



TAIEX INTPA

**Moving Forward Together
with EU Expertise .**



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Making Uganda's fruits and vegetables safer for consumers .



UGANDA

Directorate of Government
Analytical Laboratory
(DGAL)

Sustainable Development Goals:



“We have had a very productive experience with TAIEX INTPA. We have gained experience and confidence in implementing our quality management system, including documentation, internal audit and management reviews”

DAVID MUTENDE

Directorate of Government
Analytical Laboratory

Dangerous levels of pesticide residues

Due to climate change and urbanisation, pesticide use in Uganda is increasing, resulting in **high levels of pesticide residues** on the local market. This puts millions of people's health at risk and could lead to an EU ban on Ugandan exports.

Building better validation processes

To address this issue, TAIEX INTPA organised three workshops in collaboration with experts from Croatia, Cyprus, Latvia and Romania. The experts presented examples of **validation methods** through practical guides and videos. They also reviewed a validation report from the DGAL and provided comments and recommendations on how the laboratory could improve its validation methods.

In addition, the EU experts **assessed the processes and documentation** of the DGAL, auditing the laboratory's daily activities from sample reception, handling and storage to analysis and reporting. Following this review, the experts provided a **tailored training** to DGAL staff to address the key gaps identified.

New rules on pesticide residues

As a result of these workshops, the DGAL can now perform **reliable pesticide analysis** of 139 pesticides and has improved its quality management system.

The **regulation on pesticide residues** and the residue monitoring plan for Uganda were also updated.

With the new knowledge acquired, the DGAL is now ready to **apply for accreditation** from the Kenya Accreditation Service.

The DGAL has already worked together with the Ministry of Agriculture, Animal Industry and Fisheries to implement a **pilot residue monitoring programme**.

Bringing Cameroon's coffee exports to EU standards .



CAMEROON

Ministry of Agriculture and Rural Development

Sustainable Development Goals:



“The wide range of experts with different backgrounds and experience in the field made this workshop a truly fruitful exchange.”

EDUARD NYA

Ministry of Agriculture and Rural Development

Risk of import ban

In 2020, Cameroon's coffee exports were **at risk of being blocked** in the EU. The reason for this were recent regulations restricting the use of Cameroon's only approved pesticide for coffee plants. Cameroon's coffee traders and its economy were at risk of serious losses.

Finding alternatives to banned pesticides

Cameroon requested help from TAIEX INTPA to learn more about EU regulations on pesticides and to find **safe alternatives** to the banned chemicals. TAIEX INTPA organised a workshop in collaboration with experts from Belgium, Germany and Greece who shared their insights on how the country can **comply with EU standards**.

In addition, the experts showed Cameroon how to diagnose its quality control system for agricultural products and **address the regulatory gaps** to make it more efficient.

EU-compliant rules on food safety

As a result of the workshop, the ministry is now in process of **testing different alternatives** to the banned pesticides. With the newly acquired knowledge, the ministry will be able to evaluate the results of the tests to make recommendations to Cameroonian producers.

In addition, leading administrations in the field of food safety are currently working on a **new legislation** to fill the current regulatory gaps, comply with EU standards, and protect people's health.

Helping the Dominican government engage its citizens in designing digital public services .



**DOMINICAN
REPUBLIC**

**Governmental Office for
Information Technology and
Communications (OGTIC)**



“The TAIEX INTPA team was always there in case of any questions. Their willingness to help and follow-up after the workshops spoke volumes of their dedication.”

DANIELA PEROZO

Governmental Office for Information Technology and Communications

Low citizen engagement

Before requesting assistance from TAIEX INTPA, the Dominican government was having a hard time **engaging its citizens** with the design process of its new digital public services. The lack of citizen participation could lead to these public services not meeting the needs of the users they are designed for.

Another challenge of the Dominican Republic was **aligning its interoperability framework** with the maturity targets in the country's national digital agenda.

Building citizen-government relationships

TAIEX INTPA organised two workshops in collaboration with experts from Austria, Greece, Italy and Spain. The speakers shared good practice examples from their countries in the areas of using **civic technology** for citizen engagement.

The OGTIC also received an **expert outline** of how to implement an interoperability framework at the national level, following the European Interoperability Framework.

The EU experts continued to share their insights and to collaborate with the OGTIC even after the workshops.

New national GovTech framework

Soon after the workshop on citizenship engagement, the OGTIC's Digital Services Design Team started to **implement the expert insights** into their Lab's design principles.

The best practices shared also helped the Dominican government to create a **national GovTech framework**, and to adopt the 'one time only' principle when it comes to entering citizen data.

Another outcome of the workshop was the OGTIC's **updated norms and standards** for interoperability. As a result, the OGTIC has started discussions with other public institutions on the governance of the national interoperability framework.

Making Honduras's e-government more secure for its citizens .



HONDURAS

Office of Presidential Affairs and Public Innovation

Sustainable Development Goals:

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



“The biggest benefit for us was receiving first-hand experience in e-government from European countries and receiving answers to our most pressing questions.”

POLICARPO MELARA MERCADAL

Office of Presidential Affairs and Public Innovation

Public data at cyber risk

To adequately implement e-government in Honduras, the government needed to develop a proper **strategy for cybersecurity**. Without this strategy, public institutions and citizens would be at risk of cyberattacks and security breaches. Honduras also needed help with communicating the **benefits of e-government** to public institutions to overcome the initial cultural resistance.

Designing a safe e-government

To help address these issues, TAIEX INTPA organised two workshops – one on **cybersecurity** and one on communicating the **benefits of e-government**. The workshops were organised in collaboration with experts from Greece, Italy and Lithuania who shared good practice examples from their countries and answered public servants' questions.

The speakers also shared tips on firewall and **information system auditing**, security management, and overcoming difficulties with implementing digitalisation.

E-gov systems in line with EU standards

With the knowledge acquired from these workshops, the government of Honduras now has the capacity to establish a **comprehensive strategy** on building a secure e-government system in line with EU standards.

Enhancing Cabo Verde's e-identification system



CABO VERDE

Nucleus Operational of the Information Society (NOSI), public enterprise

Sustainable Development Goals:



“The help given by the TAIEX INTPA exchange was very valuable. We strongly recommend TAIEX INTPA to others national administrations in our region.”

CARLOS PINA

Chief Executive Officer of NOSI

Lack of reliable e-ID system

As part of Cabo Verde's digital transformation, the government wanted to explore the adoption of **electronic identification**. The lack of a national e-identity system increases the risk of identity theft and makes online services less secure. In addition, without a reliable e-ID system, citizens cannot trust government services with their personal data.

Complying with international standards

TAIEX INTPA organised a workshop combining expertise from Germany, Greece and Estonia. The workshop contributed to optimising Cabo Verde's **public key infrastructure** (PKI) and introducing innovations in the country's **electronic identity ecosystem**. The EU experts shared best practices on installing and configuring a PKI and answered various questions about legal regulations.

NOSI also learnt about **complying with different standards**, such as eIDAS, ETSI and ISO/IEC, and about e-identity compliance verification by the Conformity Assessment Body and the National Accreditation Body.

The information provided was also useful for Cabo Verde's involvement in an initiative on e-identity, implemented by ECOWAS.

New software for digital identification

As a result of the workshop, NOSI has now implemented **middleware for digital national identification**. It has also developed a mobile key that allows Cabo Verdeans to safely authenticate, sign, and renew documents within minutes instead of having to go through numerous bureaucratic steps.

The knowledge shared during the workshop also helped NOSI to receive its accreditation as second-level certification authority at national level – an important milestone for the public enterprise.

Increasing the participation of Sudanese students in the Erasmus+ programme .



SUDAN

Ministry of Higher Education and Scientific Research



“What we liked most about our experience with TAIEX INTPA was the collaboration and that it gave our young students a chance to progress.”

AHMED FAHAD

Ministry of Higher Education and Scientific Research

Lack of awareness of Erasmus+ projects

The Ministry of Higher Education and Scientific Research was looking to offer **more Erasmus+ opportunities** to Sudanese students and higher education institutions (HEIs). However, due to the **sanctions against Sudan**, the country did not have a lot of previous knowledge of the programme and collaboration with the EU. As a result, many students and HEIs did not take advantage of this unique programme.

Presenting Erasmus+ funding opportunities

TAIEX INTPA organised a workshop in collaboration with experts from Austria, France, the Netherlands and Spain. The speakers presented the **different Erasmus+ projects** and opportunities available to Sudan, including the **application requirements** for them.

Increase in Erasmus+ applications

As a result of the workshop, the Ministry's International Cooperation Administration is now **well informed** about the different Erasmus+ opportunities for students and HEIs. The administration has notified different higher education institutions about these opportunities and urged them to apply and collaborate.

Many students have already applied for different Erasmus+ projects and some were even interviewed about their experience.

Bringing Uzbekistan's trade laws closer to international standards .



UZBEKISTAN

Agency of
Technical Regulation



“We enjoyed communicating with the experts from Belgium, Bulgaria and Romania. It was very interesting and useful for us, and we hope it will improve our trade relations with the EU.”

BATIR ALLAEV
Agency of Technical Regulation

Need for updated trade rules

As part of its accession to the World Trade Organization, Uzbekistan has the challenging task to **revise its existing laws and regulations** and to develop new ones in line with international standards. Without this, the government will not be able to help Uzbek exporters to expand their foreign trade.

Aligning laws with the World Trade Organization

To help address this issue, TAIEX INTPA organised a video conference in collaboration with experts from Belgium, Bulgaria and Romania. The speakers presented good practice examples in the field of **conformity assessment** to help the Uzbek government review and harmonise its laws and regulations. They also **clarified terms** that were new to the agency, such as high-risk/low-risk products and risk analysis, among others.

New systems for dangerous and counterfeit goods

Thanks to the information provided during the workshop, the State Control Department was able to update its current regulations and reviewed the functions regarding market control. Among other things, the document introduced a **register for low-quality and dangerous goods**, a special online portal for collecting feedback on the quality and safety of products, and an **information system for non-certified and counterfeit products** aligned with the European rapid alert system for dangerous non-food products. This document was approved by the Cabinet of Ministers in March 2022.

Boosting Uzbekistan's knowledge on regulatory impact assessment and systematisation of legislation .



UZBEKISTAN

Ministry of Justice



“The main advantage of TAIEX INTPA is the quick application process. Everything happens electronically, and the representatives of the local EU office provided tremendous support in filling out the application form.”

DILAFRUZ SUFIEVA
Ministry of Justice

Lack of knowledge in the field

Regulatory impact assessment and **systematisation of legislation** are new areas of activity for the Uzbek Ministry of Justice. So when the ministry opened the Department of Regulatory Impact Assessment in 2020, it was in urgent need of additional knowledge in this field. The ministry needed relevant technical assistance quickly, so it could implement its activities in line with annual state programmes.

Recommendations on systematising legislation

TAIEX INTPA organised two webinars in collaboration with experts from Croatia, France, Poland and Spain.

The speakers shared best practices from their countries and carefully listened to the participants' concerns and answered their questions.

After the webinar, the EU experts prepared **written recommendations** with specific suggestions on how the Ministry of Justice can improve its work in the field.

The EU experts also shared **additional online sources** where Uzbek officials could get acquainted with the legislation of the four Member States.

Better rules on impact assessment

Thanks to the webinars, the Ministry of Justice was able to **improve the quality** of draft regulations on regulatory impact assessment and systematisation of legislation.

As a result, the presidential decree on measures for systematising Uzbekistan's legislation now includes **valuable step-by-step instructions** for ministries and state departments on systematising legislation.

The workshop was also the impetus for the start of the **large Twinning project** 'Systematization and simplification of the regulatory framework'.

Making Mauritius's legislation on domestic violence more comprehensive .



MAURITIUS

Ministry of Gender Equality and Family Welfare



“The experts from Belgium, Denmark and France were very professional, and the good practice examples from their countries were extremely helpful.”

JAYSEEREE BHUNJUN

Ministry of Gender Equality and Family Welfare

Unfair treatment of victims of domestic abuse

Mauritius's Protection from Domestic Violence Act (PDVA) had gaps that caused some victims of domestic violence to be **treated unfairly**. For example, the legislation did not include non-married couples who were living together. Also, family members living under the same roof (other than spouses) could not apply for occupation and tenancy orders.

In addition, protection orders issued by magistrates **did not apply to victims' children**, which prevented police officers from taking the appropriate actions.

National examples of immediate legal response

TAIEX INTPA organised a three-day webinar with consultants from Belgium, Denmark and France. The EU experts shared good practices on **immediate legal response** in cases of domestic violence.

The webinar also provided the Ministry of Gender Equality and Family Welfare with a **roadmap** on what amendments should be made and what new clauses should be added to the 2022 PDVA Amendment Bill.

Changes in domestic violence legislation

Following the workshop, the ministry has made proposals to include a **provision on barring orders** and police-issued protection orders in the forthcoming amendments of the PDVA.

Inspired by the workshop, the Directorate of Public Prosecutions Office has also shown interest in seeking TAIEX INTPA support for the organisation of **capacity-building programmes** on gender-based violence.

Helping Albania to support jobseekers during the pandemic .



ALBANIA

National Agency for
Employment and Skills
(NAES)



“I would highly recommend TAIEX to anyone in the national administration in Albania and the region.”

JONIDA LIKA
National Agency for
Employment and Skills

Public data at cyber risk

When the COVID-19 pandemic hit Albania, employment offices and vocational training centres had to adapt to the ‘new normal’. They needed guidance on, among other things, **communications and internal processes**, so they could continue to support citizens during these challenging times.

Designing a safe e-government

TAIEX organised a workshop in collaboration with experts from the Flemish Service for Employment and Vocational Training. The speakers shared good practice examples from various fields, such as: **communication and service delivery**, legislative framework on temporary unemployment, **career transitions to the ‘new normal’**, and internal organisation.

During the workshop, the Flemish employment service also shared insights about the **IT employment systems** they were using, which was especially useful for the NAES, as they were in the process of improving their own IT system.

E-gov systems in line with EU standards

The TAIEX workshop helped the NAES to better understand and **address the needs of unemployed people** during the COVID-19 pandemic.

As a result, in July 2020, the NAES adopted a programme that aimed to support unemployed people who were laid off because of the pandemic between March 2020 and June 2021. The programme **guaranteed financial support** to promote job creation and supported traders and trading companies in the recovery period after the COVID-19 pandemic. The programme **provided employment** for periods of 4, 8 or 12 months, depending on the profile and needs of the jobseeker.

Developing joint programmes and international cooperation in the field of migration .



UKRAINE

State Migration Service (SMS)



“TAIEX is a good instrument when you have specific questions and need fast answers, especially when it comes to EU legislation. TAIEX always involves qualified experts who are not only specialists in the specific field but also have experience with solving or assessing different problems.”

HANNA VYSHNIAKOVA
State Migration Service

Irregular migration crisis

In 2021, Ukraine was facing a lot of **challenges in migration**, such as the migration crisis on the Polish and Belarus borders. The government needed expertise to develop mechanisms to solve, avoid, and predict such situations in line with EU law, respecting migrants' and asylum seekers' fundamental human rights.

The SMS also needed to get acquainted with existing EU mechanisms and **programmes of cooperation** as part of its ongoing work to bring its procedures in line with EU standards.

Ensuring the rights of asylum seekers

The TAIEX workshop included experts from Romania and Slovenia, who shared their knowledge of existing programmes and instruments of international cooperation with third countries. In particular, they shared good practices in the field of **combating irregular migration** and ensuring the **fundamental rights of asylum seekers**. The workshop also featured representatives from Frontex and the European Asylum Support Office (EASO), who were able to answer the SMS's questions about international cooperation.

Effective cooperation with the EU

The workshop allowed the SMS to establish a **dialogue with Member States and EU agencies** for effective cooperation in the field of migration. During the workshop, the SMS took the opportunity to ask experts from Frontex to include more activities in the agency's cooperation plan. They also planned to discuss possible **areas of cooperation with EASO experts**.

Unfortunately, the Russian aggression in Ukraine has shifted the priorities of the SMS. However, after the war is over, the SMS expects to continue to strengthen its cooperation with EU migration authorities and agencies.

TAIEX INTPA



TAIEX INTPA is the Technical Assistance and Information Exchange instrument (TAIEX) used in partner countries and territories covered by the Directorate-General for International Partnerships (INTPA). It provides quick technical support to public institutions in these countries by mobilising public sector experts from EU Member States. The instrument aims to boost partner countries' development and help them achieve the United Nations Sustainable Development Goals, in line with the EU commitments to the 2030 Agenda for Sustainable Development.

Beneficiary institutions can receive four types of assistance from TAIEX INTPA: workshops, expert missions, study visits, and work from home (in person, online or in hybrid mode). These events can be organised for one or multiple countries.

Do you want to receive assistance from TAIEX INTPA?
Contact the EU Delegation in your country to coordinate your request before submitting it.

Request assistance from TAIEX INTPA

<https://ec.europa.eu/taieux/application>

For any questions, contact:

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