

# **Thai Customs Service Standards**

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To disclose the determined intention of Thai Customs Department in aspect of the excellence of the customs services that facilitate to the service users and a contact person. When travelling inbound and outbound within Thailand and/or shipping the imported-exported goods Thai Customs Department has paid attention to develop the professional customs services system under international standard, transparency, fairness, able-audit and your expected desire.

In the event of contacting with the customs officers, it is highly desirable that The Customs Department would deliver the following things to your satisfaction .

- Standard of customs services
- Professional, welcome, polite, honest, and friendly services
- Providing of the assistance and/or useful explanation when occurring skepticism or dispute from the service users or a contact person.
- Fair-minded services without contempting and discrimination of race, color, and gender etc.
- Facilitation for the service users under existing rules I regulations
- Support of the widely-providing information with continuous and disclosed manners.

### **The key customs service standards**

Thai Customs Department has set the standard of timeframe to provide the main customs services in response to satisfaction of service users and a contact person as convenient and speedy.

In case of not enabling to perform on providing of customs services under the set timeframe standard, Thai Customs Department will notify service users and a contact person for explaining the reason for such objection and running the process for completion as quickly

Work Procedure	Work Duration	percentage of target	Timing Process
<b>1. Import-Export Work Process of Goods</b>			
1.1 Transmitting Data from entrepreneurs via the electronic system.	Within 5 minutes.	90%	- By counting a start time when entering the declaration information into the electronic system of Thai Customs Department until releasing it from the electronic system of Thai Customs Department with the issued running number declaration.
1.2 Inspecting goods by X-ray Equipment.	Within 15 minutes.	90%	- By counting a start time when loading containers into X-ray equipment and running the data and analytical process by the officer.
1.3 Goods inspection by opening the container.	Within 30 Minutes.	90%	- By counting a start time when submitting documents by entrepreneurs /a customs broker for goods inspection by the officer until finishing its whole process (not including time of goods preparation, time for doubt, time for comprehensive audit.
1.4 Duty Tax Payment or Cash Guarantee or bank guarantee.	Within 6 minutes.	90%	- By counting a start time when submitting documents to the officer by entrepreneurs/a customs broker for duty tax payment or guarantee deposit until finishing it off.
1.5 Airport Passenger 's luggage check on red channel.	Within 25 minutes.	90%	- By counting a start time when contacting by passengers at red channels until passing verification and having been notified the amount of tax (if any).
1.6 Passenger's baggage /luggage random check by X-ray equipment (If not any doubts) in case of travelling inbound and outbound Thailand by airport Passengers.	Within 5 minutes per baggage.	90%	- By counting a start time when verifying baggage or luggage by X-ray equipment and running analytical process.
1.7 The Import goods release at the post office in case of not submitting the declaration.	Within 34 minutes.	90%	- By counting a start time when submitting a goods receipt by entrepreneurs until releasing it out of the customs custodian.

Work Procedure	Work Duration	percentage of target	Timing Process
1.8 The approval of Establishment of "port of discharge" and "goods depot."	Within 25 days	90%	- By counting a start time when receiving application form for establishment of "port of discharge" and "goods depot" (under the complete information of the valid document in accordance with customs law and other related laws) until as of approved date of establishment of "port of discharge" and "goods depot" by Thai Customs Department.
1.9 The approval of general duty tax drawback for no more than 50 items per import entry.	Within 15 days	90%	- By counting a start time when receiving general duty tax refund from (with complete and valid document) until as of the date of the approval for the general duty tax refund.
<b>2. Export promoting procedures</b>			
2.1 Bonded warehouse (1) The approval of establishment of bonded warehouses.	Within 30 days	90%	- By counting at the date when receiving application form for the establishment of bonded warehouses (With the complete document, the availability of worksite and running operation) until the issuing date of the approval letter of the establishment of bonded warehouse by Thai Customs Department.
2.2 Duty Free zone  (1) The approval of establishment of Duty Free Zone.	Within 30 days	90%	- By counting at the date when receiving application form for the establishment of Duty Free Zone (with the complete documents, the availability of worksite and running operation) until the issued date of the approval Letter of the establishment of Duty Free Zone by The Customs Department.
(2) The approval to be an entrepreneur in Duty Free Zone	Within 7 days	90%	- By counting at the date when receiving application form for approval to be an entrepreneur in Duty Free Zone (with the Complete document, the availability of work site and running operation, and the electronic control system) until at the issued date of the approval letter to be an entrepreneur in Duty Free Zone.
2.3 An approval for the duty drawback under section 19 bis (1) a set of the application form for the duty drawback with no greater than 100 pieces per request.	Within 15 days	90%	- By counting at the date when receiving a set of the application form for the duty drawback under section 19 bis (with the complete document) until at the date of approval for the duty drawback.
(2) a set of the application form for the duty drawback with ranging from 101 to 500 pieces per request.	Within 30 days	90%	- By counting at the date when receiving a set of the application form for the duty drawback under section 19 bis (with the complete document) until at the date of approval for the duty drawback.
(3) a set of the application form for the duty drawback with greater than 500 pieces per request.	Within 45 days	90%	- By counting at the date when receiving a set of the application form for the duty drawback under section 19 bis (with the complete document) until at the date of approval for the duty drawback.

Work Procedure	Work Duration	percentage of target	Timing Process
<p>2.4 An approval for the duty tax compensation.</p> <p>(1) a set of the application form for the duty tax compensation with no greater than 10 items per request.</p> <p>(2) a set of the application form for the duty tax compensation with ranging from 11 to 50 items per request.</p> <p>(3) a set of the application form for the duty tax compensation with greater than 50 items per request.</p>	<p>Within 10days</p> <p>Within 20 days</p> <p>Within 25 days</p>	<p>90%</p> <p>90%</p> <p>90%</p>	<p>- By counting at the date when receiving a set of the application form of the duty tax compensation (with complete document) until at the date of the issued tax coupon.</p> <p>-By counting at the date when receiving a set of the application form of the duty tax compensation (with complete document) until at the date of the issued tax coupon.</p> <p>-By counting at the date when receiving a set of the application form of the duty tax compensation (with complete document) until at the date of the issued tax coupon.</p>
<b>3. The customs control procedure.</b>			
<p>3.1 Bringing back the in-house documents to audit.</p>	<p>Within 3 months</p>	<p>90%</p>	<p>- By counting a start time when count-checking and authorizing documents by an entrepreneur or a customs broker until as of the notified date of the primary inspecting result submitted to an entrepreneur. Herein, no greater than 3 months of the completion of auditing process since the date of the document's count-checking and authorizing by an entrepreneur or a customs broker.</p>
<b>4. Other procedures.</b>			
<p>4.1 The status registration of the electronic paperless customs clearance broker.</p>	<p>Within 30 minutes</p>	<p>90%</p>	<p>- By counting a start time when submitting the status registration form including a documentary evident (with the complete document) until entering data into Thai Customs Electronic System (TCES) by the official.</p>
<p>4.2 The rulings of the customs Tariff dispute for a guaranteed declaration.</p>	<p>Within 30 days per a kind of goods</p>	<p>90%</p>	<p>- By counting a start time when receiving a declaration by the on-duty agencies for the ruling of customs tariff dispute for a guaranteed declaration until as of the date of the issued letter of the customs tariff dispute rulings. Herein, the detailed information of goods must be sufficient for the rulings.</p>

Work Procedure	Work Duration	percentage of target	Timing Process
4.3 Advance Tariff rulings  - Case no.1 the inquirer submits a document to import goods and submits the request form within no less than 30 days before importing goods.  - Case no.2 If not compatible with the criteria of Case no.1	Within 30 days per a kind of goods  Within 30 days per a kind of goods	90%  90%	- By counting a start time when receiving the request for customs tariff rulings of the imported goods until as of the date of the issued letter of the customs tariff rulings. Herein, the detailed information of goods must be sufficient for the rulings.  - By counting a start time when receiving the request for customs tariff rulings of the imported goods until as of the date of the issued letter of the customs tariff rulings. Herein, the detailed information of goods must be sufficient for the rulings.
4.4 Advance Valuation rulings	Within 30 days per transaction	90%	- By counting a start time when receiving the enquiries about the customs valuation of imported goods until as of the date of the issued letter of the customs valuation rulings. Herein, The detailed information of goods must be sufficient for the rulings.
4.5 Advance rulings for "the rule of origin" for the imported goods from the countries under the mission of Free Trade Agreement by submitting the importing documents no less than 30 days before the importation.	Within 30 days per a kind of goods	90%	- By counting a start time when receiving the enquiries about the ruling for "the rule of origin" for the imported goods until as of the date of the issued Letter of the rulings for "the rule of origin". Herein, the detailed information of goods must be sufficient for rulings.

**Remarks** Herein, the timing process for each complete procedure per se as stated above is on the condition of submitting documents and/or other evidences as correct and complete in accordance with law, related regulation and rules.

**Feedback expectancy from you is as below:**

In order to provide the standardized service, to create satisfaction and to facilitate as anticipated by you, Thai Customs Department needs to get your collaboration as follows:

- Providing the relevant information with the official as correct, complete, timely is to assist for considering the matter of yours as quickly
- Making understand about law or other regulations, and abiding it absolutely.
- Contacting with the officer mannerly
- Concerning that when it is about travelling inbound and outbound within Thailand or importing/exporting goods, the official may request to inspect a person, luggage or any other goods for the purpose of customs control and support of law abiding as internationally.

Therefore, please provide your cooperation for inspection with the official. Furthermore, please understandably read the announcement about the matter of the customs clearance for passengers as posting a notice at the border checkpoint, the airport or the in-flight notification, and then follow the instruction correctly and at ease while travelling inbound and outbound within Thailand.

### **In case of appeal or complaints about customs-service providing**

Due to importance of services users or a contact person affecting on the development and improvement of the work process, Thai Customs Department has arranged to provide other many communication channels for receiving appeal and complaints at your convenience as follows:

- Call Center service at Line number: 1164
- Hot Line number: 1332
- Fax number: 02-671-5250
- Mailing to Thai Customs Department or the complaint center, Address: 1 sunthorn Kosa Road, Khlongtoei, Bangkok 10110
- e-Mail: [ctc@customs.go.th](mailto:ctc@customs.go.th)
- Contacting directly or Meeting in person.

### **If you would like to give us any comments to improve the Thai Customs Service Standards, please provide us by following this:**

Send us your comment at e-Mail: [63000000@customs.go.th](mailto:63000000@customs.go.th). Thai Customs Department welcomes and values any comments from you. Herein, we aim to improve and develop the Thai Customs Service Standards increasingly.

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