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TIME RELEASE STUDY CAMBODIA



2013

TIME RELEASE STUDY 2013
Cambodia

TABLE OF CONTENTS

Abbreviations and Acronyms	v
Foreword.....	vi
Acknowledgment	vii
Executive Summary	viii
List of Figures	x
List of Tables.....	xi
List of Annexes	xii
Findings of the Study.....	1
1. Background.....	2
2. Objectives	2
3. Methodology.....	3
3.1. Introduction.....	3
3.2. Type of Goods and Customs Procedures	4
3.3. Scope and Limitation of the Study.....	4
3.4. Geographical Scope	4
3.5. Duration and time of the study	9
3.6. Questionnaire Design.....	9
3.7. Data Collection and Analysis	9
3.8. Sampling Design	10
4. Result of the Study	10
4.1. Introduction	10
4.2. Process Flows (Sea/River, Air and Road Mode).....	11
4.3. Release Times.....	12
4.3.1.Release time for all imported goods and through all modes	12
4.3.2.Pnom Penh International Airport (PPIA).....	12
4.3.3.Pnom Penh Autonomous Port (PPAP)	14
4.3.4.Sihanoukville Autonomous Port (SAP).....	16
4.3.5.Poipet.....	18
4.3.6.Trapoeung Plong	20

4.3.7.Bavet	22
4.3.8.Tec Srun Dry Port	24
4.3.9.Teng Lay Dry Port	26
5. Recommendations, Challenges and Conclusion	28
5.1. Recommendations	28
5.2. Challenges	29
5.3. Conclusions	29
6. Annexes	30
Annex 1	30
Annex 2	33
Annex 3	35
Annex 4	37

Abbreviations and Acronyms

ACW	Asia Cargo Highway
ADB	Asian Development Bank
ASEAN	Association of Southeast Asian Nations
AW	ASYCUDA World
CAMCONTROL	Cambodia Import-Export Inspection and Fraud Repression Directorate General
CAMS	Cambodia Airport Management Services
CBTA	Cross Border Transport Agreement
GDCE	General Department of Customs and Excise
GMS	Greater Mekong Sub-Region
ICD	Inland Container Depot
KAMSAB	Kampuchea Shipping Agency and Brokers
OGA	Other Government Agencies
PAS	Sihanoukville Autonomous Port
PPAP	Phnom Penh Autonomous Port
PPIA	Phnom Penh International Airport
SAD	Single Administrative Document
SCA	Société Concessionnaire de l'Aéroport
TRS	Time Release Study
WCO	World Customs Organization

Foreword

The Kingdom of Cambodia has witnessed an increase of in cross-border trade over the last decades due to reforms implemented by the Royal Government. With an increase in cross-border trade, the General Department of Customs and Excise of Cambodia has implemented the Strategy and Work Program on Reform and Modernization of Cambodia Customs and Excise to ensure that the processes conducted at the borders are optimized and the time taken to clear the goods is reduced where appropriate. The efficiency and effectiveness of Customs procedures has a significant influence on the economic competitiveness of nations and in the growth of international trade.

The World Customs Organization's Guide to measure the time required for the clearance of goods through the Time Release Study (TRS) has been established as a tool to measure the actual performance of Customs activities as they directly relate to trade facilitation. The TRS measures the effectiveness of operational procedures carried out by Customs and other regulatory agencies and stakeholders in the processing of imports and exports movements. TRS is intended to accurately measure these elements of trade flow so that decisions to improve Customs performance can be undertaken.

The Royal Government is looking forward to the lowering of transaction costs through greater facilitation of the movement of goods across our borders. In addition, the level of trade facilitation is a critical ingredient for attracting foreign investment into Cambodia. We hope that the outcome of this study will have an effect not only on the way we do our business and but also for the ultimate development of our economy.

This is the first time the General Department of Customs and Excise of Cambodia is undertaking this initiative on its own and I would like to thank the World Customs Organization and the Asian Development Bank for their assistance and cooperation in making this study possible. I also would like to congratulate the TRS Working Group team members for their hard work in undertaking this study.

Director General

Dr. Kun Nhem

Acknowledgment

In the endeavor to conduct the Time Release Study (TRS) for the clearance of goods at major point of entries, the Time Release Study Team of the General Department of Customs and Excise of Cambodia acknowledges most gratefulness to the Director General of Cambodia Customs for entrusting the team with this important task and for his support and encouragement.

We are also very grateful to the Asian Development Bank (ADB) experts and consultants and the World Customs Organization (WCO) for their technical guidance. Special thanks go to Satoru Hamaguchi, Ahmalu Rajah and Shujie Zhang (WCO).

We also acknowledge the participation and cooperation provided by all major stakeholders where the study was conducted including Customs Site Directors and their fellow officers, CAMCONTROL, KAMSAB, Sihanoukville Autonomous Port (PAS), Phnom Penh Autonomous Port (PPAP), SCA/CAMS (airport operator), customs brokers, traders and freight forwarders for their support and cooperation to the study.

Finally we extend our thanks to each and every one who in one way or the other participated in the study.

Executive Summary

In recent years under the policy decision of the Royal Government of Cambodia (RGC) with financial support from donors, Cambodian Customs has made a significant progress in the implementation of the ASYCUDA World (AW) customs automation system, of which is playing the most important factor in trade facilitation. This may be achieved through better application of Risk Management, implementation of streamlined business process closer cooperation among government agencies and use of modern ICT application.

In line with the Master Plan on ASEAN Connectivity endorsed by ASEAN leaders in October 2010 and the Statement of Directors-General/Commissioners of Customs on 28-29 April 2011, Time Release Study (TRS) is one among the priorities and actions to be implemented under the concept of Asia Cargo Highway. The TRS improves our ability to identify bottlenecks in the supply chain, quantitative measure the results of trade facilitation and secure predictability in trade related-procedures.

1. In recognizing the important role of TRS, the TRS team of Cambodia Customs was established and 8 Customs Offices were selected to conduct the study. The WCO Software is the main tool for recording and analyzing the data. A questionnaire was designed to collect the relevant data based on the WCO guide with some changes to fit with the Cambodian context. The study was done over a period from 4 – 28 March 2013. The collected data were verified and analyzed and the following findings were arrived at. The national average time between cargo arrival to removal from Customs control is 2 days 14 hours and 39 minutes. The average time from lodgment of the Single Administrative Document (SAD) to removal from Customs control is 5 hours and 37 minutes and average time between the lodgment of the SAD to cargo release note (Customs time) is 1 hour and 57 minutes. It would appear that there is a significant gap between cargo arrival and submission of SAD as well as from cargo release to physical removal from Customs control. The internal processes within Customs were also studied in detail and the following recommendations are made.
2. Some processes and procedures at the port of entry should be further analyzed for further improvement.
3. Shipping agents should be held accountable for the delay in handing cargo manifests and Bills of Lading to the consignees

4. Improving cargo handling capacity of terminal operators including revamping of facilities for the verification of goods.
5. Increasing the awareness of traders on Customs legislation and procedures.
6. Introduction of direct trader input.
7. Introduction of audit based controls and Authorized Economic Operators (AEO).
8. Use of better risk management in managing the clearance of goods.

The conduct of the time release study has been very challenging as this is the first time such a study has been conducted. It is hoped that the management will consider the recommendations and implement them.

List of Figures

Page

Figure 1: Process flow of goods clearance	1
Figure 2: Geographical map of the 8 sites	5
Figure 3: General Chart of Process Flow with Average Time Taken	11
Figure 4: Average Clearance Time - Phnom Penh International Airport (PPIA)	13
Figure 5: Average Clearance Time - Phnom Penh Autonomous Port (PPAP)	15
Figure 6: Average Clearance Time - Sihanoukville Autonomous Port (SAP)	17
Figure 7: Average clearance time - PoiPet.....	19
Figure 8: Average Clearance Time - Trapoeung Plong	21
Figure 9: Average Clearance Time - Bavet.....	23
Figure 10: Average Clearance Time - Tec Srun Dry Port	25
Figure 11: Average Clearance Time - Teng Lay Dry Port.....	27

List of Tables

	Page
Table 1: Average time taken for each mode of transportation	1
Table 2: Detailed Sampling of Each Site	10
Table 3: Clearance time by SAD color – PPIA.....	13
Table 4: Clearance time by SAD color – PPAP.....	14
Table 5: Clearance time by SAD color – SAP	16
Table 6: Clearance time by SAD color – Poipet.....	18
Table 7: Clearance time by SAD color – Trapoeung Plong	20
Table 8: Clearance time by SAD color – Bavet.....	22
Table 9: Clearance time by SAD color – Tec Srun Dry Port	24
Table 10: Clearance time by SAD color – Teng Lay Dry Port.....	26

List of Annexes

	Page
Annex 1: Statement of Chairs in the ASEAN-Japan Directorss-General.....	30
Annex 2: Working Group Creation Order	33
Annex 3: Work Plan and Tentative Timetable	35
Annex 4: Model Questionnaire(Revised to add the lastest Questionnaires)	37

Findings of the Study

The results of the study found the average time taken as follow:

- Cargo arrival to removal from customs control (turnaround time) is 2d 14h 39m.
- SAD Lodgment - Removal from customs control is 0d 5h 37m.
- SAD Lodgment - Cargo Release Note (customs only) is 0d 1h 57m.

In this case, there is a big gap from the time of cargo arrival to lodgment as well as from cargo release note to physical removal which is 2d 9h 2m and 0d 3h 40m respectively.

The gap is beyond Customs control as it is totally depend on the port operator, owner, broker, freight forwarders and other stakeholders.

To illustrate this finding, the following table is the summary of average time taken for each mode.

Average Time	Air		Sea / River		Road		8 Sites	
	Days	Hours / Minutes	Days	Hours / Minutes	Days	Hours / Minutes	Days	Hours / Minutes
Cargo Arrival-Removal	3d	19h 18m	3d	16h 5m	0d	23h 48m	2d	14h 39m
SAD Lodgment-Removal	0d	1h 37m	0d	11h 47m	0d	2h 41m	0d	5h 37
SAD Lodgment-Cargo Release Note	0d	1h 3m	0d	2h 58m	0d	1h 35m	0d	1h 57m

Table 1: Average time taken for each mode of transportation

The flow steps can be illustrated by:

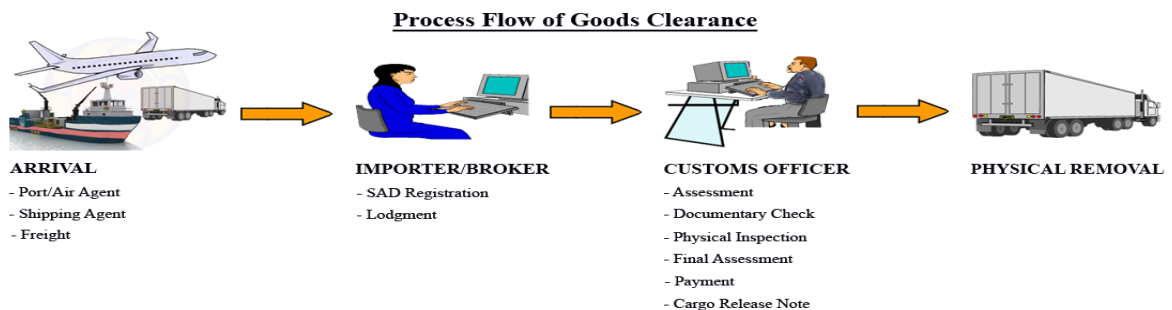


Figure 1: Process flow of goods clearance

1. Background

The Asian Development Bank (ADB) is supporting trade facilitation efforts in Cambodia as a part of the implementation of the regional technical assistance on Trade Facilitation Support for ASEAN Economic Community Blueprint Implementation (Greater Mekong Sub region / Indonesia-Malaysia-Thailand Growth Triangle) funded by the Government of Japan under the “Asia Cargo Highway” (ACH) initiative. At the ASEAN-Japan Directors-General / Commissioners Meeting on Trade Facilitation in Phnom Penh, Cambodia on 28-29 April 2011, Director Generals adopted the Statement of Chairs containing the concept of an ACH as a long-term goal to develop seamless flows of goods in Asia, in line with the Master Plan on ASEAN Connectivity endorsed by ASEAN leaders in October 2010. Director Generals also agreed to conduct Time Release Study (TRS) in their respective countries.

To follow the Statement and consider that the TRS is a method used to measure the actual performance of movement of goods, officers from the General Department of Cambodia Customs and Excise (GDCE) attended the regional workshop on TRS Planning at the ADB headquarters in the Philippines in December 2011. The workshop was organized by ADB in coordination with the World Customs Organization (the WCO), and Japan Customs. Subsequently, the TRS Team of the Cambodia Customs was established on 08 August 2012. This follows by the National Workshop on TRS on 19 February 2013 in Phnom Penh, Cambodia.

The actual implementation of collecting data started on 04 March 2013 and completed by the end of March 2013. Data verification and recording was completed on 13 June 2013. Then the final report came out in September 2013.

2. Objectives

The key objectives of the Study are to identify the constrains/bottlenecks in the supply chain, to measure the results of trade facilitation project, secure predictability in trade related procedures and to give recommendations for the improvement of efficiency and effectiveness of the customs clearance. The study aims:

- To measure the average time taken from cargo arrival to removal from Customs control.
- To measure the average time taken from the time of lodgment of customs declaration (Single Administrative Document - SAD) to removal from Customs control.
- To measure the average time taken from the time of lodgment of customs declaration (SAD) to cargo release note.
- To measure the average time taken for each activity in the release process, for example, the time taken for documentary check, physical inspections, selected color of SAD and other government agencies intervention;
- To measure the average time taken for each activity in the release process by mode of transport and office;
- To measure the average required time whenever involvement and intervention from other government agencies in the release process;
- To identify the weaknesses in the release process (including at each individual activity in the process);
- To identify the constraints affecting release; and
- To suggest corrective/remedial measures to improve the time required for the release of goods.

3. Methodology

3.1. Introduction

TRS is not solely limited to the time between the lodgment of the SAD to customs and the time the clearing process ends and customs authorizes the release of goods; TRS also reflects the time that is actually spent by other concerning agencies and stakeholders from the time the goods arrive in Cambodia (Customs territory) up to when they are released.

The import process always takes into account both national and international regulations governing the licensing of specific goods, rules of origins norms, the quality of information required at various levels, logistics and transport issues, involvement or not of specialized companies for supervision and superintendence of goods, etc.

All the above mentioned circumstances should be taken into account so that the import circuits runs within acceptable and envisaged time limits in a simplified and transparent bureaucratic process. This will enable national companies to be competitive.

3.2. Type of Goods and Customs Procedures

The study covers all type of imported goods including general cargo, prohibited and restricted goods.

The study also includes various imported goods such as dutiable and non-dutiable goods as well as goods declared under exemption such as Importation for Home Use, Temporary Importation, Re-Importation, Customs Bonded Warehouse, National Transit, and Special Economic Zone.

3.3. Scope and Limitation of the Study

The study questionnaire has been designed to capture all mode of transport and all kind of customs procedures. However, due to time constraint and also it is the first time such study has been carried out by the Cambodia Customs Team, only imported procedures are covered in the study. Also, only 8 customs offices were selected for the study. All of them are considered the sites with huge trade volume compared to other sites in Cambodia.

3.4. Geographical Scope

For sampling purposes, the TRS Team has identified the following major ports, airport and road border crossings within Cambodia for the study:

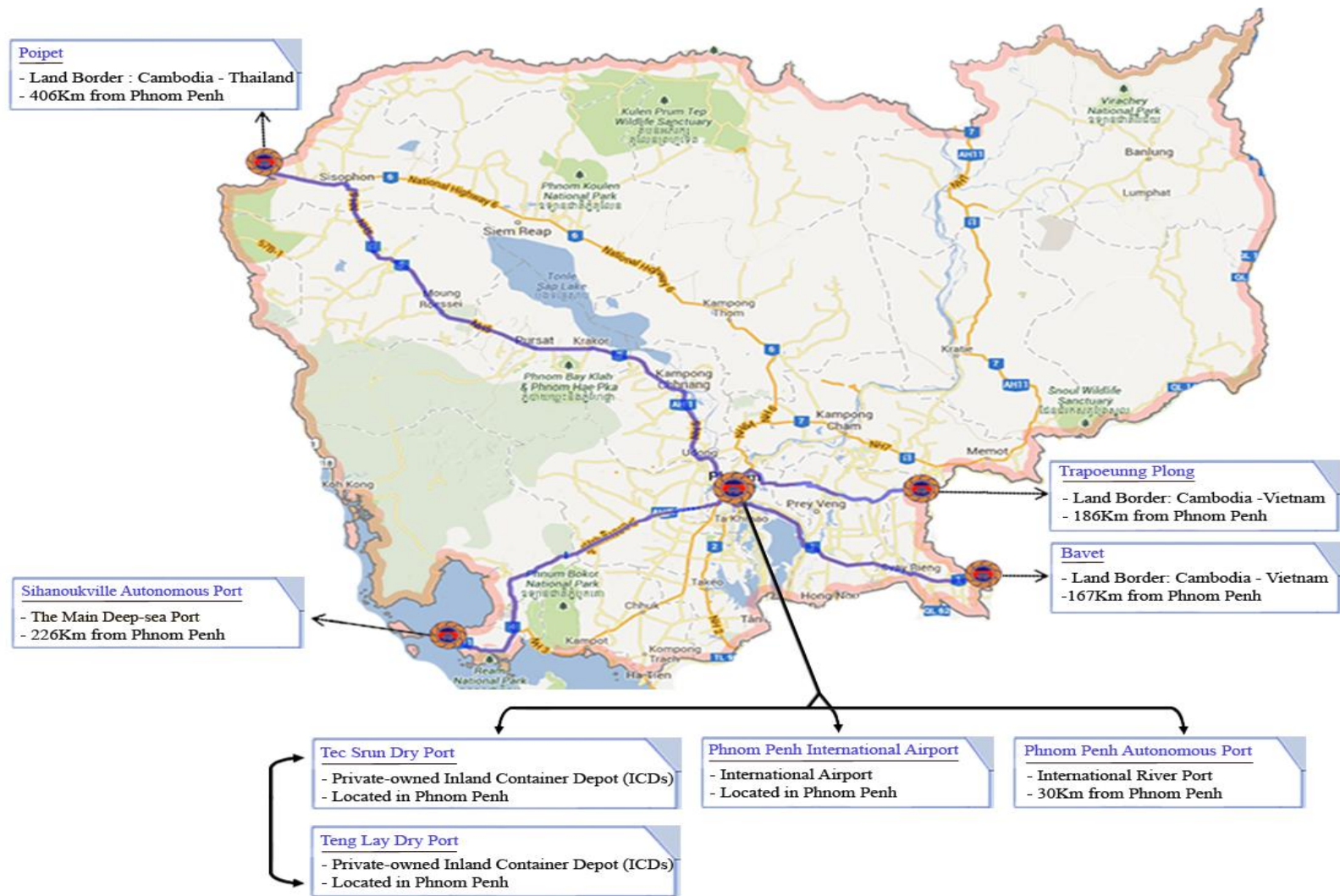


Figure 2: Geographical map of the 8 sites

3.4.1. Air Mode

3.4.2.1. Phnom Penh International Airport (PPIA)

PPIA is the largest international airport in Cambodia located 10 kilometers west of Phnom Penh, Cambodia capital. The amount of air cargo entering and leaving Cambodia through PPIA rose 38 per cent to 29,000 tonnes in 2012. The main activities conducted by Customs are import, export and domestic transit.

PPIA Customs office processed a total of 19,390 import SADs in 2012.

3.4.2. Sea Mode/River Mode:

3.4.2.1. Phnom Penh Autonomous Port (PPAP):

PPAP is an international river port located 2 kilometers from Chaktomuk confluence. The access distance to the port is about 332 km from Cuu Tieu entrance mouth, part of South China Sea, and about 100 kilometers from Kaam Samnar, Cambodia-Vietnam border gate. The PPAP processed 95,333 20-foot equivalent units (TEUs) in 2012.

Reflecting the sharp increase in shipments moving through, since 1st January 2013, PPAP has moved all cargo handling facilities to a new cargo terminal, located in Kien Svay district of Kandal province, about 30 kilometers from the existing port in Phnom Penh. The new cargo terminal covers 10 hectares in Kandal province's Kien Svay district and will be able to handle 120,000 TEUs per year in the first stage of development.

PPAP customs branch processed a total of 24,101 import SADs in 2012.

3.4.2.2. Sihanoukville Autonomous Port (SAP):

SAP is the main deep-sea port, and biggest sea port of Cambodia. The SAP is located at Sihanoukville Province (Krong Preah Sihanouk), also known as Kampong Saom, on the Gulf of Thailand, located approximately 226 kilometers southwest of the Cambodian capital, Phnom Penh. On the land side, the port is connected by National Highway No. 4 (NH4) (226 km to Phnom

Penh, the main link between Phnom Penh and the coast, and the "New" railway line takes a more southerly route via Kampot. The rail distance to Phnom Penh is 264 km. The port is also linked to Phnom Penh via the intersection of Viel Reanh through national road No 3 with the length 224 Km.

PAS has 9 berths available for medium ships with a maximum draft of 8.5 meters and had received 255,378 TEUs in 2012 of which are general cargos, autos, construction materials, machinery, steel, steam coal, and petroleum, while cargos exported from Cambodia were mostly garment and textile products, and some agricultural goods.

The Sihanoukville Autonomous Port Customs branch has been setup to facilitate trade and had processed a total of 55,884 import SADs in 2012.

3.4.3. Land Mode:

3.4.3.1. Poipet:

Poipet is a land crossing border checkpoint with Thailand (Poipet - Aranyapathet Border). It is located on the fully paved National Highway No. 5 which runs to Sisophon and then further on the south side of the Tonle Sap Lake to Battambang and Phnom Penh. At Sisophon, National Highway No. 6 branches off to provide a fully paved arterial route along the north of the Tonle Sap to Siem Reap and Phnom Penh. The distance from Siemreap is approximately 156 km, and from Phnom Penh is approximately 406km. From Bangkok, "Aranyapathet" is over 200 km from Bangkok to the West.

It is an international check point was assigned as transit point under the Greater Mekong Sub-Region (GMS) Cross Border Transport Agreement (CBTA) and was selected to pilot the CBTA concept of "Single Stop Customs Inspection" to facilitate movement of goods and people within the GMS member states. However, the single stop inspection was not realized due to geographic complexity of the site, and pending agreement on relocation of the checkpoints to another appropriate place.

The Poipet customs office processed a total of 11,667 Import SADs in 2012.

3.4.3.2. Trapoeung Plong:

Trapoeung Plong is a land crossing border checkpoint with Vietnam (Trapoeung Plong of Cambodia's Kampong Cham Province - Xamat of Vietnam's Tayninh province). Trapoeung Plong is located 62km from Kampongcham provincial city and 186km from Phnom Penh.

It is an international checkpoint was also (like Poipet) designated as transit gate under the GMS CBTA.

The Trapoeung Plong customs office processed a total of 6,159 Import SADs in 2012.

3.4.3.3. Bavet:

Bavet is a land crossing border checkpoint with Vietnam (Bavet of Cambodia's Svay Rieng Province – Moc Bai of Vietnam's Tayninh province). Bavet is located 43km from Svay Rieng province and 167km from Phnom Penh.

It is an international checkpoint was also (like Poipet and Trapoeung plong) designated as transit gate under the GMS CBTA with a modern administrative building designed to support the single stop inspection in accordance with the GMS CBTA).

The Bavet customs office processed a total of 859 Import SADs in 2012.

3.4.3.4. Tec Srun Dry Port:

Tec Srun Dry Ports is a private-owned Inland Container Depot (ICDs). It provides cargo handling service such as transportation, storage, customs broker service to the owners of goods. It is located in Phnom Penh suburbs along National Highway No.4 where garment factories are located.

Tec Srun Dry Port customs office processed a total of 12,975 Import SADs in 2012.

3.4.3.5. Teng Lay Dry Port:

Teng Lay Dry Port is one another private-owned Inland Container Depot Dry Port, located approximately 1km from Tec Srun.

Teng Lay Dry port customs office processed a total of 4,799 Import SADs in 2012

3.5. Duration and time of the study

To ensure a sufficiently large number of declarations captured are representative of the samples, the study was undertaken for a period of 6 consecutive working days for all modes, but in different time during the period from 04th to 28th March 2013. The volume of traffic tends to fluctuate such as before and after holidays.

3.6. Questionnaire Design

The questionnaire was developed to capture all data from all relevant agencies and all modes of transport based on WCO guidelines with a few modifications to fit the Cambodia context. A national workshop was held to disseminate information among stakeholders and brainstormed the required information to be included in the questionnaire. For complete questionnaire, see Annex IV

3.7. Data Collection and Analysis

All 8 sites have implemented the ASYCUDA system for the clearance process. Most information was retrieved from the AW system and recorded in the questionnaire. Additional information was captured manually from relevant stakeholders. In the ASYCUDA system, there are four selectivity lanes for customs declarations. Red Lane means that the declarations require both documentary check and physical examination. The physical examination is jointly carried out by the Customs and CAMCONTROL. Yellow Lane means that the declarations only require a documentary check. The Blue Lane and Green Lane means the declarations have been automatically authorized to be released; however for the Blue Lane the declarations and goods will undergo Post Clearance Audit (PCA) by the Customs.

The questionnaires were distributed by the TRS teams set up by the TRS Coordinating Team, monitored and time recorded from point to point until the physical removal of goods. Each TRS team (Air, Sea/River and Road Mode) briefed Customs staff, Customs brokers, Port Operators and other government agencies (OGAs) involved in the Customs clearance process, procedures and guidelines in filling up the relevant information on the survey questionnaires.

The collected data after verified were compiled and analyzed through the online WCO software.

3.8. Sampling Design

Sampling strategy takes into account the relative ease or difficulty in the mechanics of drawing a representative sample whilst ensuring the validity and reliability of the data. Sampling is fundamental to all the statistical techniques and statistical analysis.

In this specific TRS case, sampling number varies according to the SAD numbers at each site. Generally, for sites with huge amount of SADs, the sampling number is small whereas for sites with less number of SADs, the sampling number is big.

The following table details exact sampling numbers for each site.

Customs Office			Duration of Study		SAD and Sampling		
No.	Code	Name	Start	End	Total SAD	Sampling	Percentage
1	BMC11	Poi Pet	15-Mar-13	20-Mar-13	199	170	85.42%
2	KPC11	Trapoeung Plong	11-Mar-13	16-Mar-13	130	130	100%
3	PNH01	PPIA	4-Mar-13	9-Mar-13	474	378	79.74%
4	PNH02	PPAP	5-Mar-13	12-Mar-13	143	125	87.41%
5	PNH19	Tec Srun	4-Mar-13	9-Mar-13	182	181	99.45%
6	PNH20	Teng Lay	5-Mar-13	11-Mar-13	69	68	98.55%
7	SHV11	SAP	22-Mar-13	28-Mar-13	1193	431	36.12%
8	SVR11	Bavet	11-Mar-13	16-Mar-13	96	94	94%
Total 8 Sites			4-Mar-2013 - 28-Mar-2013		2486	1577	63.43%

Table 2: Detailed Sampling of Each Site

4. Result of the Study

4.1. Introduction

An organization is only as effective as the work processes applicable in order to function and achieve its objectives. A process is a set of interrelated or interacting activities that transform inputs (materials, manpower, equipment, information, etc.) into outputs (products and services). It includes all activities and decisions to produce a product or service, where as a process flowchart is an instrument that visualizes and

analyses various systems and procedures (e.g. delivery of services, decision-making and monitoring). Thus a process flowchart facilitates the design and improvement of processes namely, primary processes and support processes in order to identify bottlenecks within existing procedures¹.

In this respect, it is imperative that importers have sufficient knowledge on the process flow and time taken in order to understand and adopt any changes in procedures. The followings are the process workflow with average time taken of SAD processing for air, sea and road modes.

4.2. Process Flows (Sea/River, Air and Road Mode)

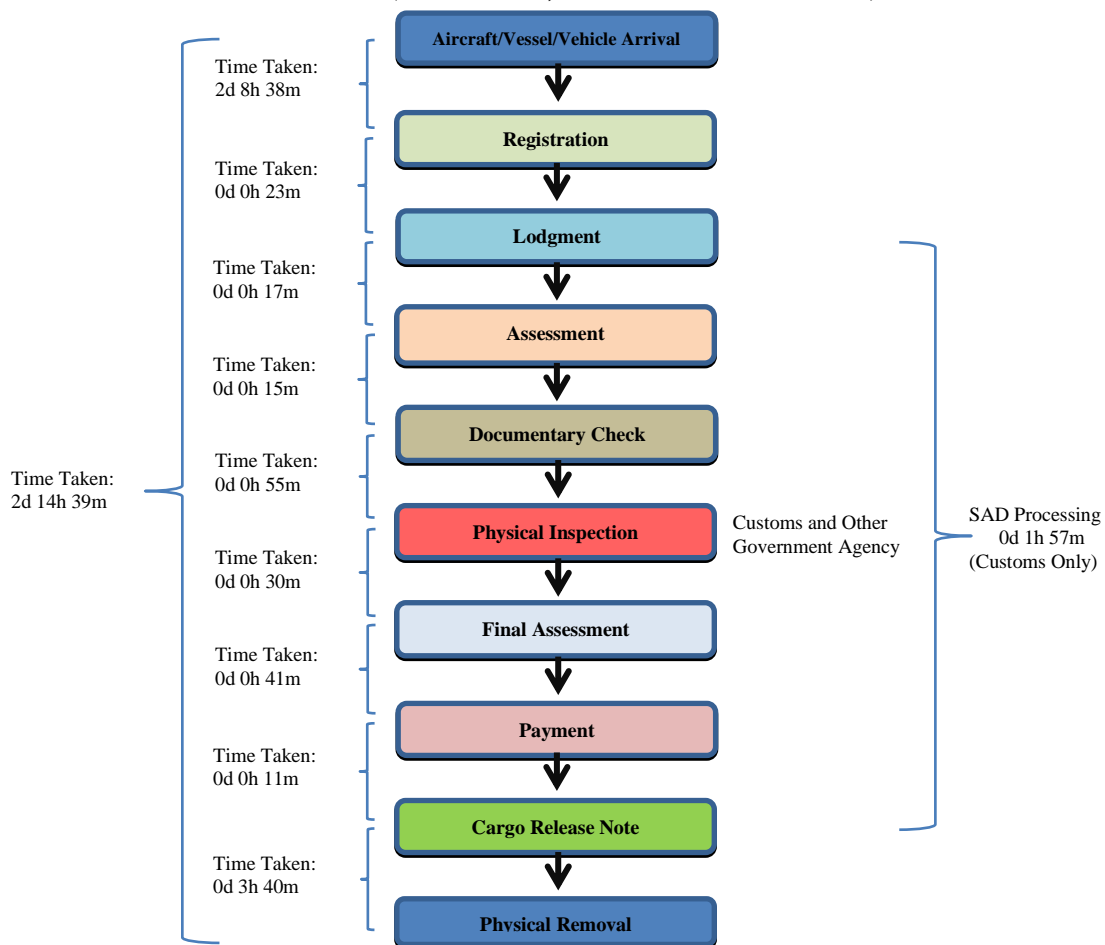


Figure 3: General Chart of Process Flow with Average Time Taken

¹ The average time taken from Aircraft/Vessel/Vehicle arrival to Physical removal and from Lodgment to issuance cargo release note from the online software may not equal to the sum of each step with the reason that at some steps for example physical examination is only applicable to customs declarations selected to the red channel.

4.3. Release Times

4.3.1. Release time for all imported goods and through all modes

This section elaborates the findings of the average times between arrival of goods and release of goods and between intervening processes for the sample entries and making a comparison across all modes. The standard deviation of processing times suggests that the time differences across strata in the sample maybe statistically significant. It is possible that the calculated differences do not represent real differences between strata but merely reflect a wide variation of observations within each stratum. Thus, it is important to consider the impact of variances on the calculated mean times and to consider only those differences that are statistically significant when comparing mean times across all modes. The results of mean release times between processes in all entries are as follows:

4.3.2. Phnom Penh International Airport (PPIA)

The finding indicates that the process of goods clearance at PPIA takes an average of **3d 19h 18m** (5,478.89 min) to complete from arrival to physical removal.

- Arrival to registration of SAD takes: 3d 17h 33m (5,373.56 min)
- Registration to Lodgment of SADs takes 0d 0h 7m (7.40 min)
- Lodgment to Assessment of SADs takes 0d 0h 13m (13.59 min)
- Assessment to Doc Check takes 0d 0h 20m (20.84 min)
- Doc Check to Physical Inspection (Red) takes 0d 0h 35m (35.19 min)
- Physical Inspection to Final Assessment takes 0d 0h 12m (12.25 min)
- Final assessment to Payment takes 0d 0h 8m (8.90 min)
- Payment to Cargo Release Note 0d 0h 1m (1.74 min)
- Cargo Release Note to Physical Removal takes 0d 0h 34m (34.37 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which take **0d 1h 3m** (63.56 min). The period between registration and lodgment is solely depends on broker which may take sometimes to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 1h 3m	0d 1h 42m	0d 1h 2m	0d 1h 00m

Table 3: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color - PPIA

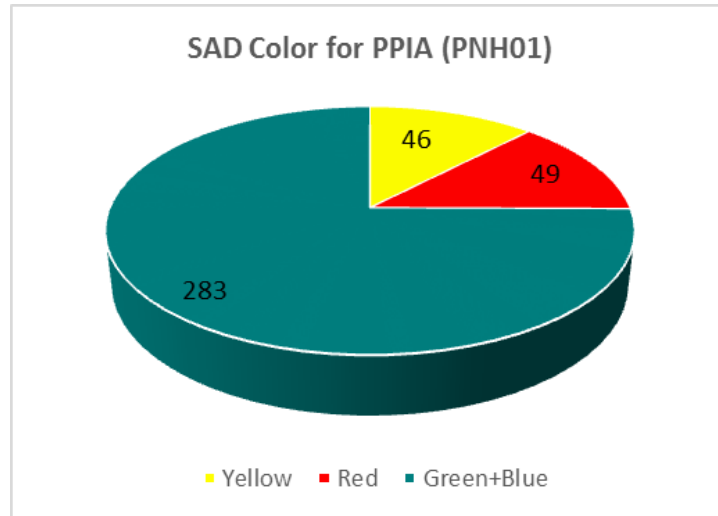


Chart 1: Number of SAD by color – PPIA

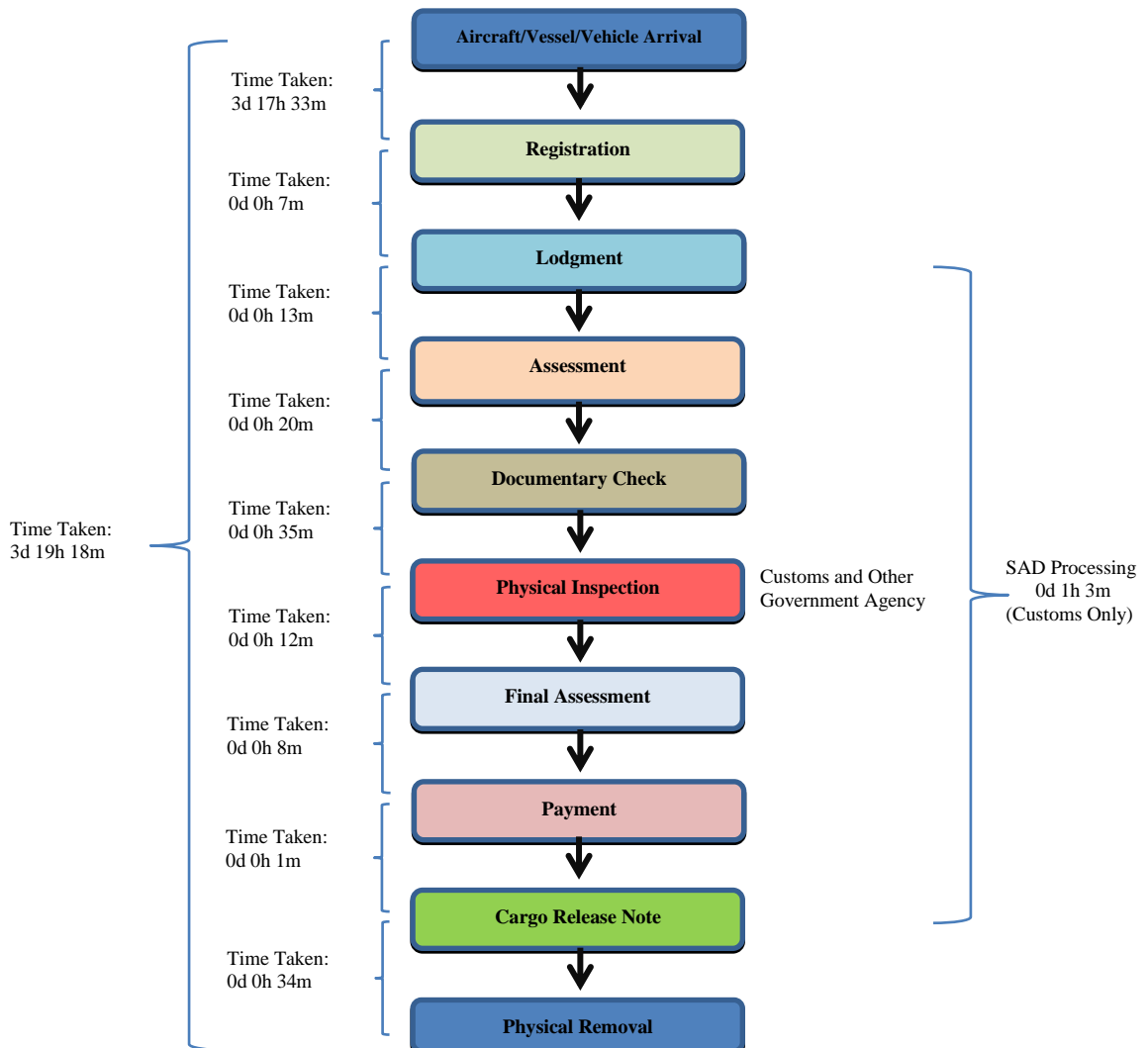


Figure 4: Average Clearance Time - Phnom Penh International Airport (PPIA)

4.3.3. Phnom Penh Autonomous Port (PPAP)

The finding indicates that the process of goods clearance at PPAP takes an average of **6d 15h 8m** (9,548.72 min) to complete from arrival to physical removal.

- Arrival to registration of SAD takes 6d 8h 35m (9,155.28 min)
- Registration to Lodgment of SADs takes 0d 0h 27m (27.36 min)
- Lodgment to Assessment of SADs takes 0d 0h 33m (33.10 min)
- Assessment to Doc Check takes 0d 0h 14m (14.18 min)
- Doc Check to Physical Inspection (Red) takes 0d 1h 47m (107.18 min)
- Physical Inspection to Final Assessment takes 0d 0h 53m (53.00 min)
- Final assessment to Payment takes 0d 0h 47m (47.14 min)
- Payment to Cargo Release Note 0d 0h 15m (15.82 min)
- Cargo Release Note to Physical Removal takes 0d 2h 40m (160.20 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which take **0d 3h 25m** (205.88 min). The period between registration and lodgment is solely depends on broker which may take sometimes to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 3h 25m	0d 4h 19m	0d 3h 21m	0d 3h 00m

Table 4: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color – PPAP

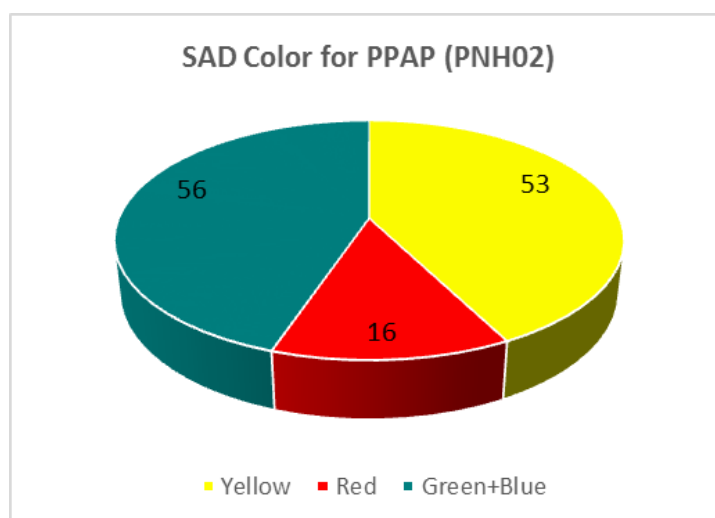


Chart 2: Number of SAD by color – PPAP

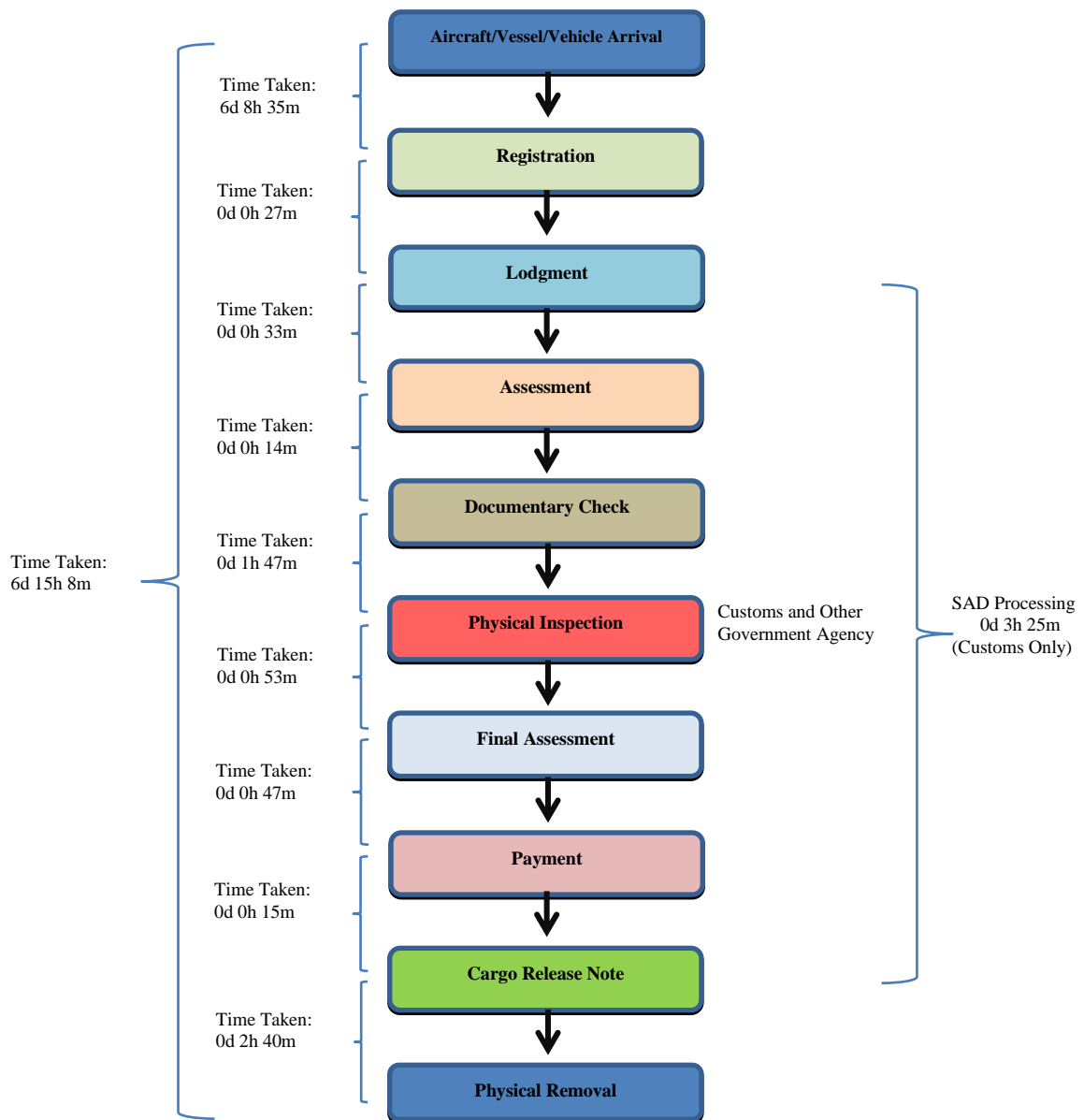


Figure 5: Average Clearance Time - Phnom Penh Autonomous Port (PPAP)

4.3.4. Sihanoukville Autonomous Port (SAP)

The finding indicates that the process of goods clearance at SAP takes an average of **2d 19h 22m** (4,042.81 min) to complete from arrival to physical removal.

- Arrival to registration of SAD takes 2d 5h 7m (3,187.14 min)
- Registration to Lodgment of SADs takes 0d 0h 48m (48.70 min)
- Lodgment to Assessment of SADs takes 0d 0h 18m (18.02 min)
- Assessment to Doc Check takes 0d 0h 12m (12.89 min)
- Doc Check to Physical Inspection (Red) 0d 1h 15m (75.78 min)
- Physical Inspection to Final Assessment takes 0d 0h 46m (46.10 min)
- Final assessment to Payment takes 0d 1h 37m (97.49 min)
- Payment to Cargo Release Note 0d 0h 16m (16.69 min)
- Cargo Release Note to Physical Removal takes 0d 10h 36m (636.69 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which take **0d 2h 50m** (170.28 min). The period between registration and lodgment is solely depends on broker which may take sometimes to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 2h 50m	0d 3h 53m	0d 2h 30m	0d 2h 10m

Table 5: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color – SAP

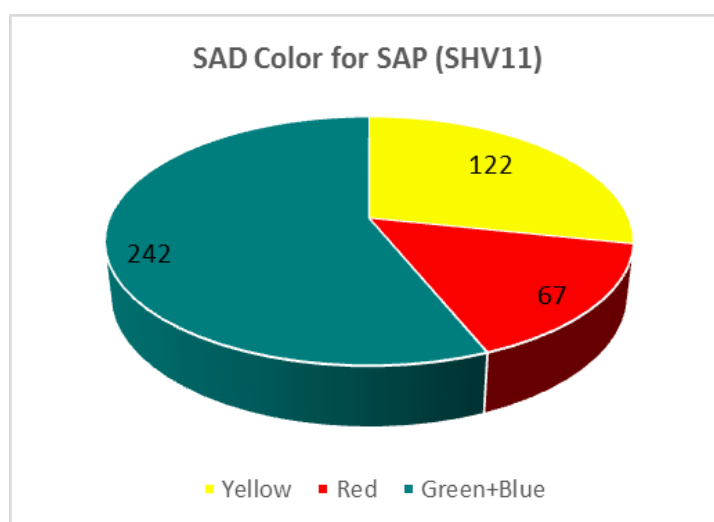


Chart 3: Number of SAD by color – SAP

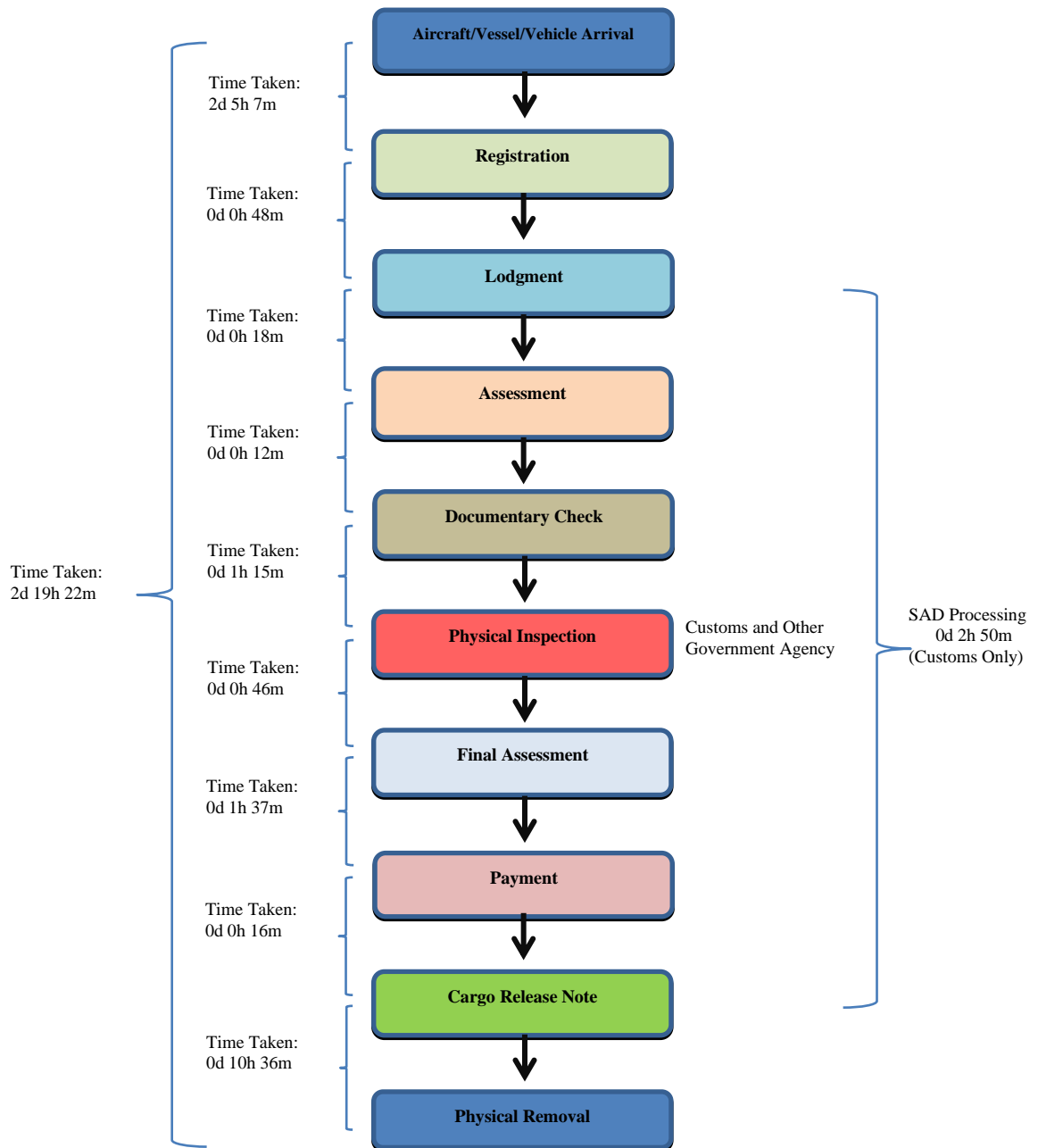


Figure 6: Average Clearance Time - Sihanoukville Autonomous Port (SAP)

4.3.5. Poipet

The finding indicates that the process of goods clearance at Poipet takes an average of **0d 21h 11m** (1,271.78 min) to complete from arrival to physical removal.

- Arrival to registration of SAD takes 0d 17h 46m (1,066.26 min)
- Registration to Lodgment of SADs takes 0d 0h 36m (36.06 min)
- Lodgment to Assessment of SADs takes 0d 0h 28m (28.29 min)
- Assessment to Doc Check takes 0d 0h 19m (19.06 min)
- Doc Check to Physical Inspection (Red) takes 0d 0h 41m (41.77 min)
- Physical Inspection to Final Assessment takes 0d 0h 23m (23.13 min)
- Final assessment to Payment takes 0d 0h 31m (31.33 min)
- Payment to Cargo Release Note takes 0d 0h 3m (3.77 min)
- Cargo Release Note to Physical Removal takes 0d 0h 52m (52.05 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which take **0d 1h 57m** (117.41 min). The period between registration and lodgment is solely depends on broker which may take sometimes to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 1h 57m	0d 2h 39m	0d 1h 56m	0d 1h 09m

Table 6: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color – Poipet

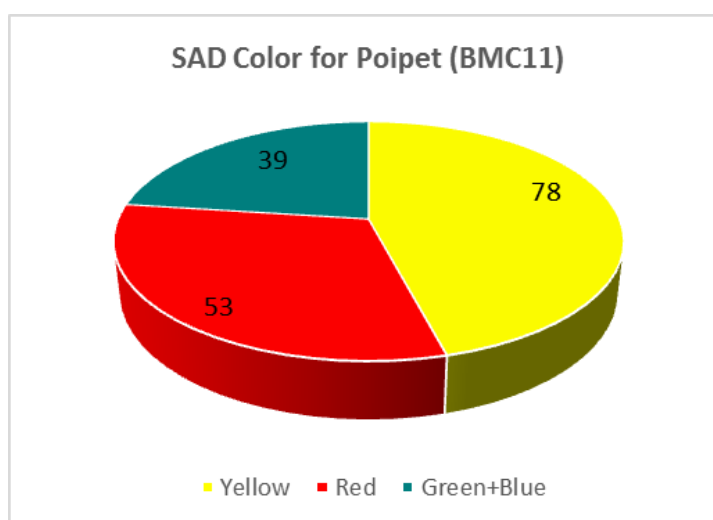


Chart 3: Number of SAD by color – PoiPet

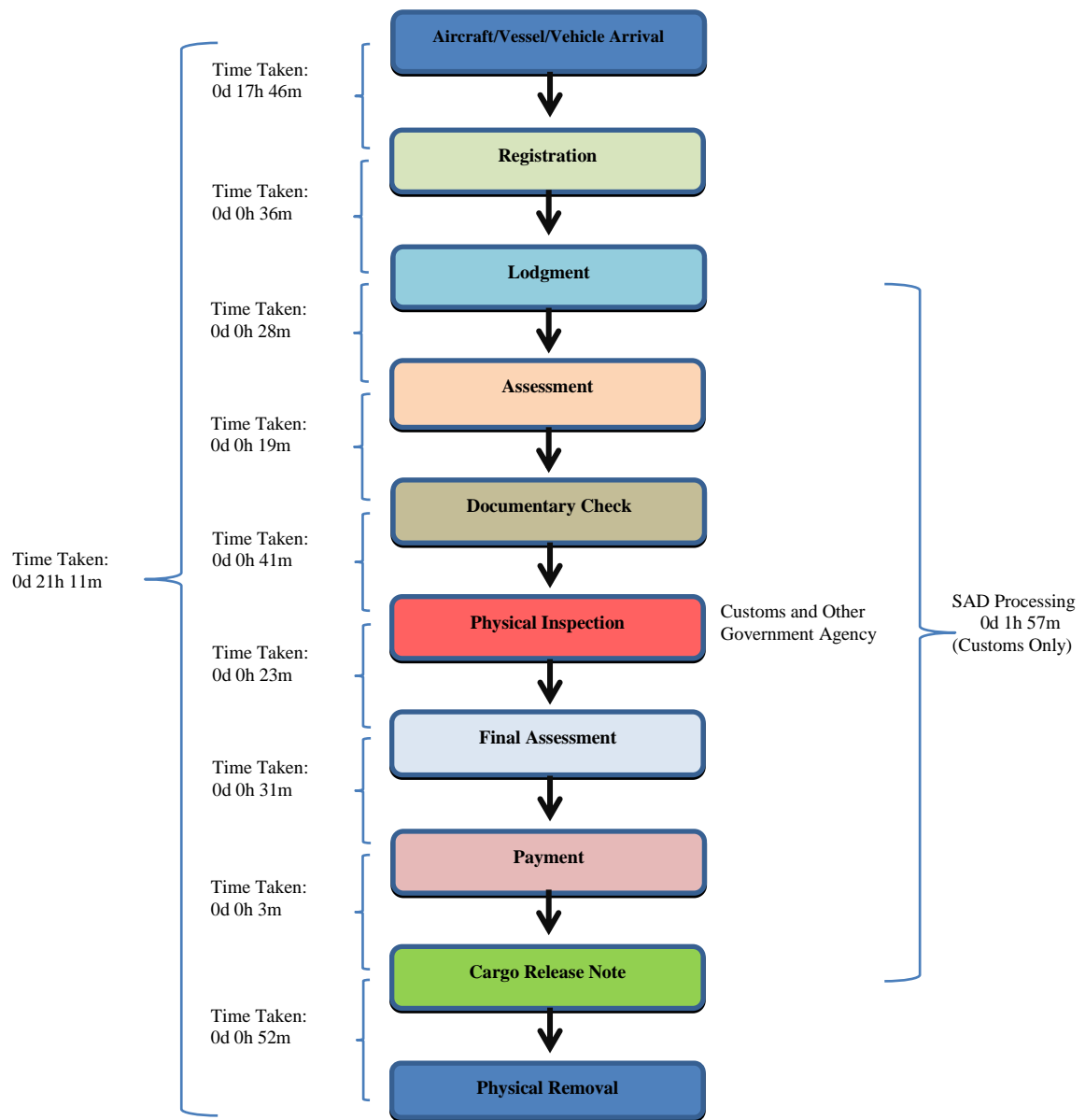


Figure 7: Average clearance time - PoiPet

4.3.6. Trapoeung Plong

The finding indicates that the process of goods clearance at Trapoeung Plong takes an average of **0d 5h 58m** (358.05 min) to complete from arrival to physical removal.

- Arrival to registration of SAD takes 0d 2h 20m (140.81 min)
- Registration to Lodgment of SADs takes 0d 0h 6m (6.48 min)
- Lodgment to Assessment of SADs takes 0d 0h 18m (18.33 min)
- Assessment to Doc Check takes 0d 0h 20m (20.39 min)
- Doc Check to Physical Inspection (Red) takes 0d 0h 49m (49.39 min)
- Physical Inspection to Final Assessment takes 0d 0h 19m (19.02 min)
- Final assessment to Payment takes 0d 0h 47m (47.58 min)
- Payment to Cargo Release Note takes 0d 0h 50m (50.43 min)
- Cargo Release Note to Physical Removal takes 0d 0h 19m (19.76 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which takes **0d 2h 40m** (160.95 min). The period between registration and lodgment is solely dependent on the broker who may take some time to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 2h 40m	0d 3h 4m	0d 2h 49m	0d 2h 18m

Table 7: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color – Trapoeung Plong

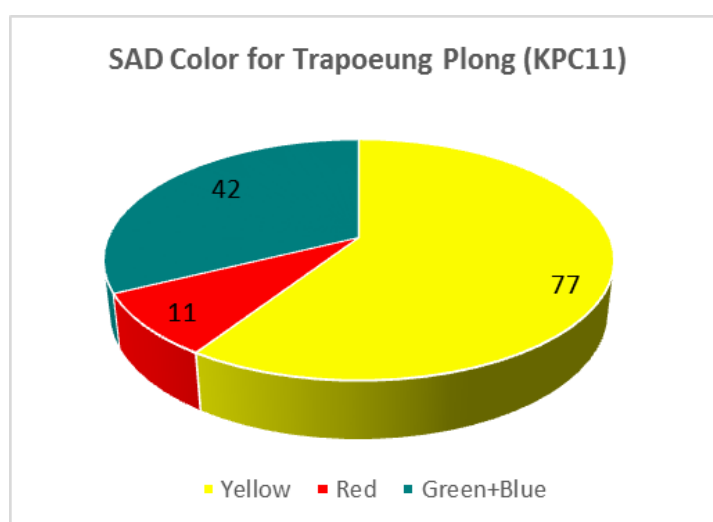


Chart 4: Number of SAD by color – Trapoeung Plong

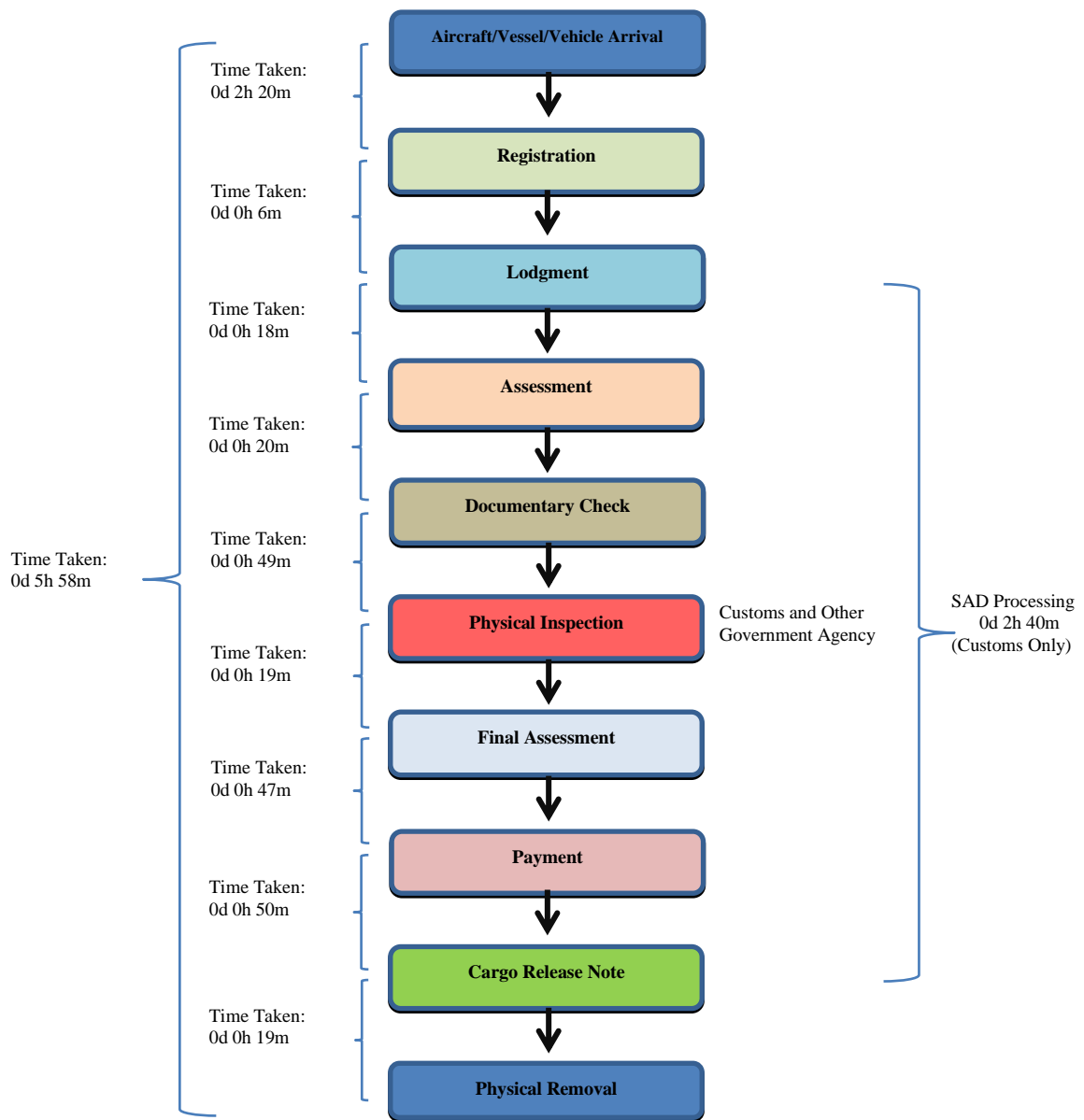


Figure 8: Average Clearance Time - Trapoeung Plong

4.3.7. Bavet

The finding indicates that the process of goods clearance at Bavet takes an average of **0d 4h 31m** (271.44 min) to complete from arrival to physical removal.

- Arrival to registration of SAD takes 0d 2h 20m (140.81 min)
- Registration to Lodgment of SADs takes 0d 0h 7m (7.87 min)
- Lodgment to Assessment of SADs takes 0d 0h 18m (18.61 min)
- Assessment to Doc Check takes 0d 0h 6m (6.04 min)
- Doc Check to Physical Inspection (Red) takes 0d 0h 35m (35.75 min)
- Physical Inspection to Final Assessment takes 0d 0h 5m (5.25 min)
- Final assessment to Payment takes 0d 0h 8m (8.00 min)
- Payment to Cargo Release Note takes 0d 0h 1m (1.91 min)
- Cargo Release Note to Physical Removal takes 0d 1h 19m (79.22 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which takes **0d 0h 43m** (43.53 min). The period between registration and lodgment is solely depends on broker which may take sometimes to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 0h 43m	0d 1h 27m	0d 0h 47m	0d 0h 35m

Table 8: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color – Bavet

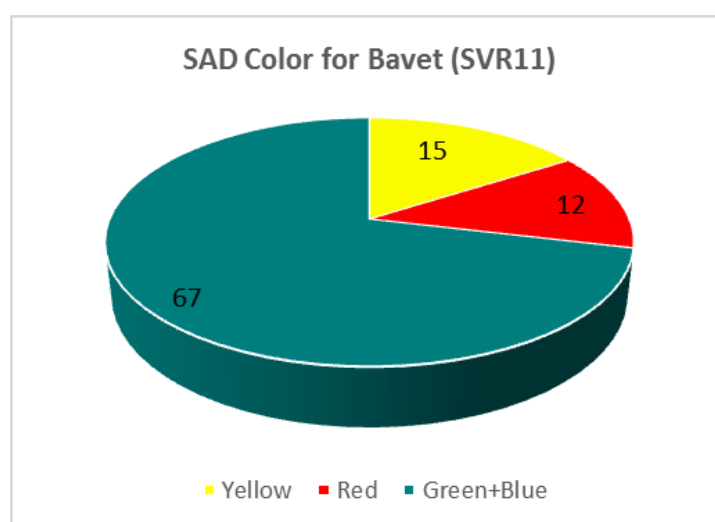


Chart 4: Number of SAD by color – Bavet

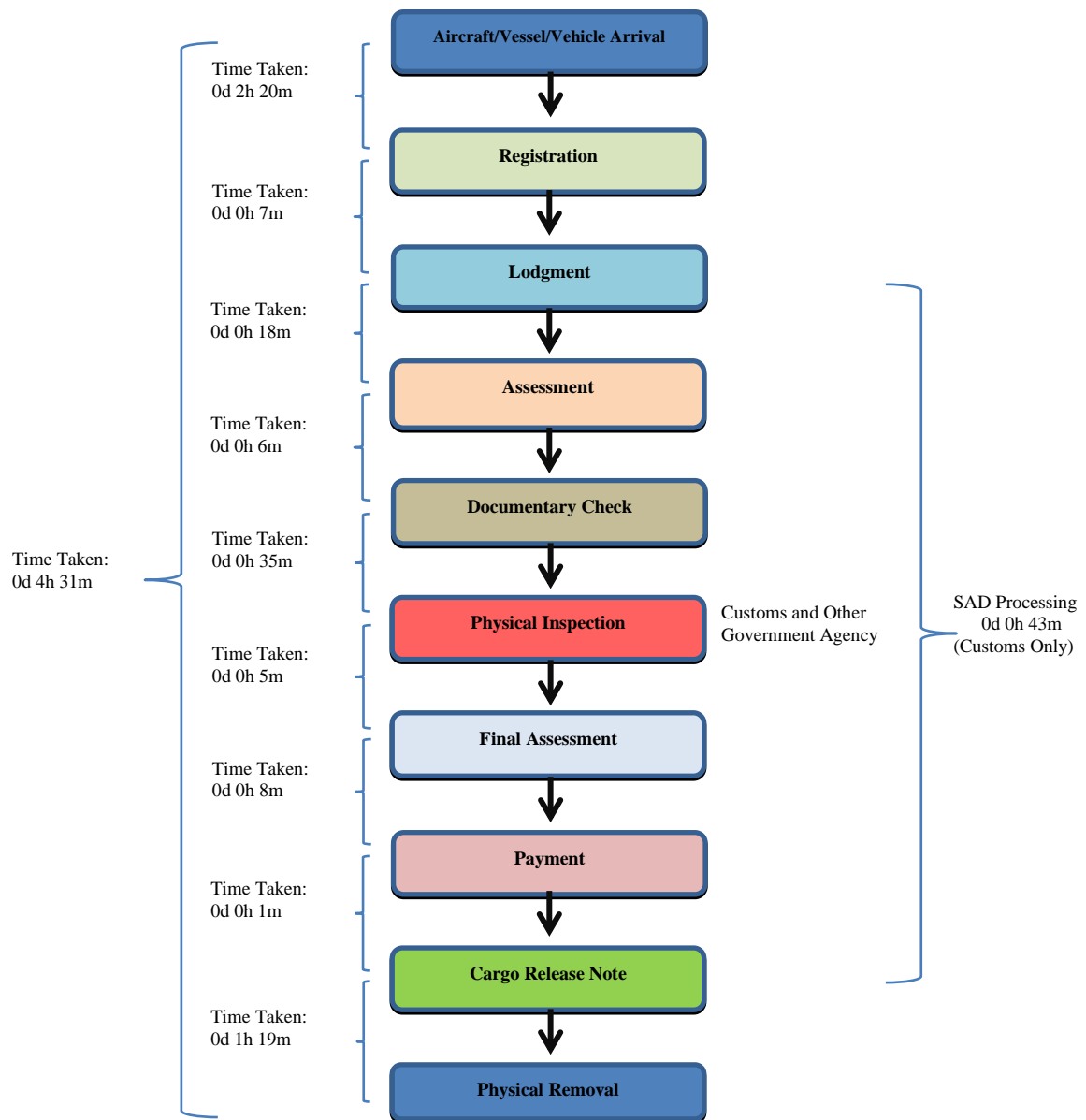


Figure 9: Average Clearance Time - Bavet

4.3.8. Tec Srun Dry Port

The finding indicates that the process of goods clearance at Tec Srun takes an average of **2d 5h 54m** (3,234.50 min) to complete from arrival to physical removal.

- Arrival to registration of SAD takes 2d 3h 14m (3,074.12 min)
- Registration to Lodgment of SADs takes 0d 0h 7m (7.38 min)
- Lodgment to Assessment of SADs takes 0d 0h 9m (9.08 min)
- Assessment to Doc Check takes 0d 0h 11m (11.90 min)
- Doc Check to Physical Inspection (Red) takes 0d 1h 1m (61.69 min)
- Physical Inspection to Final Assessment takes 0d 0h 59m (59.73 min)
- Final assessment to Payment takes 0d 0h 12m (12.26 min)
- Payment to Cargo Release Note takes 0d 0h 1m (1.47 min)
- Cargo Release Note to Physical Removal takes 0d 1h 17m (77.30 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which takes **0d 1h 15m** (75.71 min). The period between registration and lodgment is solely depends on broker which may take sometimes to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 1h 15m	0d 2h 28m	0d 1h 38m	0d 0h 44m

Table 9: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color – Tec Srun Dry Port

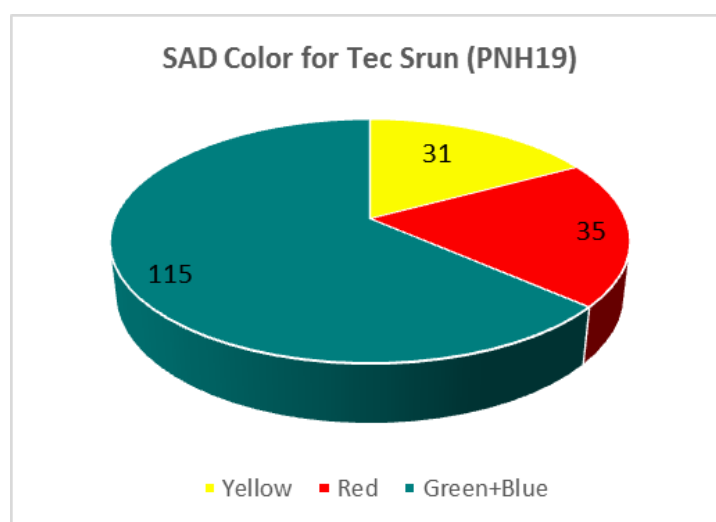


Chart 4: Number of SAD by color – TecSrun

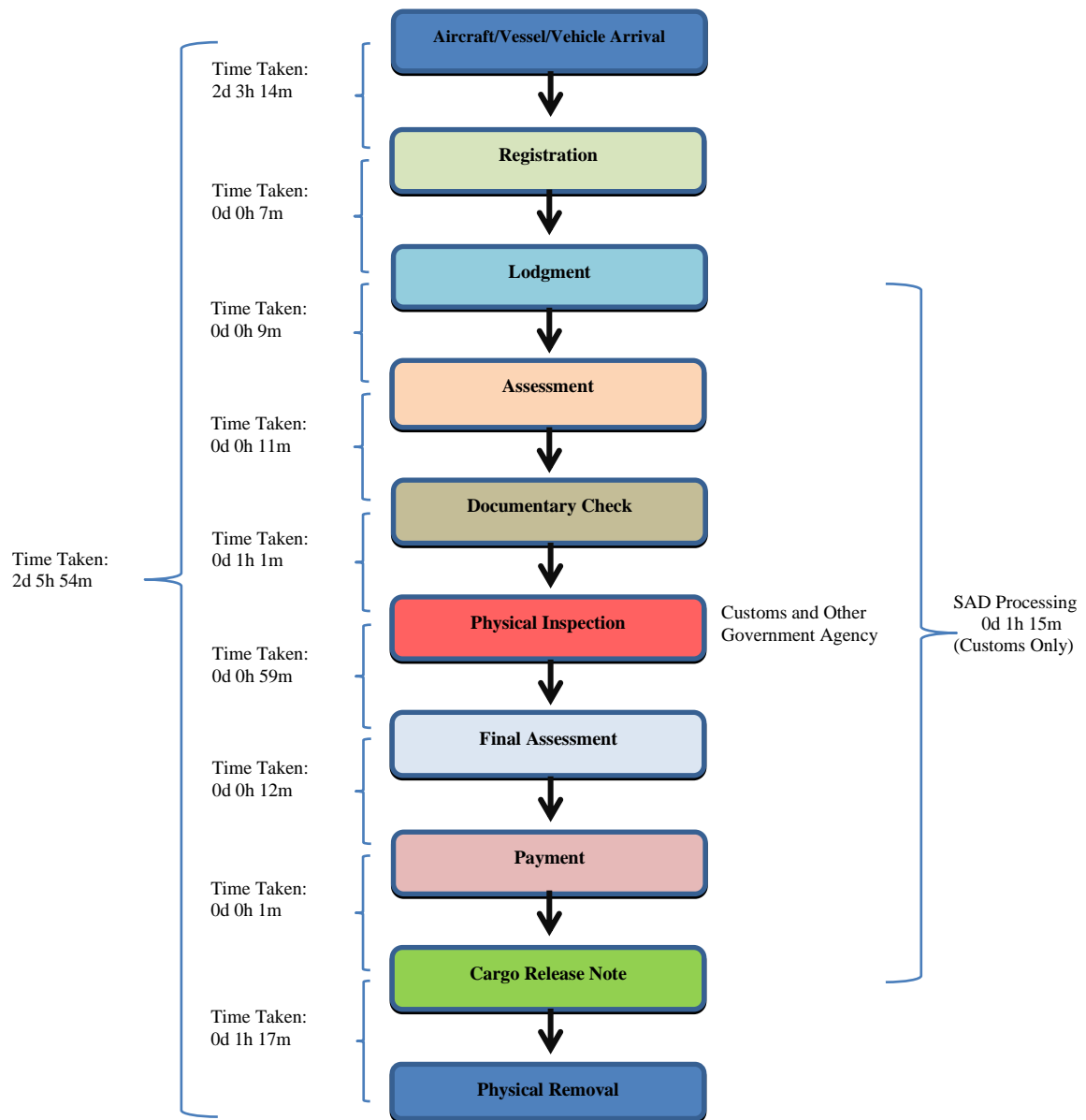


Figure 10: Average Clearance Time - Tec Srun Dry Port

4.3.9. Teng Lay Dry Port

The finding indicates that the process of goods clearance at Teng Lay takes an average of **0d 10h 15m (615.23 min)** to complete from arrival to physical removal.

- Arrival to registration of SAD takes 0d 7h 9m (429.84 min)
- Registration to Lodgment of SADs takes 0d 0h 4m (4.93 min)
- Lodgment to Assessment of SADs takes 0d 0h 6m (6.64 min)
- Assessment to Doc Check takes 0d 0h 6m (6.99 min)
- Doc Check to Physical Inspection (Red) takes 0d 0h 39m (39.61 min)
- Physical Inspection to Final Assessment takes 0d 0h 7m (7.05 min)
- Final assessment to Payment takes 0d 0h 9m (9.90 min)
- Payment to Cargo Release Note takes 0d 0h 4m (4.14 min)
- Cargo Release Note to Physical Removal takes 0d 2h 14m (134.83 min)

It should be noted that the actual customs involvement starts from Lodgment to Cargo Release Note, which takes **0d 0h 45m (45.64 min)**. The period between registration and lodgment is solely depends on broker which may take sometimes to prepare supporting documents and submit them to customs officers.

Average Time	Red	Yellow	Blue/Green
0d 0h 45m	0d 1h 32m	0d 0h 45m	0d 0h 23m

Table 10: Clearance time (SAD Lodgment- Cargo Release Note) by SAD color – Teng Lay Dry Port

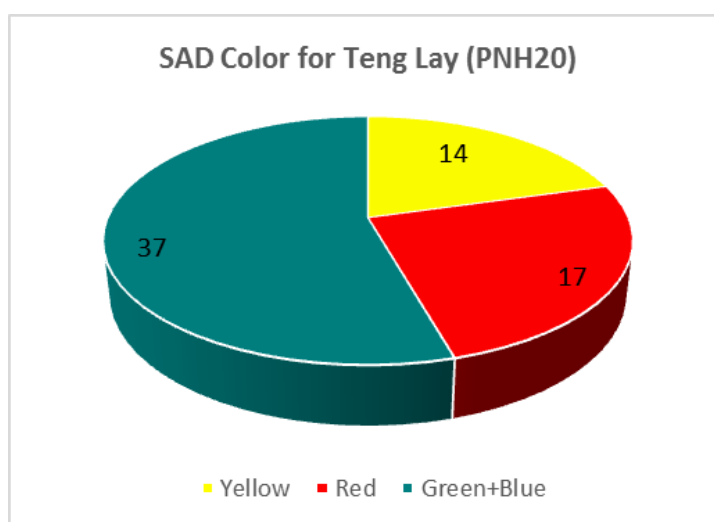


Chart 4: Number of SAD by color – Teng Lay

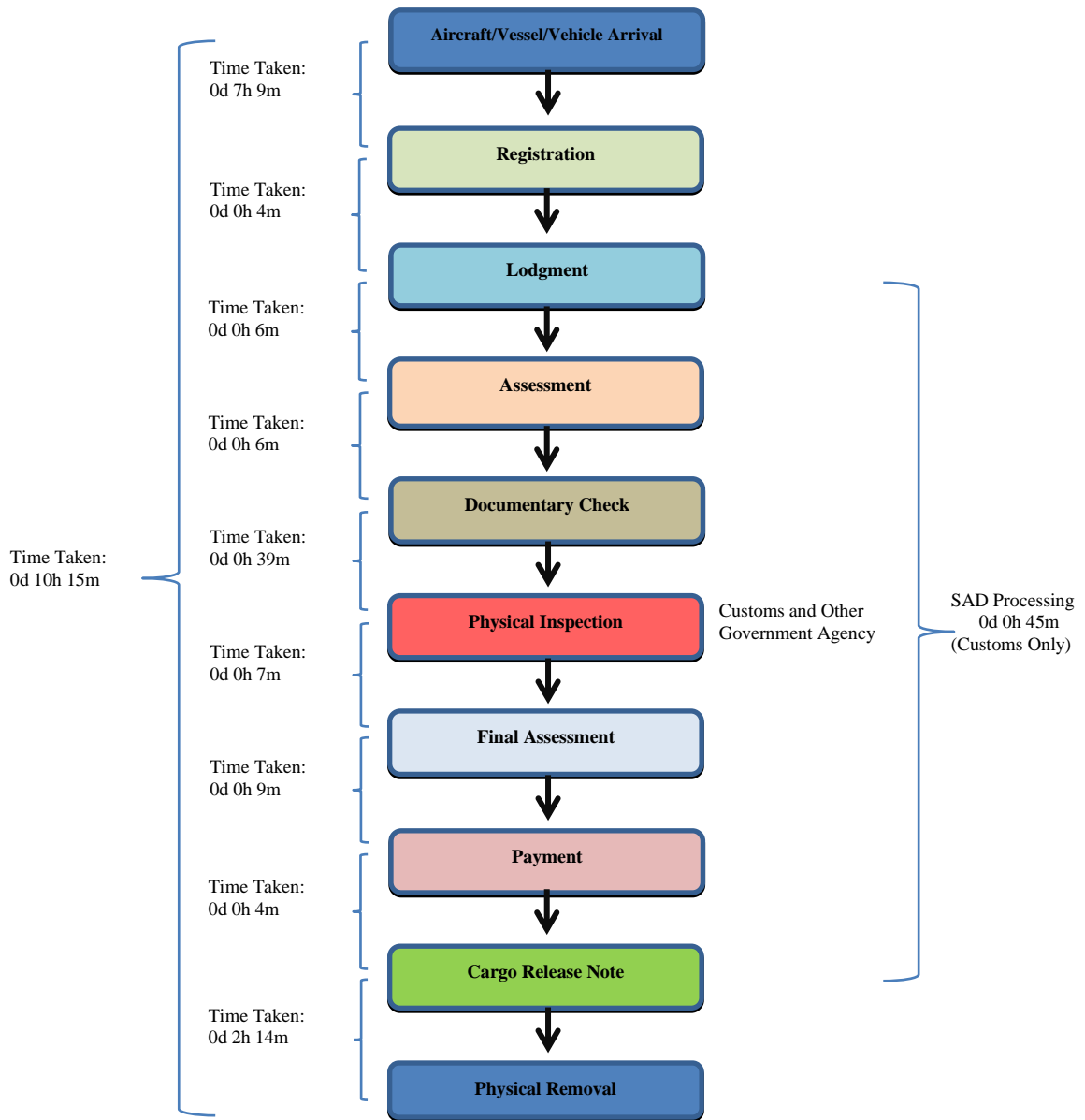


Figure11: Average Clearance Time - Teng Lay Dry Port

5. Recommendations, Challenges and Conclusion

5.1. Recommendations

Generally, it is recommended to conduct Time Release Study regularly to make comparisons between the past study and next one for the changes and impacts of any changes after the past study. However since this is the first Time Release Study conducted in Cambodia, it is not possible to make such comparison.

Nonetheless some of the processes and procedures at the port of entry under study should be further analyzed and identified for further improvement to phase out the redundant processes and procedures.

In general, the Study pointed out that most of delay time was between the arrival of goods and electronic registration of Customs declaration (Single Administrative Document - SAD) and also some waiting time was observed between the electronic registration and the manual submission of hardcopy of the SAD to Customs (average time taken 23 m). In order to minimize the bottlenecks affecting the clearing process, some of the recommendations were suggested as follows:

- Submission of hardcopy of SAD should be done away with as the declaration is electronically lodged in the ASYCUDA system. The current procedure of both electronic and manual submission is a duplicated process and further adds to time delay and cost as well. Such a change may require legislative and procedural amendments.
- The introduction of the direct trader input (DTI), a function of customs automation (AW) where the traders could electrically submit the SAD from their office premise, will further facilitate traders and reduce the overall average time taken to release goods from Customs control. The DTI is currently under a pilot phase at the moment. Nationwide roll-out of the scheme should be considered.
- As to the Best Traders Incentive Mechanism (BTIM), which is a prelude to the implementation of Authorized Economic Operators (AEO), this study was unable to measure the success of BTIM. However, it is recommended that BTIM be expanded to more importers and the next study will be able to measure the degree of success of the scheme.
- Currently Audit Based Control is only done for Qualified Investment Project (QIP) operators. It is recommended that this scheme should expand to other legitimate importers who have good track records with the Customs.
- Use of better risk management in managing the clearance of good.
- Awareness of legislation and procedures to the customs brokers or declarants either by organizing seminars involving the private sector or through publishing these tools in the customs website.
- It is recommended that the findings of the study should be made known to all stakeholders namely Transportation, Shipping Agent and Airline Association, Other Government Agency and those involved in cross border trade and any other

entities who are concerned with measures of trade facilitation.

5.2. Challenges

This is being the first study, it has been found limitation of the knowledge and resources in conducting an overall time release study. Despite this limitation, the study has been done in good progress. The result of the study will serve as benchmark for subsequent studies. To improve the accuracy of the data, in future studies Customs should source the data from the ASYCUDA system where such data is already available.

5.3. Conclusions

It could be concluded that even it is the first Time Release Study conducted by the team in Cambodia; it is a well worth exercise to have been taken. It not only helps the General Department of Customs and Excise of Cambodia to measure the actual performance but also identify the bottleneck for further improvement. It is hoped that management will seriously consider the implementation of the recommendations through appropriate action plans to further trade facilitation in Cambodia.

6. Annexes

Annex 1

Statement of Chairs in the ASEAN-Japan Directors-General / Commissioners Meeting on Trade Facilitation in Phnom Penh, Cambodia on 28-29 April 2011

The Directors-General/Commissioners of the Customs administrations of the ASEAN Member States and Japan Customs and Tariff Bureau held a meeting in Phnom Penh, Cambodia on April 28-29, 2011, in cooperation with the Asian Development Bank (ADB). In the meeting, there were delegation from the customs administrations of all ASEAN members, Japan Customs and Tariff Bureau, the ASEAN Secretariat, the Japan International Cooperation Agency (JICA) and the World Customs Organization (WCO).

The meeting titled “ASEAN-Japan Directors-General/Commissioners Meeting on Trade Facilitation” was opened by H.E. Dr. Pen Siman, Delegate of the Royal Government in charge of the General Department of Customs and Excise of Cambodia, H.E. Mr. Atsuo Shibota, Director General of the Japan Customs and Tariff Bureau, Mr. Kunio Senga, Director General of the ADB, Southeast Asia Department, Mr. Kunio Mikuriya, Secretary General of the WCO, and H.E. Keat Chhon, Deputy Prime Minister, Minister of Economy and Finance of the Kingdom of Cambodia.

The meeting was organized in the spirit of the Master Plan on ASEAN Connectivity, endorsed by ASEAN leaders at the 17th Summit in Ha Noi on October 28, 2010, and the Japan’s new initiative on further enhancing ASEAN-Japan institutional connectivity. The purpose of the meeting was to discuss on how to achieve their common goal of further trade facilitation in Asia in the next decade.

Following the agenda, the meeting discussed and shared the concept of an “Asia Cargo Highway” (ACH) as their long-term direction to create seamless flows of goods in Asia. The ACH will be achieved through (i) *development of an Authorized Economic Operator (AEO) program in each country, and conclusion of mutual recognition arrangements (MRAs) of the AEO programs*, (ii) *establishment of a national single window (NSW) system in each country, and expansion of international interoperability between the systems*, and (iii) *other basic trade facilitation reforms that are necessary for modern customs administration*. The meeting recognized that this concept is consistent with their other trade facilitation initiatives,

including the Master Plan on ASEAN Connectivity and the ASEAN Customs Vision 2015, and, therefore, agreed on the need to undertake efforts to work towards the ACH.

The ADB, JICA and the WCO also recognized the complementarities between their respective agendas and the ASEAN common goals, and expressed their readiness to assist these endeavors, both individually in their respective realms of expertise and collectively as a team. The meeting reaffirmed that ASEAN's cooperation with the ADB, JICA and the WCO will be an important pillar of their trade facilitation initiatives. After sharing views and discussion on activities to further facilitate trade in Asia, while reconciling the traditional missions of customs administrations, such as revenue collection and the protection of society, the meeting agreed on the following priorities and actions:

- *Customs Modernization:* They will take concrete measures over the coming 5 years to simplify, harmonize, expedite and improve transparency and predictability in customs-related procedures and practices toward the realization of their common goals.

- *Risk Management:* They agreed to achieve the full implementation of efficient risk management systems by 2013, which will facilitate the establishment of the AEO programs. Recognizing that the creation of database for risk management is of vital importance, they also agreed to seek the introduction of the WCO National Customs Enforcement Network (NCEN) database in interested countries.

- *The Authorized Economic Operator (AEO) program and mutual recognition arrangements (MRAs):* Implementation of the AEO program is an institutional solution to the challenge of reconciling trade facilitation and trade security. They expected that the AEO programs would have been established in ASEAN 6 countries and ASEAN 4 countries by 2014 and 2018, respectively, in a manner that is consistent with the AEO guidelines in the WCO SAFE Framework of Standards. Their long-term ambition is to further expand their network of MRAs toward the realization of the ACH.

- *National Single Windows (NSWs):* They recognize the importance of building NSWs as a means to reduce processing costs and clearance time and to improve the trade and investment environment. The ASEAN leaders reaffirmed their commitment to fully implement the respective NSWs by 2008 (in ASEAN 6 countries) and 2012 (in ASEAN 4 countries), with an aim to establish the ASEAN Single Window (ASW) by 2015.

- *International Interoperability between NSWs*: The meeting agreed to study and explore ways to support electronic exchange of trade-related commercial documents with the consent of exporters and importers involved, which is the business sector's initiative. They expected that these efforts will contribute to the realization of the ASW by 2015 and will improve the international interoperability between the ASW and Japan's NSW.

- *Time Release Studies (TRS)*: All ASEAN countries endorsed the idea of conducting TRSs in 2012 and 2015 based on the revised WCO TRS Guide in cooperation with the ADB and the WCO. The meeting stressed the importance of cooperative projects with their partner institutions, namely the ADB, JICA and the WCO to build up trade facilitation capacity. Japan will contribute up to US\$25 million over the 5 years for ADB projects on trade facilitation, which will focus on ASEAN for the time being. All ASEAN customs delegates welcomed Japan's contribution and the commitment of the ADB, JICA, the WCO and some of their countries to support such cooperative projects.

All the delegates reconfirmed the significant role of their trade facilitation efforts in promoting regional integration and economic growth. They will report the results of today's discussion to their respective finance ministers before the ministerial meetings to be held in Ha Noi next week and at the 14th ASEAN-Japan Summit to be held in Indonesia later this year. They strongly reaffirmed the importance of continuing their policy consultations based on their equal partnerships. The meeting called for the participation of the ADB, JICA and the WCO in this consultation process. Next year, they will conduct stock-taking on the progress made by then, identify their next priority issues and develop a work plan to address them.

Date: 08th, August 2012

TRS Working Group Service Order

(Provisional translation from Khmer version)

Article 1: I hereby authorize a working group below to conduct Time Release Study:

1. Mr. Kun Nhem, Deputy Director General of General Department of Customs and Excise
2. Mr. Nuon Chanrith, Director of Planning, Techniques and International Affairs Department
3. Mr. Pha Engveng, Assistant Director of Customs Regime Department
4. Mr. Sang Sinavith, Assistant Director of Planning, Techniques and International Affairs Department
5. Mr. Sem Meng, Chief of Risk Management and Audit Office
6. Mr. Kong Sokphllakun, Chief of IT and Statistics Office
7. Mr. Kong Dara, Deputy Director of Sihanouk Ville International Port Customs and Excise Branch
8. Mr. Ros Dara, Chief of Planning and Policy Office
9. Mr. Hul Buntha, Chief of Control Office
10. Mr. Yin Sodina, Chief of International Affairs Office
11. Mr. Pol Kimsen, Deputy of Chief of Risk Management and Audit Office
12. Mr. Chuon Chansophea, Customs Officer of Planning, Techniques and International Affairs Department
13. Mr. Chea Sam Onn, Customs Officer of International Airports Customs and Excise Branch
14. Mr. Sok Rattana, Customs Officer of Sihanouk Ville International Port Customs and Excise Branch
15. Mr. Hok Kompheak, Customs Officer of Sihanouk Ville International Port Customs and Excise Branch
16. Mr. Kreng Sokkim, Customs Officer of Sihanouk Ville International Port Customs and Excise Branch
17. Mr. Bou Sothearith, Customs Officer of International Airports Customs and Excise Branch
18. Mr. Bou Vongsamngang, Customs Officer of International Airports Customs and Excise Branch

Article 2: Duties of the working group are as follow:

- Prepare and build the survey questionnaire, work plan and schedule of the Time Release Study (TRS).
- Collect, analyze and compile TRS data.
- Coordinate, cooperate with development partners and TRS related stakeholders, if deem necessary.
- Ask and invite other concerning customs officers to join the implementation, if deem necessary.

- Prepare TRS progress report to GDCE and publicize the report.
- Perform any other duties are requires by GDCE.

Article 3: The assigned officers as stipulated in Article 1 as well as concerning customs officers shall perform their respective duties in this service order starting from the signature date.

Delegate of the Royal Government in Charge of the
General Department of Customs and Excise of Cambodia



Japan
Fund for
Poverty
Reduction

**TENTATIVE TIME TABLE FOR THE TIME RELEASE STUDY
IN THE ASIA CARGO HIGHWAY PROJECT**

Name of the Country: Cambodia

Preparation Phase

NO.	ACTIVITY	PERIOD
1	Establishment of TRS NWG	08 August 2012
2	Follow-up field visit to ports in the scope of the TRS	01 – 08 November 2012
3	Development TOR, Work plan, Finalization of Survey questionnaire and time table	12 – 23 November 2012
4	Developing a process or procedure guidance paper, instructions or Guidelines for the collection of data	05 – 12 December 2012
5	Test the TRS using a developed survey questionnaire with several sample declaration	17 – 21 December 2012
6	National TRS Workshop to disseminate information.	19 February 2013
7	Training of Data Collection and Compilation	25 - 28 February 2013

Data Collection and Recording Phase

NO.	ACTIVITY	PERIOD
7	Collection of data	01 – 08 March 2013
8	Collection of completed survey questionnaire	11 – 15 March 2013
9	Verification of data	18 – 29 March 2013
10	Data recording	01 – 12 April 2013

Data Analysis and Reporting Phase

NO.	ACTIVITY	PERIOD
11	Development of framework of final TRS report and data tables	22 – 30 April 2013
12	follow up analysis work	01 – 10 May 2013
13	Development of draft final TRS report	10 - 30 October 2014
14	Presentation of the TRS report to stakeholders	01 December 2014

A MODEL QUESTIONNAIRE
- TIME RELEASE STUDY in ASEAN CARGO HIGHWAY INITIATIVE -

Section A: General Information		Data input by
1. Customs Office		Customs
2. Name or ID of Importer/Transporter		Customs
3. Vessel/Flight/Vehicle Number		Customs
4. Declaration ID Number		Customs
5. Declarant status	Clearing agent <input type="checkbox"/> Importer <input type="checkbox"/>	Customs
6. Type of Declaration	Manual <input type="checkbox"/> Electronic <input type="checkbox"/> Both <input type="checkbox"/>	Customs
7. Procedure	Import <input type="checkbox"/> Transit <input type="checkbox"/>	Customs
8. Duty regime	Dutiable <input type="checkbox"/> Non-dutiable <input type="checkbox"/> Exemption <input type="checkbox"/> Preferential <input type="checkbox"/>	Customs
9. Type of cargo	FCL <input type="checkbox"/> LCL <input type="checkbox"/> Conventional <input type="checkbox"/>	Customs
10. Country of Origin	ASEAN <input type="checkbox"/> EU <input type="checkbox"/> US <input type="checkbox"/> China <input type="checkbox"/> Japan <input type="checkbox"/> Others (Specify) <input type="checkbox"/> ()	Customs
11. AEO (Trusted Trader)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs
12. Pre-Arrival Lodgement of declararion	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs
13. Tariff Heading		Customs
Section B: Clearing Agents or importers		
12. Arrival of Goods (Arrival of means of transportation)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer/Port Authority
13. Placement in Temporary storage (start)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer/Storage Operator
14. Placement in Temporary storage (end)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer/Storage Operator
15. Receipt of documents for preparation of Dec	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Clearing Agent/Importer
16. Electronic registration of Cusdec	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Clearing Agent/Importer

17. Manual lodgement of Cusdec	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer
18. Pre-arrival clearance	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
Section C: Intervention by other government agencies		
19. Veterinary check (if yes please go to Q 20 & 21)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
20. Veterinary (start)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Veterinary/Customs/Clearing Agent/Importer
21. Veterinary (end)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Veterinary/Customs/Clearing Agent/Importer
22. Plant Health Check (if yes, please go to Q23 &24)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
23. Plant Health (start)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Plant Health/Customs/Clearing Agent/Importer /
24. Plant Health (end)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Plant Health/Customs/Clearing Agent/Importer
25. Standard Board check (if yes, please go to Q26 &27)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
26. Standard Board (start)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Standard Board/Customs/Clearing Agent/Importer
27. Standard Board (end)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Standard Board/Customs/Clearing Agent/Importer
28. Border Police Check (if yes, please go to Q 29 &30)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
29. Police – Border Control (start)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Police-Border Control/Customs/Clearing Agent/Importer
30. Police - Border Control (end)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Police –Border Control/Customs/Clearing Agent/Importer
31. EMA Check	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
32. Environmental Management Agency (start)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	EMA/Customs/Clearing Agent/Importer
33. Environmental Management Agency (end)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	EMA/Customs/Clearing Agent/Importer /
34. Others check	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
35. Others (start) ()	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Other/Customs/Clearing Agent/Importer
36. Other(end) ()	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min	Other/Customs/Clearing Agent/Importer
Section D: Cusdec processing by Customs		
37. Registration of Cusdec (start)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer
38. Registration of Cusdec (end)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer

39. Document Check (start)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer
40. Queries (if yes, please go to Q41 &42)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs/Clearing Agent/Importer
41. Issuance of queries	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer
42. Response to queries	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer
43. Document Check (end)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer
Section E: Customs Examination		
44. Risk category	Green <input type="checkbox"/> Yellow <input type="checkbox"/> Red <input type="checkbox"/> Others (specify) <input type="checkbox"/>	Customs
45. X-ray check	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs
46. Laboratory check	Yes <input type="checkbox"/> No <input type="checkbox"/>	Customs
47. Type of Customs examination	Detailed physical inspection <input type="checkbox"/> Just verification of cargoes against document <input type="checkbox"/> Document check only <input type="checkbox"/> No Customs examination <input type="checkbox"/>	Customs
48. Start of examination	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs
49. End of examination	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs
50. Assessment (start)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs
51. Assessment (end)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs
Section F: Payment of Duties, taxes and charges, Release and Exit		
52. Payment of Customs duties and/or other charges	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Clearing Agent/Importer
53. Customs confirmation of Payment of Customs duties and/or other charges	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs
54. Release of goods (Customs Permission)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Customs/Clearing Agent/Importer
55. Removal from Customs Control (exit gate)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min	Clearing Agent/Importer