

National Customs Directorate of Paraguay
9 April 2020

Summary of the main measures taken to face the risk of COVID-19 expansion.
Established by Regulations issued in this regard.

1) In relation to Customs officials:

- Suspension of the register (entry time and departure time) of all National Customs Directorate officials through Biometric Readers.
- The Directors, Coordinators, Administrators and Heads of Department have to send to Human Resources (HR) Directorate, the list of officials with non-essential functions, who will be immediately exonerated from the obligation to come to their work places.
- Officials with essential functions must come to their workplace. To make their attendance registration, they will be allowed to send manual attendance sheet.
- Exonerate from the obligation of attendance, upon request via the Justification System available on the Intranet or by forms provided by the HR Directorate, for the following officials:
 - a) With chronic diseases, respiratory diseases, and/or has had dengue in the last 20 (twenty) days, supported by corresponding documentation;
 - b) Over 60 years old;
 - c) People with disabilities;
 - d) Pregnant and lactating mothers;
 - e) Who have a family member who needs special care (justified by medical evidence or other certified documentary evidence) and/or who have minor under their exclusive care, as a consequence of the suspension of all educational activities (justified by the pertinent documentation).
- All other cases, not covered by the above measures, may be justified normally via the Justification System or through the forms provided by the HR Directorate.
- It is mandatory to report to the HR Directorate, the suspected cases of officials with symptoms of COVID-19. It is entrusted to the Institutional Commission for the prevention of accidents (CIPA) who prepared a protocol for verification and alerts of officials with symptoms of probable coronavirus infection. All officials

who have symptoms of probable coronavirus infection are encouraged not to come to their workplaces due to the risk of transmission to other staff members.

- The Administration and Finance Directorate shall provide, as soon as possible, the protection items for the normal performance of Customs officials in a safe environment and reinforce the cleaning service, including disinfection, reducing personnel and giving priority to critical areas.

2) In relation of goods

- Entrust the Central Guard Department to establish, jointly with the health authorities, an action protocol for the checks of people, means of transport and merchandise at border crossings and airports. These measures must compulsorily include risk criteria for the inspection.
- Instruct the Customs Procedures Directorate, together with the Information and Communication Technology Directorate - SOFIA that (while the contingency lasts) the import clearances, under the green channel, should be presented only to the Intervening Customs Registry Division, once the commercial documents have been received. The status CANCELED/EXIT will be assigned to the import declaration and, without further processing, customs clearance of the goods should be completed.
- The dependencies of the National Directorate of Customs must ensure that only the commercial trade assistants, who have their respective identification cards and are carrying out a work activity within the premises, remain in the customs areas.
- The reception of files or documentation by Customs officials must be carried out with the use of protective gloves. Each unit must identify in writing, the cases needing deferred treatment and must communicate, in visible places, the days that they will be received.
- The presence of informal vendors and visitors in the Customs areas is prohibited, the Directors and Customs Administrators being liable to sanctions provided for Public Function Law 1626/00.
- The Secretariat General has issued a statement concerning the authorization of an email as an alternative method for receiving and processing of applications.
- ***Also, the different Customs units have implemented strategies and actions, through the use of electronic systems, according to the nature of their functions, including the ICT Directorate SOFIA, Department of administrative summaries and activities related to audits.***