



#### **VISION**

100% Voluntary compliance for a better Kingdom of Eswatini.

#### **MISSION**

To provide an effective and efficient revenue and customs administration, driven by a high performance culture that promotes compliance through fair, transparent and equitable application of law.

# **Increasing Customs efficiency through ASYCUDA System for Performance Measurement (ASYPM) 02 January 2022**

**'Raising the Standard'**

# Scope



- **Implementation of ASYPM in ERS**
- **Outcomes from indicators**
- **ERS lessons learnt**

# Implementation of ASYPM



- Eswatini benefitted from the SADC Trade Related Facility to implement projects contributing to the Trade Facilitation Agreement
- UNCTAD was appointed to provide technical assistance and delivery of project related activities from 2018 to 2020
- Project started on the descriptive stage/ phase
- It was piloted at 5 stations, chosen on bases of size, volume of trade and types of transactions dealt with

# Implementation of ASYPM



- I. Ngwenya – because it is the major port of entry in terms of trade volumes and revenue contribution to total collections in the country
- II. Matsapha ICD – station responsible for facilitating clearances of inward transits and rail traffic
- III. Lavumisa – Based on volumes of the Transit (IM8) traffic that are initiated both for inland clearance as well as through-transits



# Implementation of ASYPM in ERS

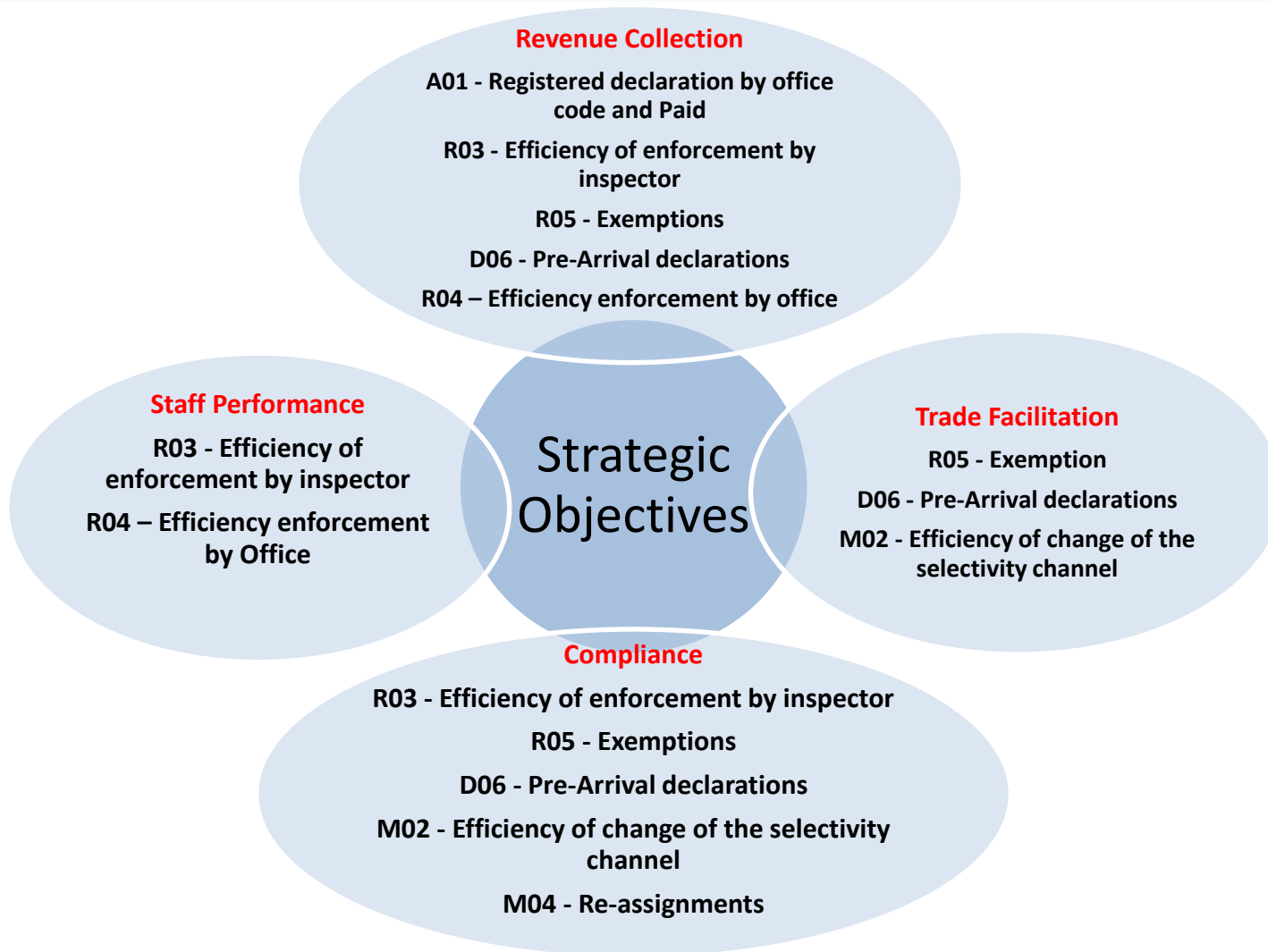
- IV. King Mswati III International Airport – station that facilitates clearance of air cargo
- V. Lomahasha – Based on the Transit Traffic.

# Implementation of ASYPM



- A project team was formulated with ten officers from the various ports of entry, Operational Policy – (including ASYCUDA) as well as ICT team that support ASYCUDA
- A total of seven indicators were prioritized in line with the strategic objectives of 2018/21

# Selection of Indicators



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# Outcomes from Indicators



INDICATOR	JUSTIFICATION / RELEVANCE TO ERS	COMMENT
<b>A01: Registered Declarations by Office code and Paid</b>	Indicator measures how much we have collected against imports. We also use it to compare similar economic activity.	Transactions are cash and deferred – observations indicated a higher percentage on deferred than cash.
<b>R03: Efficiency of enforcement by Inspector</b>	Indicator measures results of checks and controls performed by each examiner which impacts on revenue, compliance and staff performance (post-entry modifications).	Indicator is currently used to assess possible under valuations to inform compliance and declarants/staff training needs.
<b>R04: Efficiency of Enforcement by Office code</b>	Indicator measures performance by office through post-entry modifications to ascertain if such amendments yield recovery/loss of duties and taxes	We discovered that in some instances we collected high revenue through the amendments and the same would be the case with refunds especially those relating to the wrong use of procedure codes



# Outcomes from Indicators (cont..)



INDICATOR	JUSTIFICATION / RELEVANCE TO ERS	COMMENT
<b>R05:Exemptions</b>	Indicator touches on policies for rebate and exemptions. It monitors increase of exemptions and rebates granted to individuals and entities, in order to limit negative impacts on revenue collection.	Indicator showed the highest exempting additional procedure code and revenue that would have been collected if not exempt.
<b>M02: Efficiency of change of the selectivity channel (re-routed)</b>	Indicator helps us on issues of compliance and time it takes to process a channelled declaration, which impacts on trade facilitation.	We discovered that the number of declarations channelled to the red lane were high with a low yield on revenue. This necessitated a review of selectivity criteria.
<b>M04: Re-assignments</b>	Indicator mainly assists us on integrity issues amongst other things.	A lot of re-assignment of declarations were noted.
<b>D06: Pre-arrival Declarations</b>	Indicator provides information on pre-cleared declarations. This assists us to determine if initiatives like the pre-clearance facility are being used to promote trade facilitation.	We noted that the pre-clearance was sitting at 20%, which means documents are prepared on arrival at the point of clearance.

# Lessons Learnt



INDICATOR	ISSUES NOTED	PROPOSALS
<b>A01: Registered Declarations by Office code and Paid</b>	Gaps were noted in the management of deferred.	The deferred management process is currently being reviewed to improve payment compliance
<b>M02: Efficiency of change of the selectivity channel (re-routed)</b>	The number of declarations channelled to the red lane were high with a low yield on revenue.	A review of selectivity criteria and improve quality of physical examinations and feedback provided on outcomes from the interventions
<b>M04: Re - assignments</b>	A lot of re-assignment were noted.	Redeployment and employ of more officers
<b>D06: Pre-arrival Declarations</b>	Pre-clearance is very low (approximately 20%) .	Engage/educate our stakeholders to promote pre-clearance in order to ease border bottlenecks

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# Thank you