Performance Management
Initiatives by Indian Customs

September 2019

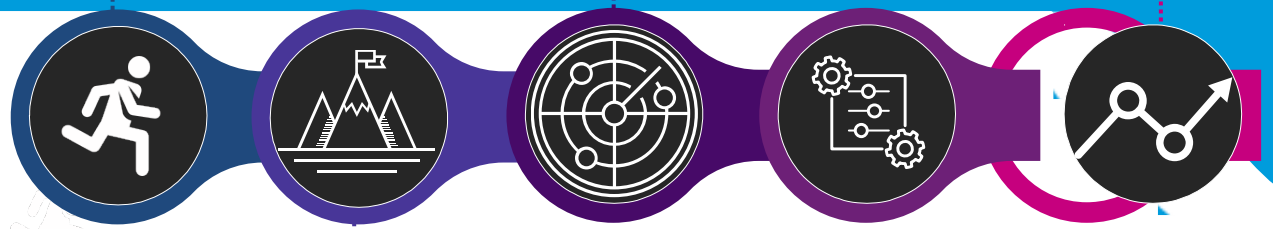
What gets measured, **gets done**... and what gets measured, **gets important**!

Multidimensional monitoring and reporting framework for Trade Facilitation in India

Bespoke **#Agile** Tool for TFA implementation

National TRS defining **#360Efficiency Parameters** for whole of trade

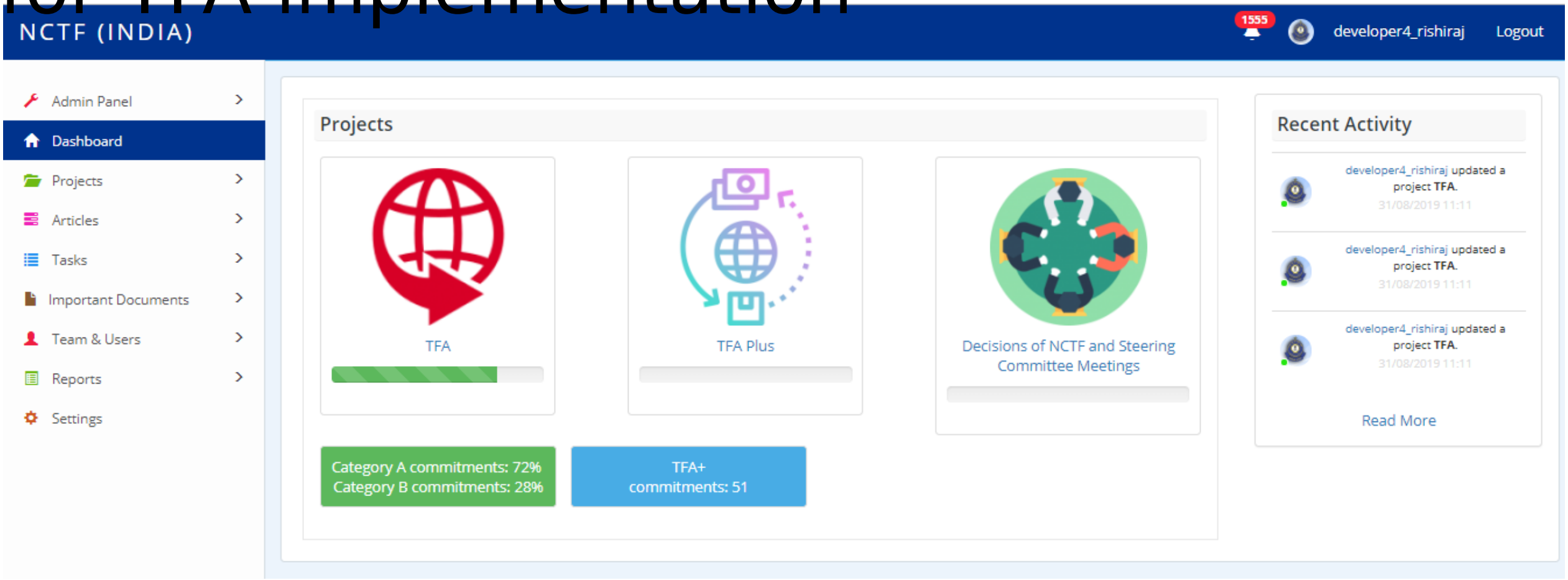
#Nudge Performance through analytics and dashboard



#Real Time monitoring of cargo movement

#Future State live TRS for performance improvement

Bespoke **#Agile** Project Management Tool for TFA implementation



Global matrix of notifications

We examined notifications under Article 1.4 (a) for the ten categories of general trade related information under subparagraphs 1.1 (a) – (j)

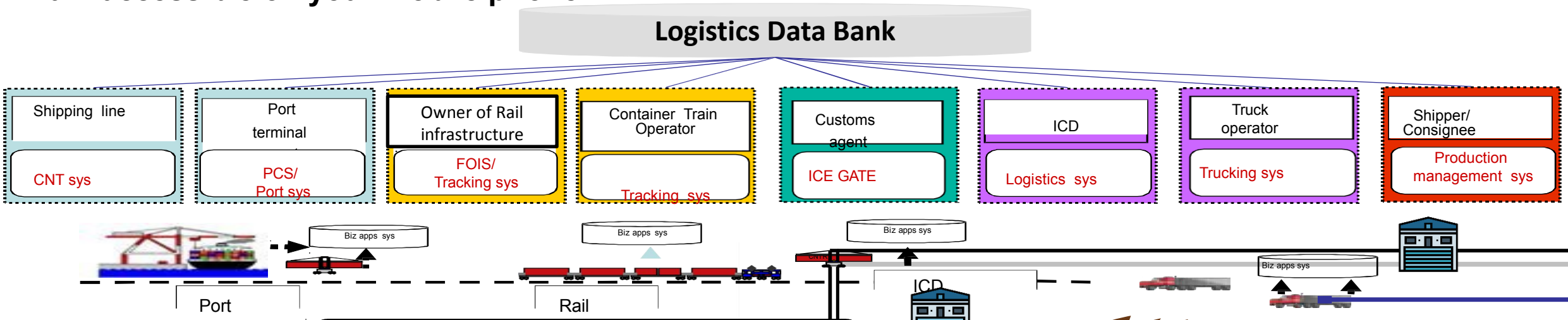
Legend

	Specific links/ document		Required navigation in the link/ document		Other issue
	Partially compliant		Wrong/ Dead link		NA
	No information submitted				

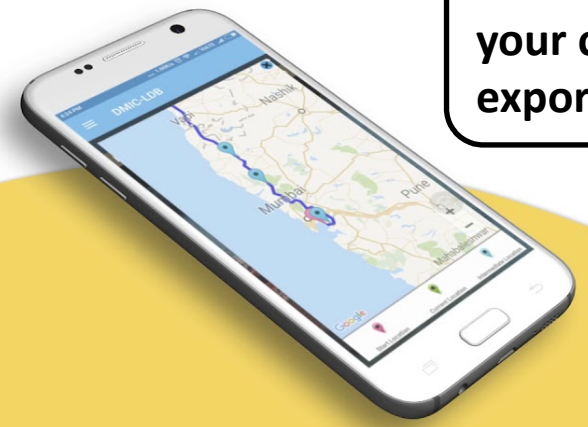
	Name of Country									
Particulars	**Country A**	**Country B**	**Country C**	**Country D**	**Country E**	**Country F**	**Country G**	**Country H**	**Country I**	**Country L**
Procedures, Forms & Documents										
Duties & Taxes										
Fees & Charges										
Classification or Valuation of products										
Rules of Origin										
Restrictions & Prohibitions										
Penal Provision										
Appeal / Review Mechanism										
Free Trade Agreements										
Tariff Quotas										
Enquiry Point (Yes/ No)										

#Real Time monitoring of cargo

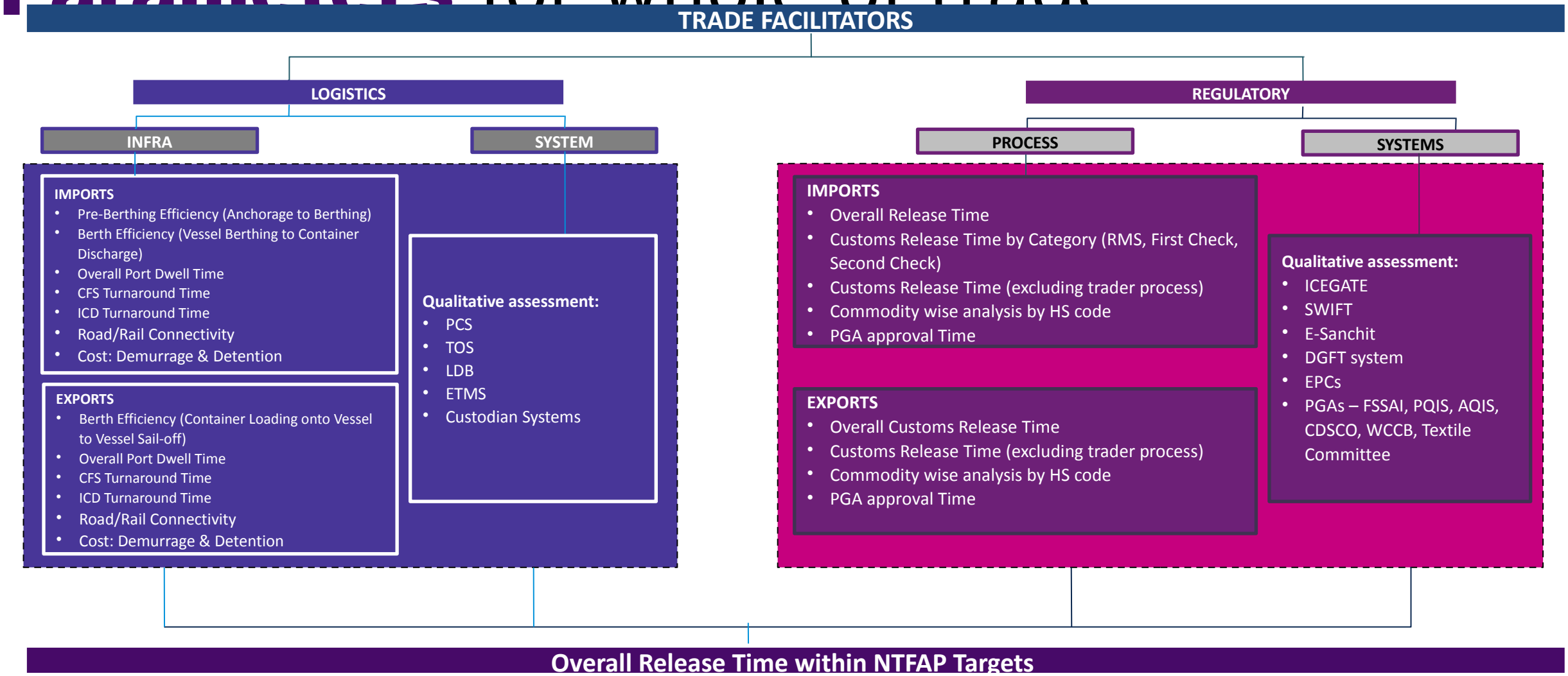
RFID enabled real time monitoring of container movement information among all agencies in the Supply Chain accessible on your mobile phone.



View the route map being followed by your container for complete import / export journey on google maps



National TRS defining **#360Efficiency Parameters** for whole of trade



A **Representative sample** of India's trade

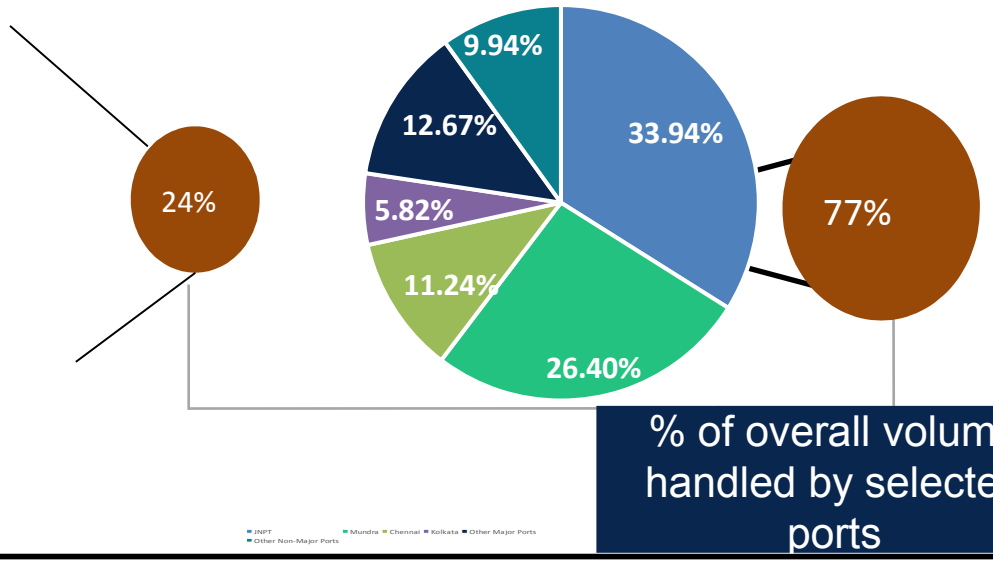
MAP

Traffic handled at Seaports FY 17

Source: Indian Port Association Statistics & Ministry of Shipping

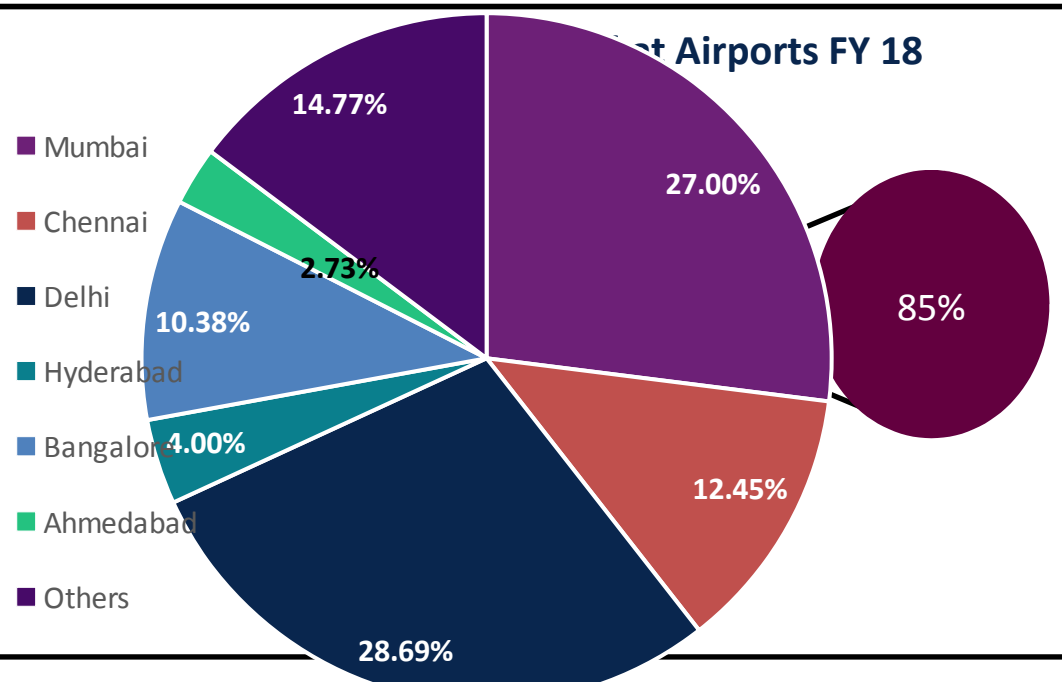
Overall traffic

Container traffic



% of overall volume handled by selected ports

t Airports FY 18



15 identified ports under the purview of the National TRS 2019 are representative of India's overall trade ecosystem

Source: Airport Authority of India Traffic Summary

#FutureState - National TRS with enhanced use of technology

Develop Uniform methodology
A Uniform multi-dimensional methodology developed for measurement of release time across ports

Standardised Data template
A data template which can be used across ports to collect data. To the extent feasible, maximum data shall be electronic.

Data collection
- Module 1 (during 01 – 07 August 2019) covered all sea ports and ICDs who are recording system generated time stamps on key efficiency parameters
- Module 2 (during 03 – 09 September 2019) covered all air cargo complexes and LCS/ ICP who are recording system generated time stamps on key efficiency parameters

We are here !

Stakeholder specific actionable recommendations to measure efficiency parameter and have standardised operations across all ports

Development of TRS APP
Information will be sourced periodically and furnished in the app, to generate insights

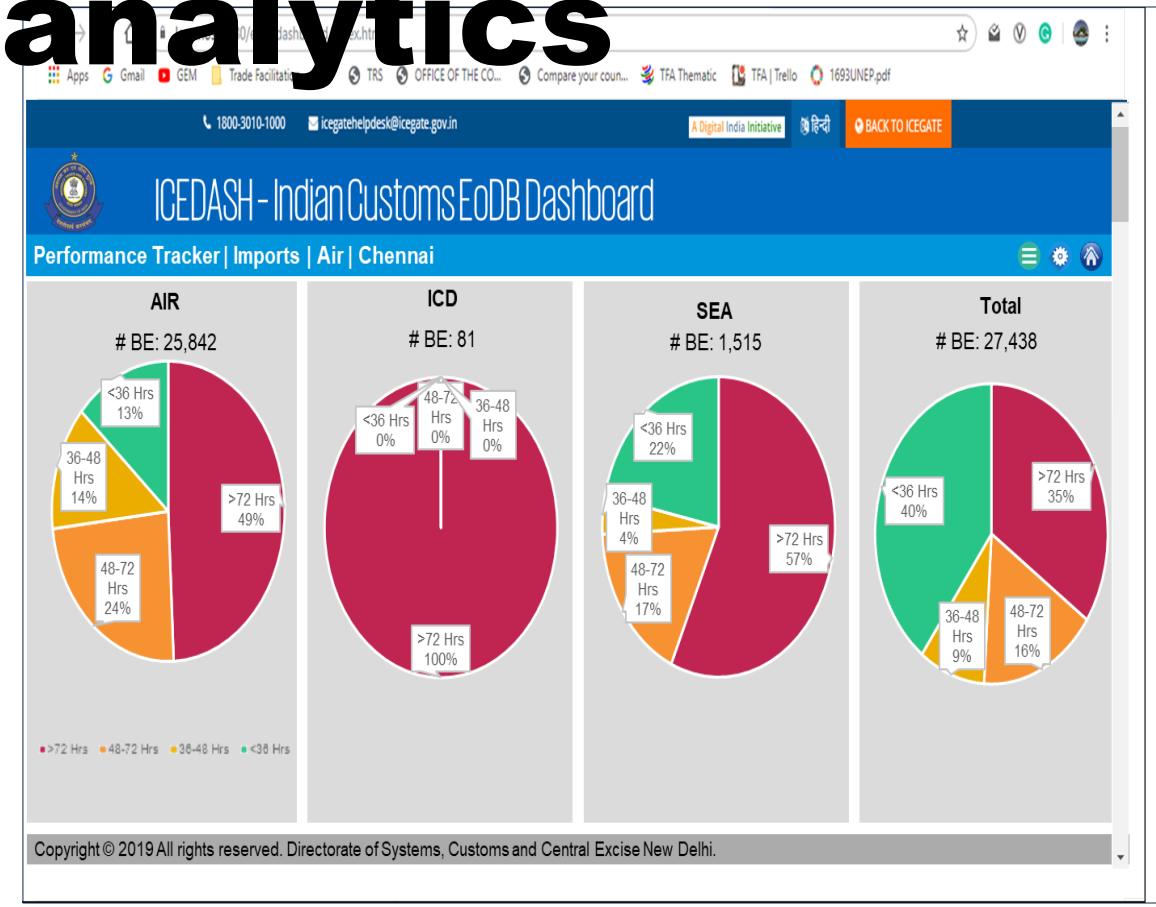
Live TRS
Real time visibility to KPIs by integration of data from different stakeholders and premises, by leveraging AI & ML to publish a live TRS, wherein a consignment can be mapped in real time

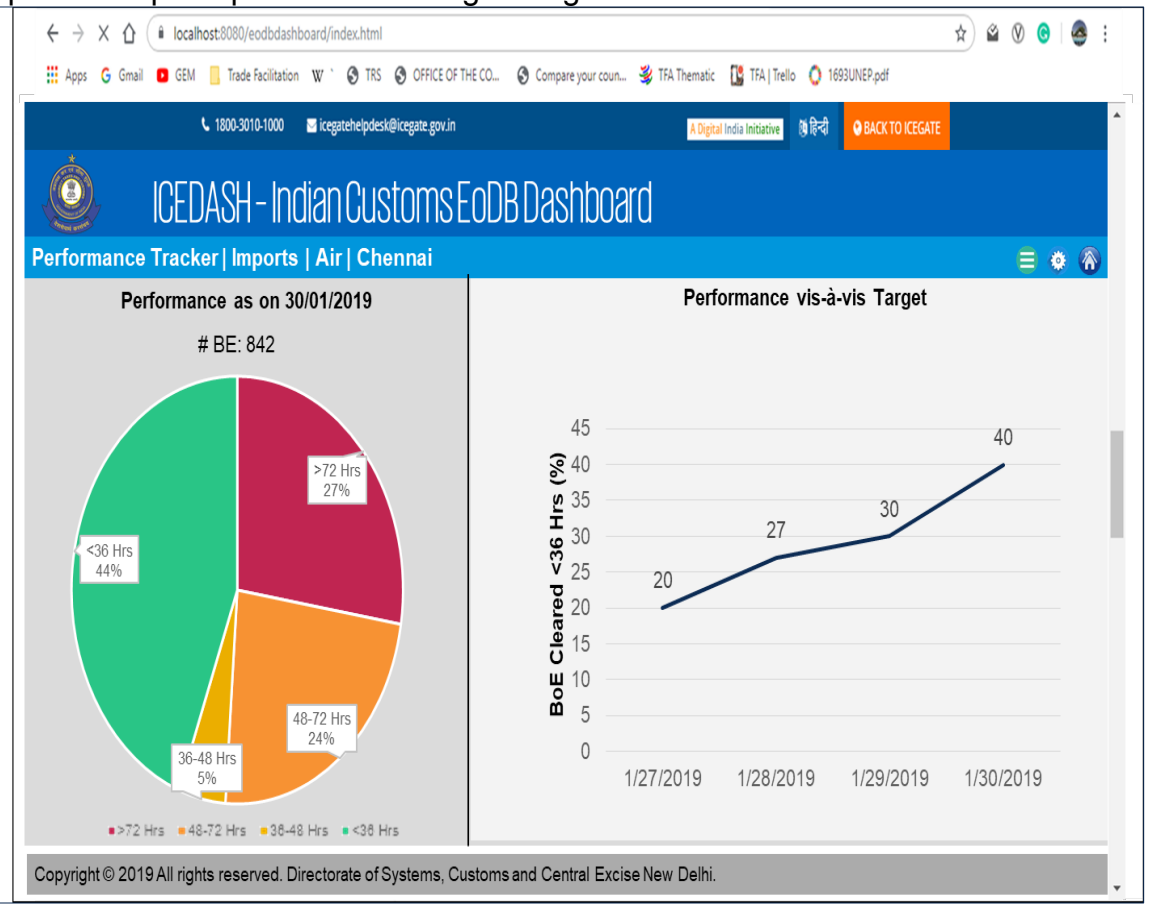
Integration of Systems

- **ICEGATE , TOS , PCS , PQIS , FICS , CFS Systems , Custodian Systems and associated to be integrated and communicate to maximum extent possible**

#Nudge performance through analytics

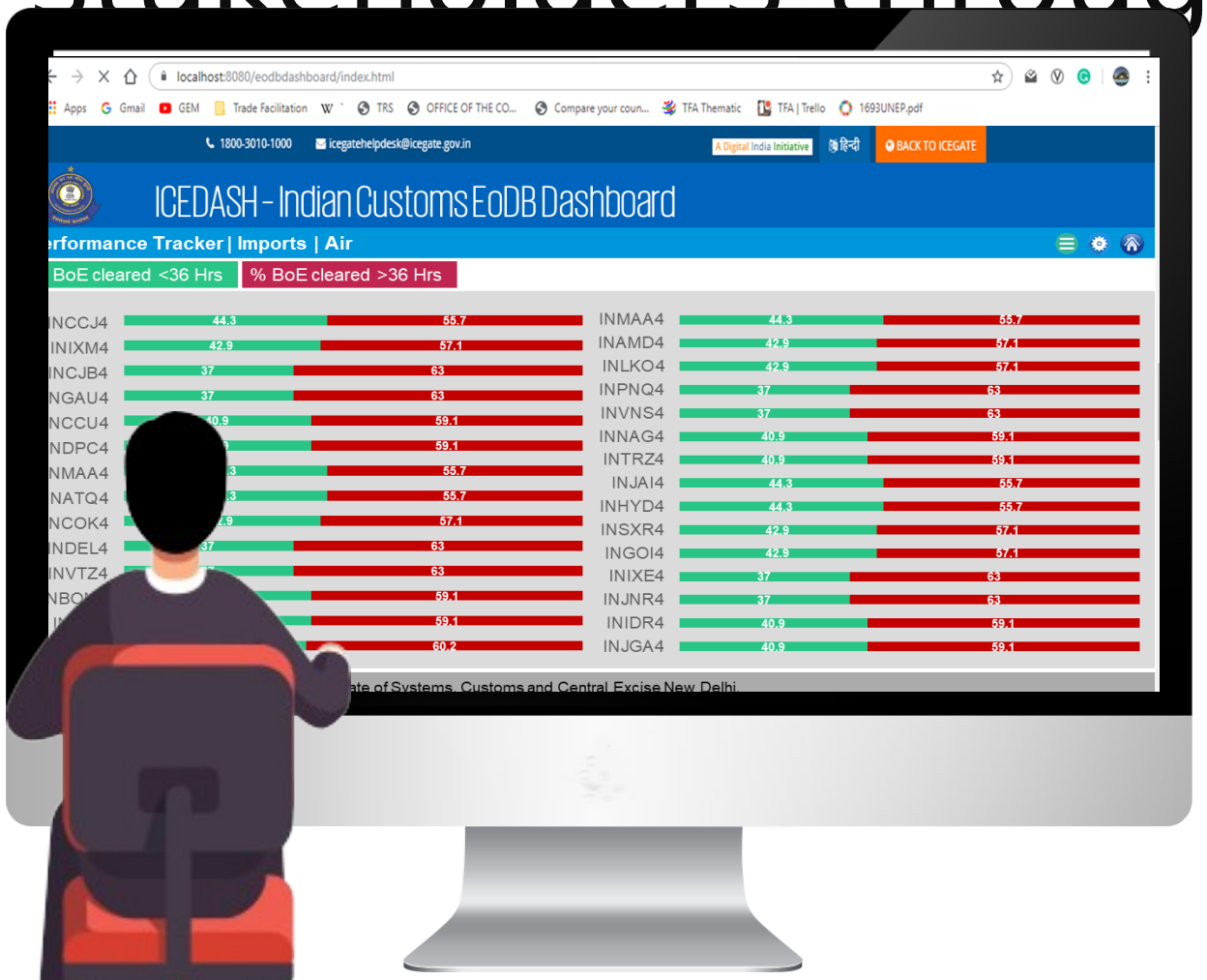
Consolidated view of clearance time across ports and port specific monitoring of targets





ICEDASH promotes **performance driven behavioral change** with real time visibility to clearance time across formations

#Nudge performance of all stakeholders through dashboard



1. Enhance performance of an officer

2. Promote competitiveness between field formations

3. Sensitize and improve performance of all stakeholders

NUDGE

.... And teach them to Dance?

Thank You