



Challenges in the Implementation of Joint Customs Control : Thai Experience

Presented

by

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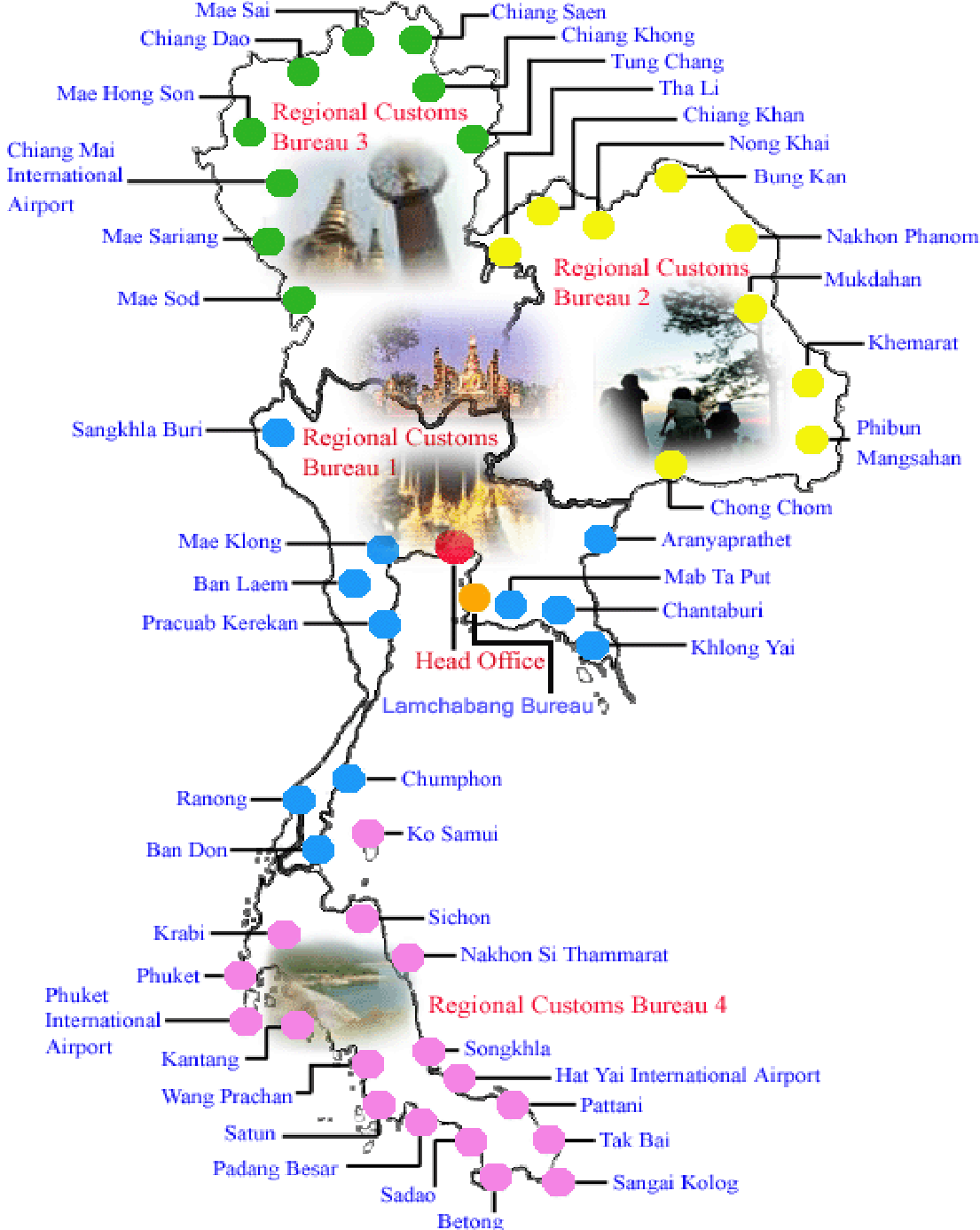
The Royal Thai Customs

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Trading at Borders

Thailand is surrounded by four neighbouring countries and has borders which are connected for about 5,500 kilometres.



Permanent checkpoints,
Temporary checkpoints,
Flexible checkpoints,
spread throughout 31
bordering provinces and
cover 45 Customs Houses

North : Myanmar & Laos PDR.

East : Laos PDR. & Cambodia

West : Myanmar

South : Malaysia

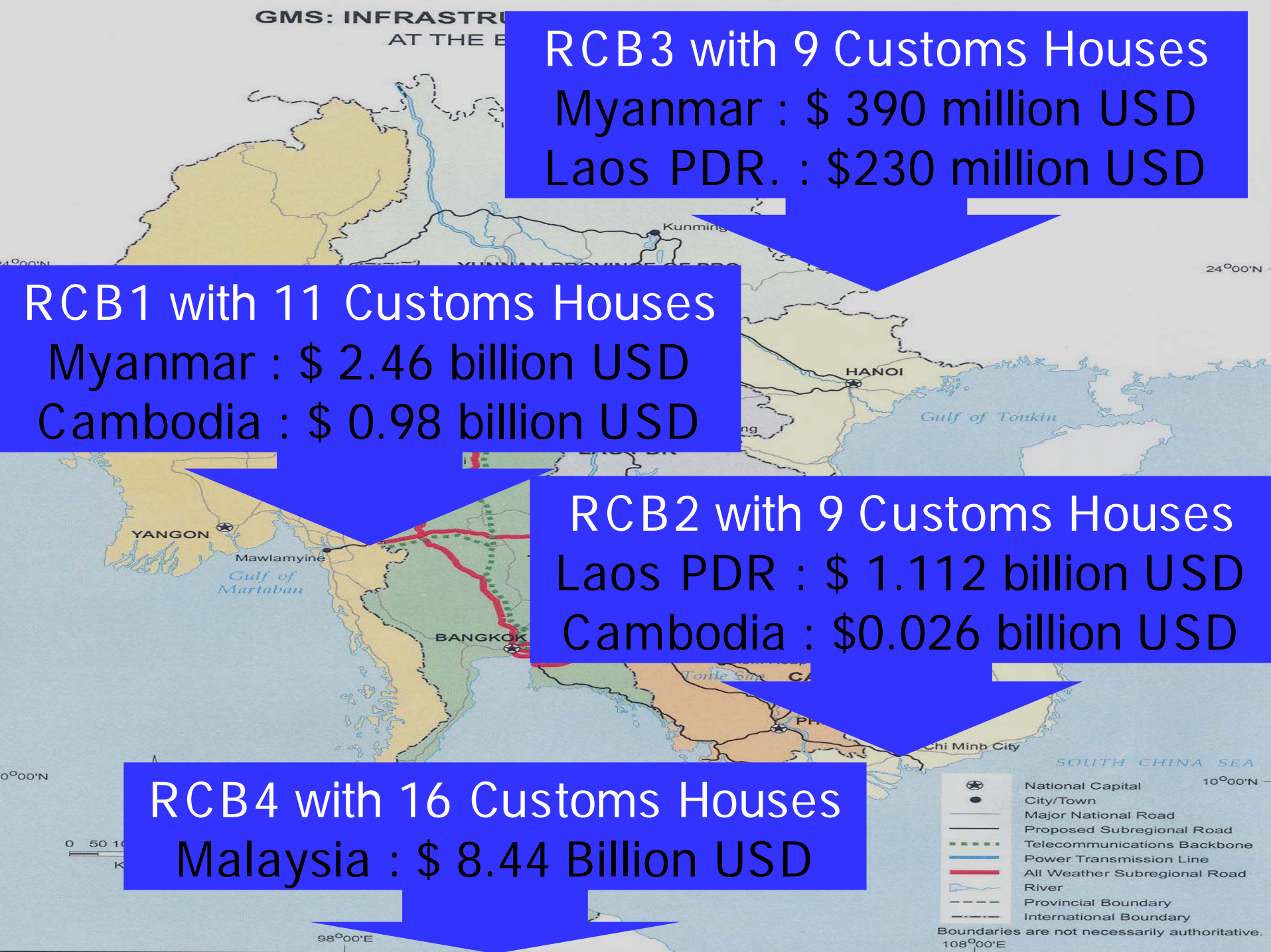


RCB3 with 9 Customs Houses
Myanmar : \$ 390 million USD
Laos PDR. : \$230 million USD

RCB1 with 11 Customs Houses
Myanmar : \$ 2.46 billion USD
Cambodia : \$ 0.98 billion USD

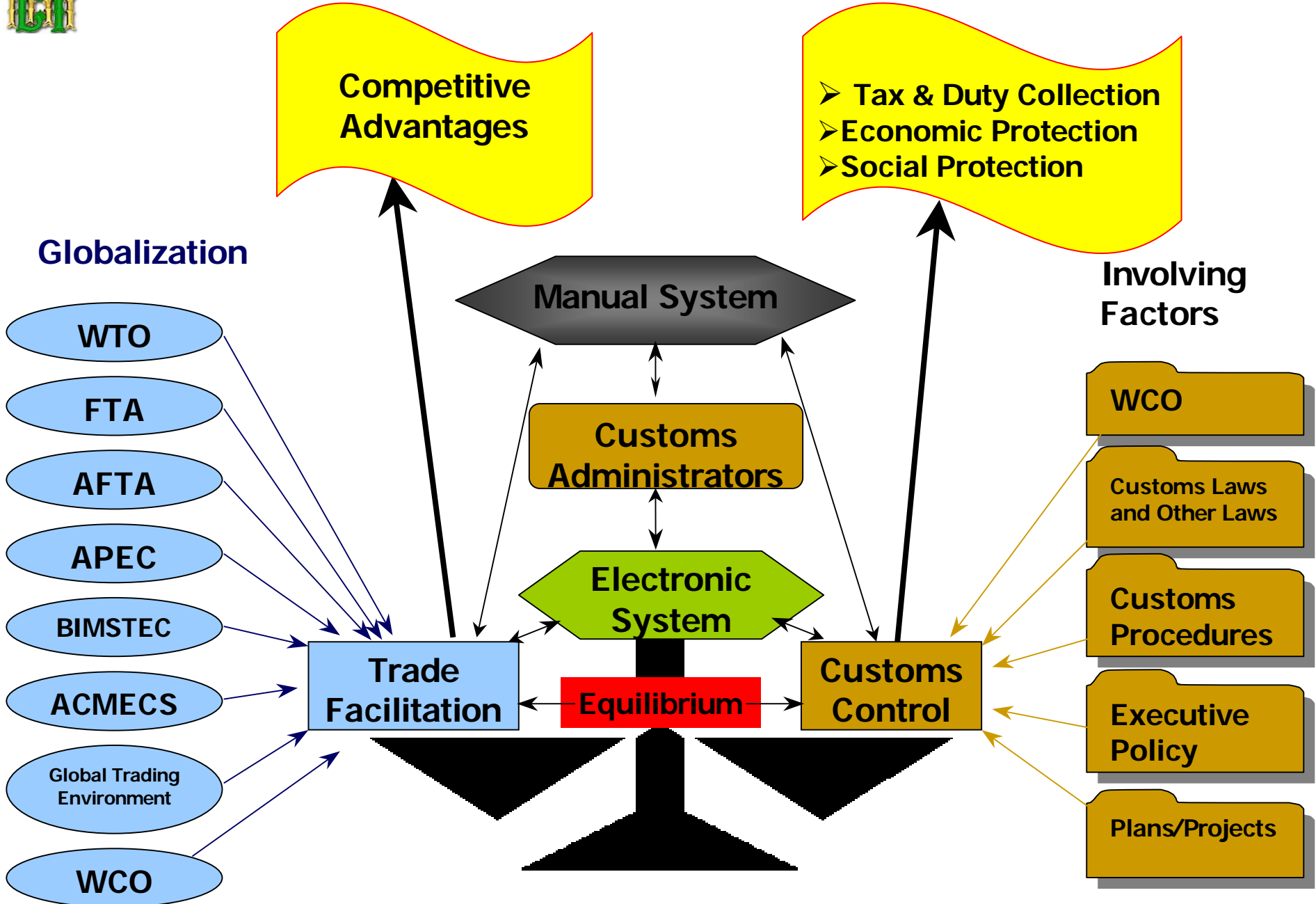
RCB2 with 9 Customs Houses
Laos PDR : \$ 1.112 billion USD
Cambodia : \$0.026 billion USD

RCB4 with 16 Customs Houses
Malaysia : \$ 8.44 Billion USD





Background and Current Situation

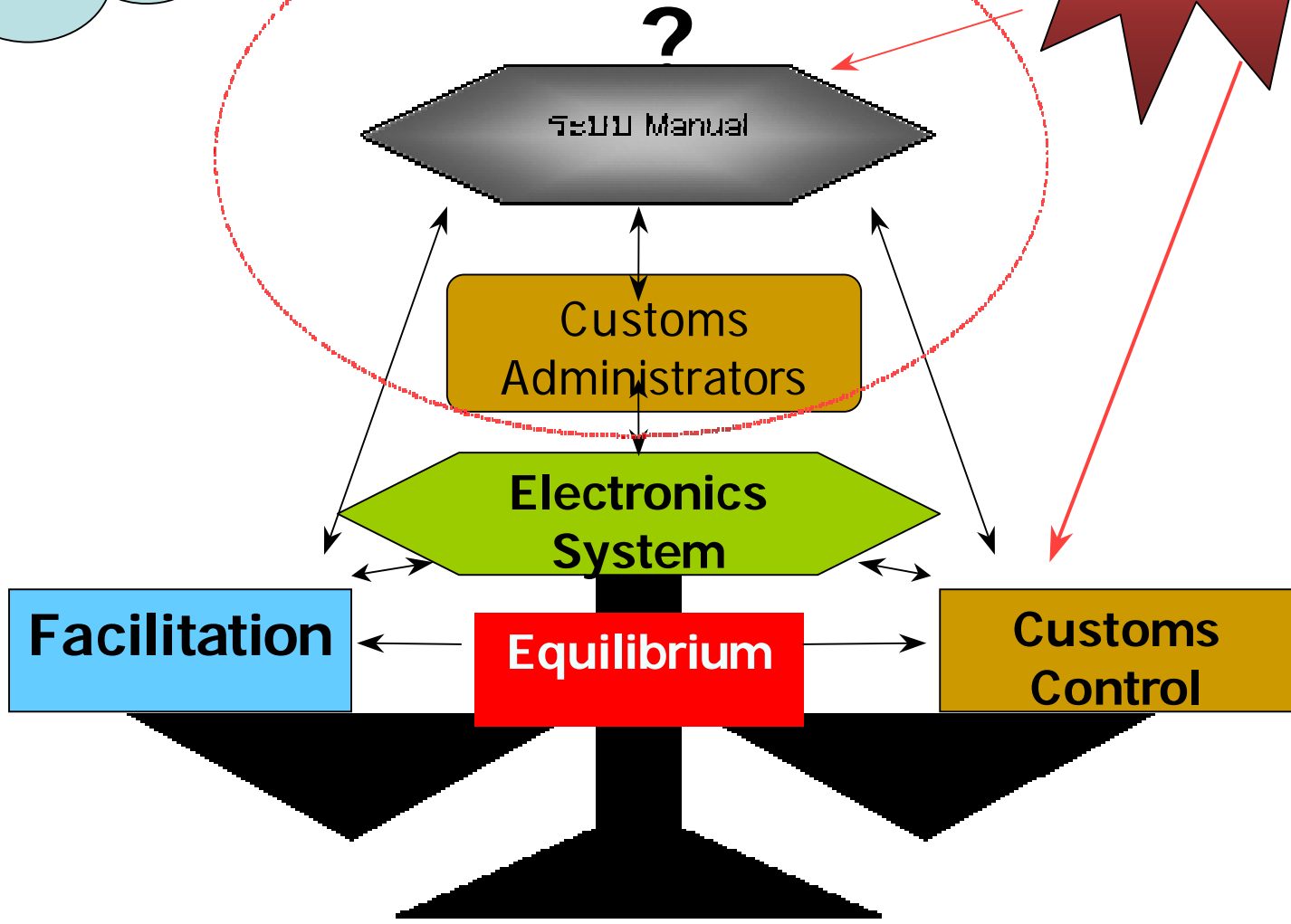


Problems and Causes

Border smuggling problems

Regional/ Customs Houses

Formats/ Measures





Definitions

Customs Control



Measures applied to ensure compliance with the laws and regulations which customs are responsible for enforcing

Control Efficiency



Customs control should be kept to the minimum necessary to meet the main objectives and should be carried out on a selective basis using risk management techniques to the greatest extent as possible in accommodate rapid changes of global trading environment



Concepts

Social Empowerment



Collaboration of all involved organizations in both public and private sectors including citizens and the media to help the authorities in their investigating activities and to inform the authorities about suspicious activities and misconducts.

Collaboration of Forces



The combination of manpower, equipment and facilities that are considered to be a strength of each organization used to eliminate a weakness to increase operational effectiveness



Conceptual Framework

The King's Public Address



Given to all government officials on
Government Official's Day

In 1984 "Person who works well"

In 1985 "How to works successfully"

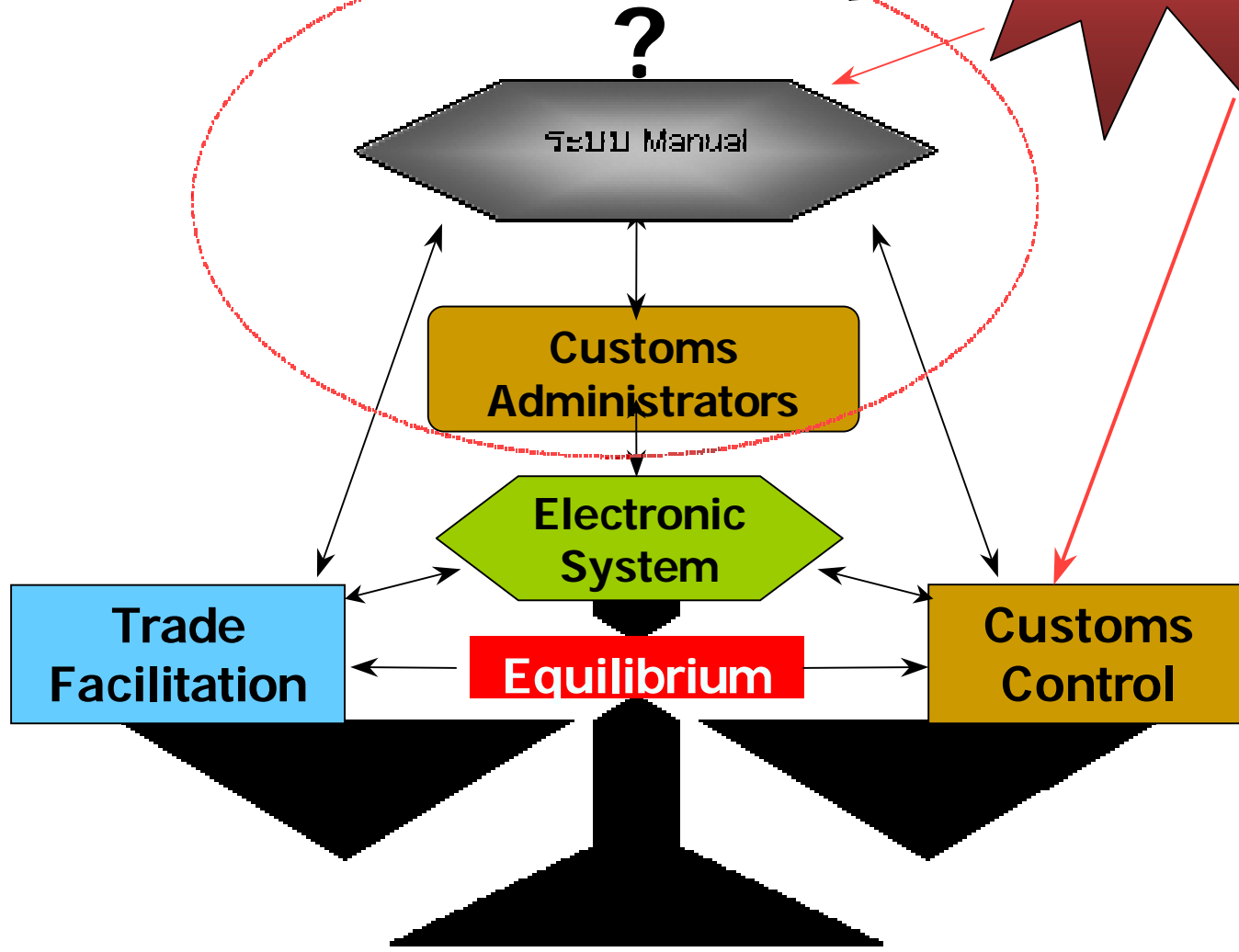
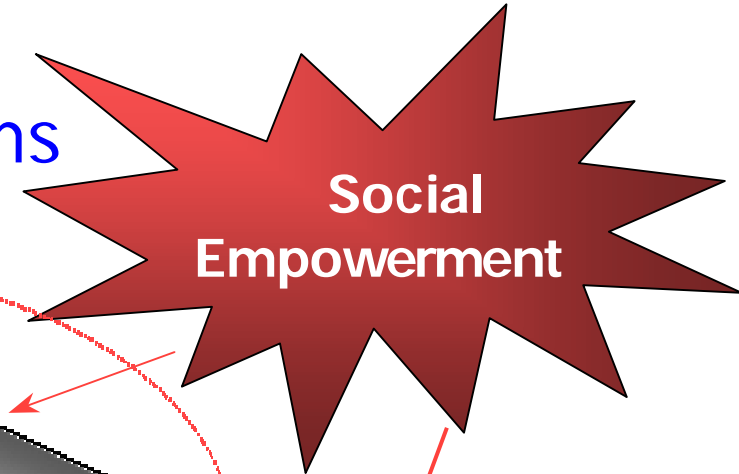
**Collaboration at
an international level**



Increase competitive
advantages on a global
scale



Regional / Customs Houses





Personal Experience

Administrative strategy of
Klongyai Customs House

Internal
Restructuring

Create lasting
relationships with
outside organizations

Knowledge
Management

Internal
Restructuring

Network with other
involved organizations

- Sport Events
- Panel Discussions
- Collaboration of Forces
- Create understanding among private sector and citizens

Restoring
Credibility
Trust
Faith

Create Understanding
within the society

- Changes in attitudes and values
- Changes in work systems and services
- Renovate the facilities

Social
Empowerment

- Within the customs system
- Benefits in which the society receives
- As Tax collectors



Social Empowerment Strategies

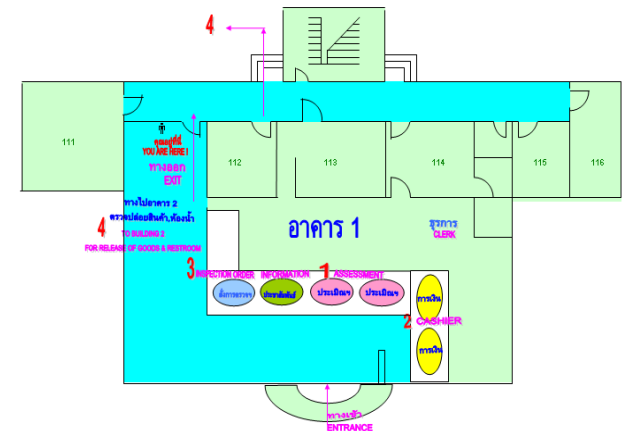
Strategies

👉 Organizational Restructuring

☑ Knowledge Management

☑ Internal Restructuring

- Changes in attitudes and values
- Changes in working process and services
- Renovate facilities





Social Empowerment Strategies (next)

➔ Establish relationships with other involved organizations

☑ Create Network Cooperation

- Collaborative sport events
- Informal meetings and discussions
- Collaboration of forces to eliminate organizational weaknesses
- Network with the private sector and citizens

☑ Create social understanding

- In Customs Laws and Regulations
- How society will benefit from all this
- About revenue collection procedures





Keys to Success

Personnel

- Governor (CEO)
- Deputy Director
- Supervisors at all levers
- Customs Officers

Concepts

- The King's Public Address
- Moral Principles
- The King's guidelines
- Governmental reforms policy

Methods

- ⊗ Practices according to the King's guidelines
- Leaders and Changes
- Collaboration process
- informalities that lead to formalities

Organizational Restructuring

-Internal Restructuring

1. Changes in working process and services
2. Changes in attitudes and values
3. Renovate facilities

-Knowledge Management

Crate relationships with outside organizations



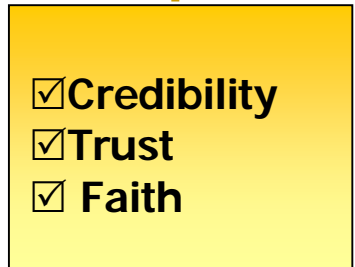
- 1.1 Create Relationships
- 1.2 Panel discussions
- 1.3 Collaboration of forces



- 2.1 Customs Laws and Regulations
- 2.2 Social Benefits
- 2.3 Tax Collection Procedures

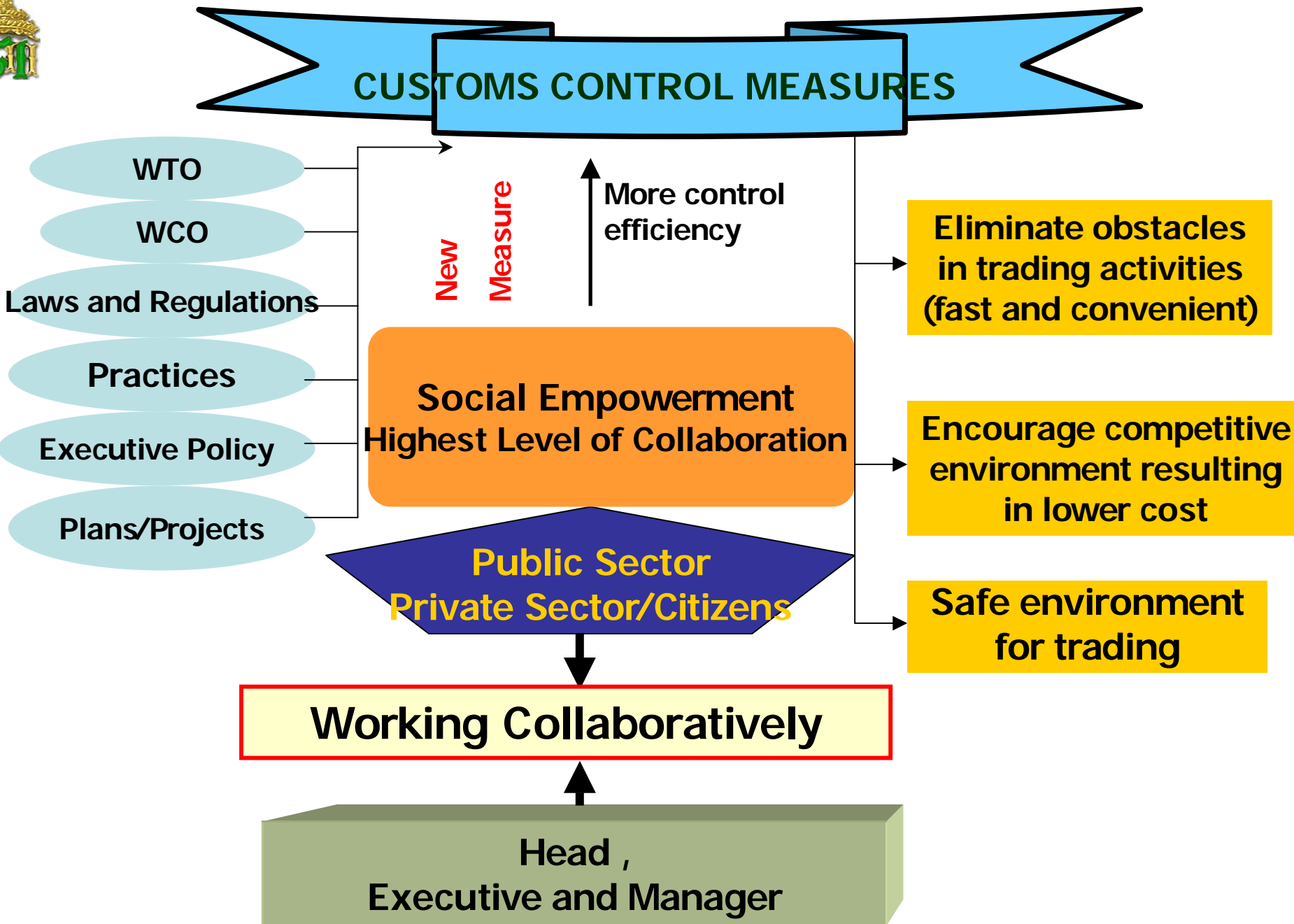


Social Empowerment Strategy



- Credibility
- Trust
- Faith

Concept : increase efficiency of customs control strategy





Possible Future Outcomes

Competitive Advantages

- Revenue Collection
- Economic Protection
- Social Protection



Social Empowerment

Globalization

- WTO
- FTA
- AFTA
- APEC
- BIMSTEC
- ACMEC
- Global Trading Environment
- WCO

Manual System

Solving the problems

Customs Officers

Electronic System

Trade Facilitation

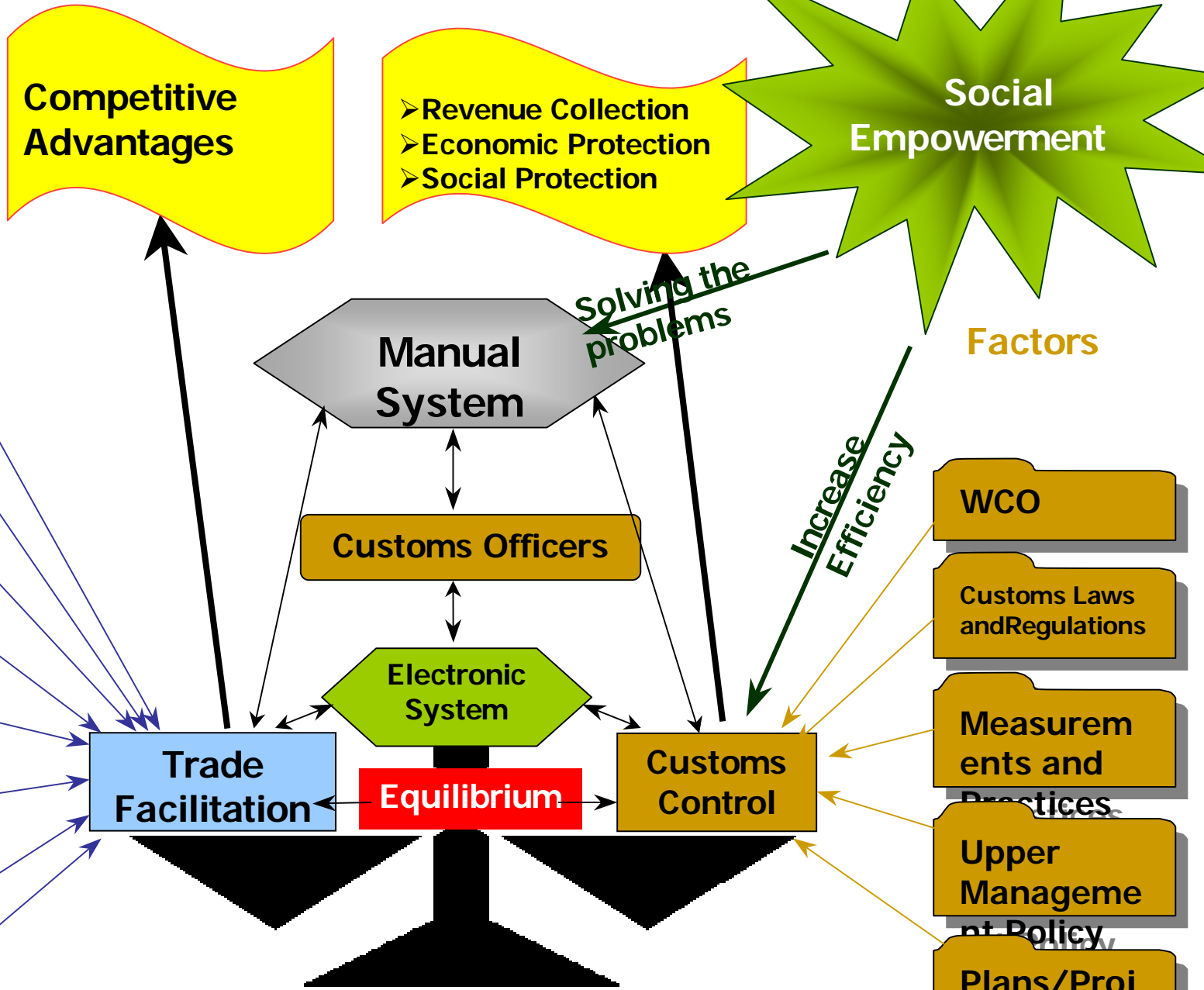
Equilibrium

Customs Control

Factors

- WCO
- Customs Laws and Regulations
- Measurements and Practices
- Upper Management Policy
- Plans/Projects

Increase Efficiency





**Social Empowerment increases
efficiency and sustains
competitive advantages**

Thank You