Customs Modernization

Maldives Customs Service
History of Customs

Historical Customs Buildings

Bandaara Fihaara
18/07/1890 to 21/08/1928

Farumeytu
22/08/1928 to 27/01/1963

Ibrahimiyya
28/01/1963 to 06/08/1976

Meynaa Building
07/08/1976 to 14/09/1986

Customs Building located at Male Commercial Harbour
05/09/1986 to 22/03/2003

Customs Building
From 23/03/2003
Vision

To become a world-class Customs service that fully reflects national and international standards and best practices, in contributing to border protection and trade facilitation.
Mission

To guard and protect the Maldives national borders from smuggling of narcotics, contrabands and against other illegal cross-border activities, by steadfastly enforcing the laws of the Maldives while fostering economic security through facilitation of legitimate trade and travel.
History of Customs Modernization

1992 – 1993
Introduction of ASYCUDA

1997 - 1999
Institutional Strengthening of Customs Data Processing system:
1. ASYCUDA++ with Customs EDI cargo clearance system incorporated.
2. Training staff at both tertiary and technical level.
History of Customs Modernization ... cont

2000 - 2002
Institutional and legal reform for the Implementation of WTO Valuation Agreement

ADB

1. Drafting of Customs Act and Regulation
2. Design and Implement Valuation database
3. Administrative and functional reform

2003 - 2004
Customs Electronic Archiving System
History of Customs Modernization... cont

2008
Upgrade ASYCUDA and train staff to migrate to ASYCUDA World

IF Trust Fund

2012 (in pipeline)
Strengthening institutional capacity of MCS

1. Migrating to ASYCUDA World
2. Training for Valuation and PCA staff.

EIF Trust Fund
2012

*Airport Interdiction Room (A.I.R)*

A 24/7 inter-agency surveillance and monitoring room located at the Male’ International Airport.
WCO (ex-Columbus Program)

2006 - 2008

1. WCO Diagnostic Study of Maldives Customs
2. Action Planning Seminar
3. Risk Management Implementation
Some of the modern tools used in MCS

- Simplified Document Processing (SDP) with Risk Management principles.
  - Fully web-based, centralized system used throughout the customs for processing valuation declarations, Import/Export declarations, archives, incoming and outgoing correspondences etc.
Some of the modern tools used in MCS...cont

- **Customs Form Program**
  - Software distributed to importers/exporters, brokers etc. used to fill and submit goods declaration form to customs via internet
  - Declaration form data will be in XML format
  - Integrated with Customs Portal
Customs Portal

- Web-based system used to provide useful information for importer/exporter, brokers and government authorities.
- Seamlessly integrated with SDP
Some of the modern tools used in MCS...cont

- Correspondence Archiving & Tracking System
  - To facilitate a paper less environment, and better routing of administrative documents.
  - Better search & viewing facility
  - Documents are archived.

![Status of Incoming Fax](image-url)
Some of the modern tools used in MCS... cont

- **Customs Intranet**
  - Communication and Collaboration
  - Share and distribute information, news and events among Customs officers.
  - Local websites hosted by sections, providing additional information and guidelines of their daily work.
Revision of Action Plan to formulate
Strategic Plan 2011 - 2013

1. Assessed the current situation:
   – External and internal (Re-engineering program)

2. Explored the strategic options
   – Strategic planning workshops

3. Aligning with national strategies
   – Strategic planning workshops

Formulation of strategic plan 2011 - 2013
Aligning with National Strategies

5 Key Pledges
- Nationwide Transport System
- Affordable Living Costs
- Affordable Housing
- Affordable and Quality Health Care for All
- Prevention of Narcotics Abuse and Trafficking

Other Areas
- Gender
- Trade and Investment
- Disaster Risk Management
- National Security

Good Governance
- Rule of Law and Justice
- Public Sector Reform
- Regional Development and Decentralization
- Eliminating Corruption
- Foreign Policy
Focus Area: I

Purpose:
To consolidate the facilities for providing staff with relevant academic competency and skills training so as to create conducive work environment for generating inspiration and motivation amongst them; by inculcating and promoting the required ethical standards to become professional Customs officers.

Strategy:
1.1 Provide National and International level technical training, expertise in different areas of Customs.
1.2 Develop the Customs training centre facilities, so as to provide national and regional level trainings.
1.3 Develop and offer Customs related national and international courses to Customs officers.
1.4 Develop issues related to staff welfare.
1.5 Promote motivation, awareness and wellbeing among the staff and create an effective environment to work.
1.6 Strengthen the integrity guidelines; implement the code conduct in the Customs authority.
1.7 Adopt and strengthen organization’s promotion and recognition policies so as to implement them firmly and equally.
Focus Area: II

Purpose:

To facilitate and provide trade-related Customs services in a customer-friendly environment, in accordance with the laws and regulation of Maldives.

Strategy:

2.1 Endorse and implement the Revised Kyoto Convention.
2.2 Implement the National Single Window concept, to facilitate importation and exportation.
2.3 Set up mutually useful business partnerships with exporters and importers.
2.4 Automation of Customs process through extensive information technology.
2.5 Provide optimally convenient and quality services to passengers travelling in and out of the Maldives.
Focus Area: III

Purpose:
To protect State revenue through extensive participation in implementation of export/import policies, strengthening customs control mechanism, and post clearance audit procedures.

Strategy:
3.1 Resolve issues arising in revenue collection and revise related laws and regulations, in compliance with the international best practices.
3.2 Strengthen the policies and procedures to collect state revenue.
3.3 Develop Custom’s internal audit system and introduce a system of post clearance audit.
Focus Area: IV

Purpose:

To enforce laws related to movements of vessels, cargo and passengers arriving and departing from Maldives, through advanced information technology and exchange of information with government agencies and individuals and also from other countries in the region.

Strategy:

4.1 Create a tangible platform for an effective exchange of intelligence between concerned agencies and countries in the region.
4.2 Installation of latest facilities to guard and protect the national borders.
4.3 Strengthen customs enforcement at international ports.
4.4 Monitoring the movement of vessels and passengers through a reliable and networked system of risk management.
4.5 Develop and strengthen the procedural aspects of Customs investigation and prosecution.
4.6 Acquiring necessary legal frameworks for customs operations.
Focus Area: V

**Purpose:**
To prevent our borders from being subjected to transnational smuggling of narcotics and other contraband, through latest technologies, information, intelligence, and activate a connected web of individuals among regional and international authorities.

**Strategy:**

5.1 Collect illicit drug information and intelligence through government enforcement agencies, individuals, and concerned authorities of regional countries.

5.2 Improve the capacity to study and act in response to the information collected from different sources.

5.3 Counter drug trafficking through latest facilities, tactics, and strategies.

5.4 Cooperate with and coordinate with regional countries and other government authorities, so to effectively counter.

5.5 Assist the organizations and individuals who operate to prevent Maldives from becoming culturally susceptible to uses of illicit using drugs and psychotropic substances.
Focus Area: VI

Purpose:

To comply with all pertinent international conventions and articles, through cooperation and coordination between Customs of other countries, customs-related international organizations and other international NGOs.

Strategy:

6.1 Cooperate and coordinate with Customs related international organizations and NGOs, to accrue the best possible results to the provision of customs service.

6.2 Select and implement international conventions that would best benefit Customs and its successful operation continuously.
Difficulties and obstacles

• Weak coordination between related National agencies.

• Varying priorities among these Agencies.

• National budget constraints.
Follow up on Phase 3 Recommendations

• Action Plans drafted
• Regulating Private Ports
• Customs takes lead in implementing National Single Window
## Projects awaiting donor funding

### 1. Enhancing activities at Regional Ports

<table>
<thead>
<tr>
<th>#</th>
<th>Project</th>
<th>Estimate (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Web conferencing with Regional Ports</td>
<td>200,145.00</td>
</tr>
<tr>
<td>2</td>
<td>Establishing Customs Broker Service at Regional Ports</td>
<td>25,464.00</td>
</tr>
<tr>
<td>3</td>
<td>Trader Awareness Programs at Regional Ports</td>
<td>17,752.00</td>
</tr>
<tr>
<td>4</td>
<td>Building office premises at Regional Ports</td>
<td>780,142.00</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>US$ 1,023,503.00</strong></td>
</tr>
</tbody>
</table>
Projects awaiting donor funding ... cont

## 2. Trade facilitation

<table>
<thead>
<tr>
<th>#</th>
<th>Project</th>
<th>Estimate (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Implement Revised Kyoto Convention</td>
<td>16,404.00</td>
</tr>
<tr>
<td>2</td>
<td>Material Testing Equipment for Commodity Classification</td>
<td>254,539.00</td>
</tr>
<tr>
<td>3</td>
<td>National Single Window System</td>
<td>91,864.00</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>US$ 362,807.00</strong></td>
</tr>
</tbody>
</table>
Projects awaiting donor funding ... cont

### 3. Border Security and Drug Supply Control

<table>
<thead>
<tr>
<th>#</th>
<th>Policy/Project</th>
<th>Estimate (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enhancing the capacity of airports and Seaports / infrastructure for effective border control monitoring</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Acquiring vehicles, patrolling boats and equipment</td>
<td>649,007.00</td>
</tr>
<tr>
<td>2</td>
<td>Tools, capacity building, awareness for preventing supply of narcotics</td>
<td>695,486.00</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>US$ 1,120,025.00</td>
</tr>
</tbody>
</table>
Projects awaiting donor funding ... cont

### 4. Enhancing Legal and investigative Capacity

<table>
<thead>
<tr>
<th>#</th>
<th>Policy/Project</th>
<th>Estimate (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enhanced awareness of Legal/ Judicial process among the public</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Staff, stakeholder, public awareness programs (meetings, print media, display boards, kiosk...etc.)</td>
<td>81,094.00</td>
</tr>
<tr>
<td>2</td>
<td>Law enforcement agencies reformed to respond to increased criminal offences and to address emerging law and order situations</td>
<td>62,149.00</td>
</tr>
<tr>
<td>3</td>
<td>Capacity building, international exposure, tertiary education in the field</td>
<td>305,770.00</td>
</tr>
<tr>
<td>4</td>
<td>Evidence based investigation, prosecution and sentencing</td>
<td>249,433.00</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>US$ 699,723.00</strong></td>
</tr>
</tbody>
</table>
Thank You