

Papua New Guinea (PNG) Customs Service

12 May 2020

Measures adopted by PNG Customs Service to manage the COVID-19 pandemic

1. Measures aiming to Facilitate the Cross-border Movement of Relief and Essential Supplies
1.1. Exemption granted to Relief and essential supplies and use of Provisional clearance to expedite clearance of goods.
2. Measures aiming at Supporting the Economy and Sustaining Supply Chain Continuity
2.1. Coordination with relevant agencies to obtain pre-arrival notices
2.2. Revision of procedures to enhance trade facilitation and revenue collection through electronic means.
2.3. The use of provisional clearance to clear immediate clearance of relief and essential supplies
2.4. Enhancement of cargo clearance system to allow to improve electronic lodgements and electronic clearances
3. Measures aiming at Protecting Customs administrations' Staff
3.1. Revision of procedures to minimize physical intervention.
3.2. Work areas operating on shift schedules to apply social/ physical distancing.
3.3. The procurement of appropriate Personal Protective Equipment (PPEs) for all staff.
4. Measures aiming at Protecting Society
4.1. In coordination with other agencies by implementing the State of Emergency Orders

at the borders

5. Other Measures.

5.1. A Business Continuity Plan (BCP) was developed and activated for operation of essential staff to ensure flow of business in compliance with World Health Organization (National Department of Health) health safety requirements.

5.2. An Incident Management Centre (IMC) was established to monitor and report daily activities and situations at the borders.

5.3. The IMC enabled centralization of situational reports from Customs regional ports nationwide. This allowed Management to identify and provide appropriate response to issues that arose.

5.4. PNG Customs representation at the National Operation Centre enhanced effective communication of updates to ensure compliance of State of Emergency Orders at the borders.