

Initiatives of Chilean Customs

Advance Publication

In the case of Chile Customs consultations are carried out only for regulations and administrative procedures during the advance publication period.

The National Customs Service offers to the international traders, draft of amendment regulations, in order to receive comments about the object for minimize errors or difficulties on the implementation the new regulations.

Thus, when a draft regulatory amendment is published in the Customs website, users will have a specific time to make his comments and observations to email.

Private Public Customs Council

The Private Public Customs Council is an instance for ongoing dialogue of the National Customs Service with stakeholders that aims to collect feedback on the rules, procedures, information and services that gives Customs.

Regulatory Agenda

The Customs Service has incorporated the "Normative agenda" as a management tool that allows the review, update, simplify and / or generation of new customs procedures, in order to improve user satisfaction and quality of care.

The Normative Agenda begins with a call to foreign trade users who can propose initiatives on normative matters, legal, administrative, control and services.

It is intended that proactively different agents related to foreign trade proposed initiatives in management areas where could be improved, allowing channeling their concerns about adding improvements in the sector. This initiatives must point out a brief description of the situation that be identified, the solution proposed under a preliminary analysis is seen and the benefits will mean to the sector involved.

In this regard, the Service establishes a procedure for evaluation and implementation of the selected measures and undertakes to inform proposers whose measures have not been evaluated successfully, indicating the reasons for the above.