

BORDERS DIVIDE, CUSTOMS CONNECTS



WORLD CUSTOMS ORGANIZATION



ANNUAL REPORT
2013-2014



Who we are

The World Customs Organization (WCO), based in Brussels, Belgium, develops and manages international Customs standards and is the global focal point for support, co-operation and dialogue on Customs matters. The WCO's *raison d'être* is to assist Customs administrations to achieve their strategic objectives, including the effective and efficient application of Customs controls, through the provision of instruments, tools, and capacity building.

Using this report

The WCO's 2013-2014 Annual Report summarizes the WCO's structure and activities, and includes data on all 179 WCO Members.

Find out more
www.wcoomd.org
 +32 2 209 9441

04	01 FOREWORD	4
08	02 THE WCO AT A GLANCE	8
	2.1 Profile	8
	2.3 Organization	9
16	03 CUSTOMS ENVIRONMENTAL SCAN 2014 – CORE CONCLUSIONS	16
18	04 WCO STRATEGIC GOALS	18
22	05 MEMBER PROFILES	22
	06 KEY ACTIVITIES	46
46	6.1 Regional Directors General Meetings	46
	6.2 New Accessions and Entities	47
	6.5 Capacity Building	49
50	07 KEY EVENTS	50
52	08 WCO NEWS	52
54	09 WCO PHOTO COMPETITION 2013	54
56	10 STAKEHOLDER PARTNERSHIPS	56
58	ABBREVIATIONS	58

01 Foreword

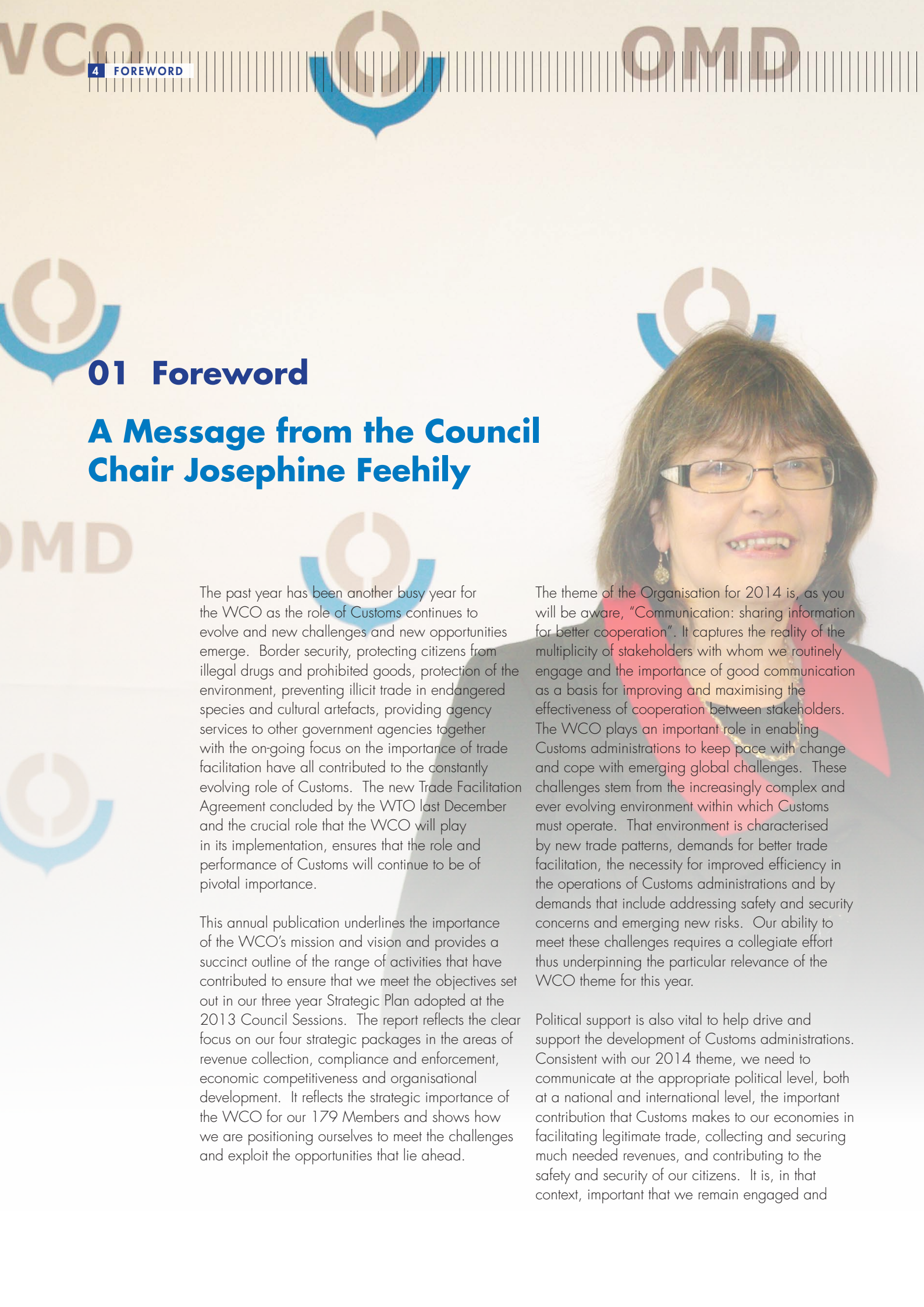
A Message from the Council Chair Josephine Feehily

The past year has been another busy year for the WCO as the role of Customs continues to evolve and new challenges and new opportunities emerge. Border security, protecting citizens from illegal drugs and prohibited goods, protection of the environment, preventing illicit trade in endangered species and cultural artefacts, providing agency services to other government agencies together with the on-going focus on the importance of trade facilitation have all contributed to the constantly evolving role of Customs. The new Trade Facilitation Agreement concluded by the WTO last December and the crucial role that the WCO will play in its implementation, ensures that the role and performance of Customs will continue to be of pivotal importance.

This annual publication underlines the importance of the WCO's mission and vision and provides a succinct outline of the range of activities that have contributed to ensure that we meet the objectives set out in our three year Strategic Plan adopted at the 2013 Council Sessions. The report reflects the clear focus on our four strategic packages in the areas of revenue collection, compliance and enforcement, economic competitiveness and organisational development. It reflects the strategic importance of the WCO for our 179 Members and shows how we are positioning ourselves to meet the challenges and exploit the opportunities that lie ahead.

The theme of the Organisation for 2014 is, as you will be aware, "Communication: sharing information for better cooperation". It captures the reality of the multiplicity of stakeholders with whom we routinely engage and the importance of good communication as a basis for improving and maximising the effectiveness of cooperation between stakeholders. The WCO plays an important role in enabling Customs administrations to keep pace with change and cope with emerging global challenges. These challenges stem from the increasingly complex and ever evolving environment within which Customs must operate. That environment is characterised by new trade patterns, demands for better trade facilitation, the necessity for improved efficiency in the operations of Customs administrations and by demands that include addressing safety and security concerns and emerging new risks. Our ability to meet these challenges requires a collegiate effort thus underpinning the particular relevance of the WCO theme for this year.

Political support is also vital to help drive and support the development of Customs administrations. Consistent with our 2014 theme, we need to communicate at the appropriate political level, both at a national and international level, the important contribution that Customs makes to our economies in facilitating legitimate trade, collecting and securing much needed revenues, and contributing to the safety and security of our citizens. It is, in that context, important that we remain engaged and





work with other international organisations who share in our goal of supporting legitimate trade and protecting society. The continued support given to the WCO from donor organisations remains of vital importance, especially in supporting capacity building initiatives.

I am particularly proud of the very positive, proactive and productive engagement that the WCO has had with the private sector in recent years. I know that for many Customs Administrations routine engagement at both strategic and operational level is now the norm. Within the WCO, engagement and collaboration with the Private Sector Consultative Group continues to broaden and deepen and I am convinced that this is essential to advance our shared agenda of safe, secure and efficient global trade.

Looking ahead, I believe that the World Trade Organisation's Agreement on Trade Facilitation provides an important backdrop to the further development in Customs over the next few years. It creates binding commitments across WTO Members to expedite movement, release and clearance of goods, to improve communication and coordination between Members on Customs matters and will help developing countries to meet these commitments particularly through capacity building initiatives. Through the 'Dublin Resolution' adopted at last December's Policy Commission, the WCO has clearly expressed its commitment to continuing its engagement with the WTO in the effective and

efficient implementation of the Agreement - the WCO has a crucial role to play in effecting a smooth, effective and harmonised implementation of the Agreement.

A particular strength of our organisation is that it is member led, harnessing the collective experience, expertise and active participation of its membership and building on this. The challenge for us as WCO Members is to remain engaged and proactive. Collectively and individually we must have a clear strategic focus and continue to be relevant and indispensable. We must be agile and able to adjust to emerging risks and trends. I am confident that we are all of these but we also need to continuously refocus ourselves to ensure that we remain relevant and effective.

Finally, it has been a great honour and privilege for me to serve as Chairperson of Council for the past three years and I am very grateful for the confidence that the members placed in me and in the Irish Customs Administration. I was greatly assisted in my role by the support and assistance given by the Members, by the Secretary General and the Secretariat, and by my team in the Irish Tax and Customs administration. The role is rightly demanding but always immensely rewarding and enjoyable. I wish my successor every success in leading the WCO over the course of the next few years.

Interview with Secretary General Kunio Mikuriya

WCO Communications Service: *Why was “Communications” selected as the theme of 2014?*

WCO Secretary General: Under the slogan “Communication: sharing information for better cooperation”, we sought to signal our aspiration to do more at the national, regional and international level to raise awareness of the vital role Customs plays in international trade. The ‘Customs portfolio’ is as diverse as it is crucial and includes a broad range of important responsibilities – revenue collection, anti-smuggling, supply chain security, trade facilitation to cite but a few– and it is vital that we effectively and efficiently communicate our achievements in these areas.

Thoughtfully designed and well-managed communication strategies are essential in order to maintain and further enhance the engagement of partners and stakeholders alike, and are particularly useful in the creation of an enabling environment in which partners are able to learn from and make practical use of knowledge and experience. Communications does not cease at the persuasive or informative; it should also be used to facilitate dialogue, build trust and ensure mutual understanding.

Together, Customs has made impressive progress in achieving better visibility amongst national governments, international organizations, the business sector, the donor community, development banks and other international trade stakeholders. It is crucial that the ‘Customs portfolio’ attain and retain recognition amongst these stakeholders, and judging by what we have witnessed thus far, the future looks bright.

WCO Communications Service: *The World Trade Organization concluded the Agreement on Trade Facilitation (ATF) in December 2013. Do you see the ATF as presenting more of a risk or an opportunity?*

WCO Secretary General: The ATF is the culmination of years of negotiations at the governmental and institutional level, and the WCO is acting

expeditiously to ensure the successful implementation of its provisions across all Member Administrations. The WCO as the only intergovernmental Organization referred to in the draft text of the Agreement has been conferred with an enormous responsibility; likewise the Agreement presents a great opportunity for modernizing Customs administrations, boosting trade, and strengthening economic competitiveness. And we are seizing this opportunity.

As provided for in the December 2013 WCO Dublin Resolution, the WCO has committed to a number of actions including support for efficient implementation of the ATF; continued engagement with the WTO in respect of ATF governance and future implementation; assisting Members in identifying their needs including availing of donor funding; enhancing the provision of technical assistance and capacity building together with other international organizations and the business community; basing such assistance on existing WCO instruments and tools; and enhancing communication activities to raise its profile and that of national Customs administrations among political and business leaders.

To ensure a timely and rapid response to the objectives set out in the Dublin Resolution, the WCO has developed an ATF Roadmap encompassing tasks to support the aforementioned objectives. I am pleased to report that the roadmap is not only on track but ahead of schedule. Additionally, we have established an entire section of the WCO website devoted to implementation issues; best practice, all relevant documentation and most importantly, an Implementation Guidance tool have been developed in collaboration with Member administrations and facilitation experts.

WCO Communications Service: *You’ve spoken in the past about how you view research as a cornerstone of the WCO, could you elaborate on the WCO’s current research activities?*

WCO Secretary General: Objective, empirically-based research fuels the development of good policymaking. The WCO and its partners continue

to conduct and publish research on many Customs and international trade topics both on the WCO website and in external journals.

The WCO also organizes events where research conducted by academics and practitioners can be communicated to wider audiences. This is particularly useful to test the reliability of the work – can the research withstand challenges and questions from knowledgeable observers?

The WCO's flagship research event is the annual WCO Picard Conference. The next WCO Picard Conference will be held in Puebla, Mexico in September 2014. In Puebla, researchers will present their work in response to the three themes in the Call for Papers: trade facilitation especially in the context of the ATF; e-commerce and the implications for Customs; and anti-smuggling.

WCO Communications Service: *The WCO continues to be active on environmental matters. Could you go into a bit of detail on this?*

WCO Secretary General: As citizens of the world as well as Customs officers, we are increasingly concerned by the threats posed by global warming, food insecurity, and smuggling related to the environment. Customs administrations play an important role in environmental protection and we are determined to make a positive contribution. Customs administrations, in their role as border agencies, hold responsibility in the implementation of certain international conventions in the field of environmental protection – for example, the Convention in Trade of Endangered Species (CITES), agreements regarding the transportation of hazardous materials, the Montreal protocol regarding ozone depleting gases etc.

In particular, the WCO and Customs administrations have been active in partnering with the Secretariat of the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) to combat illegal wildlife trade. Earlier this year, on May 3, the WCO joined in the celebrations of the first World Wildlife Day, which was proclaimed in recognition



of the intrinsic value of wildlife, its huge and varied contribution to sustainable development and human well-being, and the threats that it faces to its survival on a daily basis. The celebration of World Wildlife Day enabled the WCO to recall the key role played by Customs in combating cross-border wildlife crime and demonstrated our commitment to protecting the world's natural heritage from being decimated by criminals chasing easy profits without regard for the consequences of their illegal actions on people and economies around the world.

The WCO continues to coordinate environmental law enforcement actions. For example, Operation Demeter III targeted mainly illicit maritime consignments of hazardous and other waste transported from Europe and other waste producing regions to the Asia Pacific region, which is increasingly becoming a dumping ground for this sort of unwanted waste. The operation netted more than 7,000 metric tons of illegal waste, including hazardous waste, used vehicle parts and tyres, textiles, and e-waste.

02 The WCO at a Glance



2.1 Profile

The 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.

The WCO represents 179 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 develops and maintains instruments, standards, and tools related to all Customs competencies, including commodity classification and valuation, rules of origin, anti-smuggling, supply chain security, anti-corruption, and trade facilitation.

The WCO provides a platform for dialogue, information exchange, and partnerships.

The WCO delivers capacity building, technical assistance, and training to requesting Customs administrations to assist them with reform and modernization.

2.2 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 Vision Statement

Borders divide, Customs connects

Dynamically leading modernization and connectivity in a rapidly changing world.

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.

2.3 Organization

1) Secretariat

The Secretariat, which consists of more than 130 employees from around the world, runs the WCO's day-to-day operations. Together with the WCO's Committees, the Secretariat implements the objectives of the WCO Strategic Plan approved by the Council.

The Office of the Secretary General, which includes the Secretary General and the Deputy Secretary General, provide overall leadership and management of the Secretariat.

The Division of Administration and Personnel is responsible for the Secretariat's administrative management, including the budget and human resources.

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 2013 WCO Research Conference on Informality, Customs, and International Trade.

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. T&TA develops the role of the WCO in supporting Customs administrations in their management and application of rules of origin, due to 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 WCO's WTO ATF strategy. C&F coordinates operations against illicit trade, such as 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).

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 consists of Regional Offices for Capacity Building (ROCBs) and Regional Training Centres (RTCs). CBD develops and implements use of the WCO's e-learning modules and manages its online portal CLiK! CBD manages the Picard Programme which focuses on the linkages between research, development, and human resources.

2) Regional entities

The Regional Intelligence Liaison Offices (RILOs) collect and analyse enforcement related data. The RILO network covers all six WCO regions and consists of offices in the following 11 countries: Cameroon, Chile, Korea (Republic of), Germany, Mozambique, Morocco, Poland, Russian Federation, Saudi Arabia, St. Lucia, and Senegal.

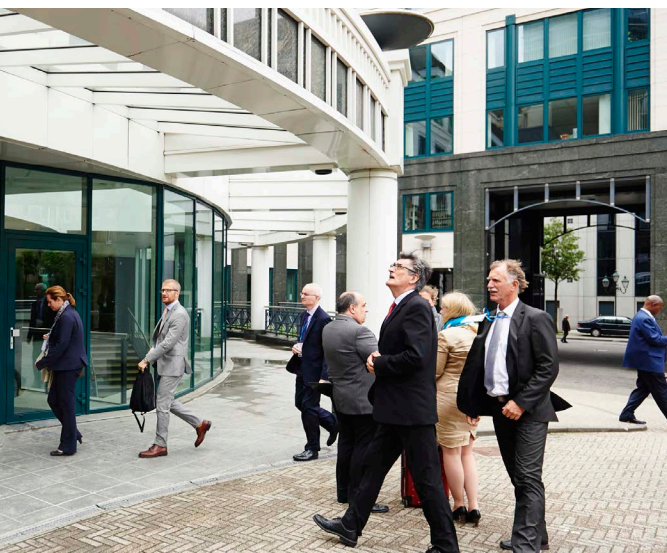
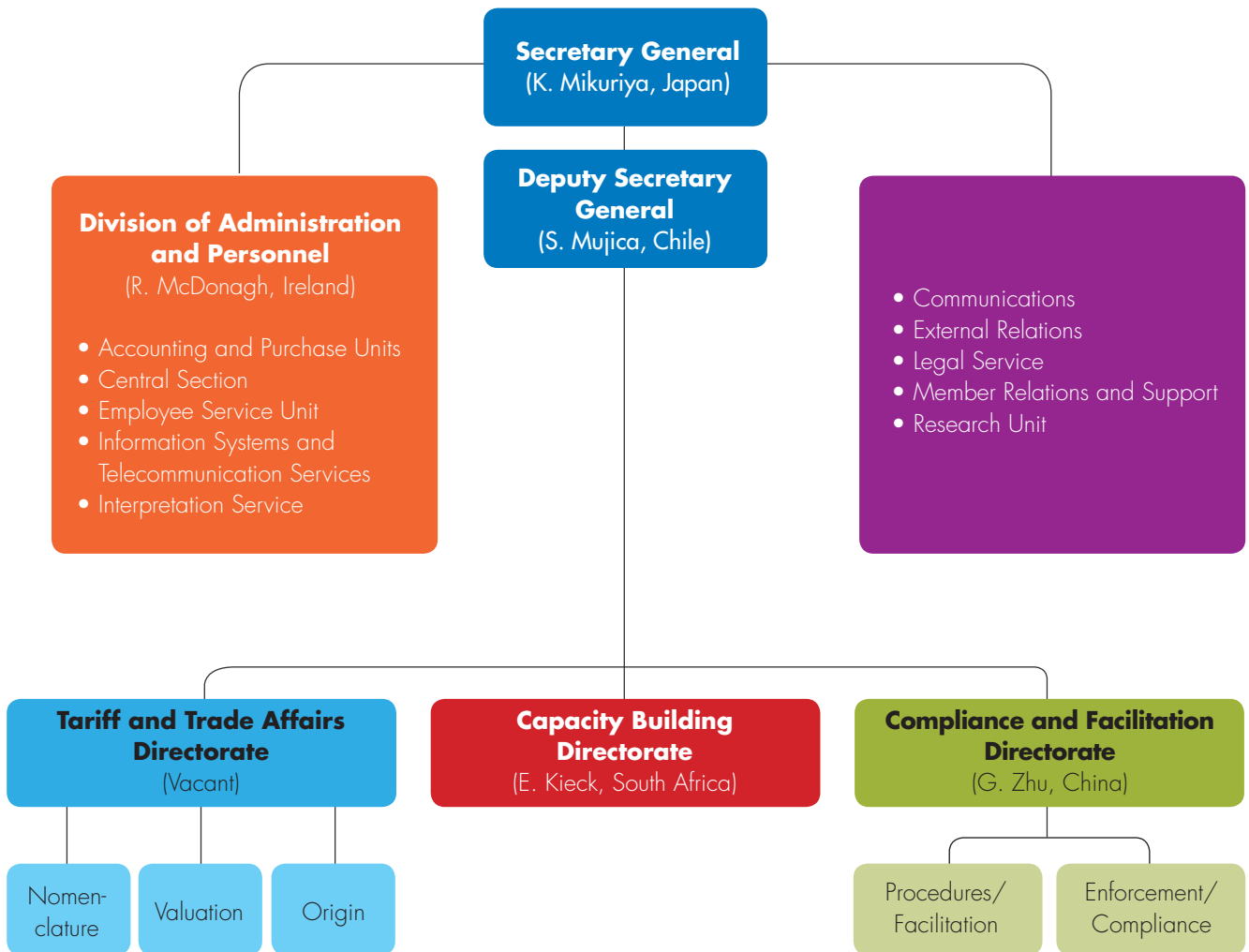
The Regional Offices for Capacity Building (ROCBs) assist WCO Members with their capacity building programmes at the regional level. The six ROCBs (Argentina, Azerbaijan, Kenya, Côte d'Ivoire, Thailand, and United Arab Emirates) cover each of the WCO's six regions.

The Regional Training Centres (RTCs) contribute to the regionalization of capacity building by providing facilities for training.

There are 24 WCO RTCs: seven in the Asia Pacific Region (China; Fiji; Hong Kong, China; India; Japan; Republic of Korea; and Malaysia), three in the East and Southern Africa Region (Kenya; South Africa; and Zimbabwe), three in the West and Central Africa Region (Burkina Faso; Republic of Congo; and Nigeria), six in the European Region (Azerbaijan; the Former Yugoslav Republic of Macedonia; Hungary; Kazakhstan; Russia; and Ukraine), two in the Americas Region (Brazil and the Dominican Republic) and three in North Africa, Near and Middle East (Egypt; Lebanon; and Saudi Arabia).



Structure of the WCO Secretariat





The Regional Entities of



Regional Training Centre (RTC)



Regional Intelligence Liaison Office (RILO)



Regional Office for Capacity Building (ROCB)

2.4 Committees

The **Council**, which convenes once a year in June, is the WCO's supreme body and takes the final decisions regarding the Organization's work and activities.

The **Policy Commission** submits policy recommendations and the WCO Strategic Plan to the Council.

The **Finance Committee** is responsible for budgetary and financial matters.

The **Audit Committee** assists the Policy Commission and the Council by evaluating WCO programmes, policies, and administrative procedures.

The **HS Committee** interprets the HS legal texts to secure uniform classification of goods, including settlement of classification disputes between contracting parties, and amends the HS legal texts to reflect developments in technology and changes in trade patterns.

The **Technical Committee on Customs Valuation** was established in accordance with Article 18 of the Agreement on Implementation of Article VII of the General Agreement on Tariffs and Trade 1994, under the auspices of the WCO, with a view to ensuring, at the technical level, uniformity in interpretation and application of the Valuation Agreement.

The **Technical Committee on Rules of Origin (TCRO)** is a WTO body but operates under the auspices of the WCO, as provided for under Article 4.2 of the Origin Agreement. The TCRO's two major mandates are to: (1) undertake the technical exercise of the work programme for harmonizing non-preferential rules of origin; and (2) assume its permanent responsibilities, such as examining specific technical problems arising in the day-to-day administration of the rules of origin of Members.

The **Enforcement Committee** contributes to the WCO's work on anti-smuggling, compliance, and intelligence in areas such as security, commercial fraud, mutual administrative assistance, illicit drug trafficking, and money laundering.

The **Permanent Technical Committee (PTC)** discusses and shares information on international standards and best practices for Customs procedures. In particular, the PTC is responsible for activities related to trade facilitation.

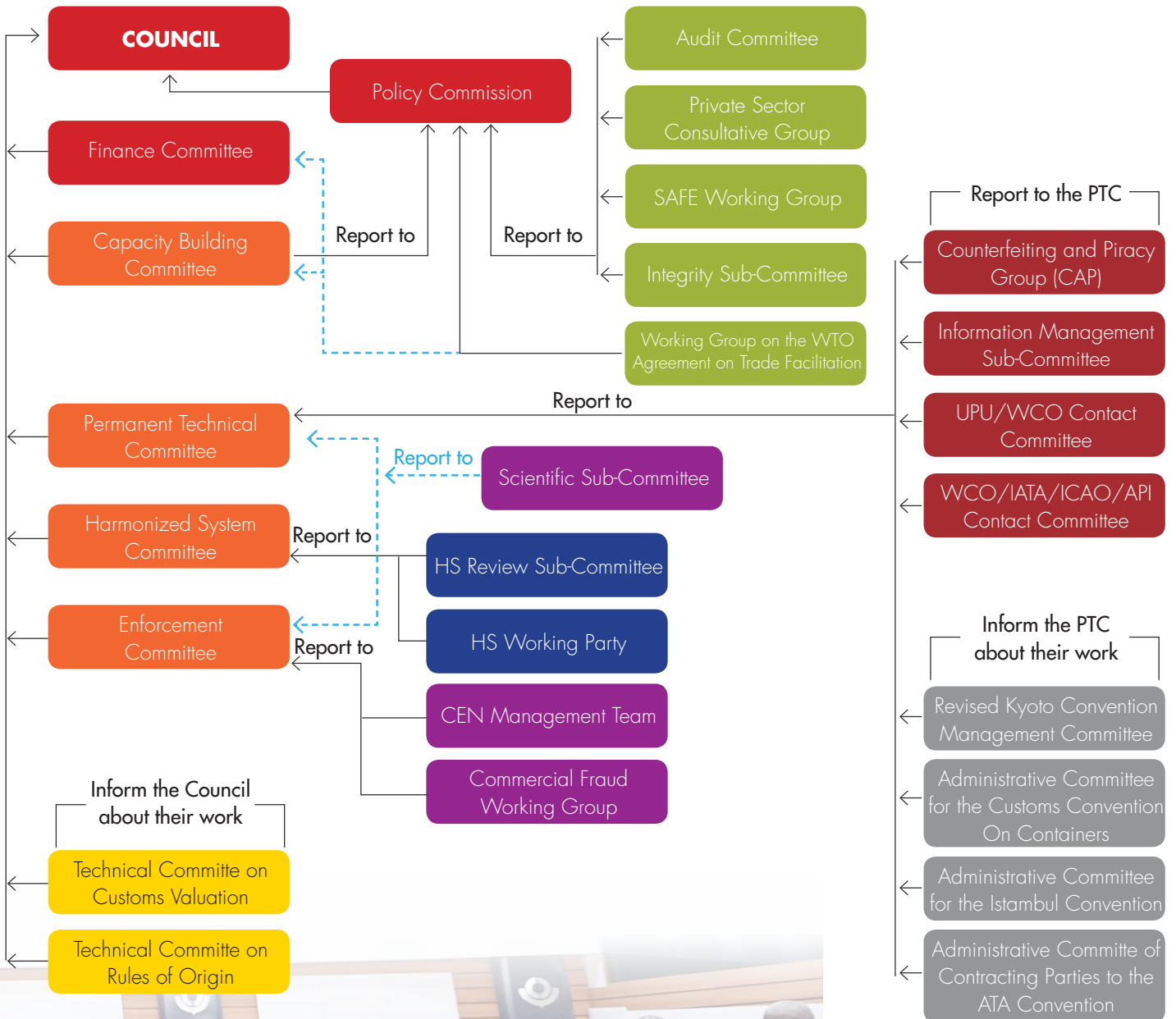
The **Working Group on the WTO Agreement on Trade Facilitation** confers on matters related to the ATF, especially the importance of WCO trade facilitation instruments and tools, and also ATF implementation.

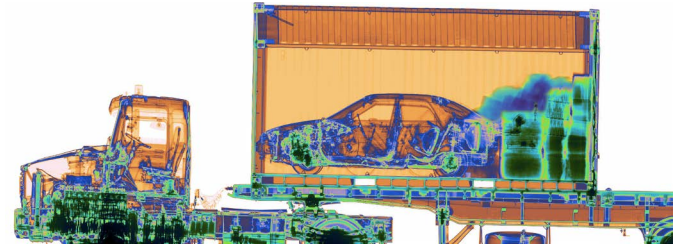
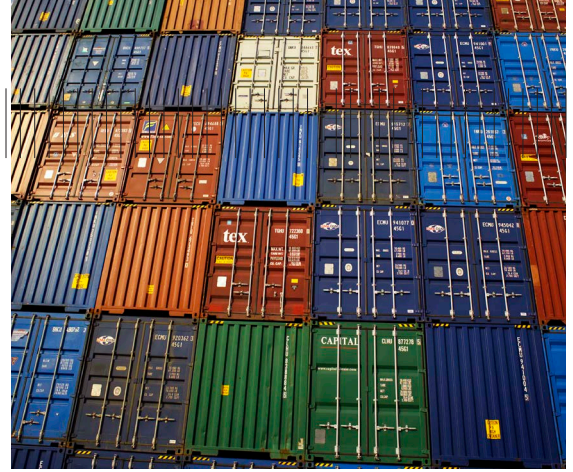
The **SAFE Working Group** is responsible for the SAFE Framework of Standards to Secure and Facilitate Global Trade.

The **Capacity Building Committee** develops capacity building, technical assistance, and training strategies, standards, and tools, and is a forum for co-operation and information exchange on development topics.



WCO Major Working Bodies





03 Customs Environmental Scan 2014 – Core Conclusions

The Customs Environment Scan describes key emerging trends concerning global merchandise trade and transport; border rules and measures; business practices; trade facilitation; and Customs enforcement. It also briefly summarizes the potential impact on the Customs community from the emerging trends identified. The following are the core conclusions identified in the Customs Environmental Scan 2014.

World merchandise trade grew more rapidly than world production, albeit slower than its long-term average. Transportation and travellers have also increased significantly. It is projected that they will continue to expand in coming years. This infers that **Customs is required to work more for goods, transport and travellers crossing borders with the same or less resources especially in times of fiscal austerity.**

Developing countries have expanded their collective share of world merchandise trade. South-South trade grew. Intra-regional trade was high in Europe, Asia, and North America. The emergence of Global value chain (GVC) has changed the structure of production and the cross-border flows of goods. The share of manufactured goods within global exports dropped. On the other hand, intermediate goods underwent a significant increase in terms of manufactured exports. Thus, **the shift in trade patterns impacts the types of transactions processed by Customs.**

In order to make GVC functional, goods are required to cross borders promptly and predictably. Unnecessary delays at borders increase trade costs, erode the competitiveness of traders, and damage business. In addition, the rise in the express cargo industry requires prompt release of time-sensitive goods at borders. The business expects better coordinated border management among border agencies. The needs of modern international business models exert pressure on **Customs to process goods effectively and efficiently and to minimize delays at borders, in better coordination with other government agencies.**

Trade facilitation has attracted significant political and commercial interest. The WTO Agreement on Trade Facilitation was concluded in December 2013. It is expected to be adopted in July 2014, and then open for acceptance. As undoubtedly playing a vital role in implementing the WTO Agreement once it takes effect, **Customs is required to prepare the swift implementation of the Agreement prior to its entry into force.**

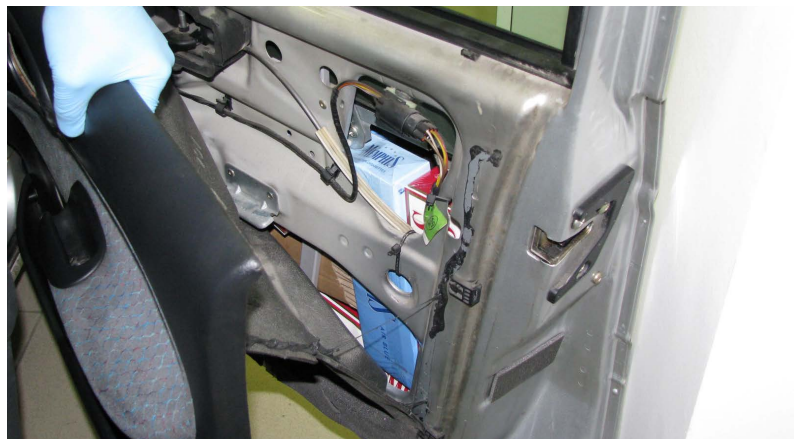
Recognizing the importance of simple and predictable border measures whilst to fostering an attractive environment for business and to prepare to implement the WTO Agreement on Trade Facilitation, Customs administrations requirements in terms of technical assistance and capacity building for trade facilitation programmes in coming years are expected to increase. Customs reforms and modernization forms an essential pillar within these programmes. In order to implement such trade facilitation measures effectively and efficiently, **Customs is required to become more actively involved in technical assistance and capacity building programmes with regards to trade facilitation.**

Domestic resource mobilization is accorded priority status in many developing countries, and consequently there is renewed pressure on countries to ensure that revenue is collected in a fair, effective, and efficient manner. Customs administrations in many countries retain an important function as the largest contributors to government tax revenue. In many cases, general and specific consumption taxes on imports represent a more significant revenue source than Customs import duties. Any potential leakage of Customs revenues can significantly undermine national economic development and competitiveness. As a major contributor to government tax revenue in many countries, **Customs is required to collect revenue in a fair, effective, and efficient manner.**

While international merchandise trade and logistics have become interdependent under a GVC environment, border rules and measures are more complicated than before. A number of trade restrictive measures have been introduced under the WTO/GATT rules. Recent proliferation of RTAs and EPZs adds further complexity to goods in terms of the geographic characteristics of international trade. Growing concerns regarding illicit trade in Customs risk areas also resulted in multilateral, bilateral and unilateral rules and measures at importing and exporting countries. This will be enhanced by a number of international conventions to regulate cross-border movements of specific goods when they take effect. The complexity of border rules and measures would dictate that **Customs in importing and exporting countries would need to be fully equipped with appropriate legal power to enforce illicit trade and implement border rules and measures.**

Sound organizations are an essential component of essential in a modern Customs administration, and performance measurement is an integral part of successful Customs reforms and modernization programmes irrespective of the type of Customs organization. Performance indicators may be tailor-made depending on the priorities and strategies of the respective Customs administration. Good Customs performance would attract business and donors. For this purpose, many indexes or scores on border or Customs performance have been published or are under development. Considering their advantages and disadvantages, **Customs needs to carefully consider performance indicators which are most appropriate for its priorities and strategies.**

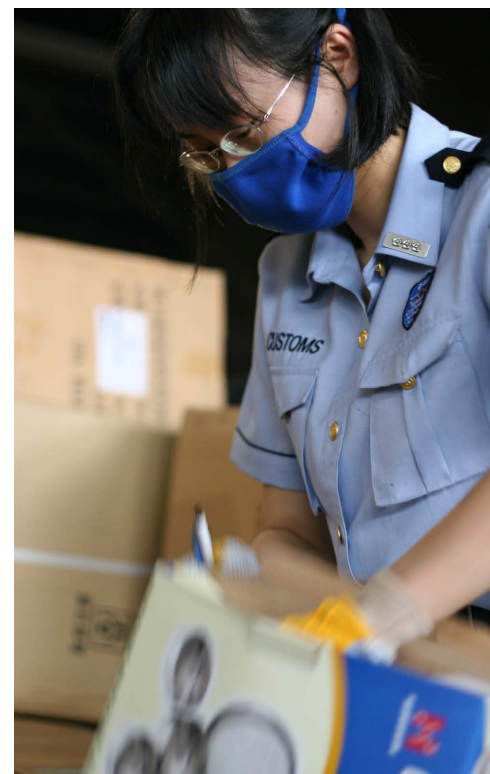
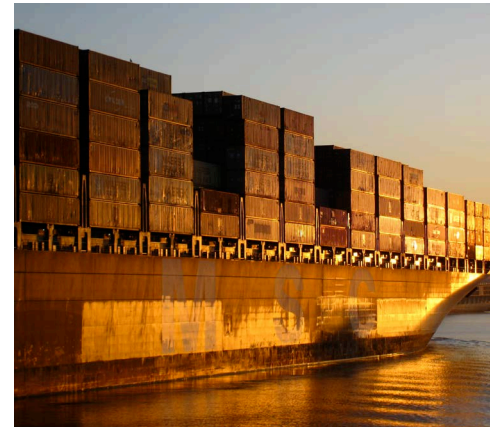
Last but not least, trade policy decisions and trade analysis rely on accurate and updated trade statistics. World trade data is effective only if national trade data is collected on a consistent classification of goods. For this purpose, the HS nomenclature is widely used over the world. In addition, the international community demands trade data to measure value added to the goods, capture utilization rates of preferential rates, and identify volumes of informal trade, amongst others. **Customs needs to produce accurate and updated trade statistics in a consistent manner, and revisit how best to capture trade data to meet the demands of the international community.**

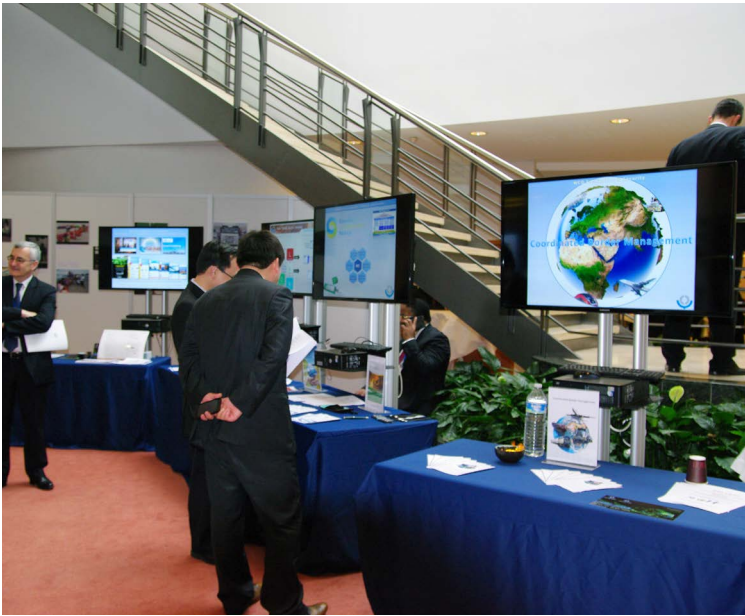


04 WCO Strategic Goals

The WCO Strategic Plan contains the priorities identified by the Council and the general direction of the Organization for a given year. It is continually influenced by the international Customs and trade environment and a host of other factors. The WCO's 2012-2013 Strategic Plan contains the following 7 Strategic Goals.

- 1 - Promote the security and facilitation of international trade, including simplification and harmonization of Customs procedures = Economic Competitiveness Package
- 2 - Promote fair, efficient, and effective Revenue collection = Revenue Package
- 3 - Protect society, public health and safety = Compliance and Enforcement Package
- 4 - Strengthen Capacity Building = Organizational Development Package
- 5 - Promote information exchange between all stakeholders
- 6 - Raise the performance and profile of Customs
- 7 - Conduct Research and Analysis







More than
840,000
Customs officers
around the world



14%
of Heads of Customs
administrations are female



26%
of Customs administrations
are Revenue Authorities where
Customs and tax authorities are
integrated into one agency



790 million
Customs declarations
were submitted last year



4,195



175
Customs administrations
using automated systems



60%
of Customs administrations
have their own **automated
clearance system**



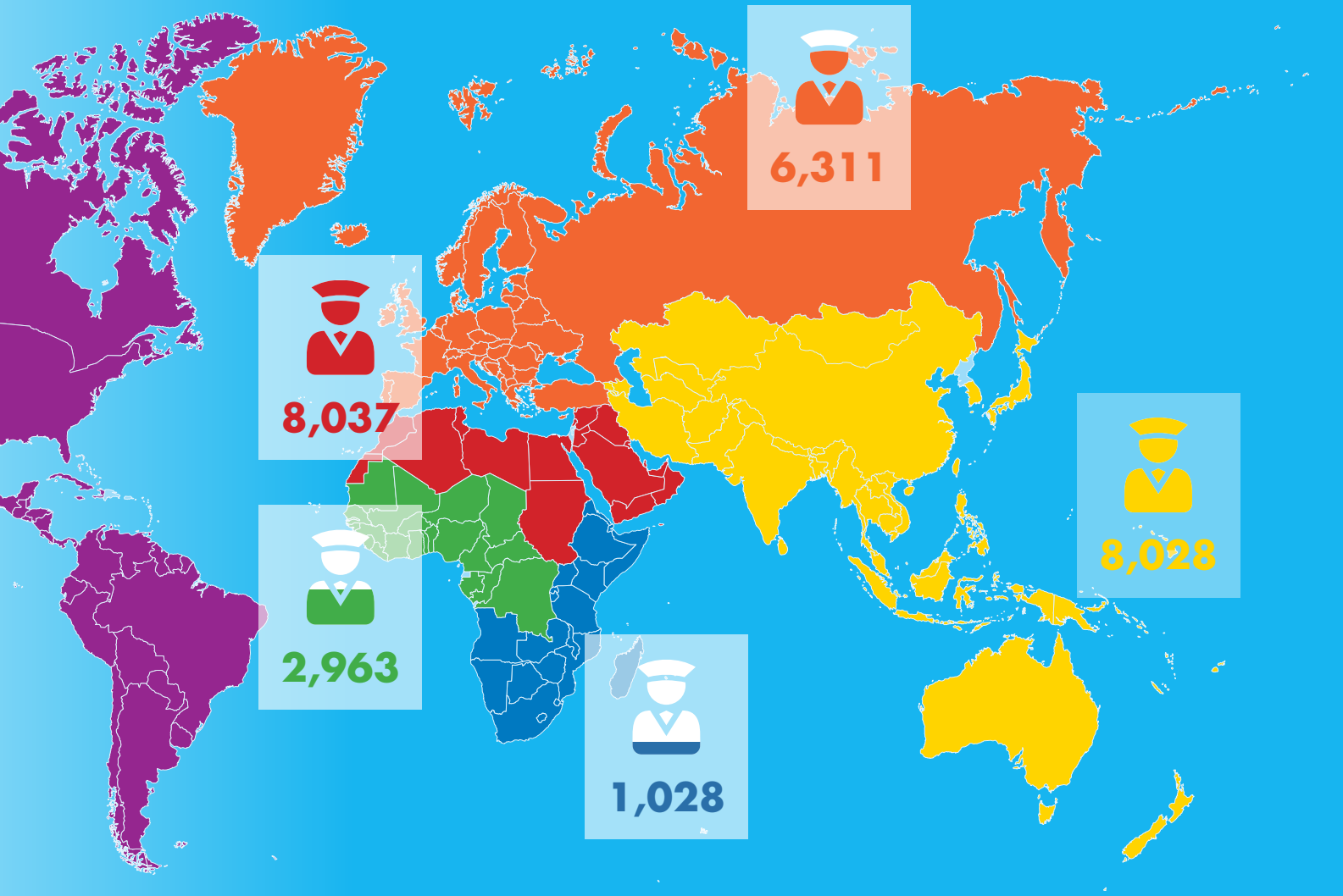
93 Customs
administrations receiving
more than **90%**
of import declarations in
electronic format



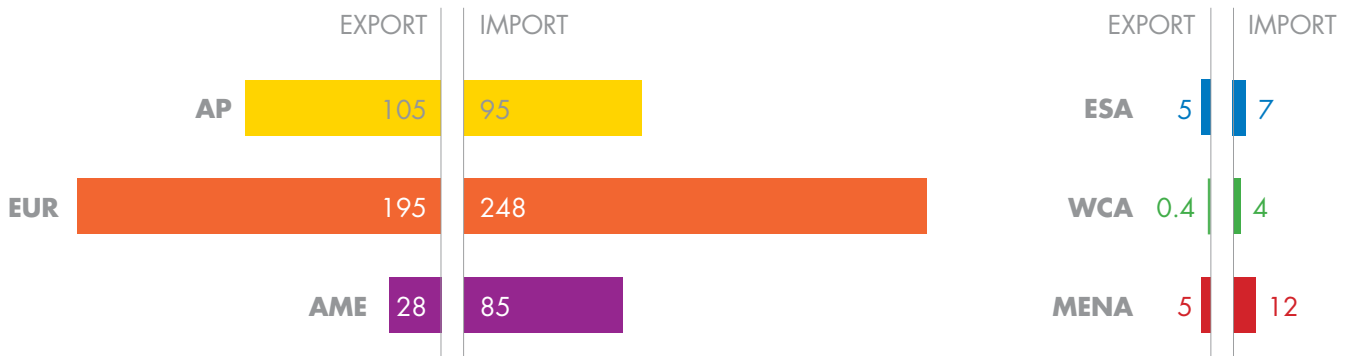
86 Customs administrations
collecting more than **25%**
of government tax revenue



Average number of Customs staff per Member per Region*



Number of Customs declarations by Region (in millions)*



* The figures shown are sourced from data received from 155 Member respondents

05 Member Profiles

1. General Information

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
Afghanistan (Islamic Republic)	Mr. Najibullah WARDAK	Director General of Customs	Afghan Customs Department, Ministry of Finance	Ministry Department	www.customs.mof.gov.af
Albania	Ms. Elisa SPIROPALI	Director General of Customs	Directorate General of Albanian Customs	Customs Agency	www.dogana.gov.al
Algeria	Mr. Mohamed Abdou BOUDERBALA	Directeur Général des Douanes	Direction Générale des Douanes, Ministère des Finances	Ministry Department	www.douane.gov.dz
Andorra ^a	Mlle Marta BOQUERA	Directrice Générale des Douanes	Douane Andorrana, Ministère des Finances	Ministry Department	www.duana.ad
Angola	Mr. Valentim Joaquim MANUEL	Director General of Angolan Customs	Angolan National Customs Service	Customs Agency	www.alfandegas.gv.ao
Argentina	Mr. Ricardo ECHEGARAY	Federal Administrator of Public Revenues	Federal Administration of Public Revenues	Revenue Authority	www.afip.gob.ar
Armenia	Mr. Gagik KHACHATRYAN	Chairman, Lieutenant General of Customs Service	Armenian Customs Service, State Revenue Committee	Revenue Authority	www.customs.am
Australia	Mr. Michael PEZZULLO	Chief Executive Officer	Australian Customs and Border Protection Service	Border Protection Service	www.customs.gov.au
Austria	Mr. Hans Georg KRAMER	Director General of Customs	Customs Department, Ministry of Finance	Ministry Department	www.bmf.gv.at
Azerbaijan	Mr. Aydin ALIYEV	Chairman of the State Customs Committee	State Customs Committee of Republic of Azerbaijan	Customs Agency	www.customs.gov.az
Bahamas	Mr. Charles TURNER	Comptroller of Customs	Customs Department, Ministry of Finance	Ministry Department	www.bahamas.gov.bs/customs
Bahrain	Mr. Mohamed bin Khalifa AL KHALIFA	President of Customs	Customs Affairs, Ministry of the Interior	Ministry Department	www.customs.gov.bh
Bangladesh	Mr. Ghulam HUSSAIN	Chairman of National Board of Revenue	Customs and VAT Wing, National Board of Revenue Bangladesh	Revenue Authority	www.nbr-bd.org
Barbados ^b	Ms. Annette WEEKES	Acting Comptroller of Customs	Customs Department, Ministry of Finance and Economic Affairs	Ministry Department	customs.gov.bb
Belarus	Mr. Aleksandr SHPILEVSKY	Chairman	State Customs Committee of the Republic of Belarus	Customs Agency	www.customs.gov.by
Belgium	M. Noël COLPIN	Administrateur général des Douanes et Accises	Administration générale des Douanes et Accises, Service Public Fédéral Finances	Ministry Department	fiscus.fgov.be
Belize ^b	Mr. Gregory GIBSON	Comptroller of Customs	Customs and Excise Department, Ministry of Finance	Ministry Department	www.customs.gov.bz
Benin ^b	Mr. Paul Lafia TABE	Directeur général des Douanes et Droits indirects	Direction générale des Douanes et Droits indirects	Ministry Department	www.douanes-beninoises.net
Bermuda	Ms. Lucinda PEARMAN	Collector of Customs	Customs Department, Ministry of Finance	Ministry Department	www.customs.gov.bm
Bhutan	Mr. Yonten NAMGYEL	Director of Department of Revenue & Customs	Department of Revenue and Customs, Ministry of Finance	Ministry Department	www.mof.gov.bt
Bolivia	Ms. Marlene ARDAYA Vasquez	Executive President	National Customs of Bolivia	Customs Agency	www.aduana.gob.bo
Bosnia and Herzegovina	Mr. Zdravko CVJETINOVIC	Assistant Director for Customs Section	Customs Section, Indirect Taxation Authority of Bosnia and Herzegovina	Revenue Authority	www.uino.gov.ba

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ^m	No. of Export Declarations ⁿ	No. of Electronic Import declarations ^o	No. of Electronic Export Declarations ^r	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
2,147	ASYCUDA ++	289,733	28,480	237,350	28,400	81.9	99.7	2004			•
1,002	ASYCUDA World	232,769	116,240	232,769	116,240	100	100	1992	•	•	•
20,000	SIGAD (Système d'Information et de Gestion Automatisée des Douanes)	375,460	21,443	n.a.	n.a.	n.a.	n.a.	1966	•	•	
91	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1998	•		
1,798	TIMS (Trade Information Management System)	303,920	n.a.	n.a.	n.a.	n.a.	n.a.	1990	•		•
5,389	SIM (Sistema Informático Malvina)	1,026,206	583,322	n.a.	n.a.	n.a.	n.a.	1968	•		•
727	Trade World Manager	251,428	146,683	n.a.	n.a.	n.a.	n.a.	1992	•	•	•
5,516	Integrated Cargo System	3,500,738	1,290,496	3,500,738	1,290,496	100	100	1961	•	•	•
1,700	E-Zoll	1,798,578	1,514,086	1,671,924	1,513,976	93.0	99.9	1953	•	•	•
2,500	VAIS (Single Automated Management System of Customs Service)	253,698	43,065	n.a.	n.a.	n.a.	n.a.	1992	•	•	•
729	Customs Automated System	184,385	7,584	13,526	3	7.3	0.04	1974	•		•
984	OFOQ (Horizon)	32,5116	123,512	n.a.	n.a.	n.a.	n.a.	2001	•	•	•
12,660	ASYCUDA World	754,497	1,007,921	703,037	1,002,202	93.2	99.4	1978	•	•	•
502	ASYCUDA ++	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1999			
n.a.	NASED (National Automated System of Electronic Declaration)	509,000	289,000	417,000	270,000	81.9	93.4	1993	•	•	•
3,901	PLDA (Paperless Douanes et Accises)	6,300,548	11,885,027	5,588,889	11,885,027	88.7	100	1952	•	•	•
207	ASYCUDA World	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	2008			
963	ASYCUDA ++	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1998	•		•
196	CAPS (Customs Automated Processing System)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1990			•
217	BACS (Bhutan Automated Customs System)	302,142	145,140	n.a.	n.a.	n.a.	n.a.	2002	•		•
1,042	ASYCUDA ++	475,660	45,977	475,660	45,977	100	100	1997	•		•
1,336	ASYCUDA ++	600,364	239,337	600,364	239,337	100	100	2008	•		•

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
Botswana	Mr. Phodiso Philiso VALASHIA	Commissioner of Customs and Excise	Customs and Excise Division, Botswana Unified Revenue Service	Revenue Authority	www.burs.org.bw
Brazil	Mr. Emani Argolo CHECCUCCI Filho	Undersecretary of Customs and International Relations	Undersecretariat of Customs and International Relations, Secretariat of the Federal Revenue of Brazil	Revenue Authority	www.receita.fazenda.gov.br
Brunei Darussalam	Mr. AHMADDIN Abdul Rahman	Controller of Customs and Excise	Royal Customs and Excise Department, Ministry of Finance	Ministry Department	www.mof.gov.bn/index.php/departments/royal-custom-a-excise-department
Bulgaria	Mr. Pavel TONEV	Director General	National Customs Agency	Customs Agency	www.customs.bg
Burkina Faso	M. Kuilbila Jean Sylvestre SAM	Directeur Général des Douanes	Direction Générale des Douanes, Ministère de l'Economie et des Finances	Ministry Department	www.douanes.bf
Burundi	M. Frédéric MANIRAMBONA	Commissaire des Douanes et Accises	Commissariat des Douanes et Accises, Office Burundais des Recettes	Revenue Authority	www.obr.bi
Cambodia	Mr. Siman PEN	Delegate of the Royal Government in charge of the General Department of Customs and Excise	General Department of Customs and Excise, Ministry of Economy and Finance	Ministry Department	www.customs.gov.kh
Cameroon	Mme Minette LIBOM LI LIKENG	Directeur Général des Douanes	Direction Générale des Douanes, Ministère des Finances	Ministry Department	douanescustoms-cm.net
Canada	Mr. Luc PORTELANCE	President	Canada Border Services Agency	Border Protection Service	www.cbsa-asfc.gc.ca
Cape Verde	M. Marino VIEIRA DE ANDRADE Junior	Directeur général des douanes	Direction Générale des Douanes de la Direction National des Recettes de l'Etat	Revenue Authority	www.alfandegas.cv
Central African Republic	Mlle Rachel NGAKOLA	Directeur Général des Douanes et Droits indirects	Direction Générale des Douanes et Droits indirects, Ministère des Finances et du Budget	Ministry Department	www.douane-rca.org
Chad ^b	M. SALEH DEBY	Directeur général des Douanes et Droits indirects	Direction générale des Douanes et Droits indirects	Ministry Department	n.a.
Chile	Mr. Gonzalo PEREIRA	Director General of Customs	National Customs Service	Customs Agency	www.aduana.cl
China	Mr. Guangzhou YU	Customs Minister	General Administration of Customs of China	Customs Agency	www.customs.gov.cn
Colombia	Mr. Juan Ricardo ORTEGA López	Director General	Directorate of National Taxes and Customs, Ministry of Finance and Public Credit	Ministry Department	www.dian.gov.co
Comoros	M. Ali Hamissi MOUSSA MOHAMED	Directeur Général des Douanes	Direction Générale des Douanes, Ministère des Finances, du Budget et du Plan	Ministry Department	www.douanes.km
Congo (Republic of the)	M. Jean Alfred ONANGA	Directeur général des Douanes et Droits indirects	Direction générale des Douanes et Droits indirects, Ministère des Finances du Budget et du Portefeuille Public	Ministry Department	www.douanes.gouv.cg
Costa Rica	Mr. Rafael BONILLA Vindas	Director General of Customs	Directorate General of Customs, Ministry of Finance	Ministry Department	www.hacienda.go.cr/contenido/284-servicio-nacional-de-aduanas
Côte d'Ivoire	M. Issa COULIBALY	Directeur Général des Douanes	Direction générale des Douanes, Ministère de l'Economie et des finances	Ministry Department	www.douanes.ci
Croatia	Mr. Zlatko GRABAR	Director General of Customs	Customs Directorate, Ministry of Finance	Ministry Department	www.carina.hr
Cuba ^b	Mr. Pedro Miguel PÉREZ BETANCOURT	Chief of the General Customs	General Customs of the Republic of Cuba	Customs Agency	www.aduana.co.cu
Curaçao	Ms. Clarion TAYLOR	Customs Commissioner	Customs Department, Ministry of Finance	Ministry Department	n.a.
Cyprus	Mr. Demetrios HADJICOSTIS	Acting Director General of Customs and Excise and VAT Commissioner	Department of Customs and Excise, Ministry of Finance	Ministry Department	www.mof.gov.cy/ce
Czech Republic	Mr. Pavel NOVOTNY	Director General of Customs	Czech Customs Administration	Customs Agency	www.celnisprava.cz
Democratic Republic of the Congo	M. Déo RUGWIZA MAGERA	Directeur Général des Douanes et Accises	Direction Générale des Douanes et Accises, Ministère des Finances	Ministry Department	www.douanesrdc.com

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ¹¹	No. of Export Declarations ⁹	No. of Electronic Import declarations ⁸	No. of Electronic Export Declarations ⁷	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
520	ASYCUDA ++	598,190	55,498	529,004	45,159	88.4	81.4	1978	●	●	●
4,468	SISCOMEX (Foreign Trade Integrated System)	25,413,493	2,707,611	25,413,493	2,707,611	100	100	1981	●		●
463	Brunei Darussalam E-Customs	n.a.	n.a.	215,981	23,671	n.a.	n.a.	1996			●
3,350	BICIS (Bulgarian Integrated Customs Information System)	289,402	240,678	289,168	237,060	99.9	98.5	1973	●	●	●
1,676	ASYCUDA ++	134,617	6,525	134,617	6,525	100	100	1966	●		●
162	ASYCUDA World	51,925	5,143	n.a.	n.a.	n.a.	n.a.	1964			●
1,041	ASYCUDA World	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	2001	●		●
3,000	ASYCUDA ++	150,079	21,298	147,136	20,678	98.0	97.1	1965	●		●
13,000 ^b	ACROSS (Accelerated Commercial Release Operations Support System)	13,795,374	988,426	13,082,195	816,771	94.8	82.6	1971	●	●	●
195	ASYCUDA ++	44,621	4,152	44,621	4,152	100	100	1992	●	●	●
500	ASYCUDA ++	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1986	●		●
2,796	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	2005	●		●
1,636	Entry system and Output System	1,559,515	452,969	1,559,515	452,969	100	100	1966	●		●
57,000	H2010	21,645,000	46,378,000	21,645,000	46,378,000	100	100	1983	●	●	●
4,797	Customs Information System SYGA	9,165	n.a.	n.a.	n.a.	n.a.	n.a.	1993	●		●
531	ASYCUDA ++	28,866	412	28,866	412	100	100	1993	●		●
2,731	ASYCUDA ++	103,120	19,684	n.a.	n.a.	n.a.	n.a.	1975	●		●
632	TICA (Tecnología de la Información para el Control Aduanero)	466,315	323,560	466,315	323,560	100	100	2001	●		●
1,848	SYDAM (Système de Dédouanement Automatisé des Marchandises) World	205,994	54,945	n.a.	n.a.	n.a.	n.a.	1963	●	●	●
2,821	HRAIS (Automated Import System) / ECS (Export Control System)	633,011	325,341	632,218	323,840	99.9	99.5	1993	●	●	●
3,548	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1988	●	●	●
236	ASYCUDA World	164,354	37,600	154,389	25,834	93.9	68.7	2001			●
335	THESEAS (Customs and Excise Electronic Systems)	87,203	32,234	87,203	2,164 ^w	100	6.7	1967	●	●	●
5,372	Customs Information System of the Czech Republic	1,011,946	1,186,371	960,202	1,185,398	94.9	99.9	1993	●	●	●
6,038	ASYCUDA World	152,662	58,462	149,935	58,227	98.2	99.6	1972	●	●	●

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
Denmark	Mr. Jesper RØNNOW SIMONSEN	Director General Tax and Customs	SKAT	Revenue Authority	www.skat.dk
Djibouti	M. Ahmed Youssouf GOULED	Directeur général des Douanes et Droits indirects	Direction des Douanes et Droits indirects, Ministère du Budget	Ministry Department	www.douanes.dj
Dominican Republic	Mr. Juan FERNANDO Fernandez	Director General of Customs	Directorate General of Customs	Customs Agency	www.aduanas.gob.do
Ecuador	Mr. Pedro Xavier CÁRDENAS Moncayo	Director General of Customs	National Customs Service of Ecuador	Customs Agency	www.aduana.gob.ec
Egypt	Mr. Mohamed ELSALHAWY	Customs Commissioner	Egyptian Customs Authority	Customs Agency	www.customs.gov.eg
El Salvador	Mr. Carlos CATIVO	General Director of Customs	Directorate General of Customs, Ministry of Finance	Ministry Department	www.mh.gob.sv
Eritrea ^b	Mr. Yosief YEHDEGO	Director General of Customs	Customs Department, Ministry of Finance	Ministry Department	n.a.
Estonia	Mr. Marek HELM	Director General	Estonian Tax and Customs Board	Revenue Authority	www.emta.ee
Ethiopia	Mr. Beker SHALE	Deputy Director General of Customs function	Ethiopian Revenues and Customs Authority	Revenue Authority	www.erca.gov.et
Fiji	Mr. Jitoko TIKOLEVU	Chief Executive Officer of Fiji Revenue & Customs Authority	Customs Division, Fiji Revenue & Customs Authority	Revenue Authority	www.frca.org.fj
Finland	Mr. Leo NISSINEN	Director General	Finnish Customs	Customs Agency	www.tulli.fi
France ^b	Mlle Hélène CROCQUEVIELLE	Directrice générale des douanes	Direction générale des douanes et des droits indirects, Ministère de l'Economie et des Finances	Ministry Department	www.douane.gouv.fr
Gabon	M. Michel ONDINGA NGOUENGOUE	Directeur Général des Douanes et Droits Indirects	Direction Générale des Douanes et Droits Indirects, Ministère de l'Economie, de l'Emploi et du Développement Durable	Ministry Department	www.douanes.ga
Gambia ^b	Mr. Yankuba DARBOE	Commissioner of Customs and Excise	Gambia Revenue Authority	Revenue Authority	www.gra.gm
Georgia	Mr. Irakli GVARAMADZE	Director General of Georgia Revenue Service	LEPL Georgia Revenue Service	Revenue Authority	www.rs.ge
Germany	Mr. Julian WÜRTENBERGER	Director General of Customs, Excise Duties and Spirits Monopoly	Directorate of Customs, Excise Duties and Spirits Monopoly, Federal Ministry of Finance	Ministry Department	www.zoll.de
Ghana	Mr. Isaac APRONTI	Customs Commissioner	Customs Division, Ghana Revenue Authority	Revenue Authority	www.gra.gov.gh
Greece	Mr. Konstantinos NICHORITIS	Director General of Customs and Excise	Directorate General of Customs and Excise, Ministry of Finance	Ministry Department	www.gsis.gov.gr
Guatemala	Ms. Claudia Azucena MENDEZ ASENCIO	Intendant of Customs	Intendancy of Customs, Superintendency of Tax Administration	Revenue Authority	www.sat.gob.gt
Guinea	M. Toumany SANGARE	Directeur Général	Direction générale des Douanes, Ministère Délégué au Budget	Ministry Department	www.douanesguinee.gov.gn
Guinea-Bissau	M. Jose Demba BUARO	Directeur Général des Douanes	Direction Générale des Douanes, Ministère des Finances	Ministry Department	www.minfin-gov.bissau.net/dga
Guyana	Mr. Khurshid SATTAUR	Commissioner General	Customs and Trade Administration, Guyana Revenue Authority	Revenue Authority	www.gra.gov.gy
Haiti	M. Fresnel JEAN-BAPTISTE	Directeur général de l'Administration générale des douanes	Administration générale des Douanes	Customs Agency	www.douane.gouv.ht
Honduras ^b	Ms. Ximara GOMEZ	Deputy Director of Customs Revenue	Deputy Directorate of Customs Revenue, Executive Directorate of Revenue	Revenue Authority	www.dei.gob.hn
Hong Kong, China	Mr. Wan-ching Clement CHEUNG	Commissioner of Customs and Excise	Customs and Excise Department	Customs Agency	www.customs.gov.hk

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ^m	No. of Export Declarations ^a	No. of Electronic Import declarations ^p	No. of Electronic Export Declarations ^r	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
505	Toldsystemet	1,390,050	1,382,896	1,366,523	1,378,122	98.3	99.7	1952	●	●	●
429	ASYCUDA World	69,393	1,589	n.a.	n.a.	n.a.	n.a.	2008			●
4,886	SIGA (Sistema Integrado de Gestión Aduanera)	384,027	135,883	384,027	135,883	100	100	2004	●	●	●
1,719	ECUAPASS	321,182 ^s	215,441 ^s	321,182	215,441	100	100	1997	●		●
14,705	CIS (Customs Information System)	490,062	240,502	n.a.	n.a.	n.a.	n.a.	1956	●	●	●
763	ASYCUDA ++	591,894	260,130	578,088	256,705	97.7	98.7	2005			●
n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1995	●		
592	COMPLEX	144,305	138,582	140,501	138,484	97.4	99.9	1992	●	●	●
2,052	ASYCUDA ++	197,131	136,507	n.a.	n.a.	n.a.	n.a.	1973	●		●
305	ASYCUDA ++	110,439 ^u	19,355	110,439	19,355	100	100	1997	●	●	●
2,260	ITU (Integrated Clearance System)	749,126	995,272	684,848	995,272	91.4	100	1961	●	●	●
17,063	DELTA	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1952	●	●	●
955	ASYCUDA ++	91,874	14,598	n.a.	n.a.	n.a.	n.a.	1965	●	●	●
203	ASYCUDA ++	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1987			●
1,340	E-Customs	391,192	30,291	6,936	134	1.8	0.4	1993	●		●
34,027	ATLAS (Automatisiertes Tarif- und Lokales Zoll-Abwicklungs-System)	52,700,000	115,900,000	49,800,000	115,300,000	94.5	99.5	1952	●	●	●
3,050	GCMS (Ghana Customs Management System)	2,003,407	90,281	2,003,407	90,281	100	100	1968	●		●
2,311	ICISnet	288,025	351,481	23,742 ^w	351,028	8.2	99.9	1952	●	●	●
1,250	SAQBE (Sistema desarrollado por el país)	609,103	564,546	609,103	564,546	100	100	1985			●
2,536	ASYCUDA ++	n.a.	n.a.	128,220	3,959	n.a.	n.a.	1991	●		●
525	ASYCUDA ++	8,820	n.a.	6,540	430	74.1	n.a.	2010	●		●
278	TRIPS (Total Revenue Integrated Processing System)	53,119	12,313	n.a.	n.a.	n.a.	n.a.	1976			
1,624	ASYCUDA World	117,219	23,605	117,219	23,605	100	100	1958	●		●
723	SARAH (Sistema Aduanero Automatizado de Rentas Aduaneras de Honduras)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	2005			●
5,831	GETS (Government Electronic Trading Services)	8,907,197	10,273,279	8,907,197	10,273,279	100	100	1987			●

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
Hungary	Mr. Iván KOVÁCSICS	Director General for Customs and Excise Duties	Customs and Finance Guard Branch, National Tax and Customs Administration	Revenue Authority	www.nav.gov.hu
Iceland	Mr. Snorri OLSEN	Director General	Directorate of Customs	Customs Agency	www.tollur.is
India	Ms. J.M. Shanti SUNDHARAM	Chairperson	Central Board of Excise and Customs, Ministry of Finance	Ministry Department	www.cbec.gov.in
Indonesia	Mr. Agung KUSWANDONO	Director General of Customs and Excise	Customs and Excise Directorate General, Ministry of Finance	Ministry Department	www.beacukai.go.id
Iran (Islamic Republic of)	Mr. Massoud KARBASIAN	President	Islamic Republic of Iran Customs Administration	Customs Agency	www.irica.ir
Iraq	Mr. Wamidh KHALID	Director General of General Customs Authority	General Customs Authority, Ministry of Finance	Ministry Department	www.iraqcustoms.org
Ireland	Ms. Josephine FEEHILY	Chairman	Office of the Revenue Commissioners	Revenue Authority	www.revenue.ie
Israel ⁵	Mr. Moshe ASHER	Acting Director General	Customs Directorate, Israel Tax Authority	Revenue Authority	www.mof.gov.il/customs/eng/
Italy	Mr. Giuseppe PELEGGI	Director of Customs Agency	Customs and Monopolies Agency	Customs Agency	www.agenziadogane.it
Jamaica	Mr. Richard REESE	Commissioner of Customs	Jamaica Customs Agency	Customs Agency	www.jacustoms.gov.jm
Japan	Mr. Yutaka MIYAUCHI	Director General	Customs and Tariff Bureau, Ministry of Finance	Ministry Department	www.customs.go.jp
Jordan	Mr. Monther Abdelqader AL-ASSAF	Director General	Customs Department, Ministry of Finance	Ministry Department	www.customs.gov.jo
Kazakhstan ⁶	Mr. Gosman AMRIN	Chairman	Customs Control Committee, Ministry of Finance	Customs Agency	e.customs.kz/wps/portal/customs
Kenya	Ms. Beatrice MEMO	Commissioner of Customs Services	Customs Services Department, Kenya Revenue Authority	Revenue Authority	www.kra.go.ke
Korea (Republic of)	Mr. Un Chan BAEK	Commissioner	Korea Customs Service	Customs Agency	www.customs.go.kr
Kuwait	Mr. Khalid AL-SAIF	Acting Director General of Customs	Kuwait General Administration of Customs	Ministry Department	www.customs.gov.kw
Kyrgyzstan	Mr. Zhunusov Adamkul OROKEEVICH	Chairman of the State Customs Service	State Customs Service	Customs Agency	www.customs.gov.kg
Lao People's Democratic Republic ⁶	Mr. Athsaphangthong SIPANDONE	Director General of Customs	Department of Customs, Ministry of Finance	Ministry Department	www.customs.gov.la
Latvia	Mr. Talis KRAVALIS	Director of the National Customs Board	National Customs Board, State Revenue Service	Revenue Authority	www.vid.gov.lv
Lebanon ⁶	n.a.	Président	Conseil supérieur des Douanes libanaises	Ministry Department	www.customs.gov.lb
Lesotho	Ms. Makali LEPHOLISA	Commissioner of Customs	Customs Division, Lesotho Revenue Authority	Revenue Authority	www.lra.org.ls/Customs.php
Liberia	Mr. Saa SAAMOI	Acting Commissioner of Customs	Bureau of Customs and Excise, Revenue Department, Ministry of Finance	Ministry Department	www.mofrevenue.gov.lr
Libya ⁶	Mr. Abdulmagid S. ALHARATI	Director General of Customs	Customs Administration	Ministry Department	www.customs.ly
Lithuania	Mr. Antanas SIPAVICIUS	Director General of the Customs Department	Customs Department, Ministry of Finance	Ministry Department	www.cust.lt

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ^b	No. of Export Declarations ^c	No. of Electronic Import declarations ^d	No. of Electronic Export Declarations ^e	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
5,895	AIS HU (Automated Import System Hungary); AES HU (Automated Export System Hungary)	535,621 ^f	611,285 ^f	516,956	611,010	96.5	99.9	1968	●	●	●
240	Tollakerfið (Customs IT System)	363,605	82,440	340,024	80,208	93.5	97.3	1971	●		●
70,000	ICES (Indian Customs EDI System)	n.a.	n.a.	3,283,234	4,723,281	n.a.	n.a.	1971	●	●	●
11,644	CEISA (Customs-Excise Information System and Automation)	1,200,751	1,844,048	1,200,751	1,844,048	100	100	1957	●		●
8,500	Customs Integrated System	256,856	401,500	n.a.	n.a.	n.a.	n.a.	1959	●	●	●
3,017	ICLS (Iraq Customs Levy System)	606,376	449	n.a.	n.a.	n.a.	n.a.	1990			●
433	AEP (Automated Entry Processing)	546,014	581,432	545,375	581,432	99.9	100	1952	●	●	●
850	Global Gate (Sha'ar Olami)	1,391,570 ^g	1,213,045 ^g	1,391,570	1,213,045	100	100	1958	●		●
9,096	AIDA (Automazione Integrata Dogane Accise)	4,955,961	10,109,521	4,955,961	10,109,521	100	100	1952	●	●	●
1,122	CASE II (Customs Automated Services)	345,604	35,364	139,113	2	40.3	0.0	1963			●
8,912	NACCS (Nippon Automated Cargo and Port Consolidated System)	23,189,000 ^f	14,570,000 ^f	22,836,000 ^f	14,303,000 ^f	98.5	98.2	1964	●	●	●
3,092	ASYCUDA World	371,663	166,023	371,663	166,023	100	100	1964	●	●	●
5,620	Customs Automated Information System	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1992	●	●	●
1,456	SIMBA 2005	323,015	373,994	321,429	373,982	99.5	99.9	1965	●	●	●
4,594	UNIPASS	14,340,000	12,244,109	12,694,000	11,765,432	88.5	96.1	1968	●	●	●
3,726	Microclear Customs Clearance System	559,263	n.a.	n.a.	135,263	n.a.	n.a.	1993	●		●
1,275	ACOS (Automated Customs clearance) / UAIS (Unified Automated Information System)	106,715	25,151	97,568	19,139	91.4	76.1	2000	●		●
969	ASYCUDA World	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	2007			●
1,070	Electronic Customs Data Processing System	108,271	140,663	62,832	140,602	58.0	99.9	1992	●	●	●
2,400	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1960	●		●
269	n.a.	386,112	13,572	n.a.	n.a.	n.a.	n.a.	1978	●	●	●
400	ASYCUDA World	165,026	1,372	165,026	1,372	100	100	1975	●		●
6,000	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1983	●		●
2,288	MDAS (Customs Declaration Processing System); NTKS (National Transit Control System)	230,621	579,263	228,325	578,186	99.0	99.8	1992	●	●	●

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
Luxembourg	M. Alain BELLOT	Directeur des Douanes et Accises	Administration des Douanes et des Accises, Ministère des Finances	Ministry Department	www.etat.lu/DO
Macau, China	Mr. Lai Hang CHOI	Director General	Macao Customs Service	Customs Agency	www.customs.gov.mo
Madagascar	M. RAMINOMANANA Hajarizaka	Directeur Général des Douanes	Direction Générale des Douanes, Ministère des Finances et du Budget	Ministry Department	www.douanes.gov.mg
Malawi	Ms. Agnes KATSONGA-PHIRI	Commissioner of Customs and Excise - Imports	Customs and Excise, Malawi Revenue Authority	Revenue Authority	www.mra.mw
Malaysia	Mr. Dato' Sri Khazali bin AHMAD	Director General of Customs	Royal Malaysian Customs Department, Ministry of Finance	Ministry Department	www.customs.gov.my
Maldives	Mr. Ahmed MOHAMED	Commissioner General of Customs	Maldives Customs Service	Customs Agency	www.customs.gov.mv
Mali	M. Moumouni DEMBELE	Directeur général des Douanes	Direction générale des Douanes, Ministère de l'Économie et des Finances	Ministry Department	douanes.gouv.ml
Malta	Mr. Joseph P. BRINCAT	Director General of Customs	Customs Department, Ministry of Finance, the Economy and Investment	Ministry Department	customs.gov.mt
Mauritania ^b	M. Dah OULD HAMADY OULD EL MAMY	Directeur Général des Douanes	Direction générale des Douanes, Ministère des Finances	Ministry Department	n.a.
Mauritius	Mr. Sudhamo LAL	Director-General	Customs Department, Mauritius Revenue Authority	Revenue Authority	www.mra.mu
Mexico	Mr. Alejandro CHACÓN	General Customs Administrator	General Customs Administration, Tax Administration Service	Revenue Authority	www.sat.gob.mx
Moldova	Mr. Tudor BALITCHI	Director General of Customs Service	Customs Service, Ministry of Finance	Ministry Department	www.customs.gov.md
Mongolia	Mr. Ganbat OSOR	Director General	Customs General Administration of Mongolia	Customs Agency	www.customs.gov.mn
Montenegro	Mr. Vladan JOKOVIC	Director of Customs Administration	Customs Administration	Customs Agency	www.upravacarina.gov.me/en/administration
Morocco ^b	M. Zouhair CHORFI	Directeur Général de l'Administration des Douanes et Impôts Indirects	Administration des Douanes et Impôts indirects, Ministère de l'Économie et des Finances	Ministry Department	www.douane.gov.ma
Mozambique	Mr. Guilherme MAMBO	Director General of Customs	General Directorate of Customs, Mozambique Revenue Authority	Revenue Authority	www.at.gov.mz
Namibia ^b	Mr. Bevan Sililo SIMATAA	Commissioner of Customs and Excise	Directorate of Customs and Excise, Ministry of Finance	Ministry Department	www.mof.na
Nepal	Mr. Surya Prasad ACHARYA	Director General of Customs	Department of Customs, Ministry of Finance	Ministry Department	www.customs.gov.np
Netherlands	Ms. Angelique BERG	Director General for Tax and Customs Policy and Legislation	Netherlands Tax and Customs Administration, Ministry of Finance	Ministry Department	www.belastingdienst.nl
New Zealand	Ms. Carolyn TREMAIN	Comptroller of Customs and Chief Executive of the Customs Service	New Zealand Customs Service	Customs Agency	www.customs.govt.nz
Nicaragua	Mr. Eddy Francisco MEDRANO Soto	Director General of Customs	Directorate General of Customs	Customs Agency	www.dga.gob.ni
Niger ^b	M. Mahamadou MADI MAYAKI	Directeur général des Douanes	Direction générale des Douanes, Ministère de l'Économie	Ministry Department	n.a.
Nigeria	Mr. Dikko Inde ABDULLAHI	Comptroller General of Customs	Nigeria Customs Service	Customs Agency	www.customs.gov.ng
Norway	Mr. Bjørn RØSE	Director General	Norwegian Directorate of Customs and Excise	Customs Agency	www.toll.no
Oman	Mr. Issa ALKIYUMI	Director General of Customs	Directorate General of Customs, Royal Oman Police	Ministry Department	www.customs.gov.om

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ^m	No. of Export Declarations ^o	No. of Electronic Import declarations ^p	No. of Electronic Export Declarations ^r	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
459	PLDA (Paperless douanes et accises)	118,306	177,155	118,306	177,155	100	100	1953	●	●	●
1,102	Electronic Data Interchange Clearance System	361,172	56,174	28,412	6,054	7.9	10.8	1993			●
1,157	ASYCUDA ++	66,756	32,333	66,756	32,333	100	100	1964	●	●	●
451	ASYCUDA ++	84,455	17,964	84,455	17,964	100	100	1966	●	●	●
13,211	Customs Information System	4,077,517	4,444,660	4,077,517	4,444,660	100	100	1964	●	●	●
690	ASYCUDA ++	144,866	10,033	144,866	10,033	100	100	1995	●		●
1,853	ASYCUDA ++	216,153	16,627	135,313	n.a.	62.6	n.a.	1987	●	●	●
370	Customs Electronic System	28,631 ^s	18,084 ^s	25,783	16,830	90.1	93.1	1968	●	●	●
800	ASYCUDA ++	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1979	●		●
588	CMS II (Customs Management System II)	192,865	56,180	192,865	56,180	100	100	1973	●	●	●
7,347	SAAI (Sistema Aduanero Automatizado Integral)	6,618,207	2,256,227	6,618,207	2,256,227	100	100	1988	●		●
1,728	ASYCUDA World	234,400	115,583	n.a.	n.a.	n.a.	n.a.	1994	●		●
1,399	CAIS (Customs Automated Information System)	188,322	62,871	3,209	7,457	1.7	11.9	1991	●	●	●
537	CIS (Customs Information System)	181,912	48,617	181,908	27,327	99.9	56.2	2006	●	●	●
4,617	BADR (Base automatisée de dédouanement en réseau)	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1968	●	●	●
2,216	JUE (Single Window System)	202,853	18,674	202,853	18,674	100	100	1987	●	●	●
466	ASYCUDA ++	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1992	●	●	●
1,246	ASYCUDA ++	1,036,660	105,136	942,418	95,576	90.9	90.9	1986	●		●
4,855	SAGITTA; AGS 2; AGS 3	95,707,247	9,276,464	95,707,247	9,276,464	100	100	1953	●	●	●
1,161	Joint Border Management System	1,341,100 ^t	535,490 ^t	1,341,100	535,490	100	100	1963	●	●	●
1,220	ASYCUDA World	227,289	56,928	227,289	56,928	100	100	1998			●
1,064	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1981	●		●
20,000	NICIS (Nigeria Integrated Customs Information System)	665,609	20,076	665,609	20,076	100	100	1963	●	●	●
1,974	TVINN	5,536,271	1,269,026	5,536,271	1,269,026	100	100	1952	●	●	●
1,720	Mirsal	568,733	472,923	401,991	469,096	70.7	99.2	2000			●

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
Pakistan	Mr. Nisar MUHAMMAD	Member (Customs)	Pakistan Customs Service, Federal Board of Revenue	Revenue Authority	www.fbr.gov.pk
Panama	Mr. Jorge Antonio CARNEY Alemán	Director General of Customs	National Customs Authority	Customs Agency	www.ana.gob.pa
Papua New Guinea ^b	Mr. Ray PAUL	Commissioner of Customs	Customs Service	Revenue Authority	www.customs.gov.pg
Paraguay	Mr. Nelson VALIENTE	National Director of Customs	National Directorate of Customs	Customs Agency	www.aduana.gov.py
Peru	Ms. Tania QUISPE	National Superintendent	Superintendence of National Customs and Tax Administration	Revenue Authority	www.sunat.gob.pe
Philippines	Mr. John P. SEVILLA	Customs Commissioner	Bureau of Customs, Department of Finance	Customs Agency	www.customs.gov.ph
Poland	Mr. Jacek KAPICA	Director General of Customs	Customs Service, Ministry of Finance	Ministry Department	www.mf.gov.pl
Portugal	Mr. José António AZEVEDO PEREIRA	Director General of Tax and Customs	Tax and Customs Administration	Revenue Authority	portaldasfinancas.gov.pt
Qatar	Mr. Ahmad Ali Mohammad AL-MOHANNADI	Chairman	General Authority of Customs	Customs Agency	www.customs.gov.qa
Romania	Mr. Claudiu ARDELEANU	Director General of Customs	General Customs Directorate, National Agency for Fiscal Administration	Revenue Authority	www.customs.ro
Russian Federation	Mr. Andrei BELYANINOV	Head of the Federal Customs Service	Federal Customs Service	Customs Agency	www.customs.ru
Rwanda	Mr. Rapheal TUGIRUMUREMYI	Commissioner for Customs	Customs Department, Rwanda Revenue Authority	Revenue Authority	www.rra.gov.rw
Saint Lucia	Mr. C. Andy FERNELON	Comptroller of Customs	Customs Department, Ministry of Finance	Ministry Department	www.customs.gov.lc
Samoa	Ms. Pitoula Lusie SEFOLEAU	Chief Executive Officer	Customs Service, Ministry for Revenue	Ministry Department	www.revenue.gov.ws
Sao Tome and Principe	Mr. Ilza AMADO VAZ	Director General of Customs	Directorate General of Customs, Ministry of Planning and Finance	Ministry Department	www.alfandegas.st
Saudi Arabia	Mr. Saleh M. AL-KHALIMI	Director General of Saudi Customs	Saudi Customs, Ministry of Finance	Ministry Department	www.customs.gov.sa
Senegal	M. Elimane Saliou GNINGUE	Directeur Général des Douanes	Direction Générale des Douanes, Ministère de l'Economie et des Finances	Ministry Department	www.douanes.sn
Serbia	Mr. Miloš TOMIĆ	Director General	Customs Administration	Customs Agency	www.carina.rs
Seychelles	Ms. Jennifer MOREL	Revenue Commissioner	Customs Division, Seychelles Revenue Commission	Revenue Authority	www.src.gov.sc
Sierra Leone	Mr. Bert CUNNINGHAM	Commissioner of Customs and Excise Department	Customs and Excise Deptment, National Revenue Authority	Revenue Authority	www.nra.gov.sl/nra/
Singapore	Mr. HO Chee Pong	Director General	Singapore Customs	Customs Agency	www.customs.gov.sg
Slovak Republic	Mr. Frantisek IMRECZE	President	Financial Administration of the Slovak Republic	Revenue Authority	www.financnasprava.sk
Slovenia	Mr. Rajko SKUBIC	Director General	Customs Administration of the Republic of Slovenia	Customs Agency	www.carina.gov.si
Somalia ^b	Mr. Mohamed Haji Mohamud ABDULLE	Director of Customs	Customs Department, Ministry of Finance	Ministry Department	n.a.
South Africa	Mr. Ivan PILLAY	Commissioner	South African Revenue Service	Revenue Authority	www.sars.gov.za

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ^m	No. of Export Declarations ^o	No. of Electronic Import declarations ^p	No. of Electronic Export Declarations ^r	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
8,002	WeBOC (Web Based One Customs)	731,276	685,766	731,276	685,766	100	100	1955	•	•	•
1,559	SIGA (Sistema Integrado de Gestión Aduanera)	341,396	39,354	341,396	39,354	100	100	1996	•		•
280	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	2002	•	•	•
1,016	SOFIA	198,273	33,902	198,273	33,902	100	100	1969	•		•
3,479	SIGAD (Integrated Customs Management System)	844,307	288,230	844,307	287,806	100	99.9	1970	•		•
3,511	E2M System	688,607	151,821	688,607	151,812	100	99.9	1980	•	•	•
15,189	ECS; Celina; NCTS	1,199,878	1,573,619	1,110,137	1,571,183	92.5	99.8	1974	•	•	•
1,266	STADA - Import / Export	274,503	431,938	274,056	426,358	99.8	98.7	1953	•	•	•
2,094	AI - Nableeb (Single Window)	1,123,421	95,732	1,123,421	95,732	100	100	1992	•	•	•
2,700	RCDPs (Romanian Clearance Declaration Processing System) for import; ECS-R0 (Export Control System-R0) for export	434,834	377,540	434,240	377,408	99.9	99.9	1969	•	•	•
48,436	SAIS (Unified Automated Information System)	7,543,767	2,135,251	4,171,844	1,069,042	55.3	50.1	1991	•	•	•
277	ASYCUDA World	173,780	29,192	173,780	29,192	100	100	1964	•	•	•
244	ASYCUDA World	90,842	2,762	90,842	2,762	100	100	2005			•
93	ASYCUDA World	17,009	2,351	17,009	2,351	100	100	2001			•
51	ASYCUDA World	19,845	584	9,994	341	50.4	58.4	2009	•		
10,154	Nebras	2,042,550	838,783	2,042,550	838,783	100	100	1973	•	•	•
1,205	GAINDE (Gestion automatisée des Informations douanières et des échanges)	n.a.	n.a.	133,798	31,043	n.a.	n.a.	1976	•	•	•
2,432	ISCS	830,598	463,686	826,453	461,271	99.5	99.5	2001	•	•	•
156	ASYCUDA World	29,377	1,035	29,377	1,035	100	100	2000			•
170	ASYCUDA ++	n.a.	n.a.	40,362	962	n.a.	n.a.	1975			•
937	TradeNet	5,274,150	3,760,286	5,274,150	3,760,286	100	100	1975	•		•
2,961	ISST (Integrated System for Tariff Administration)	238,002	369,901	0	369,405	0	99.9	1993	•	•	•
1,406	SICIS (Slovenian Customs Information System)	286,840	336,436	286,840	336,436	100	100	1992	•	•	•
760	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	2012			
3,000	iCBS (Interfront Customs Border Solutions)	2,547,837	3,544,021	2,547,837	3,544,021	100	100	1964	•	•	•

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
South Sudan	Mr. Mikaya Modi Lubajo LEGGE	Director General of Customs	South Sudan Customs Service, Ministry of Finance and Economic Planning	Ministry Department	ss-cs.org
Spain	Mr. Pilar JURADO BORREGO	Director of the Department of Customs and Excise	Department of Customs and Excise, State Tax Administration Agency	Revenue Authority	www.agenciatributaria.es
Sri Lanka	Mr. Jagath P. WIJEWEERA	Director General of Customs	Customs Department, Ministry of Finance	Ministry Department	www.customs.gov.lk
Sudan	Mr. Seif Eldin Omer SULEIMAN	President of Customs Authority	Sudan Customs Authority	Customs Agency	www.customs.gov.sd
Swaziland	Mr. I.V. MAZORODZE	Commissioner of Customs and Excise	Swaziland Revenue Authority	Revenue Authority	www.sra.org.sz
Sweden	Ms. Therese MATSSON	Director General of Customs	Swedish Customs	Customs Agency	www.tullverket.se
Switzerland	Mr. Rudolf DIETRICH	Director General of Customs	Swiss Customs Administration, Federal Department of Finance	Ministry Department	www.ezv.admin.ch
Syrian Arab Republic ^b	Mr. Majdi ELHIKME	Director General	Directorate General of Customs	Ministry Department	www.customs.gov.sy
Tajikistan	Mr. Rustami EMOMALI	Head of the Customs Service	Customs Service	Customs Agency	www.customs.tj
Tanzania	Mr. Tiagi M. KABISI	Commissioner of Customs and Excise	Customs Department, Tanzania Revenue Authority	Revenue Authority	www.tra.go.tz
Thailand	Mr. Rakop SRISUPAAT	Director-General of Customs	Customs Department, Ministry of Finance	Ministry Department	www.customs.go.th
The Former Yugoslav Republic of Macedonia	Ms. Natasa Radeska KRSTEVSKA	Director General of Customs Administration	Customs Administration of the Republic of Macedonia	Customs Agency	www.customs.gov.mk
Timor-Leste	Ms. Brigida Suzana Esteves DA SILVA	Director General of Customs	Directorate General of Custom, Ministry of Finance	Ministry Department	www.mof.gov.tl/customs
Togo	M. Sévon-Tépé Kodjo ADEDZE	Commissaire des Douanes et Droits Indirects	Commissariat des Douanes et Droits Indirects, Office Togolais des Recettes	Revenue Authority	www.douanes.tg
Tonga	Ms. Irma Daphney STONE	Chief Executive Officer for Revenue and Customs	Customs Division, Ministry of Revenue	Ministry Department	www.revenue.gov.to
Trinidad and Tobago ^b	Mr. Fitzroy A. JOHN	Comptroller of Customs and Excise	Customs and Excise Division, Ministry of Finance and the Economy	Ministry Department	www.customs.gov.tt
Tunisie	M. Kamel Ben NACEUR	Directeur Général des Douanes	Direction générale des Douanes, Ministère de l'économie et des Finances	Ministry Department	www.douane.gov.tn
Turkey	Mr. Ziya ALTUNYALDIZ	Undersecretary	Ministry of Customs and Trade	Ministry Department	www.gtb.gov.tr
Turkmenistan ^b	Mr. Muhammat BERDYEV	Chairman	State Customs Service	Customs Agency	customs.gov.tm
Uganda	Mr. Richard KAMAJUGO	Customs Commissioner	Customs Department, Uganda Revenue Authority	Revenue Authority	www.ura.go.ug
Ukraine	Mr. Vitaly NAUMENKO	Deputy Minister of Revenue and Duties	Department of Customs Affairs, Ministry of Revenue and Duties	Ministry Department	www.minrd.gov.ua
Union of Myanmar (Republic of the) ^b	Mr. Htun THEIN	Director General of Customs Administration	Myanmar Customs Department, Ministry of Finance and Revenue	Ministry Department	www.myanmarcustoms.gov.mm
United Arab Emirates	Mr. Khalid Ali AL BUSTANI	Acting Director General	Federal Customs Authority	Customs Agency	www.customs.ae
United Kingdom	Mr. William WILLIAMSON	Director Customs	Her Majesty's Revenue and Customs	Revenue Authority	www.hmrc.gov.uk

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ^b	No. of Export Declarations ^b	No. of Electronic Import declarations ^c	No. of Electronic Export Declarations ^c	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
1,350	SSCSMS	100,000	35,000	n.a.	n.a.	n.a.	n.a.	2013			
3,929 ^b	EDI (Electronic Data Interchange) System	4,681,547	5,420,071	4,675,090	5,419,332	99.9	99.9	1952	●	●	●
2,106	ASYCUDA World	341,132	474,509	260,589	450,499	76.4	94.9	1967	●	●	●
8,966	ASYCUDA World	268,078	17,350	226,725	17,269	84.6	99.5	1960	●	●	●
259	ASYCUDA ++	596,954	129,827	596,954	129,827	100	100	1981	●	●	●
2,100	TDS (Tulldatasystem)	2,967,000	2,286,000	2,940,000	2,284,000	99.1	99.9	1952	●	●	●
4,413 ^k	E-DEC	11,127,348 ^s	5,245,623 ^s	11,121,973	5,119,701	99.9	97.6	1952	●	●	
4,611	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1959	●		●
1,108	ЕАИС (Единая автоматизированная информационная система)	110,635	10,845	110,635	10,845	100	100	1997	●		●
1,228	ASYCUDA ++	230,331	57,103	230,331	57,103	100	100	1964	●		●
5,853	TCES (Thai Customs Electronic System)	3,361,651	3,763,366	3,361,651	3,763,366	100	100	1972	●		●
1,141	ASYCUDA ++	308,554	131,255	308,554	131,255	100	100	1994	●	●	●
240	ASYCUDA ++	13,336	1,121	13,336	1,121	100	100	2003			
741	ASYCUDA ++	56,612	19,901	55,664	19,899	98.3	99.9	1990	●		●
70	CMS (Customs Management System)	25,661	7,389	25,600	7,370	99.8	99.7	2005			●
537	ASYCUDA World	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1973			●
6,900	SINDA (Système D'Information Douanier Automatisé)	780,531	338,317	780,531	338,317	100	100	1966	●		●
14,579	BILGE	2,349,797	3,139,649	2,349,797	3,139,649	100	100	1952	●	●	●
n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1993			
812	ASYCUDA World	238,099	75,065	238,099	75,065	100	100	1964	●	●	●
11,470	ASTO (Automatized Customs Clearance System of Ukraine, Inspector - 2006)	1,206,000	8,698,000	914,500	669,600	75.8	7.7	1992	●	●	●
1,727	e-Customs System	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	1991	●		●
5814	Dhabi System	4,825,421	2,601,237	3,819,575	1,795,700	79.2	69.0	1979	●	●	●
61,568 ^d	CHIEF (Customs Handling of Imports and Exports Freight)	36,451,331	5,005,127	36,438,595	5,000,598	99.9	99.9	1952	●	●	●

Country Name	Name of Head of Customs Administration	Title of Head of Customs Administration	Name of Customs Administration	Type of Organization	Customs Website Address
United States	Mr. R. Gil KERLIKOWSKIE	Commissioner of U.S. Customs and Border Protection	U.S. Customs and Border Protection	Border Protection Service	www.cbp.gov
Uruguay	Mr. Enrique Gilberto CANON PEDRAGOSA	Director General of Customs	National Customs Bureau	Customs Agency	www.aduanas.gub.uy
Uzbekistan	Mr. Zohib DUSANOV	Chairman	State Customs Committee	Customs Agency	www.customs.uz
Vanuatu	Mr. Benjamin MALAS	Director of Customs and Inland Revenue	Department of Customs and Inland Revenue, Ministry of Finance and Economic Management	Ministry Department	customsinlandrevenue.gov.vu
Venezuela	Mr. José David CABELLO Rondon	Superintendent of National Service of Customs and Tax Administration	Superintendent of National Service of Customs and Tax Administration	Revenue Authority	www.seniat.gob.ve
Vietnam	Mr. NGUYEN Ngoc Tuc	Director General of Customs	General Department of Vietnam Customs, Ministry of Finance	Ministry Department	www.customs.gov.vn
Yemen	Mr. Salim Saleh BINBURIEK	Chairman	Yemen Customs Authority	Customs Agency	www.customs.gov.ye
Zambia	Mr. Dingani C. BANDA	Commissioner of Customs Services	Customs Services Division, Zambia Revenue Authority	Revenue Authority	www.zra.org.zm
Zimbabwe	Mr. Happias KUZVINZWA	Commissioner of Customs and Excise	Zimbabwe Revenue Authority	Revenue Authority	www.zimra.co.zw

Number of Customs staff (approximate) ^a	Name of Automated Clearance System	No. of Import Declarations ^m	No. of Export Declarations ^s	No. of Electronic Import declarations ^p	No. of Electronic Export Declarations ^r	Electronic Declaration Rate in Import	Electronic Declaration Rate in Export	Year of WCO Accession	Key WCO Instrument		
									HS	RKC	SAFE
60,000 ^k	Automated Commercial Environment; Automated Export System	30,591,344	18,652,527	30,368,404	18,652,527	99.3	100	1970	●	●	●
1,044	LUCIA	238,715	77,272	238,715	77,272	100	100	1977	●		●
4,000	EAMC (Unified Automated Information System)	299,364	72,789	117,400	28,582	39.2	39.3	1992	●		●
140	ASYCUDA ++	21,105	2,488	21,105	2,488	100	100	2009			
2,593	ASYCUDA World	457,200	1,838	457,096	1,699	99.9	92.4	1996	●		
9,260	VNACCS	3,041,000	2,880,000	2,823,000	2,706,000	92.8	94.0	1993	●	●	●
2,914	ASYCUDA ++	n.a.	n.a.	229,974	44,731	n.a.	n.a.	1993	●	●	●
539	ASYCUDA World	344,835	134,018	344,835	134,018	100	100	1978	●	●	●
1,110	ASYCUDA World	505,021	49,108	503,435	49,098	99.7	99.9	1981	●	●	●

Footnotes

- a figure in column or cell refers to calendar or fiscal year 2013 unless otherwise indicated
b figure in column or cell refers to calendar or fiscal year 2012
h source is WCO Member unless otherwise indicated
p total number of officers at Revenue Authority including Customs
j total number of officers at Revenue Authority including Customs
k includes the number of officers in Border Protection
m the number of import declarations is for import goods, including express parcels, for home use which were processed by a Customs Administration from 1 January to 31 December 2013 unless otherwise indicated
r the number of electronic import declarations is import declarations electronically submitted by traders and processed by a Customs administration
s declarations for express parcels are excluded
t declarations for postal items are included
u declarations for travelers' luggage is included
w the number of electronic declarations does not cover those of the whole year because an automated clearance system was applied in the middle of 2013
x Harmonized Commodity Description and Coding System
y Revised Kyoto Convention
z Framework of Standards to Secure and Facilitate Global Trade

Explanatory notes

If Member Customs administration is a department, bureau, or division within a Ministry, such as the Ministry of Finance or the Ministry of Interior, the organization type is indicated as "Ministry Department".

If Member Customs administration is an autonomous Ministry or committee, or an independent agency even if it is affiliated to a Ministry, the organization type is indicated as "Customs Agency".

If Member Customs administration is an autonomous Ministry or committee, or an independent agency even if it is affiliated to a Ministry, the organization type is indicated as "Customs Agency".

If Member Customs administration is an autonomous Ministry or committee, or an independent agency even if it is affiliated to a Ministry, the organization type is indicated as "Customs Agency".

Figures regarding the numbers of (electronic) declarations are approximate.

Electronic declaration rate was calculated by dividing the number of electronic declarations by the number of declarations

2. Revenue information

Country Name	Simple tariff average ^{b,m}	Weighted tariff average ^{c,m}	Customs duties in tax revenue ^{a,h}	Revenue collected by Customs in tax revenue ^{a,h}	Customs duties	General Consumption taxes	Special Consumption taxes	Taxes on export
Afghanistan (Islamic Republic)	6.2 ^{ah}	6.7 ^{ah}	25.1	45.2	55.5	23.4	10.8	0.2
Albania	1.4 ^{ah}	1.1 ^{ah}	5.9	64.3	9.2	59.3	25.5	5.2
Algeria	18.5 ^{ah}	13.4 ^{ah}	9.6	22.5	42.6	55.2	2.1	0.0
Andorra	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Angola	7.3 ^c	n.a.	35.3	68.5	51.5	48.4	0.0	0.0
Argentina	17.3 ^{ah}	5.5 ^{ah}	12.5	28.7	43.5	45.1	1.1	30.7
Armenia	3.3 ^{ah}	9.1 ^{ah}	4.6	39.6	11.6	63.0	25.4	0.0
Australia	2.7	2.5	10.9	16.6	65.9	25.3	0.3	0.0
Austria	5.5	2.7	n.a.	n.a.	5.1	94.9	0.0	0.0
Azerbaijan	5.7 ^{ah}	9.3 ^{ah}	n.a.	n.a.	21.3	70.5	5.8	0.1
Bahamas	35.9 ^c	36.2 ^{ah}	n.a.	n.a.	95.9	0.0	0.0	0.2
Bahrain	5.0	6.4	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Bangladesh	9.0 ^{ah}	1.1 ^{ah}	13.7	53.7	25.6	24.4	0.0	0.0
Barbados	12.4	13.1	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Belarus	9.7	6.0	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Belgium	5.3	2.8	n.a.	n.a.	20.0	13.7	65.8	0.0
Belize	10.7	15.3	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Benin	11.9	12.6	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Bermuda	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Bhutan	20.0 ^{ah}	23.0 ^{ah}	1.4	28.2	5.1	0.0	36.4	0.0
Bolivia	11.2	8.7	4.7	22.4	21.1	73.2	5.7	0.0
Bosnia and Herzegovina	6.0 ^{ah}	7.4	3.6	63.3	5.7	66.4	27.9	0.0
Botswana	7.6 ^{ah}	7.0 ^{ah}	0.8	20.1	4.1	46.8	5.3	0.0
Brazil	12.0 ^{ah}	9.7 ^{ah}	4.8	13.0	37.2	62.8	0.0	0.0

%

%

Country Name	Simple tariff average ^{b,m}	Weighted tariff average ^{c,m}	Customs duties in tax revenue ^{a,h}	Revenue collected by Customs in tax revenue ^{a,h}	Customs duties	General Consumption taxes	Special Consumption taxes	Taxes on export
Brunei Darussalam	2.5 ^c	3.6 ^{ah}	n.a.	n.a.	26.3	0.0	73.7	0.0
Bulgaria	5.5	2.7	0.9	49.2	1.8	47.6	0.3	0.0
Burkina Faso	11.9 ^{ah}	0.2 ^{ah}	11.8	42.6	27.7	54.0	7.8	0.0
Burundi	15.1 ^{ah}	0.3	6.3	37.2	16.9	68.0	5.8	0.6
Cambodia ^b	11.7 ^h	8.5	24.7	79.2	31.1	46.0	22.9	3.8
Cameroon	19.5 ^{ah}	13.8 ^{ah}	13.1	29.9	44.0	49.3	6.5	1.8
Canada	4.3	2.9	1.9	12.2	15.5	79.4	5.1	0.0
Cape Verde	10.1	16.2 ^{ah}	13.1	33.0	39.7	48.2	12.2	0.0
Central African Republic	17.8 ^c	16.3	n.a.	n.a.	24.3	34.9	16.2	5.6
Chad	17.8 ^c	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Chile	1.8 ^{ah}	1.0 ^{ah}	1.4	33.2	4.2	88.8	7.0	0.0
China	9.8 ^{ah}	3.1 ^{ah}	4.4	27.7	15.8	84.2	0.0	0.3
Colombia	10.9	8.9	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Comoros	58.0 ^{ah}	22.0 ^{ah}	19.6	65.0	30.1	10.5	54.9	0.0
Congo (Republic of the)	17.8 ^c	11.3	21.7	40.8	53.1	36.6	8.7	3.2
Costa Rica	7.7 ^{ah}	6.3 ^{ah}	5.1	34.1	14.8	66.9	17.7	0.3
Côte d'Ivoire	11.9	7.1	12.2	47.0	25.9	38.7	8.9	26.5
Croatia	5.0	4.7	n.a.	n.a.	3.6	59.9	5.6	0.0
Cuba	10.7	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Curaçao	n.a.	n.a.	n.a.	n.a.	51.2	9.1	39.5	0.1
Cyprus	5.5	2.7	0.2	21.9	0.9	17.4	26.4	0.0
Czech Republic	5.5	2.7	0.3	25.3	1.0	0.1	96.6	0.0
Democratic Republic of the Congo	11.7 ^{ah}	13.5 ^{ah}	16.9	68.9	24.6	38.3	3.3	0.5
Denmark	5.5	2.7	0.3	0.3	100	0.0	0.0	0.0

Country Name	Simple tariff average ^{b.m}	Weighted tariff average ^{c.m}	Customs duties in tax revenue ^{a.h}	Revenue collected by Customs in tax revenue ^{a.h}	Customs duties	General Consumption taxes	Special Consumption taxes	Taxes on export
Djibouti	21.0	n.a.	0.0	41.0	0.0	70.1	29.9	0.0
Dominican Republic	3.4 ^{ah}	3.3 ^{ah}	5.1	19.1	26.8	64.8	7.3	0.0
Ecuador	6.2 ^{ah}	8.3 ^{ah}	8.9	26.0	34.1	58.3	4.8	0.0
Egypt	16.8	10.0	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
El Salvador	6.3 ^{ah}	6.2 ^{ah}	4.8	34.9	13.6	82.0	4.3	0.0
Eritrea	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Estonia	5.5	2.7	0.8	12.9	5.8	44.8	49.4	0.0
Ethiopia	17.3	10.6	15.4	46.0	33.4	36.1	11.0	0.0
Fiji	10.0 ^{ah}	9.0 ^{ah}	19.0	58.8	32.3	47.9	0.0	11.8
Finland ^d	5.5	2.7	0.5	30.4	1.7	28.6	45.3	0.0
France	5.5	2.7	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Gabon	21.7 ^{ah}	39.7 ^{ah}	11.5	27.0	42.4	49.6	7.4	1.5
Gambia	14.1	12.5	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Georgia	1.5	1.9	1.3	17.9	7.5	49.2	43.3	0.0
Germany	5.5	2.7	0.7	20.9	3.5	40.6	15.1	0.0
Ghana	n.a.	7.3 ^{ah}	18.0	41.5	43.4	36.9	9.1	0.0
Greece	5.5	2.7	0.3	27.2	1.2	10.9	1.5	0.0
Guatemala	1.8 ^{ah}	9.9 ^{ah}	5.5	45.6	12.1	71.4	16.4	0.0
Guinea	35.0 ^{ah}	24.8 ^{ah}	11.9	28.3	42.0	49.1	0.7	14.8
Guinea-Bissau	11.9	30.7 ^{ah}	57.1	70.3	81.2	18.8	0	14.4
Guyana	12.6 ^{ah}	11.1 ^{ah}	9.4	48.1	19.5	38.6	39.7	0.0
Haiti	4.8 ^{ah}	10.4 ^{ah}	15.8	57.3	27.6	37.6	34.8	0.0
Honduras	5.8	6.2	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Hong Kong, China	0.0	0.0	0.0	3.2	0.0	0.0	100	0.0
Hungary	5.5	2.7	0.1	11.3	0.7	16.3	72.4	0.0
Iceland	4.2 ^{ah}	1.3 ^{ah}	1.6	43.8	3.6	67.1	26.7	0.0

%

Country Name	Simple tariff average ^{b,m}	Weighted tariff average ^{c,m}	Customs duties in tax revenue ^{a,h}	Revenue collected by Customs in tax revenue ^{a,h}				
					Customs duties	General Consumption taxes	Special Consumption taxes	Taxes on export
India	10.9 ^{ah}	n.a.	15.6	45.4	34.4	0.0	0.0	0.6
Indonesia	7.0	14.0 ^{ah}	4.3	32.9	12.9	51.7	0.0	4.5
Iran (Islamic Republic of)	26.6 ^c	14.8 ^d	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Iraq	11.8 ^{ah}	13.7 ^{ah}	0.2	12.0	1.8	0.0	89.9	n.a.
Ireland ^b	5.5	2.7	0.7	14.2	4.6	28.6	59.4	0.0
Israel ^b	6.6 ^h	2.6 ^h	1.3	55.9	2.4	50.3	12.1	0.0
Italy	5.5	2.7	0.4	3.6	12.2	87.3	0.4	0.0
Jamaica	10.0 ^{ah}	10.2 ^d	7.4	30.6	24.3	48.6	24.7	0.0
Japan ^b	6.8 ^h	1.7 ^h	1.9	12.3	15.5	62.8	21.3	0.0
Jordan	2.2 ^{ah}	2.2 ^{ah}	8.6	38.8	22.1	47.0	24.6	0.1
Kazakhstan	9.5	9.4	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Kenya	12.7 ^{ah}	9.5	7.1	33.3	21.4	36.8	16.1	0.0
Korea (Republic of)	8.7 ^{ah}	6.8	5.2	32.4	16.1	74.1	5.8	0.0
Kuwait	5.0 ^{ah}	n.a.	n.a.	n.a.	100	0.0	0.0	0.0
Kyrgyzstan	5.0 ^{ah}	3.8	n.a.	n.a.	7.1	59.7	8.2	0.0
Lao People's Democratic Republic	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Latvia	5.3	2.8	0.6	2.3	27.7	70.6	1.7	0.0
Lebanon	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Lesotho	7.8 ^{ah}	12.7 ^{ah}	0.0	0.0	5.0	83.5	0.0	0.0
Liberia	11.3 ^{ah}	4.8 ^{ah}	21.0	25.1	83.7	2.2	14.0	8.2
Libya	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Lithuania	5.5	2.7	1.3	4.8	26.4	64.1	9.5	0.0
Luxembourg	5.5	2.7	0.1	13.5	0.9	0.9	92.7	0.0
Macau, China	0.0	0.0	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Madagascar	12.2 ^{ah}	7.8 ^{ah}	9.2	49.1	18.8	43.9	37.3	0.0
Malawi	16.9 ^{ah}	8.4	10.2	26.4	38.8	61.2	0.0	1.6

%

Country Name	Simple tariff average ^{b,m}	Weighted tariff average ^{c,m}	Customs duties in tax revenue ^{a,h}	Revenue collected by Customs in tax revenue ^{a,h}				
					Customs duties	General Consumption taxes	Special Consumption taxes	Taxes on export
Paraguay	8,4 ^{ah}	3,2 ^{ah}	7.1	44.3	16.0	54.7	29.3	0.0
Peru	3,2 ^{ah}	1,8 ^{ah}	5.3	32.0	16.7	72.2	10.6	0.0
Philippines	6.2	4,8 ^{ah}	2.3	19.9	11.6	78.7	8.8	0.0
Poland	5.5	2.7	0.7	31.0	2.3	23.9	70.0	0.0
Portugal	5.5	2.7	0.4	15.8	2.6	26.0	0.0	0.0
Qatar	5,0 ^{ah}	4.8	n.a.	n.a.	100	0.0	0.0	0.0
Romania	5.5	2.7	0,3	4.3	7.3	92.7	0.0	0.0
Russian Federation	10,0 ^{ah}	7,3 ^{ah}	5.5	37.9	14.4	78.0	6.5	0.0
Rwanda	12.8	14.3	7.2	31.0	23.2	37.6	24.9	0.0
Saint Lucia	9,6 ^{ah}	0,003	43.2	44.0	98.0	2.0	0.0	0.0
Samoa	11.4	n.a.	10.9	49.2	22.1	57.9	20.0	0.0
Sao Tome and Principe	11,6 ^{ah}	n.a.	11.4	14.9	76.4	0.0	0.0	30.9
Saudi Arabia ^b	5,0 ^h	5,0 ^h	n.a.	n.a.	0.6	0.0	99.4	0.0
Senegal	11.9	9.1	15.2	36.1	42.1	57.9	0.0	0.0
Serbia	8,6 ^{ah}	6,7 ^{ah}	3.9	43.7	8.9	75.1	15.8	0.0
Seychelles	3,9 ^{ah}	n.a.	9.3	38.8	23.9	35.5	22.4	2.6
Sierra Leone	11.9	n.a.	22.3	44.2	50.4	29.4	20.2	0.0
Singapore	0.0	0.0	0.0	16.2	0.1	71.0	28.4	0.0
Slovakia	5.5	2.7	0.3	52.5	0.6	57.1	0.1	0.0
Slovenia	5.5	2.7	1.0	31.9	3.1	31.8	0.7	0.0
Somalia	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
South Africa	5,9 ^{ah}	3,8 ^{ah}	4.8	18.6	25.8	73.7	0.0	0.0
South Sudan	9,0 ^{ah}	10,0 ^{ah}	n.a.	n.a.	25.5	54.0	5.0	15.2
Spain	5.5	2.7	0.8	6.4	12.2	87.4	0.4	0.0

Country Name	Simple tariff average ^{b,m}	Weighted tariff average ^{c,m}	Customs duties in tax revenue ^{a,h}	Revenue collected by Customs in tax revenue ^{a,h}	Customs duties	General Consumption taxes	Special Consumption taxes	Taxes on export
Sri Lanka	11.3 ^{ah}	9.7 ^{ah}	8.1	52.2	15.5	20.0	39.3	0.6
Sudan	20.1 ^{ah}	18.0 ^{ah}	40.0	70.3	56.8	32.0	0.0	2.87
Swaziland	7.7 ^{ah}	5.0 ^{ah}	58.8	73.7	79.8	18.8	0.0	0.0
Sweden	5.5	2.7	0.6	7.2	8.6	88.7	2.7	0.0
Switzerland ^b	6.5	2.9	1.8	40.5	4.4	49.7	33.6	0.0
Syrian Arab Republic	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Tajikistan	10.0 ^{ah}	7.3 ^{ah}	5.5	38.0	14.4	78.0	6.5	0.0
Tanzania	12.9	10.8	7.6	50.4	15.1	58.0	27.0	0.7
Thailand	11.5 ^{ah}	4.8	5.1	26.1	19.7	57.0	15.3	0.0
The Former Yugoslav Republic of Macedonia	8.6 ^{ah}	1.4 ^{ah}	5.5	79.9	6.9	61.0	5.6	0.0
Timor-Leste	2.5	n.a.	45.3	45.3	100	0.0	0.0	0.0
Togo	6.8 ^{ah}	0.3 ^{ah}	20.4	57.7	35.3	58.7	0.0	0.8
Tonga	11.0 ^{ah}	15.0 ^{ah}	11.9	73.1	16.3	53.2	30.5	0.0
Trinidad and Tobago	7.5 ^c	5.7 ^d	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Tunisia	17.4 ^{ah}	9.3 ^{ah}	3.7	24.2	15.2	60.8	19.6	1.7
Turkey	9.6 ^c	4.0 ^{ah}	1.2	20.4	5.8	94.2	0.0	0.0
Turkmenistan	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Uganda	13.0 ^{ah}	8.0 ^{ah}	8.4	42.9	19.5	40.9	25.9	8.6
Ukraine	5.0 ^{ah}	2.7	0.0	17.3	0.0	0.0	100	0.0
Union of Myanmar (Republic of)	5.6	2.9 ^d	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
United Arab Emirates	4.4 ^{ah}	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
United Kingdom	5.5	2.7	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
United States	2.9	1.5	1.7	2.2	77.5	0.0	7.6	0.0
Uruguay ^b	9.4 ^h	7.9 ^h	5.0	29.4	17.0	67.3	7.9	1.9

%

Country Name	Simple tariff average ^{b,m}	Weighted tariff average ^{c,m}	Customs duties in tax revenue ^{a,h}	Revenue collected by Customs in tax revenue ^{a,h}	Customs duties	General Consumption taxes	Special Consumption taxes	Taxes on export
Uzbekistan	15.4	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Vanuatu	12.0 ^{ah}	10.0 ^{ah}	42.2	48.8	86.4	0.0	13.6	0.0
Venezuela	7.3 ^{ah}	7.3 ^{ah}	3.1	7.1	43.7	50.4	3.0	0.0
Vietnam	10.4 ^{ah}	5.9	8.5	28.3	30.1	64.4	5.3	5.5
Yemen	6.9 ^{ah}	6.3 ^{ah}	15.6	33.2	47.0	42.1	0.0	0.0
Zambia	13.6	8.5	7.8	44.7	17.5	59.5	15.1	0.1
Zimbabwe	17.8	13.3	10.4	41.5	25.1	34.9	2.6	0.0

Footnotes

- a figure in column or cell refers to calendar or fiscal year 2013 unless otherwise indicated
b figure in column or cell refers to calendar or fiscal year 2012
c figure in column or cell refers to calendar or fiscal year 2011
d figure in column or cell refers to calendar or fiscal year 2010
h source is WCO Member unless otherwise indicated
m source is WTO

Explanatory notes

Simple tariff average refers to simple average of MFN applied duties on imports.

Trade weighted tariff average refers to HS six-digit MFN tariff averages weighted with HS six-digit import flows.

Customs duties in tax revenue was calculated by dividing customs duties, such as import duties and export duties, by tax revenue collected by government.

Revenue collected by Customs in tax revenue was calculated by dividing tax revenue collected by Customs by 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 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 tax revenue collected by Customs.

The proportion of special consumption taxes, such as excises, in tax revenue of Customs was calculated by dividing special consumption taxes by tax revenue collected by Customs.

The proportion of taxes on export in tax revenue of Customs was calculated by dividing the sum of export duty and taxes on export by tax revenue collected by Customs.

Fees, penalties, and interests are excluded from tax revenue collected by Customs.

06 Key Activities

6.1 Regional Directors General Meetings

As part of the WCO's regionalization approach, each of the six WCO regions holds a regional Director General meeting annually.

Regional DG Meeting	Date	Location
North of Africa, Near and Middle East	29 January	Marrakesh, Morocco
West and Central Africa	12-14 March	Yaoundé, Cameroon
Europe	17-18 March	Tbilisi, Georgia
Americas and Caribbean	23-24 April	Lima, Peru
East and Southern Africa	15-16 May	Johannesburg, South Africa
Asia Pacific	30 April-2 May	Port Douglas, Australia





6.2 New Accessions and Entities

New Accessions

The following Members contracted to the International Convention on the Simplification and Harmonization of Customs Procedures (Revised Kyoto Convention or RKC), since the last WCO Annual Report. As of February 2014, 92 Members have acceded to the RKC.

Member	Date
Côte d'Ivoire	27 June 2013
Yemen	27 June 2013
Armenia	19 July 2013
Malawi	6 September 2013
Papua New Guinea	31 January 2014

The following Members have contracted to the International Convention on the Harmonized Commodity Description and Coding System (Harmonized System or HS) since the last WCO Annual Report. As of February 2014, 149 Members have acceded to the HS.

Member	Date
Sao Tome and Principe	3 July 2013
Papua New Guinea	31 January 2014





6.4 Operations

The WCO co-ordinates a number of operations conducted by Customs administrations and other law enforcement agencies. This section summarizes operations co-ordinated between June 2013 and June 2014.

Operation	Dates	Smuggled commodity	Regions	Seizures
Cocair IV	October-November 2013	Cocaine	Africa, South America, Caribbean	1.7 tones of narcotics; 10 tones of counterfeit medicinal products, 35 kg of products derived from species protected under (CITES), 1,433,000 euro
Demeter III	October-November 2013	Illegal Waste	Europe, Asia Pacific	7,000 metric tons of illegal waste, including hazardous waste, used vehicle parts and tyres, textiles, and e-waste
Westerlies 2	December 2013	Meth, weapons, ivory, currency, cigarettes	Africa, Asia, Europe, and the Middle East	3 tonnes of narcotics and other commodities
Cobra II	January 2014	Wildlife and timber	Asia, Africa	36 rhino horns, three metric tons of elephant ivory, 10,000 turtles, and 1,000 skins of protected species, as well as 10,000 European eels and more than 200 metric tons of rosewood logs
Gryphon	October 2013- March 2014	Tobacco and tobacco products	Global	Over 1,800 seizures have been reported
Tigre 3	November 2013	Counterfeit and piracy	Central and South America and Caribbean	21,274,580 intercepted counterfeit articles
GOL 14	March 2014	Sports-related counterfeit products	South America	750,000 pieces of counterfeit sports products





6.5 Capacity Building

The WCO capacity building delivery is based on the annual capacity building needs assessment carried out by the WCO, Members, and the Regional Offices for Capacity Building (ROCBs). Securing financial contributions from donors and support by experts from Member administrations is a year-round pursuit.

For the period from June 2013 to June 2014 approximately 400 WCO capacity building missions took place across all WCO regions with the focus on providing support in Customs reform and modernization and in developing and implementing related strategic plans. Support also included organizational assistance when establishing new units and providing expertise, advice, facilitating workshops and arranging technical assistance and training on topics such as the Revised Kyoto Convention, Risk Management, Authorized Economic Operators, Intellectual Property Rights, Single Window, Data Model, Classification, Origin and Valuation.

In February 2014, the WCO launched the annual capacity building needs assessment process for the next financial year 2014/2015. Members were requested to send their needs for support to the WCO with a view to identifying and planning WCO capacity building delivery for the period July 2014 to June 2015. This year's request letter also highlighted the WTO Agreement on Trade Facilitation (ATF) and asked Members to identify capacity building support that may be required to implement the ATF.



400

**WCO capacity building
missions**

WCO capacity building efforts continue to benefit from the support of countries and Customs Unions such as the European Union, Finland, Japan, Korea, Norway, Sweden, and the United Kingdom, and organizations such as the World Bank. In February 2014 a Grant Agreement was signed between the WCO and the German Federal Ministry of Finance on establishing a CCF Germany to establish a support mechanism for Members of the Europe Region and neighboring countries. Co-operation with several development banks such as the Inter-American Development Bank (IADB) and the Asian Development Bank (ADB) is also continuing successfully. Work has started with the African Development Bank (AfDB) to develop a joint Customs Capacity Building Programme for the African continent. Following the outcome of the WTO's Ministerial Conference in Bali, several discussions were initiated; a significant number of development partners and proposals were submitted to secure support in the implementation of the ATF.



07 Key Events

The WCO organizes and co-organizes many events to share information, nurture partnerships, and promote WCO instruments and tools. This section briefly describes a sample of the major WCO events that took place between June 2013 and June 2014.

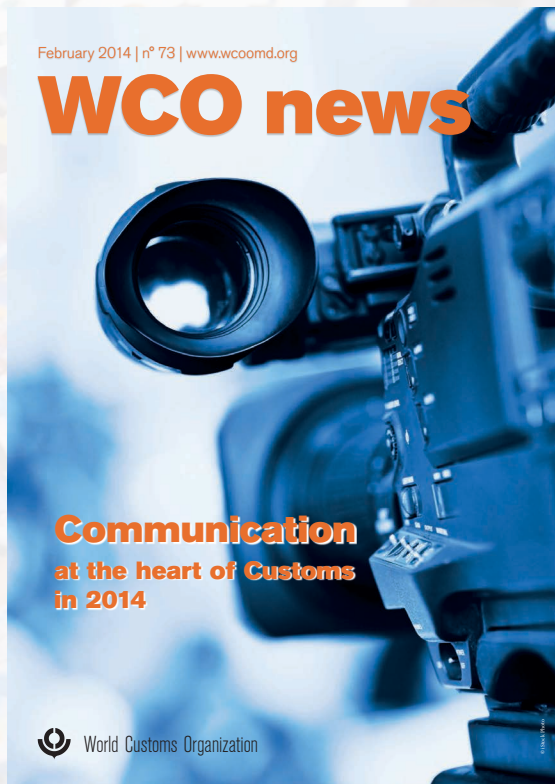
Event	Date	Location
2013		
Women in Leadership Conference	1 July	Brussels
Knowledge Academy for Customs and Trade	2-11 July	Brussels
PICARD Conference	18-20 September	St. Petersburg, Russian Federation
Technology and Innovation Forum	12-14 November	Buenos Aires, Argentina
2014		
Origin Conference	20-21 January	Brussels
ICAO-WCO Joint Conference on Enhancing Air Cargo Securing and Facilitation	16-17 April	Manama, Bahrain
Global AEO Conference	28-30 April	Madrid, Spain
IT Conference and Exhibition	5-7 May	Brisbane, Australia



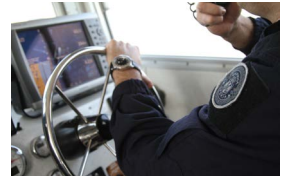
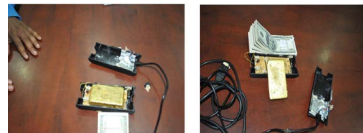
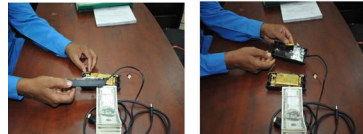
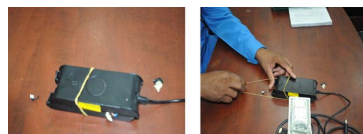
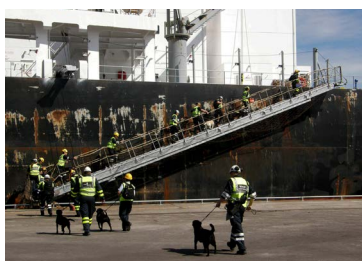
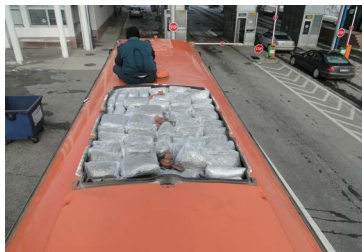
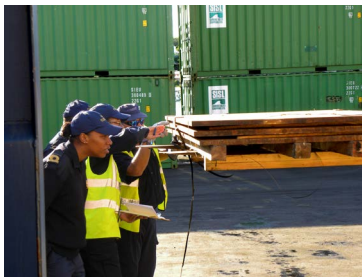
08 WCO News

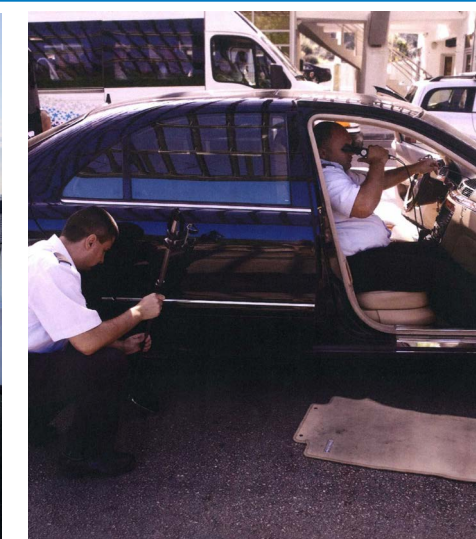
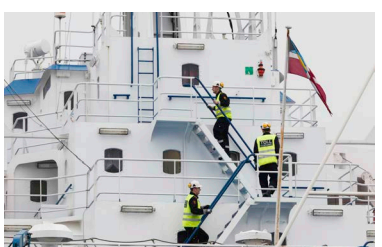
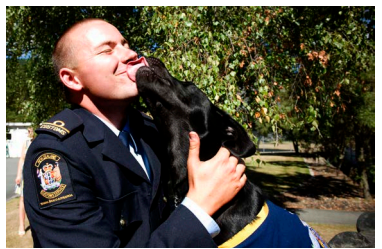
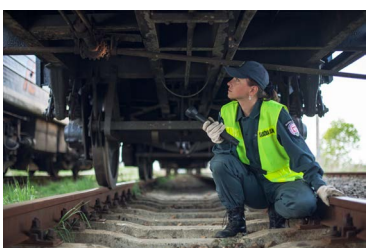
WCO News is the WCO's news magazine and is issued three times a year. WCO News contains articles on the leading Customs issues of the day.





09 WCO Photo Competition 2013



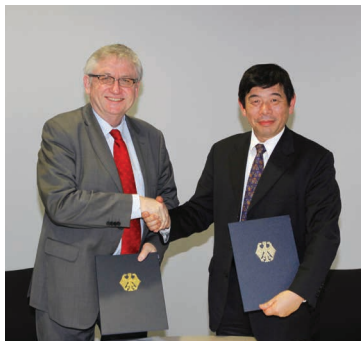
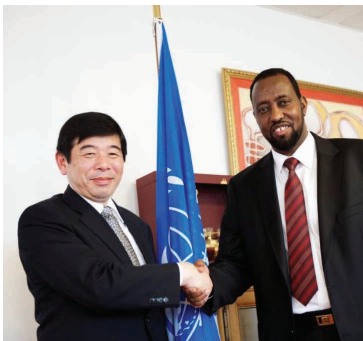


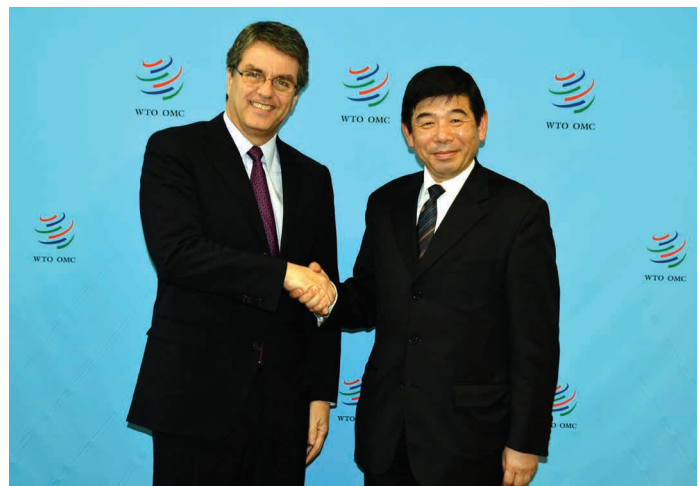
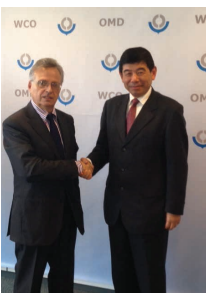
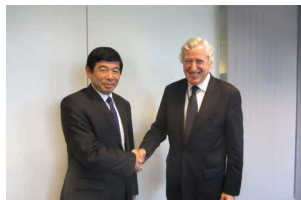
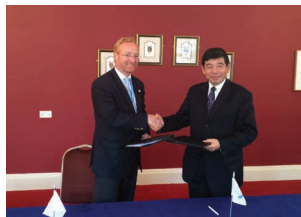
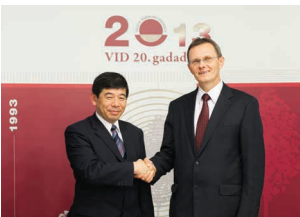
10 Stakeholder Partnerships

Key to our success is collaboration and cooperation in all guises with other organizations, governments and institutions. The WCO maintains and develops partnerships with a wide range of organizations and associations. In order to strengthen co-operation, the WCO has concluded over 100 Memoranda of Understanding (MOUs) or similar agreements with international and regional intergovernmental organizations, UN agencies, donors, business entities, and academic institutions. In 2013-2014, the WCO concluded new MOUs or Statements of Intent (SOI) with the European Sporting Goods

Industry (FESI), the Associação Brasileira de Artigos Esportivos (MOVE), and the Russian Association of Sports Industry Enterprises (RASIE), Southeast European Law Enforcement Center (SELEC), the Communauté Economique et Monétaire de l’Afrique Centrale (CEMAC), the Baltic and International Maritime Council (BIMCO), TRAFFIC, the World Health Organization (WHO), the Federation of National Associations of Shipbrokers & Agents (FONASBA), the Office for Harmonization in the Internal Market, and the International Trade Centre.

Partner Organization	Date	Agreement type	Subject matter
FESI, MOVE, and RASIE	25 April 2013	MOU	Combating counterfeiting
SELEC	28 May 2013	MOU	General co-operation
CEMAC	29 June 2013	MOU	General co-operation and capacity building
BIMCO	11 July 2013	MOU	General co-operation
TRAFFIC	21 October 2013	MOU	Combating wildlife smuggling
WHO (FCTC)	20 March 2014	SOI	Combating tobacco smuggling
FONASBA	27 May 2014	MOU	General co-operation
OHIM	11 June 2014	MOU	Combating counterfeiting
ITC	16 June 2014	MOU	Trade Facilitation





Abbreviations

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



WORLD CUSTOMS ORGANIZATION

www.wcoomd.org