



TIMOR-LESTE
**Customs
Authority**

Client Service Charter and Standards

2021

English version

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Message from the Commissioner

The Customs Authority supports the Government of Timor-Leste to control the movement of goods, vehicles, ships, and aircraft into and out of, our country.

Our mission is to ensure adequate state revenue collection, facilitate effective and efficient trade, and protect our communities from illegitimate and harmful goods. Our vision is to ensure Timor-Leste is a trusted global gateway for international trade. Effective partnership with our clients is critical for us to achieve our mission and vision. At all levels and across all areas of our organization, we acknowledge the great value, essential support, and partnership that our clients can provide towards facilitating effective and efficient trade. We recognize that we share the same objectives as our clients and the need to build a prosperous trade industry that benefits Timor-Leste.

This Client Service Charter is intended to compliment the Customs Authority Stakeholder Engagement and Communications Plan (2021-2023) and the Customs Authority Five Year Strategic Plan, which collectively set out our vision, and demonstrate our commitment to providing a professional and transparent service to all of our clients.

(Digital signature image to be included here)

José António Fatíma Abílio
Acting Commissioner of Customs Authority

SECTION I

Customs Authority

Our mission is to help the Government of Timor-Leste control the movement of goods that cross our borders. In doing so, we must balance the need to facilitate legitimate trade against collecting state revenue and protecting our communities from illegal and restricted goods.

Our responsibilities include:

1. Securing our borders and preventing illegal or restricted goods from entering or exiting the country;
2. Ensuring that all appropriate duties and taxes are collected in a fair and transparent way;
3. Preventing major losses in revenue caused by inefficiencies or illegal activities;
4. Making procedures more efficient and bring our services into compliance with international standards;
5. Facilitating trade and attracting investment by making it easier for businesses to import and export goods; and
6. Identifying and eradicating corruption from within our ranks.

Our goal is to contribute towards Timor-Leste becoming a trusted global gateway for trade, and we are working hard to ensure that our processes, policies, and regulations are compatible with international standards. We aim to achieve these goals by delivering a modern and professional service that establishes trust between our clients and us.

SECTION II

Our Clients

Our clients, often referred to as stakeholders, can be described as people, groups, or entities that our decisions or activities may positively or negatively impact. Our clients may be actively involved in our activities, affected by an outcome, or in a position to influence potential goals.

For the purposes of this Charter, we have broken our clients down into two major groups: Internal clients and external clients:

• Internal Clients

Internal clients are individuals that are directly involved in the operation and management of the business. In this case, our internal clients are members of the Customs Authority or members of the Ministry of Finance who maintain management or oversight responsibilities for our organization. Our internal clients have a vested interest in our organization and can directly affect or be affected by our successes or failures. Our internal clients directly influence our outcomes, decisions, and performance as an organization.

• External Clients

Our external clients are outside parties that are connected to us through shared interests. In this case, our external clients include members of the trading community, trade organizations or associations, other government agencies, community groups, foreign governments, international organizations, and public traveling in and out of Timor-Leste. Our external clients are not involved in the everyday operations of our organization; however, our organizational activities do have an impact on them. In most cases, external clients will not be aware of our organization's internal issues.



SECTION III

Client Services Charter

Background

The Client Service Charter is an official document enacted by a Commissioner's Administrative Directive under the Customs Organic Law, Decree-Law 2/2020. In summary, our Charter:

- Outlines our commitment to providing transparent, predictable, and quality service to all of our clients;
- Sets out how we will perform our key activities and publish measurable standards that meet Government and client expectations;
- Links our performance to our core values as an organization and will help us to achieve our goals set out within our approved Five-year Strategic Plan (2021-2025);
- Provides information on your responsibilities as a client and how you can achieve the proposed standards,
- How you can provide comment on our services or on the Charter itself.

We will regularly measure our performance against the standards detailed within our Charter and publish this information via our website at: www.customs.gov.tl and our Annual Reports.

Why is our Client Service Charter Important?

Our Charter clearly describes how we will perform our core functions professionally and according to government priorities, our own strategic objectives, and relevant international standards and best practices. Where applicable, our Charter also identifies performance standards that you can expect as a client. By publishing our performance standards, we believe we are making a firm commitment to our clients that we are committed to providing a modern and transparent service.

Our Client Service Standards

Our Charter contains a list of our Client Service Standards. These standards will be further refined and developed following collaboration with our clients via:

- One to one discussion
- Focus group discussions
- Questionnaires or surveys

Once adjusted, we will develop and publish revised performance standards, and make these available via our website at: www.customs.gov.tl and our Annual Reports.

What Will Our Charter Achieve?

Our Charter will allow us to set and monitor performance standards, and as a result, our clients will understand what level of service they can expect from us. This information will help our clients to establish the time and cost associated with doing business and help them to make more informed decisions. Our Charter also identifies the standards required from our clients. For example, our clients must adhere to approved procedures and submit correct documents when making an import declaration. If our clients fail to meet these standards, it is unlikely we will achieve the standards that we have set.

SECTION IV

Service Principles and Charter Standards

Service Principles

Our service principles, which reflect and reinforce our core organizational values of integrity, professionalism, transparency, and respect, include:

- Being courteous and helpful to our clients;
- Acting promptly and without undue delays when attending or processing our clients' requests;
- Performing our activities in accordance with the law and approved procedures;
- Making trade-related information freely accessible to our clients.

Client Service Standards

Our Client Service Standards are developed with practicality in mind and focused upon activities that may impact you directly as a client. These standards, which are available in Section 6, include:

- A description of the standard
- What you can expect from us
- What we should be able to expect from you as a client
- Our performance target(s)
- What data we will use to measure our performance against the target(s)

Publication of Performance Data

We will publish our performance data every quarter, as follows:

- Quarter 1 (January 1 to March 31) = first week of April
- Quarter 2 (April 1 to June 30) = first week of July
- Quarter 3 (July 1 to September 30) = first week of October
- Quarter 4 (October 1 to December 31) = first week of January

Once published, you can access this performance data via our website at: www.customs.gov.tl and within our Annual Reports.

Your Role as a Client

As a client, you play a direct role in whether we can achieve our standards or not. For example, if you fail to provide us with the correct paperwork, we may not be able to process your import consignment within the agreed performance target(s). As such, it is essential that you closely follow the approved procedures or regulations. You can find many of these documents via our website at: www.customs.gov.tl. If you are still unsure and we will endeavour to help wherever we can.

Our Commitment to Meeting the Standards

We are committed to meeting our performance standards. In the event this does not happen, we will:

- Collect and review relevant data
- Identify the reason(s) for the failure
- Identify whether this failure resulted from our actions
- Identify what role, if any, our client(s) may have played in this failure
- Identify and propose measures to mitigate the chances of the same failure occurring
- Report our findings to our management team as appropriate
- Once approved, implement appropriate remedial measures



SECTION V

Client Service Standards

We have listed our Client Service Standards under the following four sections:

- Part A: General Contact and Communication
- Part B: International Travelers
- Part C: Processing Import and Export Declarations
- Part D: Bonded Warehouse and Places of Temporary Storage License Requests

All sections include:

- The type and description of the standard
- Our performance target(s) and what you can expect from us
- What we should be able to expect from you as a client
- What data we will use to measure our performance against the target(s)

If you believe that we have failed to meet our standards, you should ask to speak to a supervisor immediately. Alternatively, you can report your concerns to us in any of the following ways:

By Telephone: **+670 333 1312**

By Email: **contact@customs.gov.tl**

Via the Customs Hotline: **12200**

Via our Website: **www.customs.gov.tl**

In Writing: FAO: Unit Director, Institutional Relations and Communications, Customs Authority HQ, Dili, Timor-Leste.

Part A: General Contact and Administration

Nr	STANDARD TYPE	STANDARD (What Customs will do)	YOUR RESPONSIBILITY (What you, as a client, will do)	PERFORMANCE MEASURE (Data to be Published)
A1	<i>When you have a contact in person with Customs officials</i>	We will always be honest, fair, courteous, helpful and professional when interacting with you.	Being courteous with Customs staff.	<ul style="list-style-type: none"> • Number of complaints made • Number of compliments received
A2	<i>If you write to us at: "Unit Director, Institutional Relations and Communications" Customs Authority HQ, Dili, Timor-Leste</i>	<p>We aim to respond in writing within 10 working days of receipt of your correspondence.</p> <p>If we cannot fully answer your query in that time, we will give you an interim response.</p>	You should always try to provide us, as much information as possible so we deal with your query accordingly.	<ul style="list-style-type: none"> • Number of written queries responded to within the target time • Number of written queries not responded to within the target time
A3	<i>If there are any fees or charges associated with any services that Customs provides</i>	<p>We will publish the nature and the amount of any fees or charges associated with our services.</p> <p>This information will be available within the "Document Database" accessible via our website at: www.customs.gov.tl.</p>	<p>Please check that this information exists on our website in the first instance.</p> <p>If not, please inform us, and we will investigate and take remedial action as soon as practicable.</p>	Date and time when we uploaded this information to our website
A4	<i>If you need general information about Customs requirements</i>	<p>We will provide you with copies of relevant trade-related information, such as import or export procedures and other regulations.</p> <p>This information will be available within the "Document Database" accessible via our website at: www.customs.gov.tl.</p>	<p>Please check that this information exists on our website in the first instance.</p> <p>If not, please inform us, and we will investigate and take remedial action as soon as practicable.</p>	Date, time, and type of information that we uploaded to our website

Part B: General Contact and Administration

Nr	STANDARD TYPE	STANDARD (What Customs will do)	YOUR RESPONSIBILITY (What you, as a client, will do)	PERFORMANCE MEASURE (Data to be Published)
B1	<i>When you have a contact in person with Customs officials</i>	We will always clearly identify ourselves as a member of the Customs Authority if we stop you for further questioning. In most cases, we will wear uniform and display our Customs Identity card.	If you are unsure who has stopped you, you should ask the person to confirm their identity and position by presenting their official identification card.	<ul style="list-style-type: none"> • Number of complaints made • Number of compliments received • Number of occasions that staff may have been on-duty without wearing a uniform or not carrying identification
B2	<i>Travellers arriving on an international flight with "Nothing to Declare"</i>	If you have nothing to declare and we do not select you for further questioning, we aim to release you from the customs-controlled area within 10 minutes upon arrival.	You must present us a complete and truthful Customs Arrival Declaration form. In addition, if you are carrying any of the following items, you must declare these to us: <ul style="list-style-type: none"> • Prohibited or restricted goods, • Cash in excess of \$20,000 (USD or equivalent currency), or • Any goods in excess of your duty-free allowances. 	<ul style="list-style-type: none"> • Number of times we met our time target (10 minutes) • Number of times we did not meet our time target • Description of delays
B3	<i>Travellers arriving on an international flight with "Goods to Declare"</i>	If you have "Goods to Declare", we aim to process your baggage within 40 minutes of presenting all your bags to a Customs officer for examination.	<ul style="list-style-type: none"> • You must present us with a complete and truthful Customs Arrival Declaration form and legitimate invoices for any excess goods you declare. • You must also be able to pay any assessed duties or taxes via credit or debit card. • Alternatively, you will be required to pay in cash at a local bank and then return to collect your goods. 	<ul style="list-style-type: none"> • Number of consignments processed within the target time • Number of consignments not processed within the target time
B4	<i>If we ask you to undergo a personal search (body search)</i>	If we need to undertake a search of your person, we will deal with you in a professional manner and discreet. All searches will be conducted in a private room away from public sight and completed by a member of the same sex.	<ul style="list-style-type: none"> • Indicate to the officers conducting the search that you have understood your legal obligations and rights. • We understand that being subjected to a personal search can be highly intrusive, but you should always be courteous when interacting with us. • If you believe that the search is not warranted, you should immediately ask to speak with a supervisor. 	<ul style="list-style-type: none"> • Number of complaints made • Number of compliments received • Number and type of personal searches undertaken • Number of positive results following examinations and type of goods found

Part C: Processing Import and Export Declarations

Nr	STANDARD TYPE	STANDARD (What Customs will do)	YOUR RESPONSIBILITY (What you, as a client, will do)	PERFORMANCE MEASURE (Data to be Published)
C1	<i>If you lodge an import DAU electronically and is routed to the Green or Blue lanes.</i>	We aim to provide an Assessment Notice to declarants within five (5) minutes of electronic Registration, provided that your DAU is not selected for documentary check or physical examination or queried by any other particular reason.	<ul style="list-style-type: none"> You must submit a DAU with truthful and correct information about values and tariff classification, and include all required supporting documents. If you identify an error after you have lodged the DAU, you should notify us immediately. 	<ul style="list-style-type: none"> Number of Assessment Notices processed within the target time Number of Assessment Notices not processed within the target time
C2	<i>If you lodge an import DAU electronically, and is routed to the Yellow lane for documentary check</i>	We aim to provide you with an Assessment Notice within three (3) hours of an examiner being automatically assigned to process your DAU, provided that this DAU is free of errors and/or does not require additional information	<ul style="list-style-type: none"> You must submit a DAU with truthful and correct information about values and tariff classification, and include all required supporting documents. If you identify any error after you have lodged the DAU, you should notify us immediately. Timely provide any additional information that Customs may request to complete the documentary check. 	<ul style="list-style-type: none"> Number of Assessment Notices processed within the target time Number of Assessment Notices not processed within the target time
C3	<i>If you lodge an import DAU electronically, and is routed to the Red lane for physical examination of your cargo</i>	<p>Provided that you or your representative are present and the cargo is available; we aim to undertake a physical examination and issue an Assessment Notice:</p> <ul style="list-style-type: none"> for air cargo and goods arriving via land border, within two (2) hours of an examiner being automatically assigned; and for sea cargo within one (1) day of an examiner being automatically assigned. <p>If we cannot schedule an examination within these time frames, we will notify you as to the reasons why.</p>	<ul style="list-style-type: none"> You must submit a truthful and complete DAU along with all required supporting documents. If you identify any error after you have lodged the DAU, you should notify us immediately. You or your representative must be available and present during the examination. 	<ul style="list-style-type: none"> Number of Assessment Notices issued within the target times (Air, land and sea cargo) Number of Assessment Notices not issued within the target times (Air, land and sea cargo)
C4	<i>If you lodge an export DAU electronically and is routed to the Green</i>	Provided that we do not select the DAU for some other reason, we will provide you with an Assessment Notice within five (5) minutes of electronic registration.	<ul style="list-style-type: none"> You must submit a truthful and complete DAU along with all required supporting documents. If you identify any error after you have lodged the DAU, you should notify us immediately. 	<ul style="list-style-type: none"> Number of Assessment Notices processed within the target time Number of Assessment Notices not processed within the target time

Nr	STANDARD TYPE	STANDARD (What Customs will do)	YOUR RESPONSIBILITY (What you, as a client, will do)	PERFORMANCE MEASURE (Data to be Published)
C5	<i>If you lodge an export DAU electronically and is routed to the Orange Lane for X-Ray</i>	<p>Provided that further information or scrutiny is not required, we will x-ray your consignment within three (3) hours of an X-Ray examiner being assigned.</p>	<ul style="list-style-type: none"> You must submit a truthful and complete DAU along with all required supporting documents. If you identify any error after you have lodged the DAU, you should notify us immediately. 	<ul style="list-style-type: none"> Number of x-ray examinations undertaken within the target time Number of x-rays examinations not undertaken within the target time
C6	<i>If you ask us to review a Penalty imposed for errors/ infractions on a DAU</i>	<p>We aim to finalize the initial review, within ten (10) business days of receiving your request.</p> <p>If we cannot finalize this review within this time, we will write to you and let you know the reason for the delay and advise you of the anticipated completion date.</p> <p>You will also be advised how to do a hierarchical appeal, if you are not satisfied with our decision.</p>	<ul style="list-style-type: none"> You must submit a comprehensive request to the National Directorate of Customs Compliance Management, which clearly outlines your case and why you feel we may have made a wrong decision. If we ask you to provide additional information, this must be provided promptly. 	<ul style="list-style-type: none"> Number of appeals processed within the target time Number of appeals not processed within the target time Number of appeals upheld Number of appeals overturned
C7	<i>Availability of ASYCUDA World electronic system</i>	<p>Except for periods of scheduled maintenance, we aim to provide you with access to the ASYCUDA World electronic system on a 24/7 basis.</p>	<p>If you cannot access ASYCUDA World, please contact us immediately to report the issue by calling the ASYCUDA team on (+670) 7424 777.</p>	<p>Number and duration of unscheduled periods of ASYCUDA World downtime</p>



Part D: Bonded Warehouses, Places of Temporary Storage and Movement of Containers

Nr	STANDARD TYPE	STANDARD (What Customs will do)	YOUR RESPONSIBILITY (What you, as a client, will do)	PERFORMANCE MEASURE (Data to be Published)
D1	<i>If you apply for a new bonded warehouse licence</i>	We will process your application within ten (10) working days of receipt and inform you of our decision	<ul style="list-style-type: none"> You must submit a complete application along with all required supporting documents. If you identify an error on any documentation submitted, you must notify us immediately. 	<ul style="list-style-type: none"> Number of new applications processed within the time frame. Number of new applications not processed within the time frame.
D2	<i>If you apply for a renewal of your bonded warehouse license</i>	We will process your application within ten (10) working days of receipt and inform you of our decision	<ul style="list-style-type: none"> You must submit a complete application along with all required supporting documents. If you identify an error on any documentation submitted, you must notify us immediately. 	<ul style="list-style-type: none"> Number of renewal applications processed within the time frame. Number renewal applications not processed within the time frame.
D3	<i>If you apply for a new licence for a Place of Temporary Storage</i>	We will process your application within ten (10) working days of receipt and inform you of our decision	<ul style="list-style-type: none"> You must submit a complete application along with all required supporting documents. If you identify an error on any documentation submitted, you must notify us immediately. 	<ul style="list-style-type: none"> Number of new applications processed within the time frame. Number of new applications not processed within the time frame.
D4	<i>If you apply for a renewal of your licence for a Place of Temporary Storage</i>	We will process your application within ten (10) working days of receipt and inform you of our decision	<ul style="list-style-type: none"> You must submit a complete application along with all required supporting documents. If you identify an error on any documentation submitted, you must notify us immediately. 	<ul style="list-style-type: none"> Number of renewal applications processed within the time frame. Number of renewal applications not processed within the time frame.
D5	<i>If you apply for an annual permission to move goods under bond between Customs controlled areas (Container pass)</i>	We will process your application and inform you of our decision within five (5) working days of receipt	<ul style="list-style-type: none"> You must submit a complete application along with all required supporting documents. If you identify an error on any documentation submitted, you must notify us immediately. 	<ul style="list-style-type: none"> Number of applications processed within the time frame. Number of applications not processed within the time frame.
D6	<i>If you request through ASYCUDA World a single permission to move goods under bond between Customs controlled areas (Container pass)</i>	We will process electronically your application and inform you of our decision within one hour.	You must submit your request via ASYCUDA World.	<ul style="list-style-type: none"> Number of requests processed within the time frame. Number of requests not processed within the time frame.

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