



***WCO's Perspective and Efforts
on the Public Availability of
Customs Information***

**13th Meeting of the
COMCEC Trade Working
Group**

**March 7th, 2019
Ankara, Turkey**



Introduction

- ❑ **WTO TFA Section 1 - Article 1**
 - **Publication and availability of information**

- ❑ **General annex to the Revised Kyoto Convention**
 - **Chapter 9: Transparency and predictability**
 - **Information**
 - **General application**
 - **Specific nature**
 - **Decisions & rulings**













- ❑ **WCO Tools & recommendations**
 - **IT Guide for Executives**
 - **Revised Arusha Declaration**
 - **Transparency and Predictability Guidelines**
 - **Recommendation (1999) on the Use of World Wide Web sites by Customs administrations**
 - **ICT Guidelines (RKC guidelines on the General Annex, Chapter 7)**
 - **Enquiry points**

WTO TFA Implementation

❑ WTO TFA Section 1 - Article 1

➤ Publication and availability of information

- **Customs procedures**
- **Importation**
- **Exportation**
- **Transit procedures**
- **Applied rates of duties & taxes**
- **Fees & Charges**
- **Non-discriminatory & easily accessible**

Article 1 Publication and availability of information		Article 2 Opportunity to comment, information before entry into force and consultations		Article 3 Advance rulings	
Article 4 Procedures for appeal or review		Article 5 Other measures to enhance impartiality, non-discrimination and transparency		Article 6 Disciplines on fees and charges imposed on or in connection with importation and exportation and penalties	
Article 7 Release and clearance of goods		Article 8 Border agency cooperation		Article 9 Movement of Goods Intended for Import Under Customs Control	
Article 10 Formalities connected with importation and exportation and transit		Article 11 Freedom of transit		Article 12 Customs cooperation	

WCO TFA Implementation Guidance:

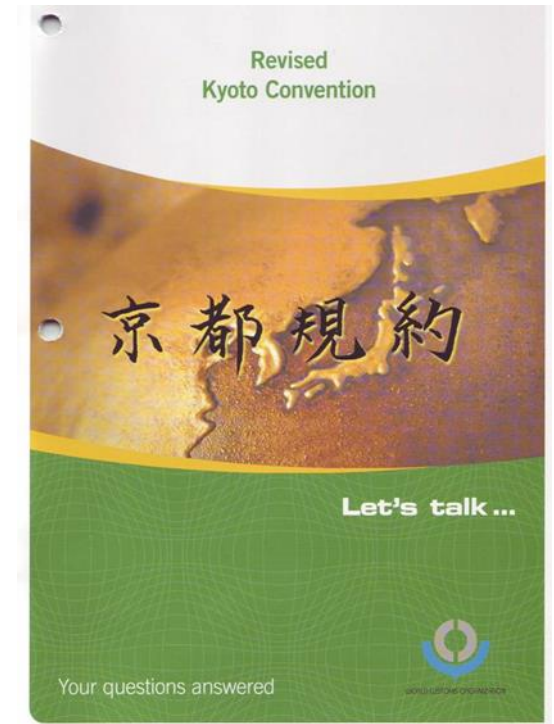
<http://www.wcoomd.org/en/topics/wco-implementing-the-wto-atf/mercator-programme/overall-track/wco-instruments-and-tools/atf.aspx>

RKC – General Annex - Chapter 9

□ General annex to the Revised Kyoto Convention

“International Convention on the Simplification and Harmonization of Customs procedures; it is the blueprint for modern and efficient Customs procedures in the 21st century; promotes trade facilitation and effective controls”

- **Chapter 9 on Information, Decisions and Rulings supplied by the Customs**
 - **9.4 – Quick and accurate**
 - **9.5 – Pertinent information**
 - **9.6 – Private or confidential information**
 - **9.7 – Free or approximate cost**
 - **9.8 – Notification in writing**



WCO Tools

❑ WCO Tools & recommendations

➤ IT Guide for Executives

“provides information on the strategic management process concerning the use of Information & Communication

Technologies (ICT) in Customs”

➤ **Annex 1:** “the use of ICT for supporting the implementation of the Agreement on Trade Facilitation”

- **Publication**
- **Information available through Internet**
- **Enquiry points**
- **Information Management**
- **Document life-cycle Management Systems**
- **Content Management Systems**
- **Automated-system compliance**



WCO Tools

❑ WCO Tools & recommendations

➤ Revised Arusha Declaration

➤ Transparency

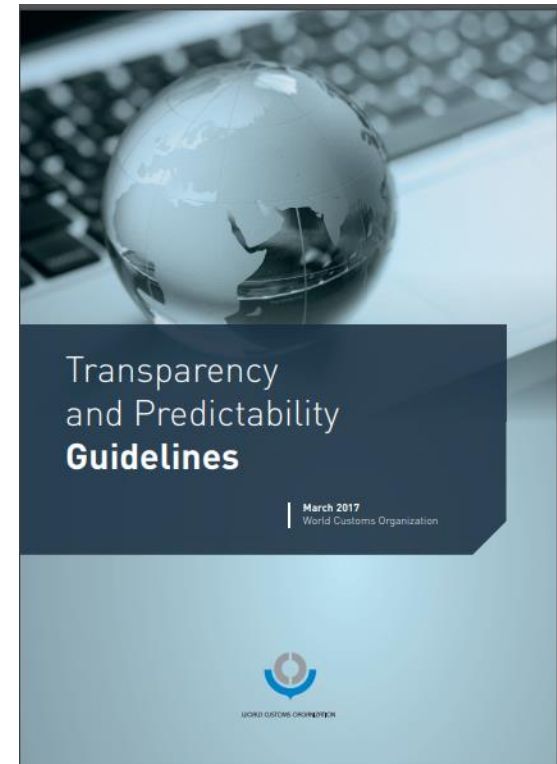
- Certainty & predictability
- Public & easily accessible
- Uniform & consistent
- Discretionary powers
- Appeal and administrative review mechanisms
- Client service charters / performance standards

WCO Tools

❑ WCO Tools & recommendations

➤ Transparency and Predictability Guidelines

- Enquiry Points
- Data protection and confidentiality, freedom of information
- Information on appeals
- Publication management



WCO Tools

❑ WCO Tools & recommendations

➤ Recommendation (1999) on the Use of World Wide Web sites by Customs administrations

“Recommends that Members of the Council and members of the United Nations Organization or its specialized agencies, and Customs or Economic Unions, should make available on Customs administration web, sites, where practical or feasible, the data content as specified in the Annex to this Recommendation”

➤ Information for traders:

- General overview of Customs
- Overview of Customs procedures and legislation
- National legislation including Customs regulations on all the customs procedures
- Tariff and duty information
- Currency rates of exchange
- Details of prohibitions and restrictions
- Details of how to complete a Customs declaration
- Classification decisions
- Penalties for Customs offences
- Contact information (including e-mail addresses)
- Links to other government agencies
- Access to official publications

WCO Tools

❑ WCO Tools & recommendations

- **ICT Guidelines (RKC guidelines on the General Annex, Chapter 7)**
 - **5.8 – Set up of a help desk**
 - **Customs client service commitments**
 - **Does Customs need a help desk?**
 - **Different aspects of help desk**
 - **Help desk as a vehicle of value delivery**
 - **How to set up a help desk?**
 - **How well is the help desk doing?**
 - **Impact of help desk on Customs operations**

Beyond TFA

- ❑ **Use of Information Technology**
- ❑ **Involving the Trade Community**
- ❑ **Customs Communication Handbook**
- ❑ **WCO Communications Conference**
- ❑ **Capacity Building**

Beyond TFA

- ❑ **Use of Information Technology**
 - ❑ **Best practices / Doing more with less**
 - ❑ **Going mobile**
 - ❑ **Going social**
 - ❑ **Effectively sharing of information**
 - ❑ **Website enhancement**
 - ❑ **Monitoring**
 - ❑ **Dedicated team**
 - ❑ **Feedback mechanism**

Beyond TFA

- ❑ **Customs Communication Handbook**
 - ❑ **Type of information**
 - ❑ **Infrastructure**
 - ❑ **Cooperation**
 - ❑ **Trade community**
 - ❑ **Funding mechanisms**
 - ❑ **Evaluation**

Beyond TFA

- ❑ **WCO Communications Conference**
 - ❑ **Objective**
 - ❑ **Customs community**
 - ❑ **International organizations**
 - ❑ **Academics**
 - ❑ **Private sector**
 - ❑ **Objective**

Beyond TFA

- ❑ **Capacity Building**
 - ❑ **Network**
 - ❑ **Replicability**
 - ❑ **Involving the trade community**
 - ❑ **Knowledge translation**
 - ❑ **Common sharing platform**

Conclusion- Beyond information

- ❑ **SMART communication**
- ❑ **Emerging Technologies**
 - ❑ Blockchain
 - ❑ Artificial Intelligence
 - ❑ Machine learning
 - ❑ Online chats / Chatbots
- ❑ **Communication relays**

End

Thank you

Questions ?