

eba customs review:

assess of the current situation in customs
sphere

July 2017 – January 2018

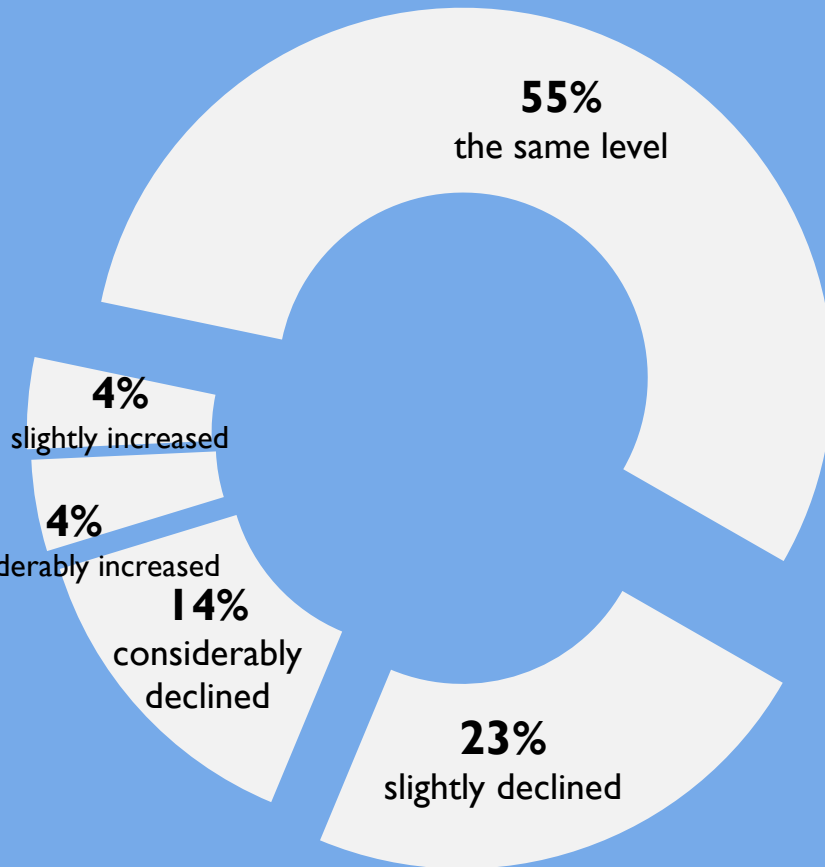
- Corruption
- The quality of customs procedures
- Functioning of “Single Window”

56 customs experts from EBA member-companies
took part in survey

Period: July 2017 – January 2018

CORRUPTION

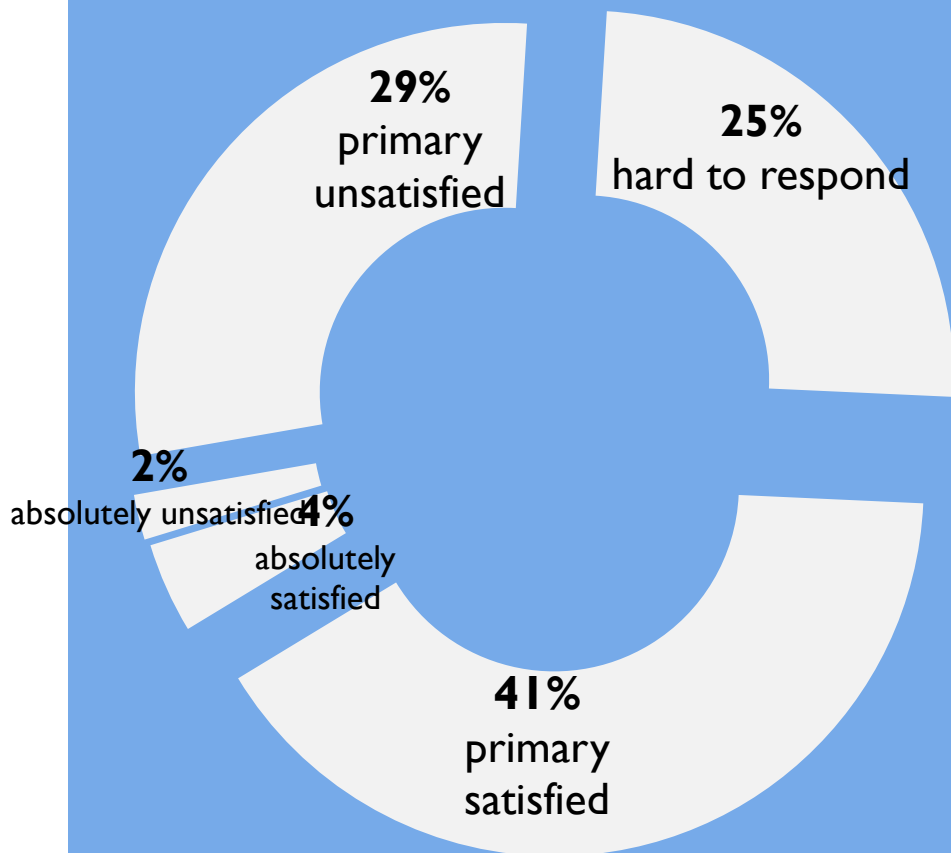
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55% of customs experts claim corruption at customs authorities are still on the same level.

QUALITY OF CUSTOMS SERVICES

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45% of customs experts absolutely or mainly satisfied with the quality of customs services and professional approach of customs officials.

With which difficulties does your company face substantial difficulties when it comes to customs control?

- Redirection of standard cargo for inspections, difficulties with clearance at crossing points, post-audit
- Delays, duration of customs clearance, intentional complication of processes
- Bureaucratic obstacles, complicated workflow, lack of attention to official complaints, requests for additional documentation
- Unprofessionalism of customs authorities, interference of law enforcement agencies, lack of dialogue with management, performance of related services
- Difficulties with free trade regime, shortcomings of "Single Window"
- Customs value, product code definition, product reclassification, non-tariff regulation, customs valuation

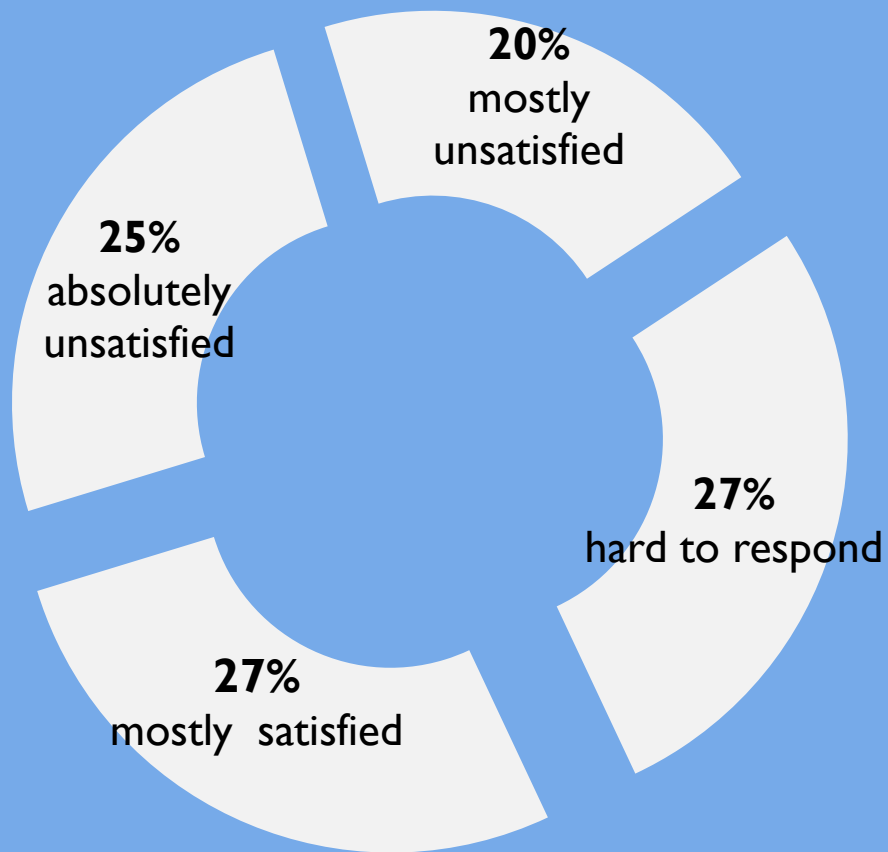
(55% of experts didn't answer the question)

FUNCTIONING OF “SINGLE WINDOW”

21%

of experts said they don't use the "Single window" system

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*Within customs experts whose companies used the system, **27%** mostly satisfied with the functioning of “Single window” – the process of cooperation between the customs and control bodies are agreed frequently.*



thank you!

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