World Trade Organization Agreement on Trade Facilitation (WTO TFA)

“Availability of Trade Information on the Internet (Art. 1.2 TFA) & “Enquiry points” (Art. 1.3)”.

Joint Meeting of the Permanent Technical Committee (PTC) and the WCO Working Group on the WTO Trade Facilitation Agreement (TFAWG)

March 05, 2019
WCO Headquarters, Brussels

AFIDAH AB AZIZ
First Secretary (Customs)
Royal Malaysian Customs Department
customsmy@skynet.be
1. INTRODUCTION

2. RATIFICATION AND IMPLEMENTATION OF WTO AGREEMENT ON TRADE FACILITATION

Article 1: Publication And Availability Of Information

Art. 1.2: Availability of Trade Information on the Internet
Art. 1.3: Enquiry Points

3. WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT

4. WAY FORWARD
MALAYSIA AND THE WTO

Malaysia has been a WTO member since 1 January 1995 and ratified WTO TFA on 26 May 2015.

The WTO Trade Facilitation Agreement entered into force on 22 February 2017 when the WTO obtained acceptance of the Agreement from two-thirds of its 164 Members.
RATIFICATION AND IMPLEMENTATION OF WTO TRADE FACILITATION AGREEMENT (TFA)

Share of Categories A, B, C
Based on % of all notifiable items

Notification Status

Rate of implementation commitments

94.1% rate of implementation commitments to date across categories
5.9% rate of implementation commitments by February 2022 without capacity building support

CATEGORY B:

1. Art. 7.8: Expedited Shipment
2. Art. 11.9: Freedom of Transit

Source: https://www.tfadatabase.org/members/malaysia
Art. 1.2 measures on the information a government provides to the public regarding import, export and transit procedures, and the manner by which it is provided.

Members shall prepare practical guides to their import, export, and transit procedures including appeal procedures and publish on the internet. Also to provide forms and documents and relevant trade laws.

The information available covers - consumer (individual and traders), industry (manufacturer, warehouse, free zone), travelers (tourist guide, currency control).
ARTICLE 1 : PUBLICATION AND AVAILABILITY OF INFORMATION

1. Ministry of International Trade and Industry (MITI)
   MITI is the focal point in consolidating and streamlining Malaysia's active participation at the WTO. (www.miti.gov.my)

2. Ministry of Finance (MOF)
   myTRADELINK, which connects trading communities with the relevant government agencies and businesses involved in global trade and logistics. (www.mytradelink.gov.my)

3. Royal Malaysian Customs Department (RMCD)
   Collect revenue and provide trade facilitation through enforcement of and compliance with applicable law to spur economic growth, maintain national security and public welfare. (www.customs.gov.my)
ARTICLE 1 : PUBLICATION AND AVAILABILITY OF INFORMATION
WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT (www.customs.gov.my)
DIRECTOR-GENERAL’S FOREWORD

Welcome to the official website of the Royal Malaysian Customs Department (RMCD)

This website is developed to enable the public to access information related to the Royal Malaysian Customs Department. Information that can be obtained from this website includes corporate information, organization and Customs related matters such as Goods and Services Tax (GST), Online services such asすH-explore, ROmC, Authorized Economic Operator (AEO), e-Window, and e-Government Online Public Complaint System, すH-Alert Management Monitoring System, Weekday night (International Affairs Compendium), etc. The すH-Alert System and GST Online すH-Alert System are available to enable members of the public and clients of the Department to acquire these services without having to be present at the Customs offices. Members of the public are welcome to give constructive comments for continuous improvement of the website. I do hope that this website will be a platform for acquiring information and to expedite services delivery by the Royal Malaysian Customs Department. Thank you.
WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT
(www.customs.gov.my)

TOURIST GUIDE

LICENSE APPLICATION PROCEDURE TO IMPORT TOBACCO INCLUDING CIGARETTE AND LIQUOR

Licence Application Procedure To Import Tobacco Including Cigarette and Liquor:

Imperial Tobacco Malaysia Limited has an Import Licence for the purpose of obtaining tobacco products from the overseas supplier. The Licence Application Procedure To Import Tobacco Including Cigarette and Liquor is as follows:

1. Application for an Import Licence:
   - To obtain an Import Licence, an applicant must submit a completed application form to the Royal Malaysian Customs Department. This form is available on their website at www.customs.gov.my.
   - The application must be accompanied by the required documents, which include but are not limited to passport copies, business registration certificates, and proof of financial capacity.

2. Processing of Application:
   - Upon submission, the application is reviewed by the customs authorities. If all requirements are met, the applicant will be notified.
   - If any information is incomplete or incorrect, the applicant will be requested to provide additional or corrected information.

3. Issuance of Licence:
   - Upon approval, an Import Licence will be issued to the applicant, which allows them to import tobacco products.

4. Compliance:
   - The applicant must comply with all customs regulations and requirements related to the import of tobacco products.
   - Failure to comply may result in penalties or legal action.

5. Renewal of Licence:
   - The Import Licence is valid for a specified period, after which it must be renewed. The renewal process is similar to the application process.

6. Review and Renewal:
   - The Royal Malaysian Customs Department may review the Import Licence periodically to ensure compliance with all regulations.
   - If there are any changes in the applicant's circumstances, such as changes in business or location, the applicant must inform the customs authorities.

For more information, please visit the Royal Malaysian Customs Department website at www.customs.gov.my or contact them directly.
IMPORTATION OF ELECTRICAL GOODS

CUSTOMS ORDER

WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT
(www.customs.gov.my)

Importation of Electrical Goods

Importation of electrical goods for domestic use as listed under SA. Fourth Schedule of Customs (Prohibition of Imports) Order 1956 are subject to approval certificate issued by the Chief Executive Officer, Malaysian Energy Commission (HEC).

Objective

This notice is issued to explain to the public regarding the electrical goods importation guideline for domestic use.

Current Procedure

Importation of electrical goods can be done in two ways:

1. Without HEC Approval Certificate requirement.
2. With HEC Approval Certificate requirement.

Importation without HEC Approval Certificate requirement is allowed following these situations:

- Electrical goods for domestic use brought in by persons transferring from abroad;
- Electrical goods for domestic use brought in by passengers air

Importation with HEC Approval Certificate requirement is allowed following these situations:

- For goods such as the above, importers are required to complete 3 copies of Form A and submit them to Customs Office at the Import Station or entry point. One copy of Form A will be held by the importer upon verification of the details on the form. The second copy will be held by Customs Office at all entry points.
- The second copy held by Customs Office at all entry points is required for each electrical good imported.

Enquiry

For further clarification please contact:

Chief Executive Officer
Malaysian Energy Commission
1001, 22nd Floor, Menara TNB, Pandan Indah
Jalan Sultan Ismail
50250 Kuala Lumpur
Tel: (603) 21204122/3
Fax: (603) 21204124
ARTICLE 1 : PUBLICATION AND AVAILABILITY OF INFORMATION

Art. 1.3 Enquiry Points (Art. 1.3 TFA)

Art. 1.3 measures on enquiry points to answer reasonable enquiries of governments, traders and other interested parties.

RMCD provides the enquiry point contact information via Customs Call Center (CCC) to assist client and stakeholder on their enquiries related to customs matters.

There are 30 officers located in CCC that operates every day from Mon-Fri (8.30am to 10.00pm), Sat-Sun (8.30am to 5.00pm) and closed on public holiday. Email received will be responded within 2-5 working days.

- CCC number : 1-300-888-500
- CCC email ccc@customs.gov.my
WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT (www.customs.gov.my)

CUSTOMS CALL CENTER

Pengumuman Terkini
- AMARAN JANGAN JUAL ROKOK DAN ARAK SELUDUP
- KEPUTUSAN TENDER KENDERAAN LUCUTMAK KASTAM BIL. 3/2018

HUBUNGI KAMI
Untuk maklumat tarif, sila klik di sini
MON - FRI
(8.30 A.M - 10 P.M)
SAT - SUN
(8.30 A.M - 5 P.M)
PUBLIK HOLIDAY - CLOSED
1-300-888-500

CARIAN EJEN CUKAI
Seniari Ejen Cukai GST

uCustoms
Akses perkhidmatan kami secara online, atau masuk ke platform kami untuk lebih lanjut.

CONTACT US:
- WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT (www.customs.gov.my)
- CUSTOMS CALL CENTER
  HUBUNGI KAMI
  1-300-888-500
- CARIAN EJEN CUKAI
  Seniari Ejen Cukai GST
- uCustoms
  Akses perkhidmatan kami secara online, atau masuk ke platform kami untuk lebih lanjut.

- APLIKASI
  TAP
  MyTTx
  MySST
- PERKHIDMATAN
  AEO
  WebCOR
  e-Aduan
eVis
  HS-Explorer
  S.P.P.A
  Inter Affairs
  Forex
- HUBUNGI KAMI
  1300 888 500 (Pusat Pergantian Kastam)
  1800 888 855 (Aduan Penyeludupan)
  03 8882 2130/2300 (Ibu Pejabat)
  ccc@customs.gov.my
- JUMLAH PENGUNJUNG
  1
- IBU PEJABAT
  Jabatan Kastam Diraja Malaysia,
  Kompleks Kementerian Kewangan No 3,
  Perdana Perdana,
  Presint 2,
  6259, Putrajaya
  Last Update: 31/01/2019

LANGGANAN BERTITA
Munculkan melalui
Langganan

- JKM WEBSITE
- MJAT TURUN
- AGENSI
CUSTOMS CALL CENTER

Customs Call Center

For further enquiries, please contact Customs Call Center:

1 300 88 8888 (General Enquiries)
02-6682 2100/2300/2600 (Headquarters Putrajaya)
1 800 88 6888 (Smuggling Report) 24 Hours
ccc@customs.gov.my

Operation Hour:
Monday - Friday (8.30 a.m. - 10.00 p.m.)
Saturday (8.30 a.m. - 5.00 p.m.)
Closed

Please contact your nearest Customs Office, Locate your nearest Customs Office here.

SST Help Desk

Operation Hours: 8.30 a.m. - 5.30 p.m.
Monday to Friday (for states without falling on Saturday/Sunday)
Sundays to Thursdays (for states weekend falling on Friday/Saturday)

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<td>Negeri</td>
<td>IBU Pejabat KEC</td>
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<td>WP PUTRAJAYA</td>
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FREQUENTLY ASKED QUESTIONS (FAQ)

WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT
(www.customs.gov.my)

Authorized Economic Operator Programme

What is an AEO in Malaysia?
An economic operator is a person who, in the course of their business, is involved in activities covered by customs. An authorized economic operator (AEO) is defined as an economic operator who is reliable/compliant in the context of related operations and, therefore, entitled to enjoy benefits provided in the AEO Programme.

What are the benefits?

Why apply for AEO?

Who can apply?

How to apply?

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<td>3.1. Company is required to submit the following documents:</td>
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<td>i. Official letter of application;</td>
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<td>ii. AEO Application Form (in Attachment 2);</td>
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<td>iii. Company’s Profile;</td>
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<td>iv. Copy of Company Registration Certificate;</td>
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<td>v. Copy of Form 1 or Form 4;</td>
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<td>vi. Completed Self-Assessment Compliance Checklist (in Attachment 2);</td>
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<td>vii. List of personnel who will deal with Customs and list of forwarding agencies given the authority to represent the company;</td>
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<td>viii. Copy of certificates and permits of such, such as ISO certificate, COTRAT (if any);</td>
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<tr>
<td>ix. List of invoices and delivery orders (if any);</td>
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<tr>
<td>x. Copy of the latest Financial Statement, audited by a certified auditor;</td>
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<tr>
<td>xi. A letter stating agreement to comply with the conditions under AEO (if applicable);</td>
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3.2. Only one copy of the application with the documents mentioned in 3.1 is to be sent to the AEO Secretariat at the following address:

AEO Secretariat
Trade Facilitation and Industry Sub-Division
Customs Division, Level 10th
Finance Ministry Complex
No. S, Jalan Perdanginan 2
Federal Government Administrative Centre
62000 PUTRAJAYA.
WEBSITE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT (www.customs.gov.my)

ANNOUNCEMENT

AMARAN JANGAN TUAL!

1 paket rokok atau 1 botol arak seludup, hukuman berat menantinya!
*Denda minima RM100,000, minima pergera 6 bulan

Customs Museum was established on August 22, 2000. It was launched by His Majesty, 10th Duli Yang Maha Mulia Al-Sultan Sultan Ahmad Shah. This is the first of its kind in Malaysia and is located at the Multimedia Development Corporation (MDeC) Park in Cyberjaya. The main objective of this museum is to provide information about the Royal Malaysian Customs Department (RMCD) and its role in the community. The museum aims to educate the public about the importance of customs enforcement and its impact on the economy.

Visiting hours:
9.00 am - 5.00 pm (everyday including holidays)

Address:
Musium Jabatan Kastam Diraja Malaysia
(Royal Malaysian Customs Department Museum)
Jalan Merdeka, Bandar Hilir,
75000 Melaka.
Royal Malaysian Customs Museum.
Clients' Charters

GENERAL INFO

We are committed to provide professional services to clients. Readiness to improve service in line with clients expectation and emphasise on the following criteria:

1. In accordance to statutory law
2. Precise in decision making
3. Within the stipulated time
4. Friendly and fair treatment

In implementing the trust bestowed upon us and responsibility to administer and enforce law in the interests of economic, social and national security, we pledge to:

Management Area

- Process the payment within 14 working days from the date of receipt completed vouchers to the date of submission of Electronic Funds Transfer (EFT) to the bank.
- Prepare tender evaluation report for consideration by the Procurement Board/Ministry of Finance within 30 working days from the tender closing date for tender which does not involved technical evaluation and 45 working days for tender which involve technical evaluation (excluding technical evaluation by external parties).
- Prepare quotation evaluation report for consideration by the Department Quotation Committee within 15 working days from the closing date submission of quotation which does not entail technical evaluation and 30 working days for quotations which involve technical evaluation (excluding technical evaluation by external parties).
- Resolve technical issues of ICT equipment (that does not involve the application system) within 5 days from the date the report is received.
- Provide acknowledgment responses to queries and complaints within 5 working days upon receipt.
CUSTOMER FEEDBACK

Customer Feedback

Customer feedback on the findings of the audit is a method to measure the quality of service provided by audit officers of the Royal Malaysian Customs Department (RMCD) and the implementation of a compliance audit. Auditees are encouraged to give feedback for the improvement of the services provided.

Auditees can download CUSTOMERS FEEDBACK FORM and send it to the Compliance Management Division, RMCD Headquarters via:

1) Faksimili: 03 - 8882 4914/4915/2798 or
2) E-mail: pematuhan.hq@customs.gov.my

Cooperation from the company will assist in improving the RMCD’s delivery system effectively. Please stamp your company’s name to authenticate the feedback.
RMCD website provides link to other agencies include:

i. Ministry of Finance;

ii. Ministry of International Trade and Industry;

iii. Public Services Department;

RMCD continues to further develop more customs procedure and description of import, export, transit, advance ruling and compliance etc. in both Malay and English.

At the same time to add more question in FAQ section to cater current needs for all customs client and stakeholders.
THANK YOU!

Joint Meeting of the Permanent Technical Committee (PTC) and the WCO Working Group on the WTO Trade Facilitation Agreement (TFAWG)

March 05, 2019
WCO Headquarters, Brussels