

CUSTOMER SERVICES DELIVERY STANDARDS 2024

**DEPARTMENT OF REVENUE & CUSTOMS, MINISTRY OF FINANCE
CUSTOMS AND EXCISE DIVISION**



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Department of Revenue and Customs
Ministry of Finance
Royal Government of Bhutan

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FOREWARD

This document outlines the Customer Service Delivery Standard (CSDS), which establishes clear, measurable, and achievable benchmarks for a range of Customs services to ensure timely delivery with transparency, consistency, and professionalism.

The CSDS was developed through an inclusive process, utilizing 2024 data collected from the Electronic Customs Management System (eCMS) across all ports managed by the six regional offices. Manual data collection was conducted for the services not captured in the system. Outliers such as incomplete, incorrect, or excessively delayed data were excluded to ensure the calculated times are realistic and reliable.

The CSDS serves as a practical framework to guide Customs officials in improving service delivery. Establishing clear benchmarks enables customs officials to monitor their outputs, identify areas for improvement, and ensure the timely processing of Customs procedures. At the same time, it provides traders with a clear understanding of service expectations. Ultimately, it helps to facilitate faster clearance and more efficient trade and strengthens confidence in Customs operations.

(Sonam Jamtsho)

Director General

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Introduction

The **Customer Service Delivery Standard (CSDS)** is a structured framework designed to establish clear and measurable benchmarks for service, ensuring that the needs and expectations of stakeholders are met with professionalism, efficiency, and transparency.

In the context of **customs administration**, the CSDS holds significant importance due to the vital role customs plays in regulating cross-border trade, ensuring security, collecting revenue, and facilitating legitimate trade while upholding regulatory compliance. The CSDS ensures that these functions are performed with professionalism, consistency, and accountability, thereby fostering trust and ensuring the smooth and predictable clearance of goods and services, which minimizes delays and reduces costs for businesses.

The determination of CSDS using the findings from the Time Release Study (TRS) conducted by the Asian Development Bank (ADB) does not present a holistic picture, as TRS was carried out at only five ports under two regional offices, and data was confined to the two-week transactions from 1st to 14th July 2024. In light of these limitations, a more inclusive approach was adopted for determining the CSDS. This approach utilized the data of the entire year of 2024 and covered all ports operating under the six regional offices.

Data collection method

- The dataset used in this determination of the time frame comprises the import, export, warehouse, and transit data of the year 2024, sourced from the Electronic Customs Management System (eCMS). Each data contains the beginning and completion timestamps for different clearance stages.
- A survey was conducted to gather manual data from the various regional offices for those services for which there were no data timestamps in eCMS.

Outliers

To ensure the accuracy of the standard time estimation, the following categories of data are excluded:

1. **Incomplete data**

This refers to data that is missing either the **start** or **completion** timestamp. Without both timestamps, it would lead to inaccurate results in calculating the average time taken.

2. **Incorrect data**

These are data where the **start time and completion time are the same**. This is likely a data entry error or system glitch. A task or process can't realistically start and finish at the same moment. Including these data would result in the time taken being zero, distorting the overall average time taken.

3. **Excessive Completion Time**

This refers to cases where the timestamp for completing a task **exceeds the standard working hours**. This may be due to delays unrelated to the actual task. Including such data can inflate the average time and misrepresent the Average time taken.

Notes: The timeline outlined in this document is based on the assumption that the taxpayer has met all the necessary prerequisites to avail the service.

Customs and Excise Division

1. Headquarters

SI No	Service	Procedures	Pre-Requisites	Average-Timeline
1	Issue of Import duty exemption certificate (IDEC) for the third Country imports	DRC verifier level-1: Verify the eligibility as per the Fiscal incentives and customs regulations	Commercial Invoice, Import License, Trade License, Application for Exemption, and Recommendation Letter (if applicable).	0:10:00
		Items approval and recommendation for further approval		0:10:00
		DRC Approval level-2 Final approval, send for amendment to level 1 if any, and reject if not eligible.		0:10:00
2	Brand registration for the Alcohol	Review and verify the Application	Application for Brand registration mentioning the details of the Brand level, quantity, and Size	0:05:00
		Update Brand details in the Excise System.		0:15:00
		Forward the approval letter and script to the regional office		0:05:00
3	Issuance of Excise duty Exemption of AWPL products for the armed forces annually	Review and verify the eligibility of the exemption	Application with details of the annual quota lists	0:05:00
		Issue an exemption certificate through the excise system.		1:00:00
4	Appeal	Verify the eligibility for appeal	Appeal Application, all the relevant documents to substantiate the Re-appeal	Within 45 working days
		Prepare the appeal profile.		
		Presented to the Dispute Settlement Committee, DRC		
		Prepare the minutes of the appeal decision.		
		Convey the Decision to the appellant and share a copy with the respective RRCO.		Within 7 working days after the decision is passed
5	Issuance of duty-free quota entitlement (Diplomate)	Verifier- Verify the eligibility and recommend for approval	Supporting documents like a Diplomatic ID card	0:10:00
		Approval -Final approval		0:10:00

2. Regional Office/Check post

I. IMPORT-IMI

SI No	Procedures	Pre-Requisites	Average-Timeline
1	Submission of Manifest to Approval of Manifest	Commercial Invoice, packing list, permits from relevant agencies, Exemption Certificate in any	0:11:10
	Submission of Declaration to Approval of Declaration		0:18:15
	Creation of Valuation to Completion of Valuation		0:23:07
	Creation of Risk Assessment to Completion of Risk Assessment		0:06:31
	Creation of Inspection to Completion of Inspection		0:32:34
	Release Created to Release Order		0:04:43

Note: The average timeline was determined based on the overall average time taken across various ports under the six RRCOs, as detailed in **Annexure 1**.

II. IMPORT-TCI

SI No	Procedures	Pre-Requisites	Average-Timeline
2	Submission of Declaration to Approval of Declaration	Commercial Invoice, Import License, Insurance Documents, Freight Documents, Certificate of Origin, Packing Lists, permits from relevant agencies, Exemption Certificate in any	0:57:58
	Creation of Valuation to Completion of Valuation		0:45:58
	Creation of Risk Assessment to Completion of Risk Assessment		0:02:47
	Creation of Inspection to Completion of Inspection		1:55:39
	Release Created to Release Order		0:22:18

Note: The average timeline was derived from the MDP data.

III. EXPORT

SI No	Procedures	Pre-Requisites	Average-Timeline
3	Submission of Manifest to Approval of Manifest	Invoice, packing list (where applicable), weight slip, certificate of origin issued by the relevant authority, insurance documents (where applicable), export permit (where applicable)	0:04:18
	Submission of Declaration to Approval of Declaration		0:09:48
	Creation of Valuation to Completion of Valuation		0:07:30
	Creation of Risk Assessment to Completion of Risk Assessment		0:03:55
	Creation of Inspection to Completion of Inspection		0:01:36
	Release Created to Release Order		0:04:26

Note: The average timeline was determined based on the overall average time taken across various ports under the six RRCOs, as detailed in **Annexure 2**.

IV. NATIONAL TRANSIT

SI No	Procedures	Pre-Requisites	Average-Timeline
4	Submission of Manifest to Approval of Manifest	Invoice, Import declaration copy (where applicable)	0:03:20
	Submission of Declaration to Approval of Declaration		0:07:18
	Creation of Valuation to Completion of Valuation		0:00:00
	Creation of Risk Assessment to Completion of Risk Assessment		0:06:41
	Creation of Inspection to Completion of Inspection		0:00:00
	Release Created to Release Order		0:03:23

Note: The average timeline was determined based on the overall average time taken across various ports under the six RRCOs, as detailed in **Annexure 3**.

V. EXCISE DUTY RELATED

SI No	Service	Procedures	Pre-Requisites	Avg-Timeline
5	Issuance of an import permit for the import of alcohol and beverages	Review, verify the Application, and issue the import permit	Application mentioning the details of the brand, product, and the Brand registration approval by DRC	0:18:03
6	Issuance of excise duty exemption on AWPL product for arms.	Verify application and issue exemption through the Excise system based on DRC approval	Application and Approval letter from DRC	0:21:07
7	Brand registration for the Alcohol	Verify application, Commercial invoice, collect brand registration fees, and issue Certificate	Application, commercial invoice, and approval letter from DRC	0:33:03

Note: The average timeline was determined based on the data provided by Gelephu, Phuntsholing, and Samtse RRCOs, as detailed in Annexure 4.

VI. Appeal

P	Procedures	Pre-Requisites	Avg-Timeline
8	1. Review and verify the appeal application (a)confirm whether the undisputed part of the customs duty has been paid by the person or not (b) check whether the appeal is filed within 30 days from the issue of the demand notice or seizure memo.	An appeal letter addressed to the Regional Director, mentioning the grounds of appeal and relevant documents.	Within 30 working days
	2. Admission of appeal & Preparation of Case Profile		
	3. Share the case profile with the Regional Dispute Settlement Committee (RDSC) members one day ahead of the Appeal Meeting.		
	5. Presentation of the appeal in the RDSC meeting fortnightly		
	6. Inform the appellant of the appeal decision.		Within 7 Working days

VII. WAREHOUSE

SI No	Procedures	Pre-Requisites	Average-Timeline
9	Submission of Declaration to Approval of Declaration	Invoice and packing list	0:28:08
	Creation of Valuation to Completion of Valuation		0:38:03
	Creation of Risk Assessment to Completion of Risk Assessment		0:11:36
	Release Created to Release Order		0:13:44

Note: The average timeline was determined based on Bhutan post and DHL data under Thimphu RRCO, as detailed in **Annexure 5**.

Annexures

Annexure 1: Average Time Taken for Import Clearance at different Ports under the Respective RRCO.

Sl No	Procedures	Gelephu RRCO	Pling RRCO			Samdrupjongkhar RRCO				Samtse RRCO					Paro RRCO	Thimphu RRCO		Average Time Taken
		Main Gate	MDP	Allay	L/zingkh a	Jomotsha ngkha	Pelzomth ang	Phuntshor abtenling	S/jongkhar Main Gate	Bhimtar	Gomtu	Jithi	Pugli	Main Gate	Cargo	Foreign Post Parcel	DHL	
1	Submission of Manifest to Approval of Manifest	0:06:14	0:04:14	0:15:27	0:01:19	0:19:53	0:02:49	0:07:06	0:06:05	0:18:07	0:05:56	0:47:50	0:04:28	0:05:46				0:11:10
	Submission of Declaration to Approval of Declaration	0:11:59	0:11:05	0:15:27	0:09:06	0:30:30	0:27:09	0:13:47	0:13:27	0:17:57	0:22:48	0:33:21	0:14:48	0:27:45	0:15:40	0:16:02	0:11:11	0:18:15
	Creation of Valuation to Completion of Valuation	0:07:00	0:08:32	0:10:29	0:43:42	0:50:09	0:08:50	0:24:53	0:12:27	0:23:20	0:19:58	0:35:06	0:20:33	0:11:44	0:19:40	0:38:41	0:34:54	0:23:07
	Creation of Risk Assessment to Completion of Risk Assessment	0:04:10	0:04:32	0:04:59	0:04:47	0:06:43	0:03:29	0:07:09	0:03:06	0:04:24	0:03:14	0:05:38	0:12:57	0:07:46	0:07:29	0:11:42	0:12:18	0:06:31
	Creation of Inspection to Completion of Inspection	1:11:41	0:07:41	0:56:13	0:12:48	1:42:20	0:31:20	0:14:55	0:13:26	0:04:57	1:50:41	0:12:54	0:26:37	0:36:54	0:07:45	0:01:23	0:09:35	0:32:34
	Release Created to Release Order	0:04:11	0:05:40	0:01:48	0:02:49	0:03:14	0:02:36	0:08:44	0:07:50	0:00:53	0:01:15	0:02:14	0:00:48	0:02:13	0:13:18	0:08:33	0:09:27	0:04:43
	Average Time taken (if selected inspection)	1:45:15	0:41:44	1:44:23	1:14:31	3:32:49	1:16:12	1:16:34	0:56:20	1:09:39	2:43:51	2:17:03	1:20:12	1:32:08	1:03:52	1:16:20	1:17:24	1:36:22
Average Time Taken (if not selected inspection)	0:33:34	0:34:03	0:48:10	1:01:42	1:50:29	0:44:52	1:01:39	0:42:55	1:04:42	0:53:10	2:04:09	0:53:34	0:55:14	0:56:07	1:14:57	1:07:49	1:03:47	

Annexure 2: Average Time Taken for Export Clearance at different Ports under the Respective RRCO.

Sl No	Procedures	Gelephu RRCO	Pling RRCO			Samdrupjongkhar				Samtse RRCO					Paro RRCO	Average time Taken
		Main Gate	MDP	Allay	L/zingkh a	Jomotsha ngkha	Pelzomth ang	PhuntshoR abtenling	S/jongkh ar Main Gate	Bhimtar	Gomtu	Jitti	Pugli	Main Gate	Cargo	
2	Submission of Manifest to Approval of Manifest	0:04:20	0:04:14	0:04:57	0:01:14	0:05:24	0:04:49	0:06:10	0:05:11	0:03:57	0:03:11	0:01:21	0:03:27	0:07:36		0:04:18
	Submission of Declaration to Approval of Declaration	0:08:47	0:06:51	0:08:16	0:09:22	0:10:56	0:04:18	0:08:01	0:08:20	0:10:15	0:04:34	0:07:41	0:07:20	0:17:13	0:25:21	0:09:48
	Creation of Valuation to Completion of Valuation	0:03:39	0:05:30	0:05:50	0:02:24	0:08:07	0:05:14	0:09:25	0:06:17	0:03:02	0:03:12	0:06:42	0:05:35	0:07:25	0:32:37	0:07:30
	Creation of Risk Assessment to Completion of Risk Assessment	0:02:47	0:03:45	0:03:39	0:01:23	0:02:36	0:02:51	0:05:07	0:03:31	0:00:34	0:01:19	0:09:19	0:04:19	0:06:00	0:07:39	0:03:55
	Creation of Inspection to Completion of Inspection	0:00:42	0:00:35	0:00:44	0:01:00	0:01:30	0:01:28	0:00:42	0:03:18	0:06:05	0:00:36	0:00:41	0:00:27	0:01:07	0:03:34	0:01:36
	Release Created to Release Order	0:04:08	0:05:53	0:01:48	0:00:44	0:00:22	0:01:29	0:13:50	0:11:34	0:00:55	0:01:08	0:04:28	0:02:19	0:02:39	0:10:48	0:04:26
	Average Time taken (if selected inspection)	0:24:22	0:26:48	0:25:14	0:16:07	0:28:56	0:20:09	0:43:15	0:38:11	0:24:48	0:14:00	0:30:11	0:23:29	0:42:00	1:19:59	0:31:33
Time Taken (if not selected inspection)	0:23:40	0:26:13	0:24:30	0:15:07	0:27:26	0:18:41	0:42:33	0:34:53	0:18:43	0:13:24	0:29:30	0:23:02	0:40:54	1:16:25	0:29:57	

Annexure 3: Average Time Taken for Transit Clearance at different Ports under the Respective RRCO

Sl No	Procedures	Gelephu RRCO	Pling RRCO			Samdrupjongkhar				Samtse RRCO					Paro RRCO	Average time Taken
		Main Gate	MDP	Allay	L/zingkha	Jomotshangkha	Pelzomthang	PhuntshoRabtenling	S/jongkhar Main Gate	Bhimtar	Gomtu	Jithi	Pugli	Main Gate	Cargo	
3	Submission of Manifest to Approval of Manifest	0:04:08	0:03:23	0:04:03	0:01:14	0:03:06	0:02:38	0:03:21	0:03:46	0:00:00	0:03:37	0:00:55	0:04:58	0:04:54		0:03:20
	Submission of Declaration to Approval of Declaration	0:09:13	0:06:06	0:07:30	0:01:57	0:05:39	0:03:22	0:05:25	0:07:20	0:04:05	0:04:15	0:06:23	0:07:57	0:09:01	0:23:59	0:07:18
	Creation of Valuation to Completion of Valuation	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Creation of Risk Assessment to Completion of Risk Assessment	0:04:12	0:05:32	0:05:47	0:09:25	0:05:36	0:07:48	0:04:23	0:05:37	0:01:52	0:02:02	0:04:55	0:05:19	0:06:11	0:24:48	0:06:41
	Creation of Inspection to Completion of Inspection	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Release Created to Release Order	0:03:14	0:04:09	0:04:22	0:00:24	0:00:22	0:04:07	0:04:42	0:11:33	0:00:30	0:00:38	0:00:33	0:00:49	0:00:37	0:11:26	0:03:23
	Average Time taken for clearance	0:20:47	0:19:10	0:21:42	0:13:01	0:14:43	0:17:55	0:17:51	0:28:16	0:06:26	0:10:32	0:12:46	0:19:04	0:20:43	1:00:13	0:20:42

Annexure 4: Average Time Taken for Excise-Related Activities at three RRCOs

SI No	Service	Procedures	Pre-Requisites	Phuentsholing	Gelephu	Samtse	Avg-Timeline
4	Issuance of import permit for the import of alcohol and beverages	Review, verify Application and issue import permit	Application mentioning the details of the brand, produce and the Brand registration approval by DRC	0:20:00	0:15:00	0:20:00	0:18:20
	Issuance of excise duty exemption on AWPL product for arms.	Verify application and issue exemption through Excise system based to DRC approval	Application and Approval letter	0:20:00	0:15:00	0:30:00	0:21:40
	Brand registration for the Alcohol	Verify application, Commercial invoice, collect brand registration fees and issue Certificate	Application, commercial invoice and approval letter from DRC	0:20:00	0:20:00	1:00:00	0:33:20

Annexure 5: Average Time Taken for a warehouse at three Thimphu RRCO

Sl.no	Procedures	Thimphu RRCO		Average Time Taken
		Bhutan Post	DHL	
5	Submission of Declaration to Approval of Declaration	0:08:52	0:47:24	0:28:08
	Creation of Valuation to Completion of Valuation	0:23:05	0:53:00	0:38:03
	Creation of Risk Assessment to Completion of Risk Assessment	0:05:25	0:17:48	0:11:36
	Release Created to Release Order	0:04:47	0:22:41	0:13:44
Average Time Taken		0:42:09	2:20:53	1:31:31