Directorate General of Customs – Côte d’Ivoire
28 April 2020

Expedited measures adopted by the Directorate General of Customs to manage the COVID-19 pandemic

The Directorate General of Customs has adopted a number of expedited measures aimed at supporting economic activities as part of the Government’s response to the COVID-19 pandemic.

These measures are aimed at adapting formalities and procedures to the challenging circumstances of this pandemic, and fall under the following headings:

- streamlining of Customs clearance formalities and acceleration of the Customs clearance procedure;
- reorganization of Customs services;

I. STREAMLINING OF FORMALITIES AND ACCELERATION OF THE CUSTOMS CLEARANCE PROCEDURE

- option for economic operators to send correspondence and applications to e-mail addresses that have been provided for this purpose, so that these documents can be handled electronically and visits to Customs services can be reduced;

- acceptance of documents forwarded electronically (invoices, bills of lading, certificates of origin, insurance certificates, etc.) as valid for Customs clearance purposes;

- secure access to the Automated Customs Clearance System (SYDAM) via any Internet connection, for both economic operators and Customs clearing agents; the aim of this change is to facilitate remote working by allowing Customs operations to be completed from a computer workstation without needing to visit an office;

- suspension of the requirement for certain documents within the framework of documentary checks (cargo tracking note, verification of conformity, etc.);

- reduction in the number of documents required for the handling of VAT credit refunds, in particular through the suspension of the requirement to produce a declaration of payment in the country of destination or the TIF (International Rail Transit) document;

- streamlining of the procedure for handling sensitive goods in transit (five stages instead of seven), with the transfer of certain checks and authorizations normally carried out by the Director or Sub-Director of Economic Regimes to the Head of the Transit and Certificates Office;

- option for consignees to forward manifests electronically (in PDF format) to the competent Customs services, using the following e-mail addresses:
  - dsdpssmanifeste@douanes.ci (for the Autonomous Port of Abidjan);
  - dранpedromanifeste@douanes.ci (for the Port of San Pedro);
Measures implemented for the purpose of accelerating Customs clearance procedures include the following:

- option for operators to unload sensitive goods directly from the vessel upon presentation of a bill of lading or air waybill stamped by the Customs services;

- increase in the number of approved Customs brokers eligible for the permanent and automatically validated release of goods imported by air on the basis of provisional notes; prior to the outbreak of the crisis, one operator was eligible (BOLLORE Transport & Logistics) – three others are now eligible (DHL CI, Transit Transport Services (TTS) and Packing Service);

- extension of the deadline for settling provisional notes for the release of perishable goods and basic foodstuffs imported by air from 5 days to 15 days;

- changes to the selection criteria aimed at increasing the number of declarations eligible for expedited circuits, namely release notes (green circuit) and non-intrusive controls (scanner-based controls);

- suspension of wharf checks for high-risk imports or exports, and the replacement of these checks with home visits;

- reduction in the deadline (48 hours instead of five days) for issuing valuation documents for urgent shipments, foodstuffs, perishable products and industrial inputs;

- option for users to submit accounting documents directly to SYDAM World.

II. REORGANIZATION OF CUSTOMS SERVICES

The following measures have been implemented in keeping with the provisions of the Decree enacted by the Minister for Civil Service:

- changes to working hours:
  
  o Customs clearance, collection, inspection and support services: 08:00 to 14:00/Monday-Friday;
  
  o surveillance services at ports, the airport, the Intervention and Research Group (GIRA), the Mobile Rapid Intervention Unit (UMIR) and Regional Directorates: around the clock;

- introduction of a rota system based on the double vacation system in order to ensure that officials can observe social distancing at a minimum of one (1) metre;

- round-the-clock access to the Automated Customs Clearance System (SYDAM);

- scaled-back service for the urgent handling of goods covered by a prior import authorization;

- office opening hours extended beyond 16:00 on working days and Saturday opening for export operations; full containers are handled around the clock, and the scanner is operational at all times;
- designation of certain offices at land borders to serve as economic corridors with a view to avoiding any interruption in the supply of basic necessities to the national market; these include:
  
  o eastern border: offices at Takikro and Noé;
  o northern border: offices at Ouangolodougou and Pogo;
  o western border: office at Sipilou.

III. ECONOMIC SUPPORT PLAN

Measures provided for under the Government’s Economic, Social and Humanitarian Support Plan for businesses include:

- suspension of post-clearance audits and current court proceedings instigated on the basis of such audits for a period of three (3) months;
- exemption from import duties and taxes levied by Customs on health equipment, materials and other health inputs related to the fight against coronavirus (COVID-19).

The Director General of Customs has adopted the following regulatory acts as a framework for the implementation of these facilitating measures:

- Decision No. 052/MPMBPE/DGD of 23 March 2020 on the establishment of a Monitoring Committee;
- Memorandum No. 053/MPMBPE/DGD of 25 March 2020 on the functioning of Customs services during the COVID-19 crisis;
- Decision No. 053/MPMBPE/DGD of 26 March 2020 on the establishment of a Crisis Committee for the duration of the coronavirus (COVID-19) pandemic;
- Circular No. 2077/MPMBPE/DGD of 31 March 2020 on measures to facilitate Customs procedures for the duration of the COVID-19 pandemic;
- Circular No. 2078/MPMBPE/DGD of 6 April 2020 on the suspension of post-clearance audits for a period of three (3) months;
- Circular No. 2079/MPMBPE/DGD of 6 April 2020 on streamlining of the procedure for issuing Customs compliance certificates for refunds of VAT credits;
- Circular No. 2080/MPMBPE/DGD of 6 April 2020 on approved Customs brokers eligible for the permanent release procedure on the basis of provisional notes;
- Circular No. 2081/MPMBPE/DGD of 6 April 2020 on the electronic filing of manifests.