



Time Release Study Report

Mechi & Biratnagar Customs 2017

Mechi Customs

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Biratnagar Customs

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Government of Nepal
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Time Release Study

Prepared by
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FOREWORD

Nepal has witnessed an increase of cross-border trade over the last decades. With an increase in cross-border trade, the Department of Customs Nepal (DoC) has implemented the Customs Reform and Modernization Strategies and Action plan (CRMSAP) 2013-017 to ensure the optimized Customs process at the borders and minimized logistics cost and time. In view of this, the overall focus of the Customs is directed towards creating the conducive environment for seamless movement of cargo traffic to and from the borders, and helping in lowering of transaction costs through greater facilitation of the movement. The DoC in this respect, through the implementation of various facilitation measures, has aimed to bring efficiency and effectiveness of Customs clearance procedures that will have a significant impact on the economic competitiveness for export facilitation and generate positive environment for trade and investment.

The TRS is the special tool developed by the World Customs Organization to measure the relevant aspects of the effectiveness of operational procedures carried out by Customs, other regulatory agencies and private sector stakeholders in the standard processing of imports, exports, cross border and transit movements. The aim of the TRS is to find out the average time taken for the clearance of consignments from entry to exit in Customs area and to prescribe possible corrective measures to the Customs and other border agencies to improve their performance.

I hope that the outcome of this study will help Department of Customs to introduce facilitation measures to reduce bottlenecks hindering the faster Customs clearance, and obstructing the seamless movement of cargo traffic to and from the Country.

Realizing the importance of TRS, the Department of Customs, Nepal has undertaken this initiative for conducting TRS first time at two border Customs of Nepal through the support of World Customs Organization and Asian Development Bank. The entire exercises, to my information, have been conducted smoothly and the working team has been successful in bringing this report. Therefore, let me take this opportunity to thank the World Customs Organization and the Asian Development Bank for their assistance and cooperation in making this study possible. I would like to thank Mr. Shreekrishna Nepal, Deputy Director General for guidance and supervision the study. I also would like to congratulate the TRS Working Group members led by Customs Reform and Modernization Director Mr. Mimangsa Adhikari for their hard work in undertaking this study.

Director General
Sishir Kumar Dhungana



ACKNOWLEDGEMENT

The TRS is a key activity identified in Nepal's Customs Reform and Modernization Strategies and Action Plan 2013-2017. Department of Customs with collaborations of World Customs Organization and Asian Development Bank through JFPR programs, conducted a Time Release Study in Mechi and Biratnagar Customs. As a part of DOC's endeavor for undertaking this initiative was steered by a core-working group, and made successful in bringing this report. The working group acknowledges most gratefulness to Mr. Sishir Kumar Dhungana, Director General for entrusting the working group with this important task and for his guidance, support and encouragement.

The working group also like to extend its sincere gratitude to Mr. Shreekrishna Nepal, Deputy Director General for supervising the TRS survey and providing on-site guidance during survey where the studies were conducted.

The working group is very grateful to the Asian Development Bank and the World Customs Organization for their technical experts and guidance. Special thanks goes to WCO experts Mr. Shigeaki Katsu and Mr. Rajendra Kumar Meena for their onsite guidance. We would also like to thank to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) for providing opportunity to enhance the capacity of Nepal Customs to share the knowledge between South Asian Countries, who have conducted the time release studies earlier.

The working group also acknowledges the participation and cooperation provided by Chief Customs officers Mr. Bhim Prasad Adhikari (Mechi Customs) and Mr. Krishna Bahadur Basnet (Biratnagar Customs) and their fellow officers. Our sincere thanks go to all major stakeholders (i.e Representatives of the other government agencies, trade associations, Customs agents and freight forwarders) for their support and cooperation during the study.

Last but not the least, the working group would like to extend its appreciation to the enumerators of the both locations (Mechi and Biratnagar) for their tireless effort during the surveys. Finally we extend our thanks to everyone who in one way or the other participated in the study.



ACRONYMS

ADB	Asian Development Bank
DOC	Department of Customs
TRS	Time Release Study
WCO	World Customs Organization
OGA	Other Government Agency
ICD	Inland Clearance Depot
NITDB	Nepal Intermodal Transport Development Board
CRM	Customs Reform and Modernization
CRMSAP	Customs Reform & Modernization Strategies and Action Plan
UNCTAD	United Nations Conference on Trade and Development
ASYCUDA	Automated System for Custom Data
AW	Asycuda World
TMC	Terminal Management Company
DTI	Direct Trader Input
EXIM	Export Import
TBT	Technical Barriers to Trade
TSC	Tariff specification Code
CTD	Customs Transit Declarations



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EXECUTIVE SUMMARY

1. Department of Customs (DoC) is one of the government agencies involved in administering the border of Nepal. The other government agencies that provide their service along the border are the office of quarantine, immigration, border police forces etc.
2. The focus of Customs offices in many countries nowadays has been directed towards identifying the bottlenecks associated with clearance of goods at the border, and to introduce remedial Trade Facilitation (TF) measures to mitigate such bottlenecks. Time Release Study (TRS) is widely recognized as one of the most effective tools in identifying the bottlenecks that may persist in the trade movement and clearances.
3. TRS is a special tool developed by the World Customs Organization (WCO) to measure the effectiveness of operational procedures carried out by Customs, other regulatory agencies and private stakeholders in the standard processing of imports, exports, cross border and transit movements.
4. The TRS is a key activity identified in Nepal's Customs Reform and Modernization Strategies and Action Plan (CRMSAP) 2013-2017, as well as in the technical assistance grant of the Asian Development Bank (ADB) supporting Nepal's participation in South Asia Sub-regional Economic Cooperation (SASEC) trade facilitation initiative funded by the Japan Fund for Poverty Reduction (JFPR).
5. Following the TRS workshop recommendation, DoC had constituted TRS working group comprising of six Customs officials under the leadership of Director, Customs Reform and Modernization (CRM) Section. This group was assisted by ADB TF experts and other DoC officials for conducting TRS surveys.
6. Department of Customs (DoC) conducted TRS survey in two Customs offices i.e. Mechi and Biratnagar. To coordinate the study, local working groups were formed under the leadership of the Chief Customs Officers of the Mechi and Biratnagar Customs with involvement of stakeholders from various stakeholder organizations.
7. The overall objective of this study was to find out the average time taken for the clearance of consignments from entry to exit in Customs area, to identify bottlenecks and to prescribe possible corrective measures to the concerned agencies.

8. Mechi Customs office, adjoined with the Indian border, is situated in the eastern part of Nepal. This Customs handles the export and import cargoes to and from India, Bangladesh and other countries. Major import consignments from India are coal, clinker and other household appliances.
9. Biratnagar Customs office, adjoined with Jogbani Customs at the Indian side, is also situated in the eastern side of Nepal. This Customs also handles the export and import cargoes to and from India, and from third countries (other than India).
10. Following the recommendation of WCO experts, the working group has conducted TRS test run on 5-9 March 2016 and 17-22 May 2016 respectively in Mechi and Biratnagar.
11. Following the WCO guidelines the working group prepared scope and objectives of the study. The working group considered the entry and exit of cargo vehicles to/from the Inland Container Depots (ICDs) as the broad scope of the study.
12. In Mechi Customs a total of 150 import cargo carrying vehicles (corresponding to 135 declarations) were taken as samples. Out of 150, a total of 125 vehicles (120 declarations) correspond to imports from India and 25 vehicles (15 declarations) correspond to imports from other countries. Due to the limited number of export consignments, all the vehicles carrying export consignments were taken as sample for the survey.
13. The minimum, average and maximum time taken were recorded in Mechi Customs for EXIM cargo that entered and exited after fulfillment of Customs clearance processes. For imports, the average time taken between entry of the cargo vehicle till its exit from the ICD was 18 hours 58 minutes, while for exports, the corresponding value was 18 hours 28 minutes. So, clearance of export consignments was marginally faster than clearance of imports.
14. The time taken between the Phase 1 assessment of the declaration (assessment by the Automated System for Customs Data (ASYCUDA) World System immediately after the submission of declaration) and the completion of Customs clearance process (approval by Customs officer) was 2 hours and 33 minutes, and the average time taken for exports was 1 hour and 40 minutes.

15. A total of 365 EXIM declarations were taken as samples in Biratnagar. Out of 365 declarations sampled, 272 correspond to imports and 93 to exports. Out of 272 import declaration sampled, 220 were from India and 52 declarations other countries. Following the pattern adopted in Mechi, the samples that were not cleared after 30 days from entry in the ICD were excluded.
16. The study found that for imports, it took on an average 1 day, 4 hours and 20 minutes for a cargo to exit from the Customs premise after its entry into the Biratnagar Customs. Similarly, for exports, the average time taken for cargo from its entry till its exit from Customs was 12 hours 1 minute.
17. The time taken between Phase1 assessment of the declaration and the completion of Customs clearance process (approval by Customs officer) in Biratnagar Customs was 1 hour and 53 minutes, and the average time for exports was 2 hours and 18 minutes.
18. The DoC should continue extending its coverage to other Customs Offices in the future.
19. The working group on the basis of surveys, data analysis and its results has observed number of bottlenecks hindering the trade clearance. The details are covered under the separate chapter “Findings and Observation” in the report.
20. Based on the survey’s findings and observations, data analysis and its result the working group has prescribed number of recommendations in order to create conducive environment for faster clearance of cargos from the Customs. The details are covered under the separate chapter “Recommendation” in the report.
21. This is the first time that the Department of Customs has conducted TRS at Mechi and Biratnagar Customs as benchmarking survey. Although, the analysis of the TRS results reveals significantly positive picture on the part of Customs involvement in the clearance process (from phase 1 assessment to final signature of the Customs officer), there are plenty of room for improvements on the part of parties involved in the process—including Customs office itself—for facilitation of faster clearance.



1. INTRODUCTION

1.1 Background

Increasing trade volume has attracted due attention in the cross-border trading patterns as well as reducing the cost and time in the business process. All the parties involved in supply chain need timely clearance and delivery of goods and services.

Government may have different functions to perform at the border. It has to collect revenue, secure society and stop illegal or unauthorized trade. So, facilitation vs. control is always a debate. Government should know about the transactions i.e. what is going outside and inside the territory of the country.

Department of Customs is one of the government agencies involved in administering the border in Nepal. The other government agencies that provide their service along the border are mainly the office of quarantine, immigration, border police forces etc. Additionally, there are government and private sector agencies involved in facilitating the trade. Banks, Customs agents, terminal operators, and warehouse operators are some of the important ones.

Trade facilitation (TF) has become a prerequisite for seamless international trade. TF measures such as the introduction of information and communication technology (ICT), adoption of measures for procedure simplification and harmonization, reduction of number of documents and risk based control, exchange of information among the parties involved in trade processes etc. have great impact in reducing the transaction costs and time through seamless movement of cargo vehicles from the border.

The focus of Customs in many countries now a day has directed towards identifying the bottlenecks associated with clearance of goods at the border, and to introduce TF measures as a remedial to mitigate such bottlenecks. Time Release Study (TRS) is the accredited tool, which is widely recognized as one of the effective device in identifying the bottlenecks that may persist in the trade movement and clearances. It may be the reason why many countries around the world have been conducting TRS at the Customs points on a regular interval. The TRS study mainly records " point-to-point" time taken at different steps associated in the trade movements including Customs clearance process. In the case of landlocked country, the scope of the study can be extended from transit clearance to border crossing, and finally to the Customs clearance at homeland. However, the scope of the same study can be confined to entry and exit of cargo vehicles at the border Customs, which is considered as more simplified way of conducting the study. TRS serves as benchmarks of Customs clearance processes and also form part of the Trade and Transport Facilitation Monitoring Mechanism (TTFMM)¹.

¹ TTFMM is an integrated methodology called Business Process Analysis Plus (BPA+) which is based on BPA, and supplemented by Time-Cost-Distance (TCD) method and Time Release Study (TRS). Trade facilitation has been recognized for its importance in addressing non-tariff barriers to trade, and TTFMM provides a framework for regular monitoring of trade processes to support policy reform and implementation by in-country trade agencies.

The study result is expected to help Customs to determine the average time taken in the clearance process along with the causes associated with the delays, if any. Thus, TRS helps introduce appropriate TF measures and instruments to mitigate such delays.

Department of Customs (DoC) has initially decided to conduct TRS survey in two Customs offices i.e. Mechi and Biratnagar, and will continue extending its coverage to other Customs Offices in the future. This decision was taken during TRS workshop held on 17-19 March 2015 in Kathmandu, Nepal, which was jointly organized, by DoC, ADB and WCO. The workshop has been successful in drafting a work plan for TRS implementation, and has been validated by the stakeholders meeting.

1.2 TRS and WCO

TRS is the special tool developed by the WCO to measure the relevant aspects of the effectiveness of operational procedures carried out by Customs, other regulatory agencies and private sector stakeholders in the standard processing of imports, exports, cross border and transit movements.

Customs administrations of 180 countries, accounting for 98% of world trade, are the members of WCO. It holds the unique position to facilitate Customs administration based on international conventions, tools and instruments for simplification and harmonization of Customs procedures.

With the mission statement of providing leadership, guidance and support to Customs administrations to secure and facilitate legitimate trade, realize revenues, protect society and build capacity, it provides technical expertise to its member countries to conduct TRS.

1.3 Objectives of the Study

The overall objective of this study is to find out the average time taken for the clearance of consignments from entry to exit in Customs area, and to prescribe possible corrective measures to the concerned agencies.

The specific objectives are to find out:

- The time taken between arrival of the goods at the Customs area and their release with the aim of removing bottlenecks, if any;
- The average time taken for the release of goods by Customs and other government agencies (OGAs) to accomplish efficiency;
- The average time taken at each stage of clearance process to examine effectiveness of measures introduced for Customs Reforms and facilitation on improving service standards;
- The average time taken for release of goods through green lane and red lane;
- The procedural problems and its nature if any; and
- The possible corrective measures and recommendations for both department and stakeholders for creating conducive environment for seamless flow of goods.

1.4 Guidelines of DoC and WCO

Following the TRS workshop recommendation, DoC had constituted TRS working group comprising of six Customs officials under the leadership of Director, Customs Reform and Modernization (CRM) Section. This group was assisted by ADB TF experts and other DoC officials in conducting TRS at the both locations. To coordinate the study, the local working group was formed under the leadership of the Chief Customs Officer of the Mechi and Biratnagar Customs with involvement of representatives from various stakeholders' Association. The TRS working group in close co-ordination with the local working group has successful in conducting the TRS survey.

This study covers the time taken between entry and exit of cargo vehicles carrying both import and export consignments at Mechi and Biratnagar Customs, and measuring time taken at various stages in Customs clearance process following the WCO guidelines.

1.5 The WCO's TRS Measure

The TRS guide version 2, published by World Customs Organization (WCO) in 2011, was taken as a main guiding document for the survey and analysis.

The WCO's TRS measure is:

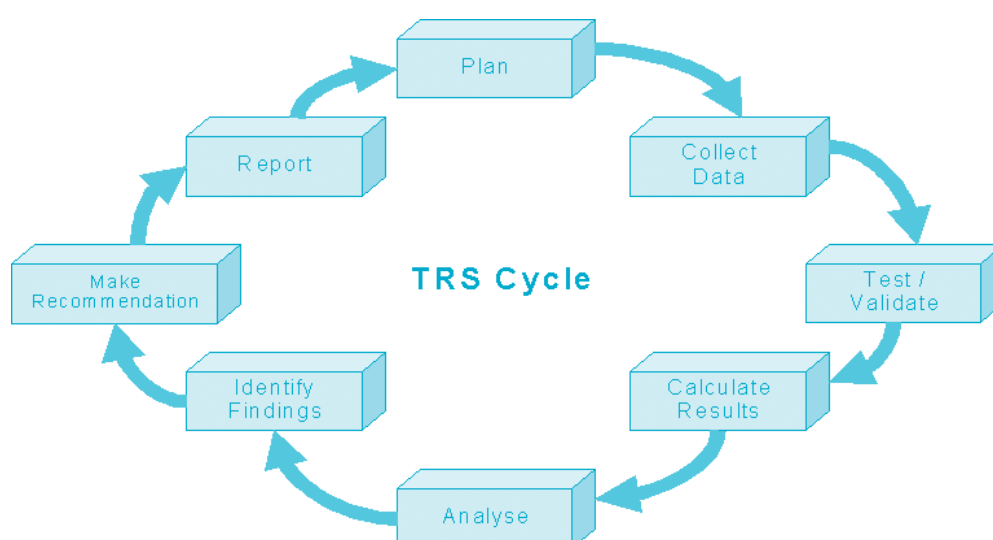
The arithmetic mean between the arrival of the goods into the Customs premises, and their release into the economy via a standardized system.

Following the WCO's Guidelines, the terms "clearance" and "release" are classified as follows:

Clearance: The accomplishment of all formalities necessary to allow goods to enter for home use, to be exported, or to be placed under another Customs procedure.

Release: The action by Customs to permit goods undergoing clearance to be placed at the disposal of the person concerned.

The study is stratified in steps shown below:



Source: WCO TRS guide, 2011¹²

¹² WCO. 2011. *Guide to measure the time required for the release of goods version 2*. <http://www.wcoomd.org/en/topics/facilitation/resources/-/media/01713916ED2A4BD38DC119C5E64B890D.a.sh>. Accessed: 11 May 2016.

1.6 Limitations of the study

During the study the following situations were encountered:

- The survey team had difficulty to follow the sequences outlined in the questionnaire due to some procedural difficulties. For example, agents often used to pay charges to the Inland Clearance Depot (ICD) before the issuance of exit note by the Customs. The OGA certificates used to be received by Customs before commencement of the first phase of physical examination.
- In Mechi Customs, the survey process was obstructed by one day due to the sudden announcement of a public holiday by the Government. In Biratnagar Customs, transportation came to a complete halt due to the political strike which affected the sampling selection process. To, cope with the situation, the team has decided to extend the survey period by one more day to meet the sample size.
- The working group had to exclude some of the sampled consignments because these were not cleared even after the 30 days of survey completion, while some of others had to be ignored due to the reason that those samples were cleared and left the Customs premises without notice of the survey enumerators. To meet this gap, additional samples have been taken for compensation.

2. OVERVIEW OF MECHI AND BIRATNAGAR CUSTOMS

2.1 Mechi Customs

2.1.1 General Information

Mechi Customs office, adjoined with the Indian border, is situated in the eastern part of the Nepal. This Customs handles the export and import cargoes to and from India, Bangladesh and other countries. Major import consignments from India are coal, clinker and other household appliances. From Bangladesh readymade garments, lead acid battery and fruit juice are the major imports, while from other countries electronic goods, readymade garments, shoes and other items are imported. Major export consignments are agricultural products such as ginger, broomsticks and processed tea, which are exported mainly to India and Bangladesh. In FY 2015/16, this Customs has handled around 4% of total import cargo and 8% of total export cargo in terms of value. Mechi Customs ranks sixth in terms of total trade of Nepal. The Customs is situated inside the Inland Clearance Depot (ICD) which was constructed few years ago. The ICD is being operated by the Nepal Intermodal Transport Development Board (NITDB), the government owned entity.

2.1.2 Customs Clearance Process

Customs clearance process at Mechi Customs are to follow a combination of manual and automated procedures. This applies to both import and export regimes. The Mechi Customs had implemented Automated System for Customs Data (ASYCUDA++) developed by the United Nations Conference on Trade and Development (UNCTAD) as its core Customs clearance system for more than a decade. Recently, Mechi Customs was the first Customs to graduate to ASYCUDA World (AW) which is a centralized system and works fully under web-based platform.

During implementation of an AW system in Mechi Customs, the selectivity parameters long been used in ASYCUDA++ have been ported to AW system with some revision. The selectivity module under AW, based on the selectivity criteria entered in the system have partially been utilized for selection of declaration into different lane for clearance. The declaration selection process through AW at Mechi Customs comprised of Green Lane, Yellow Lane and Red Lane. Those declarations that were selected for Green and Yellow Lane clearance were released without physical verifications, whereas for Red Lane, the detail examinations had to be conducted by Customs and OGAs.

Beside lodgment of declaration in AW, other process such as entry and exit of cargo vehicles, OGA certification process, cargo de-stuffing, loading, unloading, warehousing etc. have still found manual.

During survey, the working group has observed following stages involved in Customs clearance at Mechi Customs:

- On arrival of cargo vehicles in the yard, the importer/exporter or his/her agents or their representatives used to collect all required documents for declaration submission. Using Direct Trader Input (DTI) terminals located at Customs premises declarations were being submitted electronically together with attached scanned documents to be required for the Customs clearance.
- Upon submission of the declaration, the declarant gets the registration number electronically.
- The officer deputed at phase 1 assessment would assess the declaration. During this phase the selectivity would be triggered automatically which would determine the Customs clearance route the declaration (i.e. red lane or green lane).

Process observed for Red Lane Clearance

- The system automatically used to assign the inspectors and officers for physical inspection.
- Information related to selection of declaration for red lane clearance would be disseminated simultaneously to concerned examining team and declarant.
- The copies of printed declaration are to be submitted to concerned inspection officials along with attached documents by declarant.
- The examining team commences the inspection and determines whether the consignment would require OGA certification for clearance. In requirement of OGA's involvement the examining team would draw samples and sent to OGA for necessary processing.
- Upon receipt of OGA certificate the examining team commences re-examination.

If the examining team is satisfied with the declaration, they re-route the declaration to green lane. After the re-route, the same process of green lane clearance would be applicable.

Process observed for Green Lane Clearance

- If the declaration is selected for GREEN lane clearance the declarant pays applicable duties and taxes at the bank.
- The declarant submits the declaration along with bank receipt to get final approval from Customs officer for release of goods.
- The exit note is issued by the Customs
- The declarant settles TMC charges and the cargo is being permitted to exits from the ICD.

The process map covering entire process of import and export stages being observed in Mechi Custom by the survey team is attached as an (**Annexes 1A and 1B** respectively).

2.1.3 Preparation of the Study

2.1.3.1 Environmental Scanning and Process Mapping

The TRS working group, with the support of national TF team of ADB, prepared following documents during Mechi Customs visit on 4-7 February 2016 to conduct environmental scanning and process mapping:

- i. Design of the process mapping (**Annexes 1A and 1B**)
- ii. Design of draft questionnaire (**Annexes 2A and 2B**)

Based on the environmental scanning and process mapping, the TRS team with the support of WCO TRS accredited expert made available by WCO has designed draft questionnaires for the survey, by utilizing the WCO TRS software. All the documents were submitted to DoC, WCO and ADB for review and comments. Upon receipt of feedback, the TRS working group has finalized the questionnaires for TRS test run.

2.1.4 Implementation of TRS Test Run

Following the recommendation of WCO experts, the working group conducted TRS test run on 5-9 March 2016, which was one week before the final survey. The working group hired twelve students from the local college as enumerators to support them in the survey work. The enumerators were provided the training by the working group, and deployed them for the survey work.

2.2 Biratnagar Customs

2.2.1 General Information

Biratnagar Customs office, adjoined with Jogbani Customs at the Indian side, is situated to the eastern side of the Nepal. This Customs handles the export and import cargoes to and from India, and from third country (other than India). The industrial raw materials, commercial and household goods are the major imports from Biratnagar. Major exports are the product of iron and steel, herbs etc. In FY 2015/16, this Customs has handled around 15% of total import cargo and 30% of total export cargo. Biratnagar Customs ranks third in terms of total trade transactions. The Customs is situated inside the Inland Clearance Depot (ICD) which was constructed few years ago. The ICD is being operated by the Trans Nepal Freight Services P. Ltd.

2.2.2 Customs Clearance Process

Customs clearance processes at Biratnagar Customs are to follow a combination of manual and automated procedure. This applies to both import and export regimes. ASYCUDA++ is the core Customs clearance system developed by UNCTAD and implemented in Biratnagar Customs more than one and half decade. After few years of ASYCUDA++ core module implementation in Biratnagar Customs, the selectivity module has been introduced for determination of Customs clearance through the different lane (i.e. green, yellow and red) automatically by the system.

2.2.3 Preparation of the Study

2.2.3.1 Environmental Scanning and Process Mapping

The national working group with the support of national TF team of ADB, had prepared following documents for TRS test run. The preparations were carried out during the visit to Biratnagar Customs on 20-24 April 2016:

- i. Design of the process mapping (**Annexes 1A and 1B**)
- ii. Design of draft questionnaire (**Annex 2A and 2B**)

Based on the environmental scanning and process mapping, the TRS team with the support of WCO TRS expert has designed draft questionnaires for the survey, by utilizing the WCO TRS software. All the documents were submitted to DoC, WCO and ADB for review and comments. Upon receipt of feedback, the TRS working group has finalized the questionnaires for TRS test run.

2.2.4 Implementation of TRS Test Run

Following the recommendation of WCO experts, the working group has conducted TRS test run on 17-22 May 2016. The working group hired sixteen students from the local college and two persons from the research organization as enumerators to support them in the survey work. The enumerators were provided the training by the working group, and deployed them for the survey work.

3. SURVEY METHODOLOGY

3.1 Scope of the Study

Following the WCO guidelines the working group prepared proposal for TRS survey by defining the scope and objectives of the study. To achieve the objectives, the working group considered the entry and exit of cargo vehicles to/from ICD as the broad scope of the study.

Major steps under this broad scope have been identified as follows:

- Arrival of cargo vehicles
- Declaration, registration and phase 1 assessment
- Physical examination, OGA certification and phase 2 assessment
- Payment of duties and taxes
- Release and exit of cargo vehicles

3.2 Sampling Unit

After reviewing the WCO TRS guidelines, and TRS reports published by different countries, the working group reached into conclusion to set cargo vehicle as primary sampling unit and its corresponding declaration (*Bhansar Pragyapan Patra*) was the secondary sampling unit for the survey. Moreover, the working group has analyzed the primary sampling unit carrying different stream of cargos and reached into following consensus to set the sampling unit.

For the cases, where the vehicle carrying cargo belong to single consignee or firm, a single declaration would be selected as sample unit. Whereas, in case of the vehicle carrying a cargo belonging to multiple consignee or firms, a single declaration would be randomly selected as a sample unit.

Likewise, for multiple vehicles carrying cargo that belong to single consignee, a single declaration would be prepared, all the cargo vehicles were selected as a sample unit although their exit time would vary from one another but their Customs clearance process remained the same.

3.3 Coverage/ Limitation

All import and export declarations were considered eligible for selection in the survey. The survey, however, excluded the declarations related with hand carry goods and low volume cargoes i.e. goods carried by rickshaw, *thela* (man or animal pulled carts) etc. In addition, the sampled cargoes, which were not cleared within 30 days after the completion of survey, were also excluded from the sample.

3.4 Enumeration Period

The enumeration period of TRS-Mechi was 7 days. It was started from 16th March 2016 and ended on 22nd March. The time of enumeration generally started from 8 AM and ended by 5 PM every day. However, the import cargoes coming from Bangladesh were recorded until late evening with the help of Customs and TMC staffs. This was because consignments from Bangladesh generally used to arrive late in the evening, and it was verbally reported by the party concerned that this was due to the clearance procedures to be followed at Fulbari Customs in India for transit clearance. Within the survey period, due to sudden declaration of public holiday for one day by the government, the custom offices and other government agencies involved in custom clearance processes have been closed for a day. However, entry and exit of vehicles at ICD have been recorded by the survey team.

Similarly, the enumeration period of TRS-Biratnagar was 7 days. It started from 25 July 2016 and ended on 1st August. The time of enumeration generally started from 8 AM and ended by 5 PM every day. During the survey period, the survey was moderately obstructed by political strike, as a result the transportation became halt. To, cope with the situation, the team had to decide to extend the survey period by one more day to meet the sample size.

3.5 Sampling Methodology

In order to finalize the sampling methodology for the survey, the working group has reviewed the number of import and export cargoes passing through Mechi and Biratnagar Customs and found significant variation. In the case of Mechi, while analyzing the statistics of preceding fiscal year the group found that the average weekly cargo vehicles for exports were around 80, whereas those of imports were around 600. For Biratnagar, the weekly cargo vehicles for exports were found to be around 280, whereas those of imports were around 1470. Due to this heterogeneity, different methods of enumeration were applied for imports and exports procedure.

Based on the review result, the group has adopted following sampling methodology in Mechi and Biratnagar Customs in different occasion.

For import procedure, a sampling method was adopted, in which a fixed number of samples were selected at random for the study in both Mechi and Biratnagar Customs. Whereas, for exports, all the export vehicles that entered in the Customs entry gate were recorded in Mechi Customs whereas sampling method was adopted in Biratnagar Customs.

While selecting samples through sampling techniques, Stratified Sampling methods was used for the selection of declarations. In case of imports, Stratification was also done where consignments were broadly classified into two groups—imports coming from 'India' and imports coming from 'countries other than India'. In the first stage, a pre-defined number of vehicles were selected at the entry gate and then declarations were selected from each stratum (group) using systematic sampling procedure. Vehicles were considered as primary sampling unit and Customs declarations were taken as secondary unit of samples. Sampling weights were considered based on the average monthly number of declarations registered in the past fiscal year. Simple weights were applied broadly to imports from India' and other than India' based on the data of registered declarations on the last fiscal year.

Having fixed the sample size for each stratum, first vehicle arriving at the entry gate was selected at random and the subsequent vehicles were selected systematically using the sampling proportion, which is the ratio of sample size fixed per day to estimated total number of vehicles entered on that day. The systematic sampling process was continued until required samples were recorded.

In Mechi, 150 declarations (25% of around 600 imports declarations per week based on past year data) were fixed as a sample size for this study. Applying the ratio of "Indian" and "other than Indian" declaration registered during the last fiscal year, 124 vehicles were fixed as a sample size for India and 26 vehicles for other countries.

However, at the end of the survey, only 135 declarations (120 from India and 15 from other than India) have been achieved as some selected declarations had to be discarded since they were not cleared even after 30 days of their arrival. Likewise, 18 declarations corresponding to 25 vehicles for exports have been entered in the Customs premises during the survey, which are included in the study.

In Biratnagar, 294 declarations (20% of around 1470 imports declarations per week based on past year data) were fixed as a sample size for this study. Applying the ratio of "Indian" and "other than Indian" declarations registered during the last fiscal year, 235 samples were fixed as a sample size for India and 59 for other countries. However, at the end of the survey, only 272 samples (220 from India and 52 from other than India) have been achieved as some samples had to be dropped, since they were not cleared even after 30 days of their arrival.

Likewise, 98 declarations (35% of around 280 exports declaration per week based on past year data) were fixed as a sample size for the study. However, at the end of the survey, 93 declarations have been achieved as some of the samples had to be dropped since they were not cleared even after 30 days of their arrival .

4. RESULT AND ANALYSIS

4.1 Mechi Customs

4.1.1 Distribution of Sample

A total of 150 import cargo carrying vehicles (corresponding to 135 declarations) taken as samples during the survey period. Out of 150, 125 vehicles (120 declarations) correspond to imports from India and 25 vehicles (15 declarations) from other countries.

Table 4A shows the number of cargo vehicles carrying import and export consignments selected during survey period. The table further provides detailed information on the number of cargo vehicles carrying import cargo from India and from countries other than India selected as sample for the survey.

Due to the limited number of export consignments, all the vehicles carrying export consignments were taken as sample for the survey. Altogether 25 cargo vehicles (corresponding to 18 declarations) carrying export consignment arrived at ICD during the survey period.

Table 4A: Number of Vehicles selected at the entry gate each day

Day of Enumeration	Imports vehicle from			Exports vehicle
	India	Other than India	Total	
16th March	20	5	25	3
17th March	19	1	20	1
18th March	21	1	22	6
19th March	22	0	22	5
20th March	19	5	24	4
21st March	13	11	24	3
22nd March	11	2	13	3
Total	125	25	150	25

Table 4B summarizes the number of cargo vehicles and corresponding declarations selected as sample during survey period. Among the selected samples, 15 vehicles of imports and 7 vehicles of exports were found to be carrying the same products belonging to single consignee. In total, 135 declarations corresponding to 150 vehicles of imports and 18 declarations corresponding to 25 vehicles for exports were sampled.

Table 4B: Distribution of selected cargo vehicles and declarations

Details	Imports		Exports	
	No. of vehicles	No. of declarations	No. of vehicles	No. of declarations
Total	150	135	25	18
By partner country				
India	125	120	-	-
Other than India	25	15	-	-
By selectivity				
Red channel	63	55	22	15
Green Channel	87	80	3	3
Among the red channel, OGA certificates requirements				
require OGA certificates	30	23	0	0
do not require OGA certificates	33	32	22	15

4.1.2 Time Taken from Arrival to Exit

Table 4C summarizes the average, minimum and maximum time taken in Mechi Customs for EXIM cargo that entered and exited from the ICD after fulfillment of Customs clearance processes. For imports, the average time taken between entry of the cargo vehicle till its exit from ICD carrying import cargo was 18 hours 58 minutes, while for exports, the corresponding value was 18 hours 28 minutes. So, clearance of exports was marginally faster than clearance of imports.

Table 4C also shows other various indicators with regard to the total time taken for import export process inside the Customs premise.

Import

- The minimum time taken between entry and exit of the vehicle from Mechi ICD during the study period was 1 hour 45 minutes.
- The maximum time taken between entry and exit of the vehicle during the study period was 4 days, 3 hours and 55 minutes.
- The average, minimum and maximum times taken for those vehicles carrying import cargo from India was 18 hours and 35 minutes, 1 hour and 45 minutes, and 3 days, 7 hours and 33 minutes respectively.
- The average, minimum and maximum times taken for those vehicles carrying import cargo from third countries was 20 hours and 54 minutes; 8 hours 12 minutes; and 4 days 3 hours and 55 minutes respectively.
- The average time taken for red lane clearance was 22 hours and 28 minutes, whereas the time taken for green lane clearance came out to be 16 hours and 29 minutes.

Export

- The minimum time recorded between entry and exit of the vehicle from the ICD during the study period was 2 hours and 6 minutes.
- The maximum time recorded between entry and exit of the vehicle from the ICD during the study period was 2 days, 10 hours and 35 minutes.
- The average time taken for red lane clearance was 20 hours and 10 minutes, whereas the time taken for green lane clearance came out to be 5 hours and 57 minutes.

Table 4C: Time taken from arrival to exit

Descriptions	Average time	Standard deviation	Median time	Minimum time	Maximum time
Imports					
Total	0d 18h 58m	0d 17h 11m	0d 10h 36m	0d 1h 45m	4d 3h 55m
By country of origin					
India	0d 18h 35m	0d 17h 15m	0d 9h 19m	0d 1h 45m	3d 7h 33m
Other than India	0d 20h 54m	0d 16h 44m	0d 19h 35m	0d 8h 12m	4d 3h 55m
By selectivity					
Red Channel	0d 22h 28m	0d 19h 55m	0d 19h 35m	0d 1h 45m	4d 3h 55m
Green Channel	0d 16h 29m	0d 14h 26m	0d 9h 25m	0d 2h 45m	3d 1h 6m
Exports					
Total	0d 18h 28m	0d 18h 39m	0d 8h 43m	0d 2h 6m	2d 10h 35m
By selectivity					
Red Channel	0d 20h 10m	0d 19h 14m	0d 9h 36m	0d 3h 30m	2d 10h 35m
Green Channel	0d 5h 57m	0d 2h 49m	0d 6h 57m	0d 2h 6m	0d 8h 49m

Note: d, h and m stand for day, hour and minute respectively

4.1.3 Time taken from arrival of cargo vehicles at ICD till the submission of declarations

Table 4D summarizes the average, minimum and maximum times taken for cargo vehicles between the moment they entered the Mechi ICD till the time declaration of the consignments was submitted through Direct Trader Input (DTI) terminal located at Customs premises. The average time taken between this processes have been found 14 hours and 9 minutes; In case of exports, the average time taken has been found 15 hours and 26 minutes.

Import

- i. The minimum and maximum times taken for the submission of declaration were found to be 6 minutes, and 3 days, 19 hours and 57 minutes respectively.
- ii. The average, minimum and maximum times taken for the submission of declaration were found to be 14 hours and 03 minutes; 06 minutes and 3 days; and 2 hours and 11 minutes respectively for imports from India. The same time taken was 14 hours 40 minutes; 04 hours and 20 minutes; 3 days 19 hours 57 minutes for imports from countries other than India.

Export

- i. The minimum and maximum times taken under same category were 1 hour and 1 minute, and 2 days, 6 hours and 3 minutes respectively.

Table 4D: Time taken from arrival of cargo vehicle to submission of declarations.

Descriptions	Average time	Standard deviation	Median time	Minimum time	Maximum time
Imports					
Total	0d 14h 9m	0d 16h 49m	0d 5h 24m	0d 0h 6m	3d 19h 57m
By country of origin					
India	0d 14h 3m	0d 16h 50m	0d 4h 33m	0d 0h 6m	3d 2h 11m
Other than India	0d 14h 40m	0d 16h 46m	0d 14h 3m	0d 4h 20m	3d 19h 57m
Exports					
Total	0d 15h 26m	0d 19h 16m	0d 3h 53m	0d 1h 1m	2d 6h 3m

4.1.4 Time taken from Phase 1 Assessment to Completion of Customs Clearance Process

Table 4E summarizes the time taken between the Phase 1 assessment of the declaration (assessment by the ASYCUDA World System immediately after the submission of declaration) and the completion of Customs clearance process (approval by Customs officer). The table shows that the average time taken for imports during entire process was 2 hours and 33 minutes, and the average time taken for exports was 1 hour and 40 minutes.

Import

- i. The minimum time taken between Phase 1 assessment till the completion of Customs clearance process was 10 minutes.
- ii. The maximum time taken between Phase 1 assessment till the completion of Customs clearance was 1 day, 3 hours and 33 minutes.
- iii. The average time, minimum time and maximum time taken for consignment being imported from India were 2 hours 16 minutes; 10 minutes; and 1 day, 3 hours and 33 minutes respectively. Similarly, the average time, minimum time and maximum time taken for consignment coming from third countries were 3 hours 58 minutes; 36 minutes; and 1 day, 2 hours and 58 minutes respectively.
- iv. The average time, minimum time and maximum time taken for items passing through Red lane were 3 hours 37 minutes; 52 minutes; and 1 day, 3 hours and 33 minutes respectively. Meanwhile, the average time, minimum time and maximum time taken for items passing through Green lane were 1 hours 56 minutes; 10 minutes; and 1 day, and 57 minutes respectively.

Export

- i. The minimum time taken for exports between Phase 1 assessments till the completion of Customs clearance process was 34 minutes.
- ii. The maximum time taken for exports between Phase 1 assessments till the Customs clearance process was 4 hours 10 minutes.
- iii. The average time, minimum time and maximum time taken for exports passing through Red lane were 1 hours 48 minutes; 54 minutes; and 4 hours and 10 minutes respectively. Meanwhile, the average time, minimum time and maximum time taken for items passing through Green lane were 48 minutes; 34 minutes; and 1 hour and 2 minutes respectively.

Table 4E: Average time taken from Phase 1 assessment to approval by Customs officer

Descriptions	Average time	Standard deviation	Median time	Minimum time	Maximum time
Imports					
Total	0d 2h 33m	0d 3h 57m	0d 1h 34m	0d 0h 10m	1d 3h 33m
By country of origin					
India	0d 2h 16m	0d 3h 40m	0d 1h 31m	0d 0h 10m	1d 3h 33m
Other than India	0d 3h 58m	0d 4h 50m	0d 3h 4m	0d 0h 36m	1d 2h 58m
By selectivity					
Red Channel	0d 3h 27m	0d 4h 32m	0d 2h 50m	0d 0h 52m	1d 3h 33m
Green Channel	0d 1h 56m	0d 3h 20m	0d 1h 23m	0d 0h 10m	1d 0h 57m
Exports					
Total	0d 1h 40m	0d 1h 0m	0d 1h 31m	0d 0h 34m	0d 4h 10m
By Selectivity					
Red Channel	0d 1h 48m	0d 1h 0m	0d 1h 32m	0d 0h 54m	0d 4h 10m
Green Channel	0d 0h 48m	0d 0h 11m	0d 0h 48m	0d 0h 34m	0d 1h 2m

4.1.5 Time taken at various other steps

The table 4F and 4G provides the information on average time taken at various stage of clearance for EXIM cargo.

Table 4F: time taken for import cargo at various stages of clearance.

Process	Average time	Remarks
1. Commencements of Physical examination and Approval of declarations by Customs Officer.	2 hour 6 minutes.	
2. Average time taken at Bank between the submission declaration for payment of Duty and Taxes and issuance of receipt.	2 minutes	The bank is located on the same administrative building and using AW accounting modules for revenue collection
3. Average time taken between issuance of releases order and time of vehicle exit.	2 hour 18 minutes	
4. Average time taken at Terminal Management Company to pay Terminal Handling Charges.	1 hour 12 minutes	Absence of computerized system.

Table 4G: Average time taken for export cargo at various stages of clearance.

Process	Average time	Remarks
1. Commencements of Physical examination and Approval of declarations by Customs Officer	1 hour 48 minutes	
2. Average time taken at Bank between the submission declaration for payment of Duty and Taxes and issuance of receipt.	2 minutes	The bank is located on the same administrative building and using AW accounting modules for revenue collection
3. Average time taken between release of goods and time of exit.	1 hour 26 minutes	
4. Average time taken at Terminal Management Company to pay Terminal Handling Charges.	21 minutes	Absence of computerized system.

4.2 Biratnagar Customs

4.2.1 Distribution of Sample

A total of 365 EXIM declarations were taken as samples during the survey period. Out of 365 declarations sampled, 272 correspond to imports and 93 to exports. Out of 272 import declaration sampled, 220 declaration from India and 52 declaration from other than India were taken. Following the same practice adopted in Mechi, the samples were excluded from the survey not cleared after 30 days from its entry to the ICD.

Table 4H: Number of sample (declarations/vehicles) selected at the entry gate each day

Day of Enumeration	Imports sample from			Exports Sample
	India	Other than India	Total	
1st day	36	7	43	3
2nd day	25	3	28	8
3rd day	37	15	52	20
4th day	23	6	29	18
5th day	38	2	40	18
6th day	36	11	47	25
7th day	25	8	33	1
Total	220	52	272	93

Table 4I further elaborate the number of import and export sampled cargo vehicles distributed under different categories. Of the 272 import samples, 148 (54 percent) passed through the Red lane and 124 (46 percent) passed through Green lane. Likewise, out of 93 export samples 29 (31%) passed through red lane and 64 (69%) passed through green lane.

Table 4I: Distribution of selected cargo declarations.

Details	Imports	Exports
Total	272	93
By partner country		
India	220	-
Other than India	52	
By selectivity		
Red channel	148	29
Green Channel	124	64
Among the red channel, OGA certificates requirements		
require OGA certificates	21	
do not require OGA certificates	251	

4.2.2 Time taken from arrival to exit

Tables 4J below provides details on the average, minimum and maximum time taken for cargoes meant for import and export from the moment they entered the ICD until their exit after clearing the Customs procedures in Biratnagar Customs. The study found that for imports, it took 1 day, 4 hours and 20 minutes on average for a cargo to exit the Customs premise after its entry into the Biratnagar Customs. Similarly, for exports, the average time taken for export cargo from its entry till its exit from Customs was 12 hours 1 minute. So, the time taken for import clearance in Biratnagar was significantly higher compared to time taken in Mechi Customs. Meanwhile, time taken for clearance of export cargoes was shorter in Biratnagar compared to Mechi.

Table 4K also shows other various indicators with regard to the total time taken for import export process inside the Customs premise.

Import

- i. The minimum time taken between entry and exit of the vehicle from Biratnagar ICD during the study period was 1 hour 42 minutes.
- ii. The maximum time taken between entry and exit of the vehicle during the study period was 18 days, 4 hours and 9 minutes.
- iii. The average, minimum and maximum times taken for those vehicles importing cargo from India was 19 hours and 41 minutes; 1 hour and 42 minutes; and 6 days, 9 hours and 39 minutes respectively.
- iv. The average, minimum and maximum times taken for those vehicles bringing cargo from third countries was 2 days and 14 hours; 2 hours 7 minutes; and 18 days 4 hours and 9 minutes respectively.
- v. The average time taken for red lane clearance was 1 day, 13 hours and 14 minutes, whereas the time taken for green lane clearance came out to be 19 hours and 38 minutes.

Export

- i. The minimum time taken between entry and exit of the vehicle from the ICD during the study period was 2 hours and 30 minutes.
- ii. The maximum time recorded between entry and exit of the vehicle from the ICD during the study period was 1 day, 13 hours and 33 minutes.
- iii. The average time taken for red lane clearance was 10 hours and 7 minutes, whereas the time taken for green lane clearance came out to be 12 hours and 52 minutes.

Table 4j): Time taken from arrival to exit

Descriptions	Average time	Standard deviation	Median time	Minimum time	Maximum time
Imports					
Total	1d 4h 20m	1d 23h 24m	0d 10h 1m	0d 1h 42m	18d 4h 9m
By country of origin					
India	0d 19h 41m	1d 0h 16m	0d 9h 6m	0d 1h 42m	6d 9h 39m
Other than India	2d 14h 0m	3d 13h 18m	1d 6h 49m	0d 2h 7m	18d 4h 9m
By selectivity					
Red Channel	1d 13h 14m	2d 12h 59m	0d 21h 29m	0d 1h 57m	18d 4h 9m
Green Channel	0d 19h 38m	1d 1h 31m	0d 9h 16m	0d 1h 42m	6d 9h 39m
Exports					
Total	0d 12h 1m	0d 9h 4m	0d 7h 35m	0d 2h 30m	1d 13h 33m
By selectivity					
Red Channel	0d 10h 7m	0d 6h 28m	0d 7h 43m	0d 3h 19m	1d 0h 36m
Green Channel	0d 12h 52m	0d 9h 54m	0d 7h 35m	0d 2h 30m	1d 13h 33m

d, h and m stand for day, hour and minute respectively

4.2.3 Time taken from arrival of cargo vehicles at ICD till the submission of declarations

Table 4K details the average, minimum and maximum times taken for the cargo vehicles from the time they entered the Biratnagar ICD till the time declaration of the consignment was submitted. The average time taken between this process has been found 19 hours and 13 minutes. In case of exports, the average time taken was 4 hours and 14 minutes. The following information can also be found in the table:

Import

- i. The minimum and maximum time taken for the submission of declaration were found to be 0 minute; and 9 days, 8 hours and 10 minutes respectively.
- ii. The average, minimum and maximum times taken for the submission of declaration were found to be 12 hours and 49 minutes; 3 minutes and 6 days; and 6 hours and 14 minutes respectively for imports from India. The same time taken was 1 day; 19 hours and 49 minutes; 0 minutes; and 9 days, 8 hours and 10 minutes for imports from countries other than India.

Export

- i. The minimum and maximum time taken under same category were 4 hours and 14 minutes; and 1 day, 6 hours and 32 minutes respectively.

Table 4K: Time taken from arrival of cargo vehicle to submission of declarations.

Descriptions	Average time	Standard deviation	Median time	Minimum time	Maximum time
Imports					
Total	0d 19h 13m	1d 11h 54m	0d 4h 13m	0d 0h 0m	9d 8h 10m
By country of origin					
India	0d 12h 49m	0d 21h 48m	0d 3h 59m	0d 0h 3m	6d 6h 14m
Other than India	1d19h49m	2d 12h 28m	1d 0h 22m	0d 0h 0m	9d 8h 10m
Exports					
Total	0d 4h 14m	0d 7h 33m	0d 0h 39m	0d 0h 0m	1d 6h 32m

4.2.4 Time Taken from Phase 1 Assessment to Completion of Customs Clearance Process

The time taken between Phase 1 assessment of the declaration and the completion of Customs clearance process (approval by Customs officer) is summarized in Table 4L. The table shows that the average time taken for imports during the entire process was 1 hour and 53 minutes, and the average time for exports was 2 hours and 18 minutes.

Import

- i. The minimum time taken between Phase 1 assessments till the completion of Customs clearance process was 1 minute.
- ii. The maximum time taken between Phase 1 assessment till the completion of Customs clearance was 1 day, 3 hours and 32 minutes.
- iii. The average time, minimum time and maximum time taken for consignment being imported from India were 1 hour 59 minutes; 1 minute; and 1 day, 3 hours and 32 minutes respectively. Similarly, the average time, minimum time and maximum time taken for consignment coming from third countries were 1 hour 23 minutes; 16 minutes; and 3 hours and 17 minutes respectively.
- iv. The average time, minimum time and maximum time taken for items passing through Red lane were 2 hours 52 minutes; 12 minutes; and 1 day, 3 hours and 32 minutes respectively. Meanwhile, the average time, minimum time and maximum time taken for items passing through Green lane were 45 minutes; 1 minute; and 4 hours and 22 minutes respectively.

Export

- i. The minimum time taken between Phase 1 assessments till the completion of Customs clearance process was 10 minutes.
 - ii. The minimum time taken between Phase 1 assessment till the completion of Customs clearance process was 1 day, 1 hours and 29 minutes.
 - iii. The average, minimum and maximum time taken for items passing through Red lane was 3 hours 27 minutes; 19 minutes; and 22 hours and 53 minutes respectively.
- Similarly, the average, minimum and maximum time taken for items passing through Green lane was 1 hour 49 minutes; 10 minutes; and 1 day, 1 hour and 29 minutes respectively.

Table 4L: Average time taken from Phase 1 assessment to approval by Customs officer

Descriptions	Average time	Standard deviation	Median time	Minimum time	Maximum time
Imports					
Total	0d 1h 53m	0d 3h 51m	0d 0h 57m	0d 0h 1m	1d 3h 32m
By country of origin					
India	0d 1h 59m	0d 4h 10m	0d 0h 50m	0d 0h 1m	1d 3h 32m
Other than India	0d 1h 23m	0d 0h 51m	0d 1h 10m	0d 0h 16m	0d3h 17m
By selectivity					
Red Channel	0d 2h 52m	0d 4h 58m	0d 1h 28m	0d 0h 12m	1d 3h 32m
Green Channel	0d 0h 45m	0d 0h 49m	0d 0h 25m	0d 0h 1m	0d 4h 22m
Exports					
Total	0d 2h 18m	0d 5h 7m	0d 0h 48m	0d 0h 10m	1d 1h 29m
By Selectivity					
Red Channel	0d 3h 27m	0d 5h 24m	0d 2h 7m	0d 0h 19m	0d 22h 53m
Green Channel	0d 1h 49m	0d 4h 54m	0d 0h 32m	0d 0h 10m	1d1h 29m

4.2.5 Time taken at various other steps:

Table 4M and 4N provide the information on average time taken at various stages of clearance for EXIM cargo.

Table 4M: Time taken for import cargo at various stages of clearance

Process	Average time	Remarks
1. Commencements of Physical examination and Approval of declarations by Customs Officer	0d 1h 12m	
2. Average time taken at Bank between the submission declaration for payment of Duty and Taxes and issuance of receipt	0d 0h 2m	The bank is located on the same administrative building and using AW accounting modules for revenue collection.
3. Average time taken between issuance of release order and time of exit.	0d 4h 17m	

Table 4N: Average time taken for export cargo at various stages of clearance.

Process	Average time	Remarks
1. Commencements of physical examination and approval of declarations by Customs Officer	0d 1h 36m	
2. Average time taken at bank between the submission declaration for payment of duty and taxes and issuance of receipt	0d 0h 1m	The bank is located on the same administrative building and using AW accounting modules for revenue collection.
3. Average time taken between release of goods and time of exit	0d 4h 50m	

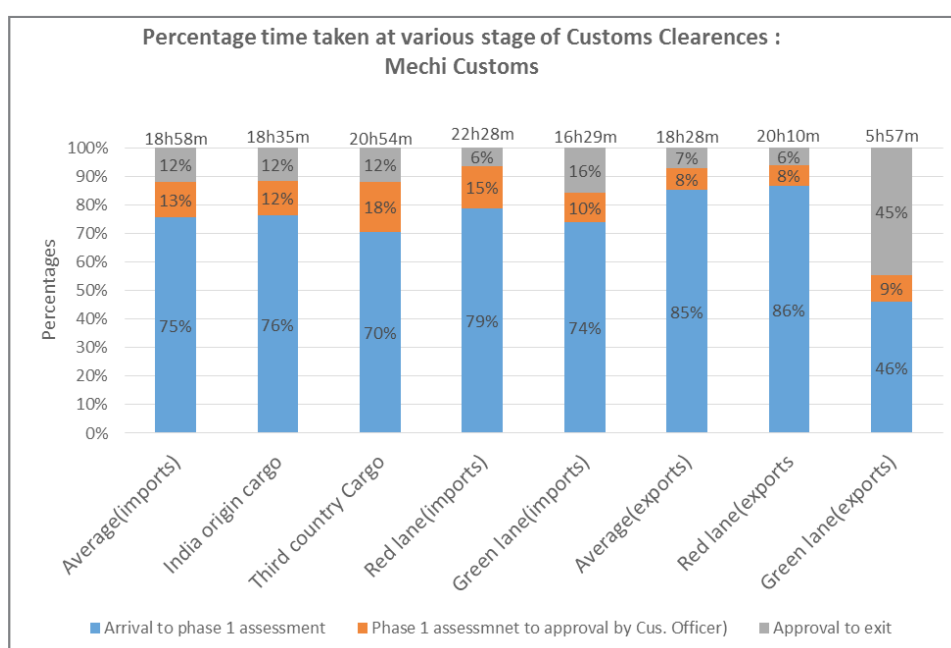
4.2.6 Percentage time taken at broad stages of clearance process:

The graphs 4A and 4B provide the percentage time taken at broad stages of clearance process in Mechi and Biratnagar Customs for imports and exports procedure.

In case of Mechi, for imports, out of total arrival to exit time of 18h 58 m, 75% of time was consumed on the document preparation stage (i.e. arrivals to phase 1 assessment), only 13 % of time was consumed by customs and 12 % time was consumed after the release of goods to final exit of vehicles. Such timings for other categories of imports e.g .by country of origin and by selectivity are shown in the graph 4A.

Likewise for exports, out of total arrival to exit time of 18h 28m, 85% of time was consumed on the document preparation stage (i.e. arrivals to phase 1 assessment), only 8 % of time was consumed by customs and 7 % time was consumed after the release of goods to final exit of vehicles. Such timings for exports by selectivity are also shown in the graph 4A.

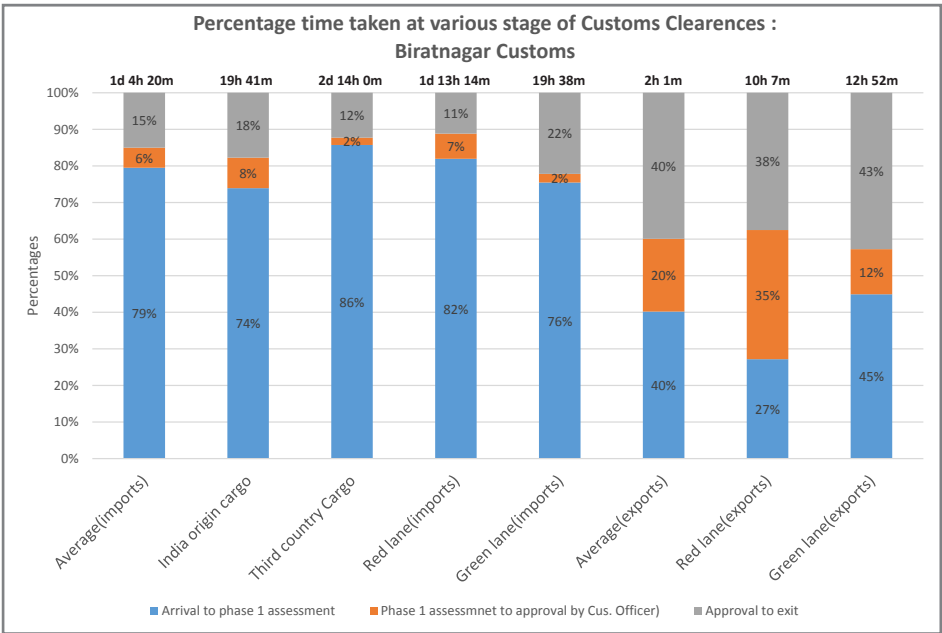
Graph 4A: Percentage time taken at various stage of Customs clearances: Mechi Customs



Similarly, In case of Biratnagar, for imports, out of total time arrival to exit time of 1 day 4 hours 20 minutes, 79% of time was consumed on the document preparation stage (i.e. arrivals to phase 1 assessment), only 6 % of time was consumed by Customs and 15 % time was consumed after the release of goods to final exit of vehicles. Such timings for other categories of imports e.g .by country of origin and by selectivity are shown in the graph 4B.

Likewise for exports, out of total time arrival to exit time of 12h 1m, 40% of time was consumed on the document preparation stage (i.e. arrivals to phase 1 assessment), 20% of time was consumed by Customs and 40 % time was consumed after the release of goods to final exit of vehicles. Such timings for exports by selectivity are also shown in the graph 4B.

Graph 4B: Percentage time taken at various stage of customs clearances: Biratnagar Customs



5. FINDINGS & OBSERVATIONS

On the basis of survey data analysis and its results, the following findings were observed:

5.1 Mechi Customs

- The numbers of samples selected for red lane clearance were subjected to full physical inspection by Customs and other border agencies. Delays in clearing the goods were found due to lack of inter-governmental coordination and some of the OGAS offices are located outside the ICD premises.
- The average time taken between the entry of cargo vehicles at ICD and submission of declaration have been found significantly high. While interrogating the cause of this with Customs Agent, it was informed that the delays were due to late arrival of related documents from consignee to Customs Agents for preparation of declaration.
- The slight variation in average time while comparing between cargo coming from India and third countries was mainly due to the timing of cargo vehicles arriving at the ICD. During survey period, the vehicles bringing cargo from India used to arrive at the ICD from early morning to afternoon, whereas the cargo coming from third countries, categorically from Bangladesh, used to arrive in late evening at the ICD. The process of Customs clearance for Indian cargo have been found to be conducted on the same day, whereas, most of the cargo coming from Bangladesh had to stay in the yard at least for a night and the clearance process could happen to be possible on the next day if declaration is being prepared and submitted.
- The average time taken from issuance of exit note to real exit of vehicles from ICD premises have been found longer. In most of the cases, this was happening due to late submission of exit note issued by the Customs to the TMC for settlement of charges. Similarly, the TMC does not have automated system to handle the operation process.
- It was noticed that there was no automation involved in OGA process, they had to conduct all proceedings manually. This has also resulted delay in operation.
- In the case of export to India, due to the absence of accredited lab to conduct Sanitary and Phyto-sanitary (SPS) tests, most of the samples requiring such tests had to be sent to the laboratories in India. It has found in some cases that at least a month time would be required for getting such test result from the Indian laboratories. Similarly, the lack of appropriate mechanism to address Technical Barriers to Trade (TBT) was another impediment which had also influenced the clearance time.
- The web based automation system of an AW was in initial stage of implementations and maximum applicable functionalities like prepayment, Tariff Specification Code (TSC), risk management etc. are yet to be customized and implemented. It has also caused slight delay in the overall clearance process.

5.2 Biratnagar Customs

- It was found that there was a wide variation on the average time from arrival to exit between Indian and third country's cargoes. It might be due to the fact that most of the third country cargoes were unloaded and stored at the warehouses. In most of the cases for third country cargos, it has been found that the declaration was submitted on the third day of its arrival. The reason for late submission was also due to late arrival of the related documents from Consignee to the Customs Agent. Some influence on the delay was also noticed due to late clearance of Customs Transit Declaration (CTD) by the Indian Customs located at Jogbani.
- The same time for exports consignments of green channel was found to be slightly higher than that of the red channel. This was due to following reasons:
 - o Non-availability of parking yard at Indian Customs, which had compelled Nepalese exporters to fulfill Indian Customs formalities by keeping cargo vehicles at Biratnagar ICD.
 - o Most of the agriculture products exported to India were put under green lane clearance in Nepal whereas the same products were subject to quarantine clearance before entering into India and the process requires significant time
 - o In comparison with Mechi Customs, it was observed that the average time taken from Phase 1 assessment of the declaration and approval by Customs officer has been found more for bilateral exports than for imports in Biratnagar. It was due to the reason mentioned above (i.e. non-availability of parking yard at Indian Customs, which had compelled Nepalese exporter to fulfil Indian Customs formalities by keeping cargo vehicles at Nepal's ICD).
- Although the TMC system is fully automated, the average time taken from issuance of exit note to exit of vehicles have been found longer. In most of the cases the late exit was due to vehicle drivers' willingness to leave the Customs premises in the late evening to avoid traffic congestion in the highway.

6. RECOMMENDATION AND CONCLUSION

The TRS working group, after completing the time-release survey and data analysis, have found out following specific and general conclusions and recommendations to bring conducive environment for faster clearance of cargo from the Customs.

6.1 Recommendations for Mechi Customs

- Majority of stakeholders involved in Customs Clearance Process does not have office at ICD premises although there are plenty of unused spaces available. The stakeholders reported that the rent to hire the space at ICD is very high as compared to similar space outside ICD. Continuation of such situation would create adverse effect to fulfill the objective of ICD construction of providing one-stop services. The concerned agency should immediately take this into consideration and resolve the issue.
- There is no automated system introduced by TMC to capture entry and exit of cargo vehicles, record of warehouse stuffing and de-stuffing of the cargos, and other relevant process carried out by TMC. As a result, record-keeping mechanism in ICD is manual based, which is non-scientific and involves more officials for the job. The automated record keeping system is very much essential in order to interface with Customs automated system to provide entry, exit and warehouse information to Customs. Without such information, the implementation of risk management system by Customs could not be effective. Therefore, it needs immediate attention by the concerned agency.
- The loading and unloading of the cargo at ICD premises are labor intensive due to absence of handling equipment. Equipment like weighing bridge has been reported to be out of function for a long time. Situations like this should be immediately resolved by the concerned authority, otherwise more costs may incur in the trade.

6.2 Recommendations for Biratnagar Customs

- The team, during TRS survey at Biratnagar Customs, felt the necessity of early implementation of AW. It is also noticed that the TMC at Biratnagar has been implementing robust computerized system to capture the information about entry and exit of cargo vehicles to and from ICD, stuffing and destuffing of the cargo, cargo warehousing records etc. Therefore, it is suggested DoC to hold discussion with TMC to identify the requirements of software modifications of both the systems to interface and interact with each other.
- OGAs are located outside the ICD premises consuming more time to get their certification for speedy clearance of goods. So, DoC should initiate to bring quarantine offices inside the ICD.

6.3 Both Customs

- The OGA process is very much important in the Customs Clearance, but due to lack of automated system, all the relevant operations have been carried out manually. As a result, the process of OGA have been found more time consuming. Therefore, the concerned agencies should give proper attention to address this issue.
- Delays were also observed from the Customs broker for submission of declaration long after the vehicle has arrived at ICD premises. Such delays are mainly because the Customs agent waits to gather certain number of physical documents from the principle importer, and/or due to submission of improper documents or inadequate documents. In order to resolve these issues, it is advisable to DoC to initiate the
 - Implement pre-arrival clearance system at the earliest possible; and
 - Initiate Customs Clearance Process based on the scan copy of the required documents to be submitted through AW system, and provide regular trainings to the Customs brokers on Customs rules, regulations and procedures.
- Due to absence of accredited laboratory testing facility in both Customs, most of the export cargos requiring laboratory certification from the accredited laboratories had to rely on the Indian Laboratories. Some of the stakeholders during survey at both locations reported that the laboratories are not located at the adjacent location of the border, which are quite far. To fulfill the laboratory test procedures to complete, sometimes it takes more than a month. This has created negative impact on the export facilitation. Therefore, the team would suggest concerned agencies (i.e. Quarantine) to immediately give proper attention to resolve the issues as early as possible.
- The team also realized the urgent need of introducing automated system by OGA to carry out their business in relation to Customs clearance (laboratory testing, certification etc.), and to interface with Customs core clearance system. Having such systems in place will help reduce clearance time.
- The web based automation system AW is in initial stage of implementation and maximum applicable functionalities like prepayment, Tariff Specification Code (TSC), risk management etc. are yet to be customized and implemented. It has also caused slight delay in the overall clearance process.
- One of the main objectives of AW implementation is to reduce the required documents for Customs Clearance at first go and graduate to paperless clearance system. The DoC should initiate the study to examine the existing document requirements for Customs Clearance and to suggest how this could be brought into minimum number.
- DoC should also give priority on implementing paperless clearance system as soon as possible. For the time being, until the study examines the existing documents and its recommendation for reducing the number of documents carried out, and the report being submitted to DoC, DoC should extend the facilities to Customs agents to submit some of the required documents electronically together with declaration. Such initiative will help to reduce declaration processing time as well as costs for document production.

- The team also felt necessity of introducing a robust risk-based approach for Customs clearance in collaboration with other government agencies involved in similar business.
- The team also found the lack of appropriate infrastructures such as cold store, dry store, fumigation chamber etc. to facilitate export cargo (perishable, dairy, agricultural products etc.) to be stored and loaded in the containers. Therefore the team would suggest that the concerned agencies should provide its attention on developing such infrastructure in order to facilitate export trade.
- The team also noticed the need of establishing mechanism for electronic exchange of information between the two Customs (Nepal and India) in order to reduce clearance time at both ends. It is suggested that the DoC should expedite the process of implementing EXIM code and CTD automation at the earliest possible.
- It is also suggested that DoC should implement Trade and Customs facilitation measures as outlined in the Customs Reform and Modernization Strategies and Action plan (CRMSAP) 2013-17 at the earliest possible.
- The TRS report is very much vital for DoC which would provide the average time taken at each process of Customs clearance. Therefore, it is recommended that the DoC should conduct the study based on the bottlenecks and issues identified by the study and introduce appropriate facilitation measures.
- The team also recommends DoC to initiate TRS coverage to other Customs offices and conduct followup study in Mechi and Biratnagar Customs to evaluate the progress based on the measures introduced.

7. CONCLUSION

This is the first time that the Department of Customs has conducted TRS at Mechi and Biratnagar Customs as benchmarking survey. Although, the analysis of the TRS results reveals significantly positive picture on the part of Customs involvement in the clearance process (from phase 1 assessment to final signature of the Customs officer), there are plenty of room for improvements on the part of parties involved in the process—including Customs office itself—for facilitation of faster clearance. It is also found that the stakeholders involved in Customs clearance processes, in some way or others, are also responsible for delayed clearance. Such delays are mainly due to the lack of coordination between the parties, among the government agencies, and between the government agencies and the stakeholders involved in the Customs clearance processes. The problem is further exacerbated by several other factors such as the lack of infrastructures, equipment, use of online system software, and requirement of several documents etc., which has direct or indirect impact on the faster release of goods.

TRS is not an end solution for identifying the more specific factors which are affecting trade clearances, nor it is a process of identifying more specific remedial measures, rather it is the process of identifying average time taken at every process of trade clearances. This will indicate Customs to look into the process where the average time of the processing is high. This may invite series of specific studies to identify the bottlenecks more specifically and its remedial measures for mitigation.

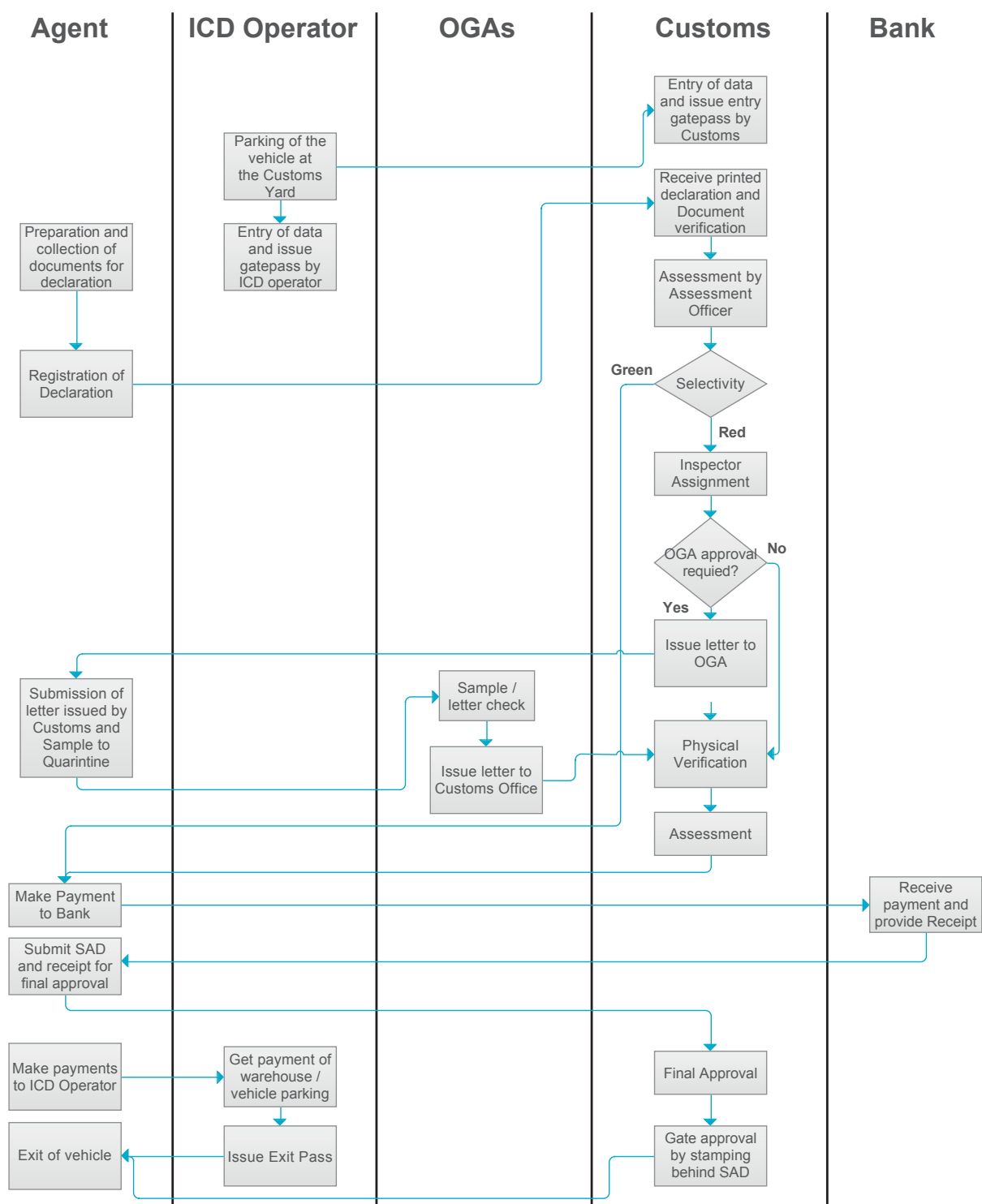
Conducting TRS in certain time interval has seen a regular practice of the Customs worldwide. The first and foremost TRS together with subsequent specific studies will help Customs to identify the bottlenecks associated with Customs clearance process and its remedial measures, whereas the follow-up TRS will indicate the Customs whether the facilitation measures implemented after the preceding TRS have become effective.

Conceiving the benefits of TRS, it will be worthwhile, if Department of Customs, Nepal extends its coverage to other major Customs. This is also necessary that the nature of trade and scenario of the Customs clearance process may be different than those two Customs studied. In this scenario, the bottlenecks associated with trade clearances, and the remedial measures for mitigation of bottlenecks would also be different.

ANNEXES

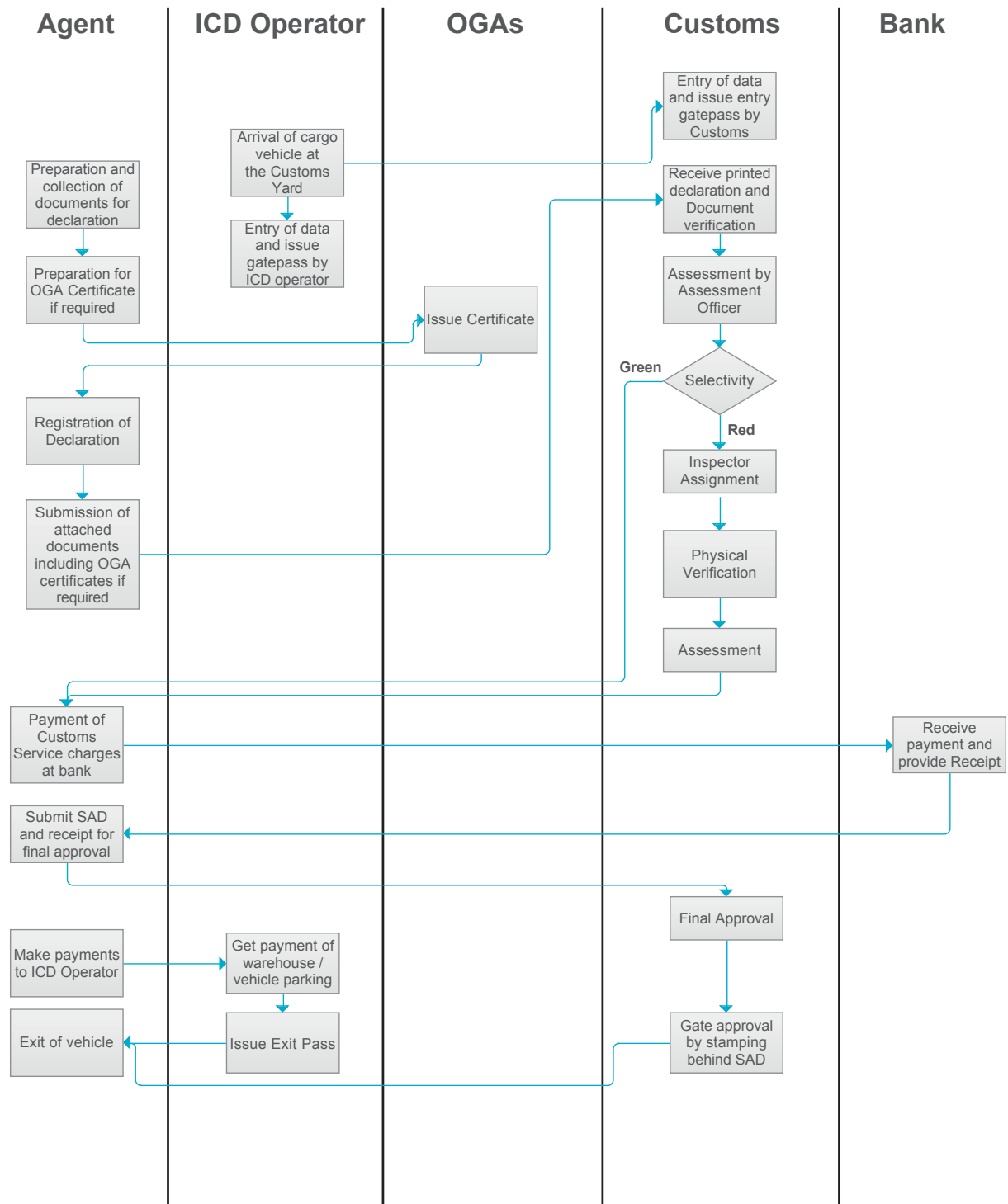
MECHI CUSTOMS

Annex 1 A: Process Mapping – Import



MECHI CUSTOMS

Annex 1 B: Process Mapping – Export



MECHI CUSTOMS

Annex 2 A: Questionnaire – Import



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, MECHI



WORLD CUSTOMS ORGANIZATION

Purpose of Survey

The Department of Customs is conducting a Time Release Study in order to identify bottlenecks in the release process that delays to release the cargo. The results of this study will be used eliminate such bottlenecks. Your cooperation in accurately completing this questionnaire is appreciated.

(*) = Mandatory - if (*) is indicated for a section, all the questions are mandatory under the section/ if (*) is indicated for a question, that particular question is mandatory.

Section A– Terminal Management Company (TMC)/ Operator with the help of enumerator	
1. Date and time of truck arrival at the entry gate (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
a. Truck/Trailer Number	<input type="text"/>
b. Country of Origin	India <input type="checkbox"/> Bangladesh <input type="checkbox"/> Other Countries <input type="checkbox"/>
2. Is the consignment subject to Warehouse de-stuffing? (*)	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If Yes, Q. No. 3 to 10 should be completed. If No, go to Q. No 11.	
3. Application submission to TMC for warehouse de-stuffing	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
4. Date and time laborer assigned	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
5. TMC arranges for laborer – commences	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
6. TMC arranges for laborer – ends	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
7. Handling equipment required	YES <input type="checkbox"/> NO <input type="checkbox"/>
8. If YES – date and time application for equipment submitted	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
9. Unloading of truck – commences	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
10. Unloading of truck – ends	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
11. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section A	<div style="border: 1px solid black; height: 100px; width: 100%;"></div>



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, MECHI



Section B – To be completed by Customs Agent with the help of enumerators	
12. Customs Agent submits Declaration through DTI terminal (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
13. Name of Importer (*)	<input style="width: 100%;" type="text"/>
14. PAN/VAT Number (*)	<input style="width: 100%;" type="text"/>
15. Customs Agent Number (*)	<input style="width: 100%;" type="text"/>
16. Declaration Number (*)	<input style="width: 100%;" type="text"/>
17. Declaration Date (*)	<input style="width: 100%;" type="text"/>
18. Type of Product (*)	<input style="width: 100%;" type="text"/>
Section C – Declaration Preparation, Registration and Assessment	
Note: Questions 22 and 23 of Section D also to be completed by the enumerator designated at section C.	
19. Customs performs the Phase 1 Assessment for triggering selectivity and officer/inspector assignment (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
20. Customs Agent submits 2 copies of printed Declaration along with required attached documents (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, MECHI



21. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section C	
Section D – Examination (Red Lane Clearance) Note: Questions 22 and 23 to be completed by the enumerator designated at section C.	
22. Is the consignment subject to Red Lane clearance? (*)	YES <input type="checkbox"/> NO <input type="checkbox"/>
If NO, go to Section E	
23. Date and time of Customs physical exam commenced	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
24. Are Other Government Agency (OGA) Certificates required?	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If NO, go to question 35	
25. Please specify the agency	<input type="radio"/> Plant Quarantine <input type="radio"/> Animal Quarantine <input type="radio"/> Food Quarantine <input type="radio"/> CO Certification <input type="radio"/> Others
26. Customs issues sample and/or letter to OGA for clearance	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
27. Is consignment subject to an OGA physical examination?	YES <input type="checkbox"/> NO <input type="checkbox"/>
28. If YES – Is OGA exam conducted at Customs premises?	YES <input type="checkbox"/> NO <input type="checkbox"/>
29. If YES – Date and time OGA exam commenced	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
30. If YES – Date and time OGA exam ended	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
31. Examination and samples in accordance with declaration?	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If answer to above is YES, go to question 33	
32. If physical examination differs from declaration, date and time findings are noted in file	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
33. Receipt of OGA Certificate by Customs	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, MECHI



WORLD CUSTOMS ORGANIZATION

34. Date and Time of Customs re-examination commences	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
35. Date and time of Customs physical exam ended	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
36. Examination and samples in accordance with declaration?	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If answer to above is YES, go to question 44	
37. If examination differs from declaration, date and time findings are noted in file	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
38. Customs issues a letter to Customs Agent for clarification	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
39. Customs Agent submits clarification to the Customs office	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
40. If Customs agree with the clarification, endorsement of declaration	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
41. If Customs is not satisfied with the clarification, Customs issues a letter to the Customs Agent specifying Customs regulation to be attracted	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
42. Is penalty applicable?	YES <input type="checkbox"/> NO <input type="checkbox"/>
43. Customs Amend the declaration	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
44. Completion of inspection in ASYCUDA World and signature of inspector	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
45. Re-routing of declaration by the officer from Red Lane to Green	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
46. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section D	<div style="border: 1px solid black; width: 100%; height: 100%;"></div>



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, MECHI



Section E – Payment of Duty and Taxes	
47. Submission of assessed declaration by Customs Agent to Bank (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
48. Bank issues bank receipt to Customs Agent by collecting applicable duties and taxes (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
49. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section E	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>
Section F – Release of Consignment by Customs	
50. Customs Agent submits assessed declaration together with payment receipt to the Customs officer for final approval for release (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
51. Approval by Customs officer (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
52. Submission of declaration for exit note (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
53. Printout of exit note (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
54. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section F	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>
Section G – Exit of Consignment	
55. Customs Agent pays applicable port handling charges to TMC (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
56. Customs Agent submits paid receipt to the TMC together with assessed and paid declaration to Customs and TMC at exit gate (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
57. Final exit of consignment (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
58. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section G	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>

(*) = Mandatory - if (*) is indicated for a section, all the questions are mandatory under the section/ if (*) is indicated for a question, that particular question is mandatory.

MECHI CUSTOMS

Annex 2 B: Questionnaire – Export



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, MECHI



WORLD CUSTOMS ORGANIZATION

Purpose of Survey

The Department of Customs is conducting a Time Release Study in order to identify bottlenecks in the release process that delays to release the cargo. The results of this study will be used eliminate such bottlenecks. Your cooperation in accurately completing this questionnaire is appreciated.

(*) = Mandatory - if (*) is indicated for a section, all the questions are mandatory under the section/ if (*) is indicated for a question, that particular question is mandatory.

Section A– Terminal Management Company (TMC)/ Operator with the help of enumerator	
1. Date and time truck arrives at the entry gate (*)	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
a. Truck/Trailer Number	<input type="text"/>
b. Country of Origin	India <input type="checkbox"/> Bangladesh <input type="checkbox"/> Other Countries <input type="checkbox"/>
2. Is the consignment subject to Warehouse de-stuffing? (*)	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If Yes, Q. 03 to 10 should be completed. If No, Q. 03 to 10 should be omitted.	
3. Application submission to TMC for warehouse de-stuffing	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
4. TMC arranges for laborer – commences	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
5. TMC arranges for laborer – ends	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
6. Date and time laborer assigned	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
7. Handling equipment required (*)	YES <input type="checkbox"/> NO <input type="checkbox"/>
8. If YES – date and time application for equipment submitted	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
9. Unloading of truck – commences	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
10. Unloading of truck – ends	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
11. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section B	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, MECHI



Section B – To be completed by Customs Agent with the help of enumerators	
12. Customs Agent submits Declaration through DTI terminal	<input style="width: 40px;" type="text"/> day <input style="width: 40px;" type="text"/> mth <input style="width: 40px;" type="text"/> hr <input style="width: 40px;" type="text"/> min
13. Name of Exporter (*)	<input style="width: 100%; height: 30px;" type="text"/>
14. PAN/VAT Number (*)	<input style="width: 100%; height: 30px;" type="text"/>
15. Customs Agent Number (*)	<input style="width: 100%; height: 30px;" type="text"/>
16. Declaration Number (*)	<input style="width: 100%; height: 30px;" type="text"/>
17. Declaration Date (*)	<input style="width: 100%; height: 30px;" type="text"/>
18. Type of Product (*)	<input style="width: 100%; height: 30px;" type="text"/>
Section C – Declaration Preparation, Registration and Assessment	
Note: Questions 22 and 23 of Section D also to be completed by the enumerator designated at section C	
19. Customs performs the Phase 1 Assessment for triggering selectivity control	<input style="width: 40px;" type="text"/> day <input style="width: 40px;" type="text"/> mth <input style="width: 40px;" type="text"/> hr <input style="width: 40px;" type="text"/> min
20. Customs Agent submits 2 copies of printed Declaration along with required attached documents	<input style="width: 40px;" type="text"/> day <input style="width: 40px;" type="text"/> mth <input style="width: 40px;" type="text"/> hr <input style="width: 40px;" type="text"/> min
21. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section C	<input style="width: 100%; height: 60px;" type="text"/>



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, MECHI



Section D – Examination (Red Lane Clearance)	
Note: Questions 22 and 23 to be completed by the enumerator designated at section C	
22. Is the consignment subject to Red Lane clearance? (*)	YES <input type="checkbox"/> NO <input type="checkbox"/>
If NO, go to Section E	
23. Date and time of Customs physical exam commenced	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
24. Are Other Government Agency (OGA) Certificates required?	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If NO, go to question 35	
25. Please specify the agency	<input type="radio"/> Plant Quarantine <input type="radio"/> Animal Quarantine <input type="radio"/> Food Quarantine <input type="radio"/> CO Certification <input type="radio"/> Others
26. Customs issues sample and/or letter to OGA for clearance	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
27. Is consignment subject to an OGA physical examination?	YES <input type="checkbox"/> NO <input type="checkbox"/>
28. If YES – Is OGA exam conducted at Customs premises?	YES <input type="checkbox"/> NO <input type="checkbox"/>
29. If YES – Date and time OGA exam commenced	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
30. If YES – Date and time OGA exam ended	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
31. Examination and samples in accordance with declaration?	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If answer to above is YES, go to question 33	
32. If physical examination differs from declaration, date and time findings are noted in file	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
33. Receipt of OGA Certificate by Customs	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
34. Date and Time of Customs re-examination commences	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
35. Date and time of Customs physical exam ended	<input type="text"/> day <input type="text"/> mth <input type="text"/> hr <input type="text"/> min
36. Examination and samples in accordance with declaration?	YES <input type="checkbox"/> NO <input type="checkbox"/>
INSTRUCTION: If answer to above is YES,	



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, MECHI



37. If examination differs from declaration, date and time findings are noted in file	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
38. Customs issues a letter to Customs Agent for clarification	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
39. Customs Agent submits clarification to the Customs office	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
40. If Customs agree with the clarification, endorsement of declaration	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
41. If Customs is not satisfied with the clarification, Customs issues a letter to the Customs Agent specifying Customs regulation to be attracted	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
42. Is penalty applicable?	YES <input type="checkbox"/> NO <input type="checkbox"/>
43. Customs Amend the declaration	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
44. Completion of inspection in ASYCUDA World and signature of inspector	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
45. Re-routing of declaration by the officer from Red Lane to Green	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
46. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section D	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>
Section E – Payment of Customs Service Charges	
47. Submission of assessed declaration by Customs Agent to Bank (*)	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
48. Bank issues bank receipt to Customs Agent by collecting applicable service charges (*)	<div style="display: flex; justify-content: space-between;"> <div><input type="text"/> day</div> <div><input type="text"/> mth</div> <div><input type="text"/> hr</div> <div><input type="text"/> min</div> </div>
49. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section E	<div style="border: 1px solid black; height: 80px; width: 100%;"></div>



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, MECHI

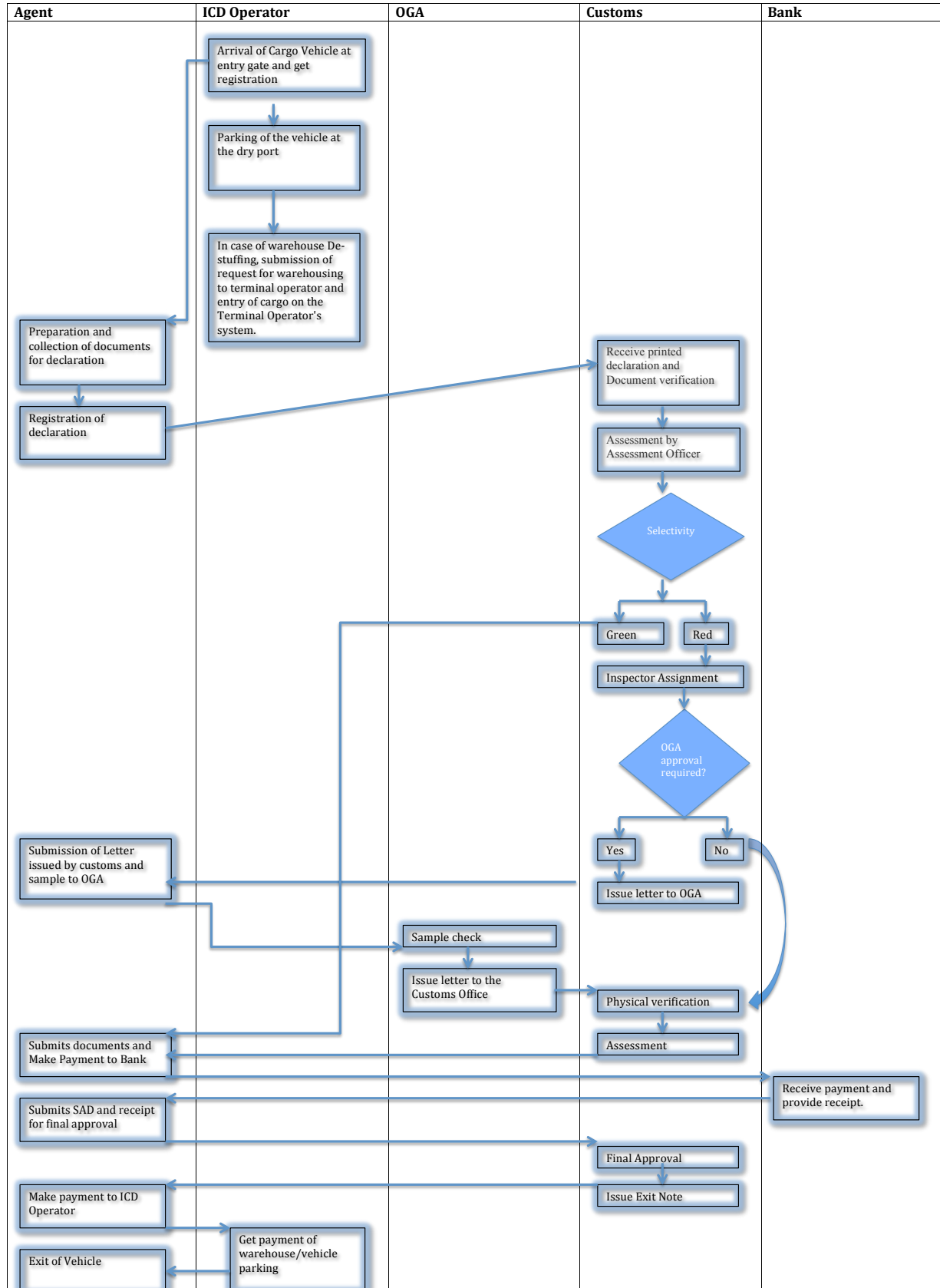


Section F – Release of Consignment by Customs	
50. Customs Agent submits assessed declaration together with payment receipt to the Customs officer for final approval for release (*)	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>day</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>mth</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>hr</div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div> <div>min</div> </div>
51. Approval by Customs officer (*)	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>day</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>mth</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>hr</div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div> <div>min</div> </div>
52. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section F	<div style="border: 1px solid black; height: 50px; width: 100%;"></div>
Section G – Exit of Consignment by TMC	
53. Customs Agent pays applicable port handling charges to TMC (*)	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>day</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>mth</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>hr</div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div> <div>min</div> </div>
54. Customs Agent submits paid receipt to together with assessed and paid declaration to Customs and TMC at exit gate (*)	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>day</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>mth</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>hr</div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div> <div>min</div> </div>
55. Final exit of consignment (*)	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>day</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>mth</div> <div style="border: 1px solid black; width: 40px; height: 20px; margin-right: 5px;"></div> <div>hr</div> <div style="border: 1px solid black; width: 40px; height: 20px;"></div> <div>min</div> </div>
56. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section G	<div style="border: 1px solid black; height: 50px; width: 100%;"></div>

(*) = Mandatory - if (*) is indicated for a section, all the questions are mandatory under the section/ if (*) is indicated for a question, that particular question is mandatory.

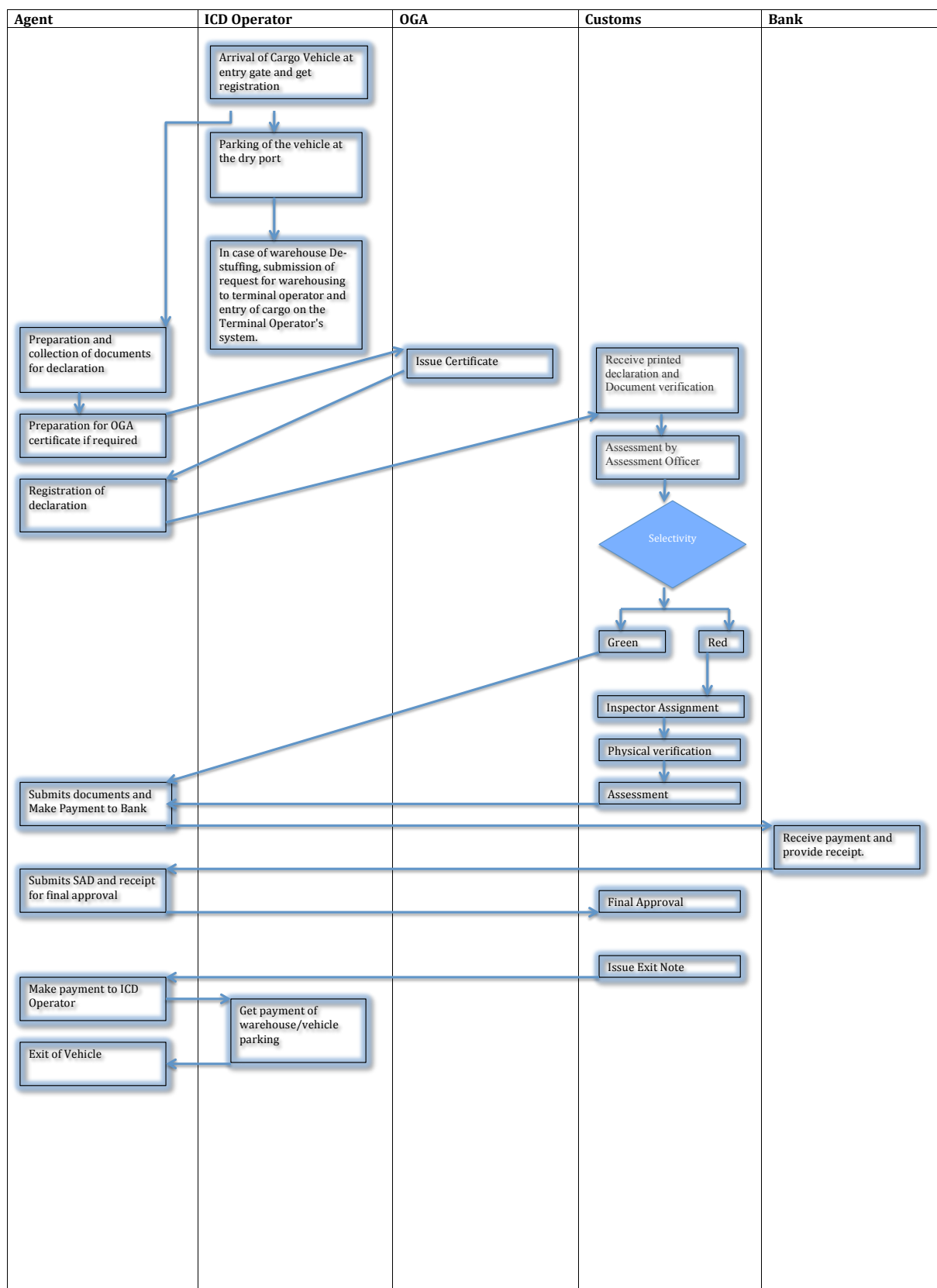
BIRATNAGAR CUSTOMS

Annex 1 A: Process Mapping – Import



BIRATNAGAR CUSTOMS

Annex 1 B: Process Mapping – Export



BIRATNAGAR CUSTOMS

Annex 2 A: Questionnaire – Import



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



Purpose of Survey

The Department of Customs is conducting a Time Release Study in order to identify bottlenecks in the release process that negatively affect the time taken to release cargo. The results of this study will be used to eliminate such bottlenecks. Your cooperation in accurately completing this questionnaire is appreciated.

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

Section A – Arrival of Cargo Vehicles	
1. Cargo vehicle arrives at the entry gate (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
2. Is the cargo subject to Warehouse de-stuffing? (*)	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, continue. If No, go to Section B.	
3. Application submission to (Terminal Management Company) TMC for warehouse de-stuffing	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
4. Labor assigned	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. Is handling equipment required	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. De-stuffing cargo – commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. De-stuffing cargo – ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section A	
Section B – General information of importer, customs agent and registration of declaration (*)	
9. Customs Agent submits Declaration through DTI terminal	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. Name of Importer (consignee)	
11. PAN/VAT Number	
12. Customs Agent Number	
13. Declaration Number and Date	
14. Type(s) of Commodity	



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



Section C – Submission of Printed Declaration and Assessment (Phase 1)	
15. Customs Agent submits printed Declaration along with required attached documents (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Customs performs the Phase 1 Assessment by triggering selectivity control (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. Is the cargo subject to Red Lane clearance? (*)	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, continue. If NO, go to Section E	
18. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section C	
Section D – Physical Examination (Red Lane Clearance)	
19. Customs assign the inspectors (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. Are Other Government Agency's (OGA) Certificates required? (*)	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, continue and If NO, go to question 31.	
21. Please specify the agency	Plant Quarantine <input type="checkbox"/> Food Quarantine <input type="checkbox"/> Animal Quarantine <input type="checkbox"/> COO Certification <input type="checkbox"/> Others <input type="checkbox"/>
22. Customs issues letter to OGA authority for issuance of certificate	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Is shipment subject to an OGA physical examination?	Yes <input type="checkbox"/> No <input type="checkbox"/>
24. If YES – Has OGA examined prior to Customs exam on the Customs Yard?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Instruction: If No, go to question 30	
25. OGA exam commenced	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. OGA exam ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Is the sample accordance with the declaration?	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If No, continue and If YES, go to question 30	
28. Further examination by OGA – commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. Further examination by OGA – ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. Receipt of OGA's No objection letter by Customs	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. Customs physical examination commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. Customs physical exam ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. Is the sample accordance with the declaration?	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If NO, Continue and If YES, go to question 41	



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



WORLD CUSTOMS ORGANIZATION

34. Has examination findings differs from declaration?	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, continue and If no, go to question 41	
35. Customs seek justifications from Customs Agent in case of different finding	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. Customs Agent delivers Justification to Customs	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. If Customs is satisfied with justification, endorse the declaration.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. If Customs is not satisfied with the Agent's justification, Customs informs the provision of Customs regulation to be attracted	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. Is penalty applicable?	Yes <input type="checkbox"/> No <input type="checkbox"/>
40. Customs amend the declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. Completion of inspection and signature by inspector	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. Re-routing of declaration by the officer from Red Lane to Green	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
43. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section D	
Section E – Payment of Duty and Taxes (*)	
44. Submission of assessed declaration by Customs Agent to Bank	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
45. Customs Agent Pays applicable duties and taxes at Bank	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
46. Bank issues receipt to Customs Agent	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
47. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section E	
Section F – Release of Cargo by Customs	
48. Customs Agent submits assessed declaration together with payment receipt to the Customs officer for final approval	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
49. Approval by Customs officer (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
50. Is assessed declaration was de-stuffed in warehouse during admission of goods in Customs yard? (*)	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, continue and If no, go to question 54	
51. Submission of assessed declaration to TMC for loading of cargo	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
52. Loading of cargo - commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
53. Loading of cargo - ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min



TIME RELEASE STUDY

IMPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



54. Submission of document for Gate Pass (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
55. Customs issue Gate Pass (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
56. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section F	
Section G – Exit of Cargo (*)	
57. Customs Agent submits assessed declaration to TMC for issuance of invoice to settle terminal handling charges	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
58. TMC issue the bill	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
59. Customs agent submits TMC invoice together with assessed declaration at exit gate	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
60. Customs agent pays port handling charges to TMC at exit gate	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
61. Final exit of consignment	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
62. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section G	

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

Annex 2 B: Questionnaire – Export



TIME RELEASE STUDY EXPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



Purpose of Survey

Purpose of Survey The Department of Customs is conducting a Time Release Study in order to identify bottlenecks in the release process that negatively affect the time taken to release cargo. The results of this study will be used eliminate such bottlenecks. Your cooperation in accurately completing this questionnaire is appreciated.

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

Section A – Arrival of Cargo Vehicles	
1. Cargo vehicle arrives at the entry gate (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
2. Is the shipment subject to Warehouse de-stuffing? (*)	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, continue. If No, go to Section B.	
3. Application submission to (Terminal Management Company) TMC for warehouse de-stuffing	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
4. Labor assigned	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
5. Is handling equipment required?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. De-stuffing cargo – commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
7. De-stuffing cargo – ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
8. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section A	
Section B—General Information of Importer, Customs Agent and Registration (*)	
9. Customs Agent submits Declaration through DTI terminal	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
10. Name of Exporter	
11. PAN/VAT Number	
12. Customs Agent Number	
13. Declaration Number and Date	
14. Type(s) of Commodity	



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



WORLD CUSTOMS ORGANIZATION

Section C – Submission of Printed Declaration and Assessment (Phase 1) (*)	
15. Customs Agent submits 2 copies of printed Declaration along with required attached documents	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
16. Customs performs the Phase 1 Assessment by triggering selectivity control	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
17. Is the Cargo subject to Red Lane clearance?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If Yes, continue. If No, go to Section E	
18. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section C	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
Section D – Physical Examination (Red Lane Clearance)	
19. Customs assign the inspector/s (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
20. Are Other Government Agency (OGA) Certificates required? (*)	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, continue. If NO, go to question 31	
21. Please specify the agency.	Plant Quarantine <input type="checkbox"/> Food Quarantine <input type="checkbox"/> Animal Quarantine <input type="checkbox"/> COO Certification <input type="checkbox"/> Other <input type="checkbox"/>
22. Customs issues letter to OGA authority for issuance of certificate.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
23. Is shipment subject to an OGA physical examination?	Yes <input type="checkbox"/> No <input type="checkbox"/>
24. If YES – Has OGA examined prior to Customs exam on the Customs Yard?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If No, Go to question 30	
25. OGA exam commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
26. OGA exam ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
27. Is the sample accordance with declaration?	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If No, Continue. If YES, go to question 30	
28. Further examination by OGA – commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
29. Further examination by OGA – ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
30. Receipt of OGA's No objection letter by Customs	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
31. Customs Physical exam commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
32. Customs physical exam ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
33. Is the sample accordance with the declaration?	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If No, Continue. If YES, go to question 41	



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



34. Has examination findings differs from declaration?	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, Continue. If No, go to question 41	
35. Customs seek justifications from Customs Agent in case of different finding.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
36. Customs Agent delivers Justification to Customs	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
37. If Customs satisfied with the Agent's justification, endorse the declaration.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
38. If Customs is not satisfied with the Agent's justification, Customs informs the provision of customs regulation to be attracted.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
39. Is penalty applicable?	Yes <input type="checkbox"/> No <input type="checkbox"/>
40. Customs Amend the declaration	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
41. Completion of inspection and signature by inspector.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
42. Re-routing of declaration by the officer from Red Lane to Green	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
43. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section D	
Section E – Payment of Duties and Taxes (*)	
44. Submission of assessed declaration by Customs Agent to Bank	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
45. Customs Agent pays applicable duties and taxes at Bank.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
46. Bank issues bank receipt to Customs Agent	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
47. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section E	
Section F – Release of Cargo by Customs	
48. Customs Agent submits assessed declaration with payment receipt to the Customs officer for final approval (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
49. Approval by Customs officer (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
50. Is assessed declaration was de-stuffed in warehouse during admission of goods in Customs Yard? (*)	Yes <input type="checkbox"/> No <input type="checkbox"/>
INSTRUCTION: If Yes, Continue. If No, go to question 54	
51. Submission of Assessed declaration to TMC for loading of cargo.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
52. Loading of cargo - commences	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
53. Loading of Cargo - ends	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min



TIME RELEASE STUDY

EXPORT PROCEDURES - NEPAL CUSTOMS, BIRATNAGAR



54. Submission of document for Gate Pass (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
55. Customs issues Gate Pass (*)	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
56. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section F	
Section G – Exit of Consignment by other agencies (*)	
57. Customs Agent submits assessed declaration to TMC for issuance of invoice to settle terminal handling charges	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
58. TMC issue the bill	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
59. Customs Agent submits TMC invoice together with assessed declaration at exit gate	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
60. Customs Agent pays port handling charges to TMC at exit gate.	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
61. Final exit of consignment	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min
62. COMMENT: Use this section to record any extra ordinary circumstances that affected the time taken in Section G	<input type="text"/> day <input type="text"/> mth - <input type="text"/> hr <input type="text"/> min

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

ANNEX 3

TRS Working Group

S.N.	Designation	Name	Remarks
1.	Director, CRM Section, DOC	Mr. Mimangsa Adhikari	Coordinator
2.	Director, Statistics Section, DOC	Mr. Binod Sharan Acharya	Member
3.	Section Officer, CRM Section, DOC	Mr. Ananta Prasad Timsina	Member
4.	Section Officer, PMU, DOC	Mr. Phanindra Khatiwada	Member
5.	Section Officer, CRM Section, DOC	Mr. Ashok Guragai	Member
6.	Computer Officer, TIA Customs	Mr. Santa Nakarmi	Member

ANNEX 4

Local Working Group MECHI CUSTOMS

S.N	Name	Designation	Representing Organization	Remarks
1	Bhim Prasad Adhikari	Chief Customs Officer	Mechi Customs Office	Leader
2	Nirman Bhattarai	Customs Officer	Mechi Customs Office	Member
3	Dipak Karki	Computer Operator	Mechi Customs Office	Member
4	Nirmal Adhikari	Executive Head	Intermodal and Transport Development Board	Member
5	Hemanta Kumar Parajuli	Food Quarantine Officer	Food Quarantine	Member
6	Yadav Raj Shiwakoti	Branch Head	Transit and Warehouse Management Company	Member
7	Anil Ghimire	Branch Head	Nepal Bank Ltd	Member
8	Umesh Dalmiya	Executive President	Jhapa Chamber Commerce and Industries	Member
9	Lalit Tamang	Senior Deputy president	Mechi Chamber Commerce and Industries	Member
10	Prem Bohora	Senior Deputy President	East Nepal Mechi Truck Transport Association	Member
11	Mohan Niraula	President	Mechi Customs Agent Association	Member
12	Bimal Acharya	Member	Mechi Customs Agent Association	Member
13	Krishna Kanta Khaniya	Member	Mechi Customs Agent Association	Member

BIRATNAGAR CUSTOMS

S. N	Name	Designation	Representing Organization	Remark
1.	Mr. Krishna Bahadur Basnet	Chief Customs Officer	Biratnagar Customs Office	Leader
2.	Mr. Rajendra Dhungana	Customs Officer	Biratnagar Customs Office	Member
3.	Mr. Chuda Mani Katel	Customs Officer	Biratnagar Customs Office	Member
4.	Mr. Yamlal Pandey	Computer Officer	Biratnagar Customs Office	Member
5.	Mr. Ganesh Ghimire	Chief	Trans Nepal Freight Services P. Ltd (Terminal Operator)	Member
6.	Mr. Pramod Koirala	Chief	Food Technology and Quality Control Division Office	Member
7.	Mr. Shiva Kumar Basne	Branch Manager	Nepal Banijya Bank	Member
8.	Mr. Shyam Bhandari	Representative	Morang Chamber of Commerce	Member
9.	Mr. Som Nath Adhikari	Representative	Morang Association of Industries	Member
10.	Mr. Bijendra Parasar	Chairman	Biratnagar Customs Agent Association	Member

ANNEX 5

Resource Person and Experts

MECHI CUSTOMS

S.N	Name	Designation	Organization
1.	Mr.Shigeaki Katsu	WCO Expert	WCO
2.	Mr. Shyam Prasad Dahal	TF Expert	ADB
3.	Mr. Sarad Bickram Rana	Customs Procedure Expert	ADB
4.	Mr. Yadava Aryal	Customs Automation Expert	ADB
5.	Mr. Mandesh Maharjan	Content Manager	ADB

BIRATNAGAR CUSTOMS

S.N	Name	Designation	Organization
1.	Mr. Rajendra Kumar Meena	WCO Expert	WCO
2.	Mr. Sarad Bickram Rana	Customs Procedure Expert	ADB
3.	Mr. Mandesh Maharjan	Content Manager	ADB

