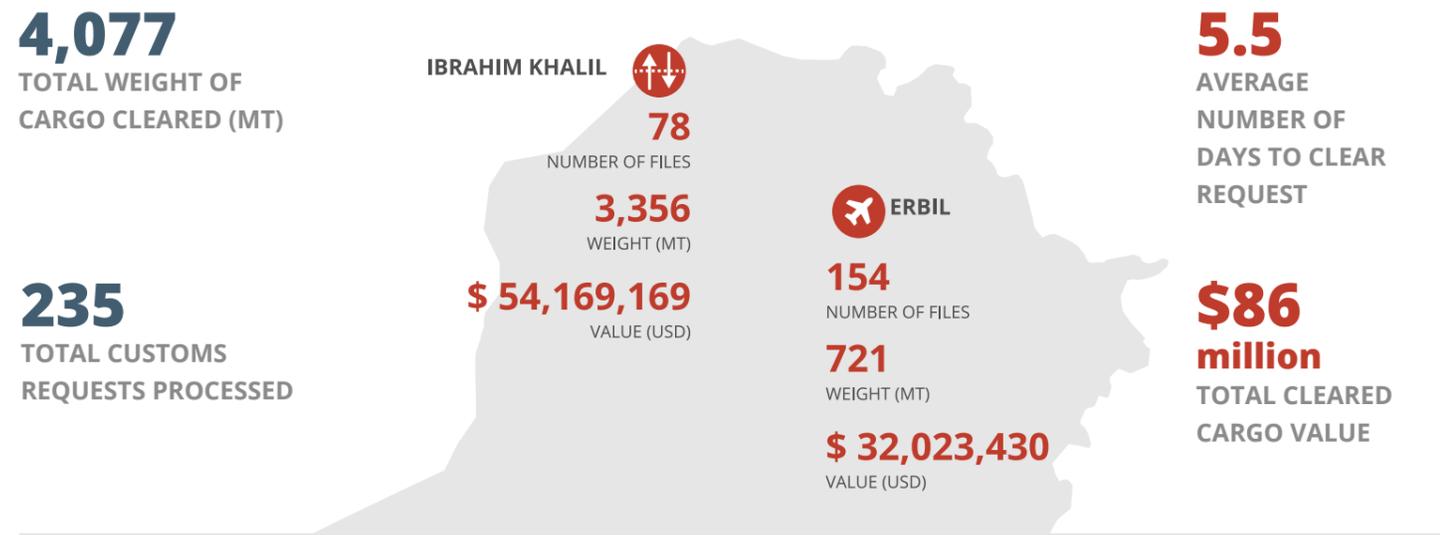


Value of Humanitarian Cargo Cleared Through the OSS

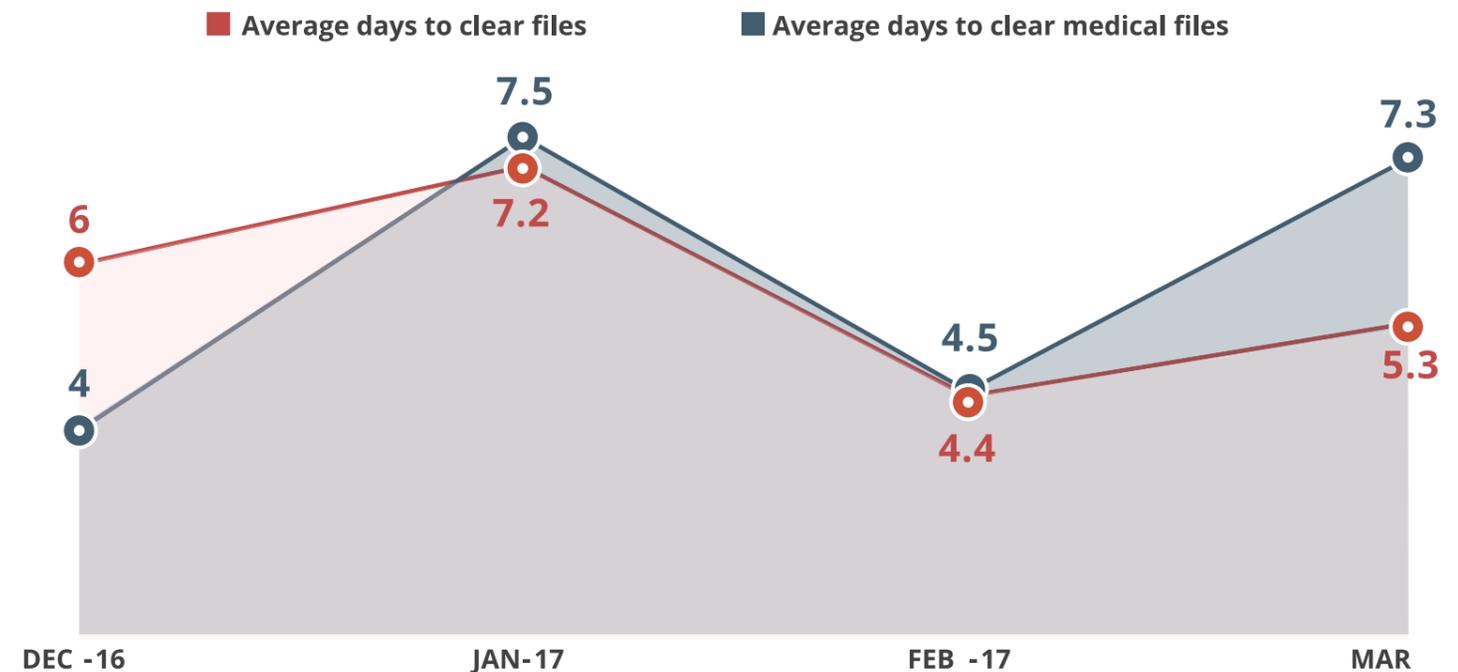
DEC-16	JAN-17	FEB-17	MAR-17
\$ 1,545,877	\$ 5,656,268	\$ 62,889,850	\$ 16,100,602

## Outcome

Since December 2016, the One Stop Shop (OSS) has been providing a free-of-charge service for all agencies and local and international NGOs; the services include facilitation of customs clearance for incoming cargo into the KRI, and coordination with all relevant authorities for the smooth movement of humanitarian assistance into the KRI.



Number of working days to clear a request through the OSS



The average number of working days taken to clear customs requests through the OSS has been significantly reduced since the start of the project in December 2016. The increase seen in the graph above in March is due to a larger number of files being received, including medical and specialized requests which required additional time.