



From: Office of the Commissioner- General

To: All Media Houses

Date: April 9, 2010

Subject: **Customs procedures significantly improved – Business persons who encounter undue delay urged to file complaints- Revenue Boss**

Commissioner-General of the Guyana Revenue Authority, Mr. Khurshid Sattaur is urging businesses and members of the public who are unsatisfied with the service received when clearing goods at customs to seek redress with the Senior Manager (ag) Tax Exemption Processing and Verification, Mr. Gavin Lowe, Deputy Head of Customs and Trade Administration Mr. Robert James or Mr. Clement Sealey Deputy Commissioner-General of the GRA.

He said that despite the many changes made at Customs through the commitment of Management and approval of the Governing Board to significantly improve the time it takes to process entries and clear goods, the organisation continues to receive complaints from concerned citizens and the Georgetown Chamber of Commerce of delays in the process.

Mr. Sattaur said that while he believes that there is some merit in the issues raised by some persons who do business with Customs, it must be noted that with the improvements made, it now takes one to three working days to process entries and goods at customs. Further, he stated that 99% of the goods are cleared within this time frame with only ten (10) containers being subject to examination under the cameras weekly. "These efficiencies must be highlighted," he said.

The Commissioner-General said that the organisation uses its Risk profiling System to determine the degree of risk a particular consignment poses to revenue and consequently the extent of the examination necessary. He said that where there is proper and adequate documentation, the process is a swift one.

Mr. Sattaur stated that any businessman who feels that he has been indiscriminately treated can also seek recourse by writing him giving specific details such as customs official dealt with, wharf and all details pertaining to the transaction so that timely and appropriate action can be taken.

He said that the GRA is pleased that businesses are coming forward with these allegations and that officers who willfully disrupt the smooth process at the Customs will be disciplined.

Mr. Sattaur said the organisation is committed to the modernization of its Customs operations and to addressing any apparent lack of transparency at the customs.