

ASEAN CUSTOMS CAPACITY BUILDING WORKING
GROUP (CCBWG)

Compilation of Key Performance Indicators of Customs Services

Strategic Plan of Customs Development on
Customs Reforms and Modernization

Introduction

The Strategic Plan of Customs Development (SPCD) on Customs Reform and Modernization aims to enhance the transparency of Customs Administrations of ASEAN Member States (AMS).

One of the activities under this SPCD is to provide quality Customs services to the public, trading community and related stakeholders. AMS are encouraged to develop and implement individual Customs Client Service Charter and Service Procedure. To increase transparency and to give certainty to the public and trading community, AMS have also agreed to compile the key performance indicators (KPIs) of individual AMS to provide information on the service standards for the various customs procedures.

The following is a compilation comprises the KPIs of each AMS.

**CONSOLIDATED MATRIX OF CUSTOMS CLIENT SERVICE STANDARDS FOR
ASEAN KEY PERFORMANCE INDICATORS (KPIs) BY COUNTRY**

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(ACCURATE AS OF JAN 2011)		
IMPORTS		
1	Issuance of transshipment permit	1 day
2	Processing of warehousing entry	1 day
3	Processing of non-commercial imports (informal entry/personal effects and the like)	1 day
4	Processing of e-Customs declarations	5-15 minutes
5	Processing of approval of permits	1-7 days
6	Processing of duty and taxes exemptions	7-14 days
7	Assessment of duty from passengers and crew members	10-20 minutes
8	Assessment of duty and taxes on imports and exports	5 minutes-1 hour
9	Collection of duty from passengers and crew members	10-20 minutes
10	Collection of duty and taxes on imports and exports	5-10 minutes
EXPORTS		
11	Processing of e-Customs declarations	5-15 minutes
12	Processing of applications for refund of duty submitted by fax	20-30 working days
LEGAL MATTERS		
13	Licensing of customs brokers	3 working days
OTHER MATTERS		
14	Processing of drawback and refund	15-30 working days
15	Deployment of officers for supervision of stuffing and unstuffing of containers at licensed warehouses	15 minutes-1 hour
16	Advance ruling: - pre-entry classification	6-9 working days

CAMBODIA		
(ACCURATE AS OF FEB 2011)		
IMPORTS		
1	Clearance through green lane	1 hour
2	Clearance through yellow lane (documentary examination)	4 hours
3	Clearance through red lane (documentary and physical examination)	1 day
4	Issuance of transshipment permit, as appropriate	1 day
5	Processing of warehousing entry	1 day
6	Processing of non-commercial imports (informal entry/personal effects and the like)	2 hours
7		
8	Processing of diplomatic shipments	1 hour
9	Processing of permits	1 day
10	Issuance of import certificate and delivery verification	1 day
11	Assessment of duty/ VAT from passengers and crew members	20 minutes
12	Assessment of duty and taxes on imports and exports	2 hours
13	Collection of duty/ VAT from passengers and crew members	10 minutes
14	Collection of duty and taxes on imports and exports	1 hour
EXPORTS		
15	Issuance of authorisation to load	2 hours
16	Supervision of stuffing and unstuffing of containers	3 hours
BONDED WAREHOUSING		
17	Processing of request for extension of storage	1 day
LEGAL MATTERS		
18	Dealing with seizure proceedings	1 month
19	Review of seizure/protest cases	1 month
20	Review of decisions/settlements	1 month
21	Processing of appeal	1 month
OTHER MATTERS		
22	Processing of drawback and refund	1 month
23	Accreditation of importers	1 month
24	Replying to enquiry letters (including e-mails)	7 days

INDONESIA		
(ACCURATE AS OF MAR 2011)		
IMPORTS		
1	Clearance through super green lane/gold card/direct release	20 minutes (priority lane)
2	Clearance through green lane	30 minutes
3	Clearance through red lane	12 hours 30 minutes
4	Supervision of stuffing and unstuffing of containers	5 days
5	Rush handling (air cargo entitled for this service e.g. human remains/organs, newspaper, etc)	2 hours
6	Import via courier services	1 day
7	Processing of non-commercial imports (informal entry/personal effects)	5 minutes (green lane) 2 hours (red lane)
8	Laboratory test	3 working days
EXPORTS		
9	Issuance of authorisation to load	1 hour
LEGAL MATTERS		
10	Processing of appeal	60 days
OTHER MATTERS		
11	Processing of drawback and refund	30 days
12	Processing of drawback and refund for import facilities	44 working days
13	Accreditation of importers	26 days

MALAYSIA		
(ACCURATE AS OF JAN 2011)		
IMPORTS		
1	Clearance through super green lane/gold card/direct release (CGC/AEOS)	10 minutes
2	Clearance through yellow lane (documentary examination)	3 hours
3	Assessment of duty from passengers and crew members	15 minutes
4	Collection of duty from passengers and crew members	10 minutes
EXPORTS		
5	Processing for refund of duty submitted by fax	14-30 working days
BONDED WAREHOUSING		
6	Processing of application for the establishment of customs bonded warehouses and container yard/container freight stations	30 working days
7	Liquidation of raw materials	3 working days
8	Processing of request for disposal of wastages	3 working days
LEGAL MATTERS		
9	Dealing with protest cases involving forfeiture	30 days
10	Dealing with seizure proceedings	30 days
11	Dealing with abandonment proceedings	30 days
12	Licensing of customs brokers	14 working days
13	Review of seizure/protest cases	30 days
14	Review of decisions/settlements	30 days
15	Processing of appeal	30 days
OTHER MATTERS		
16	Processing of drawback and refund	14-30 working days
17	Processing of licensed warehouse licenses	14 working days
18	Replying to enquiry letters (including e-mails)	3 working days
19	Advance rulings	90-150 working days (issuance of customs ruling within 90 days from the date of application received with complete document or 60 days after receipt of report from other competent agency)

MYANMAR		
(ACCURATE AS OF MAR 2011)		
IMPORTS		
1	Clearance through red lane (documentary and physical examination)	2-5 days
2	Issuance of transshipment permit, as appropriate	4 hours
3	Processing of warehousing entry	1 day
4	Processing of non-commercial imports (informal entry/personal effects and the like)	4 hours
5	Processing of diplomatic shipments	2 hours
6	Processing of duty and tax exemptions	3 days
7	Supervision of stuffing and unstuffing of containers	0.5-1 day
8	Assessment of duty from passengers and crew members	30 minutes
9	Assessment of duty and taxes on imports and exports	2-5 hours
10	Collection of duty from passengers and crew members	30 minutes
11	Collection of duty and taxes on imports and exports	1-2 hours
12	Rush handling (Air cargo entitled for this service e.g. human remains/organs, newspaper etc)	1 hour
13	Import via courier services	1-2 days
EXPORTS		
14	Issuance of authorisation to load	1 hour
15	Issuance of special permit to load	0.5 day
16	Supervision of stuffing and unstuffing of containers	1 hour
BONDED WAREHOUSING		
17	Application for the establishment of customs bonded warehouses and container yard/container freight stations	30 days
18	Liquidation of raw materials	3 days
LEGAL MATTERS		
19	Dealing with protest cases involving forfeiture	2 months
20	Dealing with seizure proceedings	1 month
21	Dealing with abandonment proceedings	1 month
22	Licensing of customs brokers	15-30 days
23	Review of seizure/protest cases	1 month
24	Review of decisions/settlements	1 month
25	Processing of appeal	2 months
OTHER MATTERS		
26	Processing of drawback and refund	2 weeks
27	Processing of licensed warehouse licenses	4 weeks
28	Deployment of officers for supervision of stuffing	1 hour

	and unstuffing of containers at licensed warehouses	
29	Replying to enquiry letters (including e-mails)	7 days

PHILIPPINES		
(ACCURATE AS OF DEC 2010)		
IMPORTS		
1	Clearance through super green lane/gold card/direct release Def: super green lane refers to pre-accredited importers wherein release is automatically authorized upon electronic lodgment.	30 minutes
2	Clearance through yellow lane (documentary examination)	1 day
3	Clearance through red lane (documentary and physical examination)	1 day
4	Issuance of transshipment permit, as appropriate	4 hours
5	Processing of warehousing entry	3 hours
6	Processing of non-commercial imports (informal entry/personal effects and the like)	4 hours
7	Processing of diplomatic shipments	1 day
8	Processing of duty and taxes exemptions	1 hour 10 minutes
9	Collection of duty/ VAT from passengers and crew members	15 minutes
10	Liquidation of raw materials	5 days
EXPORTS		
11	Issuance of authorisation to load	1 hour
12	Issuance of certificate of origin	1 hour
13	Issuance of special permit to load	1 hour
BONDED WAREHOUSING		
14	Liquidation of raw materials	5 days
15	Processing of request for disposition of wastages	5 days
16	Processing of request for extension of storage	1 day
LEGAL MATTERS		
17	Dealing with protest cases involving forfeiture	90 days
18	Dealing with seizure proceedings	90 days
19	Dealing with abandonment proceedings	30 days
20	Licensing of customs brokers	2 days
21	Review of seizure/protest cases	30 days
22	Review of decisions/settlements	10 days
OTHER MATTERS		
23	Processing of drawback and refund	7 days
24	Accreditation of importers	5 days
25	Accreditation of insurance companies	5 days

SINGAPORE		
(ACCURATE AS OF MAR 2011)		
IMPORTS		
1	Processing of TradeNet declarations and amendment of TradeNet permits	90% within 10 minutes
2	Issuance of Import Certificate and Delivery Verification	100% within 2 hours of application
3	Assessment and collection of duty/GST from passengers and crew members	95% within 10 minutes
4	Processing of applications for refund of duty/GST with submission of supporting documents	100% within 12 working days
5	Processing of applications for refund of duty/GST without submission of supporting documents	100% within 5 working days
EXPORTS		
6	Issuance of certificate of origin	100% within 2 hours of application
7	Processing of TradeNet declarations and amendment of TradeNet permits.	90% within 10 minutes
8	Endorsement of GST Tourist Refund Claim Forms	95% within 10 minutes
9	Endorsement of export permit under the Hand-Carried Exports Scheme	95% within 15 minutes
OTHER MATTERS		
10	Processing of Licensed Warehouse Licenses	100% within 7 working days
11	Processing of Zero-GST Warehouse <u>Type I</u> Licenses	100% within 7 working days
12	Replying to enquiry letters (including e-mails)	90% within 4 working days
13	Issuance of Customs ruling	100% within 30 days

THAILAND		
(ACCURATE AS OF MAY 2011)		
IMPORTS		
1	Clearance through green lane	E-import: a few minutes
2	Clearance through yellow lane (documentary examination)	30 minutes
3	Clearance through red lane (documentary and physical examination)	30 minutes (5 minutes for random checks by X-ray machine)
4	Processing of (bonded) warehousing entry	1 hour 30 minutes
5	Processing of non-commercial imports (informal entry/personal effects and the like)	E-import: a few minutes
6	Processing of diplomatic shipments	E-import: a few minutes
7	Assessment of duty from passengers and crew members	30 minutes
8	Assessment of duty and taxes on imports and exports	E-import: a few minutes
9	Collection of duty from passengers and crew members	30 minutes
10	Collection of duty and taxes on imports and exports	E-import: 7 minutes
EXPORTS		
11	Issuance of authorisation to load.	E-import: a few minutes
12	Processing of applications for refund of duty (not in excess of 50 application forms)	15 days
13	Endorsement of tourist refund claim forms	A few minutes
BONDED WAREHOUSING		
14	Application for the establishment of customs bonded warehouses and container yard/container freight stations	30 days
LEGAL MATTERS		
15	Licensing of general customs brokers	20 days
OTHER MATTERS		
16	Processing of drawback and refund	15-30 days
17	Accreditation of importers Def: Licensing of gold card customs brokers	15 days
18	Processing of licensed warehouse licenses	7 days

VIETNAM		
(ACCURATE AS OF FEB 2011)		
IMPORTS		
1	Processing of customs dossier (receipt and registration of customs declaration form)	30 minutes
2	Clearance through green lane	1 hours
3	Clearance through yellow lane	4 hours
4	Clearance through red lane	Subject to degree of violation but no later than 8 working hours for random check; and no later than 2 working days for 100% check
EXPORTS		
5	Processing of customs dossier (receipt and registration of customs declaration form)	30 minutes
6	Clearance through green lane	45 minutes
7	Clearance through yellow lane	2 hours
8	Clearance through red lane	Subject to degree of violation but no later than 8 working hours for random check; and no later than 2 working days for 100% check
OTHER MATTERS		
9	Processing of duty exemption	10 working days
10	Processing of enquiry	5 working days
11	Processing of appeal	Within 30 days (for first appeal) but not exceeding 45 days (for complicated cases)