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WORLD CUSTOMS ORGANIZATION

# Annual Report 2018-2019

# Who we are

Established in 1952 as the Customs Co-operation Council, the World Customs Organization (WCO) is an independent intergovernmental organization whose primary mission is to enhance the effectiveness and efficiency of Customs administrations worldwide. As the only intergovernmental organization specialized in Customs matters, the WCO established its headquarters in Brussels in 1952, and currently represents 183 Members across the globe at all stages of social and economic development. As the global centre of Customs expertise and the voice of the international Customs community, the WCO provides an ideal forum for Customs administrations and their stakeholders to hold in-depth discussions, exchange experiences, and share best practices on a range of international Customs and trade issues.



# Using this report

The WCO's 2018-2019 Annual Report summarizes the WCO's structure and activities, and includes data on all 183 WCO Members.

# Find out more

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# A MESSAGE

Dear colleagues and friends,  
I have the pleasure of providing a brief message to you all for this year's Annual Report, based on my perspective as Chairperson of the Council.

The global trading environment is constantly changing and evolving, and this poses challenges to both our Administrations and to the Organization as a whole. This statement from the Chairperson of the World Economic Forum accurately describes the world we are living in: *"the acceleration of innovation and the velocity of disruption are hard to comprehend or anticipate, and these drivers constitute a source of constant surprise, even for the best connected and most well informed."*<sup>1</sup>

In the age of Industry 4.0, it is our responsibility to work hard in order to embrace innovation and ensure that it translates into opportunities for our Customs administrations.

## A new global trading environment – challenges, risks and opportunities

Customs have to address many challenges and risks, and take advantage of opportunities such as: transnational organized crime and international criminal organizations, the crisis of multilateralism, trade-based money laundering or TBML<sup>2</sup> and new technologies.

1. Currently, nation states are being left behind in the fight against **international criminal organizations**. These organizations operate successfully within the framework of globalization, both within and outside the gaps that exist between the national jurisdictions of law enforcement. Coordinated Border Management is therefore necessary, both internally and externally. Consequently, Customs administrations and the WCO have a pivotal role to play; data exchange and cooperation between

national Customs administrations, between Customs and other government agencies, and between the WCO and other international organizations, is crucial.

2. **The crisis of multilateralism.** Long and persistent current account imbalances, together with changes in the location of companies and worsening labour conditions, have led to a resurgence of protectionism in many countries. This, combined with inefficient trade negotiations, has weakened the international multilateral system.

3. **Trade-based money laundering** has been defined as the *"process of disguising the proceeds of crime and moving value through the use of trade transactions in an attempt to legitimize their illicit origins."*<sup>3</sup> Money laundering has become such a dominant activity in the current world economy, that the International Monetary Fund has estimated that it comprises approximately 2 to 5 percent of the world's gross domestic product (GDP) or approximately \$3 trillion to \$5 trillion per year<sup>4</sup>.

4. **Technology and logistics advances** have presented new challenges for Customs administrations while simultaneously offering new opportunities for our working methods.

**E-commerce** has translated into new possibilities for consumers to get better and cheaper goods, and has facilitated the integration of micro, small and medium-sized enterprises (MSMEs) into Global Value Chains and to new markets. At the same time, Customs administrations have to process

thousands of postal parcels in order to avoid drugs, arms, non-declared money, and other illegal products entering the country.

**3D printing**, which is considered a key element of Industry 4.0, has given rise to 'digital manufacturing', posing challenges for Customs administrations in terms of controlling compliance, as well as reducing the possibility of collecting taxes and controlling intellectual property rights. The 3D printing market is expected to surpass US\$2.7 billion in 2019 and for 2020 it is expected to top US\$3 billion<sup>5</sup>.

**Big Data Analytics** is a key tool for our Customs administrations, as Data is related to many WCO instruments. Thanks to Big Data we are able to obtain accurate, relevant and timely data that enables us to carry out our tasks in an effective and efficient manner.

**Blockchain technology** is another key element for Customs administrations. It is crucial for the success of projects such as Single Window, Coordinated Border Management and Authorized Economic Operator. We can share information and resources with our stakeholders, thus improving cooperation and coordinated work.

**100% digital cross-border transactions.** This type of transaction will require us to rethink and reshape our Customs controls procedures. They will change aspects of our daily work, such as merchandise, country of origin, valuation and classification. Soon, we will have to focus more on the exchange of information than on the exchange of physical goods, and this will lead to a 'virtual Customs'.

<sup>1</sup> Klaus Schwab, "The Fourth Industrial Revolution: What it means, how to respond," World Economic Forum, January 14, 2016, <https://www.weforum.org/agenda/2016/01/the-fourth-industrial-revolution-what-it-means-and-how-to-respond/>.

<sup>2</sup> <https://www.gfintegrity.org/john-cassara-trade-based-money-laundering/>

<sup>3</sup> <https://www.fatf-gafi.org/publications/methodsandtrends/documents/trade-based-money-laundering.html>

<sup>4</sup> [https://www.sas.com/content/dam/SAS/support/en/books/trade-based-money-laundering/68292\\_excerpt.pdf](https://www.sas.com/content/dam/SAS/support/en/books/trade-based-money-laundering/68292_excerpt.pdf)

<sup>5</sup> <https://www2.deloitte.com/insights/us/en/industry/technology/technology-media-and-telecom-predictions/3d-printing-market.html>





# from the Chairperson of the Council

Another major challenge is the increase in the *trade of intangible goods*. Should they be subject to Customs duties? The answer, and the definition of the role of Customs in digital trade, is not simple, as there is no physical crossing of borders, and Customs cannot check goods or documents as it normally does with physical goods.

Nevertheless, I do not believe that the principle of collecting taxes for social purposes is in dispute.

In the near future, our role as Customs administrations and as the WCO will change dramatically. We will no longer be just a national border guard; the frontier is not at the border anymore. The future of Customs lies in *smart data* (actionable data, available in real time). The key to success is learning how to collect, store, handle, work, cross and interpret data through modern technology and deciding what to do with the inputs obtained. With the help of state-of-the-art technology, Customs will become the trade *information hub of the world*. Our international platform should be elevated one step further based on the existing model (one country, one vote, plus all stakeholders involved) and the WCO should become the **World Border Organization** with Customs in the lead.

## The World Customs Organization

No organization can remain unchanged as their surroundings shift. The global environment is changing rapidly and dramatically and the rise of new phenomena such as trade wars, protectionism, migration, depressed growth and trade, growing global inequality, barriers to trade and geopolitical tensions are certainly cause for concern.

The WCO has a growing responsibility in the international economic and trade domain. The WCO could even improve on its 'fight' for safe, secure, facilitated and burgeoning trade to enhance the welfare of our citizens.

The WCO – as any organization – has to evolve.

Governance and leadership should be aligned with the significant role the WCO plays in the world of international commerce. A leadership oriented towards being a more Member-driven organization, based on the values of inclusiveness, democracy, efficiency, compliance management, results, accountability, not politically influenced, etc. Friendliness and empathy are also necessary in order to foster a gentle and enjoyable work environment built for efficiency.

It is my strongest belief that: ordinary people can achieve extraordinary results if properly united, aligned, led, managed and motivated.

My sincere thanks to each and every one of you.

**Enrique Canon**  
Director General of Uruguay Customs  
and Chairperson of the WCO Council



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# A MESSAGE

**A**s we reflect on the past twelve months and try to prepare for what lies ahead, many achievements and indeed challenges spring to mind. Adaptability has been the lifeblood of many an organization, and the WCO is no different.

In an ever-changing trading environment, flexibility, resilience and the ability to embrace and harness disruptive technologies will distinguish future leaders from luddites. The WCO continues to demonstrate leadership in this domain; the outcomes of the majority of our Committees and Working Groups reflect the changes happening on the ground for each of our Member administrations, and our response has been swift and comprehensive; from the publication of a **Framework of Standards on Cross-Border E-Commerce** and a **Handbook on Data Analysis** in the latter half of 2018, to the **Study Report on Disruptive Technologies** published by the Virtual Working Group on the Future of Customs and endorsed by the Permanent Technical Committee during its 223<sup>rd</sup>/224<sup>th</sup> Sessions in March 2019.

Serving at the helm of an Organization as diverse in membership as it is in the programmes it delivers at the behest of our Members, I am frequently confronted with the **day-to-day realities of Customs administrations**, whether through consultation with Directors General, strategic high-level engagements or indeed feedback from staff seconded to the WCO from their national administrations. As a Member-driven Organization, the WCO prioritizes issues that are brought to our attention by our Members. The most recent example of a Member-driven initiative relates to a proposal on **cruise ships**; tabled during the Council Sessions and identified as **a priority for the Asia/Pacific region**, it has now made the transition to a fully-fledged proposal for a new programme. Judging by the active participation of Members, it seems clear that this unregulated area will require coordination at an international level, facilitated by the WCO, in order to identify a common framework and potentially, global standards.

I am keenly aware that the WCO must strike a delicate balance between embracing change – harnessing new

technologies by becoming ‘early adopters’ to these innovations that will radically alter border management procedures – and nurturing the ‘flagship programmes’ of the Organization; the foundational trading building block that is the **Harmonized System** and the essential **Revised Kyoto Convention**, amongst others.

I am pleased to note two major developments in this respect that have occurred over the past twelve months. 2018 marked the **30<sup>th</sup> anniversary of the Harmonized System Convention**, and a time for reflection and strategic thinking ensued. To ensure that the HS remains fit for purpose, and that its lexicon is as up-to-date as possible, Members and stakeholders representing partner international organizations, industry associations, trade professionals and academia, amongst others, attended the Global Conference on the future of the Harmonized System at WCO Headquarters in early May 2019. Members and stakeholders embraced the opportunity, and the well-constructed Agenda, to shape the HS for the 21<sup>st</sup> century, and I am pleased to note that the outcomes will be commensurate with the expectations of all those involved.

Another key WCO instrument that has helped to shape the course and trajectory of international trade for the past forty-five years is the **Revised Kyoto Convention**. I do not believe that it would be an exaggeration to say that most Customs practitioners are familiar with the Revised Kyoto Convention, or at the very least would acknowledge the influence it has had on the Customs landscape over the past half-century. Often referred to as the blueprint of a modern Customs administration, the RKC, like all other aspects of the trading environment, requires some fine-tuning on a regular basis. With this in mind, the WCO invited all Members and stakeholders to attend a Global Conference on the Comprehensive Review of the RKC in November 2018, during

which concepts such as future-proofing the Convention, aligning it to current needs and monitoring its implementation in Member administrations were discussed. We are immensely grateful to all participants for the active role they played in the Conference and in shaping the RKC of the future, and still more so to the Administrations and officers who are working tirelessly within the confines of the Working Group on the Comprehensive Review of the RKC – ensuring that the signature Convention of the WCO remains up to the task for many years to come.

November 2018 saw the membership of the Organization expand once again when Suriname deposited its instrument of accession to the Convention establishing the Customs Co-operation Council with the depositary – the Belgian government. This growth in membership is indicative of an Organization that is increasing in stature while continuing to operate within the confines of its budgetary and resourcing rules; how are we achieving our twin objectives of increasing global outreach without increasing our budget? The answer lies in the power of the internet; social media and other communication platforms have acted as our vehicle allowing us to disseminate and communicate information widely and in real time. Our new e-learning offering, the **WCO Academy**, enables us to reach Customs officers and stakeholders at a time and place that is convenient for them. We also rely heavily on our regional structures to implement WCO-led policies and recommendations, and to disseminate information, and I was pleased to observe the expansion of the **Regional Dog Training Centre** network and that of the **Regional Customs Laboratories** this year. It is important to acknowledge the work that our regional structures perform, and I endeavor to do so on each occasion that I travel to Regional Training Centres, **Regional Offices for Capacity Building** or other components of our regional network.



# from the Secretary General

In the context of renewal, re-examination and capitalizing on the best elements of our Organization, the WCO's **Strategic Plan** underwent significant revision this year, and I was pleased to observe the dynamic energy and positive spirit that underpinned this lengthy process. In order to ascertain Members' views, priorities, and proposed changes to the previous Plan, which was first presented in 2016 and remains in place until June 2019, the WCO invited Members to submit answers to questionnaires in August 2018. Subsequent consultations with Members were held in each of the six regions of the WCO, thus ensuring that a plurality of opinions were heard and Members' expectations better reflected in the new Strategic Plan 2019/22. The new Plan will orient the Organization as it tries to fulfill its objectives of enriching the work of Customs officers the world over and assisting all Customs stakeholders in navigating the complex trading environment.

If our global outreach is expanding, it is undoubtedly partially attributable to the multitude of capacity building and technical assistance programmes led by WCO staff and accredited experts worldwide. In the twelve-month period from March 2018 to March 2019, 537 such missions were completed, a testament to both the scope of our programmes and the demand that exists for our qualified trainers and curricula. Furthermore, 42 Member administrations are currently benefitting from tailor-made assistance packages under the guise of the **WCO's Mercator Programme** that will help to ensure seamless and harmonious implementation of the WTO Trade Facilitation Agreement. The WCO's Capacity Building Strategy draws inspiration from the United Nations' Sustainable Development Goals, and in a bid to further our joint objectives of mobilizing resources to implement policies to end poverty (Goal 1a); and encouraging official development assistance to Small Island Developing States (Goal 10b), the WCO launched its **Small Island Economy Initiative** in 2019. The project will be deployed across some 20 WCO Member administrations, providing customized assistance to address certain

disadvantages that characterize many of these islands; small size, remoteness, and an inherent vulnerability to natural disasters, while also recognizing opportunities to become more integrated in global value chains.

As always, the WCO is grateful to its donors for the confidence and commitment they have demonstrated over the years, and the Mercator Programme serves as an excellent example of what can be achieved by a group of donors using the WCO as a conduit to reach Customs on the ground. This year once again we were thrilled to welcome a new group of donors to the table, and I look forward to seeing tangible results from the many projects and programmes they have so generously sponsored. Many other donors have re-pledged important funds that will ensure the viability and sustainability of projects that have yielded success over the past year.

In closing, I would like to reassure all of you that the WCO will continue to assist our Members in navigating the trading terrain, paved as it is now with new technologies such as artificial intelligence; the Internet of Things; blockchain; biometrics; drones and 3D printing. The impact that these new technologies will have on the trading landscape is the subject of much discussion, but we can strive to prepare our Administrations to adapt to changes using tried-and-tested blueprints such as the Revised Kyoto and HS Conventions which, once revised and implemented by Members and stakeholders, will be fit-for-purpose for a long time to come.

Finally, I would like to take this opportunity to **thank each of our Members and indeed stakeholders** for your outstanding contributions over the past twelve months.



**Kunio Mikuriya**  
Secretary General of WCO



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# TIMELINE 2018

July

The WCO hosts the 8<sup>th</sup> edition of the Knowledge Academy for Customs and Trade and welcomes over 180 Customs and trade professionals for a revised one-week intensive programme covering a broad range of Customs-related topics.



The WCO publishes the Framework of Standards on Cross-Border E-Commerce setting out baseline global standards, together with a Resolution aimed at ensuring its harmonized and effective implementation.



August

The WCO publishes the 2018 edition of the SAFE Framework of Standards, which provides baseline international standards to secure and facilitate global trade.

## SAFE FRAMEWORK OF STANDARDS

The WCO publishes two important guidance documents related to implementation of AEO programmes and their complementary Mutual Recognition Agreements (MRAs); the Customs AEO Validator Guide, and the MRA Strategy Guide.

## CUSTOMS AEO VALIDATOR GUIDE

## AEO Mutual Recognition Strategy Guide

September

The First Meeting of the Working Group on the Comprehensive Review of the Revised Kyoto Convention takes place at WCO Headquarters.



The 76<sup>th</sup> Fellowship Programme kicks off at WCO Headquarters, welcoming 12 promising young managers from a variety of countries.



Secretary General Kunio Mikuriya represents the WCO at the joint session of the Europol European Customs Directors General and Police Chiefs Convention in The Hague, Netherlands.



# a glance at the highlights of the past year

## October

On the occasion of the third anniversary of the Punta Cana Resolution, the WCO hosts a Global Security Conference to review progress and deliver updates on the various WCO security-related programmes.



More than 200 participants gather to hear close to 50 high-level presentations from representatives of Customs administrations, academia, think-tanks and the private sector at the 13<sup>th</sup> edition of the WCO's PICARD Conference in Malatya, Turkey.



Secretary General Kunio Mikuriya represents the WCO at the Respect for IP – Growing from the Tip of Africa Conference in Sandton, South Africa, co-organized by South Africa's Companies and Intellectual Property Commission and the World Intellectual Property Organization, together with the International Criminal Police Organization (INTERPOL), the WCO and the World Trade Organization.



## November

The WCO hosts the Global Conference on the Comprehensive Review of the Revised Kyoto Convention with breakout sessions to discuss future-proofing the Convention.



The Study Report on Illicit Financial Flows via Trade Mis-Invoicing is published, the culmination of months of collaborative research between academia, Customs, international organizations and the WCO.

The WCO publishes its Training Handbook on the Prevention of Illicit Trafficking of Cultural Heritage (PITCH), with the aim of assisting Customs officers in countering illicit trafficking in cultural objects.



The WCO publishes the 2017 Illicit Trade Report featuring data visualizations and an overview of illicit trafficking across six programmatic areas: cultural heritage; drugs; environment; health and safety; IPR; revenue; and security.

## December

Suriname becomes the 183<sup>rd</sup> Member of the WCO.



The 80<sup>th</sup> Session of the WCO Policy Commission takes place in Mumbai, India.



# TIMELINE 2019

## January

International Customs Day is celebrated worldwide, and marks the beginning of the WCO Year of “SMART borders for seamless trade, transport and travel”.



Secretary General Kunio Mikuriya represents the WCO at the World Economic Forum in Davos-Klosters, Switzerland.



The Regional Meeting of Directors General of Customs from the North of Africa, Near and Middle East region takes place in Cairo, Egypt.



## February

WCO Secretary General Kunio Mikuriya joins Heads of State and Ministers of Defense and Foreign Affairs at the Munich Security Conference in Munich, Germany.



The WCO presents an overview of the WCO's work related to Free Trade Zones at The Economist's Asia Trade Summit in Hong Kong, China.



## March

The 24<sup>th</sup> Conference of Directors General of Customs of the West and Central Africa region takes place in Bangui, Central African Republic.



The WCO is represented at the 7<sup>th</sup> OECD Global Anti-Corruption and Integrity Forum at its Headquarters in Paris, France.





# a glance at the highlights of this year

April

The Europe Region Heads of Customs Conference takes place in Saint Petersburg, Russia.



The WCO is represented at the 36<sup>th</sup> International Drug Enforcement Conference in Baku, Azerbaijan.



The 22<sup>nd</sup> Americas/Caribbean Regional Conference of Customs Directors General takes place in Asunción, Paraguay. The WCO hosts the Global Conference on the Comprehensive Review of the Revised Kyoto Convention with breakout sessions to discuss future-proofing the Convention.



May

The Global Conference on the future of the Harmonized System (HS) takes place at WCO Headquarters, welcoming over 300 participants.



The 20<sup>th</sup> Asia/Pacific Regional Heads of Customs Administrations Meeting takes place in Kochi, Kerala, India.



A joint WCO/Japan Customs Asia/Pacific Security Conference takes place in Kyoto, Japan.



The 24<sup>th</sup> East and Southern Africa Governing Council Meeting takes place in Gaborone, Botswana.



June

The WCO IT Conference and Exhibition and the Technology and Innovation Forum merged for the first time to welcome over 900 delegates from almost 90 countries in Baku, Azerbaijan.



1953-1964 – AVENUE LOUISE 198



1964-1980 – RUE WASHINGTON 40



1980-1988 – RUE DE L'INDUSTRIE 26-83



## WHO WE ARE

**T**he World Customs Organization (WCO) was established in **1952** as the Customs Co-operation Council (CCC) and is an independent inter-governmental organization based in Brussels, Belgium.

**T**he WCO represents **183** Customs administrations around the globe that collectively process approximately **98%** of world trade.

As the global centre of Customs expertise, the WCO is the voice of the international Customs community.

The WCO's work can be categorized into five main areas: **setting standards** for a number of diverse but inter-linked Customs procedures; **promoting international cooperation** including information exchange; **managing risk**; **building sustainable capacity** including the delivery of quality technical assistance; and **enhancing the image of Customs as a core function of a state service** by emphasizing its contribution to national economic prosperity and social development.

## MISSION, VISION AND VALUES

### WCO Mission Statement

The WCO provides leadership, guidance and support to Customs administrations to secure and facilitate legitimate trade, realize revenues, protect society and build capacity.

### WCO Values

- WE are a knowledge-based and action-oriented organization.
- WE believe in transparent, honest, and auditable governance procedures.
- WE are responsive to our Members, stakeholders in trade, and society.
- WE capitalize on technology and innovation.
- WE believe in inclusiveness, diversity and equitable treatment and opportunities for all.

# understanding the **WCO**

1998-PRESENT – RUE DU MARCHÉ 30



## WCO VISION STATEMENT

Borders divide,  
Customs connects.

Dynamically leading modernization and  
connectivity in a rapidly changing world.



# ORGANIZATION

## I. WCO Secretariat

### The Secretariat

is charged with the day-to-day operations of the Organization. A diverse staff of upwards of 200 people from around the world deliver on the WCO's vision and its Strategic Plan as approved by the Council, with support from the Committees.



### The Office of the Secretary General,

which includes the

Secretary General and the Deputy Secretary General, provides management and strategic guidance.



### The Division of Administration and Personnel

is responsible for the administrative management of the Secretariat, and oversees both the human and financial resources of the Organization.

### The Research Unit

produces evidence-based analytical research and policy analysis on Customs and international trade topics. It also organizes international research events such as the 2019 PICARD Conference.

### The Communications Service

is responsible for public affairs, stakeholder visits, and media engagement. It produces the magazine WCO News, which is issued three times a year and distributed to WCO Members, donor institutions, national development agencies, international organizations, professional associations, and private sector entities.



### The Tariff and Trade Affairs Directorate (T&TA)

deals with commodity

classification, goods valuation, and rules of origin matters. It manages the Harmonized System (HS), the WTO Valuation Agreement and the WTO Agreement on Rules of Origin. T&TA supports the uniform interpretation and application of the HS. T&TA promotes harmonized interpretation and application of the WTO Valuation Agreement, including exploring the link between the Agreement and transfer pricing. Additionally, the T&TA Directorate ensures that the WCO supports Customs administrations in their management and application of rules of origin, of particular importance given the current trading environment and the proliferation of preferential trade arrangements.

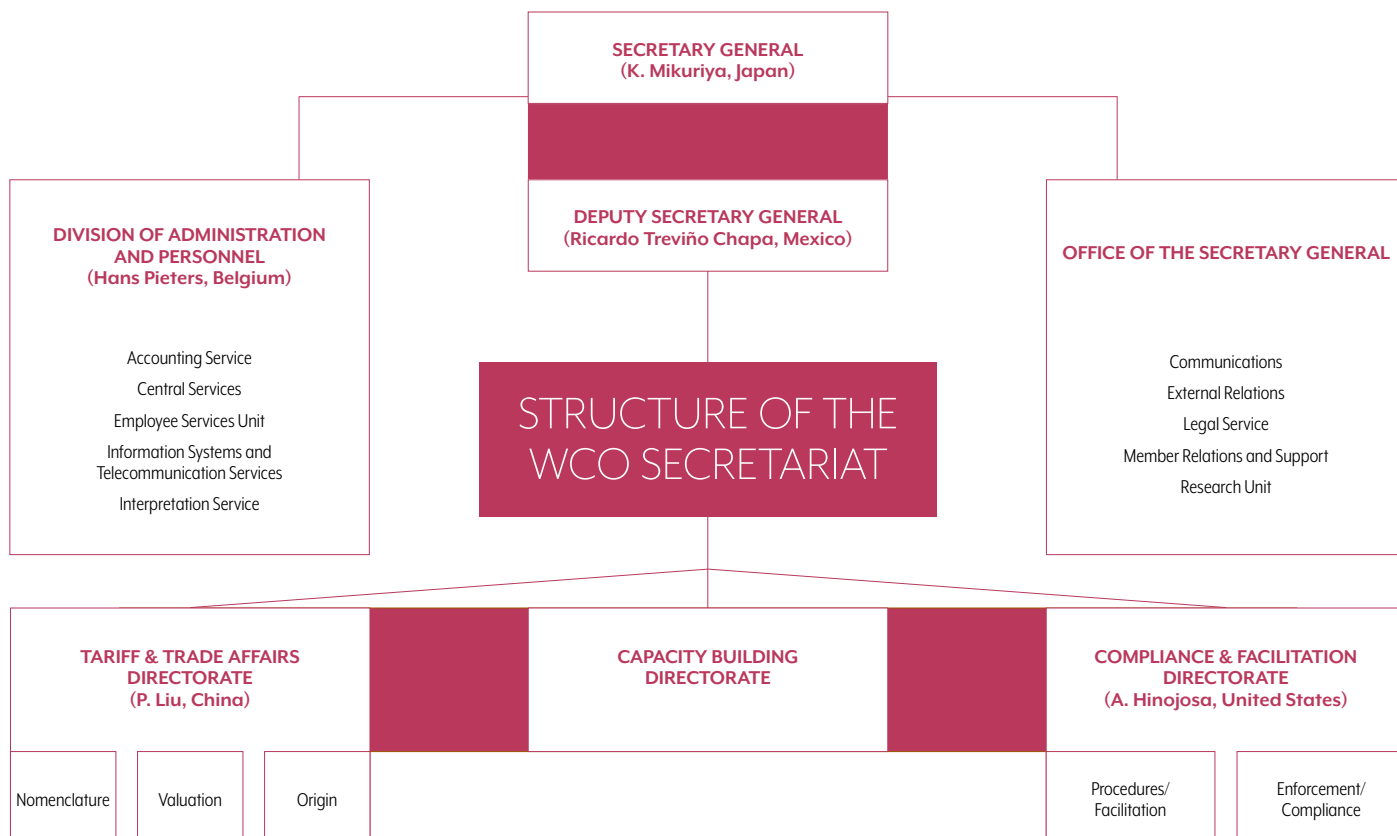


### The Compliance and Facilitation Directorate (C&F)

focuses on enforcement and trade facilitation matters. C&F instruments and tools include: the Revised Kyoto Convention (RKC); the SAFE Framework of Standards; the Risk Management Compendium; the Customs Enforcement Network (CEN); Time Release Study (TRS); and the WCO Data Model. C&F is responsible for the development of the WCO's strategy with respect to the WTO's Trade Facilitation Agreement (TFA). C&F coordinates operations against illicit trade, including: commercial fraud; narcotics; tobacco; intellectual property rights (IPR); hazardous goods; and weapons of mass destruction. C&F manages the WCO's network of Regional Intelligence Liaison Offices (RILOs) and Regional Dog Training Centres (RDTCS).

### The Capacity Building Directorate (CBD)

coordinates and delivers capacity building, technical assistance, and training to Members. CBD emphasizes sustainable development by sequencing needs assessment, strategic planning, implementation, and monitoring. CBD tools include the Diagnostic Framework and the Capacity Building Development Compendium. CBD manages the WCO's network of regional capacity building entities which consist of Regional Offices for Capacity Building (ROCBs), Regional Training Centres (RTCs) and Regional Customs Laboratories (RCL). CBD develops and implements the WCO's e-learning modules and manages its online portal CLiK! CBD also manages the PICARD Programme which focuses on the linkages between research, development, and human resources.



## 2. Regional entities



### The Regional Intelligence Liaison Offices (RILOs)

are responsible for the collection and analysis of enforcement-related data. The RILO network covers all six WCO regions and consists of offices in 11 countries: Cameroon, Chile, Korea (Republic of), Germany, Morocco, Mozambique, Poland, Russian Federation, Saudi Arabia, St. Lucia, and Senegal.



### The Regional Offices for Capacity Building (ROCBs)

assist WCO Members with their capacity building programmes at the regional level. The six ROCBs (Azerbaijan, Côte d'Ivoire, Kenya, Thailand, United Arab Emirates and Uruguay) ensure that their mission of assisting member Customs administrations with their capacity building programmes at a regional level is fulfilled.



### The Regional Training Centres (RTCs)

contribute to the regionalization of capacity building by providing facilities for training.

There are a total of 28 RTCs: seven in the Asia Pacific Region (China; Fiji; Hong Kong, China; India; Japan; Republic of Korea; and Malaysia), four in the East and Southern Africa Region (Kenya; Mauritius; South Africa; and Zimbabwe), three in the West and Central Africa Region (Burkina Faso, Republic of Congo and Nigeria), seven in the Europe Region (Azerbaijan; Hungary; Kazakhstan; Kyrgyzstan; North Macedonia; Russian Federation; and Ukraine), two in the Americas Region (Brazil and the Dominican Republic) and five in the North Africa, Near and Middle East Region (Egypt; Jordan; Lebanon; Saudi Arabia; and Tunisia).



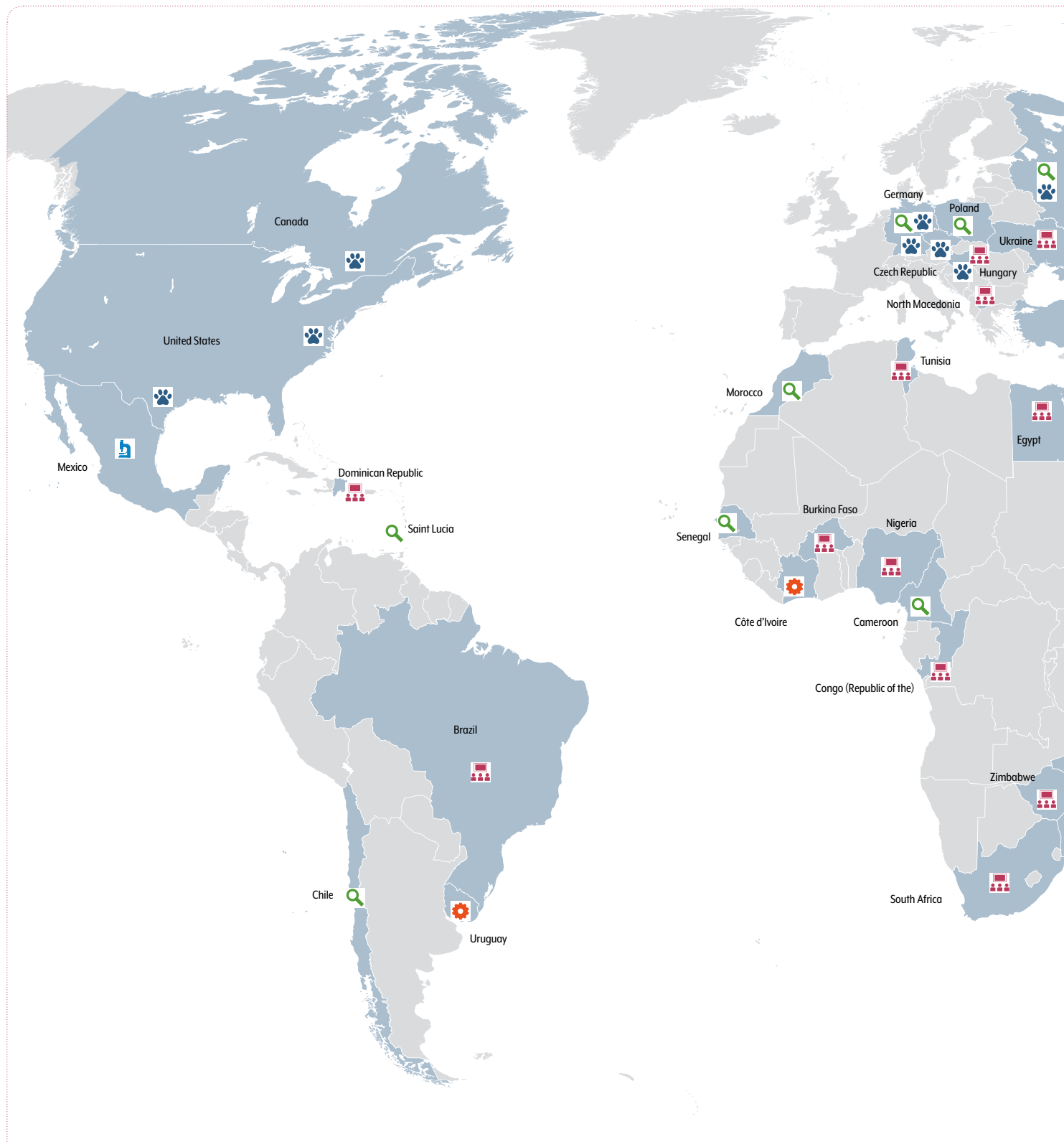
### The Regional Customs Laboratories (RCLs)

are situated in: Jinju, Republic of Korea; Kashiwa, Japan; Mexico City, Mexico; and Moscow, Russian Federation. They provide training and resources for WCO Members on methods of identifying and analyzing chemical samples for HS classification purposes.



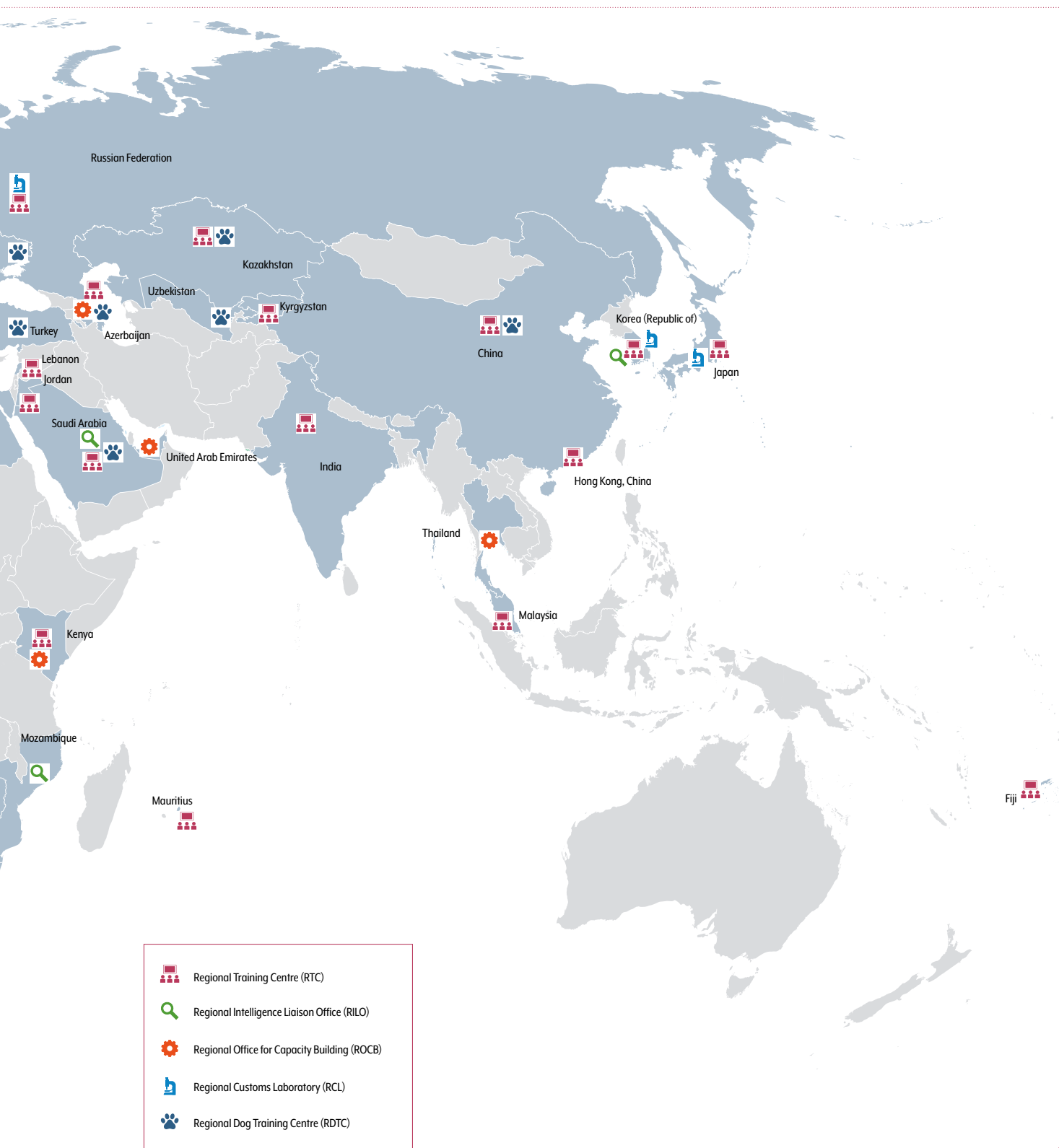
### The WCO Regional Dog Training Centres (RDTCs)

are an important component of the WCO's work in the fight against illicit trade. The Centres provide practical and theoretical training programmes for dog handlers, thus ensuring that Customs canine units are adequately equipped to detect a variety of illegal products such as drugs, tobacco, products, and smuggled animals. There are currently fifteen such centres located in: Azerbaijan; Canada; China; Czech Republic; Germany (Bleckede and Neuendettelsau); Hungary; Kazakhstan; Russian Federation; Saudi Arabia; Turkey; Ukraine; United States (Texas and Virginia) and Uzbekistan.



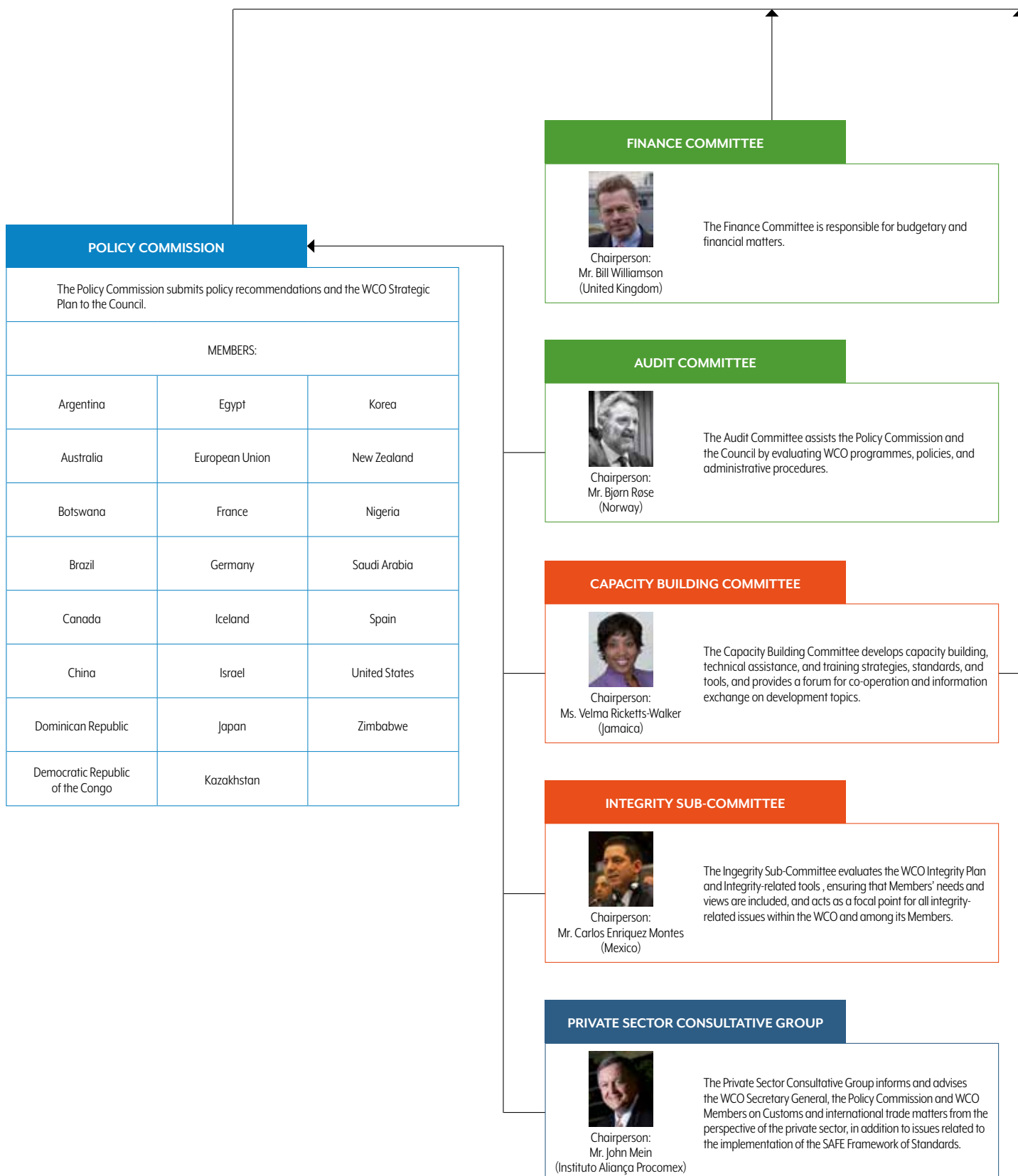


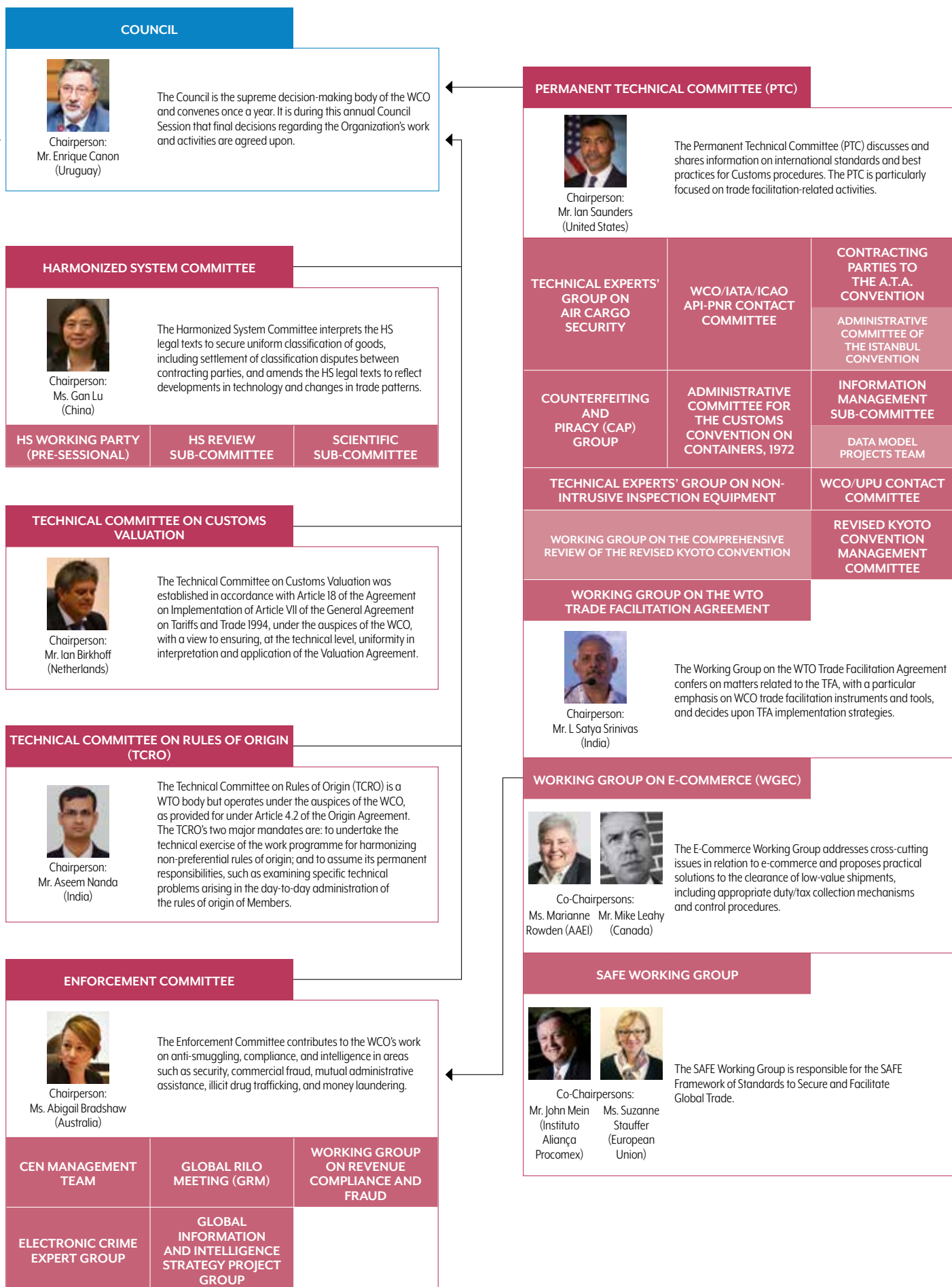
## THE REGIONAL ENTITIES OF THE WCO



# WCO MAJOR WORKING BODIES

## COMMITTEES





# Customs Environmental SCAN 2019

**T**he Environmental Scan aims at providing Customs administrations and external stakeholders with an overview of the main global trends affecting trade and their potential impact on Customs roles, policies and practices. In a fast-changing world, this exercise enables the WCO to take stock of the environment in which Customs operate and to reflect on ways to prepare for the future in the best possible manner.



Customs administrations have an essential role to play at the borders. In recent years, a shift away from the traditional Customs responsibilities – mainly focused on revenue collection – to a larger portfolio of responsibilities, including facilitating legitimate trade and protecting society, has been observed. The evolving nature of the Customs function has resulted in significant additional pressure with high expectations regarding their performance.

The environment in which Customs operate is closely related to several factors encompassing trade patterns, political decisions and consumption habits. The evolutions taking place in these areas have had, and will continue to have, diverse impacts on Customs.

**A changing trade environment: Rise of trade in service and intangibles, changes in trade patterns, debate surrounding multilateralism in trade and re-birth of national borders**

Trade flows are closely related to trade patterns that are shaping the overall environment in which border agencies and businesses are operating. The most recent WTO World Trade Outlook Indicator points to a slower trade growth in the first quarter of 2019. This figure is in line with the trends observed over the past decade, showing a slowdown of the traditional trade indicators focusing on actual imports and exports of goods and services<sup>1</sup>. The question thus arises about the reasons and forces driving these trends. Trade patterns are facing significant changes that impact the statistics as they have been calculated until now. Imports and exports of goods are losing momentum, mainly because of technological developments that allow every country to produce and manufacture a large range of goods reducing their dependence to commercial exchanges. Another observation is that merchandise trade in global GDP terms has tended to decline over the past few years, from 50.2% in 2011 to 44.4% in 2017<sup>2</sup>; trade in services experienced a regular growth pattern, from 11.7% to 12.9% for the same period<sup>3</sup>. This example shows that trade in merchandise is losing its prominence in trade exchanges, to the benefit of other types of trade such as services but also intangible goods brought to the fore by the advent of the digital era. Each form of trade has a different mode of functioning and consequently impacts on the traditional activities associated with merchandise trade, such as transport or revenue collection.

According to the WTO, the current political environment helps to account for the current trade figures, underlining that “*simultaneous declines in multiple trade-related indicators should put policy makers on guard for a sharper slowdown should current trade tensions remain unresolved*”<sup>4</sup>. Another possible explanation for this trend, and a question often asked, is whether multilateralism is in crisis. The authority and efficiency of multilateral organizations are under increased scrutiny. In addition, the weakened globalization trend observed over the past decade has been accompanied by growing recognition that the economic gains and opportunities brought about by globalization have not been inclusive and have not always translated into sustainable economic, social and environmental well-being<sup>5</sup>. This fatalism regarding the current status of multilateralism is best exemplified by a document produced by the Research Service of the European Parliament; “*the current crisis of multilateralism has many faces: fewer multilateral treaties are being signed and ratified; some of the existing treaties are poorly implemented, and states increasingly reject the oversight of treaty obligations and monitoring of compliance by multilateral organizations*”<sup>6</sup>. The consequence of this trend is a potential return of bilateralism in trade, as this is perceived to be more flexible and easier to achieve than a multilateral agreement.

Global trends show that national sovereignty and protectionism are high on political agendas. A WTO report published in November 2018 highlights the fact that trade-restrictive measures recently increased in G20 countries<sup>8</sup>, accounting for 40 new trade-restrictive measures applied by G20 economies between May and October 2018, including tariff increases, import bans and export duties. The amount of these measures is six times larger than that recorded in the previous reporting period and the largest since this indicator was first calculated in 2012. Another noteworthy fact is that import-facilitating measures (USD 216 billion) have also grown significantly during this period, but are still account for just half that of trade-restrictive measures (USD 481 billion).

<sup>1</sup> <https://data.worldbank.org/indicator/NE.IMP.GNFS.ZS?view=chart>

<sup>2</sup> <https://data.worldbank.org/indicator/NE.EXP.GNFS.ZS?view=chart>

<sup>3</sup> <https://data.worldbank.org/indicator/TG.VAL.TOTL.GD.ZS?view=chart>

<sup>4</sup> [https://data.worldbank.org/indicator/bg.gsr.nfsv.gd.zs?end=2017&most\\_recent\\_value\\_desc=true&start=1960&type=points&view=chart](https://data.worldbank.org/indicator/bg.gsr.nfsv.gd.zs?end=2017&most_recent_value_desc=true&start=1960&type=points&view=chart)

<sup>5</sup> [https://www.wto.org/english/news\\_e/news19\\_e/wtoi\\_19feb19\\_e.pdf](https://www.wto.org/english/news_e/news19_e/wtoi_19feb19_e.pdf)

<sup>6</sup> UNCTAD – New ways in which the United Nations could address the crisis of multilateralism and trade and its development machinery, as well as what the contribution of UNCTAD would be (page 5)

<sup>7</sup> European Parliament Research Service – The future of multilateralism Crisis or opportunity? – May 2017

<sup>8</sup> [https://www.wto.org/english/news\\_e/g20\\_wto\\_report\\_november18\\_e.pdf](https://www.wto.org/english/news_e/g20_wto_report_november18_e.pdf)





## Prominence of security in public policies

The 2018 Annual Report of the Stockholm International Peace Research Institute states that “after 13 consecutive years of increases from 1999 to 2011 and relatively unchanged spending from 2012 to 2016, total global military expenditure rose again in 2017”, reaching USD 1.7 trillion worldwide<sup>9</sup>. It should be noted that these figures represent a global average and do not reflect differences between countries. For various reasons, some countries decided to increase military public spending, while others reduced it. This global figure, however, demonstrates that national security is still an issue that remains high on political agendas. Since 2008, national security has been mentioned as an objective justifying the use of Technical Barriers to Trade (TBT), together with human health and safety as well as the protection of the environment.

The relative importance of national security has an impact on trade, implying an increase of non-tariff barriers and new functions for Customs personnel related to security matters. One example is the involvement of Customs in surveillance matters, often related to organized crime or terrorism. This entails increased training for Customs personnel, on the one hand, and increased collaboration with other border agencies.

Migration is also an important issue affecting border agencies. The UN Refugee Agency (UNHCR) reported that the world is currently witnessing the highest levels of displacement on record. In 2017, the total number of people around the world that were displaced reached 68.5 million. Among them are nearly 25.4 million refugees (+10% compared to 2016), 52% of whom are under the age of 18, and 3.1 million asylum-seekers. 85% of the refugees are being hosted in developing countries<sup>10</sup>. In 2017 alone, 2.7 million people fled their home and migrated to another country.

These figures represent an increase for the sixth consecutive year and place significant pressure on authorities at the borders. These flows of people have been expanding year-on-year and border authorities, including Customs, must consider the possibility that this trend will continue unabated for many years to come. The flows are shedding light on issues related to identity control, and the fight against terrorism more broadly speaking, necessitating border agencies to act in an efficient and adequate manner.

## Development of e-commerce

The issues related to the global expansion of e-commerce, such as the lack of international statistics and the massive flows of small parcels at the borders, are well known. Work has been undertaken by various organizations, including the WCO, to try to find solutions to these issues and move forward. The most recent development was the official launch in January 2019 of WTO work on the development of global rules on electronic commerce<sup>11</sup>.

The potential benefits related to e-commerce have also been studied extensively. The existence of global market places offers significant opportunities for SMEs and MSMEs in terms of market penetration and should attract businesses all around the world. The OECD Digital Economy Outlook 2017<sup>12</sup> provides almost contradicting figures however, indicating that gaps between countries could be deepened by the existing differences in the usage of the internet.



Strictly focusing on online sales and purchases, the OECD Digital Economy Outlook 2017 stipulates that while more than 90% of businesses are connected to the internet, only 20% use digital technologies as online marketing tools. It is noteworthy that differences between internet users in the OECD countries are stark: almost 40% of internet users in the Netherlands delved in online sales in 2016, as compared to less than 5% of internet users in Greece; and around 90% of internet users in the UK made purchases online, as opposed to just 10% in Colombia. These figures encompass both national and international sales and purchases; the fact that internet users are more comfortable operating within their national market also has to be taken into account.

According to McKinsey & Company, China accounted for more than 40% of the value of worldwide e-commerce transactions in 2016, as compared with 0.6% in 2005. In 2016, China and the U.S. alone accounted for 66.5% of the value of worldwide e-commerce transactions<sup>13</sup>. These figures call into question the levels of transparency of e-commerce, and more globally of the digital economy, and their ability to provide equal opportunities for all, particularly in developing and less-developed countries.

Notwithstanding these facts, the exponential growth of e-commerce cannot be denied, and with it new issues pertaining to revenue collection and product safety, for which relevant solutions have to be defined. The revenue losses related to e-commerce will likely require small businesses and individuals to declare their online sales and purchases in the future, despite having no experience in this area. Customs should prepare themselves for the potential increase in declarants. Some initiatives in this area have already been put in place at an operational level. For instance, the Dutch VENUE, which is a simplified e-commerce declaration, requires shippers to declare their import or export of items purchased via e-commerce platforms. Belgium has developed the same type of system with its BE-GATE.

Obtaining data on individuals and microbusinesses exclusively operating online is not an easy task. The multitude of newcomers that will potentially be required to declare their transactions cannot be managed by Customs alone. The new trends and patterns call for more cooperation between border agencies, on one hand, but also between border agencies and the private sector. Internet service providers born from the explosion of e-commerce can play a significant role in partnership with border agencies. These multinationals are compiling a huge amount of data on their users and products. A new kind of partnership between these businesses and border agencies, including Customs, would have implications for transparency with regard to companies using the e-commerce platforms and the products they sell.

<sup>9</sup> <https://www.sipri.org/media/press-release/2018/global-military-spending-remains-high-17-trillion>

<sup>10</sup> <https://www.unhcr.org/globaltrends2017/>

<sup>11</sup> WTO JOINT STATEMENT ON ELECTRONIC COMMERCE

<sup>12</sup> OECD (2017), OECD Digital Economy Outlook 2017, OECD Publishing, Paris, <https://doi.org/10.1787/9789264276284-en>.

<sup>13</sup> McKinsey - Digital China: Powering the economy to global competitiveness - December 2017

<https://www.mckinsey.com/featured-insights/china/digital-china-powering-the-economy-to-global-competitiveness>

E-commerce contributes to the facilitation of the market penetration of counterfeit products mainly on account of the lack of controls operated on the online vendors and buyers and the way these products are delivered, i.e. in small parcels. These activities are posing problems in terms of Intellectual Property Rights but also in terms of product safety, and can represent a threat to society. The internet is increasingly used by smugglers as a way to easily sell contraband products, such as cigarettes, tobacco and even medication. The need for adapted responses has to be fully embraced by Customs and other enforcement agencies that have a role in protecting society from dangerous goods. Counterfeiting has implications for a wide variety of products, from perfumes and clothes, to toys and food products. Renewed cooperation between border agencies and the private sector would have a positive impact on product safety.

### Moving towards the Digital Economy

There is currently no universally agreed definition for digital economy, but the term is often used particularly when paired with discussions about the future of our societies. Schematically, digital economy could be defined as the economy based on digital technologies. This would encompass e-commerce but also the totality of devices, software and concepts allowing for the computerization of the economy.

The data provided in the OECD Digital Economy Outlook 2017 provide ample food for thought. According to the Outlook Report, the full digitalization of the economy is underway and will become a reality for societies in the coming years. In 2016, 83% of adults in the OECD area accessed the Internet and 73% did so daily, up from 56% and 30% in 2005<sup>14</sup>. Whilst the access and usage of digital technologies presents strong differences between countries, global trends indicate their overall expansion. Every society should join the technological revolution, to ensure opportunities and development to all.

For Customs, the increasing usage of digital technology should be fully embraced and considered for the future. The trends indicate that the role of Customs will naturally evolve together with trade methods. One specific example is the development of 3D printing and the consequences it will have on the trade of physical goods. According to the International Data Corporation (IDC), global spending on

3D printing (including hardware, materials, software, and services) will exceed USD 13.8 billion in 2019, an increase of 21.2% over 2018<sup>15</sup>. With technologies such as 3D printing, Customs will have to face an increase in the movement of physical goods circulating in electronic format. This is an unprecedented situation for Customs, the WCO Harmonized System makes no reference to it, and the Customs community should be prepared for it. The 1998 WTO Moratorium on Customs duties for intangible products has been under scrutiny at the WTO and the taxation of intangible products could become an urgent matter with regard to the rise in their trade volumes, facilitated by the expansion of new technologies such as 3D printing. Indonesia already took measures to assess the magnitude of the trade of intangible products, through the classification of electronic transmissions in the nomenclature.



The proliferation of these new trends in trade, operated in a fully digital way, will have a huge impact on Customs. The appearance of new products in trading patterns will require international responses regarding their classification and ways to inform small businesses and individuals accordingly. Cooperation with the private sector appears again highly relevant for communicating and raising awareness on the way to declare those products. There will also be an impact on security concerns and on the potential breaches of Intellectual Property Rights—a technology like 3D printing offering the possibility to any individual to replicate a specific product. The potential impact of these new trends haven been publicized, but have not been properly assessed. There is a need for Customs, and also for partner organizations and the private sector, to concretely evaluate the potential impact in order to define the most suitable solutions and a global response commensurate with actual requirements. Being able to determine the impacts of these technologies, their scope and nature, would provide Customs with relevant data to analyze and publish. Public opinion is

now more than ever focused on to transparency and is expecting more data to be shared by governments and international organizations. For Customs, used to maintaining big databases for more than 20 years and to releasing aggregated data, this represents a new challenge, as they will have to consider publically releasing more detailed data, while addressing confidentiality and sensitivity concerns. In the meantime, open source data such as UNCTADstat<sup>16</sup>, World Bank Open Data<sup>17</sup>, the UN Comtrade Database<sup>18</sup>, and ACLED<sup>19</sup> offer huge potential. These fora offer a great opportunity for data analysis; comparison and forecasting that could also be used for improving Customs operations but also their partnerships with other border agencies.

Technology allows for a massive collection and storage of data, which brings another challenge for agencies such as Customs dealing with sensitive information. The accessibility of data, even protected data, has been made easier than ever on account of their digital format. Cyber security is an area of great importance where developments are needed to ensure data protection and avoid breaches. According to a joint study from the Center for Strategic and International Studies (CSIS) in cooperation with the cyber security company McAfee, the global costs of cybercrime rose from almost USD 500 billion in 2014 to USD 600 billion, or 0.8% of global GDP, in 2018<sup>20</sup>. It is likely that these costs will continue to grow in the future, if no concrete actions are taken. According to a report published by the International Data Corporation, worldwide spending on security-related hardware, software, and services was about USD 91.4 billion in 2018, an increase of 10.2% over the amount spent in 2017, and forecasted that the market would represent USD 120.7 billion in 2021. The US accounted for more than 40% of worldwide spending in cyber security<sup>21</sup>. These figures will naturally grow over time, as the methods used by cybercriminals become more sophisticated and the data stored in the digital area always more numerous and sensitive. The agencies and stakeholders active on the borders should pay particular attention to the confidentiality of certain commercial data but also to the security of infrastructures such as ports, airports, warehouses, Customs offices and other logistics hubs.

<sup>14</sup> OECD (2017), OECD Digital Economy Outlook 2017, OECD Publishing, Paris, <https://doi.org/10.1787/9789264276284-en>.

<sup>15</sup> Discrete manufacturing will be the dominant industry for 3D printing, delivering more than half of all worldwide spending throughout the 2018-2022 forecast. Healthcare providers will be the second largest industry with a spending total of nearly \$1.8 billion in 2019, followed by education (\$1.2 billion) and professional services (\$898 million). Consumer spending will account for less than 5% of the worldwide total at \$647 million. By 2022, IDC expects process manufacturing to move into the number 5 position ahead of the consumer segment. The industries that will see the fastest growth in 3D printing spending over the five-year forecast are healthcare (29.8% CAGR) and transportation (28.3% CAGR). Source International Data Corporation <https://www.idc.com/getdoc.jsp?containerId=prUS44619519>

<sup>16</sup> <https://unctadstat.unctad.org/EN/>

<sup>17</sup> <https://data.worldbank.org/>

<sup>18</sup> <https://comtrade.un.org/>

<sup>19</sup> <https://www.acleddata.com/>

<sup>20</sup> CSIS/McAfee "Economic Impact of Cybercrime—No Slowing Down" February 2018

<sup>21</sup> <https://www.idc.com/getdoc.jsp?containerId=prUS43691018>

## Public awareness on climate change and sustainable society

Climate change is currently a matter of interest in political debates. Recent extreme weather-related events, the melting of polar ice-caps causing sea levels to rise, diseases related to high levels of pollution, tended to raise public awareness on climate change and is likely to durably impact trade and consumption patterns.

According to the Conference Board® Global Consumer Confidence Survey 2017, 81% of global respondents felt strongly that companies should help improve the environment and 73% of consumers say they would definitely change their consumption habits to reduce their environment impact<sup>22</sup>. These commitments are verified by the significant increase of sustainable products sales. In 2018, the sales of sustainable products in the US were expected to reach USD 128.5 billion as compared with USD 107.3 billion in 2014<sup>23</sup>. This trend is amplified by the increased awareness of the millennial generation regarding environmental matters.

According to a report released by the Green Customs Initiative in 2017, the revenue loss related to five major environmental crimes; namely illegal, unreported, unregulated fishing (USD 23 billion); trade and dumping of hazardous waste (USD 12 billion); illegal extraction and trade in minerals (USD 48 billion); wildlife poaching and trafficking (USD 23 billion); and illegal logging and trade (USD 152 billion) – reached a total of USD 258 billion<sup>24</sup>. This alarming figure does not reflect the dramatic impact these crimes have on the environment. The crimes outlined above are often linked with cross-border trade and are therefore subject to Customs controls. Customs awareness and specific skills are therefore needed to be able to detect this kind of merchandise and to stem their flows.

In October 2018, the WTO and UN Environment jointly released the report “Making trade work for the environment, prosperity and resilience”<sup>25</sup> which states that the protection of the environment goes hand in hand with economic prosperity and supports the achievement of the UN 2030 Sustainable Development Goals. The report particularly insists on the need to further develop partnerships between the various stakeholders involved in trade supply chains. Consumers’ expectations with respect to sustainable products are increasing and some governments have already included a sustainable development criterion in their trade agreements, as the EU did recently<sup>26</sup>. These criteria increase the number of controls to be performed at the borders by the various agencies and require additional expertise. In addition, the proliferation of sustainable labels increases risks of counterfeiting and border agencies have to take this into account in their risk management procedures.



## Conclusion

The world is changing and Customs need to be aware of the main trends in order to be prepared for the future. The future of Customs is closely related to their capacity to adapt to changes. The Environmental Scan aims to give rise to reflection and discussion.

The various aspects mentioned in this document point towards the fact that a more extensive use of technologies could help to address most of the issues that Customs are facing, and even provide opportunities for improving their efficiency and overall performance. To remain a relevant and lead agency at the border, Customs needs to fully embrace the digital transformation of society and to clearly identify how to adapt its role in this new era.

This would be made possible by investment in material elements, but also in research. Staff will have to be properly trained to cope with expectations placed on Customs. The strategic use of the numerous data collected by Customs will be another crucial point to allow them to identify the global trends and to define a vision that could be used in exchanges with other border agencies and policy-makers.

By (i) existing at the policy-making level through its analytical production, (ii) contributing efficiently at the operational level to the border management through efficient intelligence and (iii) being proactive in the field of scientific development, Customs would keep its specificity, as a public administration looking for an equilibrium between its coercive power and its role in economic development. Otherwise, Customs policy will be driven by other big actors (security forces, multinational companies) and Customs will play a subsidiary role, which will deprive governments of the special Customs perspective on border management.

<sup>22</sup> <https://www.nielsen.com/us/en/insights/reports/2018/the-education-of-the-sustainable-mindset.html>

<sup>23</sup> Nielsen - Was 2018 the Year of the Influential Sustainable Consumer? – November 2018

<sup>24</sup> Green Customs Initiative – Our Planet: Environmental Crime – March 2017

<sup>25</sup> [https://www.wto.org/english/res\\_e/publications\\_e/unereport2018\\_e.pdf](https://www.wto.org/english/res_e/publications_e/unereport2018_e.pdf)

<sup>26</sup> <http://ec.europa.eu/trade/policy/policy-making/sustainable-development/>





The WCO Strategic Plan catalogues priorities which have been identified and endorsed by the decision-making body of the Organization-the Council, and provides orientation and strategic guidance. The Plan, in addition to the Strategic Goals contained therein, is intended to accurately reflect and respond to the current Customs and trade environment. The WCO's Strategic Plan for the years 2016/2017 to 2018/2019 contains the following 7 Strategic Goals.

Packages have been developed in accompaniment to four of the Strategic Goals. The packages ensure a timely, coordinated, and effective delivery of the key performance indicators associated with each Goal.

①	Strategic Goal 1
	Promote the security and
	facilitation of international
	trade, including simplification
	and harmonization of Customs
	procedures = Economic
	Competitiveness Package

The WCO is working with its Members to ensure growth by securing and promoting economic competitiveness. Trade security and facilitation is one of the key factors for economic development of nations and is closely tied into international and national agendas on social wellbeing, poverty reduction and economic development of countries and their citizens. Likewise, the WCO provides a forum for the development of instruments and tools to simplify and harmonize Customs procedures and it will continue to work with its Members to promote best practices in trade facilitation and security.

②	Strategic Goal 2
	Promote fair,
	efficient
	and effective
	Revenue collection =
	Revenue Package

Collection of revenue remains a top priority for many Customs administrations, particularly in economies where a substantial portion of government revenue is derived from Customs duties. A modern Customs administration needs to apply the relevant tools and instruments – developed by the WCO and other international bodies – in a consistent manner in order to achieve fair, efficient, and effective revenue collection.



# WCO strategic goals

## ③ Strategic Goal 3

Protect society, public health and safety, and contribute to combating crime and terrorism = Compliance and Enforcement Package

The efficiency and effectiveness of Customs border compliance is a determining factor in ensuring goods, people and means of transport comply with laws and regulations, the attainment of safe and secure communities, the economic competitiveness of nations, the growth of international trade and the development of the global marketplace. The WCO will continue to develop and maintain standards and guidelines with respect to the goal of protecting society, and contributing to the fight against crime and terrorism. The exchange of Customs enforcement information and Intelligence is crucial to the WCO's Enforcement Strategy. To this end, the WCO will coordinate and implement Customs law enforcement initiatives and operational activities with assistance from key stakeholders.

## ④ Strategic Goal 4

Strengthen Capacity Building = Organizational Development Package

Effective and efficient Customs administrations are vital for the economic and social development, as well as the security of States. The WCO, as the global centre of Customs excellence, plays a central role in developing, promoting and supporting the implementation of modern Customs standards, procedures and systems and has positioned itself as a global leader in Capacity Building delivery. The WCO will manage, promote and further develop the Organizational Development Package. The development of Capacity Building tools is linked to three enablers that were emphasized by the Capacity Building Committee as essential for sustainable development and modernization : Political Will, People and Partnerships.

## ⑤ Strategic Goal 5

Promote Digital Customs to support, in particular, Coordinated Border Management and information exchange between all stakeholders

Technological developments and, in particular, Information and Communication Technologies (ICT) are a diverse and crosscutting area. The WCO needs to follow a comprehensive strategic approach in dealing with these developments and using ICT to support modernization. The ability to undertake technologically enabled reform is useful both for WCO Members in their national and regional reform processes, as well as for the WCO as a whole, to identify future areas that need to be supported by developing related supporting standards and tools. The WCO provides a forum for international cooperation and coordination to promote greater connectivity and more harmonious interaction, including the exchange of information and experience and the identification of best practices, between Member administrations, other government agencies, international organizations, the private sector and other relevant stakeholders.

## ⑥ Strategic Goal 6

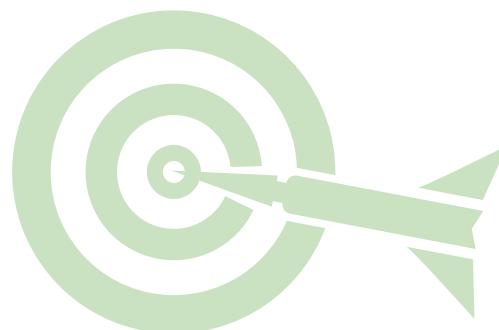
Raise the performance and profile of Customs

The WCO and the international Customs community promote their strategic priorities, roles and contributions through cooperation, communication and partnership with governments, other international and regional organizations, donors and the private sector.

## ⑦ Strategic Goal 7

Conduct Research and Analysis

The WCO conducts research and analysis on a wide range of Customs and international trade topics using various methods in order to promote a professional, knowledge-based service culture, and to benefit the WCO membership and external stakeholders.



# CUSTOMS

a global snapshot



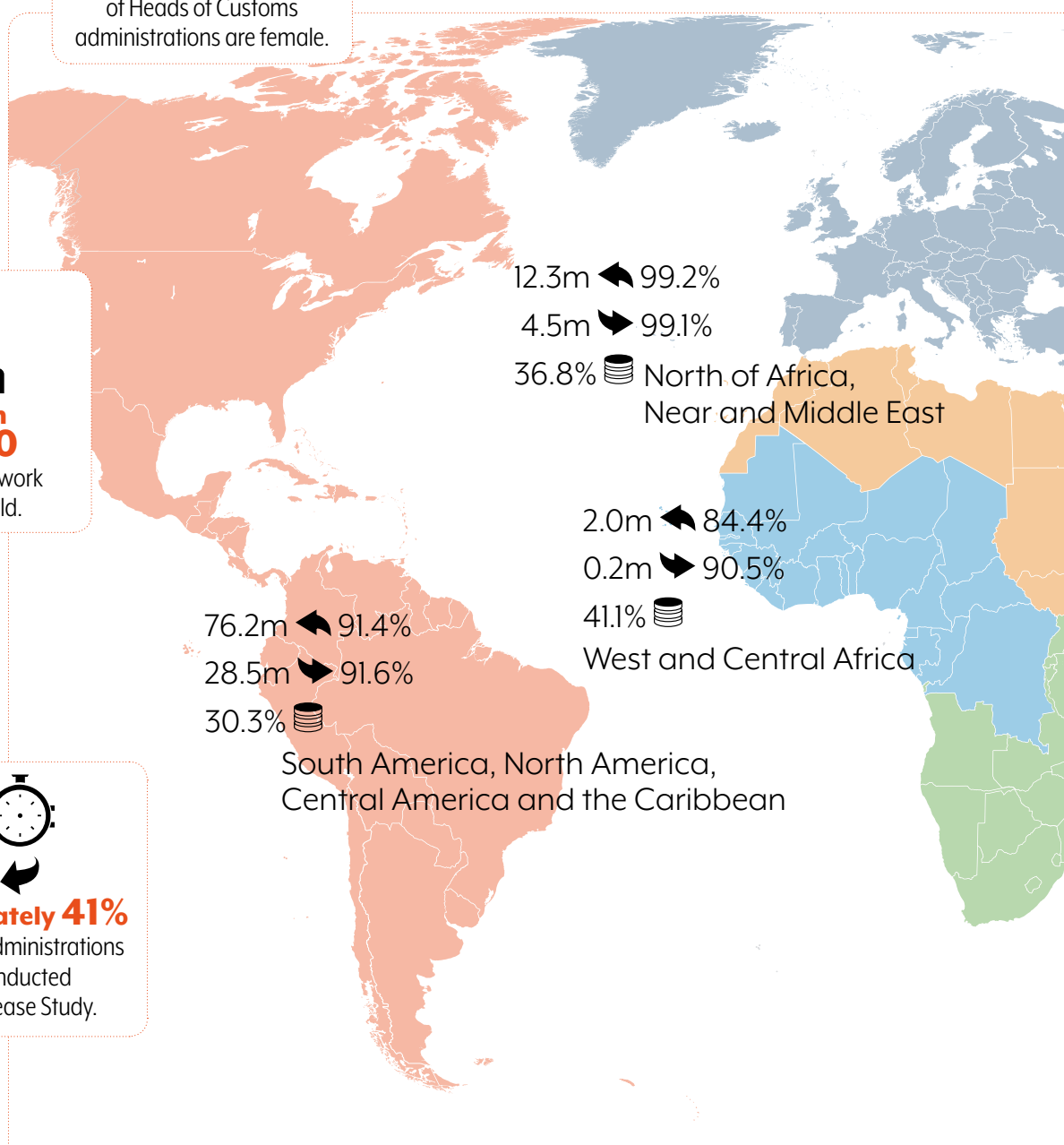
**Approximately 13%**  
of Heads of Customs  
administrations are female.



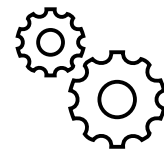
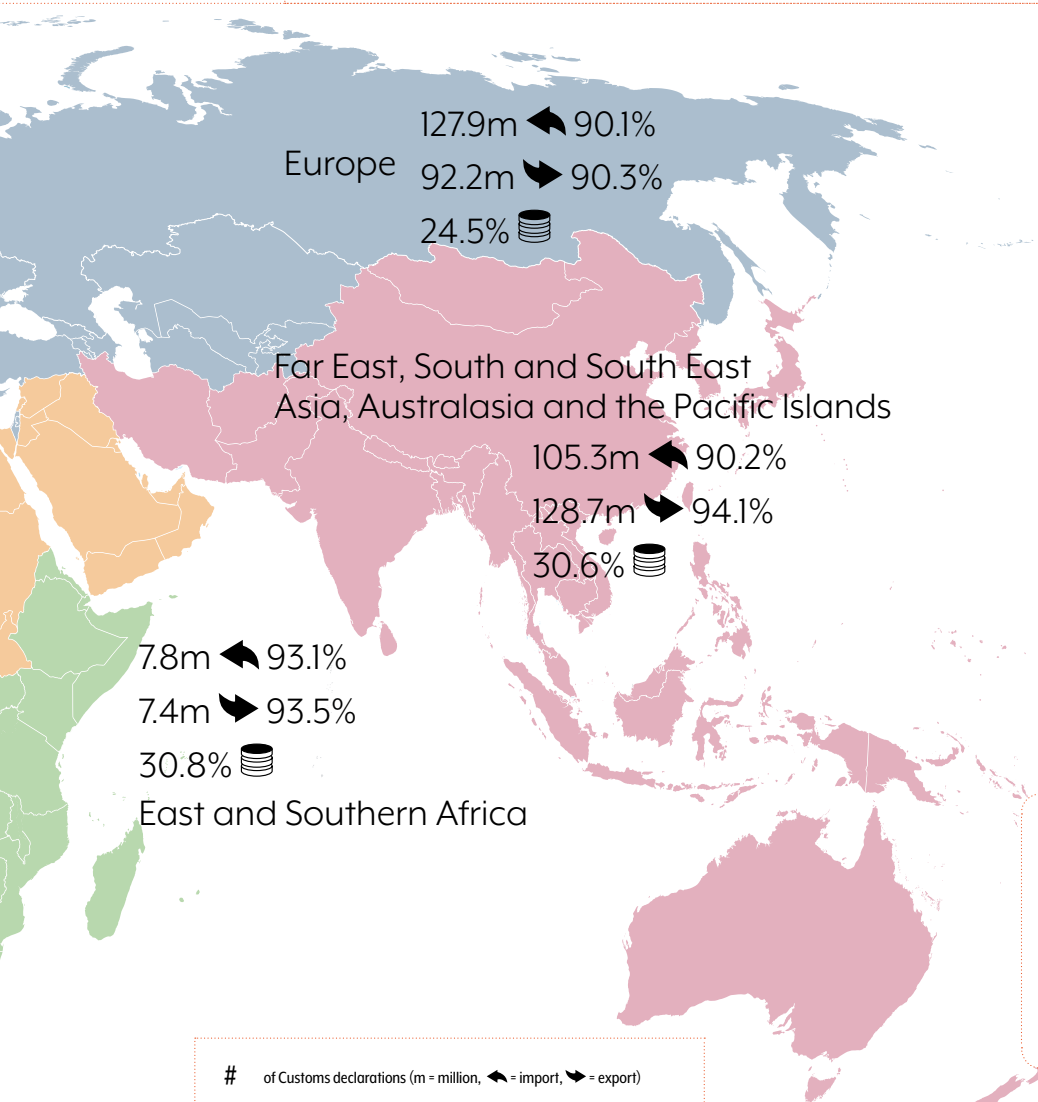
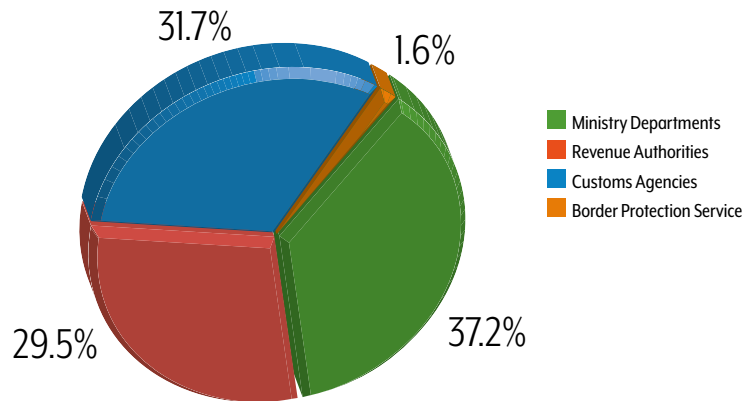
**More than  
820,000**  
Customs officers work  
around the world.



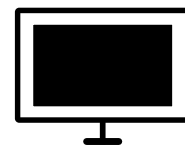
**Approximately 41%**  
of Customs administrations  
have conducted  
a Time Release Study.



## Customs Organizational Type



**Approximately 59%** of Customs administrations use their own automated clearance systems.



**Approximately 51%** of Customs administrations use Single Window systems.

# of Customs declarations (m = million, ◀ = import, ▶ = export)

% of electronic declarations (◀ = import, ▶ = export)

☰ Contribution of Customs to tax revenue (percentage %)

① The figures shown here are based on the data specified in this Report's 'Member Profiles' tables. (Member Profiles tables) featured on pages 30-78.

② All the figures are an aggregate amount or simple average of the relevant data.

③ The data that have not been obtained (i.e. 'n.a.' or blank in Member Profiles) are simply counted as 'zero' (in summing up the data).

# WCO news and upcoming events

## WCO News

### The WCO's mainstay publication

is published on a triannual basis and sheds light on key topics relevant for Customs and the international trade community.



## Upcoming Events

### The 5<sup>th</sup> WCO Global Canine Forum

will take place in **Melbourne, Australia** from 1 to 3 October 2019.

The Forum will gather stakeholders of canine facilities of WCO Members and experts from international organizations with a view to exchanging expertise and best practices, in order to develop a global standard and network of canine utilization in enforcement.



### The 14<sup>th</sup> WCO PICARD Conference

will take place in **Skopje, North Macedonia** from 22 to 24 October 2019.

The PICARD Conference provides a platform for academics, policymakers, and Customs representatives from around the world to present their research, interact, and discuss vital policy issues that impact Customs and international trade.



14<sup>th</sup> WORLD CUSTOMS ORGANIZATION  
PICARD CONFERENCE

### The 2<sup>nd</sup> WCO Global Origin Conference

will take place in **Iquique, Chile**, from 19 to 20 November 2019.

The Conference will focus on the impact of non-preferential rules of origin on international trade, the challenges in regional integration and the latest global developments in the area of origin.





# NEW

## Regional Structures and Partnerships



# NEW accessions

## NEW Member



One country became a Member of the WCO during the course of the past year: Suriname.

As of June 2019, the number of WCO Member administrations stands at:

# 183

# RKC



Five countries became Contracting Parties to the Revised Kyoto convention during the course of the past year: Cook Islands; Georgia; Kiribati; Tuvalu; and Vanuatu.

As of June 2019, the number of Contracting Parties to the RKC stands at:

# 118

# HS Convention

As of June 2019, the number of Contracting Parties to the International Convention on the Harmonized Commodity Description and Coding System (Harmonized System) stands at:

# 157



		Afghanistan (Islamic Republic of)	Albania	Algeria	Andorra
First/ LAST Name		Mr. Ahmad Reshad POPAL	Mr. Arlind GJOKUTA	M. Waret MOHAMED	M. Albert HINOJOSA BESOLÍ
Title		Director General of Customs	Director General of Customs	Directeur général des Douanes	Directeur Général du Département des Impôts et des Frontières
Customs Administration		Afghan Customs Department, Ministry of Finance	Directorate General of Customs, Ministry of Finance and Economy	Direction générale des Douanes, Ministère des Finances	Direction adjointe des Douanes, Département des Impôts et des Frontières, Ministère des Finances
Organization Type		Ministry Department	Ministry Department	Customs Agency	Ministry Department
Website Address		<a href="http://customs.mof.gov.af/en">http://customs.mof.gov.af/en</a>	<a href="http://www.dogana.gov.al">www.dogana.gov.al</a>	<a href="http://www.douane.gov.dz">www.douane.gov.dz</a>	<a href="http://www.duana.ad">www.duana.ad</a>
# of Customs staff (approximate)		2,147	1,102	17,166	56
Year of WCO Accession		2004	1992	1966	1998
WCO Instruments		SAFE	HS; RKC; SAFE	HS; RKC	HS
Automated clearance system		ASYCUDA World	ASYCUDA World	SIGAD (Système Informatique de Gestion Automatisé des Douanes)	VIATOR
# of Declarations	Import	n.a.	301,450	291,392	332,411
	Export	n.a.	89,781	18,021	11,635
# of Electronic Declarations	Import	371,144	12,826	n.a.	311,203
	Export	49,309	5,243	n.a.	11,026
Electronic Declarations Rate	Import	n.a.	4%	n.a.	94%
	Export	n.a.	6%	n.a.	95%
# of authorities issuing import or export permits		n.a.	6	26	n.a.
# of authorities connected to National Single Window System		n.a.	n.a.	n.a.	n.a.
Time Release Study			✓		
Customs duties in tax revenue (%)		n.a.	n.a.	6.2	28.5
Revenue collected by Customs in tax revenue (%)		n.a.	n.a.	19.7	54.9
	Customs duties (%)	43.4	4.9	31.4	52.0
	General Consumption taxes (%)	0.0	58.9	50.5	26.2
	Special Consumption taxes (%)	92.9	25.6	18.2	21.8
	Taxes on exporting goods (%)	1.7	1.4	0.0	0.0
	Other tax (%)	7.1	10.7	0.0	0.0



Angola	Antigua and Barbuda	Argentina	Armenia
Mr. Silvio Franco BURITY	Mr. Raju BODDU	Mr. Leandro CUCCIOLI	Mr. Davit ANANYAN
President of the Board	Comptroller of Customs	Federal Administrator of Public Revenues	Chairman, Customs Revenue Committee
Angola Revenue Administration	Customs and Excise Division, Ministry of Finance and Corporate Governance	Federal Administration of Public Revenues	Customs Service, State Revenue Committee
Revenue Authority	Ministry Department	Revenue Authority	Revenue Authority
<a href="http://www.agt.minfin.gov.ao">www.agt.minfin.gov.ao</a>	<a href="http://customs.gov.ag/">http://customs.gov.ag/</a>	<a href="http://www.afip.gob.ar">www.afip.gob.ar</a>	<a href="http://www.customs.am">www.customs.am</a>
1,124	219	5,177	905
1990	2017	1968	1992
HS; RKC; SAFE		HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	ASYCUDA World	Sistema Informático MALVINA (SIM)	FAST (Flexible Automated System for Trade)
479,568	32,038	796,055	123,465
33,619	590	465,593	16,966
96,396	32,038	796,055	123,465
4,125	590	465,593	16,966
n.a.	100%	100%	100%
n.a.	100%	100%	100%
11	8	48	14
n.a.	n.a.	16	3
✓		✓	
10.5	14.2	8.8	5.0
26.7	57.1	27.7	25.7
39.4	24.9	31.6	19.5
28.0	36.0	51.9	64.7
1.8	17.5	1.0	13.7
1.8	0.0	16.4	0.0
0.0	21.5	0.3	2.1

		Australia	Austria	Azerbaijan	Bahamas
First/ LAST Name		Mr. Michael OUTRAM	Mr. Harald WAIGLEIN	Mr. S. MEHDIYEV	Ms. Geannine MOSS
Title		Australian Border Force Commissioner	Director General Customs	Chairman of the State Customs Committee	Comptroller of Customs
Customs Administration		Australian Border Force, Department of Home Affairs	Customs Department, Ministry of Finance	State Customs Committee of Republic of Azerbaijan	Customs Department, Ministry of Finance
Organization Type		Border Protection Service	Ministry Department	Customs Agency	Customs Agency
Website Address		www.border.gov.au	www.bmf.gv.at	www.customs.gov.az	www.bahamas.gov.bs/customs
# of Customs staff (approximate)		14,416	1,676	4,000	826
Year of WCO Accession		1961	1953	1992	1974
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		Integrated Cargo System	e-zoll	VAIS (Unitque Automated Management System)	CAS (Customs Automated System)
# of Declarations	Import	4,199,178	1,434,240	260,989	251,759
	Export	1,421,347	1,647,586	61,291	12,225
# of Electronic Declarations	Import	4,199,045	1,433,723	260,989	246,147
	Export	1,418,487	1,647,574	61,291	6,093
Electronic Declarations Rate	Import	100%	100%	100%	98%
	Export	100%	100%	100%	50%
# of authorities issuing import or export permits		34	n.a.	n.a.	4
# of authorities connected to National Single Window System		5	2	n.a.	n.a.
Time Release Study		✓			✓
Customs duties in tax revenue (%)		3.7	n.a.	n.a.	13.7
Revenue collected by Customs in tax revenue (%)		4.5	n.a.	n.a.	47.7
	Customs duties (%)	81.4	5.2	27.1	28.8
	General Consumption taxes (%)	0.0	94.7	68.0	23.9
	Special Consumption taxes (%)	0.0	0.0	3.6	1.2
	Taxes on exporting goods (%)	0.0	0.0	0.2	0.1
	Other tax (%)	0.0	0.1	1.3	20.6

Bahrain	Bangladesh	Barbados	Belarus
Mr. Ahmed Bin Hamad AL KHALIFA	Mr. Mosharraf Hossain BHUIYAN	Ms. Annette WEEKES	Mr. Yury SENKO
President of Customs	Chairman, National Board of Revenue (NBR)	Comptroller	Chairman
Customs Affairs, Ministry of Interior	Customs and Excise, National Board of Revenue (NBR), Internal Resources Division (IRD), Ministry of Finance	Customs and Excise Department	State Customs Committee of the Republic of Belarus
Ministry Department	Revenue Authority	Ministry Department	Customs Agency
www.customs.gov.bh	www.nbr-bd.org	www.customs.gov.bb	www.customs.gov.by
1,089	7,337	502	n.a.
2001	1978	1999	1993
HS; RKC; SAFE	HS; RKC; SAFE		HS; RKC; SAFE
OFOQ	ASYCUDA World	ASYCUDA ++	national automatic customs declaration system
373,732	1,439,722	n.a.	624,500
101,046	2,037,067	n.a.	573,900
373,732	1,439,722	n.a.	615,800
101,046	2,037,067	n.a.	564,100
100%	100%	n.a.	99%
100%	100%	n.a.	98%
29	2	n.a.	12
21	n.a.	n.a.	4
✓	✓		✓
n.a.	11.9	n.a.	n.a.
n.a.	29.9	n.a.	n.a.
n.a.	39.7	n.a.	20.0
n.a.	47.5	n.a.	3.3
n.a.	12.8	n.a.	0.0
n.a.	0.1	n.a.	0.0
n.a.	0.0	n.a.	0.0

		Belgium	Belize	Benin	Bermuda
First/ LAST Name		M. Kristian VANDERWAEREN	Mr. Colin GRIFFITH	M. Charles Inoussa SACCA BOCO	Ms. Lucinda PEARMAN
Title		Director-General of Customs and Excise	Comptroller	Directeur général des Douanes et Droits Indirects	Collector of Customs
Customs Administration		General Administration of Customs and Excise, Federal Public Service Finance	Customs and Excise Department, Ministry of Finance	Direction générale des Douanes et Droits indirects, Ministère des Finances	Customs Department, Ministry of Finance and Ministry of National Security
Organization Type		Ministry Department	Ministry Department	Ministry Department	Ministry Department
Website Address		<a href="https://finances.belgium.be/fr/douanes_accises">https://finances.belgium.be/fr/douanes_accises</a>	<a href="http://www.customs.gov.bz">www.customs.gov.bz</a>	<a href="http://www.douanes-benin.net">www.douanes-benin.net</a>	<a href="http://www.gov.bm/department/customs">www.gov.bm/department/customs</a>
# of Customs staff (approximate)		3,151	162	723	187
Year of WCO Accession		1952	2008	1998	1990
WCO Instruments		HS; RKC; SAFE		HS; RKC; SAFE	SAFE
Automated clearance system		PLDA (Paperless Douanes et Accises)	ASYCUDA World Version 4.0.24	ASYCUDA World	CAPS (Customs Automated Processing System)
# of Declarations	Import	5,683,591	53,503	135,430	76,437
	Export	10,641,081	3,159	7,015	683
# of Electronic Declarations	Import	5,674,820	53,503	135,430	68,868
	Export	10,620,637	3,159	7,015	603
Electronic Declarations Rate	Import	100%	100%	100%	90%
	Export	100%	100%	100%	88%
# of authorities issuing import or export permits		11	10	n.a.	12
# of authorities connected to National Single Window System		n.a.	6	n.a.	n.a.
Time Release Study		✓			
Customs duties in tax revenue (%)		n.a.	9.4	16.9	26.4
Revenue collected by Customs in tax revenue (%)		n.a.	53.6	n.a.	27.6
	Customs duties (%)	20.0	17.6	n.a.	95.7
	General Consumption taxes (%)	3.3	31.9	n.a.	0.0
	Special Consumption taxes (%)	0.0	34.2	n.a.	0.0
	Taxes on exporting goods (%)	0.0	0.0	n.a.	0.0
	Other tax (%)	0.0	7.4	n.a.	4.3



Bhutan	Bolivia	Bosnia and Herzegovina	Botswana
Mr. Wangchuk THAYEY	Ms. Marlene ARDAYA VASQUEZ	Mr. Miro DŽAKULA	Mr. Phodiso Philiso VALASHIA
Director General	Executive President	Director General	Commissioner, Customs Services
Department of Revenue and Customs, Ministry of Finance	National Customs of Bolivia	Customs Sector, Indirect Taxation Authority of Bosnia and Herzegovina	Customs Services, Botswana Unified Revenue Service
Ministry Department	Customs Agency	Revenue Authority	Revenue Authority
www.mof.gov.bt	www.aduana.gob.bo	www.uino.gov.ba	www.burs.org.bw
240	1,852	1,285	531
2002	1997	2008	1978
HS; RKC; SAFE	HS; SAFE	HS; SAFE	HS; RKC; SAFE
BACS (Bhutan Automated Customs System)	SIDUNEA++ SUMA (Sistema Unico de Modernización Aduanera)	ASYCUDA World	Customs Management System
500,339	370,512	769,687	582,841
286,360	40,198	319,952	47,730
500,339	370,512	0	582,841
286,360	40,198	0	47,730
100%	100%	0%	100%
100%	100%	0%	100%
17	15	7	n.a.
n.a.	n.a.	n.a.	n.a.
✓			
2.9	5.6	n.a.	1.3
22.1	26.0	n.a.	14.4
12.9	21.6	3.9	9.0
71.4	70.7	43.0	76.2
15.7	7.8	15.6	11.8
0.0	0.0	0.0	0.0
0.0	0.0	6.1	3.0



		Brazil	Brunei Darussalam	Bulgaria	Burkina Faso
First/ LAST Name		Mr. Marcus Vinicius VIDAL PONTES	Mr. A.H. Pengiran HASNAN	Mr. Georgi KOSTOV	Mr. Adama SAWADOGO
Title		Undersecretary of Customs Administration	Controller of Royal Customs and Excise Department	Director General of Customs	Directeur général
Customs Administration		Undersecretariat of Customs Administration, Secretariat of the Federal Revenue of Brazil	The Royal Customs and Excise Department, Ministry of Finance	National Customs Agency	Direction générale des Douanes
Organization Type		Revenue Authority	Ministry Department	Customs Agency	Ministry Department
Website Address		<a href="http://www.receita.fazenda.gov.br">www.receita.fazenda.gov.br</a>	<a href="http://www.mof.gov.bn/index.php/about-royal-customs-a-excise-dept">www.mof.gov.bn/index.php/about-royal-customs-a-excise-dept</a>	<a href="http://www.customs.bg">www.customs.bg</a>	<a href="http://www.douanes.bf">www.douanes.bf</a>
# of Customs staff (approximate)		2,650	425	3,362	1,795
Year of WCO Accession		1981	1996	1973	1966
WCO Instruments		HS; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		SISCOMEX (Foreign Trade Integrated System)	Brunei Darussalam E-Customs; BDNBW (Brunei Darussalam National Single Window)	The Bulgarian Integrated Customs Information System (BICIS)	ASYCUDA World
# of Declarations	Import	2,368,283	n.a.	401,216	n.a.
	Export	1,603,550	n.a.	300,822	n.a.
# of Electronic Declarations	Import	2,368,283	n.a.	401,216	n.a.
	Export	2,368,283	n.a.	300,822	n.a.
Electronic Declarations Rate	Import	100%	n.a.	100%	n.a.
	Export	100%	n.a.	100%	n.a.
# of authorities issuing import or export permits		17	n.a.	9	n.a.
# of authorities connected to National Single Window System		17	n.a.	1	n.a.
Time Release Study		✓			✓
Customs duties in tax revenue (%)		8.8	n.a.	1.0	n.a.
Revenue collected by Customs in tax revenue (%)		10.0	n.a.	45.4	n.a.
	Customs duties (%)	87.6	n.a.	2.3	n.a.
	General Consumption taxes (%)	12.4	n.a.	45.1	n.a.
	Special Consumption taxes (%)	0.0	n.a.	0.1	n.a.
	Taxes on exporting goods (%)	6.1	n.a.	0.0	n.a.
	Other tax (%)	0.0	n.a.	0.0	n.a.

Burundi	Cambodia	Cameroon	Canada
M. A. NIYONZIMA	Mr. KUN Nhem	M. E. Nuvaga FONGOD	Mr. John OSSOWSKI
Commissaire Général	Delegate of the Royal Government in Charge of the General Department of Customs and Excise of Cambodia	Directeur Général des Douanes	President
Office Burundais des Recettes	General Department of Customs and Excise of Cambodia, Ministry of Economy and Finance	Direction Générale des Douanes, Ministère des Finances	Canada Border Services Agency (CBSA), Department of Public Safety and Emergency Preparedness
Revenue Authority	Ministry Department	Ministry Department	Border Protection Service
www.obr.bi	www.customs.gov.kh	www.douanescustoms-cm.net	www.cbsa-asfc.gc.ca
235	1,352	4,107	14,000
1964	2001	1965	1971
HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	ASYCUDA World	ASYCUDA ++; CAMCIS (Cameroon Customs Information System)	ACROSS (Accelerated Commercial Release Operations Support System)
n.a.	144,471	158,263	20,866,954
n.a.	265,289	21,881	977,240
n.a.	144,471	155,312	19,744,693
n.a.	265,289	21,410	900,975
n.a.	100%	98%	95%
n.a.	100%	98%	92%
n.a.	11	10	16
n.a.	2	4	9
✓	✓	✓	
n.a.	10.3	14.2	2.5
n.a.	52.3	29.3	12.7
n.a.	19.7	48.5	19.5
n.a.	37.7	47.4	76.1
n.a.	42.6	3.0	4.4
n.a.	0.5	4.6	0.0
n.a.	0.0	1.0	0.0

		Cape Verde	Central African Republic	Chad	Chile
First/ LAST Name		Mr. J.V. GOMES CORREIA	Mr. Frédéric Theodore INAMO	Mr. O.A. DICKY	Mr. J.I. Palma SOTOMAYOR
Title		Directeur Général des Douanes	Directeur général des Douanes et Droits indirects	Directeur général des Douanes et Droits indirects	National Director of Customs
Customs Administration		Direction Nationale des Recettes de l'État	Direction générale des Douanes et Droits indirects	Direction générale des Douanes et Droits indirects	National Customs Service
Organization Type		Revenue Authority	Ministry Department	Ministry Department	Customs Agency
Website Address		<a href="https://www.dnre.gov.cv">https://www.dnre.gov.cv</a>	n.a.	n.a.	<a href="http://www.aduana.cl">www.aduana.cl</a>
# of Customs staff (approximate)		170	500	1,908	1,918
Year of WCO Accession		1992	1986	2005	1966
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; SAFE	HS; SAFE
Automated clearance system		ASYCUDA World	ASYCUDA ++	ASYCUDA ++	DIN system; DUS system
# of Declarations	Import	34,396	n.a.	n.a.	1,174,438
	Export	690	n.a.	n.a.	539,060
# of Electronic Declarations	Import	34,396	n.a.	n.a.	1,151,215
	Export	690	n.a.	n.a.	535,039
Electronic Declarations Rate	Import	100%	n.a.	n.a.	98%
	Export	100%	n.a.	n.a.	99%
# of authorities issuing import or export permits		2	n.a.	n.a.	10
# of authorities connected to National Single Window System		n.a.	n.a.	n.a.	4
Time Release Study		✓			✓
Customs duties in tax revenue (%)		20.2	n.a.	n.a.	1.0
Revenue collected by Customs in tax revenue (%)		45.5	n.a.	n.a.	27.8
	Customs duties (%)	44.5	n.a.	n.a.	3.7
	General Consumption taxes (%)	45.0	n.a.	n.a.	88.8
	Special Consumption taxes (%)	10.6	n.a.	n.a.	7.5
	Taxes on exporting goods (%)	0.0	n.a.	n.a.	0.0
	Other tax (%)	0.0	n.a.	n.a.	0.0

China	Colombia	Comoros	Congo (Republic of the)
Mr. Ni Yuefeng	Mr. José Andrés ROMERO TARAZONA	M. SOUEF Kamalidini	M. G. Mbongo KOU MOU
Minister	Director General of National Taxes and Customs	Directeur Général des Douanes	Directeur général des Douanes et Droits indirects
General Administration of Customs	Directorate of National Taxes and Customs (DIAN), Ministry of Finance and Public Credit	Direction des Douanes, Ministère des Finances et du Budget	Direction générale des Douanes et Droits indirects
Customs Agency	Revenue Authority	Ministry Department	Ministry Department
www.customs.gov.cn	www.dian.gov.co	www.douanes.km	www.douanes.gouv.cg
100,000	1,275	583	2,721
1983	1993	1993	1975
HS; RKC; SAFE	HS; SAFE	HS; SAFE	HS; RKC; SAFE
H2010 System	Electronic computer service Muisca (for import and export) and Customs computer system SYGA imports	ASYCUDA World	ASYCUDA World
23,559,854	3,389,910	88,767	n.a.
55,715,444	426,612	699	n.a.
23,559,854	3,380,724	88,767	n.a.
55,715,444	425,377	699	n.a.
100%	100%	100%	n.a.
100%	100%	100%	n.a.
14	21	6	n.a.
14	21	n.a.	n.a.
✓	✓	✓	
3.3	2.8	4.4	n.a.
23.1	16.0	39.9	n.a.
14.4	17.4	11.0	n.a.
0.0	82.6	8.0	n.a.
85.6	0.0	56.6	n.a.
0.1	0.0	1.5	n.a.
0.0	0.0	23.1	n.a.



		Costa Rica	Côte d'Ivoire	Croatia	Cuba
First/ LAST Name		Mr. Juan Carlos GÓMEZ SÁNCHEZ	Mr. Alphonse Pierre DA	Mr. Hrvoje ČOVIĆ	Mr. N. Cordoves REYES
Title		Director General of Customs	Directeur général des Douanes	Assistant Minister of Finance Director General of Customs Administration	Chief of the General Customs
Customs Administration		Directorate General of Customs, Ministry of Finance	Direction générale des Douanes	Customs Administration, Ministry of Finance	General Customs of the Republic of Cuba
Organization Type		Ministry Department	Ministry Department	Ministry Department	Customs Agency
Website Address		<a href="http://www.hacienda.go.cr/contenido/284-servicio-nacional-de-aduanas">www.hacienda.go.cr/ contenido/284-servicio-nacional- de-aduanas</a>	<a href="http://www.douanes.ci">www.douanes.ci</a>	<a href="http://www.carina.hr">www.carina.hr</a>	<a href="http://www.aduana.gob.cu">www.aduana.gob.cu</a>
# of Customs staff (approximate)		654	4,140	2,799	5,124
Year of WCO Accession		2001	1963	1993	1988
WCO Instruments		HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		TICA (Tecnología de la Información para el Control Aduanero)	SYDAM (Système de Dédouanement Automatisé des Marchandises) World	HRAIS (Automated Import System); ECS (Export Control System)	Sistema Único de Aduanas
# of Declarations	Import	538,027	235,894	274,785	84,161
	Export	323,128	72,495	281,518	10,712
# of Electronic Declarations	Import	538,027	235,894	274,785	84,161
	Export	323,128	72,495	281,518	10,712
Electronic Declarations Rate	Import	100%	n.a.	100%	100%
	Export	100%	n.a.	100%	100%
# of authorities issuing import or export permits		10	13	12	16
# of authorities connected to National Single Window System		10	5	n.a.	n.a.
Time Release Study			✓	✓	
Customs duties in tax revenue (%)		3.3	20.0	n.a.	n.a.
Revenue collected by Customs in tax revenue (%)		28.8	71.2	n.a.	n.a.
	Customs duties (%)	11.5	28.1	1.4	56.8
	General Consumption taxes (%)	69.1	10.5	36.1	0.0
	Special Consumption taxes (%)	18.6	61.4	0.4	43.2
	Taxes on exporting goods (%)	0.4	8.2	0.0	0.0
	Other tax (%)	0.5	0.0	0.0	0.0

Curaçao	Cyprus	Czech Republic	Democratic Republic of the Congo
Ms. Soraya POLS-STRICK	Mr. Kyriaki MYRIANTHOPOULOU	Mr. Milan POULÍČEK	M. Déo RUGWIZA MAGERA
General Commissioner	Acting Director General of Customs and Excise	Director General of Customs	Directeur Général des Douanes et Accises
Customs Organization, Ministry of Finance	Department of Customs and Excise, Ministry of Finance	Czech Customs Administration	Direction Générale des Douanes et Accises
Customs Agency	Ministry Department	Customs Agency	Customs Agency
n.a.	www.mof.gov.cy/ce	www.celnisprava.cz	douanes.gouv.cd
205	455	5,776	5,971
2001	1967	1993	1972
SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	Theseas System	Customs Information System of the Czech Republic	ASYCUDA World
225,253	97,794	1,354,979	n.a.
26,150	36,672	1,632,660	n.a.
225,253	96,287	1,320,696	n.a.
26,150	36,672	1,483,722	n.a.
100%	98%	97%	n.a.
100%	100%	91%	n.a.
n.a.	24	18	n.a.
n.a.	3	4	n.a.
	✓		
n.a.	0.5	0.8	n.a.
n.a.	18.2	16.7	n.a.
74.3	2.5	4.9	n.a.
11.2	41.6	0.2	n.a.
14.4	55.8	94.9	n.a.
0.0	0.0	0.0	n.a.
0.1	0.0	0.0	n.a.



		Denmark	Djibouti	Dominican Republic	Ecuador
First/ LAST Name		Ms. Charlotte MØLLER	M. Ahmed Youssouf GOULED	Mr. Enrique A. RAMIREZ PANIAGUA	Ms. M.A. MUÑOZ
Title		Director General of Danish Customs Agency	Directeur général des Douanes et Droits indirects	Director General of Customs	Director General
Customs Administration		Customs Agency, SKAT (The Danish Customs and Tax Administration)	Direction des Douanes et Droits indirects	Directorate General of Customs	National Customs Service of Ecuador
Organization Type		Revenue Authority	Ministry Department	Customs Agency	Customs Agency
Website Address		www.skat.dk	www.douanes.dj	www.aduanas.gob.do	www.aduana.gob.ec
# of Customs staff (approximate)		702	429	5,730	1,965
Year of WCO Accession		1952	2008	2004	1997
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		Toldsystemet; Importsystemet; E-export	ASYCUDA World	SIGA (Sistema Integrado de Gestión Aduanera)	ECUAPASS
# of Declarations	Import	1,835,454	n.a.	560,836	324,975
	Export	1,617,501	n.a.	171,366	252,809
# of Electronic Declarations	Import	1,822,870	n.a.	560,836	301,688
	Export	1,616,509	n.a.	171,366	241,312
Electronic Declarations Rate	Import	99%	n.a.	100%	100%
	Export	100%	n.a.	100%	100%
# of authorities issuing import or export permits		10	n.a.	43	24
# of authorities connected to National Single Window System		1	n.a.	35	20
Time Release Study					
Customs duties in tax revenue (%)		0.3	n.a.	5.1	10.1
Revenue collected by Customs in tax revenue (%)		0.3	n.a.	22.8	24.8
	Customs duties (%)	100.0	n.a.	22.6	40.6
	General Consumption taxes (%)	0.0	n.a.	64.2	51.2
	Special Consumption taxes (%)	0.0	n.a.	10.6	6.9
	Taxes on exporting goods (%)	0.0	n.a.	0.0	0.0
	Other tax (%)	0.0	n.a.	2.5	1.3

## WCO Member Profiles

Egypt	El Salvador	Eritrea	Estonia
Mr. Elsayed Kamal Hassan NEGM	Mr. Héctor Gustavo VILLATORO	Mr. Yosief YEHDEGO	Mr. Valdur LAID
Customs Commissioner	Director General	Commissioner	Director General
The Egyptian Customs Authority, Ministry of Finance of Egypt	Dirección General de Aduanas	Customs Department	Tax and Customs Board
Customs Agency	Ministry Department	Ministry Department	Revenue Authority
www.customs.gov.eg	www.mh.gob.sv	n.a.	www.emta.ee
12,214	803	n.a.	547
1956	2005	1995	1992
HS; RKC; SAFE	SAFE	HS	HS; RKC; SAFE
CIS (Customs Information System)	ASYCUDA ++	n.a.	COMPLEX
553,535	506,534	n.a.	166,326
322,458	217,729	n.a.	130,285
553,535	4,814	n.a.	165,696
322,458	n.a.	n.a.	130,245
100%	n.a.	n.a.	100%
100%	n.a.	n.a.	100%
n.a.	7	n.a.	11
n.a.	n.a.	n.a.	1
6.8	4.5	n.a.	0.8
22.4	28.7	n.a.	5.8
30.4	15.8	n.a.	13.2
63.5	79.3	n.a.	86.0
6.2	4.9	n.a.	0.8
0.3	0.0	n.a.	0.0
0.0	0.0	n.a.	0.0

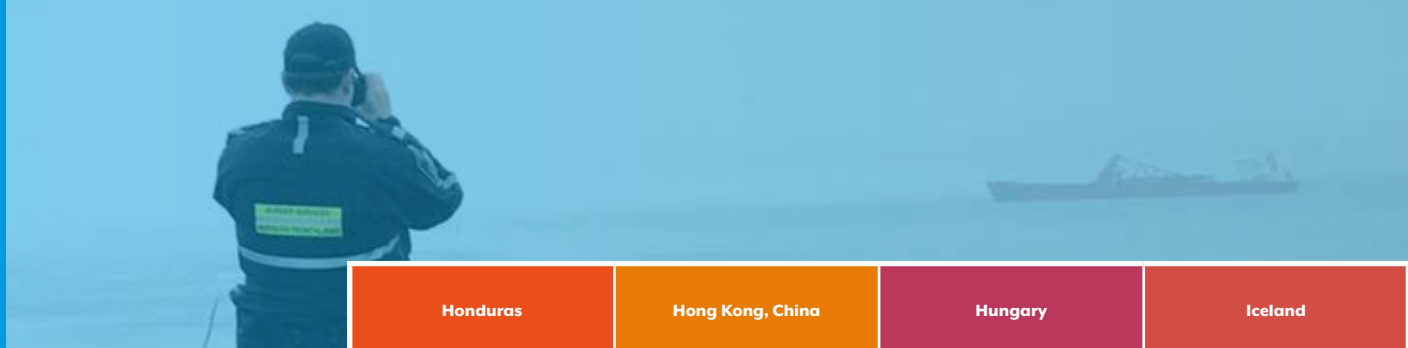
		Eswatini	Ethiopia	Fiji	Finland
First/ LAST Name		Ms. Gugu N. MAHLINZA	Mr. M. BALCHA	Mr. Visvanath DAS	Mr. Hannu MÄKINEN
Title		Commissioner of Customs	Director General	Chief Executive Officer	Director General
Customs Administration		Department of Customs and Excise, Eswatini Revenue Authority	Revenues and Customs Authority	Fiji Revenue & Customs Authority	Finnish Customs
Organization Type		Revenue Authority	Revenue Authority	Revenue Authority	Customs Agency
Website Address		www.sra.org.sz	www.erca.gov.et	www.frca.org.fj	www.tulli.fi
# of Customs staff (approximate)		n.a.	2,052	322	1,876
Year of WCO Accession		1981	1973	1997	1961
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	ASYCUDA ++	ASYCUDA ++	ITU (Integrated Clearance System)
# of Declarations	Import	1,508,902	n.a.	255,827	617,913
	Export	124,964	n.a.	32,703	715,000
# of Electronic Declarations	Import	1,508,902	n.a.	255,827	603,300
	Export	124,964	n.a.	32,703	715,000
Electronic Declarations Rate	Import	100%	n.a.	100%	98%
	Export	100%	n.a.	100%	100%
# of authorities issuing import or export permits		3	n.a.	12	13
# of authorities connected to National Single Window System		n.a.	n.a.	n.a.	n.a.
Time Release Study		✓			
Customs duties in tax revenue (%)		1.2	n.a.	18.7	0.4
Revenue collected by Customs in tax revenue (%)		12.5	n.a.	52.0	1.2
	Customs duties (%)	9.2	n.a.	36.0	33.2
	General Consumption taxes (%)	74.8	n.a.	38.2	50.0
	Special Consumption taxes (%)	11.3	n.a.	10.6	9.6
	Taxes on exporting goods (%)	0.0	n.a.	0.8	0.0
	Other tax (%)	3.0	n.a.	15.3	7.2



France	Gabon	Gambia	Georgia
M. Rodolphe GINTZ	Mr.D. Lewamouho OBISSA	Mr. Yankuba DARBOE	Mr. Vakhtang LASHIKARADZE
Directrice générale des douanes	Directeur général des Douanes et Droits indirects	Commissioner General	Director General
Direction générale des douanes et des droits indirects	Direction générale des Douanes et Droits indirects, Ministère de l'Economie, de la Prospective et de la Programmation du Développement Durable	Gambia Revenue Authority	Customs Department of Revenue Service of the Ministry of Finance
Customs Agency	Ministry Department	Revenue Authority	Revenue Authority
www.douane.gouv.fr	www.douanes.ga	n.a.	www.rs.ge
16,947	1,217	203	1,683
1952	1965	1987	1993
HS; RKC; SAFE	HS; RKC; SAFE	SAFE	HS; RKC; SAFE
DELT@-G	ASYCUDA ++	ASYCUDA ++	ASYCUDA World
3,890,000	64,649	n.a.	219,581
5,890,000	13,823	n.a.	49,432
3,890,000	n.a.	n.a.	219,581
5,890,000	n.a.	n.a.	12,223
100%	n.a.	n.a.	100%
100%	n.a.	n.a.	25%
15	20	n.a.	7
5	n.a.	n.a.	7
			✓
0.7	9.9	n.a.	0.7
28.0	21.7	n.a.	44.9
2.5	45.9	n.a.	1.6
8.0	36.3	n.a.	71.1
85.8	4.0	n.a.	18.8
0.0	8.5	n.a.	0.0
2.3	6.0	n.a.	0.0

		Germany	Ghana	Greece	Guatemala
First/ LAST Name		Ms. Colette HERCHER	Mr. Isaac CRENTSIL	Mr. Konstantinos MOURTIDIS	Mr. Werner Florencio OVALLE RAMÍREZ
Title		President of Central Customs Authority	Customs Commissioner	Director General of Customs and Excise	Customs Intendant
Customs Administration		Central Customs Authority	Customs Division, Ghana Revenue Authority	Directorate General of Customs and Excise, Independent Authority for Public Revenue	Customs Intendancy, Superintendent of Tax Administration (SAT)
Organization Type		Customs Agency	Revenue Authority	Customs Agency	Revenue Authority
Website Address		www.zoll.de	www.gra.gov.gh	n.a.	www.sat.gob.gt
# of Customs staff (approximate)		35,661	2,818	2,125	1,494
Year of WCO Accession		1952	1968	1952	1985
WCO Instruments		HS; RKC; SAFE	SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		ATLAS (Automated Customs Tariff and Local Processing Application System)	GCMS (Ghana Customs Management System)	ICISnet	SAQB'E (Customs Management System)
# of Declarations	Import	n.a.	n.a.	407,500	693,298
	Export	n.a.	n.a.	479,897	412,148
# of Electronic Declarations	Import	n.a.	n.a.	406,891	693,298
	Export	n.a.	n.a.	479,822	412,148
Electronic Declarations Rate	Import	n.a.	n.a.	100%	100%
	Export	n.a.	n.a.	100%	100%
# of authorities issuing import or export permits		n.a.	n.a.	20	6
# of authorities connected to National Single Window System		n.a.	n.a.	n.a.	4
Time Release Study					
Customs duties in tax revenue (%)		0.7	n.a.	0.5	4.4
Revenue collected by Customs in tax revenue (%)		18.4	n.a.	27.7	30.8
	Customs duties (%)	3.9	n.a.	1.7	14.2
	General Consumption taxes (%)	45.0	n.a.	15.0	85.8
	Special Consumption taxes (%)	51.1	n.a.	18.7	0.0
	Taxes on exporting goods (%)	0.0	n.a.	0.0	0.0
	Other tax (%)	0.0	n.a.	0.2	0.0

Guinea	Guinea-Bissau	Guyana	Haiti
M. Toumany SANGARE	Mr. M.L. N'QUELIM	Mr. Godfrey STATIA	M. BELL Romel
Directeur général des Douanes	Directeur général des Douanes	Commissioner General	Directeur Général des Douanes
Direction générale des Douanes, Ministère du Budget	Direction Générale des Douanes, Ministère de l'Économie et des finances	Customs and Trade Administration, Guyana Revenue Authority	Administration Générale des Douanes, Ministère de l'Économie et des Finances
Ministry Department	Customs Agency	Revenue Authority	Customs Agency
www.douanesguinee.gov.gn	n.a.	www.gra.gov.gy	www.douane.gouv.ht
2,297	511	321	1,940
1991	2010	1976	1958
HS; SAFE	HS; SAFE		HS; SAFE
ASYCUDA ++	ASYCUDA ++	TRIPS (Total Revenue Integrated Processing System)	ASYCUDA World
149,509	12,151	50,078	131,639
3,803	461	12,728	9,267
143,670	7,623	0	131,639
3,635	461	0	9,267
96%	63%	0%	100%
96%	100%	0%	100%
10	7	13	10
n.a.	4	n.a.	10
		✓	
20.4	15.6	9.7	14.8
49.9	50.4	45.1	33.2
40.9	31.0	21.6	44.7
39.4	37.2	31.1	54.4
6.5	12.7	39.3	0.0
13.4	19.0	0.0	0.0
13.3	0.1	2.8	0.9



		Honduras	Hong Kong, China	Hungary	Iceland
First/ LAST Name		Ms. Wendy Odali Flores VALLADARES	Mr. Yi-hoi Hermes TANG	Mr. L. SORS	Mr. Sigurdur SKULI BERGSSON
Title		Deputy Director of Customs Revenue	Commissioner of Customs and Excise	Commissioner	Director General
Customs Administration		Deputy Directorate of Customs Revenue	Customs and Excise Department	National Tax and Customs Administration	Tollstjóri (Iceland Customs)
Organization Type		Revenue Authority	Customs Agency	Revenue Authority	Customs Agency
Website Address		n.a.	www.customs.gov.hk	www.nav.gov.hu	www.tollur.is
# of Customs staff (approximate)		925	6,990	4,018	230
Year of WCO Accession		2005	1987	1968	1971
WCO Instruments		SAFE	SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		SARAH (Sistema Aduanero Automatizado de Rentas Aduaneras de Honduras)	GETS (Government Electronic Trading Services)	CDPS (Customs Declaration Processing System)	Tollakerfið (Customs IT System)
# of Declarations	Import	351,428	8,364,603	444,597	18,029
	Export	83,851	12,216,356	613,762	1,181
# of Electronic Declarations	Import	23,166	8,364,603	435,857	246,169
	Export	56,142	12,216,356	613,367	118,941
Electronic Declarations Rate	Import	7%	100%	98%	93%
	Export	67%	100%	100%	99%
# of authorities issuing import or export permits		5	8	7	12
# of authorities connected to National Single Window System		2	n.a.	1	n.a.
Time Release Study					
Customs duties in tax revenue (%)		n.a.	0.0	0.1	0.4
Revenue collected by Customs in tax revenue (%)		n.a.	2.8	11.1	34.8
	Customs duties (%)	100.0	0.0	0.9	1.2
	General Consumption taxes (%)	0.0	0.0	17.4	63.0
	Special Consumption taxes (%)	0.0	100.0	71.4	33.0
	Taxes on exporting goods (%)	0.0	0.0	0.0	0.0
	Other tax (%)	0.0	0.0	10.3	2.7

## WCO Member Profiles

India	Indonesia	Iran (Islamic Republic of)	Iraq
Mr. Pranab K. DAS	Mr. HERU Pambudi	Mr. Mahdi MIRASHRAFI	Mr. Ali Abdel Allah KHADIM
Chairman	Director General of Customs and Excise	Deputy Minister of Economic & Finance and President of Iran Customs	Director General of Custom
Central Board of Excise and Customs (CBEC), Department of Revenue, Ministry of Finance	Directorate General of Customs and Excise, Ministry of Finance	Islamic Republic of Iran Customs Administration (IRICA), Ministry of Finance and Economic Affairs	General Commission for Customs, Ministry of Finance
Ministry Department	Ministry Department	Ministry Department	Customs Agency
www.cbec.gov.in	www.beacukai.go.id	www.irica.gov.ir	www.iraqcustoms.org
31,202	16,812	8,255	2,939
1971	1957	1959	1990
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	SAFE
Indian Customs EDI System (ICES/ ICEGATE)	CEISA (Customs & Excise Information System and Automation)	Integrated Comprehensive Customs System (ICCS)	ICLS (Iraq Customs Levy System)
4,290,362	1,469,282	314,371	n.a.
7,286,283	2,237,841	529,315	n.a.
4,290,362	1,469,282	314,371	n.a.
7,286,283	2,237,841	529,315	n.a.
90%	100%	100%	n.a.
100%	100%	100%	n.a.
51	21	24	n.a.
27	21	24	n.a.
✓	✓	✓	
6.1	3.0	19.3	n.a.
43.5	29.7	28.7	n.a.
10.7	10.2	67.2	n.a.
24.1	54.4	32.8	n.a.
0.0	35.4	0.0	n.a.
0.0	1.5	0.0	n.a.
0.3	0.0	0.0	n.a.



		Ireland	Israel	Italy	Jamaica
First/ LAST Name		Mr. Gerry HARRAHILL	Mr. Avraham Ben ARDETE	Mr. Benedetto MINEO	Ms. Velma Ricketts WALKER
Title		Director General of Customs	Head of the Israel Customs Directorate	Director General of Customs	CEO/Commissioner of Customs
Customs Administration		Office of the Revenue Commissioners	Customs Directorate, Israel Tax Authority	Customs and Monopolies Agency	Jamaica Customs Agency
Organization Type		Revenue Authority	Revenue Authority	Customs Agency	Customs Agency
Website Address		www.revenue.ie	www.taxes.gov.il	www.agenziadogane.it	www.jacustoms.gov.jm
# of Customs staff (approximate)		750	1,000	8,665	1,307
Year of WCO Accession		1952	1958	1952	1963
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	SAFE
Automated clearance system		Automated Entry Processing System (AEP)	"Global Gate" – The New Foreign Trade System	AIDA (Automazione Integrata Dogane Accise)	ASYCUDA World
# of Declarations	Import	877,050	1,532,962	6,075,021	476,756
	Export	757,057	1,217,325	14,210,101	41,896
# of Electronic Declarations	Import	877,050	1,532,962	6,074,840	476,756
	Export	757,057	1,217,325	14,209,639	41,896
Electronic Declarations Rate	Import	100%	100%	100%	100%
	Export	100%	100%	100%	100%
# of authorities issuing import or export permits		10	19	18	24
# of authorities connected to National Single Window System		1	13	7	n.a.
Time Release Study			✓	✓	✓
Customs duties in tax revenue (%)		0.6	0.9	0.5	7.8
Revenue collected by Customs in tax revenue (%)		10.2	21.9	3.6	38.3
	Customs duties (%)	5.8	4.2	13.7	20.4
	General Consumption taxes (%)	29.3	69.8	85.3	41.9
	Special Consumption taxes (%)	64.9	26.0	0.2	24.6
	Taxes on exporting goods (%)	0.0	0.0	0.0	0.0
	Other tax (%)	0.0	0.0	0.7	3.0

## WCO Member Profiles

Japan	Jordan	Kazakhstan	Kenya
Mr. Motoya NAKAE	Mr. A. AL-RAHAMNEH	Mr. Marat SULTANGAZIYEV	Mr. Kelvin SAFALI
Director General of Customs and Tariff Bureau, Ministry of Finance	Director General of Customs	Chairman	Commissioner of Customs and Border Control
Customs and Tariff Bureau, Ministry of Finance	Customs Department, Ministry of Finance	State Revenue Committee, Ministry of Finance	Kenya Revenue Authority
Ministry Department	Ministry Department	Revenue Authority	Revenue Authority
www.customs.go.jp	www.customs.gov.jo	www.kgd.gov.kz	www.kra.gov.ke
9,808	2,671	12,816	1,450
1964	1964	1992	1965
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
NACCS (Nippon Automated Cargo and Port Consolidated System)	ASYCUDA World	Astana-1	SIMBA 2005
7,075,000	418,439	315,970	n.a.
8,418,000	136,639	86,063	n.a.
7,047,000	418,439	250,620	n.a.
8,384,000	136,639	86,063	n.a.
100%	100%	79%	n.a.
100%	100%	100%	n.a.
11	n.a.	11	n.a.
6	n.a.	11	n.a.
✓			✓
1.6	n.a.	10.0	n.a.
13.8	n.a.	18.2	n.a.
11.9	n.a.	55.1	n.a.
72.0	n.a.	28.8	n.a.
15.8	n.a.	0.6	n.a.
0.0	n.a.	55.6	n.a.
0.3	n.a.	0.0	n.a.

		Korea (Republic of)	Kosovo	Kuwait	Kyrgyzstan
First/ LAST Name		Mr. Yung Moon KIM	Mr. Bahri BERISHA	Mr. J.H. AL-JALAWI	Mr. Onolbekov ALMAZ MADYLBEOVICH
Title		Commissioner	Director General of Customs	Director General	Chairman of the State Customs Service
Customs Administration		Korea Customs Service	Customs Administration (Kosovo Customs)	General Administration of Customs	State Customs Service
Organization Type		Customs Agency	Customs Agency	Ministry Department	Customs Agency
Website Address		www.customs.go.kr	https://dogana.rks-gov.net/en	www.customs.gov.kw	www.customs.gov.kg
# of Customs staff (approximate)		5,058	664	3,726	1,138
Year of WCO Accession		1968	2017	1993	2000
WCO Instruments		HS; RKC; SAFE		HS; RKC; SAFE	HS; SAFE
Automated clearance system		UNIPASS	ASYCUDA World	Microclear Customs Clearance System	SAIS (Single Automated Information System)
# of Declarations	Import	21,560,000	258,820	n.a.	31,319
	Export	9,235,092	33,030	n.a.	1,038
# of Electronic Declarations	Import	19,881,000	258,820	n.a.	0
	Export	8,700,632	33,030	n.a.	0
Electronic Declarations Rate	Import	92%	100%	n.a.	0%
	Export	94%	100%	n.a.	0%
# of authorities issuing import or export permits		41	3	n.a.	25
# of authorities connected to National Single Window System		27	n.a.	n.a.	9
Time Release Study		✓	✓		✓
Customs duties in tax revenue (%)		3.3	6.2	n.a.	15.6
Revenue collected by Customs in tax revenue (%)		23.5	55.4	n.a.	40.2
	Customs duties (%)	14.0	11.1	n.a.	38.9
	General Consumption taxes (%)	71.1	52.6	n.a.	55.1
	Special Consumption taxes (%)	14.9	36.3	n.a.	0.9
	Taxes on exporting goods (%)	0.0	0.0	n.a.	0.0
	Other tax (%)	0.0	0.0	n.a.	5.1

Lao People's Democratic Republic	Latvia	Lebanon	Lesotho
Mr. B. SIKOUNLABOUT	Mr. Raimonds ZUKULS	Mr. Assaad TFAILY	Mr. T.D. KHASIPE
Acting Director General	Director General for Customs Issues of the State Revenue Service	Director General of Customs, President of the Higher Council of Lebanese Customs	Commissioner General
Ministry of Finance, Department of Customs	National Customs Board of the State Revenue Service of the Republic of Latvia	Customs Administration, Ministry of Finance	Lesotho Revenue Authority
Ministry Department	Revenue Authority	Ministry Department	Revenue Authority
www.laocustoms.laopdr.net	www.vid.gov.lv	www.customs.gov.lb	www.lra.org.ls/Customs.php
969	927	1,696	152
2007	1992	1960	1978
RKC; SAFE	HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE
ASYCUDA World	Electronic Customs Data Processing System (EMDAS)	NAJM (adopted from ASYCUDA WORLD)	ASYCUDA World
n.a.	179,624	268,218	331,299
n.a.	182,287	66,852	239,451
n.a.	179,622	268,218	323,579
n.a.	182,280	66,852	239,451
n.a.	100%	100%	98%
n.a.	100%	100%	100%
n.a.	10	13	12
n.a.	5	5	n.a.
✓	✓		✓
n.a.	0.9	n.a.	n.a.
n.a.	2.34	n.a.	n.a.
n.a.	38.6	17.9	13.8
n.a.	54.0	52.4	86.2
n.a.	7.0	29.2	0.0
n.a.	0.4	0.0	0.0
n.a.	0.0	0.0	0.0



		Liberia	Libya	Lithuania	Luxembourg
First/ LAST Name		Mr. Saa SAAMOI	Mr. T.A.A. ELFAGI	Mr. Jonas MIŠKINIS	M. Alain BELLOT
Title		Commissioner	Director General	Acting Director General of the Customs Department	Directeur des douanes et accises
Customs Administration		Ministry of Finance & Development Planning	Customs Administration	Customs Department, Ministry of Finance	Administration des douanes et accises
Organization Type		Revenue Authority	Ministry Department	Ministry Department	Customs Agency
Website Address		www.mofrevenue.gov.lr	www.customs.ly	www.lirmuitine.lt	www.etat.lu/DO
# of Customs staff (approximate)		260	13,500	2,001	439
Year of WCO Accession		1975	1975	1992	1953
WCO Instruments		HS; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	n.a.	MDAS (Customs Declaration Processing System); NTKS (National Transit Control System)	PLDA (eDouane)
# of Declarations	Import	44,268	n.a.	288,944	196,095
	Export	393	n.a.	288,593	223,082
# of Electronic Declarations	Import	26,018	n.a.	276,175	196,095
	Export	393	n.a.	367,902	223,082
Electronic Declarations Rate	Import	59%	n.a.	100%	100%
	Export	100%	n.a.	100%	100%
# of authorities issuing import or export permits		1	n.a.	15	18
# of authorities connected to National Single Window System		n.a.	n.a.	4	n.a.
Time Release Study					
Customs duties in tax revenue (%)		20.4	n.a.	1.9	0.2
Revenue collected by Customs in tax revenue (%)		41.8	n.a.	2.8	10.7
	Customs duties (%)	48.8	n.a.	68.1	1.4
	General Consumption taxes (%)	29.4	n.a.	21.6	1.2
	Special Consumption taxes (%)	14.7	n.a.	10.3	92.1
	Taxes on exporting goods (%)	0.2	n.a.	0.0	0.0
	Other tax (%)	2.8	n.a.	0.0	0.0



Macau, China	Madagascar	Malawi	Malaysia
Mr. VONG Iao Lek	Mr. E.Z. LAINKANA	Mr. Fatch VALETA	Mr. Dato' Paddy ABD HALIM
Director-General of Macao Customs Service	Directeur Général des Douanes	Commissioner of Customs and Excise	Director General of Customs
Macao Customs Service	Direction Générale des Douanes, Ministère des Finances et du Budget	Customs and Excise Division, Malawi Revenue Authority	Royal Malaysian Customs Department (RMCD), Ministry of Finance
Customs Agency	Ministry Department	Revenue Authority	Ministry Department
www.customs.gov.mo	www.mefb.gov.mg	www.mra.mw	www.customs.gov.my
1,121	1,254	419	12,484
1993	1964	1966	1964
SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Electronic Data Interchange System (EDI)	ASYCUDA ++	ASYCUDA ++	Customs Information System (SMK)
439,946	73,731	310,932	5,180,929
45,666	41,224	18,981	6,260,210
109,660	73,731	310,932	5,180,929
13,192	41,224	18,981	6,142,142
25%	100%	100%	100%
29%	100%	100%	98%
5	40	7	27
5	12	n.a.	27
	✓	✓	✓
n.a.	10.8	11.0	2.6
n.a.	48.8	33.2	23.6
n.a.	22.1	33.1	11.0
n.a.	68.4	37.1	30.3
n.a.	9.5	28.2	14.3
n.a.	0.0	0.0	4.0
n.a.	0.0	1.6	0.0

		Maldives	Mali	Malta	Mauritania
First/ LAST Name		Mr. Ahmed NUMAN	Mr. Mahamet DOUCARA	Mr. Joseph CHETCUTI	Mr. DAH OULD HAMADY OULD EL MAMY
Title		Commissioner General of Customs	Directeur Général des Douanes	Director General of Customs	Directeur général
Customs Administration		Maldives Customs Service	Direction Générale des Douanes	Customs Department, Ministry for Finance	Direction générale des Douanes, Ministère des Finances
Organization Type		Customs Agency	Ministry Department	Ministry Department	Ministry Department
Website Address		www.customs.gov.mv	www.douanes.gouv.ml	customs.gov.mt	http://www.dgdmr.com/
# of Customs staff (approximate)		689	1,764	375	800
Year of WCO Accession		1995	1987	1968	1979
WCO Instruments		HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC
Automated clearance system		ASYCUDA World	ASYCUDA World	Customs Electronic System	ASYCUDA ++
# of Declarations	Import	198,780	224,019	99,161	n.a.
	Export	12,818	19,848	23,662	n.a.
# of Electronic Declarations	Import	198,780	224,019	98,229	n.a.
	Export	12,818	19,848	23,615	n.a.
Electronic Declarations Rate	Import	100%	100%	99%	n.a.
	Export	100%	100%	100%	n.a.
# of authorities issuing import or export permits		9	9	4	n.a.
# of authorities connected to National Single Window System		n.a.	n.a.	n.a.	n.a.
Time Release Study		✓	✓		
Customs duties in tax revenue (%)		14.8	10.9	0.5	n.a.
Revenue collected by Customs in tax revenue (%)		14.8	42.0	14.0	n.a.
	Customs duties (%)	100.0	26.0	3.7	n.a.
	General Consumption taxes (%)	0.0	56.3	29.2	n.a.
	Special Consumption taxes (%)	0.0	13.2	65.5	n.a.
	Taxes on exporting goods (%)	0.0	0.0	0.0	n.a.
	Other tax (%)	0.0	4.5	0.0	n.a.

Mauritius	Mexico	Moldova	Mongolia
Mr. Vivekanand RAMBURUN	Mr Ricardo AHUED BARDAHUIL	Mr. Vitalie VRABIE	Mr. Asralt BATBOLD
Director, Customs	Administrator General of Customs	Director General of the Customs Service	Director General
Customs Department, Mauritius Revenue Authority	Administration General of Customs, Tax Administration Service	Customs Service, Ministry of Finance	Mongolian Customs General Administration (MCGA)
Revenue Authority	Revenue Authority	Customs Agency	Customs Agency
www.mra.mu	www.sat.gob.mx	www.customs.gov.md	www.customs.gov.mn
672	6,639	1,761	1,407
1973	1988	1994	1991
HS; RKC; SAFE	HS; RKC	HS; RKC	HS; RKC; SAFE
CMS II (Customs Management System II)	SAAI (Integrated Automated Customs System); MAT-CE (Model of Foreign Trade Tax Administration)	ASYCUDA World ver.4.2.0	CAIS (Customs Automated Information System)
213,005	7,201,296	348,975	248,824
49,446	2,660,716	188,782	524,976
213,005	7,201,296	97,700	107
49,446	2,660,716	152,768	496,071
100%	100%	28%	0%
100%	100%	81%	94%
14	12	9	11
9	12	1	n.a.
✓	✓	✓	✓
1.6	2.1	2.9	8.3
47.1	30.9	56.5	33.3
3.4	7.0	5.2	25.0
45.1	75.4	67.1	51.7
51.4	17.5	25.3	19.5
0.0	0.0	0.0	0.0
0.0	0.0	0.1	0.0

		Montenegro	Morocco	Mozambique	Namibia
First/ LAST Name		Mr. Vladan JOKOVIĆ	M. Nabyi LAKHDAR	Mr. Aly Dauto MALLA	Mr. G. EIMAN
Title		Director General of Customs	Directeur Général de l'Administration des Douanes et Impôts Indirects	Director General of Customs	Commissioner of Customs and Excise
Customs Administration		Customs Administration, Ministry of Finance	Administration des Douanes et Impôts indirects, Ministère de l'Economie et des Finances	General Directorate of Customs, Mozambique Revenue Authority	Customs and Excise
Organization Type		Customs Agency	Ministry Department	Revenue Authority	Ministry Department
Website Address		<a href="http://www.upravacarina.gov.me/en/administration">www.upravacarina.gov.me/en/administration</a>	<a href="http://www.douane.gov.ma">www.douane.gov.ma</a>	<a href="http://www.at.gov.mz">www.at.gov.mz</a>	<a href="http://www.mof.na">http://www.mof.na</a>
# of Customs staff (approximate)		517	5,422	2,210	741
Year of WCO Accession		2006	1968	1987	1992
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		Customs Information System (CIS)	BADR (Base automatisée de dédouanement en réseau)	MCMS (Mozambique Customs Management System)	ASYCUDA World
# of Declarations	Import	248,731	494,542	181,385	n.a.
	Export	22,199	275,235	19,864	n.a.
# of Electronic Declarations	Import	5,145	494,542	181,385	n.a.
	Export	176	275,235	19,864	n.a.
Electronic Declarations Rate	Import	2%	100%	100%	n.a.
	Export	1%	100%	100%	n.a.
# of authorities issuing import or export permits		n.a.	24	n.a.	n.a.
# of authorities connected to National Single Window System		n.a.	3	n.a.	n.a.
Time Release Study		✓			
Customs duties in tax revenue (%)		n.a.	4.0	0.8	n.a.
Revenue collected by Customs in tax revenue (%)		n.a.	41.0	3.5	n.a.
	Customs duties (%)	3.5	9.7	21.5	n.a.
	General Consumption taxes (%)	67.5	55.9	56.7	n.a.
	Special Consumption taxes (%)	29.0	32.6	6.6	n.a.
	Taxes on exporting goods (%)	0.0	0.0	0.0	n.a.
	Other tax (%)	0.0	1.7	0.3	n.a.

## WCO Member Profiles

Nepal	Netherlands	New Zealand	Nicaragua
Mr. Rameshwor DANGAL	Mr. Pieter HASEKAMP	Ms. C. STEVENSON	Mr. Eddy Francisco MEDRANO SOTO
Director General of Customs	Director General for Tax and Customs Policy and Legislation	Comptroller of Customs & Chief Executive of the Customs Service	Director General
Department of Customs, Ministry of Finance	Netherlands Tax and Customs Administration, Ministry of Finance	New Zealand Customs Service	Dirección General de Servicios Aduaneros
Ministry Department	Ministry Department	Customs Agency	Customs Agency
www.customs.gov.np	www.douane.nl	www.customs.govt.nz	www.dga.gob.ni
1,191	4,772	1,364	1,592
1986	1953	1963	1998
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	SAFE
ASYCUDA World	AGS Import/AGS Export	JBMS (Joint Border Management System)	ASYCUDA World
658,003	3,600,186	1,361,864	209,772
69,167	5,076,137	587,581	104,255
658,003	3,600,116	1,361,864	209,772
69,167	5,076,137	587,581	104,255
100%	100%	100%	100%
100%	100%	100%	100%
7	2	13	14
n.a.	n.a.	1	n.a.
✓		✓	
18.5	1.7	3.4	n.a.
48.0	8.6	18.4	n.a.
38.6	19.6	18.6	11.2
43.1	4.9	63.9	72.5
18.3	75.5	18.6	15.6
0.0	0.0	0.0	0.0
0.0	0.0	2.5	0.7



		Niger	Nigeria	North Macedonia	Norway
First/ LAST Name		M. O.A. PETITOT	Mr. Hameed ALI IBRAHIM	Mr.Gjoko TANASOSKI	Mr. Øystein BØRMER
Title		Directeur Général des Douanes	Comptroller-General of Customs	Director General of Customs	Director General of Customs
Customs Administration		Direction Générale des Douanes du Niger, Ministère des Finances	Nigeria Customs Service, Ministry of Finance	Customs Administration, Ministry of Finance	Directorate of Norwegian Customs
Organization Type		Ministry Department	Customs Agency	Customs Agency	Customs Agency
Website Address		n.a.	www.customs.gov.ng	www.customs.gov.mk	www.toll.no
# of Customs staff (approximate)		1,502	16,111	1,111	1,384
Year of WCO Accession		1981	1963	1994	1952
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	ASYCUDA ++; NICIS (Nigeria Integrated Customs Information System) 2	ASYCUDA ++	TVINN
# of Declarations	Import	190,497	658,273	374,531	6,358,166
	Export	38,493	24,576	135,760	1,537,405
# of Electronic Declarations	Import	6,375	658,273	n.a.	6,358,166
	Export	11	24,576	n.a.	1,537,405
Electronic Declarations Rate	Import	3%	100%	n.a.	100%
	Export	0%	100%	n.a.	100%
# of authorities issuing import or export permits		17	6	17	n.a.
# of authorities connected to National Single Window System		1	6	11	n.a.
Time Release Study		✓	✓	✓	
Customs duties in tax revenue (%)		n.a.	n.a.	4.9	n.a.
Revenue collected by Customs in tax revenue (%)		n.a.	n.a.	75.9	n.a.
	Customs duties (%)	35.8	50.5	6.4	n.a.
	General Consumption taxes (%)	50.7	20.7	59.6	n.a.
	Special Consumption taxes (%)	13.6	4.8	33.1	n.a.
	Taxes on exporting goods (%)	10.5	0.1	0.0	n.a.
	Other tax (%)	0.0	23.8	0.8	n.a.



## WCO Member Profiles

Oman	Pakistan	Palestine	Panama
Mr. Khalifa Ali AL SYABI	Mr. Muhammad Javed GHANI	Mr. Luai HANASH	Mr. Leo A. GONZALEZ
Director General	Member (Customs-Policy), Federal Board of Revenue (FBR)	Director General of Customs, Excises and VAT	Director General
Directorate General of Customs	Pakistan Customs - Federal Board of Revenue (FBR)/Revenue Division, Ministry of Finance	Directorate General of Customs and Excises, VAT, Ministry of Finance	National Customs Authority
Ministry Department	Revenue Authority	Ministry Department	Customs Agency
www.customs.gov.om	www.fbr.gov.pk	www.pmf.ps/web/cav/6	www.ana.gob.pa
1,720	6,779	1,273	1,625
2000	1955	2015	1996
HS; RKC; SAFE	HS; RKC; SAFE	HS	HS; SAFE
Mirsal	WeBOC (Web Based One Customs)	ASYCUDA World	SIGA (Sistema Integrado de Gestión Aduanera)
n.a.	854,518	96,089	336,285
n.a.	782,321	6,798	25,981
n.a.	687,551	96,089	336,285
n.a.	677,883	6,798	25,981
n.a.	81%	100%	100%
n.a.	87%	100%	100%
n.a.	44	7	19
n.a.	14	2	5
	✓		
n.a.	15.8	1.5	5.9
n.a.	46.2	73.85	23.9
n.a.	34.2	2.0	24.6
n.a.	46.4	18.7	37.9
n.a.	34.2	2.0	24.6
n.a.	0.3	0.0	0.0
n.a.	0.0	9.9	2.0

		Papua New Guinea	Paraguay	Peru	Philippines
First/ LAST Name		Mr. Ray PAUL	Mr. Julio Manuel FERNANDEZ FRUTOS	Mr. Rafael Eduardo GARCIA MELGAR	Mr. R.L. B. GUERRERO
Title		Chief Commissioner of Customs	National Director of Customs	National Deputy Superintendent of Customs	Commissioner of Customs
Customs Administration		Papua New Guinea Customs Service	National Directorate of Customs (DNA)	National Superintendency of Customs and Tax Administration (SUNAT)	Bureau of Customs, Department of Finance
Organization Type		Customs Agency	Customs Agency	Revenue Authority	Customs Agency
Website Address		www.customs.gov.pg	www.aduana.gov.py	www.sunat.gob.pe	www.dof.gov.ph
# of Customs staff (approximate)		462	1,176	3,060	2,749
Year of WCO Accession		2002	1969	1970	1980
WCO Instruments		HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA ++	SOFIA (Sistema de Ordenamiento Fiscal del Impuesto en Aduanas)	SIGAD (Integrated Customs Management System); SDA (Customs Clearance System)	e2m (Electronic-to-Mobile)
# of Declarations	Import	120,093	233,819	792,036	2,626,395
	Export	16,119	43,931	344,014	364,428
# of Electronic Declarations	Import	120,093	233,819	792,036	1,764,491
	Export	16,119	43,931	344,014	182,214
Electronic Declarations Rate	Import	100%	100%	100%	67%
	Export	100%	100%	100%	50%
# of authorities issuing import or export permits		10	21	16	n.a.
# of authorities connected to National Single Window System		n.a.	18	11	n.a.
Time Release Study				✓	
Customs duties in tax revenue (%)		n.a.	10.7	1.2	3.0
Revenue collected by Customs in tax revenue (%)		n.a.	47.7	24.8	22.3
	Customs duties (%)	26.1	22.5	4.8	13.5
	General Consumption taxes (%)	55.7	46.0	85.0	71.8
	Special Consumption taxes (%)	4.6	22.5	10.2	13.0
	Taxes on exporting goods (%)	23.2	0.3	0.0	0.0
	Other tax (%)	1.7	0.0	0.0	1.7

Poland	Portugal	Qatar	Romania
Mr. Marian BANAŚ	Ms. Maria Helena BORGES	Mr. Ahmad bin Abdullah AL-JAMAL	Mr. B.L. MIHEI
Head of National Revenue Administration	General Director of Tax and Customs Authority	President	Vicepresident of the National Agency for Fiscal Administration
National Revenue Administration (NRA)	Tax and Customs Administration	General Authority of Customs	General Directorate of Customs, National Agency for Fiscal Administration, Ministry of Public Finance
Revenue Authority	Revenue Authority	Customs Agency	Revenue Authority
www.mf.gov.pl	portaldasfinancas.gov.pt	www.customs.gov.qa	www.customs.ro
62,583	1,210	2,463	2,334
1974	1953	1992	1969
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
CELINA – national import system to process import Customs declaration; ECS – export control system	STADA - Import; STADA - export	Alnadeeb (Single Window)	RCDPS (Romanian Customs Declaration Processing System)
4,758,603	602,927	1,851,455	639,742
6,522,901	636,708	83,024	456,775
4,729,479	602,927	1,851,455	639,562
6,517,764	636,708	83,024	456,711
99%	100%	100%	100%
100%	100%	100%	100%
14	n.a.	7	n.a.
n.a.	11	n.a.	n.a.
✓		✓	
1.2	0.5	n.a.	0.8
27.1	15.5	n.a.	8.5
4.3	3.2	92.4	9.7
13.6	13.7	0.0	82.2
0.2	0.0	0.0	8.1
0.0	0.0	0.0	0.0
0.0	0.0	0.0	0.0

		Russian Federation	Rwanda	Saint Lucia	Samoa
First/ LAST Name		Mr. Vladimir Ivanovich BULAVIN	Ms. R. UWAMALIYA	Ms. A. MONTOUTE	Ms. Avalisa Sina VIALI-FAUTUA'ALI
Title		Head of the Federal Customs Service	Commissioner for Customs Services	Acting Comptroller of Customs	Chief Executive Officer
Customs Administration		Federal Customs Service	Customs Services Department, Rwanda Revenue Authority	Customs Department, Ministry of Finance	Customs Service, Ministry for Revenue
Organization Type		Customs Agency	Revenue Authority	Ministry Department	Revenue Authority
Website Address		www.customs.ru	www.rra.gov.rw	www.customs.gov.lc	www.revenue.gov.ws
# of Customs staff (approximate)		43,669	341	244	137
Year of WCO Accession		1991	1964	2005	2001
WCO Instruments		HS; RKC	HS; RKC; SAFE	SAFE	RKC; SAFE
Automated clearance system		Unified automated information system of customs authorities (UAIS)	ASYCUDA World	ASYCUDA World	ASYCUDA World
# of Declarations	Import	777,058	209,549	n.a.	19,820
	Export	1,089,962	20,150	n.a.	2,948
# of Electronic Declarations	Import	777,058	209,549	n.a.	19,820
	Export	1,089,962	20,150	n.a.	2,948
Electronic Declarations Rate	Import	n.a.	100%	n.a.	100%
	Export	n.a.	100%	n.a.	100%
# of authorities issuing import or export permits		42	5	n.a.	n.a.
# of authorities connected to National Single Window System		4	n.a.	n.a.	n.a.
Time Release Study		✓			
Customs duties in tax revenue (%)		n.a.	6.6	n.a.	11.0
Revenue collected by Customs in tax revenue (%)		n.a.	31.1	n.a.	53.7
	Customs duties (%)	59.4	21.1	n.a.	20.5
	General Consumption taxes (%)	37.2	34.3	n.a.	55.4
	Special Consumption taxes (%)	1.6	18.9	n.a.	24.1
	Taxes on exporting goods (%)	49.9	1.1	n.a.	0.0
	Other tax (%)	0.0	12.1	n.a.	0.0

## WCO Member Profiles

Sao Tome and Principe	Saudi Arabia	Senegal	Serbia
M. C.E. BENGUELA	Mr. Ahmed A. ALHAKBANI	M. Oumar DIALLO	Mr. Miloš TOMIĆ
Director General of Customs	Governor, General Customs Authority	Directeur Général des Douanes	Director General
General Directorate of Customs, Ministries of Finance Trade and Blue Economy	General Customs Authority	Direction Générale des Douanes, Ministère de l'Economie, des Finances et du Plan	Customs Administration
Ministry Department	Customs Agency	Customs Agency	Customs Agency
www.alfandegas.st	www.customs.gov.sa	www.douanes.sn	www.carina.rs
54	9,913	1,436	2,390
2009	1973	1976	2001
HS; RKC	HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA World	Nebras	GAINDE (Gestion automatisée des Informations douanières et des échanges)	ISCS (Information System of Customs Services)
12,495	1,843,656	n.a.	1,230,672
619	806,635	n.a.	773,912
12,495	1,843,656	157,760	1,227,732
619	806,635	32,235	770,645
100%	100%	n.a.	100%
100%	100%	n.a.	100%
n.a.	22	4	14
n.a.	3	n.a.	n.a.
	✓		✓
n.a.	n.a.	13.2	3.7
n.a.	n.a.	35.0	50.1
98.3	39.0	37.7	7.4
0.0	44.0	61.3	73.9
0.0	15.1	1.0	18.5
0.0	0.0	0.0	0.0
0.0	1.9	0.0	0.0



		Seychelles	Sierra Leone	Singapore	Slovakia
First/ LAST Name		Mr. Paul BARRACK	Mr. Samuel S. JIBAO	Mr. HO Chee Pong	Ms. Lenka WITTENBERGEROVÁ
Title		Commissioner for Customs	Commissioner	Director-General	President
Customs Administration		Customs Division, Seychelles Revenue Commission	National Revenue Authority	Singapore Customs	Financial Administration of Slovak Republic
Organization Type		Revenue Authority	Revenue Authority	Customs Agency	Revenue Authority
Website Address		www.src.gov.sc	www.nra.gov.sl/nra	www.customs.gov.sg	www.financnasprava.sk
# of Customs staff (approximate)		154	146	987	2,976
Year of WCO Accession		2000	1975	1975	1993
WCO Instruments			HS; RKC; SAFE	HS; SAFE	HS; RKC; SAFE
Automated clearance system		ASYCUDA World	ASYCUDA ++	TradeNet	ECS (Export Control System); ISST (Integrated System for Tariff Administration)
# of Declarations	Import	47,880	n.a.	5,538,609	372,630
	Export	5,153	n.a.	3,687,070	422,827
# of Electronic Declarations	Import	47,880	n.a.	5,538,609	370,354
	Export	3,294	n.a.	3,687,070	422,827
Electronic Declarations Rate	Import	57%	n.a.	100%	99%
	Export	n.a.	n.a.	100%	100%
# of authorities issuing import or export permits		13	n.a.	11	11
# of authorities connected to National Single Window System		n.a.	n.a.	11	n.a.
Time Release Study				✓	
Customs duties in tax revenue (%)		4.8	n.a.	0.0	0.2
Revenue collected by Customs in tax revenue (%)		34.8	n.a.	13.1	42.0
	Customs duties (%)	13.8	n.a.	0.1	0.5
	General Consumption taxes (%)	41.8	n.a.	63.6	53.2
	Special Consumption taxes (%)	40.9	n.a.	36.0	46.3
	Taxes on exporting goods (%)	0.0	n.a.	0.0	0.0
	Other tax (%)	3.5	n.a.	36.0	0.0



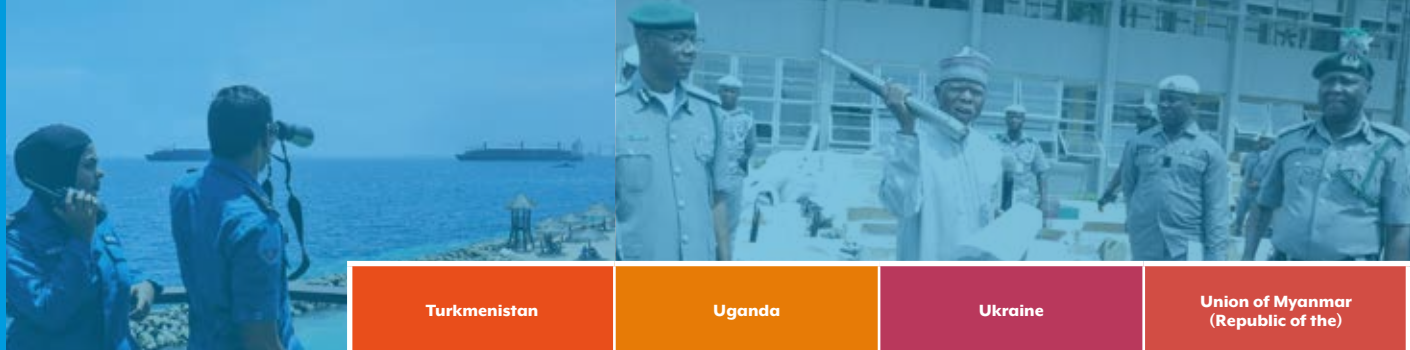
Slovenia	Somalia	South Africa	South Sudan
Mr. Boris KASTELIC	Mr. Mohamed Haji MOHAMUD	Mr. E. KIESWETTER	Mr. Akok NOON AKOK
Director of Customs Department	Director of Customs	Commissioner	Director General of Customs
Customs Department, Financial Administration of the Republic of Slovenia	Ministry of Finance and Planning	South African Revenue Service	South Sudan Customs Service
Revenue Authority	Ministry Department	Revenue Authority	Ministry Department
www.fu.gov.si	n.a.	www.sars.gov.za	n.a.
443	760	2,361	1,889
1992	2012	1964	2013
HS; RKC; SAFE	SAFE	HS; RKC; SAFE	SAFE
SIAIS	n.a.	Integrated Customs Business Solutions	n.a.
380,166	n.a.	3,247,710	44,705
407,735	n.a.	6,599,930	2,465
380,166	n.a.	1,803,277	n.a.
407,735	n.a.	3,420,315	n.a.
100%	n.a.	56%	n.a.
100%	n.a.	52%	n.a.
17	n.a.	n.a.	n.a.
1	n.a.	n.a.	n.a.
0.9	n.a.	4.0	n.a.
19.5	n.a.	17.5	n.a.
4.6	n.a.	22.7	100.0
6.6	n.a.	74.4	0.0
0.6	n.a.	2.6	0.0
0.0	n.a.	0.1	1.9
0.2	n.a.	0.0	0.0

		Spain	Sri Lanka	Sudan	Suriname
First/ LAST Name		Ms. M <sup>a</sup> Pilar JURADO BORREGO	Ms. P.S.M. CHARLES	Mr. B.E.B. ALGALI	Mr. August VAN LOBBRECHT
Title		Director of the Department of Customs and Excise	Director General of Customs	Head of Customs Authority	Comptroller of Customs
Customs Administration		Department of Customs and Excise, State Tax Administration Agency	Sri Lanka Customs Department	Sudan Customs Authority, Ministry of Finance/Interior	Customs and Excise Department, Directorate of Taxes, Ministry of Finance
Organization Type		Revenue Authority	Ministry Department	Customs Agency	Ministry Department
Website Address		www.agenciatributaria.es	www.customs.gov.lk	www.customs.gov.sd	n.a.
# of Customs staff (approximate)		3,639	2,297	8,585	236
Year of WCO Accession		1952	1967	1960	2018
WCO Instruments		HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	
Automated clearance system		Sistema EDI (Sistema de Intercambio electrónico de datos)	ASYCUDA World	ASYCUDA World	ASYCUDA World
# of Declarations	Import	7,882,850	455,952	n.a.	45,242
	Export	10,285,156	587,107	n.a.	12,338
# of Electronic Declarations	Import	4,020,764	455,952	n.a.	45,242
	Export	5,286,177	587,107	n.a.	12,338
Electronic Declarations Rate	Import	51%	100%	n.a.	100%
	Export	51%	100%	n.a.	100%
# of authorities issuing import or export permits		4	12	n.a.	n.a.
# of authorities connected to National Single Window System		n.a.	n.a.	n.a.	n.a.
Time Release Study			✓		
Customs duties in tax revenue (%)		0.9	5.7	n.a.	16.3
Revenue collected by Customs in tax revenue (%)		19.6	53.8	n.a.	43.0
	Customs duties (%)	4.7	10.5	n.a.	38.0
	General Consumption taxes (%)	40.3	19.4	n.a.	32.9
	Special Consumption taxes (%)	0.1	40.2	n.a.	17.4
	Taxes on exporting goods (%)	0.0	0.0	n.a.	4.9
	Other tax (%)	0.0	29.6	n.a.	6.5

Sweden	Switzerland	Syrian Arab Republic	Tajikistan
Ms. Charlotte SVENSSON	M. Christian BOCK	Mr. Fawaz Asaad ASAAD	Mr. K.K. ABDURAHMON
Director General of Customs	Directeur	Director General of Customs	Chairman
Swedish Customs	Administration fédérale des douanes AFD, Département fédéral des finances DFF	General Customs Directorate	Customs Service under the Government of the Republic of Tajikistan (CSGRT)
Customs Agency	Ministry Department	Ministry Department	Customs Agency
www.tullverket.se	www.ezv.admin.ch	www.customs.gov.sy	www.customs.tj
2,071	1,876	4,896	1,108
1952	1952	1959	1997
HS; RKC; SAFE	HS; RKC	HS; RKC	HS; SAFE
TDS-Tullverkets datasystem (for import and export declarations); TESS-Tullverkets elektroniska Systemstöd (for Customs warehouse declaration)	e-dec; NCTS (Module export)	ASYCUDA World	UAIS (Unified Automated Information System)
3,782,172	23,843,300	n.a.	41,463
3,399,463	7,055,538	n.a.	8,453
3,766,665	23,843,300	52,723	41,463
3,398,783	7,055,538	21,183	8,453
100%	100%	n.a.	100%
100%	100%	n.a.	100%
11	25	n.a.	n.a.
4	4	n.a.	n.a.
0.5	1.6	n.a.	n.a.
0.6	33.2	n.a.	n.a.
83.4	4.8	n.a.	n.a.
6.5	47.6	n.a.	n.a.
9.7	32.4	n.a.	n.a.
0.0	0.0	n.a.	n.a.
0.3	13.9	n.a.	n.a.

		Tanzania	Thailand	Timor-Leste	Togo
First/ LAST Name		Mr. Usaje B. ASUBISYE	Mr. Krisada CHINAVICHARANA	Mr. J.A. FÁTIMA ABÍLIO	Mr. Atta-Kakra Kwawo ESSIEN
Title		Commissioner for Customs and Excise	Director-General of Customs	Director General for Customs	Commissaire des Douanes et Droits Indirects
Customs Administration		Customs Department, Tanzania Revenue Authority	Thai Customs Department, Ministry of Finance	Customs Directorate General, Ministry of Finance	Commissariat des Douanes et Droits Indirects (CCDI), Office Togolais des Recettes (OTR)
Organization Type		Revenue Authority	Ministry Department	Ministry Department	Revenue Authority
Website Address		www.tra.go.tz	www.customs.go.th	www.mof.gov.tl/customs	www.otr.tg/index.php
# of Customs staff (approximate)		1,184	6,825	255	866
Year of WCO Accession		1964	1972	2003	1990
WCO Instruments		HS; SAFE	HS; RKC; SAFE		HS; RKC; SAFE
Automated clearance system		TANCIS (Tanzania Customs Integrated System)	TCES (Thai Customs Electronic System)	ASYCUDA World	ASYCUDA World
# of Declarations	Import	n.a.	7,626,562	21,847	83,587
	Export	n.a.	9,848,040	924	25,708
# of Electronic Declarations	Import	203,924	3,814,208	21,847	78,587
	Export	55,755	4,925,741	924	23,708
Electronic Declarations Rate	Import	n.a.	50%	100%	94%
	Export	n.a.	50%	100%	92%
# of authorities issuing import or export permits		31	32	n.a.	2
# of authorities connected to National Single Window System		n.a.	31	n.a.	n.a.
Time Release Study		✓	✓	✓	
Customs duties in tax revenue (%)		8.0	4.1	n.a.	15.7
Revenue collected by Customs in tax revenue (%)		39.8	22.3	n.a.	47.6
	Customs duties (%)	20.1	18.3	83.5	33.0
	General Consumption taxes (%)	53.8	55.6	16.5	52.4
	Special Consumption taxes (%)	0.0	17.8	0.0	0.0
	Taxes on exporting goods (%)	0.8	0.0	0.0	1.1
	Other tax (%)	26.1	0.0	0.0	8.6

Tonga	Trinidad and Tobago	Tunisia	Turkey
Ms. D. STONE	Ms. K.A. YEARWOOD-MATTHEWS	M. Y. ZOUAGHI	Ms. G. I. YILMAZ BATUR
Commissioner	Acting Comptroller of Customs and Excise Division	Directeur Général	Deputy Minister of Trade
Customs Department, Ministry of Revenue and Customs	Customs and Excise Division, Ministry of Finance	Direction Générale des Douanes, Ministère des Finances	Ministry of Customs and Trade
Ministry Department	Ministry Department	Ministry Department	Ministry Department
www.revenue.gov.to	www.customs.gov.tt	www.douane.gov.tn	www.gtb.gov.tr
88	535	7,300	15,579
2005	1973	1966	1952
SAFE	SAFE	HS; RKC; SAFE	HS; RKC; SAFE
CMS (Customs Management System)	Customs Border Control System (CBCS); ASYCUDA World	SINDA (Système D'Information Douanier Automatisé)	BiLGE (Computerized Customs Automation System)
26,397	387,467	941,140	2,406,215
3,260	131,769	354,809	3,894,411
26,397	242,938	941,140	2,406,215
3,260	74,829	354,809	3,894,411
100%	63%	100%	100%
100%	57%	100%	100%
n.a.	n.a.	n.a.	20
n.a.	n.a.	n.a.	17
			✓
6.4	n.a.	4.6	1.4
48.9	n.a.	27.3	23.4
13.1	38.5	17.0	6.0
48.3	55.4	55.6	83.8
38.5	5.7	24.1	3.6
0.0	0.0	n.a.	0.2
0.0	0.4	3.2	6.3



		Turkmenistan	Uganda	Ukraine	Union of Myanmar (Republic of the)
First/ LAST Name		Mr. A. OSMANOV	Mr. Dicksons Collins KATESHUMBWA	Mr. Oleksandr VLASOV	Mr. Kyaw HTIN
Title		Chairman	Commissioner Customs	Acting Commissioner	Director General of Customs
Customs Administration		State Customs Service	Customs Department, Uganda Revenue Authority	The State Fiscal Service of Ukraine	Myanmar Customs Department, Ministry of Planning and Finance
Organization Type		Customs Agency	Revenue Authority	Revenue Authority	Ministry Department
Website Address		www.customs.gov.tm	www.ura.go.ug	www.sfs.gov.ua	www.myanmarcustoms.gov.mm
# of Customs staff (approximate)		n.a.	901	9,935	3,832
Year of WCO Accession		1993	1964	1992	1991
WCO Instruments			HS; RKC; SAFE	HS; RKC; SAFE	HS; SAFE
Automated clearance system		n.a.	ASYCUDA World	Inspector	Myanmar Automated Cargo Clearance System
# of Declarations	Import	n.a.	293,722	1,296,144	484,990
	Export	n.a.	115,212	826,646	177,502
# of Electronic Declarations	Import	n.a.	293,722	1,255,893	255,945
	Export	n.a.	115,212	821,669	129,763
Electronic Declarations Rate	Import	n.a.	100%	97%	53%
	Export	n.a.	100%	99%	73%
# of authorities issuing import or export permits		n.a.	11	14	27
# of authorities connected to National Single Window System		n.a.	n.a.	9	6
Time Release Study				✓	✓
Customs duties in tax revenue (%)		n.a.	8.6	2.7	9.5
Revenue collected by Customs in tax revenue (%)		n.a.	43.0	37.0	38.2
	Customs duties (%)	n.a.	19.9	7.3	24.9
	General Consumption taxes (%)	n.a.	38.9	79.9	0.0
	Special Consumption taxes (%)	n.a.	32.3	12.4	16.8
	Taxes on exporting goods (%)	n.a.	0.2	0.1	0.0
	Other tax (%)	n.a.	8.8	0.5	58.3



# WCO Member Profiles

United Arab Emirates	United Kingdom	United States	Uruguay
H.E. Mr. Ali Saeed Matar AL NEYADI	Mr. William WILLIAMSON	Mr. John P. SANDERS	Mr. Enrique CANON
Chairman of the FCA; Commissioner of UAE Customs	Customs Director	Chief Operating Officer and Senior Official	Director General of Uruguay Customs
Federal Customs Authority (FCA)	Her Majesty's Revenue and Customs (HMRC)	U.S. Customs and Border Protection	Uruguay National Customs Directorate
Customs Agency	Revenue Authority	Border Protection Service	Customs Agency
www.customs.ae	www.hmrc.gov.uk	www.cbp.gov	www.aduanas.gub.uy
6,649	5,000	53,618	876
1979	1952	1970	1977
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE	HS; SAFE
Dhabi; Mirsal 2	CHIEF (Customs Handling of Import and Export Freight)	Automated Commercial Environment	SISTEMA LUCIA/VUCE
5,129,667	39,136,877	33,430,000	232,994
2,326,611	7,002,777	20,423,516	76,046
4,733,297	39,126,544	33,430,000	232,994
2,112,266	6,999,577	20,423,516	76,046
92%	100%	100%	100%
91%	100%	100%	100%
21	n.a.	19	34
n.a.	n.a.	n.a.	22
✓		✓	
n.a.	0.6	1.3	2.5
n.a.	n.a.	1.4	26.8
n.a.	10.2	91.8	9.4
n.a.	89.8	0.0	55.1
n.a.	n.a.	8.1	6.9
n.a.	0.0	0.0	2.1
n.a.	0.0	0.1	24.3

		Uzbekistan	Vanuatu	Venezuela	Vietnam
First/ LAST Name		Mr. Murotjon AZIMOV	Mr. Benjamin MALAS	Mr. J. D. CABELLO RONDON	Mr. NGUYEN Van Can
Title		Chairman	Director	National Superintendent of Customs	Director General of Vietnam Customs
Customs Administration		State Customs Committee	Department of Customs and Inland Revenue (DCIR), Ministry of Finance and Economic Management (MFEM)	Servicio Nacional Integrado de Administración Aduanera y Tributaria	General Department of Vietnam Customs, Ministry of Finance
Organization Type		Customs Agency	Ministry Department	Revenue Authority	Ministry Department
Website Address		www.customs.gov.uz	customsinlandrevenue.gov.vu	www.seniat.gob.ve	www.customs.gov.vn
# of Customs staff (approximate)		5,000	63	2,593	10,174
Year of WCO Accession		1992	2009	1996	1993
WCO Instruments		HS; SAFE	RKC; SAFE	HS; SAFE	HS; RKC; SAFE
Automated clearance system		UAIS (Unified Automated Information System)	ASYCUDA World	ASYCUDA World	VNACCS; VCIS
# of Declarations	Import	487,896	21,349	n.a.	6,240,280
	Export	127,961	1,956	n.a.	6,022,200
# of Electronic Declarations	Import	487,896	21,349	n.a.	6,110,000
	Export	127,961	1,956	n.a.	5,990,000
Electronic Declarations Rate	Import	100%	100%	n.a.	98%
	Export	100%	100%	n.a.	99%
# of authorities issuing import or export permits		17	n.a.	n.a.	12
# of authorities connected to National Single Window System		6	n.a.	n.a.	n.a.
Time Release Study					✓
Customs duties in tax revenue (%)		n.a.	22.9	n.a.	n.a.
Revenue collected by Customs in tax revenue (%)		n.a.	63.1	n.a.	n.a.
	Customs duties (%)	n.a.	36.2	n.a.	22.4
	General Consumption taxes (%)	n.a.	36.4	n.a.	69.8
	Special Consumption taxes (%)	n.a.	24.2	n.a.	6.9
	Taxes on exporting goods (%)	n.a.	0.5	n.a.	2.6
	Other tax (%)	n.a.	0.9	n.a.	0.8

# WCO Member Profiles

Yemen	Zambia	Zimbabwe
Mr. Salim Saleh BINBURIK	Ms. Sydney CHIBBABBUKA	Mr. Happias KUZVINZWA
Chairman	Commissioner Customs	Commissioner Customs & Excise
Yemen Customs Authority	Customs Services Division, Zambia Revenue Authority	Customs & Excise Division, Zimbabwe Revenue Authority
Customs Agency	Revenue Authority	Revenue Authority
www.customs.gov.ye	www.zra.org.zm	www.zimra.co.zw
2,235	564	1,145
1993	1978	1981
HS; RKC; SAFE	HS; RKC; SAFE	HS; RKC; SAFE
ASYCUDA ++	ASYCUDA World	ASYCUDA World
n.a.	n.a.	149,129
n.a.	n.a.	50,985
n.a.	270,845	149,129
n.a.	183,498	50,985
n.a.	n.a.	100%
n.a.	n.a.	100%
n.a.	10	8
n.a.	8	n.a.
	✓	
n.a.	7.3	8.4
n.a.	34.3	35.8
n.a.	21.1	23.3
n.a.	74.1	27.3
n.a.	4.8	47.1
n.a.	0.1	0.0
n.a.	0.0	2.3

# WCO

## Member Profiles

### Explanatory notes

#### “Organization Type”

“Ministry Department” indicates that the Customs administration is a department, bureau, or division within a Ministry, such as the Ministry of Finance or the Ministry of the Interior.

“Customs Agency” indicates that the Customs administration is an autonomous Ministry or committee, or an independent agency, even if affiliated to a Ministry.

“Revenue Authority” indicates that the Customs administration is a pillar of an agency in which Customs and Tax authorities are integrated.

“Border Protection Service” indicates that the Customs administration is responsible for immigration services, such as visa verification at borders, in addition to the Customs portfolio.

#### “Number (#) of Declarations”

The “Number of Declarations” includes both paper-based and electronic declarations which were processed by a Customs Administration throughout 2018 (or 2017 for those Members that have not shared the most up-to-date data).

The “Electronic Declarations Rate” was calculated by dividing the “Number of Electronic Declarations” by the “Number of Declarations.”

The “Time Release Study” column features Members that have conducted a Time Release Study.

#### “Customs duties in tax revenue”

“Customs duties in tax revenue” was calculated by dividing Customs duties, such as import and export duties, by the total tax revenue collected by government.

“Revenue collected by Customs in tax revenue” was calculated by dividing the total tax revenue collected by Customs by the total tax revenue collected by government.

The proportion of “Customs duties” in tax revenue of Customs was calculated by dividing Customs duties, such as import duties and export duties, by the total tax revenue collected by Customs.

The proportion of “General Consumption taxes”, such as VAT and sales tax, in tax revenue of Customs was calculated by dividing general consumption taxes by the total tax revenue collected by Customs.

The proportion of “Special Consumption taxes”, such as excise, in tax revenue of Customs, was calculated by dividing special consumption taxes by the total tax revenue collected by Customs.

The proportion of “Taxes on exporting goods” in tax revenue of Customs was calculated by dividing the sum of export duties and taxes on export by the total tax revenue collected by Customs.

The proportion “Other tax”, such as stamp duty or road tax, in tax revenue of Customs was calculated by dividing the sum of other taxes collected by Customs by the total tax revenue collected by Customs.

Fees and other charges unrelated to the importation or exportation of goods are excluded from “Other tax”.

All the above fiscal information is based on the amount of revenue collected by Customs throughout the 2018 financial year (or the 2017 financial year for those Members that have not shared the most up-to-date data).

## Abbreviations

<b>AEO</b>	Authorized Economic Operator
<b>CBM</b>	Co-ordinated Border Management
<b>CBD</b>	Capacity Building Directorate
<b>CCC</b>	Customs Co-operation Council
<b>CEN</b>	Customs Enforcement Network
<b>C&amp;F</b>	Compliance and Facilitation Directorate
<b>HS</b>	Harmonized Commodity Description and Coding System of tariff nomenclature
<b>MRA</b>	Mutual Recognition Agreement
<b>PCA</b>	Post-Clearance Audit
<b>RILO</b>	Regional Intelligence Liaison Office
<b>RCL</b>	Regional Customs Laboratory
<b>RKC</b>	Revised Kyoto Convention
<b>ROCB</b>	Regional Office for Capacity Building
<b>RU</b>	Research Unit
<b>RDTC</b>	Regional Dog Training Centre
<b>RTC</b>	Regional Training Centre
<b>SAFE Framework</b>	Framework of Standards to Secure and Facilitate Global Trade
<b>TFA</b>	Trade Facilitation Agreement
<b>T&amp;TA</b>	Tariff and Trade Affairs Directorate
<b>WCO</b>	World Customs Organization

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