

Seminar on promoting integrity in Customs and border services  
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# Measures undertaken by Customs to promote integrity

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Customs project in Bishkek

## **Corruption: a sensitive issue for Customs**

- **Duty and tax collection**
- **Contact with important income flows**
- **Concentration of the in a few points (borders)**
- **Application of procedures that can be complex / risky procedures**

More risks than in other administrations

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## *Types of measures*

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- **1. Improvement of general environment**
- **2. Preventive measures**
- **3. Appropriate level of sanctions**
- **4. Promotion of information towards civil society**

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# *1. Improvement of general environment*

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Providing for normal conditions of life

- Salaries at a normal level and in a regular basis

Ex: establishment of customs fees, remuneration for seizures

- Accommodations facilitations

Ex: Provide for apartments

# *1. Improvement of general environment*

- In many countries, the salary of Customs officers is higher than in other administrations.
- It is the counterpart of responsibility (duty collection, security of payments means, security issues for weapons utilization).
- Special attention should be paid to the Head of office as counterpart of his responsibility

# 1. Improvement of general environment

## **Transparency of legislations, regulations and procedures**

- Adoption of clear and non contradictory regulation
- Promote quick and simple procedures
- Reform and simplify the risky procedures

Ex: duty free, customs regimes

- Automated procedures

# 1. Improvement of general environment

Publication and access to information on customs regulations and procedures

Ex:

- Publication of brochures
- Information at the border points (billposters)
- Internet site
- Special phone dedicated to the public and enterprises to collect information
- Contact point to advice on procedures

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## *2. Prevention of risky behavior or activities*

- Accountability control and internal control

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  - Accountability and procedure control on a regular basis
  - Service inspection from the Central service
  
- Team management
  - Determination of priorities
  - Avoid one by one inspection / promote inspection in a team

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- Training: basic level / advanced level

Role of direct supervisor / Head of office



### ***3. Sanction***

- Adoption of a legal framework to promote integrity
  - Prohibition of taking/giving any advantages thanks to the professional position or duty
  - Prohibition of business activities
- Level of sanction
  - Significant
  - Systematic
  - Give supportive examples

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## *4. Promotion of information toward the civil society*

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- Possibility to complain
- Consideration of complains and responses / Internal external examinations
- Public awareness campaign

Ex:

- Hot line
- Book of complains
- Measurement of changes and situation assessment

## *Role of many actors*

- **Supervisor and manager are the key actors**
- **Responsibility of all people, dealing with customs procedures**