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Karachi, July 04, 2006

Mr. S. Shahid Husain

Special Adviser
Special Unit for South-South Cooperation,
UNDP Headquarters
304 East 45th Street, 12th Floor
New York NY 10017
Fax: (1-212) 883-0143
Email: shusain@un.int

Dear Sir,

السلام عليكم ورحمة الله وبركاته

SUB: THANKS AND APPRECIATION

On the successful conclusion of the Training Programme for the Staff of National Chambers of Commerce of Middle Eastern Countries in Doha, State of Qatar, the General Secretariat of the Islamic Chamber of Commerce & Industry expresses its heartfelt thanks and appreciation to your goodself for all your support and cooperation extended to ICCI for holding this important Training Programme.

We are confident that the said Training Programme has provided a significant stride to the trainees of Middle Eastern Countries Member Chambers capability for capacity building and skills up-gradation regarding general functions of National Chambers and other services to business community.

A copy of the Report of the said Training Programme is enclosed herewith for your kind information.

We once again thank OIC Permanent Observer Mission for their kind cooperation and support extended to ICCI for achieving its desired goals and objectives in response to the growing needs of the private sector of the OIC Countries to keep pace with the socio-economic advances in the globe.

Please accept, Dear Sir, the assurances of our highest consideration.

Assistant Secretary General, Coordination

Attiya Nawazish Ali

Encl. Report of the Training Programme.

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PGTF/UNDP



QCCI



IRTI/IDB



ICCI

**REPORT ON
THE TRAINING PROGRAMME
FOR THE STAFF OF NATIONAL CHAMBERS OF
COMMERCE OF MIDDLE EASTERN COUNTRIES**

**DOHA, STATE OF QATAR
JUNE 25-28, 2006**

REPORT ON
THE TRAINING PROGRAMME
FOR THE STAFF OF NATIONAL CHAMBERS OF
COMMERCE OF MIDDLE EASTERN COUNTRIES
DOHA, STATE OF QATAR, JUNE 25-28, 2006

Preamble:

The representatives of Middle Eastern Countries Member Chambers expressed the desire for strengthening their private sectors. In this connection, they also informed ICCI that their chambers intended to expand their activities in the field of trade and investment promotion and holding national as well as international exhibitions. Development of databases related to investment opportunities and export / import requirements were also regarded highly necessary for trade expansion.

However, they possessed a small professional staff. This necessitated training requirements for their staff. Islamic Chamber, which had already been engaged in training programmes of private enterprises and staff of its Member Chambers, welcomed the idea of extending training facilities to Middle Eastern Countries Member Chambers personnel.

Pursuing this objective, Islamic Chamber of Commerce & Industry (ICCI) in cooperation with Islamic Research & Training Institute (IRTI) of Islamic Development Bank Group, the Perez-Guerrero Trust Fund (PGTF) / United Nations Development Programme (UNDP) and Qatar Chamber of Commerce & Industry (QCCI) organized a Training Programme for the Staff of Middle Eastern Countries Member Chambers in Doha, State of Qatar on June 25-28, 2006. The Training Programme was attended by 20 delegates, representing 12 OIC Middle Eastern Member Countries. The list of participants is attached as an annex.

Objectives:

The basic objectives were to sharpen the trainees' skills in the following areas:

- I. Raising capability and skills up-gradation of personnel of Member Chambers regarding general functions of National Chambers and development of computerized Trade Information System.
- II. Organization of National and International Exhibitions (general and specialized) and participation in Industrial Trade Fairs.
- III. Impact of WTO Agreements on the OIC Countries in general and Middle Eastern Countries in particular.

Themes:

The main themes of the Training programme included the following:

- I. Changes in the international trading scenario and their impacts on the Middle Eastern economies.

- II. Creation of effective services to business community for enhancing chambers activities and resources.
- III. Export and market development.
- IV. Trade and investment information.
- V. Export support services;
- VI. Other relevant matters pertaining to export guarantee schemes for trade and investment.

Inaugural Session:

The Training Programme was inaugurated by on 25th June 2006 at Qatar Chamber of Commerce & Industry. The Inaugural Session was addressed by the following:

- 1) Qatar Chamber of Commerce & Industry
- 2) Islamic Chamber of Commerce & Industry (ICCI)
- 3) Keynote Speaker from Qatar

Working Sessions:

During the four-day training programme, fifteen Working Sessions were held and 16 lectures on the following subjects were delivered by the Consultants, in addition to 12 Country Papers presented by the honorable participants, followed by Question / Answer, exchange of views, comments, general discussions, assignment of exercises and evaluation of assignments.:

- I. Introduction to Modern Day National Chambers: Why does a National Chamber Exists?
- II. Chamber Organization: Roles & Structures
- III. Overview of various Departments of National Chambers:
- IV. Trade Information Network; Chamber Information Services; and Staff development
- V. Chambers: SME Support Programs designing and implementing, policy initiatives, etc.
- VI. Sector Development Strategy Formulation and Implementation
- VII. Credit Insurance

- VIII. International Legal Environment & Trade Dispute Resolution
- IX. International Alliances/Linkages
- X. Supporting Private Sector Development
- XI. Modes of Entry for Enterprises
- XII. Licensing, Franchising, selection
- XIII. WTO
- XIV. Trade/Export Promotion & Exhibitions
- XV. Chamber's Papers by the participants.

The learning schedule was designed to provide the trainees a coherent and logical link to the understanding of the concepts of human and skills development. The trainees articulated their expectations from the Training Programme. These ranged from gaining clarity about how to supply necessary information about investment and trade opportunities, exhibitions and trade fairs and how to develop information databases for the benefit of investors and business community at large. In addition, they acquired alternative perspectives regarding development and honing skills and capability and their catalytic role to develop private sector in contributing to economic activities in general and trade in particular. Consultants, while discussing various issues and services, related to chambers activities and performances, also provided inputs on training skills.

Observations by participants included:

- (i) ICCI's initiative in organizing the Training Programme focused on acquiring of new skills and knowledge for chamber's staffs to increase service efficiencies was relevant, important and timely.
- (ii) Successful trade promotion strengthens national export-oriented industrial development, enhances the ability of indigenous exporters to compete internationally and increases "tradability" of goods, stimulates international trade, increases foreign exchange earnings from exports and vitalizes the domestic economy.
- (iii) Adoption of effective activities and provision of services by the Chambers related to World Trade Organization (WTO) rules, disciplines and agreements were imperative for Member Middle Eastern Countries to become internationally competitive.
- (iv) Transfer of knowledge and skills in the effective and efficient management of Chamber of Commerce & Industry will ultimately result in strengthening and activating the export-oriented business community.
- (v) A coordinated tripartite approach and increased cooperation between ICCI, Middle Eastern Member Countries National Chamber of Commerce & Industry and the

private sector in export development, promotion, and the networking of trade practitioners would be an important step and milestone for creating effective trade promotion measures.

- (vi) ICCI's initiative in creating a suitable environment for Middle Eastern Member Countries Chamber to discuss various common constraints and to exchange knowledge and experiences was important and valuable.

For follow-up activities:

- (i) Participating trainees from Middle Eastern Member Countries Chambers should replicate this training programme in their home countries for the training in modern techniques of extending services to the personnel of local chambers of commerce and business associations.
- (ii) The National Chamber of Commerce & Industry should assist the business community and in particular Small and Medium Enterprises (SMEs) and they should be supported by both the Government and the private sector.
- (iii) Specific training needs to be identified for imparting training on country-specific case studies and electronic commerce and related issues.
- (iv) A coordinated approach might be developed by strengthening partnerships for closer co-operation amongst government agencies, chambers of commerce and business associations.
- (v) Networking amongst trainers and trainees in the participating countries, dissemination of information and sharing of country experiences.
- (vi) Dissemination and exchange of information on relevant trade promotion matters including linking or establishing a website of Middle Eastern Member Countries National Chamber of Commerce & Industry.
- (vii) ICCI in collaboration with IRTI/IDB and other international organizations should facilitate and organize national level training programmes in the key areas.

Outcomes of the Training Programme:

At the conclusion of the Training Programme, the participants gained an improved understanding of:

- * Changes in the international trading environment and their impacts on Middle Eastern economies.
- * The role and functions of Chambers of Commerce & Industry.
- * Trade promotion programmes, including organization of domestic and international (general and specialized) exhibitions and trade fairs.

- * Providing trade support services to the business community, including dissemination of trade and investment information.

Conclusions and Recommendations:

The evaluation by the participants to the training programme was completed before the concluding session, in which each participant filled-in the prescribed questionnaire. The response of the participants provided information about the benefits of the training programme.

The participants agreed that the training programme was very instrumental. The training course was both useful and provided a comprehensive guide for extending effective services to the business community. They would serve as a practical training tool on up-to-date trade promotion techniques and methods for chambers professionals, with specific reference to product development, export marketing and trade information services. They also recognized the importance of the development of modern services, through capacity building and skills development, to stimulate national economic development, integration into multilateral trading systems and increase access to global markets.

Visit to Qatar Exhibition Centre:

The participants visited Qatar Exhibition Centre on 26th June 2006. They were received by the officials of the Qatar Exhibition Centre. The Director of Qatar Exhibition Centre explained the profile, activities and operations of the Qatar Exhibition Centre.

Later they were shown the facilities of the Qatar Exhibition Centre. In this way, the participants became substantially familiarized by the functions of the Qatar Exhibition Centre.

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