



Sri Lanka Customs

Time Release Study 2018



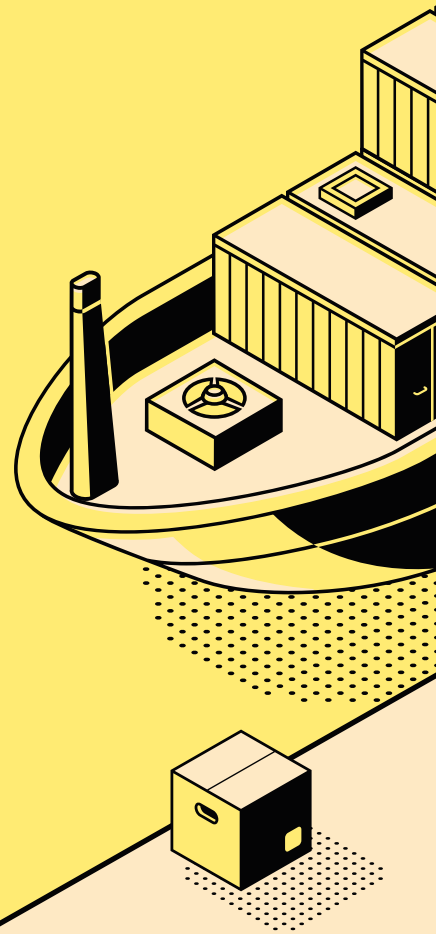
Policy, Planning, Research & International Affairs Directorate

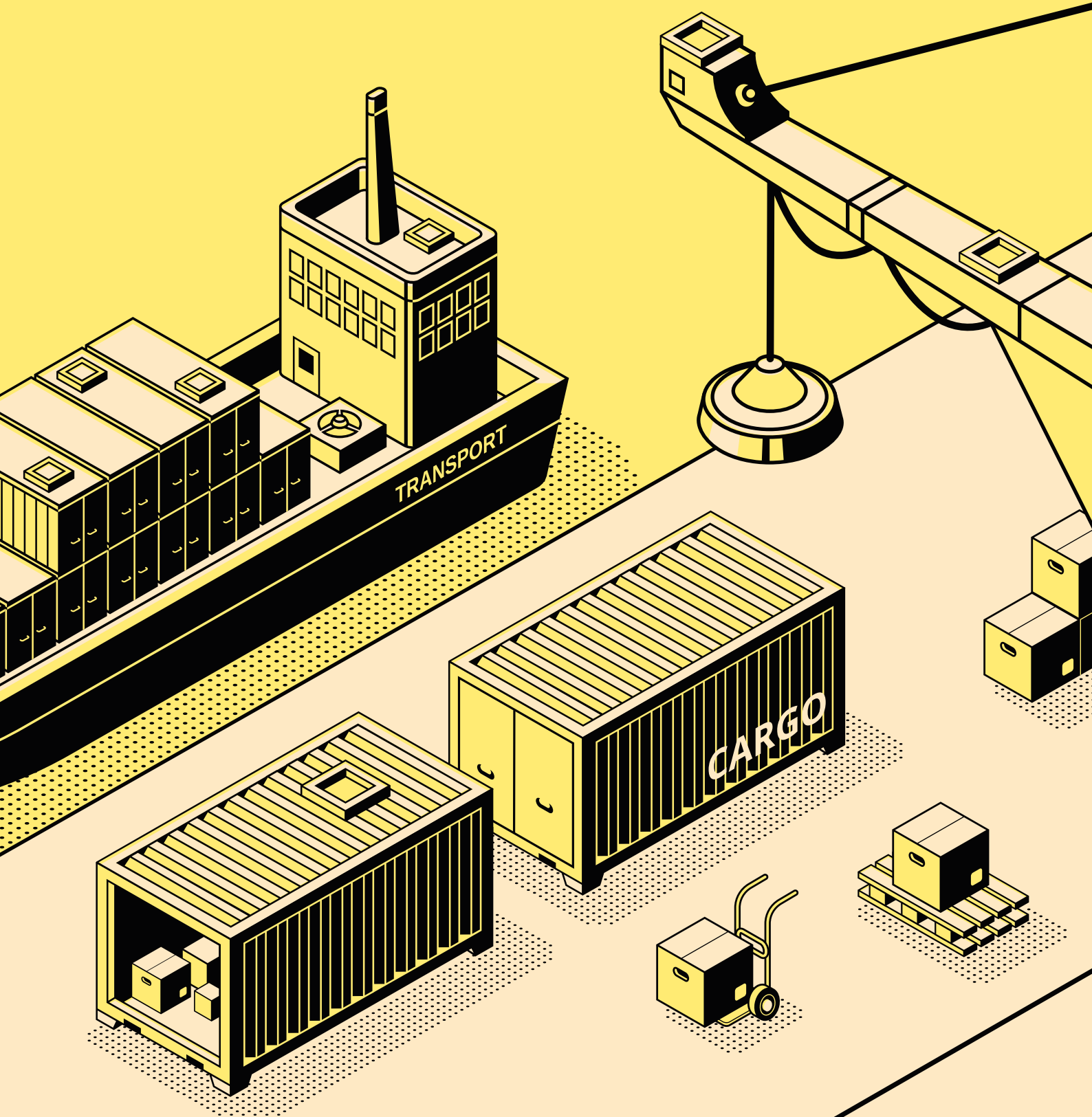
Smoothing
barriers...
the smarter
way...

Time Release Study 2018

Sri Lanka Customs

Policy, Planning, Research & International Affairs Directorate





Message from DGC



It is with great pleasure that I take this opportunity to inform that the Sri Lanka Customs has completed the World Customs Organization (WCO) recommended Time Release Study (TRS) survey for 2018.

The initial TRS survey was conducted in 2014 within the customs context that has paved the way for vital inputs for process re-engineering towards trade facilitation. Benchmarks were established only in a limited area but the paradigm shift towards the need to focus on through-put times emerged. Stakeholders involved in the customs throughput processes were also interested in providing facilitation initiatives but were unaware of their stake in the process. As partners, Other Government Agencies and Service Providers, together with various Trade Chambers expressed their interest in providing benchmarks for their involvement and the need of a performance measurement mechanism. Hence a persistent need for a comprehensive TRS study prevailed.

This need was aggravated more by the national commitment towards the establishment of the World Trade Organization (WTO) recommended Trade Facilitation Agreement implementation in Sri Lanka. Amongst the other scheduled numerous modernization approaches that are in progress for the facilitation of legitimate trade, Sri Lanka Customs with the support of other governmental agencies and private sector stakeholders would be able to implement many other best border practices in the Sri Lankan border context based on the TRS results.

In this background, the challenge of conducting a comprehensive TRS in Sri Lanka, taken up by the National Coordinator Mr. Sunil Jayarathne, Director of Customs (PP&R) and his team led by Mr. Achala Chandrasekare, Deputy Director of Customs (International Affairs Division) (Team Leader) and Ms. Thilni Perera, Superintendent of Customs, is truly a commendable task. The remarkable support received by the World Customs Organisation (WCO) Secretary General Mr. Kunio Mikuriya and the donor support from the International Trade Centre (ITC) is highly appreciated. Considerable performance improvements are expected in the near future and process re-engineering based on the TRS findings.

I take this opportunity to congratulate the entire team of the Policy Planning and Research Directorate of Sri Lanka Customs and other stakeholders who have contributed towards making this report a success. I also appreciate the commitment and dedication of the TRS team for coming forward, shouldering and successfully executing such a mammoth task. I wish them all the very best.

P. S. M. Charles
Director General of Customs
Sri Lanka Customs.

Message from ADGC



It's my pleasure to extend my greetings towards the Time Release Study (TRS) 2018 conducted by Sri Lanka Customs with the engagement of various stakeholders who are involved in cross border activities.

TRS is one of the best analytical tools introduced by WCO for measuring the actual performance at the borders in view of facilitating the legitimate trade. Additionally, establishment and publication of Average Release Time are one of the obligations under the WTO Trade Facilitation Agreement.

I am happy to state that Sri Lanka Customs was able to successfully complete the TRS 2018 by expanding the scope and with the active participation of a significant number of stakeholders. The experience gained through the TRS 2014 was an immense support to conduct the TRS 2018 with considerable improvements. The remedies suggested by this study will be a great catalyst for the future modernization of Sri Lanka Customs.

Finally, I would like to appreciate and congratulate the TRS team for their success in conducting this excellent study in a time bound manner.

S.Mahesan
Additional Director General of Customs
(Corporate)

Message from the National Coordinator



'A remarkable step initiated from Kashiwa, Japan when the cherry blossoms bloomed in spring'

A journey of a thousand miles begins with a single step" is a common saying that originated from a famous Chinese proverb.

I had dreamt of visiting Japan to see the glory of the blossoming stages of Sakura, the legendary flower of Japan. In 2013, my dream became a reality and I was nominated to a World Customs organizations (WCO) program in relation to an unfamiliar topic, namely the "Time Release Study (TRS)" which was to be held in Kashiwa, Training Centre of Japan Customs. Mr. Tharaka Senevirathne, then Director of Customs, (Policy, Planning & Research) encouraged me to attend the program. He further stressed that "This is an innovative tool that has been developed by WCO where you will be able to get a splendid exposure and accordingly implement the same in Sri Lanka".

Having attended the workshop which lasted for an interactive seven days, I was highly impressed not only with the subject matter but also the extraordinary development and utilization of best border practices in Japan border control. My experience stimulated me towards the enthusiastic implementation of this invaluable tool, WCO TRS in Sri Lanka Customs. Accordingly, I was able to conduct TRS survey within Sri Lanka Customs in 2014 as a stepping stone, under the wholehearted guidance of Mr. Jagath Wijeweera (former DGC), Mr. S. Rajendran (former ADGC (Corporate)) and Mr. Tharaka Senevirathne (former DC (PP&R)) with the assistance of Mr. Kasun Mallikarachchi

and the staff of PP&R. The survey revealed several bottle necks and proposed remedial actions for improvement. (Page 7, TRS Survey 2014, Sri Lanka Customs.

Some of the key proposals generated as a result of the survey were;

- Amalgamate DOC Center gate pass issuing process and the Long Room process which was initially independent to the process of issuing gate passes. (Concurrently removal of this unnecessary step was carried out as per the direction of Mr. K.H.U.J. Keerthi, ADGC (Revenue & Services)
- Suitable changes proposed in the process of releasing of containers at NCT. (i.e. Introduction of Container Tracking System is pending approval by the Ministry of Finance. Further development of NCT Gate functions towards a Smart Gate concept is being discussed with ADB/SASEC)
- Establishment of Customs Examinations yard near Ingurukade garbage yard (i.e. Land approved and action on developing the land for the purpose is due shortly)

It is worthwhile to note that such remedial steps are being taken after five years after the initiation of the 2014 survey.

Barriers make discomfort and life unhappy

Barriers make discomfort and life unhappy. Sense of delays influence towards losses since time is treated to be the most precious element of globe. Rapidly changing technology has an effect on increased competitiveness. Most obvious fact is international trade has moved to a perilous frontier and has become an engine of economic growth of any nation. Accordingly, growth of trade highly depends on the optimum use of time which can have a great impact on the cost of goods. Therefore, removal of bureaucratic red tapes and bottlenecks is vital as far as facilitation of legitimate international trade is concerned.

WCO TRS is a systematic and standardised method that has been designed to measure the average time taken between the arrival of goods and its ultimate Customs release.

Most important feature of this diagnostic tool is providing of concrete baseline data for identifying any bottlenecks in the clearance and logistics processes. Modernization activities pertaining to the trade facilitation and further improvements in the Customs clearance process could be done as remedies based on the TRS results. According to the recommendations by WCO, actual performance of world wide Customs administrations and other border agencies after implementing the improvements found in TRS could be shown as a result of conducting WCO TRS.

The single step placed in this direction in 2013 has culminated in passing through a thousand miles. TRS survey 2018 lead by Mr. Achala Chandrasekara (DDC)(Team Leader) and the dedicated team has done a tremendous job in order to make this great achievement. I would like to take this opportunity to thank Mrs. P.S.M. Charles, Director General of Customs and the all ADGC's, Directors, DDC's and the staff of Customs. Further the wholehearted support provided by International Trade centre (ITC), Geneva which funded for the WCO national TRS Workshop, other governmental Agencies and private sector is greatly appreciated.

I believe finalization of TRS national survey 2018 in Sri Lanka, which is a comprehensive study that was carried out with the participation of all most all the border control agencies in Sri Lanka at the time Sri Lanka Customs celebrating international Customs day 2019 is a greatly significant. Additionally, it will definitely be a remarkable step in the implementation of WTO TFA in Sri Lanka. Sri Lanka customs will be able to further improve the clearance process having removed bottlenecks based on the 2018 TRS results.

Finally, I wish to state that with the enthusiasm dedication and commitment of the members of the Customs family our goal towards becoming one of the best customs administrations of the Asia pacific is not far away any more.

Sunil Jayarathne

Director of Customs

Policy Planning, Research and International Affairs

National Coordinator for WCO Time Release Study

Head of National Trade Facilitation Secretariat

Message from the Team Leader



Success over challenges...

"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy."

(Martin Luther King, Jr.)

Success of any modernization effort depends on the willingness to face challenges and work towards a common goal. It is with great pleasure, I would like to mention that the TRS Team of Sri Lanka Customs have faced that challenge. Finalization of Time Release Study (TRS) survey, 2018 in Sri Lankan Border context under the recommendation of World Customs Organization (WCO) is a far-reaching measure and a great achievement. I'm delighted to be the team leader and to be a member of the team conducting the Time Release Study (TRS) 2018 Survey of Sri Lanka Customs.

The first TRS survey was done in 2014 and thereafter many trade facilitation measures had been implemented in Sri Lanka Customs. But since no realistic performance measurement mechanism was in place, the effect of such measures could not be assessed. This was the concern of all stakeholders in the Customs throughput environment. Sri Lanka became a party to the World Trade Organization (WTO) - Trade Facilitation Agreement (TFA) in 2016 and had made a commitment to fulfill its obligations thereunder. Conducting a TRS was one of them.

The DGC stressed that it was due time to conduct the second TRS and that this would be the ideal tool for performance measurement and to identify bottlenecks existing in the current throughput process. We at the Policy Planning and Research (PP&R) Directorate were entrusted with this task. Under the guidance of the National Coordinator, Mr. Sunil Jayarathne, Director of Customs (PP&R) a task team was appointed and the study was performed.

It is with a deep sense of gratitude I thank all the stakeholders who had constantly interacted with the team in making this endeavor a success. The assistance given by the WCO in providing WCO accredited Trainers Dr. Shujie Zhang and Ms. Imelda Malik, and the donor assistance provided by the International Trade Center (ITC) is also well recognized. I specially thank all Customs and other officials and staffs of Other Governmental Agencies (OGA) at various processing locations who tirelessly had provided us their utmost support in this regard.

I also convey my sincere appreciations to the Director General of Customs Mrs. P. S. M. Charles and Additional Director General of Customs (Corporate) Mr. S. Mahesan for their excellent directives and facilitation and also for providing us the opportunity to conduct this survey. A special heartfelt appreciation goes to our National Coordinator Mr. Sunil Jayarathne, who had provided the team with sufficient guidance and with every backing the team needed.

I wish to thank my entire team together with Ms. Thilini Perera, Superintendent of Customs who had worked so hard in accepting this challenging quest, for their relentless dedication and exemplary commitment during this vastly challenging period, sacrificing their personal opportunities for the betterment of the department.

Thank you and wish you all the very best.

Achala Chandrasekare
TRS 2018 Team Leader
Deputy Director of Customs (International Affairs)
Policy, Planning, Research & International Affairs
Directorate
Sri Lanka Customs

Acknowledgement

Finalization of WCO Time Release Study 2018 in Sri Lanka is a great achievement as far as trade facilitation and modernization approaches are concerned. Many International and National organizations including individuals have supported in order to make this great effort a reality. We are highly delighted to issue the report pertaining to the TRS Survey 2018 at the time of celebration of International Customs Day 2019.

We would like to express our special gratitude and thanks to Mr. Kunio Mikuriya (The Secretary General of WCO), Mr. Oluimo Da Silva (Technical Officer from Compliance and Facilitation Directorate of WCO), Mr. Shinji Oda (Technical Attaché from Capacity Building Directorate of WCO), Mr. P. N. Pandey (Technical Officer from Facilitation and Compliance Directorate) Ms. Imelda Malik and Dr. Shujie Zhang (WCO accredited experts) and all the WCO staff including WCO Asia Pacific Officials for their technical advice and all other arrangements for conducting a National Workshop on TRS in Colombo from 25th to 28th September 2018. The key catalyzer of this endeavor is the one who provided financial assistance. The International Trade Center (ITC) extended financial assistance to under the EU-Sri Lanka Trade-Related assistance project. Mr. Pierre Bonthonneau (Junior Professional Officer - ITC) and Dr. Dayarathne De Silva (National Project Coordinator) and colleagues of their office provided valuable assistance in this regard.

The national coordinator of WCO TRS, the team leader and the team would like to express their sincere gratitude to Mrs. P.S.M Charles (Director General of Customs), Mr. S. Rajendran and Mr. U. Liyanage (Former ADGCs), Mr. S. Mahesan (ADGC, Corporate) for their whole hearted encouragement and assistance.

We are also grateful to all Directors, Deputy Directors, Superintendent of Customs, Deputy Superintendent of Customs, Assistant Superintendent of Customs and Inspectors of Customs who have whole heartedly supported this project.

Also we would like to convey our greatest appreciation to the Other Governmental Agencies such as Plant Quarantine Service, Animal Quarantine Department, Food Control Department, Sri Lanka Standards Institution together with the Sri Lanka Port Authority and other private sector stakeholders such as CICT, JCT, SAGT, GL I, GL II, RCT. Apart from that the Association of Customs House Agents and Container Transporters Association contributed towards this survey in their best possible level. Other than the valuable efforts of above mentioned personals and organizations, success of any project depends also on the encouragement and blessings. Sri Lanka Customs would like to confer our sincere gratitude to all such well wishes.

Executive Summary

International Trade Plays a vital role in the economy of any country. It is a key enabler in driving any economy towards growth and development while playing the role of the main catalyst in wealth creation. All countries strive towards attracting foreign trade, be it whether Foreign Direct Investment (FDI) or simple technology know-how. Domestic processes and through-put mechanisms play a vital role as the efficiency of these organs are the instruments in attracting foreign trade and investments.

Since the efficiency of the border agencies has become one of the primary parameters in foreign trade attraction, countries tend to capture opportunities in having comparatively low through put times. Hence the importance of having or calculating the through put times of border processes emerges.

As the pivotal border agency, customs fall under this limelight. Therein, the World Customs Organization (WCO) introduced a common mechanism for the calculation of the through put times of customs processes of a customs process in a country as the Time Release Study (TRS). This study provides sufficient flexibility for customs administration working under different contexts, to measure the time that is taken to go through their own processes.

These results not only provide inducements for attracting trade, but are also used in measuring the effectiveness of future trade facilitation initiatives while providing benchmarks for other organizations or administrations in comparing each other's efficiencies.

In this environment, Sri Lanka Customs, after its 2014 initial TRS Study, had not engaged in any throughput time measurement methodologies. As the 2014 study was the very first study that was conducted in SLC, it had a very limited scope. As this was a novel measure even the response/success rate also was of very low values.

The TRS 2018 study was launched taking the initial exposure of the 2014 study into account. It was decided to conduct this program with a wider scope encompassing other key stakeholders too. The PP&R Directorate was entrusted with the task to conduct the study.

It all started with the core TRS team comprising of the officers of the PP&R Directorate drawing process maps of the departmental key processes in the path of clearance of goods. This gradually was spread to include other stakeholders' functions too.

Necessary capacity building was given by the WCO and funded by the International Trade Center (ITC) where all stake holders and operational staff was involved. Thereafter several awareness sessions were conducted at the customs and as well as the stakeholder's premises. Also, several strategies were adopted as to make the study a success. These are well explained in the Report of the Pilot Study at annex 11.2

The selection of Other Governmental Agencies (OGA) to be considered for the study was a crucial one. Here it was decided that the functions of SLSI, Food Control Unit, Department of Animal Production and Health (Animal Quarantine) and the National Plant Quarantine Service be considered. The obstacle was that these OGAs had several processing paths and their periphery of involvement depended on a sequence of events that escalates to unpredictable times. It was decided that what was to be considered was only processing paths where simple approvals can be given. The base was that it is obvious that complications in consignments with identified threats could take unpredictable times and hence the examination of these processes were not considered.

The study revealed that 75% of the CusDecs pertaining to containerized FCL cargo, received at the Long Room for processing are cleared within 24 hours. This was never before noticed. The average throughput for FCLs in 2014 of 01 day and 04 hours has come down to 16 hours 29 minutes in 2018.

The throughput times of Motor Vehicle Process provided a vital revelation that the average time of clearance of a motor vehicle was of 07 hours 16 minutes.

These are commendable improvements when the increase in container volumes due to the evolution of the country's international trade is also taken into account.

It was interesting to notice that around 50 hours at the pre-declaration stage were not being utilized by the majority of importers for processing CusDecs. Thereby this paves the way for the administration to focus on the need of more and more awareness requirement as this initiative gives dual benefits to the trade as well as Customs. The trade could enjoy seizing of competitive advantage benefits by getting into the market first and for Customs by reduced container congestion at the exit gate.

Similarly, several bottlenecks in the FCL and LCL clearing process were able to be highlighted. Inefficiencies in the country's taxation policy was also highlighted. This could provide much benefits

to the trading community who are involved in International Trade.

Recommendations were made in order for policy makers to re-think the effectiveness of strategies adopted so far. Also, reformation or process re-engineering required areas were surfaced so that suitable remedial action could be taken.

In summary, the TRS 2018 had provided much needed benchmarking of existing throughput times and also recommendations for improvement in facilitating international trade in Sri Lanka. It also enumerates areas for policy makers to focus with regard to better attraction of International Trade. Thereby pave the way for avenues to increase the country's wealth and growth.



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1. Introduction

Customs is the pivotal border agency in cross border trade in Sri Lanka and is responsible in facilitating legitimate trade while accomplishing its national obligations. Globalization has increased cross border activities in the world and has focused on trade transactions, cargo security, regulatory processes and speedy cargo clearance. When there is a delay in the delivery of consignments due to various reasons, it disturbs free flow of cargo in the supply chain and causes delays in process, demurrages and finally critically impact on trade costs. It was felt by Sri Lanka Customs (SLC), other regulatory agencies, private sector organizations and other stakeholders who are involved in the cargo clearance process that a comprehensive study on the throughput times would bring benefits to all parties involved in the supply chain. The time required from the point of landing of cargo to delivery of cargo by the Customs and other border agencies was given great importance in the supply chain management since **TIME** is one of the key elements of the cost.

World Customs Organization (WCO) has introduced an effective diagnostic tool and method namely Time Release Study (TRS) for measuring the actual performance especially of Customs and other border agency's activities. TRS measures the effectiveness of operational procedures that are carried out by Customs administration and other regulatory authorities in respect of Imports, Exports and Transit movements. TRS measures the throughput time of cargo clearance between the arrival of goods and delivery of goods. The ultimate goal of TRS is to improve the performance of functions of cargo clearance process. TRS identifies the problems,

issues, delays and bottlenecks in the cargo clearance process and suggests corrective remedies. It also assists to identify long delays in Customs clearance processes and could be used as a vital trade facilitation measure to eliminate existing barriers. Apparently, TRS is treated to be a highly technical and effective method to measure the actual performance of the Customs and other agencies who are participants of the cargo clearance process.

WCO has recommended to conduct a TRS survey annually or once any modernization program is launched, in order to improve the Customs procedures and facilitate the trade by providing smooth passages for international trade. Further, implementation of TRS survey has been an obligation under provisions (Article 7.3) of the World Trade Organization (WTO) Trade Facilitation Agreement (TFA) as well. Currently, TFA has made a huge impact on international trade that expects approximately 15% increase in import and export transactions with its implementation. Developing country like Sri Lanka would be able to implement TRS within five years after the agreement came in to force having obtained the technical and capacity building assistance through WCO under the development partner donorships. The TRS undertaken by SLC will provide information to guide necessary process improvements or identify desirable regulatory changes and ensure the effective and efficient trade facilitation in the border of Sri Lanka.

2. Background of the Study

SLC conducted its first Time Release Study (TRS) in October 2014. This survey was carried out only within the Customs constraint and provided a stepping stone for future comprehensive TRS.

Due to increase in volumes of trade and the introduction of Customs trade facilitation measures SLC was able to manage the process of consignments to a certain extent. But no comprehensive study had been conducted as to identify bottlenecks nor to measure the progress until 2018 survey.

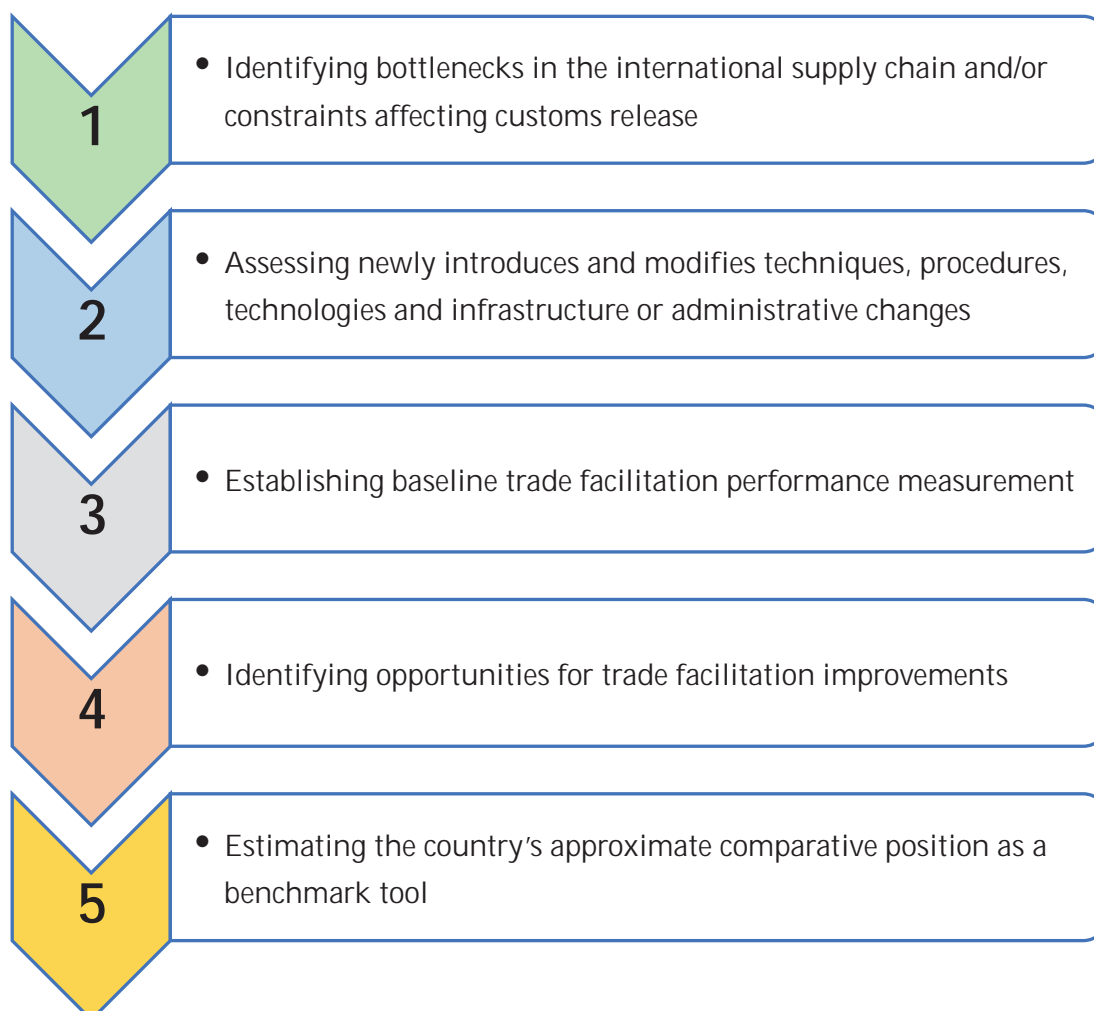
Although, the next TRS was scheduled to be conducted in 2016, due to internal and external challenges this objective could not materialized.

Sri Lanka ratified the WTO – TFA in May 2016 and commenced to pursue recommendations there in from 22nd February 2017. Here, though conducting the TRS was categorized under category “C”, taking the next TRS due time in to consideration SLC decided to conduct a comprehensive TRS in 2018.

In view of previous experience in conducting 2014 TRS survey, Mr. Sunil Jayarathne, Director of Customs (Policy Planning, Research and International Affairs) was appointed as the National Coordinator by the Director General of Customs (DGC) in order to lead the future TRS activities and to coordinate with WCO and other International Organizations. Accordingly, the 1st TRS awareness was done for the staff of PP&R Directorate. Mr. Achala Chandrasekare (DDC - International Affairs) was appointed as the team leader by DC(PP&R) with the aim of conducting the 2018 survey.



3. Objectives of the Study



4. Scope

The second TRS study by SLC was decided to be of a wider perspective. It was decided to include the functions and procedures of other key stake holders and to extend the study to include the pre-declaration stage (as explained under chapter 7.1) as well. Since Sri Lanka is an Island state, SLC's domain of import and exports is restricted only to Sea and Air modes of traffic. Cargo flowing through both these modes were to be considered.

In deciding on what Other Government Agencies (OGAs) are to be considered, the main four (04) agencies who are directly involved in the cargo through-put process were chosen. Therein the procedures of the following border agencies were to be considered.

- Sri Lanka Standard Institute (SLSI)
- Food Control Unit of The Ministry of Health (Food Controller)
- Plant Quarantine Department (Plant Quarantine)
- Department of Animal Quarantine (Animal Quarantine)

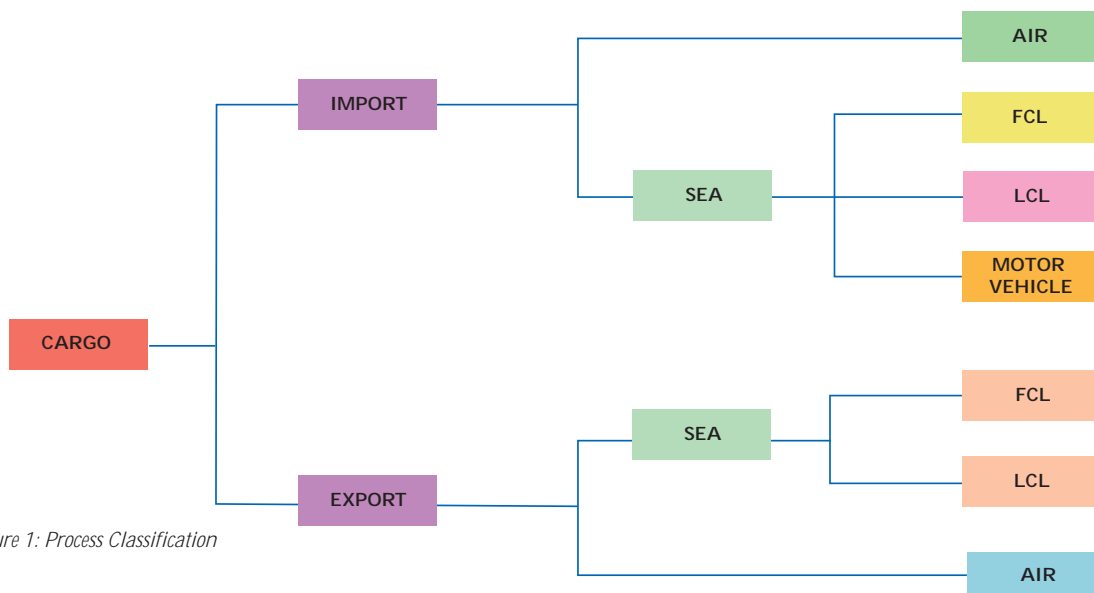


Figure 1: Process Classification

However, it was also decided that the following procedures which have a limited impact on the Cargo clearance process (after L/R process commences) and selected cargo types be exempted from this study.

Procedures

- ICL – Import Control License Procedure
- CDDA/NMRA – National Medicines Regulatory Authority Procedure
- AERC – Sri Lanka Atomic Energy Regulatory Council Procedure
- TRC – Telecommunication Regulatory Commission Procedure
- Department of Excise Procedure
- Scanning Process of FCL Containers
- Additional Entry Procedure
- Further Classification (D Branch) procedure

Cargo types

- Transshipment Cargo
- Suspended Tax Regime (Bonding) Cargo
- Unaccompanied Personal Baggage (UPB) Cargo
- Cargo which are subjected to Customs Investigation
- Courier or E-Commerce Cargo
- BOI Cargo
- Bulk Cargo

This study mainly concerns on single FCL container CusDecs and LCL CusDecs in general.

5. General Study Limitations

1. There was an ASYCUDA System failure during the study period (due to a system migration). Hence the delays arose from system failure was disregarded in the aforementioned Average Processing Time calculations.
2. Multiple containers are not considered for this study due to following reasons.
 - At times CHA utilizes the same container truck for multiple container deliveries pertaining to a single CusDec. This cannot be assessed for throughput times.
 - As the norm “multiple containers” implies two or more containers, throughput time varies according to the number of containers.
 - However, a general idea on throughput times could be perceived in the case of multiple containers by roughly multiplying a single container process result. This may provide only a rough estimate. Apparent reason for this is, randomly selected containers will be examined with respect to multiple container CusDecs of single commodity. Others will be released for examination at the consignee’s premises.
3. Most of the container movements occur from evening to early mid night. This is a main reason for the traffic congestion. Average time calculated in the study considers container movement times in both peak and off-peak hours. Hence, the average throughput time for peak times are significantly higher than the averaged times.
4. Due to the absence of automated computer system access at all the points, the survey was carried out on manually collected data. System data was also consulted for areas where physical data recording was not possible. (as mentioned in chapter 6.2.1)



6. Methodology

The methodology describes all stages of this study including preparation, collection and analysis of the data.

Preperation - 6.1

6.1

Collection - 6.2

6.2

Analysis- 6.3

6.1. Preparation of the Study

In August 2018, the team commenced work by initially identifying the Customs clearance paths and Customs points (Offices) involved in the clearance process. The team visited these offices and began drawing process maps of each office in order to clearly identify the process flow. This included several consultations with process owners and finally arrived at a final process flow chart.

As there was a scarcity in capacity regarding a study of this nature, SLC requested WCO's technical assistance in conducting TRS survey. In this juncture, International Trade Center (ITC), Geneva offered donorship under the EU-Sri Lanka Trade - Related Assistance Programme in funding for such capacity building exercise.

All stake holders were informed and a pre-awareness session was conducted in the Human Resources Directorate (HRD) on 18-09-2018 regarding the intended TRS workshop. Members from all stake holders were present and pledged their support in such a study.

Accordingly, a workshop by WCO Accredited Experts Dr. Shujie Zhang (from China Customs) and Ms. Imelda Malik (from Indonesian Customs) was held from 25 – 28th September 2018 in Colombo.

The workshop was conducted with the participation of all stake holders including:

1. Customs House Agents (CHA)
2. Sri Lanka Ports Authority (SLPA)
3. Container Terminals (CICT, SAGT, JCT)
4. OGAs (SLSI, Animal Quarantine, NPQS, FCAU)
5. Sri Lankan Airlines
6. Container Examination Yards (RCT, GL-I, GL-II)
7. Representatives from various Trade Chambers (invited as observers)

At the end of the workshop, working groups were appointed and already drawn process flow maps were finalized. The TRS team extended their process drawing into the territories of OGAs. With the support of the OGAs the team was able to complete the process drawing function. Based on these finalized process maps, 06 types of TRS survey forms were designed pertaining to each process (As per Figure : 1).

WORKSHOP ON WCO TIME RELEASE STUDY
INTERNATIONAL TRADE CENTRE and WORLD CUSTOMS ORGANIZATION
Under the framework of EU – SRI LANKA TRADE RELATED ASSISTANCE
In collaboration with CUSTOMS ADMINISTRATION OF SRI LANKA
25th – 28th September 2018



Soon after, stakeholder meetings at stakeholder's premises were conducted as to make them familiar of the survey forms. Awareness leaflets in all three languages (Sinhala/Tamil and English) were printed and distributed amongst stakeholders (mainly CHAs) as per to eradicate any misinterpretations of the study (Annex 11.1). Awareness sessions were conducted on site at the L/R for the benefit of CHAs.

A pilot study was conducted on 30th November 2018 for half a day and the feedback provided for adjustments in the forms and new strategies to overcome constrictions. The report of this pilot survey is attached (Annex 11.2). Stakeholders were informed of the necessary adjustments required therein.

The main Survey was conducted from 5-11 December 2018 (for 7 consecutive days), having incorporated the necessary adjustments recommended. Survey forms (Annex (3 to 8)) were collected from designated points until the 15th of December. The team commenced the analysis thereafter.

6.2. Collection of data

Distribution of Survey forms were initiated from locations such as the Long Rooms (at the Customs Headquarters and the Air Cargo Village Terminal-ACVT), Exports Facilitation Center (EFC) (for exports sea cargo) and Sri Lanka Air Force (SLAF) point at the ACVT (for Air Cargo exports). Throughout the survey period the TRS team conducted random surveillance.

Completed survey forms were periodically collected by the TRS team from end points. These were Port and Air Cargo Exit gates, Customs Container Examination Centers, Exports L/R and Export NCT Gate.

Thereafter, all collected forms were sorted depending on their usability of the information available in the TRS form and data on all acceptable forms were considered for analysis. Table 1 shows the rate of response by category.

Category	Distributed	Total Response	Response Rate	Acceptable Response	Acceptable Response Rate
FCL	4500	2146	48%	1646	77%
LCL	3500	1004	29%	904	90%
Motor Vehicle	2000	1080	54%	780	72%
Air Cargo	2000	1102	55%	752	68%
Export Facilitation Centre + Export Head Office	4500	2821	63%	2071	73%
Air Cargo	1500	450	30%	250	56%
Total	18000	8603	48%	6403	74%

Table 1: 2018 Survey Response by Category

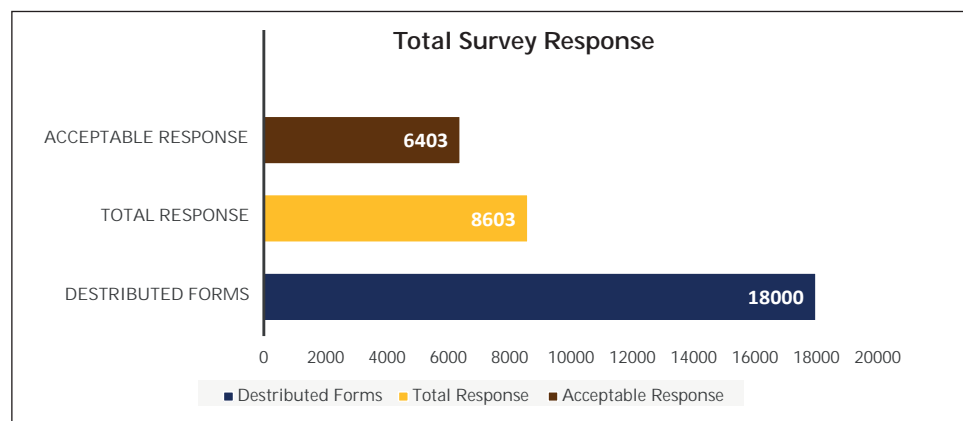


Figure 2: Total Survey Response

Total Response	Acceptable Response	Acceptable Response Rate
15,303	782	5%

Table 2: 2014 Response Table

6.2.1. Composition of Data

Data set consisted of date and times recorded under categorical variables (nominal and ordinal).

Collection of data comprised primarily through survey forms and secondarily through system data.

Since the entire cargo clearance procedure is not fully automated, it was decided to use structured survey forms to capture the manual component of data. These TRS Survey Forms were used to record data in the 06 categories as mentioned in table 1.

Whenever the capturing of manual data would be complicated, System Data was to be considered. Accordingly, System Data of the following areas was to be obtained.

- Estimated Time of Birthing of vessels (from Container Terminals in NAVIS)
- CusDec & manifest submission times (from ICT Directorate in ASYCUDA)
- Container movement times within Container Examination Yards (from Container Examination Yards)

Data considered for the analysis contained data from TRS survey forms which commenced from designated initiating points during below mentioned period. However, forms were collected at the closing points during the survey period from 05th – 11th December 2018 and continued up to 15th December, 2018 as a reasonable time period was required to collect the duly completed forms that were already in the process.

6.3. Analysis of the data

Due to constraints in infrastructure it was noted that some start and end points in processes functions with limited IT resources. Since, these points are crucial in determining process throughput times it was decided to use a manual form to collect process data.

Also, due to time limitations posed by the annual transfers of officers which has a significant impact on the Survey, the study had to be completed before the end of the year. Finally, it was decided to use the MS Excel platform, based on the above circumstances.



7. Analysis

Document processing of Import Sea Cargo consignments for both FCL & LCL are done at the Customs Declaration Unit (or commonly known as Long Room (L/R))

The Sea Cargo Import process constitutes of 3 main segments.

- Pre-Declaration Process
- Declaration Process
- Clearance Process

Pre-Declaration process has already been discussed in detail in chapter 6.1.1.8

The declaration processing and the clearance process for both FCL and LCL Sea Cargo can be shown in figure 3.

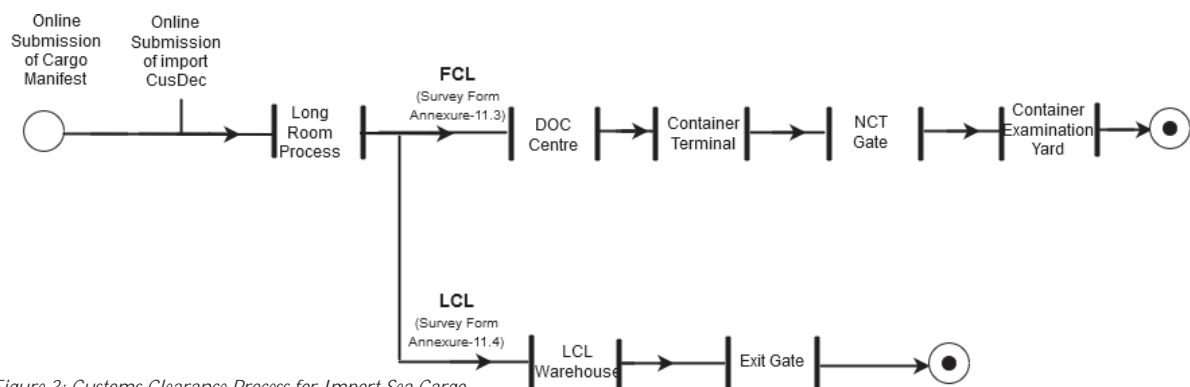


Figure 3: Customs Clearance Process for Import Sea Cargo

7.1. Import Sea Cargo FCL Process

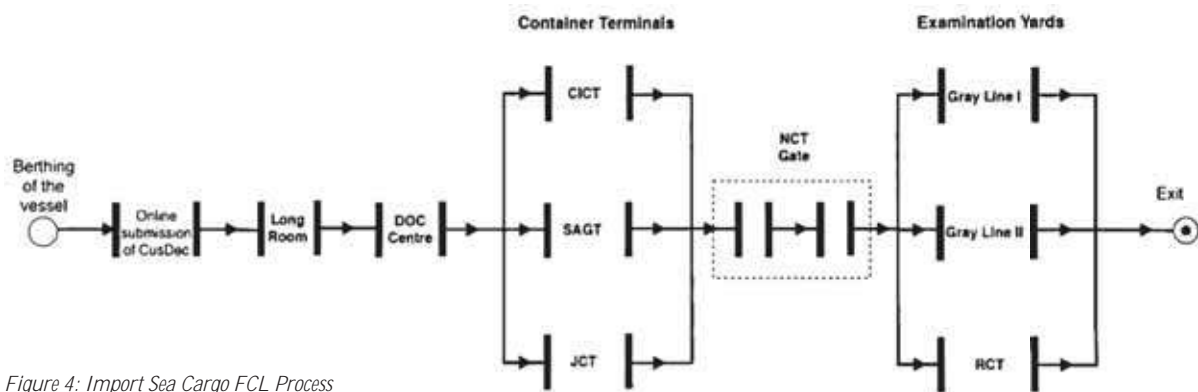


Figure 4: Import Sea Cargo FCL Process

The study was conducted in following three phases for FCL Sea cargo:

Phase 1 – Pre-Declaration

The time between the lodgment of the cargo manifest to the ASYCUDA system and the time when the CusDec is submitted is considered. The cargo manifest is allowed to be submitted two (02) hours prior to Estimated Time of Berth (ETA). Once

the cargo manifest is being lodged, the submission and processing of CusDecs is possible. This data segment provides to determine the utilization of the opportunity given to importers for speedy clearance.

Phase 2 – Declaration

The time between physical submission of the CusDec to the L/R and the container (for FCLs) being released from the NCT Gate is considered. This data segment provides to determine the time taken to release the goods from the Colombo Port for final examination of the cargo.

Phase 3 – Clearance

The time between the exit from NCT Gate to the exit from the container examination yard is considered. This data segment provides to determine the time taken for examination and release of goods.

Analysis results of total FCLs clearance from the Colombo Port revealed the following,

Total Response		Percentage
No of TEUs for which CusDecs were submitted for clearance at the L/R	9430	
No of TEUs cleared within 24 hours after submitting documents at the Long Room	7053	75%
No of TEUs cleared within 48 hours	1516	16%
No of TEUs cleared within 72 hours	223	2%
No of TEUs cleared more than 72 hours	638	7%

Table 3: Analysis of Total FCL Clearance

NOTE:

Average times were calculated starting from the time of CusDecs being satisfied by the SC at the L/R.

7.1.1. Import FCL Sub Processes

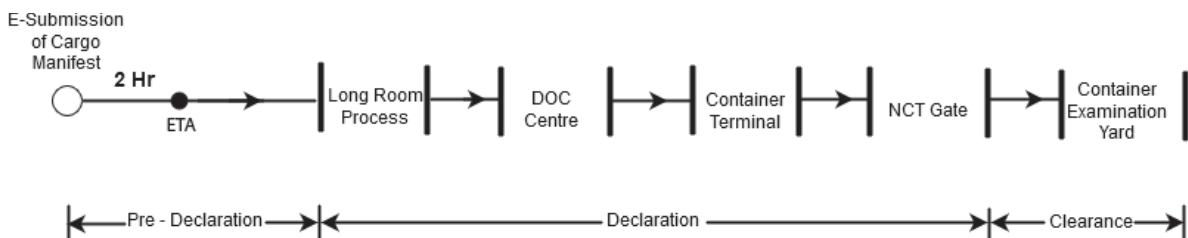


Figure 5: Import FCL Sub Process

Once the Cargo Manifest is lodged into the ASYCUDA system, it becomes possible for a CHA to submit a CusDec pertaining to a shipment. Once a CusDec (along with the supporting documents) is submitted, it is scrutinized at the Long Room (L/R). Thereafter the CHA proceeds to the Doc Center to collect the Customs Internal Gate Pass (CIGP).

Once this is collected the container is loaded from the container terminal on to the container truck which proceeds to the NCT gate for exit from the port. Containers which are required to undergo examination would proceed to the Container Examination Yards and complete the clearance

process. If any Other Government Agency (OGA)'s involvement is required, these requirements are fulfilled while the cargo is at the Container Examination Yards. Containers which are exempted from examination would proceed directly to the consignee's stores.

These processes are being examined separately in this study.

The FCL container movement path is geographically depicted in Annex 11.9

7.1.1.1. Pre-Declaration

Any ship entering the Colombo harbor has the ability to report their inbound cargo manifest to the Customs ASYCUDA system prior to the arrival of the vessel. But CusDecs could be lodged in to the ASYCUDA system 02 hours prior to the Estimated Time of Arrival (ETA). Local agents of merchant vessels provide such manifests into the Customs System. Once the manifest is received by the ASYCUDA system, it provides authorization for local importers to lodge their inward customs

declaration at any time of the day through their respective Customs House Agent (CHA)s. Once the e-Customs Declaration is received by the ASYCUDA System, a system generated number is assigned and the assessment notice is transmitted to the importer enabling him for e-payment of the Customs dues. Once the e-payment is completed, the representative or the respective CHA should take all the related documents and the numbered CusDec to the customs Long Room (L/R) for processing.

The study results are as follows,

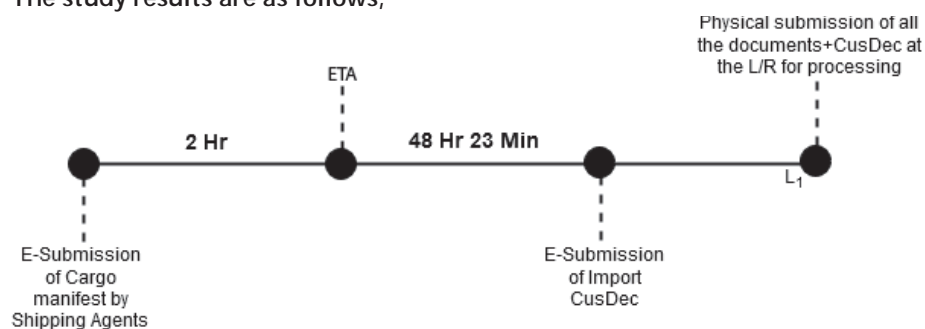


Figure 6: Study Results of Pre-Clearance Process

NOTE:

SLPA grants a grace period on container demurrage for three (03) working days from vessel berthing to the clearance of containers. It is eminent that most of the importers lodge their CusDecs on the last day of this grace period. This leads to severe container outward traffic on the 03rd day.

As an example, the clearance of container cargo pertaining to vessels reported during the weekend will be done on the 03rd working day (Wednesday). This contributes to serious container congestion on Wednesdays as importers try to clear their containers from the gate before demurrage charges are applied.

7.1.1.2. Customs Declaration Unit (Long Room (L/R))

Customs Declaration Unit which is commonly known as the Long Room (L/R) is the office which processes the CusDecs. L/Rs are established for Sea Cargo Imports, Air Cargo Imports and Exports.

The Sea Cargo Imports Long Room which is commonly known as the "Long Room (L/R)" comprises of three sections. These are, General Imports, Motor Vehicles and 'D' Branch. 'D' Branch is a special purpose unit that monitors duty waivers and Trade Agreements related matters. The functions of the Long Room are supervised by the Long Room Supervisor (LRS).

Trade has the ability to submit a CusDec into the ASYCUDA System in advance as explained in chapter 7.1.1.1 and obtained an "Assessment Notice" electronically.

This is done before entering the L/R. But provisions are provided for manual payment through Bank Drafts at the L/R as a measure to facilitate importers.

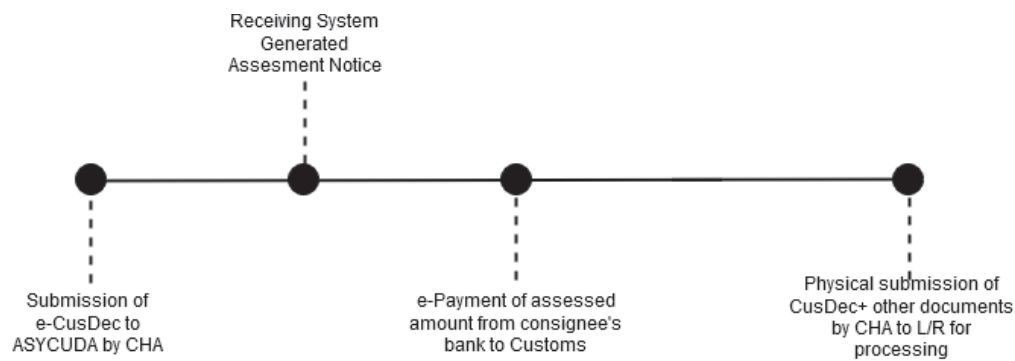


Figure 7: Import E-CusDec Submission Process

Also, if any intervention of OGA's are required, these processes would also be completed prior to the entry to the L/R.

CHA will initially present a hard copy of the system generated CusDec along with all other connected documents to the ASC in "Payment Update" to commence the CusDec processing function and will exit the L/R after "Detaching Warrant Copy".

Long Room additionally has a "Fast Track/Green Channel Unit" which is set up to facilitate pre-determined and identified low-risk consignments/ consignees by bypassing the normal process. The awarding of such facility is on the recommendation of the Risk Management Committee (RMC). This unit consists of two (02) DDCs who will at once receive the CusDec and complete the process by satisfying it at the same time. This is aimed at

facilitating low risk consignments.

Similarly, for FCL consignments considered as "High Risk" by the RMC, will be selected through the system and directed to be examined at the HRC unit at Grayline 1 Container Examination Terminal. High Risk LCL shipments would have a system indication visible while processing. The relevant LCL Warehouse (W/H) would fulfill pre-determined requirements.

A "Valuation Fast Track (VFT)" Unit has been established after the final process of "Detaching Warrant Copy" at the L/R. This is to facilitate valuation referred consignments of acceptable values (chapter 7.3).

As an example: System generated Low Risk Cargo selections may sometime be not necessary to undergo the entire valuation procedure.

Analysis results for CusDec Processing at the Long Room is as follows.

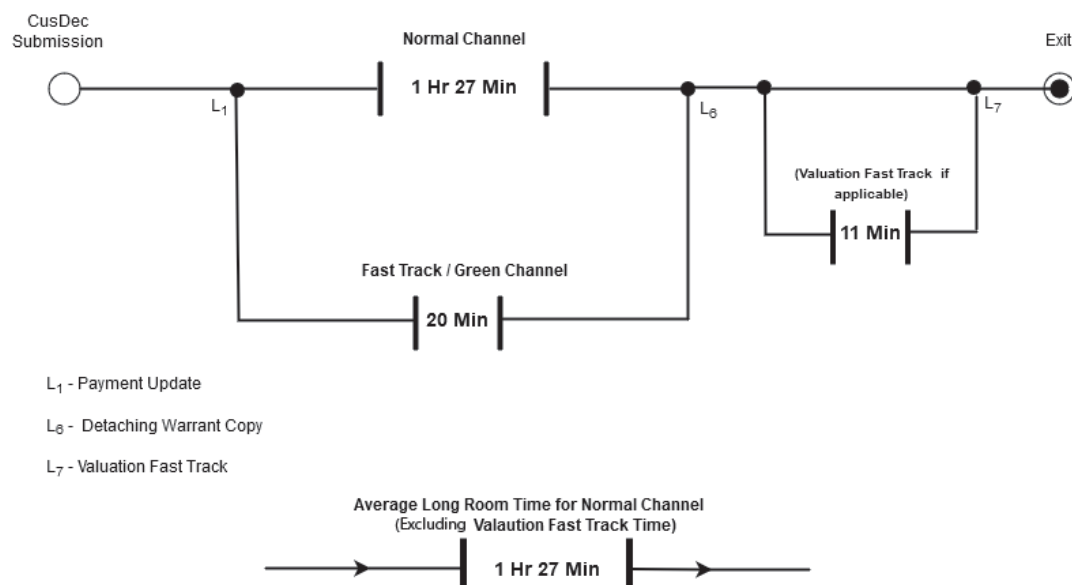


Figure 8: Import FCL CusDec Processing Process at L/R

CusDec Processing Channel	Average Time Taken
Normal Processing	1 hr 27 min
Fastrack/Green Channel	20 min

Table 4: Analysis for CusDec Processing at the Long Room

STUDY LIMITATIONS:

1. Time taken for CusDecs referred to the 'D' branch for completing pre-requisites is included in the Average Processing Times mentioned above.
2. According to comments on survey forms, average processing times are also affected by the Bank Remittance verification time which in some instances, consume considerable process time due to technical issues in the compatibility of the two systems.

7.1.1.3. Documentation Centre (Doc Centre)

Doc Centre which is the shortened form for "Document Center" was established under the Declaration Directorate as a "One-Stop-Shop" to facilitate the clearance of all FCL consignments. Granting "Passed for Delivery", issuing Terminal Gate Passes (SLPA, SAGT, and CICT) and issuing Customs Internal Gate Passes (CIGP) are the main functions of the Doc Centre. It is established outside the Customs Headquarters premises and Colombo Port premises, in a separate building (Annex 11.9).

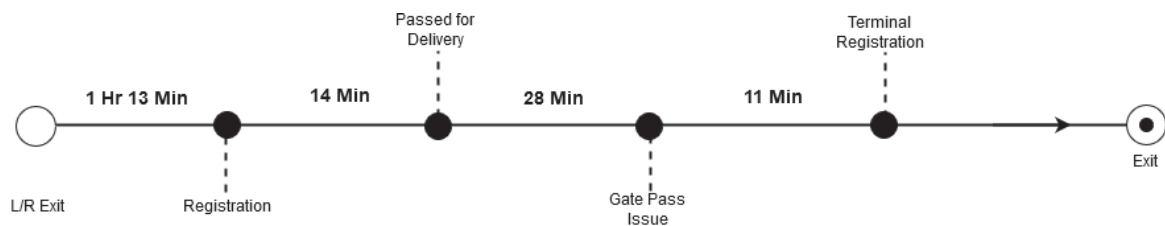


Figure 9: Analysis for CusDec Processing at the Doc Center

Gate Pass Issuing	Average Time Taken
Idle Time from Long Room to Doc Centre	1 hr 13 min
Registration to Passed for Delivery	14 min
Time for Terminal Payments	28 min
Issuing Customs Internal Gate Passes	11 min
Total time for Customs Processes in Doc Centre	25 min
Total time for Doc Centre	53 min

Table 5: Analysis for Gate Pass Issuing at the Doc Center

Idle Time
 Customs Time
 Total Time

7.1.1.4. Container Terminals

The Port of Colombo consists of three main container terminals.

They are as follows,

1. Jaya Container Terminal (JCT)
2. South Asia Gateway Terminal (SAGT)
3. Colombo International Container Terminal (CICT)

These three container terminals are situated in the North, Center and South of the Colombo Port.

Once, the Customs Internal Gate Pass (CIGP) is issued at the DoC Center, the CHA gives one copy of it to the container truck driver (lorry driver) for him to proceed to the relevant container terminal to load the container and come to the NCT Gate.

The empty container truck is allowed to enter the port premises by this CIGP. Therefore, only after issuance of the CIGP the empty container truck will

enter the port premises and directly proceed to the relevant container terminal to collect the container. Once the container is loaded, the loaded truck exits the container terminal and proceeds towards the NCT gate to exit the port premises.

Average container terminal processing times from the entrance of the empty container truck to the exit of the loaded container trucks from the terminal is as follows,

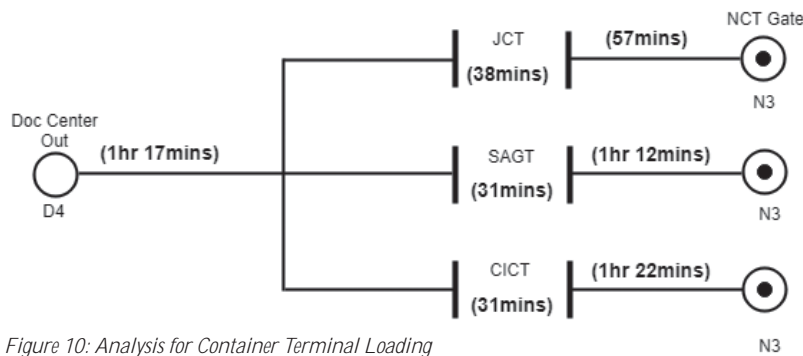


Figure 10: Analysis for Container Terminal Loading

Container Terminal Loading	Average Time Taken
Idle Time from Doc Centre to Container Terminal	1 hr 17 min
Average Throughput Time for Terminal Loading	33 min

Table 6: Analysis for Container Terminal Loading

Idle Time

7.1.1.5. New Container Terminal Gate (NCT Gate)

NCT Gate is the final checking point of Colombo Port premises for FCL consignments. NCT Gate has three (03) main functions. They are, manual seal assigning, NCT Gate Pass issuing and Container seal placing.

The functions of Manual Seal Assigning and NCT Gate Pass Issuing is done at the first section of the NCT Gate by Assistant Preventive Officer (APO) s. For the purpose of this study this section of the NCT Gate will be denoted as function: NCT 1.



Function at NCT 1:

CHA arrives at the NCT 1 with the CusDec and the other copy of the CIGP where he processes the first function of NCT 1. The CIGP and the CusDec is produced to the APO for assigning a Customs Container Seal number and he allocates a seal number for the particular container in the CusDec. Then he would forward the documents to APO for printing of the NCT Gate Pass. APOs in NCT Gate Pass Printing Unit will enter the CIGP data into the system and generate the green color NCT Gate Pass. This is the gate pass that allows the container to exit the port premises.

The second section of the NCT Gate is the function of Customs Container Seal Placing. This is performed by two Inspectors of Customs (ICC) at the exit of the NCT Gate. For the purpose of this study, this section of the NCT Gate will be denoted as function: NCT 2 (figure 11).

Functions of NCT 2:

When the container loaded truck arrives at the NCT Gate, ICC at Seal Issuing and Placement Unit will issue the matching seal with the correct serial number mentioned in the green color NCT Gate Pass. Then a Customs Guard (CG) at the NCT Gate will oversee the seal placing on the container process.

Once container loaded trucks exists the container terminals, they directly proceed towards the NCT Gate for exit. Since, container loaded trucks from all three (03) container terminals (JCT, SAGT, CICT) have to exit from one gate (NCT Gate), obviously it results as a bottle neck creating a long queue during high exit volumes.

Previously, container loaded trucks which are in the queue and arriving at the NCT Gate will have to wait for the CHA to provide him of the necessary documentations to perform NCT functions (NCT1 first and then NCT2). In the case of CHA not being present at the time of arrival or being late to arrive, the trucks will be parked by the NCT Gate creating further clogging to the container exit queue.

This happens mostly in the evening rush hours where majority of the CHAs direct the loading of containers in the evening. This is due to the fact that CHAs tend to perform the documentation part in the morning and the loading part in the evening. Majority of the CHAs perform this function simultaneously. As a

result, more containers arrive at the NCT Gate at the same time for exit and thus, create clogging at the NCT Gate.

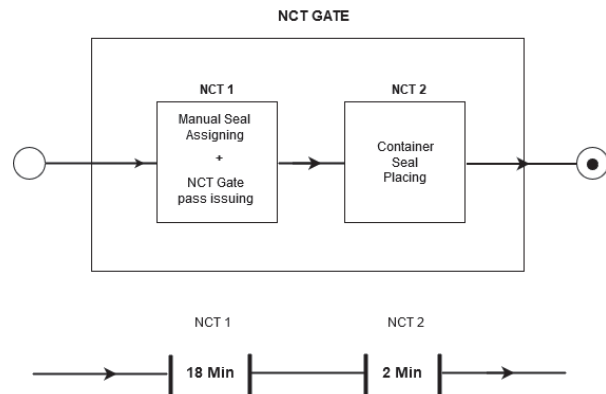


Figure 11: Analysis for NCT Gate Process

NOTE:

1. A Committee to Monitor the Speedy Clearance of Containerized Cargo was set up by the DGC to recommend strategies for speedy clearance of containers since the congestion required immediate solutions.
2. As a result, CHAs were allowed to proceed to the NCT gate after obtaining CIGP. Here, CHA gives a photocopy of the CIGP to the container truck driver enabling him to get the truck in to the port, load the container from the terminal and proceed to the NCT Gate. The CHA directly proceeds to the NCT Gate with the original CIGP and processes the NCT 1 function before the container loaded truck arrives at the NCT. This allows the loaded truck to proceed directly to the NCT Gate to perform NCT 2 function where the CHA will be waiting to perform NCT 2 function.
3. Thus, the NCT 1 function time of 18 minutes will not incur for containers who have performed this function previously. These containers will have a throughput time of only 2 minutes which is for NCT 2 function.
4. Quite often the relevant CHAs will not be present at the time the loaded truck arrives at NCT to perform NCT 2 function. This may result in re-directing the container back to the end of the line in order to reduce clogging at the gate.

7.1.1.6. Examination Yards

When FCL containers exit from the NCT gate, containers requiring examination will proceed to the relevant Customs Container Examination Yards. Four (04) major Customs Container Examination Yards have been located outside the Colombo Port for the purpose of examining FCL Cargo.

1. Grayline I container yard (GL I)
(Yard capacity of 100 TEU)
2. Grayline II container yard (GL II)
(Yard Capacity of 100 TEU)
3. Rank Container Terminal (RCT)
(Yard capacity of 350 TEU)
4. High Risk Cargo Examination (HRC) Unit – situated within GL I
(Refer Annex 11.9)

Since the Customs Container Examination Yards are situated in different geographic locations, travelling times vary from one to the other.

Average times are as follows.

Examination Yard	Average Time taken from NCT Gate to Examination Yard
GL II	1hr 27 min
RCT	1hr 17 min
GL I	1 hr 52 min
HRC	2 hr 16 min
Average Idle Time taken from NCT Gate to Examination Yard	1 hr 43 min

Idle Time

Table 7: Analysis for Idle Time Taken from NCT Gate to Examination Yards

STUDY LIMITATIONS:

1. Average times above are based on averaging both peak and off-peak hours travelling times.
2. Container scanning times are not considered separately since difficulty in collecting data.

NOTE:

1. Average Idle time from NCT Gate to Examination Yard reflects both traffic congestion and yard capacities. The traffic congestions at the 03-traffic signal-controlled junctions, across the main roads connecting the commercial capital provides a significant barrier for container movement. During peak hours these times can be exponentially increased.
2. The GL I yard, which is the furthest yard, consists of both HRC and normal cargo examination units. Due to the low capacity (100 TEUs), and having a major railway line to cross, the congestion mostly effects this yard. Hence a significant travel time is eminent.
3. It is also noted the RCT yard which inhibits almost the same distance and path as GL-I has a very low travel time. This is due to having a yard capacity of over 03 times (350 TEUs), as GL I and not having to cross the railway line.
4. In contrary the GL II yard which is of very close proximity to the port exit have almost the same time as RCT yard. The proximity advantage may be compromised by the low capacity (100 TEUs) disadvantage. This is further eminent when throughput times are considered.

Channel \ Yard	Amber	Detail / Red
RCT	1 hr 20 min	6 hr 30 min
GL I	1 hr 56 min	6 hr 52 min
GL II	2 hr 26 min	6 hr 00 min
HRC		7 hr 19 min

Table 8: Average Turn Around Times by Examination Yards

When the containers enter the examination yards, CHA proceeds to Deputy Director of Customs (DDC) (Appointing) to get officers assigned for examination and the examination channel (Amber, Red or Detailed) decided. The constituent of officers appointed varies depending on the channel decided by DDC. If any inspection is required by any OGAs, examination is conducted jointly.

Consignments are released on completion of due process and OGA recommendations (if referred).

Examination Yard Process		Average Time Taken
Idle time from NCT Gate to Examination Yard		1 hr 43 min
Idle time from "Container Entered" to "Appointing (DDC)"		1 hr 26 min
Examination Time (Without referring to valuation or OGAs)	Amber	1 hr 54 min
	Detail/Red	6 hr 40 min
	HRC	7 hr 19 min
Idle time from "Container Released (DDC)" to "Container Exit (Yard Staff)"		1 hr 10 min
Total time for Customs Processes in Examination Yard	Amber	1 hr 54 min
	Detail/Red	6 hr 40 min
	HRC	7 hr 19 min
Total time for Examination Yard	Amber	4 hr 30 min
	Detail/Red	9 hr 16 min
	HRC	9 hr 55 min

Table 9: Analysis for Examination Yards

■ Idle Time
■ Customs Time
■ Total Time

STUDY LIMITATIONS:

1. Above times does not include OGA reference times.
2. Consignments that are not consistent with the CusDec requiring further customs processes are also excluded.
3. Consignments with multiple containers were not considered due to inadequate data.

NOTE:

1. At the time of entrance of a container to the examination yards often CHA doesn't come with the container truck. Hence the trucker would have to park the truck in a vacant examination bay position until the CHA arrives since one CHA may handle more than one consignment at different examination yards. Appointing officers would proceed thereafter.
2. Similarly, after completing customs processes (DDC release) an average idle time of 01 hour 10 minutes was found. This is due to CHAs not removing the containers from the examination yard due to various reasons. These vary from process clogging to client instructions.
3. Officers have indicated in the "Remarks" section of the TRS survey forms that when CHAs VAT number/CHA License is expired while the consignment is being processed it finally reflects at the time of releasing the container by DDC (Passed for Delivery) at the examination yard. This creates additional clogging as the consignment cannot be released until the CHA gets this issue resolved from the TIN/VAT Unit.

7.2. Import Sea Cargo LCL Process

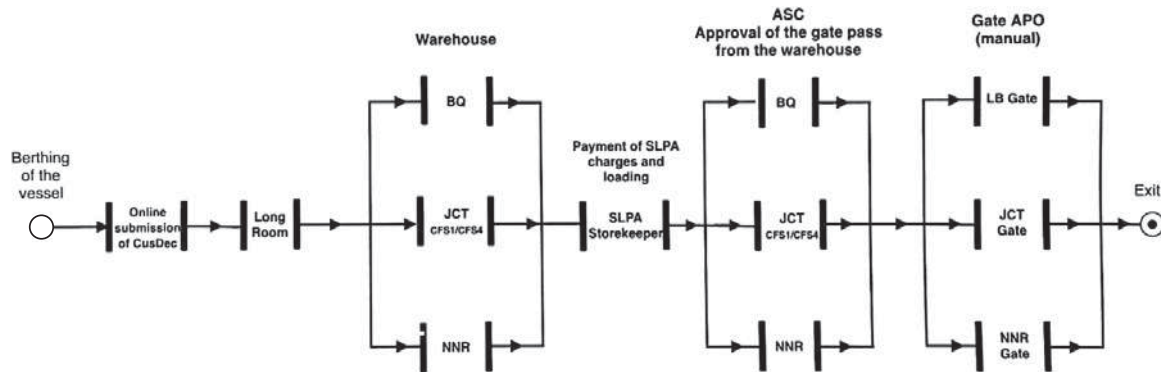


Figure 12 Import Sea Cargo LCL Process

Import LCL sea cargo are mainly stored in SLPA warehouses located within and outside the Colombo port premises.

They are,

- Bandaranayake Quay (B/Q) warehouse premises [within the Port]
- Jaya Container Terminal JCT) (CFS 1 & CF S 4) warehouse [within the Port]
- New Nuge Road (NNR) ware house in Peliyagoda

LCL consignment containers are taken to the relevant LCL warehouse by the SLPA, where they are de-stuffed, stored and kept ready for clearance.

The geographical location of these warehouses is depicted in *Annex 11.10*.

7.2.1. Import LCL Sub Processes

Import LCL cargo follows the same methodology as FCL cargo for declaration processing. CusDecs are submitted electronically taxes paid & docs forwarded for processing at the L/R. After processing the CHA proceeds to the relevant LCL ware house for examination. Upon completing Customs formalities goods are loaded to the truck and exits the premises.



Figure 13: Import LCL CusDec Processing Process

7.2.1.1. Processing at the long Room (L/R)

The submission of CusDec online, assessment and duty payments are the same as in for FCL.

Document processing at the Long Room too is the same as in FCL with average times being mostly alike.

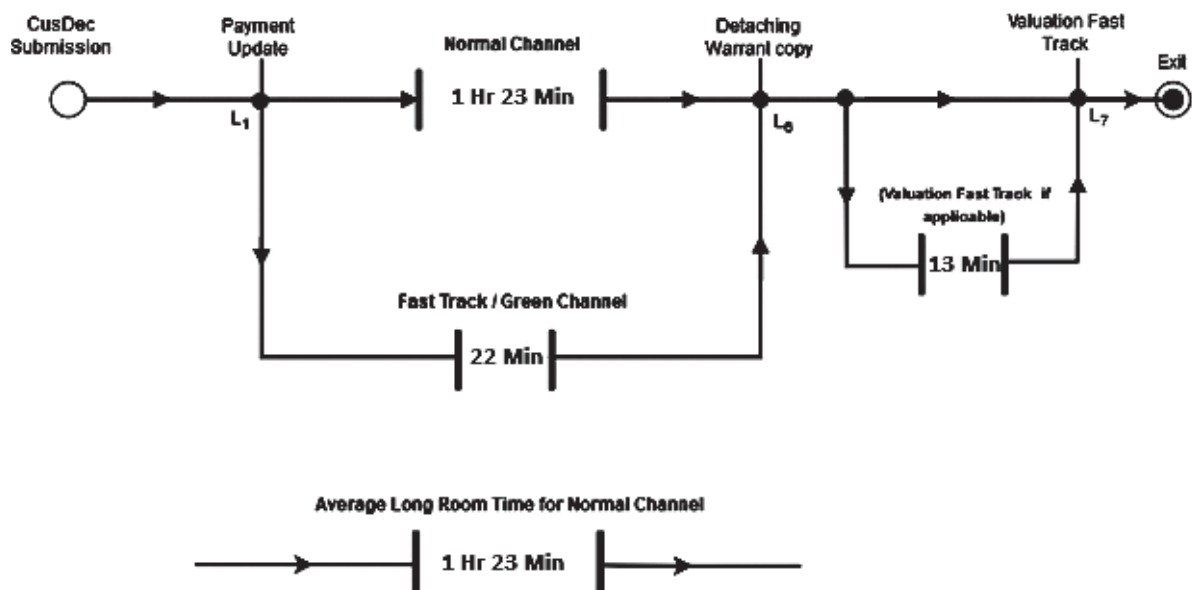


Figure 14: Import LCL CusDec Processing Process at L/R

CusDec Processing Channel	Average Time Taken
Normal Processing	1 hr 23 min
Fastrack/Green Channel	22 min

Table 10: Analysis for L/R LCL Process

STUDY LIMITATIONS:

1. Time taken for CusDecs referred to the 'D' branch for special requirements is included in the Average Processing Times mentioned above.
2. Average Processing Times is also affected by Bank Payment verification time in an adverse manner.

7.2.1.2 Warehouse

LCL cargo are stored and processed at SLPA designated warehouses BQ, JCT and NNR.

The selectivity of physical examination channels at the warehouse are based on system indicated RMC recommendations and according to risk factors assessed by the Senior DDCs attached to the Screening Unit at the warehouse. Three (03) main examination channels: Exempted, amber and Detail/ Red exists.

LCL Warehouse Process		Average Time Taken
Idle Time from Long Room Exit to Warehouse Registration		1 hr 23 min
"Registration" to "Appointing (DDC)"		27 min
Idle Time from "Appointing (DDC)" to "Query / Inspection Start (Appr)"		1 hr 11 min
Examination Time	Amber	32 min
	Detail / Red	1 hr 03 min
Time from "Inspection End" to "Gate Pass Sign"		2 hr 43 min
Idle Time from "Gate Pass Sign" to "Gate Out"		31 min
Total time for Customs Processes in LCL warehouse	Exempted	27 min
	Amber	59 min
	Detail / Red	1 hr 30 min
Total time for LCL Warehouse Process including gate out time	Exempted	3 hr 41 min
	Amber	5 hr 24 min
	Detail / Red	5 hr 55 min

Table 11: Analysis for LCL Warehouse Process

■ Idle Time
■ Customs Time
■ Total Time

STUDY LIMITATIONS:

1. These average times have been calculated for consignments which were not referred to valuation or OGA.
2. Also, time taken from vessel arrival to destuffing of the container is not considered. Hence, time from CusDec submission to examination of goods may differ accordingly.

NOTE:

1. The difficulty in tracing cargo as well as collecting the total number of packages, provides significant delays in the process.
2. The location of Customs offices distant to the physical location of goods especially in JCT warehouse where officers have to travel to CFS I and CFS IV warehouses in a hired vehicle adding additional costs to the consignee.

7.3. Valuation Process

The Valuation Directorate was established and functions under the purview of Additional Director General of Customs (Corporate). The Head Office of the Valuation Directorate (Central Valuation Office (CVO)) is located at Rank Container Terminal (RCT) at Orugodawatta.

With effect from 7th January 2003, Sri Lanka Customs Valuation process follows the provisions of Article VII of World Trade Organization's (WTO) General Agreement on Tariff and Trade (GATT) 1994 for the valuation of imported goods.

The directorate is responsible for the verification of transacted values and determination of Customs values as per the principles laid down in the Valuation Agreement.

Valuation Process for FCL	Average Time Taken
Idle time from "Referred to Valuation" to Valuation "Registration"	2 hr 20 min
Customs Valuation Process	1 hr 35 min
Idle time from Valuation "System Released" to "Returned from Valuation"	1 hr 10 min

Table 12: Analysis for Valuation Process (FCL)

NOTE:

1. CHA collects shipment samples during examination and proceed to the Valuation Branch. Most CHAs do this collectively. So, they wait till others finish or until a suitable transport is arranged. Hence, idle time from examination yard to valuation is of significant value.

Valuation Process for LCL	Average Time Taken
Idle time from "Referred to Valuation" to Valuation "Registration"	6 hr 9 min
Customs Valuation Process	1 hr 12 min
Idle time from Valuation "System Released" to "Returned from valuation"	7 hr 5 min

Table 13: Analysis for Valuation Process (LCL)

NOTE:

1. Most CHAs handling LCL cargo, would take shipment samples (after examination) to the Valuation Branch on the next day depending on their convenience. Similarly, when valuation process is completed on the same day of reference CHAs tend to return to the warehouse on the next day. Hence, average times are significantly affected.
2. To facilitate the valuation process, a Front-Line Valuation Approval Unit (Valuation Fast Track -VFT) has been introduced just after the Detaching Warrant Copy function (for sea cargo) and a Regional Valuation Office (RVO) (for air cargo). If the CusDec is referred to the Valuation Directorate the CHA has the option to either to use the VFT/RVO option or go through the valuation process. Officers at the VFT/RVO units have been authorized to approve the values of selected commodities if the transaction value can be accepted within the norms of valuation guidelines. Here, most of the system generated valuation queries are being facilitated. Consignments needing further scrutinization are being referred to the Central Valuation Office.

Valuation Fast Track Process	Average Time Taken
Import FCL	11 min
Import LCL	13 min

Table 14: Analysis for Valuation Fast Track Process

Air Cargo RVO Process	Average Time Taken
Valuation Time	30 min

Table 15: Analysis for Valuation Process (Air Cargo)

7.4. Food Control and Administration Unit

All food items that has been imported for human consumption are to be referred to the Ministry of Health (MoH) for approval prior to release as per Food Act No 26 of 1980. A special functional unit, Food Control and Administration Unit (FCAU) has been established under the purview of the MoH. Food Inspectors (FI) attached to this unit has setup offices at RCT, Colombo Port and the Airport to facilitate the speedy clearance of food related consignments. The FCAU offices categorized food items according to Low, Medium, High risk levels and process cargo. If examination is required, it is done jointly with the Customs examination. If further clarifications/testing is required such goods are released from Customs to the consignee's warehouse on a conditional guarantee as a facilitation measure.

Analysis table for Food Control and Administration Unit (For Import FCL, Import LCL and Air Cargo)

Food Unit Processing Time	Average Time Taken
Idle time from "Referred to OGA" at Examination Yard to "Registration" at Food Unit	1 hr 5 min
Processing Time	25 min
Idle time from "System Released" at Food Unit to "Returned from OGA" at Examination Yard	55 min

Table 16: Analysis for Food Unit Processing

NOTE:

1. Since examination by FCAU is done jointly with Customs, FCAU examination time is also included in the Customs examination times.

7.5. Sri Lanka Standards Institution (SLSI)

Sri Lanka Standards Institution (SLSI) is the national standards body of Sri Lanka. SLSI provides information on standards, technical regulations and standards related activities to the community at national level. When importing goods to the country, some consignments depend on the commodity, should go through the SLSI import inspection process in order to verify that the consignment conforms to the Sri Lankan standards. When a consignment is referred for the approval of SLSI, the relevant CHA will provide the documents to SLSI Head Office at Narahenpita. Depending on the commodity, SLSI staff will carry out the securitization processes and inform Customs on conditions of release. In the case of consignments having "Approved" status these consignments will be released on site. Other consignments have to undergo various processes including testing of the commodity against the Sri Lanka Standards before the approving procedure.

SLSI Processing Time	Av. Time Taken
Idle time from "Referred to OGA" at Exam Yard to "Docs Recvd" at SLSI.	1 hr 11 min
Processing Time	1 hr 18 min
Idle time from "Docs Released" at SLSI to "Returned from OGA" at Exam Yard	57 min

Table 17: Analysis for SLSI Processing

STUDY LIMITATIONS :

1. The study concentrated only on the sample drawing process at the Customs Examination Yards where the consignments are released to the consignee's warehouse. "Approved" consignments, where on site approval is granted. Other consignments follow different procedures incurring more process time.
2. System upgrade in SLSI System during the survey period had an impact on the survey limiting the number of data collected at SLSI Head Office.

7.6 Animal Quarantine

No person shall import live animals and animal products without a permit issued by the Controller of Imports and Exports on the recommendation of the Director General of the Department of Animal Production and Health. Animal Quarantine (AQ) office operates under the Department of Animal Production and Health. After importation consignments referred for approval from (AQ) are processed at the frontier by Animal Quarantine Officer (AQO)s and recommended by the Chief Animal Quarantine Officer (CAQO) to Customs. Shipments are either or to undergo further investigation at Customs Yards. Consignments are

inspected by AQO who recommends for release after sampling, lab testing, quarantining & surveillance and treatments. This study considers only (Sampling) channel shipments as the other channels require detail analysis with unpredictable time.

Animal Quarantine Processing Time	Average Time Taken
Idle time from "Referred to OGA" at Exam Yard to "Registration" at Animal Quarantine.	1 hr 11 min
Processing Time	18 min
Idle time from "Docs Released" at Animal Quarantine to "Returned from OGA" at Exam Yard.	57 min

Table 18: Analysis for Animal Quarantine Process (for Import FLC, LCL and Air Cargo)

STUDY LIMITATIONS:

1. Only consignments that are under channel "Released" are considered in the study.
2. Consignments which require further inspection /process is not considered as process duration is not predictable.

7.7. Plant Quarantine

National Plant Quarantine Service (NPQS) operates under Department of Agriculture. Plant Quarantine Station (Sea Port) operates under the NPQS where all imported flora and fauna, their parts including related products are subject to their approval on arrival. Once such consignments are referred to the NPQS they determine whether the consignment can be released (on scrutiny of relevant documents) or whether they need further testing / treatment according to the permit conditions or prevailing conditions of the consignment. This study includes only consignments that could be released upon submission of documents.

Plant Quarantine (PQ) Processing Time	Average Time Taken
Idle time from "Referred to OGA" at Exam Yard to "Registration" at PQ.	56 min
Processing Time	42 min
Idle time from "Docs Released" at PQ to "Returned from OGA" at Exam Yard.	48 min

Table 19: Analysis for Plant Quarantine Process (For Import FCL, LCL and Air Cargo)

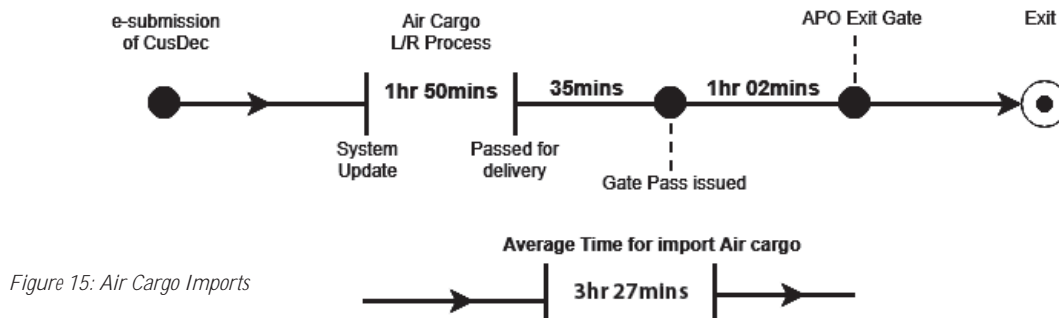
STUDY LIMITATIONS:

1. Only consignments which can be approved upon submission of the relevant documents at the NPQS are considered.
2. Consignments which need inspection/ further processes are not considered due to the unpredictable nature of further processes.

7.8 Air Cargo – Import

Air cargo Directorate of SLC is situated at the Air Cargo Terminal at Bandaranayake International Airport to facilitate Air Cargo import consignments. After arrival of the goods through the aircrafts, Sri Lankan Airlines (SLA) staff handles and unload goods into the relevant yards. CHA submits the

CusDec to the ASYCUDA system and make payments and proceed to the Air Cargo L/R for processing and examination (if required). Once processed handling/demurrage charges are paid and a gate pass is issued. After issuance of gate pass, goods are loaded to the truck and exited through the gate, where the gate APO checks for completing formalities and allows the goods to be exited.



Import Process- Air Cargo	Average Time Taken
Time from "System Update" to "Passed for Delivery"	1 hr 50 min
Time from "Passed for Delivery" to "Gate Pass Issued"	35 min
Idle Time from "Gate Pass Issued" to "Gate Out"	1 hr 2 min
Total Customs time for Air Cargo	2 hr 25 min
Total time for Air Cargo	3 hr 27 min

Table 20: Analysis for Air Cargo - Import Export

Idle Time
Customs Time
Total Time

STUDY LIMITATIONS:

- Once gate pass is issued, CHA proceeds for the payment of W/H charges to SLA and proceed for loading of goods. This time is included in idle time.

7.9 Export Long Room

Export Long Room is the office which processes the Export Customs Declarations (CusDec) at the Customs Headquarters. The functions of the Long Room are supervised by the Chief Export Officer. Here, most CusDecs pertaining to LCL shipments are processed. The process is of a simple nature requiring of a minor process time.

7.9.1 Export CusDec Processing at the L/R

Consignees have the ability to submit a CusDec into the ASYCUDA System in advance via Customs House Agent (CHA)s and receive the "Assessment Notice" and pay the dues related to the relevant consignment before entering to the Long Room. CHA will initially present all

the documents to the ASC in "Payment Update" to commence the CusDec processing function and will exit the Long Room after "Detaching Warrant Copy".



Figure 16: Export LCL/FCL Process

Export Process	Average Time Taken
Long Room Processing Time (Warranting)	9 min

Table 21: Analysis for Export Process (L/R)

STUDY LIMITATIONS:

- Although CusDecs for LCL cargo is processed at the Exports Office L/R at the Customs Headquarters, cargo is being stuffed at the respective private export container yards. This time is not considered. Once stuffed such containers arrive at the Trico EFC for processing as a consolidated FCL container. Hence, throughput times are the same as in FCL.

7.9.2 Export Facilitation Center (EFC)

In order to facilitate the export trade, an Export Facilitation Center (EFC) has been established at No. 478/6, K.Cyril C Perera Mawatha, Colombo 13 as a public private partnership. M/s Trico Logistics Ltd operate in cooperation with SL Customs to provide the operational facilities necessary in

view to facilitate the processing of export CusDecs, Examination of Cargo and Boat note passing for FCL containers. Several other government authorities such as Tea Board, Plant Quarantine Unit, Coconut Development Board (CDB), Export Development Board (EDB) also established a small unit within the EFC to provide necessary facilitation for export cargo.

Export Processing Time	Average Time Taken
Idle Time from "Cargo Entry In" to "Examination"	18 min
Export Processing Time	9 min
Idle Time from "Acknowledge" to "Cargo Exit"	23 min
Time from EFC "Cargo Exit" to "Container Entry into Port (NCT Export Gate IC)"	21 min
Total throughput time	1 hr 11 min

Table 22: Analysis for Export Process (Sea Cargo - EFC)

7.10 Air Cargo – Export

In order to facilitate export which occurs through the mode of air, Sri Lanka Customs has a special unit which is located at the Bandaranayke International Airport. Before Customs procedure starts, the export consignments should go through a security check conducted by the Sri Lanka Air Force and Sri Lanka Airport and Aviation Authority. Then the Cargo Dispatch Note of the export consignment will be

checked by the APO/IC (Inspector of Customs). Most of the consignments will be warehoused depending on the flight schedules. For the rest of the consignments the CHA will submit the documents and relevant Customs officers will update the system. Customs examination will be conducted depending on the commodity and loading of the consignments will be allowed thereafter.



Figure 17: Air Cargo Exports

Export Air Cargo process	Average Time Taken
SLAF security clearance	34 min
AASL time	11 min
Gate APO/IC time	12 min
Time from System update to Allowing Loading	17 min

Table 23: Analysis for Export Air Cargo Process

NOTE:

- Most of the time BOI cargo are processed as air cargo exports. These cargo when brought inside the terminal, are stored at the respective Forwarding Agent's storage facility within the terminal. Goods are taken out of

the terminal once the loading of the due air craft starts. Hence, the arrival and loading of cargo does not happen consecutively for all shipments. Only cargo that are processed through the total procedure consecutively are considered in this study.

7.11 Motor Vehicle Unit

Motor Vehicles coming into Sri Lanka are unloaded at the Colombo Port and the Hambantota Port (which is situated in the south of Sri Lanka.) All CusDecs pertaining to Motor Vehicles (Chapter

87) are processed at the Motor Vehicle Unit in the import L/R at the Customs Headquarters. Once the document processing is completed, CHAs would proceed to the location of the vehicles, be it Colombo Port or Hambantota Port. Motor Vehicle clearance process is as follows,

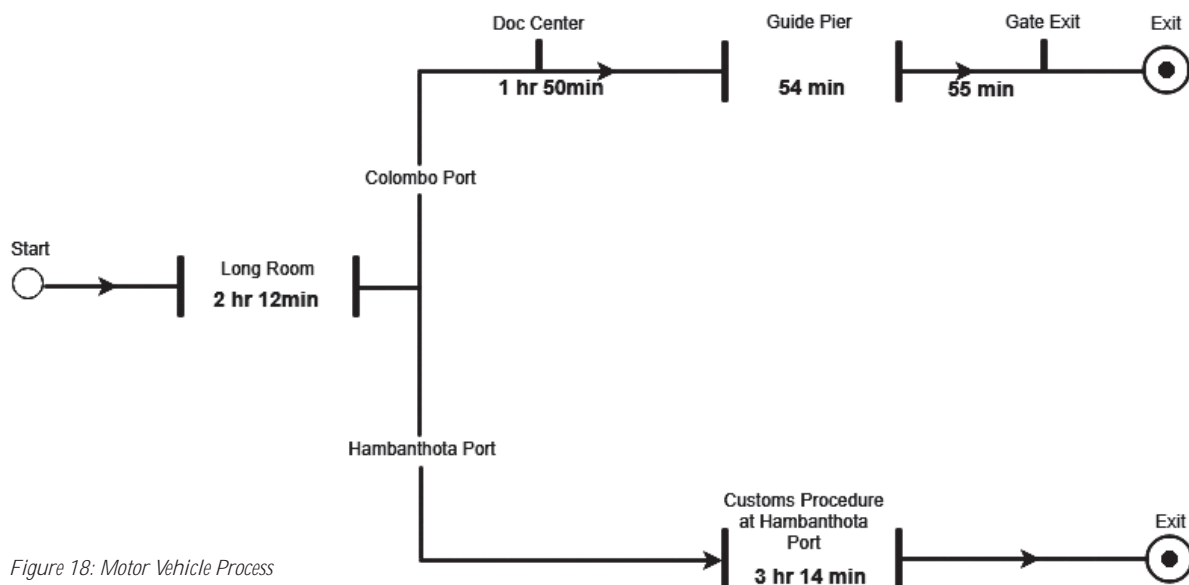


Figure 18: Motor Vehicle Process

Motor Vehicle Process		Average Time Taken
Long Room	Time from Documents Receiving to Satisfying	1 hr 30 min
	Idle time from Satisfying to Payment Update	1 hr 25 min
	Time from Payment Update to Detaching Warrant Copy	42 min
Colombo Harbor	Time from Detaching Warrant Copy to Document Checking (at Guide Pier)	1 hr 50 min
	Time from to Document Checking (Guide Pier) to Collect Gate Pass (SLPA)	54 min
	Time from Collecting Gate Pass (SLPA) to Collecting Gate Pass (APO)	55 min
Hambantota International Port	Time from Entry Registration to Release the vehicle	3 hr 14 min

Table 24: Analysis for Motor Vehicle Process

STUDY LIMITATIONS:

1. Long Room time for clearing vehicles from Colombo Port affected by the vehicle examination process time. As the Motor Vehicle Unit is located in the Sea Cargo L/R at the Customs Head Office, if any examination is required officers will have to travel from the L/R to the vehicle storage yard in the Colombo Port. This process may accumulate additional process time. This time has not been considered in the study.
2. Time from Detaching Warrant Copy to Document Checking (at Guide Pier) includes an idle time.

8. Key Findings

8.1 Import Sea Cargo - FCL

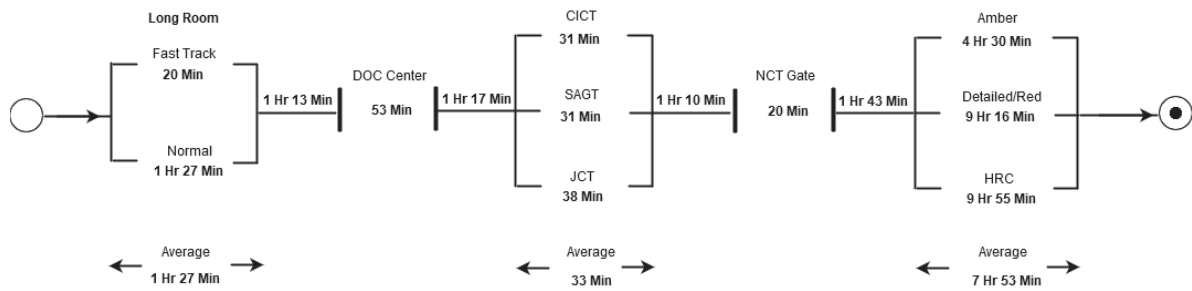


Figure 19: Import Sea Cargo – FCL

Category	Total Customs Time	Total Throughput Time	Customs Time as a Percentage of Total Throughput Time
Green Channel (Exempted)	1 hr 05 min*	5 hr 46 min	18.8%
Fast Track	2 hr 59 min	11 hr 59 min	24.9%
Amber	4 hr 06 min	13 hr 06 min	31.2%
Detail/Red	8 hr 52 min	17 hr 52 min	49.6%
HRC	9 hr 31 min	18 hr 31 min	51.4%

Table 25: Process Leading times for Import Sea Cargo

ASSUMPTION:

*Fast Track CusDecs in the long Room are passed under Amber Channel at the Examination Yard.

8.1.1. Analysis of Total FCL Clearance

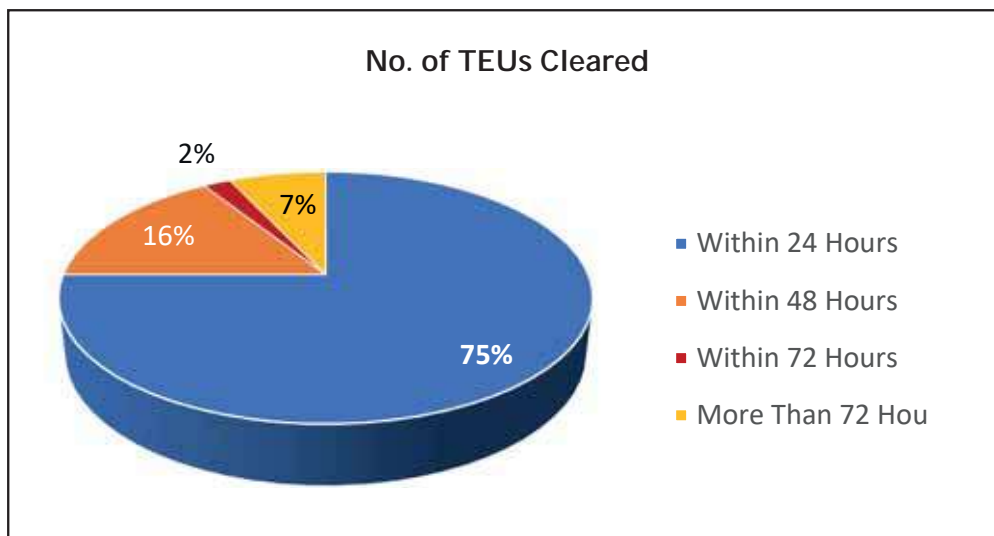


Figure 20: Analysis of Total FCL Clearance (Please refer table 3)

8.2 Import Sea Cargo - LCL

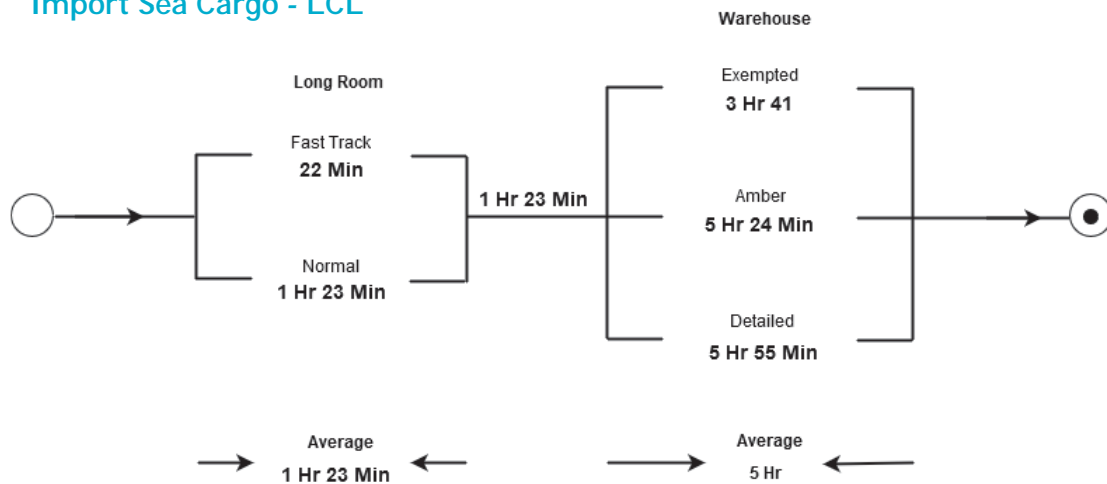


Figure 21: Import Sea Cargo – LCL

Category	Total Customs Time	Total Throughput Time	Customs Time as a Percentage of Total Throughput Time
Fast Track	49 min	5 hr 26 min	15.1%
Amber	2 hr 22 min	8 hr 10 min	29%
Detail/Red	2 hr 53 min	8 hr 41 min	33.2%

Table 26: Process Lead times for Import Sea Cargo - LCL

NOTE:

It is assumed, Fast Track LCL CusDecs processed in Long Room will go through the exempted screening process in LCL Warehouses

8.3 Import Air Cargo

	Average Time Taken
Total Customs Time	2 hr 25 min
Total Throughput Time	3 hr 27 min

Table 27: Process Lead times for Import Air Cargo

8.3.1 Valuation Process

Process Timings			
CVO (Central Valuation Office)		VFT (Valuation Fast Track) (at L/R Sea Cargo)	RVO (Regional Valuation Office) (at L/R Air Cargo)
FCL	5 hr 05 min*	11 min	30 min
LCL	14 hr 26 min**	13 min	

Table 28: Process Lead times for Import Air Cargo

* Please refer Table 12

** Please refer Table 13

8.4 Export Sea Cargo

	Average Time Taken
Long Room Processing Time (Warranting)	9 min

8.4.1 Export-EFC

	Process Channel	Average Time Taken
Total Customs Time	Exempted	9 min
	Panel	15 min
Total Throughput Time (Including Time at Gate)	Exempted	1 hr 11 min
	Panel	1 hr 17 min

Table 29: Process Lead times for Export-EFC

8.5 Export Air Cargo

	Average Time Taken
Total Customs Time	29 min
Total Throughput Time	1 hr 56 min

Table 30: Process Lead times for Export Air Cargo

8.6 Motor Vehicles

	Storage Port	Average Time Taken
Total Customs Time	Colombo	3 hr 06 min
	Hambanthota	5 hr 26 min
Total Throughput Time	Colombo	7 hr 16 min
	Hambanthota	6 hr 51 min*

Table 31: Process Lead times for Motor Vehicle

*Excluding Travel time from Colombo to Hambanthota

8.7 Summary of Throughput times of Key Categories

Category		Process Time	Idle Time	Total Average Throughput Time
Import Sea Cargo FCL		8 hr 31 min	7 hr 59 min	16 hr 29 min
Import Sea Cargo LCL		5 hr 05 min	3 hr 05 min	8 hr 10 min
Import Air Cargo		2 hr 25 min	1 hr 02 min	3 hr 27 min
Export – EFC		9 min	41 min*	50 min
Export Air Cargo		1 hr 14 min	42 min	1 hr 56 min
Motor Vehicle	Colombo	3 hr 06 min	4 hr 10 min	7 hr 16 min
	Hambantota	5 hr 26 min	1 hr 25 min	6 hr 51 min

Table 32: Summary of Throughput times of Key Categories

*Idle time for Export EFC includes process time of Trico Staff office process

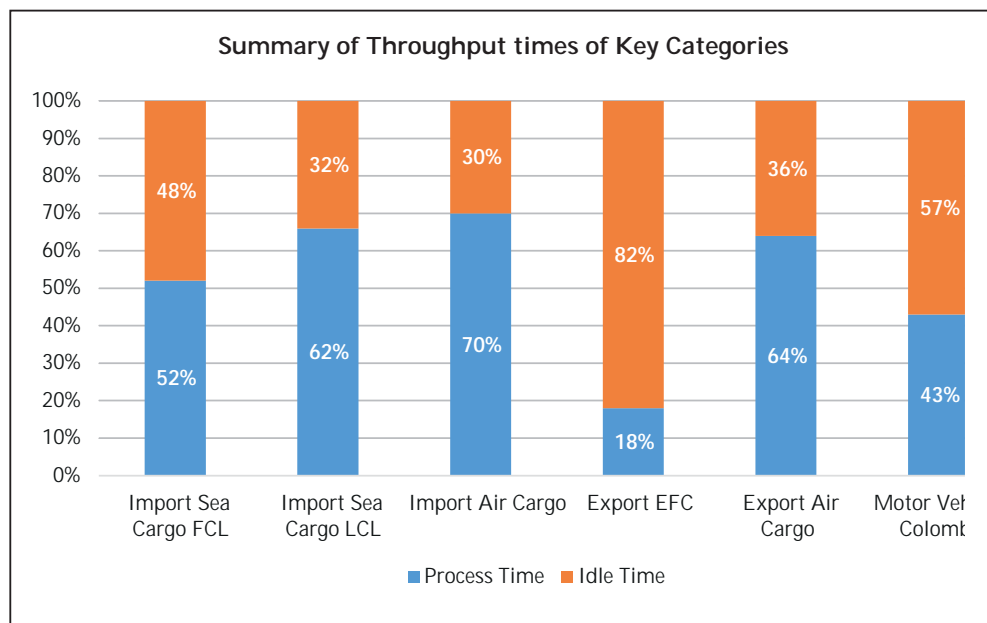


Figure 22: Summary of Throughput Times of Key Categories

At the Pre-Declaration stage it was noticed that majority of the consignees submit their import sea cargo CusDecs on the final day of demurrage exempted period. This may occur

either due to lack of financial readiness of the consignee or as a strategy to mitigate the effects of sudden import tax fluctuations.

Category	2014 TRS Study	2018 TRS Study
Import Sea Cargo FCL average clearance time	28 hr	16 hr 29 min

Table 33: Comparison of 2014 and 2018 Study for Import FCL Sea Cargo



9. Conclusions

- It was observed at the pre-declaration stage, (time from allowable CusDec submission time to actual submission time) that most of the CusDecs were submitted for processing, without taking advantage of around 48 hours of pre-processing time.
- Out of the total CusDecs submitted for FCL consignments (measured in TEU) around 75% of them were cleared within 24 hours.
- Since 7% of the total imported TEUs remain without clearance for more than 3 days. It provides bottlenecks at the detention centers (E.g.: inside the port, at examination yards).
- On average, regardless of the process channel (Green/Fast Track/Amber/Detail or Red/HRC), for both which FCL and LCL consignments are being processed, they are cleared within 24 hours from the time of physical submission of the CusDec at the L/R, if no anomalies are found.
- The total customs processing time is less than 50% of the total processing time for all Import Sea Cargo (FCL/LCL). In other words, the process idle times is more than 50%.
- Having an average traveling time (idle) from container terminals to the NCT gate of 1 Hour and 10 Minutes is averagely high when compared with the distance of maximum 4 km. It shows that a constant congestion at the NCT gate prevails for all containers. This is due to high/low container traffic during peak/off-peak times.
- Similarly having an average travelling time (idle) from the NCT gate to the Container Examination yards of 1 Hour and 43 Minutes is also averagely high when compared with the distance of maximum 4 km. It also shows that a constant congestion across the main public traffic lanes prevails for all containers (all the time). This is due to high vehicular traffic during peak times.
- Idle times at the Container Examination yards before and after Customs processes amounts to around 01 Hour 18 Minutes which is of high idle time when averaged.
- Warehouse process time for LCL Cargo is approximately 70% of the total idle time. This is due to difficulties in tracing the entire cargo for processing and not having a proper Cargo Inventory Management Mechanism.
- For export cargo, the average traveling time from EFC yard exit to NCT gate is 21 min. This is of high value as the distance to travel is only 500 m. This shows that a constant congestion exists at the NCT gate even for export cargo. This is due to high container congestion during peak hours towards entering the port.
- Clearance of motor vehicles consist of a throughput time of around 7 hours. Clearance times may be affected due to consignee's financial readiness and travelling time to Hambanthota.



10. Recommendations

1. It is recommended that sufficient awareness may be made for CHAs/importers to make use of the unutilized pre-declaration time, which will lead to reduce the container exit traffic on the third day of demurrage free period. It is recommended that suitable online facility be introduced by shipping agents displaying the ETA of relevant vessels which enables on time submission of CusDec.
2. Also, due to uncertainty in the frequency of Tariff changes and the financial readiness of the importer, they prefer to wait for the last day to get the benefit of tax reductions (if any). Therefore, it is recommended to have an effective tax policy that provides sufficient lead time for importers to adopt.
3. Containers which require further detention should be stored separately, away from the operational container examination yards, so that it would not lead to congestion in the yards.
4. Suitable strategies should be used to reduce idle times within processes as well as between processes.
5. Suitable remedial action should be recommended after a detailed and analytical study being conducted regarding the functions of the NCT gate. Proposed "Smart Gate" establishment could be a valid solution.
6. The container exit lanes being across major highways provides congestion to all directions. Hence overhead elevated motorways or different mode of transport (E.g. Currently unutilized existing railway system) may be used.
7. FCL container stagnation idle time, prior and post Customs process at the container examination yards provides incentives for clogging in the yard which has a backward effect up to the NCT Gate. Therefore, suitable strategies should be formulated to minimize such bottlenecks.
8. Expedite the establishment of the 2014 TRS recommended "Inland Container Depot" within the close proximity of the Colombo Port, including ultra modern Customs facilities.
9. The ICT directorate may be informed to provide advance warning notification to CHA that their relevant VAT/CHA License registration is nearing expiry.
10. At the JCT LCL W/H, shuttling between one W/H (CFS I) and the other distant second W/H (CFS IV) from the main office at Kochchikade, accumulates additional costs to the importer and waste of process time. Hence, it is recommended that Customs Offices be established in these W/Hs as well.
11. Suitable mechanisms for easy location and storage management system (E.g. Cargo Inventory Management Mechanism) should be introduced for LCL warehouses. Also, it is recommended that to assess the possibilities to setup a Smart Customs Area for LCL cargo may be explored and evaluated.
12. The functions of the NCT gate regarding the acceptance of Export FCLs should be analyzed as this congestion could lead to serious national economic repercussions due to cargo being shut-out from loading on to vessels.
13. The functions of the DOC centre could be performed at the L/R, provided that a suitable mechanism is introduced by the Container Terminals for the payment of handling/demurrage chargers at the L/R. Thereby an average time of 2 hrs and 20 minutes could be saved from the total process time.

11. Annexures

11.1 Awareness Forms

කාලය මිල වේ.....!!!

සියළුම රේගු නිලධාරීන්, වාස්තු නියෝජිතයින්, භාණ්ඩ නිෂ්කාගෙන කටයුතු වලදී සහභාගී වන රාජ්‍ය හා පුද්ගලික අංශයේ සියළු දෙනා වෙත,

භාණ්ඩ නිෂ්කාගෙන සඳහා ගතවන කාලය වෙළඳාමේ පිරිවැයට සෘජුවම බලපාන බව බිබි හොඳින්ම දන්නා කරුණකි. භාණ්ඩ ආනයනයේදී හා අපනයනයේදී වරාය හා රේගු කටයුතු බාධාවකින් තොරව කඩිනමින් සිදු කිරීමට කටයුතු සැලසීම නිත්‍යානුකූල වෙළඳාමට මහත් පිටුවහලක් වන අතර එය වෙළඳාමේ පිරිවැය අඩුකිරීමට සඳහාද සෘජු බලපෑමක් ඇති කරයි. මෙහිදී ශ්‍රී ලංකා රේගුවට හා මෙයට සම්බන්ධ වන අනෙකුත් රාජ්‍ය හා පෞද්ගලික පාර්ශවකරුවන්ට විශාල කාර්යභාරයක් ඉටු කිරීමට සිදුවේ.

එකී ක්‍රියාවලිය තුළ අවහිරතා ඇති වන ස්ථාන (Bottlenecks) හඳුනාගෙන ඒ සඳහා පිළියම් යෙදිය යුතු ආකාරය, ලෝක රේගු සංවිධානය විසින් හඳුන්වාදෙන ලද ආනයන හා අපනයන ක්‍රියාදාමය සඳහා ගතවන “කාලය අධ්‍යයනය කිරීමේ වැඩසටහන” (Time Release Study) මගින් මනාව ඉදිරිපත් කර ඇත.

මේ අනුව, ආනයන හා අපනයන ක්‍රියාදාමය සඳහා ශ්‍රී ලංකා රේගුව මෙන්ම අනෙකුත් රජයේ ආයතනද (උදා: ආහාර පාලක, ප්‍රමිති ආයතනය, පැළෑටි හා සත්ව නිරෝධායන ආයතන වැනි), ශ්‍රී ලංකා වරාය අධිකාරිය සහ පුද්ගලික අංශවල පාර්ශවකරුවන්ද ගතකරන කාලසීමාව අධ්‍යයනය කිරීම වැදගත් වේ. එමගින් භාණ්ඩ නිෂ්කාගෙනයේදී යම් අවහිරතා ඇත්නම් හඳුනාගෙන ඒවාට කාර්යක්ෂමව නිසි පිලියම් යෙදීමට හැකිවනු ඇත.

වෙනත් රටවල සිදුකරන ලද මෙවැනි කාලය අධ්‍යයනය කිරීමේ වැඩසටහන් වල ප්‍රතිඵල යොදාගෙන, එම රට වල වෙළඳ පිරිවැය අඩුකර ගැනීමටත්, වෙළඳාම පරදාගැනාමයකින් යුතුව පවත්වා ගැනීමටත්, එමගින් එම රටවල ජාත්‍යන්තර වෙළඳාමට වඩාත් පහසුකම් සැලසීමටත් හැකිවී ඇති බව ලෝක රේගු සංවිධානය විසින් සනාථ කොට ඇත. එම ප්‍රතිඵල වලින් පවුරටත් පෙන්වා දී ඇත්තේ, ආනයන හා අපනයන ක්‍රියාවලියට සම්බන්ධවන රේගුව හා අනෙකුත් ආයතනවල කාර්ය සාධනය හා ප්‍රගතිය නිවැරදිව හඳුනාගත හැකිවන බවයි.

මෙම “කාලය අධ්‍යයනය කිරීමේ වැඩසටහන” ප්‍රථම වරට 2014 වසරේදී ශ්‍රී ලංකා රේගුව පමණක් අදාල කර ගනිමින් සිදුකරන ලදුව එම වාර්තාව ශ්‍රී ලංකා රේගු වෙබ් අඩවියේ ඇතුළත් කිරීමට පියවර ගන්නා ලදී. එම අධ්‍යයනයේ ප්‍රතිඵල වලට අනුව, භාණ්ඩ නිෂ්කාගෙනයේදී සිදුවූ අවහිරතා ඇති ස්ථාන හඳුනාගෙන ඒ සඳහා නිසි පිළියම් යෙදීමටත්, පැවති ක්‍රියා පිළිවෙත වැඩි දියුණු කර, ආනයන හා අපනයන නිෂ්කාගෙන කටයුතු වඩාත් කාර්යක්ෂමව කරගැනීමටත් හැකිවිය.

ලෝක රේගු සංවිධානය විසින් 2018 වර්ෂයේ සැප්තැම්බර් මස කොළඹදී පවත්වන ලද “කාලය අධ්‍යයනය කිරීමේ වැඩසටහන” පිළිබඳ දැනුවත් කිරීමේ වැඩසිටුවට ශ්‍රී ලංකා රේගු නිලධාරීන්ද රජයේ අනෙකුත් ආයතනවල නිලධාරීන්ද පුද්ගලික අංශයේ කාර්ය මණ්ඩල නියෝජිතයින් ද සහභාගී විය.

මෙම යෝජිත “කාලය අධ්‍යයනය කිරීමේ වැඩසටහන” ආනයන හා අපනයන ක්‍රියාවලිය හා සම්බන්ධ සියළුම පාර්ශව කරුන්ගේ සහභාගීත්වයෙන් 2018 වර්ෂයේ දෙසැම්බර් මස පළමු සතිය තුල (දෙසැම්බර් මස 05 සිට 11 දක්වා) සිදු කිරීමට කටයුතු සංවිධානය කර ඇත.

මෙම “කාලය අධ්‍යයනය කිරීමේ වැඩසටහන” (Time Release Study) සාර්ථකව සිදු කරගනිමින් එහි උපරිම ඵල ලෙස ගැනීමට ඔබ සැමගේ පූර්ණ සහයෝගය ලබා දෙන මෙන් කාරුණිකව ඉල්ලා සිටිමි.

මේ පිළිබඳ වැඩිදුර තොරතුරු සඳහා පහත සඳහන් නිලධාරීන් සම්බන්ධ කරගත හැකිය.

සහකාර රේගු අධිකාරී	වි.ප්‍රදීප්තේ මහතා	071-2335333
සහකාර රේගු අධිකාරී	එස්.ඩී.එස්.ඩී.ජයවර්ධන මහතා	077-9109568
සහකාර රේගු අධිකාරී	බී.ඩබ්.ඩී.මල්ලිකාරවච්චි	077-4857031

ප්‍රතිපත්ති, සැලසුම් හා පර්යේෂණ අංශය
ශ්‍රී ලංකා රේගුව
29/11/2018

Time is Cost.....!!!



All Customs Officers, Wharf Agents, All Personnel in the Government and Private Sectors who are involved in the clearance of goods meant for Import/export.

It is obvious that the time taken for clearance of goods has a direct impact on the costs to trade. The seamless and expeditious clearance of import and export goods from designated ports and airports with minimized hassle at barriers, will be much beneficial to legitimate trade and would clearly have a direct impact on the reduction of trade costs.

Therein, the roles of Customs and its key state and private stake holders who are involved in border activities, are of significant importance. A structured and detail study of the throughput times through Customs and other government border agencies (such as Food Department, Standards Institute, Plant and Animal Quarantine Services...etc.), Sri Lanka Ports Authority and private entities involved in the clearance process of Import and Export goods, is of much importance. Thereby bottlenecks could be identified and suitable remedies formulated.

In this endeavor, the methodology of identifying bottlenecks existing within the clearance process has been clearly and extensively elaborated through the World Customs Organization (WCO) introduced Time Release Study (TRS) Instrument. The WCO has confirmed that results of such TRS studies conducted in other countries has contributed towards the reduction of trade costs, increased transparency which thereby provided for much more facilitation of international trade. Further, these results have also contributed towards effective evaluation of organizational performance such as Customs and other key stakeholders involved in the import and export process.

Sri Lanka Customs conducted its initial TRS Survey in 2014 within the Customs context and has published it in the Customs website. According to findings of this survey, identified bottlenecks were addressed and remedies were formulated while existing processors were made much more efficient which resulted in better efficient and effective customs processors.

During 20-24 September 2018, an awareness Workshop on TRS was conducted in Colombo by WCO accredited resource persons with the assistance of the EU funded ITC (International Trade Center), where officials from Customs, Other governmental agencies and members from the private sector institutions/chambers had participated.

A comprehensive TRS Survey in Sri Lanka is scheduled to take place during the first week (from 05th – 11th) of December 2018 with the participation of all stake holders involved in the import and export clearance process.

While inviting you to enjoy the benefits from this study we also anticipate your utmost corporation and commitment in making this event a success.

Please contact the following officials for any Inquiries in this regard.

Mr. V. Mudalige	Assistant Superintendent of Customs	071-2335333
Mr. S.D.S.D. Jayawardena	Assistant Superintendent of Customs	077-9109568
Mr. B.W.D. Mallikarachchi	Assistant Superintendent of Customs	077-4857031

Policy, Planning, Research and International Affairs Directorate
Sri Lanka Customs
29/11/2018

காலம் பெறுமதியானது!!!



சங்க அலுவலர்கள், சங்க இல்ல முகவர்கள், மற்றும் பொருட்கள் வெளியாக்கத்துட, சம்பந்தப்படுகின்ற அரசாங்க மற்றும் தனியார்த் துறையின் பணியாளர்கள் ஆகிய அனைவருக்கும்,

பொருட்களை வெளியாக்குவதற்கு எடுக்கின்ற காலமானது வர்த்தகச் செலவில் நேரடியான தாக்கத்தினை ஏற்படுத்துவது பற்றி யாவரும் அறிந்ததே. வினைத்திறனும் பயனுறுதியும் மிக்க சங்கச் சேவைகளினூடாக செலவினைக் குறைத்து முன்னெடுக்கப்படும் வர்த்தக இலகுவாக்கமானது பொருளின் இறக்குமதி மற்றும் ஏற்றுமதி நடவடிக்கைகளில் இன்றியமையாத விடயமாகும். இத்தகைய சூழமைவுகளில், இலங்கைச் சங்கமும் மற்றும் பொருட்கள் வெளியாக்கல் செயன்முறை மற்றும் ஏனைய எல்லைப்பற்ற நடைவடிக்கைகள் போன்றவற்றில் ஈடுபடுகின்ற அரசு மற்றும் தனியார் பங்கீடுபாட்டாளர்களும் பிரதான வகிபாகம் ஒன்றினை கண்டிப்பாக வழங்க வேண்டும்.

மேற்படி செயன்முறையிலுள்ள தடைகளைக் கண்டறிந்து உலக சங்க அமைப்பினால் அறிமுகம் செய்யப்பட்ட கால விடுவிப்பு ஆய்வின் ஊடாக பொருத்தமான நடவடிக்கைகளை எவ்வாறு எடுப்பது என்பது பற்றி தெளிவாக விபரிக்கப்பட்டுள்ளது.

அதற்கிணங்க, இலங்கைச் சங்கம், ஏனைய அரசாங்க நிறுவனங்கள் (உதாரணமாக, உணவுக் கட்டுப்பாடு, இலங்கை தரநியமங்கள் நிறுவனம், தாவர மற்றும் விலங்குத் தொற்றுநோய்த் தடைக்காப்பு நிறுவனம் போன்றன), துறைமுகங்கள் அதிகார சபை மற்றும் தனியார்த் துறையைச் சேர்ந்த ஏனைய தரப்பினர்கள்/ பங்கீடுபாட்டாளர்கள் ஆகியோரினால் மேற்கொள்ளப்படுகின்ற இறக்குமதி மற்றும் ஏற்றுமதிச் செயற்பாடுகள் தொடர்பில் செலவிடப்படுகின்ற காலம் பற்றிய ஆய்வினை மேற்கொள்வது முக்கியமானதாகும். இதன்மூலம் பொருள் வெளியாக்கல் செயன்முறையிலுள்ள தடைகளைக் கண்டறிந்து உரிய நடவடிக்கைகளை பொருத்தமான முறையில் முன்னெடுக்க முடியும்.

அத்தகைய கால விடுவிப்பு ஆய்வுகளை முன்னெடுத்த ஏனைய நாடுகளினால், வர்த்தகச் செலவினைக் குறைப்பதற்கும் வெளிப்படைத்தன்மையினைப் பேணுவதற்கும் முடிந்துள்ளதெனவும், அதன் விளைவாக சர்வதேச வர்த்தகத்தினையும் அத்தகைய நாடுகள் மேலும் இலகுவாக்கியுள்ளமையினையும் உலக சங்க அமைப்பு நிரூபித்துள்ளது. மேலும் இந்த ஆய்வின் முடிவானது, சங்கத்தினதும், இறக்குமதி மற்றும் ஏற்றுமதிச் செயற்பாடுகளில் ஈடுபடுகின்ற ஏனைய நிறுவனங்களினதும் செயலாற்றுகை மற்றும் முன்னேற்றமானது உரியவாறு உணரப்பட முடியுமெனவும் மேலும் வெளிப்படுத்தியுள்ளது.

கால விடுவிப்பு ஆய்வு நிகழ்ச்சித்திட்டமானது முதல் தடவையாக 2014 ஆம் ஆண்டில் இலங்கைச் சங்கத்தினை மட்டுப்படுத்தியதாக முன்னெடுக்கப்பட்டதோடு, இது குறித்தான அறிக்கையினை இலங்கைச் சங்கத்தின் இணையத்தளத்தில் பிரசுரிப்பதற்கான நடவடிக்கையும் மேற்கொள்ளப்பட்டது. இந்த ஆய்வின் பெறுபேறுகள் குறித்த தடைகளை இனங்காண்பதற்கு வழியமைத்துள்ளதோடு, சமகாலத்தில் நிலவிய நடைமுறைகளை தரமுயர்த்துவதற்கான/ மேம்படுத்துவதற்கான தீர்வுகளை எடுப்பதற்கும் அதற்கிணங்க, இறக்குமதி மற்றும் ஏற்றுமதி வெளியாக்கல் செயன்முறையினை சீரமைப்பதற்கும் வழியமைத்துள்ளது.

இலங்கைச் சங்கத் திணைக்களத்திலுள்ள சங்க அலுவலர்கள், தனியார்த் துறையினைச் சேர்ந்த ஏனைய அலுவலர்கள் மற்றும் பணியாட்தொகுதியினர் போன்றோர் 2018 செப்டம்பர் மாதத்தில் கொழும்பில் உலக வர்த்தக அமைப்பினால் நடாத்தப்பட்ட “கால விடுவிப்பு ஆய்வு” குறித்தான விழிப்புணர்வுட்டல் நிகழ்ச்சித்திட்டத்தில் பங்கேற்றனர்.

மேற்படி பிரேரிக்கப்பட்ட “கால விடுவிப்பு ஆய்வு நிகழ்ச்சித்திட்டம்” 2018 டிசம்பர் முதல் வாரத்தில் (டிசம்பர் 05 முதல் டிசம்பர் 11 ஆம் திகதி வரை), இறக்குமதி வெளியாக்கல் மற்றும் ஏற்றுமதிச் செயன்முறையில் ஈடுபடுகின்ற அனைத்துப் பங்கீடுபாட்டாளர்களின் பங்களிப்போடு இடம்பெறுவதற்குத் தீர்மானிக்கப்பட்டுள்ளது.

எனவே, மேற்படி கால விடுவிப்பு ஆய்வினை வெற்றிகரமாக நிறைவுசெய்யும் நோக்கில் உங்களது பூரண ஒத்துழைப்பு பெரிதும் வரவேற்க்கப்படுகிறது.

இது பற்றிய மேலதிக தகவல்களுக்கு நீங்கள் பின்வரும் அலுவலர்களைத் தொடர்புகொள்ளலாம் :

உதவிச் சங்க அத்தியட்சகர் திரு. வீ. முதலிகே	- 071-2335333
உதவிச் சங்க அத்தியட்சகர் திரு. எஸ்.டி.எஸ்.டி. ஜெயவர்தன	- 077-9109568
உதவிச் சங்க அத்தியட்சகர் திரு. பீடபிளையு.டி. மல்லிகாரச்சி	- 077-4857031

கொள்கை, திட்டமிடல் மற்றும் ஆராய்ச்சிப் பணிப்பகம்
இலங்கைக் கங்கம்
29.11.2018

11.2 Report of the Pilot Survey (on 30-11-2018) of the TRS - 2018

Director of Customs
Policy Planning and Research Directorate,
02-12-2018.

Report of the Pilot Survey (on 30-11-2018) of the TRS - 2018

1. The selection of a date for the survey was hampered because of the following restrictions.
 - a. Officers' bi annual transfers were scheduled to be on 01-01-2019 and 6 of the 10 officers of the team were due to be transferred out, the study was restricted to be completed before 31-12-2018.
 - b. System Upgrades (in SLC and SLSI) and national holidays again had an impact on the time of survey.
 - c. Sudden container traffic congestion in the container movement paths, especially at the container examination yards, caused by hiccups in the system upgrades again had an impact on the date of survey.
2. Finally, it was decided to go ahead with the pilot survey on 30-11-2018 (Friday) from 9 – 12.30 pm and the main survey on 05th -11th Dec 2018.
3. The pilot survey commenced as planned where around 500 survey forms were kept at the entrance of Docs processing points in the L/R (LCL.FCL, M/V) and Air cargo (L/R), and Export (L/R), Air cargo Export SLAF and Trico EFC for the w/c to fill the initial cages and submit with the CusDec.
4. Issues at various points and remedies are as follows.
5. Issues at sea cargo imports L/R.

Issue	Remedy
Forms at the sea cargo import L/R were exhausted by 12.30.	Purpose served as the survey was to end at 12.30.
	Have to have excess forms printed during main survey.
Some CHA took excess forms as they were of the view that the survey would continue for some time.	Issuing of forms should be supervised. Let the ASC at (L1) issue the forms. Do not keep on table as free distribution.
Some CHA took excess forms as they were illiterate to fill the forms/ better to have the forms filled at the office itself.	Issuing of forms should be supervised. Let the ASC at (L1) issue the forms. Do not keep on table as free distribution.
Some were of the opinion that the study was aimed at reducing their benefits which led to sabotage actions.	Need for more awareness amongst CHA.
"Green Channel" consignments are difficult to notice at the NCT Gate.	Let DDC(G/C) place a seal on the TRS form to say "Green Channel"

6. Issues at Doc Center

Issue	Remedy
No way to ensure whether a TRS form was issued for the CusDec.	Make a stamp impression on the Delivery copy of the CusDec stating "TRS FORM ATTACHED" at the L/R Exit. ASC at L1 would place this stamp.
Some CHA does not produce the initial TRS form. They put a second form to camouflage their delays.	Have the form machine numbered at the start at (L1), with the CusDec.
The attaching of the survey form for Multiple FCL container CusDec's CIGP was confusing.	Have the TRS Form for multiple containers collected at the Doc Center with the collected time. For multiple containers, what will be calculated is the total time taken for all the containers to clear from Doc Center to Exam Yard Exit. This will be divided by the no. of containers for unit times. No process time slots will be recorded or taken into the study. It is said that this time may not be considered as very reliable but will be only used for estimation purposes.

7. Issues at NCT Gate

Issue	Remedy
Only one G/C CusDec had been submitted. But this was not collected at the NCT gate.	Wait till Monday and decide.
Two IC s did well.	Will have to have 02 ICC teams x 4 for day and night.
All FCL export CusDecs were collected by the export IC at the gate.	Good decision.

8. Issues at TRICO EFC

Issue	Remedy
SCC revolted to remove the T1 and T2 fields as these functions are carried out days before and actual arrival of goods happens days after.	SCC was informed to cross out these fields if they happened previously. These fields were only for consignments where documentation and arrival of goods both happens simultaneously.

9. Issues at harbor exit gates (LCL SEA Cargo)

Issue	Remedy
Reduction in the collection of Survey forms at the gate.	Gate staff took some time to be aware of the need to collect the forms. If gate staff insisted for the forms, they may have got it.
Some CHAs had not given the forms to the gate as this was a new practice.	May reduce once the main study begins and this procedure, sets into practice.

10. Issues at Motor Vehicle clearance.

Issue	Remedy
No issues at the L/R	Form accepted. Go ahead.

11. Issues at Valuation Branch

Issue	Remedy
Most survey forms did not have the enter and exit times recorded	Inform DDC (Val) to ensure that the times are recorded

12. Issues at Air Cargo Exports office Katunayake

Issue	Remedy
All cargo for export were given the TRS form, including Goods meant for deposit at Bonds & BOI.	SLAF Cannot distinguish. Let it continue as a practice.
Same lorry carries 2,3,4 consignments together	IC at the Entrance Gate CDN verification point to be issued with a set of fresh forms to be attached to each consignment.

13. Issues at L/R Exports

Issue	Remedy
Most of the Export CusDecs processed at the L/R is for LCLs. LCL Export cargo are loaded at various Export Container yards on different dates and brought to the Port as consolidated FCL. Hence Export L/R TRS Form is only for L/R which takes only a few minutes.	Use the TRS form data only to assess the L/R through put time.

14. Summary of the recommendation

- Issuing of TRS forms at the L/R to be done by ASC at (L1).
- Have the TRS Form machine numbered with the CusDec.
- At the start, ASC at (L1) to place a stamp on the side of the Delivery copy of the CusDec to say "TRS Form ATTACHED". 08 stamps needed.
- DDC(G/C) to place a stamp on the TRS form to say ("Green Channel"). 02 Stamps should be provided.
- ICC at the detaching counter to ensure
 - Times are mentioned on the form
 - Container Yard/ LCL Warehouse is ticked correctly
- Have 04 teams of IC II at the NCT Gate 24/7.
- Doc center staff at (D4) to ensure the correct container terminal is ticked off.
- Have the TRS Form for multiple containers collected at the Doc Center with the collected time recorded.
 - Central Valuation – inform entrance/exit staff to ensure that the times are mentioned in the survey form.

Submitted please:

C. S. A. Chandrasekare
(DDC-Team Leader of TRS)



11.3 Import Sea Cargo FCL Survey Form

WCO Time Release Study 2018 - Sri Lanka
Import - FCL - Sea Cargo

To be filled by CHA

Date Cusdec No

Single Container ☐ Multiple Container ☐ Cusdec Date

Container No. No of Containers

			TIME	DATE		
Long Room	(L1)	Payment Update (ASC)				
	(L2)	Fast Track (DDC)				
		<i>If applicable</i> Fast Track <input type="checkbox"/> Exempted (Green) <input type="checkbox"/>				
	(L3)	Appointing (SC)				
	(L4)	Appraise (Appr)				
	(L5)	Satisfying (SC)				
	(L6)	Detaching W/Copy (ASC/IC)				
DOC Centre	(D1)	Registration (IC) - in				
	(D2)	Pass for delivery (DDC/SC)				
	(D3)	Gate Pass issued (ASC)				
	(D4)	Terminal Registration (CIC) - out				
		Please tick the relevant Cont. Terminal CICT <input type="checkbox"/> SAGT <input type="checkbox"/> JCT <input type="checkbox"/>	X	X		
NCT Gate	(N1)	Assign Seal (APO)				
	(N2)	NCT out pass issued (APO)				
	(N3)	Seal placed (IC)				
	Green Channel - TRS Form collected Yes <input type="checkbox"/> No <input type="checkbox"/>	X	X			
Examination Yards		Please tick the relevant Yard GL1 <input type="checkbox"/> GL2 <input type="checkbox"/> RCT <input type="checkbox"/> HRC <input type="checkbox"/>	X	X		
	(E1)	Container entered (Yard Staff)				
	(E2)	Appointing (DDC)				
		Amber <input type="checkbox"/> Detail <input type="checkbox"/> Red <input type="checkbox"/>				
	(E3)	Customs Inquiry Required (Exm - Appr) Yes <input type="checkbox"/> No <input type="checkbox"/>				
	(E4)	Referred to OGA/Val (Appr)				
		Val <input type="checkbox"/> SLSI <input type="checkbox"/> Food <input type="checkbox"/> P.Q. <input type="checkbox"/> A.Q. <input type="checkbox"/> Other <input type="checkbox"/>				
	(E5)	Returned from OGA/Val (Appr)				
	(E6)	Container Released (DDC)				
	(E7)	Container Exit (yard staff)				
Customs Valuation	(V1)	Registration (CIC)				
	(V2)	DDC Accept <input type="checkbox"/> Adjust <input type="checkbox"/> Appoint <input type="checkbox"/>				
	(V3)	SC Proposed to Accept <input type="checkbox"/> Adjust <input type="checkbox"/> Appoint <input type="checkbox"/>				
	(V4)	Appr Proposed to Accept <input type="checkbox"/> Adjust <input type="checkbox"/>				
	(V5)	System Released (ASC)				
Other Governmental Agencies (OGA)	SLSI	(S1)	Documents Received (Mgmt. Asst.)			
		(S2)	<i>if approved</i> Documents Released (Mgmt. Asst.)			
		(S3)	<i>if not approved</i> W/H Released (AD - RCT)			
		(S4)	W/H Released (Mgmt. Asst.)			
	Food Unit	(F1)	Registration (FI - Sea Port/RCT)			
		(F2)	Sys. Release (FI - RCT)			
		Quarantine Dept.	(Q1)	Registration (Admin Officer)		
				<i>if Plant Quarantine Dept.</i> Rel. <input type="checkbox"/> PEI <input type="checkbox"/> Trt. <input type="checkbox"/> Lab <input type="checkbox"/> Rej <input type="checkbox"/>	X	X
				<i>if Animal Quarantine Dept.</i> Animal Bi products <input type="checkbox"/> Live Animal <input type="checkbox"/>		
			(Q2)	Docs Released (PQO/AQO)		

Turn over for Remarks

11.4 Import Sea Cargo LCL Survey Form

WCO Time Release Study - 2018
Import - LCL - Sea Cargo

To be filled by CHA

Date

Office Code

Cusdec No.

Cusdec Date

				TIME	DATE			
Long Room	(L1)	Payment Update (ASC)						
	(L2)	Fast Track (DDC)						
		***** <i>If applicable</i> Fast Track <input type="checkbox"/> Exempted (Green) <input type="checkbox"/>						
	(L3)	Appointing (SC)						
	(L4)	Appraise (Appr)						
	(L5)	Satisfying (SC)						
	(L6)	Detaching W/ Copy (ASC/IC)						
	(L7)	Valuation Fast Track (SC)						
WareHouse		Please tick the relevant W/H						
		JCT <input type="checkbox"/>	BQ <input type="checkbox"/>	NNR <input type="checkbox"/>	X	X		
	(W1)	Registration - IC						
	(W2)	Appointing (DDC)						
		Exempted <input type="checkbox"/> Amber <input type="checkbox"/> Detail <input type="checkbox"/> 100% <input type="checkbox"/>						
	(W3)	Query/Inspection Start (Appr)						
	(W4)	Referred to OGA/Val (Appr)						
	Val <input type="checkbox"/> SLSI <input type="checkbox"/> Food <input type="checkbox"/> P.Q <input type="checkbox"/> A.Q <input type="checkbox"/> Other <input type="checkbox"/>							
	(W5)	Returned from OGA/Val / Inspection End (Appr)						
	(W6)	Gate Pass sign (ASC/DSC)						
	(W7)	Gate out (APO - Gate)						
Customs Valuation	(V1)	Registration (CIC)						
	(V2)	DDC Accept <input type="checkbox"/> Adjust <input type="checkbox"/> Appoint <input type="checkbox"/>						
	(V3)	SC Proposed to Accept <input type="checkbox"/> Adjust <input type="checkbox"/> Appoint <input type="checkbox"/>						
	(V4)	Appr Proposed to Accept <input type="checkbox"/> Adjust <input type="checkbox"/>						
	(V5)	System Released (ASC)						
Other Governmental Agencies (OGA)	SLSI	(S1)	Documents Received (Mgmt. Asst.)					
		(S2)	<i>if approved</i>	Documents Released (Mgmt. Asst.)				
		(S3)		W/H Released (AD - RCT)				
		(S4)	<i>if not approved</i>	W/H Released (Mgmt. Asst.)				
	Food Unit	(F1)	Registration (FI - Sea Port/RCT)					
		(F2)	Sys. Release (FI - RCT)					
		Quarantine Dept.	(Q1)	Registration (Admin Officer)				
			<i>if Plant Quarantine Dept.</i>	Rel. <input type="checkbox"/> PEI <input type="checkbox"/> Trt. <input type="checkbox"/> Lab <input type="checkbox"/> Rej <input type="checkbox"/>			X	X
	<i>if Animal Quarantine Dept.</i>	Animal Bi products <input type="checkbox"/> Live Animal <input type="checkbox"/>						
	(Q2)	Docs Released (PQO/AQO)						

Turn over for remarks

11.5 Import Motor Vehicle Survey Form

WCO Time Release Study - 2018
Import - Motor Vehicle

To be filled by CHA

Date

Office Code

Cusdec No

Cusdec Date

Hambanthota ☐
Colombo ☐

			<i>TIME</i>	<i>DATE</i>
Long Room	(L8)	Documents Received (ASC)		
	(L9)	Satisfying (SC)		
	(L10)	Payment Updated (ASC)		
	(L11)	Detaching W/Copy (IC/ASC)		
Colombo Harbour	DOC Center (M1)	Receive D/O and Charges		
	Guide Pier (M2)	Satisfying (SC/DSC)		
	(M3)	Collect Gate Pass copy (SLPA)		
Exit Gate	(M4)	Collect Gate Pass (APO/IC)		
Hambanthota Harbour	DOC Center (M5)	HIPG Charges (BCS)		
	Hambanthota Customs (M6)	Entry Registration (IC)		
	(M7)	Check & Release (Main Gate - IC)		

Remarks

11.6 Import Air Cargo Survey Form

WCO Time Release Study - 2018
Import - Air Cargo

To be filled by CHA

Date <input type="text"/>	Cusdec No <input type="text"/>
Airway Bill No <input type="text"/>	Cusdec Date <input type="text"/>
Office Code <input type="text"/>	

		TIME	DATE
Air - Cargo Import	(A1) System Update (ASC)		
	(A2) Referred to OGA/Val (SC/Appri) Val <input type="checkbox"/> SLSI <input type="checkbox"/> Food <input type="checkbox"/> P.Q. <input type="checkbox"/> A.Q. <input type="checkbox"/> Other <input type="checkbox"/>		
	(A3) Returned from OGA/Val (DDC-Screening) Examination Required <input type="checkbox"/> Queried <input type="checkbox"/> Red <input type="checkbox"/>		
	(A4) Customs Inquiry Required (DDC - Examination) Yes <input type="checkbox"/> No <input type="checkbox"/>	X	X
	(A5) Passed for Delivery (DDC)		
	(A6) Gate Pass issued (ASC)		
	(A7) Gate out (APD - Gate)		
Customs Valuation	(V1) Registration (CIC)		
	(V2) DDC Adjust <input type="checkbox"/> Appoint <input type="checkbox"/> Accept <input type="checkbox"/>		
	(V3) SC Adjust <input type="checkbox"/> Appoint <input type="checkbox"/> Accept <input type="checkbox"/>		
	(V4) Appr Adjust <input type="checkbox"/> Appoint <input type="checkbox"/>		
	(V5) System Released (ASC)		
Other Governmental Agencies (OGA)	SLSI	(S1) Documents Received (Mgmt. Asst.)	
		(S2) <i>if approved</i> Documents Released (Mgmt. Asst.)	
		(S3) <i>if not approved</i> W/H Released (AD - RCT)	
		(S4) W/H Released (Mgmt. Asst.)	
	Food Unit	(F1) Registration (Food Inspector - Air Cargo)	
		(F2) Sys. Release (Food Inspector - Air Cargo)	
	Quarantine Dept.	(Q1) Registration (Admin Officer)	
		<i>if Plant Quarantine Dept.</i> Rel. <input type="checkbox"/> PEI <input type="checkbox"/> Trt. <input type="checkbox"/> Lab <input type="checkbox"/> Rej <input type="checkbox"/>	X
		<i>if Animal Quarantine Dept.</i> Animal Bi products <input type="checkbox"/> Live Animal <input type="checkbox"/>	X
		(Q2) Docs Released (PQO/AQO)	
Remarks			

11.7 Export Sea Cargo Survey Form

[illegible]

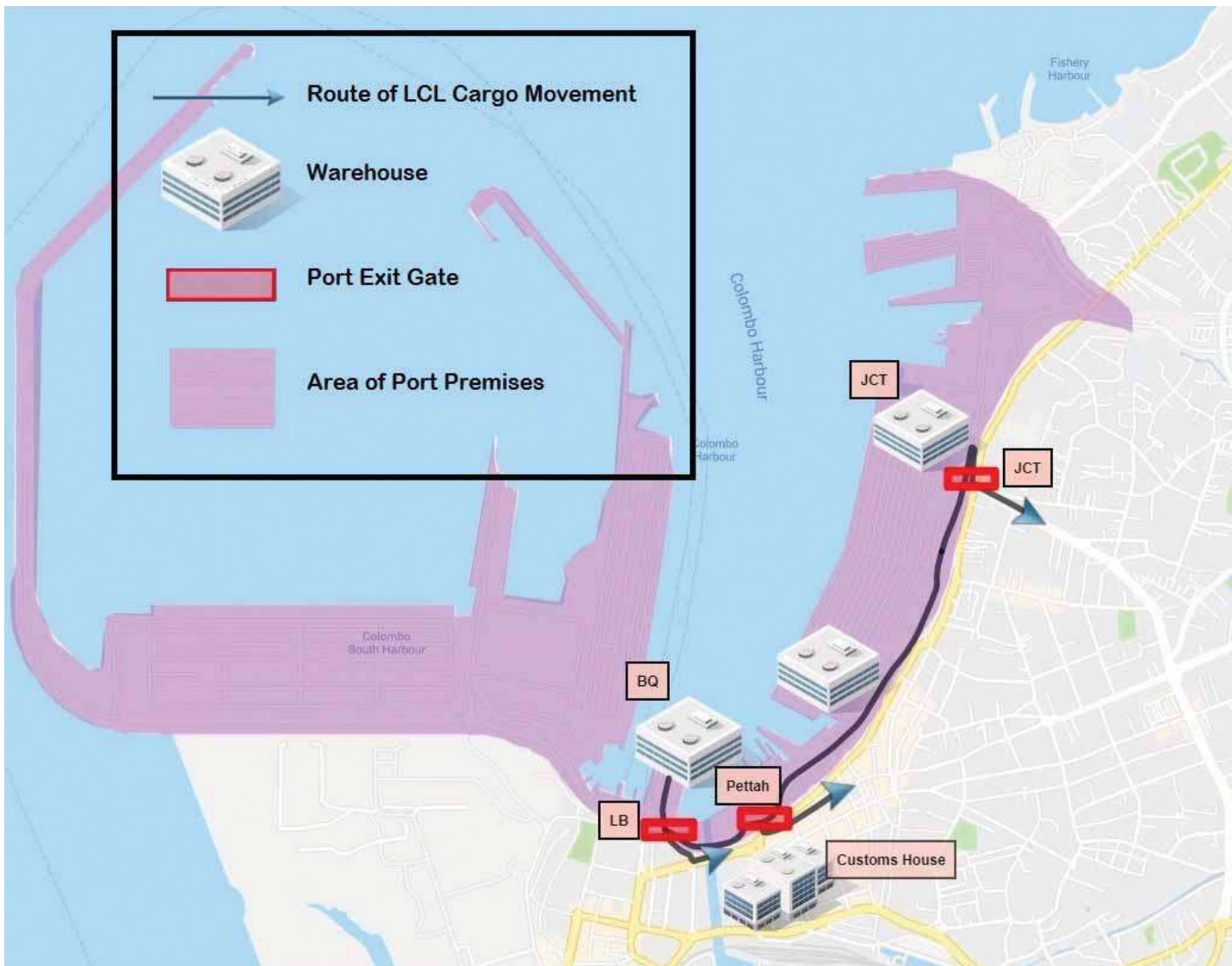
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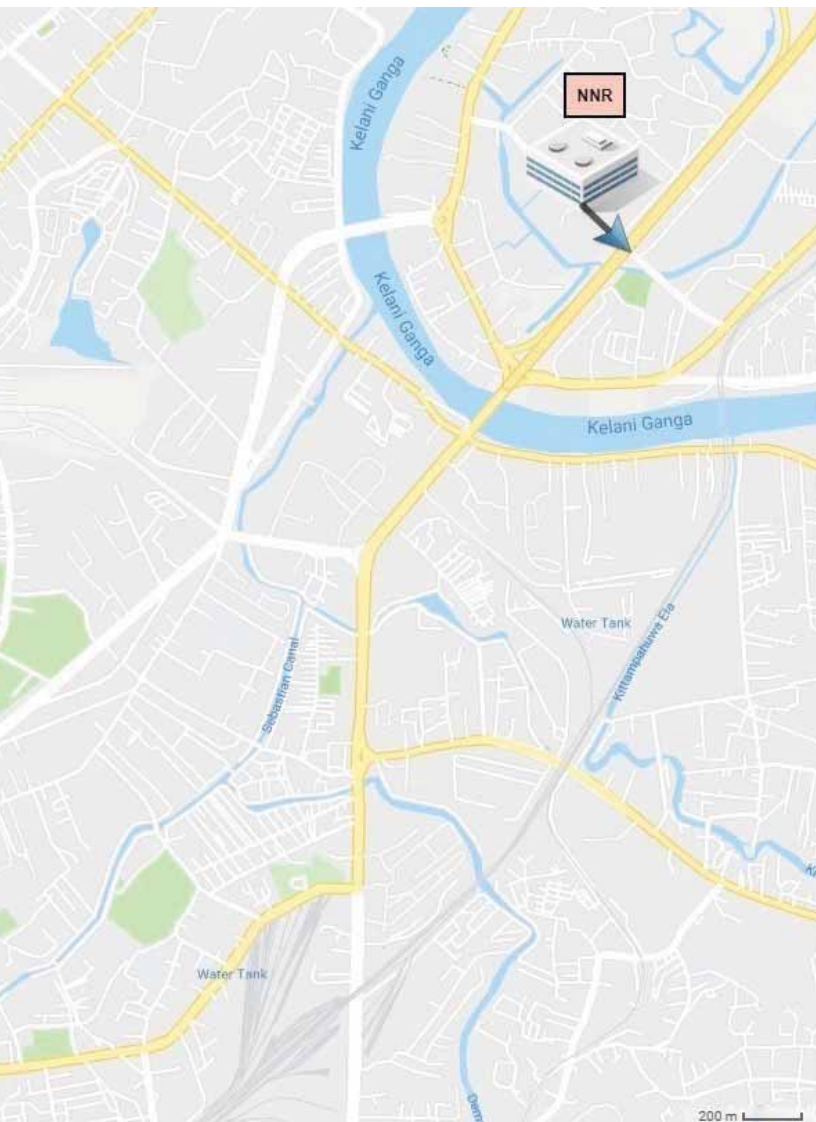
11.9 Geographical Map of FCL Cargo Movement





11.10 Geographical Map of LCL Cargo Movement





12. Acronyms

ACVT	Air Cargo Village Terminal	ICC	Inspectors of Customs
AERC	Sri Lanka Atomic Energy Regulatory Council	ICL	Import Control License
APO	Assistant Preventive Officer	ICT	Information Communication Technological Directorate
AQ	Department of Animal Production and Health (Animal Quarantine)	ITC	International Trade Center
AQO	Animal Quarantine Officer	JCT	Jaya Container Terminal
ASC	Assistant Superintendent of Customs	L/R	Long Room
BOI	Board of Investment	LCL	Loose Container Load
BQ	Bandaranayke Quay	MoH	Ministry of Health
CAQO	Chief Animal Quarantine Officer	NCT Gate	New Container Terminal Gate
CDB	Coconut Development Board	NMRA	National Medicines Regulatory Authority
CG	Customs Guard	NNR	New Nuge Road (Warehouse)
CHA	Customs House Agents	NPQS	National Plant Quarantine Service
CICT	Colombo International Container Terminal	OGA	Other Governmental Agencies
CIGP	Customs Internal Gate Pass	RCT	Rank Container Terminal
CusDec	Customs Declaration	RMC	Risk Management Committee
CVO	Central Valuation Office	RVO	Regional Valuation Office
DC	Director of Customs	SAGT	South Asia Gateway Terminal
DDC	Deputy Director of Customs	SC	Superintendent of Customs
DGC	Director General of Customs	SLA	Sri Lankan Airlines
EDB	Export Development Board	SLAF	Sri Lanka Air Force
EFC	Export Facilitation Center	SLC	Sri Lanka Customs
ETA	Estimated Time of Arrival	SLPA	Sri Lanka Ports Authority
FCAU	Food Control and Administration Unit	SLSI	Sri Lanka Standard Institute
FCL	Full Container Load	TEU	Twenty-foot Equivalent Unit
FI	Food Inspector	TFA	Trade Facilitation Agreement
GATT	General Agreement on Tariff and Trade	TRC	Telecommunication Regulatory Commission Procedure
GL-I	Grayline I (Container Yard)	TRS	Time Release Study
GL-II	Grayline II (Container Yard)	UPB	Unaccompanied Passenger Baggage
HRC	High Risk Cargo	VFT	Valuation Fast Track (Front Line Valuation Approval Unit)
HRD	Human Resource Directorate (Sri Lanka Customs)	WCO	World Customs Organization
		WTO	World Trade Organization

13. The TRS Analysis Team

- | | | |
|-----|------------------------|--|
| 1. | H.K.M.S. Jayarathne | (Director of Customs – National Coordinator) |
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TRS ANALYSIS TEAM
SRI LANKA CUSTOMS
2018



Sri Lanka Customs

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