



**UNODC**  
United Nations Office on Drugs and Crime



# PATROL

Partnership Against Transnational crime  
through Regional Organized Law enforcement

## Sub-regional PATROL-BLO Monitoring Workshop

REPORT

Centara Anda Dhevi Resort  
Krabi, Thailand  
2-4 April 2012

In partnership with:

**FREELAND**



**TRAFFIC**  
the wildlife trade monitoring network



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## Background

Having a good monitoring system is crucial to help measure the success or failure of any programme or project. Through a good monitoring system all project partners can understand if the project is achieving its planned results or not.

The PATROL project document contains several proposed indicators that aim to assist all partners to understand if the project results are being achieved and help measure the effectiveness of the Border Liaison Mechanism. Yet, being able to collect information related to these indicators – both qualitative and quantitative – can be a very challenging task. Specific systems need to be put in place and the responsible staff/officers need to have the tools and analytical skills to undertake their monitoring responsibilities effectively.

The PATROL National Focal Points have therefore been invited to attend a workshop to discuss the best ways to measure and report on the effectiveness of the Border Liaison Mechanism, so that useful management information can be generated and shared between responsible agencies, both within and across borders.

## Opening remarks

The workshop was opened by Pol. Gen. Surajade from Thailand, who expressed his appreciation for the support of UNODC through the PATROL project.

Mr. Songsatit (UNODC) explained that this workshop represents a unique opportunity to clarify the objectives of the Border Liaison Offices. Developing a simple and clear way to monitor the work of the BLOs offers a great opportunity to identify the strengths and the weaknesses of the current mechanism.

Participants introduced themselves and thanked UNODC for the organization of this event.



Picture 1. Group picture

## Objectives

Mr. Songsatit briefly summarized the history and objectives of the PATROL project. He clarified that despite several success stories, it has been pointed out by external evaluators that the main weakness of the BLO mechanism is the capacity to monitor BLO operations and effectiveness in any systematic way. The BLO mechanism does not have the necessary tools to measure success and/or failure and this is why immediate corrective actions need to be taken.

Jonathan Hampshire (UNODC) clarified the main objectives of the workshop. The expected outcome is that better information about BLOs is collected, shared and used. In order to reach this result, the workshop will try to identify the key information that can be collected to have a better picture of the effectiveness of the BLOs. In particular the workshop will aim at developing 3 specific results:

- A framework to assess effectiveness of BLOs, including general indicators, sources of information and timelines. This will include also the identification of a reporting format
- A list of steps that need to be taken at central level in order to establish new BLOs under PATROL
- A list of standard operating procedures about the cooperation between BLOs

The workshop would also aim to determine how such new tools can be introduced into the existing structure and operations of BLOs.

## Country Presentations

Cambodia, Viet Nam and Thailand gave presentations on the current situation with respect to BLO operations, specifically how they are structured and being monitored.

### Cambodia

There are 14 BLOs in Cambodia, with the two most recent ones being established in early 2012 under PATROL. These BLOs are located along the borders with neighboring countries (Lao PDR, Thailand and Viet Nam). Under the coordination of the National Authority to Control Drugs (NACD), a PATROL Project Advisory Committee has been established, including several new agencies that were not initially involved in the original BLO mechanism. The Head of each BLO is generally the Deputy Governor of the Province. NACD has a role in coordinating- various agencies that operate in the fight against various forms of Transnational Organized Crime. This role is not criticized or challenged by other agencies because in Cambodia there is a strong recognition that border-crimes are not limited to drug trafficking only, but they include also human trafficking, migrants smuggling, wildlife and waste smuggling. Communication about BLOs operations are sent to the NACD approximately every 6 months, mainly by telephone, fax or email.

Some of the main challenges to effective monitoring are the remoteness of some BLOs, the lack of communication networks and the limited capacity of BLO staff to record reliable information. It is important that – through the PATROL project – standardized procedures to collect and share information are developed and that the staff be trained accordingly.

### Viet Nam

The BLOs in Viet Nam include 5/7 members from Police, Customs and Border Army. The Head of BLO is the Chairman of the People's Committee. At provincial level, the BLO reports to the *Committee on AIDS, Drug and Prostitute Control*. Through the new generation of BLOs (under PATROL) forest and environment

authorities have been included. The BLOs act as focal points for transmitting information and strengthening cross-border cooperation. The Deputy Director General of Investigation Police – from the Ministry of Public Security – is the Head of the National Steering Committee, while the Standing Office on Drugs and Crime (SODC) plays the secretariat role. The frequency of meetings and communication exchange with BLOs depends on the particular conditions at each border areas. Generally, every 6 months, information is sent from BLOs to central authorities.

Some of the main challenges to the effectiveness of BLOs are related to language barriers, lack of established mechanisms to share information, and difficulty to ascertain the actual role of BLOs in successful operations (arrests, seizures, etc.). The BLO mechanism would benefit significantly by bilateral agreements that clarify roles and responsibilities of each BLO.

## **Thailand**

The presentations from Thailand were not directly linked to the BLO mechanism, as the project is still in a stage where the official counterpart has not been identified.

A presentation by the Thai Immigration Bureau clarified the main roles of the department. The bureau works mainly in the 5 international airports and it aims at ensuring the regularity of the travel documents of passengers.

Through new technology and improved profiling the Immigration Bureau identifies illegal travelers, including impostors who travel with somebody else's documentation. More than 280,000 people have been arrested for illegal entry in Thailand since 2010. Normally they are repatriated. In cooperation with Customs, several arrests have been made of alleged offenders involved in drug trafficking, human trafficking, and terrorism.

The Narcotics Suppression Bureau Division presented a few specific cases of arrests related to drug trafficking investigations, based on information exchange and international cooperation.

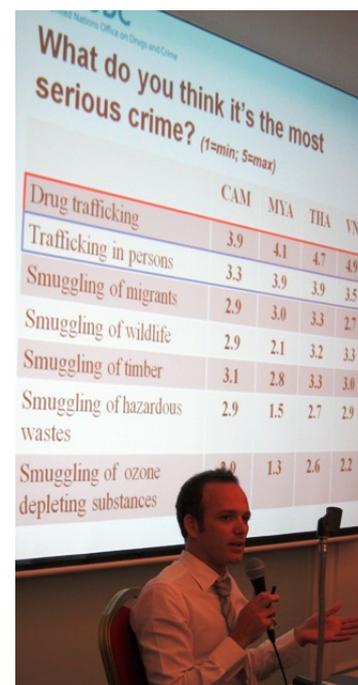
## Findings of the PATROL Survey

Giovanni Broussard (UNODC) clarified that the objective of the surveys conducted in Cambodia, Viet Nam, Thailand and Myanmar during 2010-11 were:

- to establish baselines about current situation in terms of border crime,
- to analyze the main training needs of the border officers

The survey results indicate that drug trafficking and human trafficking are perceived to be the most serious forms of crime by law enforcement officers operating at the border. Myanmar, and to a much lesser extent Thailand, are perceived to be countries of origin in the illicit trade of drugs, while Cambodia and Viet Nam are mainly countries of transit or destination.

At the level of BLOs, most of the respondents in each country reported that no regular meetings take place. The staff rotation is particularly high in Myanmar, and significantly lower in Thailand and Viet Nam. Across all the countries border officers would like to see some form of database established to generate and share intelligence and general information.



Picture 2. Presentation of the findings of the PATROL survey

## Challenges to cross-border information sharing (AFP)

Mr. John Curtis, representative of the Australian Federal Police (AFP), shared his reflections on the challenges to counter Transnational Organized Crime through Law Enforcement. It is important to be able to collect information and to turn it into intelligence. In this context, the role of BLOs is a crucial one, because BLOs are in the position to gather and disseminate information at the border, which can eventually help preventing further crimes elsewhere. Challenges to the flow of information are language barriers, ability to share and trust. Following-up on received information and ensuring recognition to agencies that do share information are crucial steps to promote a culture of sharing.

The Thailand Transnational Crime Coordination Network is a joint venture between the Royal Thai Police and the Australian Federal Police to establish a single database for the collection and sharing of transnational criminal intelligence through cooperation with other national and international enforcement agencies. The database draws on the information provided by 10 units spread across the country and with inputs from several departments of the Police (but not exclusively Police) such as counter-narcotics, human trafficking, immigration and environmental crime. The information is collected, stored and analyzed through the Case Management Information System (CMIS).

There are several opportunities for cooperation between TCCC and the BLO mechanism as it could facilitate enhanced exchange of information, training opportunities and partnership building.

## Measuring effectiveness of BLOs – Working groups

The challenge of measuring the effectiveness of the BLO mechanism starts by trying to define effectiveness in the specific context of a BLO. Once this is ascertained, a further challenge is represented by the identification of indicators that can be easily collected, shared and used in order to assess whether the effectiveness standards are being achieved.

Through a facilitated discussion in working groups and a subsequent discussion in plenary, an effectiveness matrix (*Annex I – Effectiveness Monitoring Matrix for BLOs*) was designed and validated by all participants. Based on this discussion, the two elements that identify the effectiveness of a BLO are:

1. the capacity to promote effective multi-agency cooperation along and across the border
2. the appropriateness of staff, equipment and resources

In order to assess the performance of each BLO against the above targets, some indicators have been identified and agreed. In relation to the first target (multi-agency cooperation) the indicators mainly relate to production of operating procedures between BLOs, reports on TOC updates, contact directories as well as the frequency of management and operational meetings. In relation to the second target (staff/equipment) the indicators relate to the quality and quantity of equipment and premises, but also to the number and skills of BLO personnel, as well as the availability of resources for management and operational expenses.

The indicators identified in the matrix are generally easy to compile at BLO level, with a frequency that varies according to the Countries' needs. This matrix is designed to help guide the monitoring/assessment of BLO operational effectiveness in a more structured and consistent way. It can act as a checklist for both individual BLOs, and for national level stakeholders with responsibility for managing and monitoring the overall BLO mechanism. Yet, the current matrix will need to be tailored to needs of the individual BLOs as agreed at national level.

This session did not address the original objective of creating a standard reporting format for BLOs because it became evident that such detailed discussion would be more effectively conducted at country-level at a later stage (see paragraph).

As highlighted in the section *Evaluation by participants*, the output of this session was considered to be particularly useful for stakeholders working with BLOs.

## Checklist for the establishment of new BLOs – Working groups

When establishing a new BLO, certain procedures are followed, and they are often country-specific. Yet, there are many common elements that can be identified along the process, especially from the point of view of national coordinating agencies. Through a working group session, participants tried to identify the common steps to guide the process which leads to the establishment of new BLOs.

A summary of the main identified steps is set out below:

**1. Countries need an international agreement, in the form of bilateral, regional or multilateral agreement.**

In the Greater Mekong Sub-region the overarching agreement was provided by the regional MOU on Drug Control. Yet, it was recognized that the role of UNODC is fundamental to steer the process and the Letter of Agreement for the PATROL process is also an important international agreement to clarify the specific roles of each country in implementing the BLO mechanism.

**2. Governments need to issue specific decrees/decisions/regulations to identify the key agencies to lead the process, and to define the roles and responsibilities of all key government stakeholders**

**3. Governments need to establish a central steering committee where the most relevant national authorities are represented**

The experience with the implementation in Cambodia and Viet Nam suggests that establishing a national steering committee increases the level of cooperation among ministries and authorities at central level. Also, the regularity of meetings (twice a year) allows more consistent monitoring as well as an improved understanding of the BLO operations. Holding meetings of the steering committee in BLO locations is also regarded as a best practice.

**4. Financial and administrative support for the establishment of a BLO must be clarified up-front**

The solution adopted in the GMS region is that Governments provide staff, salaries, office, basic operational costs, while UNODC provides additional external support mainly in the form of equipment and training.

**5. The location of new BLOs should be based on: (i) proximity to international land border crossing, (ii) existence of specific criminal threats; (iii) agreement between the two neighboring countries.**

**6. The minimum requirement of staff to operate a BLO varies according to the location**

**7. BLOs need to collect, share and report information regularly both at provincial and central level**

A minimum reporting timeline would be one month for reports to the Heads of BLO and six months for reports to the central steering committee. Need to provide some best practice guidance.

It was recognized that the list above does not represent a comprehensive list of steps and that it should be integrated with additional information, especially with regard to minimum standards in terms of staff, equipment and reporting. Participants requested UNODC to identify best practices and propose clear standards for a model BLO. It was also stressed that the success of the BLO mechanism still relies on the coordinating, advocating and convening role of UNODC, and that this role should be maintained by UNODC.

## Operational arrangements between BLOs – Working group

When BLOs are established there is a need to have clarity on the expected results. Clarity on the results will generate clarity on the roles and responsibilities of the stakeholders at BLO level. In this context, many stakeholders have often suggested that the lack of clear Standard Operating Procedures hampers the development of effective cooperation between BLOs. Yet, there is no clarity on which areas have to be regulated by these SOP. Through a working group discussion, participants clarified what are the main objectives of BLO cooperation and identified some possible areas of cooperation which need clearer / agreed arrangements between BLOs.

1. The role of the BLOs is primarily to create a platform for information exchange, as well as coordination and facilitation among BLO members
2. The BLO mechanism is not primarily responsible for the investigation work. Any investigation/operation generated by information shared through the BLO mechanism is responsibility of the BLO members
3. Bilateral operational agreements between countries need to be in place (central level responsibility)
4. Such agreements need to provide BLOs with authority to facilitate general operational cooperation
5. BLOs should regularly exchange information on general crime trends, such as seizures, arrests, and other relevant information such as routes, prices, sources of information, etc.
6. The focus of the BLO work is on TOC and border security, therefore information can be exchanged also in relation to crimes other than drug trafficking
7. Ad-hoc operational agreements between BLO should regulate the frequency of cross-border meetings and the cost-sharing arrangements
8. The communication channels for the transmission of sensitive information should follow the national regulations (e.g. no email for classified information) while general un-classified information can be exchanged by phone, fax, email and in person

The discussion did not produce a specific set of detailed and specific standard operating procedures as originally envisaged. It was generally agreed that more detailed procedures should be discussed at bilateral level, between BLO pairs, drawing on the areas identified above.



Picture 3. Participants during the working group discussions

## Follow-up at country level

### Cambodia

- The Head of the Poi Pet BLO will immediately call the BLO members to present the outcomes of this workshop and implement a new form of monthly monitoring system.
- At central level NACD – as the secretariat of the C-PAC – will translate the matrix in Khmer and will transfer the outcomes of the report to other BLOs and will discuss them during the upcoming meeting of the Project Advisory Committee. NACD will develop a new and simplified format for crime statistics to be disseminated to all BLOs. These forms will be filled on monthly basis by BLOs and returned to NACD.
- UNODC is requested to contact all governments in the region to insist on the fact that border security is threatened by TOC and all countries should cooperate at the borders, beyond the area of drug trafficking.
- UNODC should play a leading role to set strategy and reporting systems from cross-border cooperation

### China

- A report from this workshop will be prepared by the NNCC representative, with a view to clarify the objectives of PATROL and the role that NNCC can play in the PATROL project.
- UNODC is requested to share the report of the workshop.

### Lao PDR

- A report from this workshop will be prepared by the Laos representative, with a view to clarify the objectives of PATROL.
- Secondly, the representatives from Myanmar will try to collect information about the existing BLOs in the country with a view to assess the actual effectiveness of the BLOs.
- The third step will be to contact relevant authorities and inform them about the PATROL project.
- UNODC is requested to send a letter to the Ministry of Foreign Affairs in Lao PDR to explain what are the achievements and institutional arrangements in Cambodia and Viet Nam. This letter should be followed-up by a visit to government authorities (LCDC) to present the objectives of PATROL.
- UNODC is also requested to contact conduct the initial survey among the BLOs in Lao.

### Myanmar

- As a first step, the representatives from Myanmar will try to collect information about the existing BLOs in the country with a view to assess the actual effectiveness of the BLOs.
- UNODC should support the organization of a national workshop on PATROL

### Viet Nam

- The representatives of VN will share the documentation from this workshop among SODC with a view to amend the existing reporting format from BLOs.
- Subsequently, the new format will be sent by SODC to the BLOs for immediate implementation. A clearer SOP will thus be discussed at provincial/district level, based on the deliberations of the workshop.
- UNODC could assist the work of the BLOs by organizing a study tour for border officers to visit BLOs in other countries, with a view to exchange best practices.

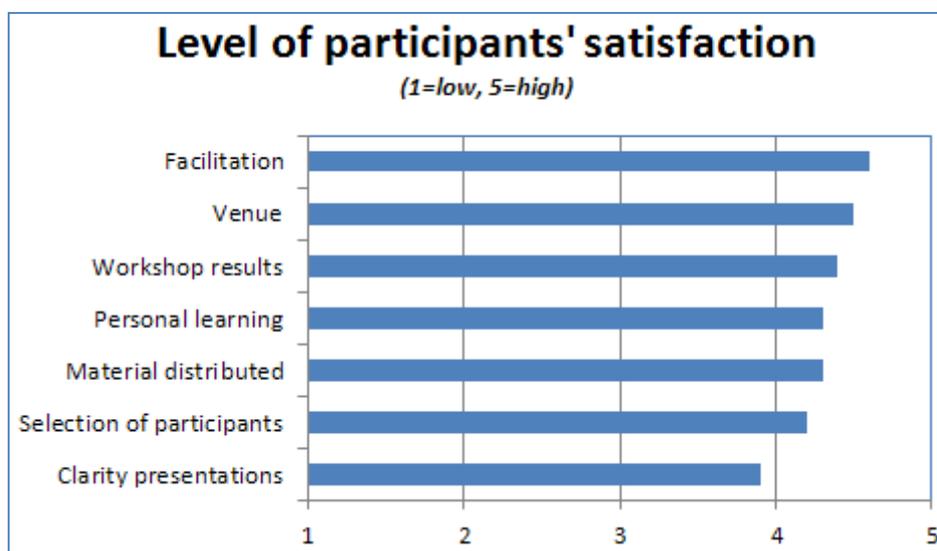
- Further training, specifically on specific areas of TOC such as environmental crime, is necessary and UNODC is requested to support such initiative.

## Thailand

- Consultations will start immediately after the workshop, led by the Immigration department, to strengthen the mechanism of BLO (to be called Fusion Centers) and identifying new hotspots.
- UNODC is requested to support Immigration in this endeavor.

## Evaluation by participants

An assessment of the evaluation forms filled by the participants indicates a generally high level of satisfaction. The facilitation of the sessions has been perceived as conducive to the achievement of the expected results and to the learning process of each participant.



Participants offered further insight on what they thought of the workshop (Annex II) and it can be generally concluded that they found the workshop largely useful for their area of work. It is encouraging that participants have particularly appreciated the development of an effectiveness matrix with indicators and timelines, and that many participants demonstrated enthusiasm at the idea of implementing such monitoring plan.

Some participants suggested that the time could have been managed better and that more opportunities to share views and opinions should have been granted. A sub-set of these comments are those related to the facts that some presentations were perceived to be too long and that the objectives of the workshop seemed to be too complicated.

While the overall evaluation by the participants is positive, similar events in the future will have to pay more attention to the time management and will have to make sure that participants are informed well in advance about the topics of the meeting in order to improve their participation and understanding.

## Conclusions

The objectives of the workshop were largely – but not entirely – achieved and some concrete outputs have emerged from the group discussions. Despite some initial concerns about the fact that the topic of the workshop could be perceived as too abstract or process-oriented, the workshop was animated by lively discussions and by a high level of commitment from most of the participants. The group was uneven in terms of experience with the BLO mechanism, but the dynamics of the discussions allowed more experienced participants to share their knowledge in this specific area, while new comers to this field had the opportunity to ask for clarification, propose innovative solutions and learn about the past experiences.

Despite the progress made at the workshop, it must be noted the biggest challenges lie ahead – namely in implementing the ideas generated at the workshop. . Each Country identified immediate actions and requested UNODC to support the process. UNODC will be engaged in the facilitation of the implementation of an improved monitoring system in Cambodia and Viet Nam. In parallel, it will support China, Lao PDR, Myanmar and Thailand to complete the official process of endorsement of the PATROL project and – as a consequence – to start the implementation of the activities through the monitoring system designed at this workshop, hereinafter referred to as the **Krabi Meeting**.

## Annex I – Effectiveness Monitoring Matrix for BLOs

An effective BLO:	Indicators	Source of information	When collected / reported
<b>Promotes effective multi-agency cooperation <u>along</u> and <u>across</u> the border</b>	1. Contact directory established, regularly updated and shared (along and across the border)	<ul style="list-style-type: none"> <li>Contact directory (in each BLO)</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing basis, at least monthly</li> </ul>
	2. Cross-border agreement in place between paired BLOs outlining scope of collaboration and mutual responsibilities (and updated as required)	<ul style="list-style-type: none"> <li>BLO records</li> </ul>	<ul style="list-style-type: none"> <li>Status update at least twice a year</li> </ul>
	3. Documented procedures in place and used (SOPs) for joint cross-border collaboration / operations (and updated as required)	<ul style="list-style-type: none"> <li>SOPs on file</li> </ul>	<ul style="list-style-type: none"> <li>Status update at least twice a year</li> </ul>
	4. Number / frequency and scope of multi-agency <u>operational</u> meetings <u>along</u> and <u>across</u> the border (agencies involved, attendance, outcomes, follow-up agreed)	<ul style="list-style-type: none"> <li>Meeting reports prepared by lead operational agency or BLO secretariat</li> </ul>	<ul style="list-style-type: none"> <li>For each meeting, at least quarterly</li> </ul>
	5. Number of BLO <u>management</u> meetings (involving heads of BLOs) <u>along</u> and <u>across</u> the border (agencies involved, attendance, outcomes, follow-up agreed)	<ul style="list-style-type: none"> <li>Meeting reports prepared by BLO secretariat</li> </ul>	<ul style="list-style-type: none"> <li>For each meeting, at least quarterly</li> </ul>
	6. Number and scope of joint operations conducted across the border (crime type, who involved, 'results')	<ul style="list-style-type: none"> <li>Reports from each BLO focal point / agency – consolidated by BLO</li> </ul>	<ul style="list-style-type: none"> <li>At least twice a year</li> </ul>
	7. Number / frequency and scope of TOC update reports prepared by BLOs and shared	<ul style="list-style-type: none"> <li>Reports from each BLO focal point / agency – consolidated by BLO</li> </ul>	<ul style="list-style-type: none"> <li>At least twice a year</li> </ul>
<b>Is appropriately staffed, equipped, and resourced</b>	8. # of officers (focal point and secretariat) working as part of BLO (designation and agency)	<ul style="list-style-type: none"> <li>BLO personnel records</li> </ul>	<ul style="list-style-type: none"> <li>Update at least twice a year</li> </ul>
	9. Level of skills / knowledge of staff (including language, management and technical/LE skills) and training received	<ul style="list-style-type: none"> <li>BLO and focal point agency personnel and training records</li> </ul>	<ul style="list-style-type: none"> <li>Update at least twice a year</li> </ul>
	10. Quantity and quality of equipment in place, with inventory (communication, transportation, etc.)	<ul style="list-style-type: none"> <li>BLO inventory / asset register</li> </ul>	<ul style="list-style-type: none"> <li>Update at least twice a year</li> </ul>
	11. Appropriate office facilities available and condition	<ul style="list-style-type: none"> <li>BLO reports</li> </ul>	<ul style="list-style-type: none"> <li>Update at least twice a year</li> </ul>
	12. BLO operational resources (\$) – allocation and expenditure	<ul style="list-style-type: none"> <li>BLO finance records/reports</li> </ul>	<ul style="list-style-type: none"> <li>Update at least twice a year</li> </ul>

## Annex II – List of participants

Country	Name	Position	Organization
<b>Cambodia</b>	Pol. Brig. Gen. Huort Sophally	Director of Planning and Training Department	National Authority for Combating Drugs (NACD)
<b>Cambodia</b>	Pol. Bri. Gen. Mok Bunchheang	Deputy Director	Anti-human trafficking and Juvenile Protection Department, Ministry of Interior
<b>Cambodia</b>	Pol. Bri. Gen. Chhay Bunna	Deputy Director	Immigration Department
<b>Cambodia</b>	Mr. Chhum Vannarith	Deputy Governor of Banteay Meanchey province Chief of BLO Poi Pet	Banteay Meanchey Provincial Office
<b>China</b>	Mr. Jiang Meng	Deputy Director of International Cooperation Division	China National Narcotics Control Commission (NNCC)
<b>Lao PDR</b>	Mr. Viloun Silapran	Director General of International Relations Department	Ministry of Public Security
<b>Lao PDR</b>	Mr. Vongdeth Lamoungkhoun	Deputy Director General	Immigration Department
<b>Lao PDR</b>	Mr. Dalin Soudachan	Deputy Director, Law Enforcement Division	Lao National Commission for Drug control and Supervision (LCDC)
<b>Myanmar</b>	Pol. Col. Myint Thein	Director (Law Enforcement)	Central Committee for Drug Abuse Control (CCDAC) and Drug Elimination Department, Myanmar Police Force
<b>Myanmar</b>	Pol. Col. Sein Lwin	Commander	Battalion Forces, Office of the No(4) Battalion Forces, Maulemyine
<b>Thailand</b>	Pol. Maj. Gen. Surajade Dhammadamrong	Special Advisor to Commissioner-Narcotics Suppression Bureau (NSB) - Royal Thai Police (RTP)	Royal Thai Police (RTP)
<b>Thailand</b>	Mr. Chavalit Jirachanakul	Customs Technical Officer, Professional Level	Investigation and Suppression Bureau Royal Thai Custom
<b>Thailand</b>	Mr. Prasong Rattanapan	Senior Officer	Office of the Narcotics Control Board Region 8
<b>Thailand</b>	Pol. Col. Suphit Limpaporn		Narcotics Suppression Bureau (NSB)
<b>Thailand</b>	Pol. Maj. Gen. Preecha Thimamontri	Commander of Investigation Division	Immigration Bureau
<b>Thailand</b>	Mr. Udom Phetcharakut		Department of Special Investigation (DSI)
<b>Viet Nam</b>	Maj. Pol. Tran Viet Trung	Deputy Head of International and Project management Division, -Head of Delegation.	Standing Office on Drugs and Crime of Viet Nam (SODC)

<b>Country</b>	<b>Name</b>	<b>Position</b>	<b>Organization</b>
<b>Viet Nam</b>	Capt. Pol. Bui Phuong Lan	Officer of International and Project management Division - National PATROL project coordinator.	Standing Office on Drugs and Crime of Viet Nam (SODC)
<b>Viet Nam</b>	Mr. Nguyen Lich Van	Head of Drugs control Division of anti-smuggling and Investigation Department	General Department of Vietnam Customs.
<b>Viet Nam</b>	Mr. Do Quoc Khanh	Manager Custom of Moc Bai International Checkpoint	Border Liaison Office (BLO), Tay Ninh province, Viet Nam
<b>UNODC</b>	Mr. Songsatit Kittikhunwatchana	Project Coordinator (PATROL)	United Nations Office on Drugs and Crime (UNODC)
<b>UNODC</b>	Mr. Giovanni Broussard	Associate Expert	United Nations Office on Drugs and Crime (UNODC)
<b>UNODC</b>	Ms. Chalinsa Varayananda	Project Assistant (PATROL)	United Nations Office on Drugs and Crime (UNODC)
<b>UNODC</b>	Mr. Jonathan Hampshire	Performance Management Specialist	United Nations Office on Drugs and Crime (UNODC)
<b>UNODC</b>	Ms. Emma Germanos	Team Assistant (E-Learning Unit)	United Nations Office on Drugs and Crime (UNODC)
<b>AFP</b>	Mr. John Curtis	Police Advisor, Thailand Transnational Crime Coordination Network	Australian Federal Police (AFP)
<b>AFP</b>	Mr. Kittipop Jairin	Investigative Assistant	Australian Federal Police (AFP)

## Annex III – Participants verbatim comments

### 1. What did you like most about the workshop / what was most useful?

- *Working group is very useful because we exchanged opinions and ideas*
- *I liked the working groups most*
- *The monitoring table and discussion groups*
- *International (regional) information sharing and cooperation. Especially the monitoring system and indicators.*
- *Make friends*
- *Creating indicators for improving BLO effectiveness is very useful*
- *I like the indicators*
- *Sharing information and strengthened cooperation*
- *I liked the guide to good BLO practices / design of generic information collection and monitoring system*
- *The workshop provided a platform for multi-agency officials to discuss and brainstorm on the BLO mechanism, and to enhance trust and friendship*
- *Group discussion is useful and succeeded in generating consensus on what is an effective BLO*
- *The effectiveness of BLO and its indicators*
- *Everything was good*
- *The workshop improved information sharing. The BLO monitoring indicators.*
- *PATROL facilitators worked hard to support good results for BLOs in the future.*

### 2. What did you like least about the workshop / what was least useful?

- *Time management could be improved*
- *Internet connection at workshop venue*
- *Some presentations a bit too long*
- *Cannot keep the workshop on time. Need to limit the time for all participants.*
- *Too much description / long presentations*
- *It is a bit too much, and seems complicated.*

### 3. How would you improve future similar workshops?

- *Social programme (not good)*
- *Should inform participants more in advance in order to prepare necessary data and documents*
- *Find better venue*
- *We should organize more similar workshops for other BLO members*
- *More similar workshops in other countries*
- *Do the same workshop on monitoring / information sharing for others*
- *Shorter presentations. Social program not good.*
- *More materials.*
- *Let the participants have more time to give their own opinions on key topics – and more interaction between presenters and participants.*
- *The focal points for PATROL BLO in each country need to come and join in such workshops*

## Annex IV – Evaluation form

Please take time to provide us with feedback on the delivery of this workshop. This is important to us as we wish to continually improve the quality of PATROL Project services in support of training and workshop events.

Your individual response will be kept completely confidential.

First, give a satisfaction rating, between 5 (very satisfied) to 1 (very unsatisfied,) for each of the evaluation criteria listed in the table below (tick the appropriate box). Then, provide any additional narrative comments on the back of this sheet.

**1. Please rate your general satisfaction with each of the following elements of the workshop (5 = very satisfied to 1 = very unsatisfied). Please tick one box for each criteria.**

Evaluation Criteria	1	2	3	4	5
1. Workshop results (e.g. has the workshop produced some useful / practical ideas/tools that you can use back at work to help establish improved systems for monitoring BLO operations / effectiveness?)					
2. Your personal learning (e.g. was it a useful learning experience with respect to understanding the monitoring 'issues' that PATROL is trying to help address?)					
3. Clarity of the presentations (too simple? too difficult?)					
4. Workshop facilitation by the PATROL team (e.g. do you think the workshop process was well managed, and encouraged participation appropriately?)					
5. Materials distributed during and after the training sessions (were these appropriate, adequate, useful?)					
6. Selection of training participants (did the right people attend the workshop?)					
7. Quality of training venue					

**2. What did you like most about the workshop / what was most useful?**

**3. What did you like least about the workshop / what was least useful?**

**4. How would you improve future similar workshops?**

## Annex IV – Agenda

### Centara Anda Dhevi Resort, Krabi (Thailand)

2-4 April 2012

Time	Topic / session
<b>Day 1 – 2 April 2012 –</b>	
8.30 – 9.00	<b>Workshop registration</b>
9.00 – 10.30	<b>1. Introductions and workshop overview – UNODC</b> <b>2. Overview of PATROL scope, and clarification of the monitoring ‘issues’ to be addressed – UNODC</b> <b>3. Sharing of experiences from the field in terms of information collection, analysis and reporting</b> <b>Cambodia</b> <b>Thailand</b> <b>Viet Nam</b>
10.30 – 11.00	<b>Morning refreshments</b>
11.00 – 12.30	<i>...continued from previous session</i> Questions and answers – discussion
12.30 – 1.30	<b>Lunch break</b>
1.30 – 3.30	<b>4. Presentation on PATROL Initial Survey results – UNODC</b> <b>5. Working Groups: Identifying key ‘indicators’ of an effective BLO mechanism</b>
3.00 – 3.30	<b>Afternoon refreshment</b>
3.30 – 5.00	<b>6. Report back to plenary</b>
<b>Day 2 – 3 April 2012 –</b>	
8.30 – 10.00	<i>Review of previous days discussions and ‘results’ to date</i> <b>7. Challenges to cross-border cooperation and information sharing – AFP</b> <b>Morning break</b> <b>8. Design of a generic information collection and reporting system – UNODC</b>
12.00 – 13.00	Lunch Break

1.00 – 3.00 **9. Working Group: design of a generic reporting format**

3.00 – 3.30 **Afternoon refreshment**

3.30 – 5.00 **10. Report back to plenary**

**Day 3 – 4 April 2012 –**

8.30 – 10.30 *Review of previous days discussions and 'results' to date*

**11. A guide to BLO good practices (SOP) – Working groups**

10.30 – 11.00 Morning refreshment

11.00 – 12.30 **12. Report back to plenary**

12.30 – 1.30 Lunch break

1.30 – 3.00 **13. Preparation of follow-up country action plans**

**14. Workshop evaluation**



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East Asia and the Pacific**