

**In cooperation with the “EU4TRADE” project**

**TIME RELEASE STUDY**

**BOSNIA AND HERZEGOVINA**

**Sarajevo, october 2023. Ratka Stijepović, TRS consultant**

The author accepts sole responsibility for this report, which is written on behalf of the European Communities. This report does not necessarily reflect the views of the Commission.

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**CONTENT**

[1. INTRODUCTION 5](#_Toc148038305)

[1.1. background 5](#_Toc148038306)

[1.2. Basic principles 6](#_Toc148038307)

[2. EXECUTIVE SUMMARY 7](#_Toc148038308)

[2.1. THE STUDY FRAMEWORK 7](#_Toc148038309)

[2.2. MAIN MEASURMENT RESULTS 8](#_Toc148038310)

[2.3. RECOMMENDATIONS 9](#_Toc148038311)

[2.4. Next steps 14](#_Toc148038312)

[3. TRS METHODOLOGY 15](#_Toc148038313)

[3.1. SCOPE OF THE STUDY 19](#_Toc148038314)

[3.2. LIMITATIONS OF THE STUDY 21](#_Toc148038315)

[4. STUDY RESULTS 22](#_Toc148038316)

[4.1. SPECIAL PROCEDURE FOR THE BIJAČA CO/BORDER CROSSING 22](#_Toc148038317)

[4.2. SPECIAL PROCEDURE FOR THE CR/BORDER CROSSING RACA - CUSTOMS OFFICE BIJELJINA 42](#_Toc148038318)

[4.3. SPECIal procedure CR/ BC and CO GRADISKA 68](#_Toc148038319)

[4.4. IMPORT PROCEDURE at CO sarajevo 88](#_Toc148038320)

[ANEX 1 TRS PROJECT PLAN 92](#_Toc148038321)

[1. ANEX 2 TRS QUESTIONNAIRES 93](#_Toc148038322)

# INTRODUCTION

## background

The management of a country's borders and the efficiency in the implementation of procedures by customs and other border authorities involved in the clearance of goods are key points for measuring efficiency in international trade.

In order to remain competitive in today's business environment, businessmen should be guaranteed a fast and predictable customs clearance time for their shipments that meet all legal regulations. Given that customs clearance plays an important role in the release of goods for free circulation, customs administrations should strive to reduce the complexity of customs procedures and limit information requests to data that is necessary for risk assessment, response and revenue collection. Modern customs administrations have recognized that simplifying and facilitatng the customs clearance process, including the reduction of customs clearance costs, benefits importers, exporters and the national economy.

To ensure that all competent authorities at border crossings apply them effectively, the procedures for the crossing of goods across the state border must be analyzed and updated at regular intervals. Within their jurisdiction, many customs administrations conduct periodic analyzes and audits in order to simplify customs activities. One method used for analyzing customs procedures is the measurement of the average time required for the import and export of goods. This helps customs and other competent border authorities identify problem areas and implement corrective measures to improve efficiency and effectiveness.

TRS is a unique tool that aims to measure the time and efficiency of operational procedures carried out by customs and other control authorities in the standard procedure of import and export processing from the moment of arrival of goods and submission of documents and goods at the border crossing, until the moment of exit of the goods from the customs terminal , taking into account the time required to complete all formalities and release the goods. TRS strives to, by precisely measuring the key elements of the actions of all individual control authorities, as well as private participants involved in the process of customs clearance and release of goods into free circulation, determine the reference time required for the implementation of the customs procedure. It also identifies potential barriers in cross-border trade in order to propose corrective measures in areas where efficiency needs improvement. In addition, the study can be used to assess the approximate comparative situation in the country related to neighboring countries in cases where the same comparative methodology was used.

The importance of this type of measurement is emphasized in the Trade Facilitation Agreement of the World Trade Organization (WTO TFA) which states in Article 7 (paragraph 6) that "members are encouraged to periodically and consistently measure and publish their average customs clearance time, using tools such as, among others, the Time Release Study of the World Customs Organization."

## Basic principles

Signatories of the World Trade Organization (WTO) Agreement on Trade Facilitation (TFA) have committed to making it easier, faster, and cheaper to engage in cross-border trade. The WTO concludes that the implementation of the TFA can have a greater impact on international trade than the elimination of all remaining customs duties. Since customs and other regulatory processes can often account for a significant portion of the time and costs of imports and exports, a better understanding of the time required for customs clearance and release of goods helps identify processes that cause bottlenecks and increase costs for exporters and importers.

The use of the TRS (Time Release Study) is recommended to World Trade Organization members under articles 7.6.1 and 7.6.2 of the WTO TFA. It is also an obligation arising from CEFTA (Central European Free Trade Agreement) Additional Protocol 5, which stipulates that CEFTA signatories aim to timely and consistently measure and publish the average time required for the release of goods, using tools such as, among others, the World Customs Organization Study. Article 22.1 allows signatories to determine the scope and methodology of the TRS according to their needs and capabilities, with the obligation to notify in writing to the CEFTA Trade Facilitation Committee. Moreover, CEFTA signatories commit to sharing their experiences in measuring the average time needed for the release of goods with the CEFTA Trade Facilitation Committee, including used methodologies, identified bottlenecks, and all consequential effects on efficiency.

A study measuring the average customs clearance time in Bosnia and Herzegovina (BiH) was carried out within the EU Trade Support Project, which aims to improve the regulatory framework to facilitate trade by reducing administrative formalities related to imports, exports, and transit. The project named EU4Trade began on September 21, 2020, and lasts 34 months. It is implemented in partnership with EPRD and the British Standards Institution (BSI). The project's overall goal is to enhance trade flows and increase competitiveness through improving the trade environment and reducing trade costs. The time release study (TRS) is part of component 2 of the EU4Trade project, focusing on enhancing risk-based systems and decision-making related to imports, exports, and transit. This activity aims not only to reduce trade-related administrative formalities but also to support better inter-agency cooperation in risk and border management, consistent with regional and international integration initiatives.

# EXECUTIVE SUMMARY

## THE STUDY FRAMEWORK

The time release study conducted in Bosnia and Herzegovina assessed the average time needed for goods imports, considering the total time required to complete all formalities from the moment goods arrive at the border and all necessary documents are submitted, up to the moment the goods exit the customs terminal, taking into account the time required for all formalities and the release of goods. The measurement included key elements of procedures undertaken by individual officers of each competent authority, as well as those undertaken by private sector entities involved in customs clearance and release processes.

The TRS (Time Release Study) was implemented in collaboration and with the consultancy support of the EU4Trade project, following the methodology of the World Customs Organization, whose software was used in data collection and processing. The TRS covered the special procedure and the process of goods imports in road traffic. Questionnaires tracked the goods from the moment they arrived at the customs outpost on the border, up to the release of goods at the internal terminal. The questionnaires were filled out by customs officers and other competent control officials, as well as freight forwarders. Distribution, monitoring, and collection of completed questionnaires, as well as data entry into the WCO software, were carried out by engaged consultants under the constant coordination and supervision of the TRS coordinator of the Indirect Taxation Authority and the EU4Trade project.

Data collection within the TRS was carried out over 5 consecutive days, from January 23rd to 27th, 2023, at the following locations:

* CO/Border crossing Gradiška road (connecting with Stara Gradiška, Croatia) and the Gradiška Border Customs Terminal;
* CO/Border crossing Rača (connecting with Sremska Rača, Serbia) and the Bijeljina Border Customs Terminal;
* CO/Border crossing Bijača (connecting with Nova Sela, Croatia) and the Bijača Border Customs Terminal;
* Sarajevo Customs Terminal.

In addition to merely measuring the customs clearance time, the study also contains key recommendations for improving efficiency in customs processes and lays the foundation for making well-thought-out future decisions. The primary purpose of the study's results and conclusions is to establish a benchmark time required for customs procedures at border crossings/customs office and identify potential barriers in cross-border trade. Based on these findings, the study suggests a series of corrective measures in areas where trade procedure efficiency needs improvement.

Specifically, the objectives and conclusions of this study serve the following purposes:

* Establishing reference time: Identifying the actual time required for customs procedures at border crossings to create a basis for evaluation and efficiency enhancement.
* Barrier Identification: Recognizing barriers and issues complicating cross-border trade, such as unnecessary bureaucratic procedures, lack of synchronization between different institutions and their working hours, etc.
* Proposing corrective measures: Based on identified challenges, the study should suggest specific steps and measures that could be taken to improve the efficiency of trade procedures. This includes possible amendments to laws, regulations, or procedures, optimization of working hours, and coordination between relevant institutions.

## MAIN MEASURMENT RESULTS

|  |  |  |
| --- | --- | --- |
|  | | **2022** |
| **SPECIAL PROCEDURE** | |  |
| * **Gradiška –** total time of the procedure | | 12 hours 36 minutes |
| * **Rača** | * **Procedures at the border** | 1 hour 22 minutes |
| * **Procedures at the terminal** | 5 hours 59 minutes |
| * **Rača –** total time including time of internal transit | | 8 hours 14 minutes |
| * **Bijača –** total time of the procedure | | 5 hours 28 minutes |
| **IMPORT** | |  |
| * Procedures at the terminal | | 8 hours 38 minutes |

## RECOMMENDATIONS

|  |  |
| --- | --- |
|  |  |
| **SHORTERM RECOMMENDATIONS** |  |
| **Fully apply measures to minimize time, the process of cross-border trade** | Extend the application of the simplified customs procedure based on accounting entry to a larger number of economic entities.  The expansion of the application of home customs clearance should be carried out through discussions and consultations with entrepreneurs in order to determine their limitations and possible obstacles in the process of submitting applications and fulfilling the necessary conditions for obtaining approval. |
| Consider eliminating the practice of keeping a set of documents at the Rača and Gradiška border crossings, which significantly reduce the efficiency of the customs clearance process and increase the waiting time. In addition, these practices significantly increase the costs of the customs authority, which at certain time intervals delivers these sets of documents to the reception of the border crossing at the terminal.  During the transition period, drivers could submit documentation at the border crossing reception desk, from where the forwarder would pick it up. In this way, the average customs clearance time would be relaxed by 2 hours of waiting in Gradiška, i.e. by 3 hours of waiting at the customs terminal in Bijeljina |
| Consider the possibility that shipments that are not subject to inspection controls and shipments that are subject to control by border inspections at the Rača border crossing, are released into free circulation at the border crossing. |
| Freight forwarders should be given direct access to the BiH Integrated Tariff via a web portal or application. In this way, forwarders will have direct insight into the database of the BiH Customs Tariff and the laws, regulations and by-laws that treat goods upon importation, formed by connecting tariff labels with measures of commercial legislation, measures of agrarian policy, import and export barriers, restrictions, limitations, tariff quotas and preferences, which will significantly facilitate their work. |
| Revision of the export veterinary control procedure may affect the efficiency and speed of the export of products of animal origin. In this sense, it is necessary to work on the harmonization of veterinary standards, procedures and practices at the BiH level, which can reduce the need for additional controls and inspections. It is necessary to improve the exchange of information between veterinary authorities and inspectors in order to enable faster and more efficient verification. |
| Consider shifting the control of goods under the jurisdiction of the market inspection from the import procedure to the internal market surveillance procedure.  Shifting the control of goods from the import procedure to the internal market surveillance procedure can simplify the import process and reduce the total duration of the procedure and the costs of the private sector concerned. However, this requires careful planning and implementation. In this sense, it is necessary to revise the existing legal framework and laws that regulate the control of goods in the import procedure. Amendments to laws and regulations will be necessary to implement such a change. It is necessary to carry out a risk analysis in order to assess whether such a change will affect the quality of goods entering the market.  In addition, a planned transition period is needed during which both the old and new control systems will exist in parallel to facilitate the transition and enable gradual implementation. |
| Enable the automatic release of goods on the green channel without additional control by customs. Currently, shipments that are in the green channel go through the same process as shipments in the yellow channel. They are assigned to the document control inspector who certifies them and assigns them an L number. Although no documentary control is performed in this process, the shipment remains trapped in the process as if it were the subject of control.  Allowing the automatic release of goods on the "green channel" without additional control by customs can be a useful measure to speed up the customs clearance process for shipments that are identified as low-risk and are not expected to violate customs or other regulations. In the transition period, the customs authority can perform monitoring and evaluation to identify which shipments are really low risk and which could be automatically exempted from additional controls. |
| **Develop an efficient organizational structure that effectively implements and monitors strategic policy at the managerial and operational level** | Ensure that the organizational structure, functional organization and allocation of resources throughout the organization are determined based on operational priorities. Functional organization should enable efficient management of processes and resources in accordance with priorities, i.e. the number of shipments at customs clearance places. |
| Ensure that the allocation and reallocation of resources are determined based on structure, organization, scope of work and operational priorities, which are subject to regular and systematic evaluation. |
| Develop and implement a system for assessing the scope of work and results of each organizational unit in the customs procedure. |
| **Fully implement measures to reduce costs in the process of cross-border trade** | Consider eliminating the administrative fee for submitting a declaration in accordance with the Stabilization and Association Agreement.  This measure will significantly reduce the administrative burden for traders and facilitate the process of submitting declarations. It will also eliminate the need to certify proof of payment, which will further simplify procedures. The elimination of these fees should be carefully considered and coordinated with relevant authorities to ensure compliance with relevant laws and international obligations. |
| Consider eliminating the administrative fee for T1 in accordance with the Stabilization and Association Agreement.  Similar to the previous case, the elimination of this fee will further facilitate trade procedures and make them more economical for traders. This measure should also be carefully considered in cooperation with the competent authorities.  When eliminating fees or charges, the financial implications should be carefully assessed and alternative sources of revenue should be provided if necessary to maintain the functionality of the system. Also, cooperation with relevant international bodies and partners can be useful in the process of eliminating fees in accordance with signed and ratified agreements and assumed obligations. |
| **Develop international supply chain security through a balanced approach between security measures and international trade facilitation** | Conduct a comprehensive evaluation of the effectiveness of border controls: This entails a review of all procedures and measures applied at border crossings, including customs, security, veterinary and other inspections. Each border agency should review its procedures and assess their effectiveness and relevance in relation to the achievement of security and trade facilitation objectives. This evaluation should identify potential points of weakness and possible areas for improvement. |
| Continuous updating of risk indicators: Risk indicators should be dynamically and continuously revised based on the feedback obtained from the conducted controls and investigative activities. This means that border services need to rely on current data and experience to identify changing risks and adapt their security measures accordingly. This would enable more precise targeting of resources where they are most needed. |
| Further strengthen and expand the application of subsequent control to ensure compliance with customs and other relevant and related laws and regulations with the aim of expediting the clearance of goods. |
| **MID-TERM RECOMMENDATIONS** |  |
| **Improve and maintain the existing infrastructure and modern equipment that supports the business strategies of border authorities and improves business performance by applying IT technology** | Prepare the legal, institutional and IT framework for the introduction of automated import and export systems and customs decision management systems, including business process modeling and strategic IT documents. |
| Develop an IT system of inspection services for the application of risk analysis and management. These systems enable more efficient data collection, analysis and processing to identify potential risks related to the import and export of goods. This facilitates the selective targeting of resources to high-risk shipments. |
| Prepare a road map and start implementing a single one-stop system for performing all formalities related to import, export and transit in one place. The development and implementation of a single one-stop shop system for performing all formalities related to import, export and transit in one place can significantly facilitate trade procedures and reduce administrative obstacles. This system should enable efficient and integrated exchange of information between various relevant institutions and entities in trade. |
| Create a plan for upgrading and reconstruction of existing border capacities with significant participation in foreign trade. Planning and implementation should be done with the participation of relevant stakeholders, including subjects in foreign trade. It is necessary to take into account the frequency and necessary working conditions at border crossings in order to ensure their efficiency and capacity for growing foreign trade traffic.  The aforementioned initiatives require comprehensive planning and implementation in order to achieve the goal of improving efficiency and security at border crossings. This should be part of a broader strategy to facilitate trade and support the country's economic growth and development. |
| **Upgrade existing initiatives for interdepartmental and international coordination of border services** | Improve the system and increase the percentage of joint and coordinated controls between customs and other agencies in order to optimize expertise and reduce customs clearance time.  This will enable the sharing of expertise and resources between different institutions, thereby increasing efficiency and reducing the time required for customs clearance. |
| Provide a strategic approach in the implementation of the concept of joint border crossings, which will imply the joint action of not all border services, where possible. |
| **POLICY CONSIDERATIONS** |  |
| **Develop a modern, service-oriented customs administration in accordance with international standards and national needs** | Adopt a business strategy and a business change management plan ITA: The introduction of a modern customs administration should start with the adoption of a business strategy and a business change management plan. This plan should define goals, concrete measures, progress indicators and critical success factors. The plan should be comprehensive and focus on the transformation of the customs administration to enable greater efficiency and better customer service. |
| Develop human resource management policies: This policy should be in accordance with BiH legislation and international standards. It should include effectiveness indicators and performance measurements to ensure that employees are motivated and able to face the challenges of modernization. Also, training and development of employees should be a priority in order to provide the necessary skills to work in a modern customs administration.  Transparency regarding HR policies and communication with employees are key factors in building trust and support for the transformation of the customs administration. |
| **Provide conditions for additional improvement of cooperation between inspection services and competent institutions in these areas at the level of federal units** | Additional improvement of cooperation can be contributed by:  Establishing coordination bodies: The formation of coordination bodies or commissions at the level of institutional units can facilitate cooperation between institutions dealing with food safety, veterinary and phytosanitary affairs. These bodies may be responsible for coordinating policies, sharing information and planning joint initiatives.  Information sharing: Setting up a system to share information between institutions is key. This may include electronic databases, regular meetings or video conferences to share relevant information on supervision and controls in the respective areas.  Harmonization of regulations: Work on harmonization of laws, regulations and standards in the field of food safety, veterinary and phytosanitary affairs between institutional units can facilitate cross-border trade and reduce administrative obstacles.  Joint plans: The development of joint action plans that define concrete steps to prevent and respond to emergency situations related to food safety, veterinary and phytosanitary aspects can be the key to a quick and coordinated response.  Regular Evaluations and Audits: Periodic evaluations and audits of collaboration and progress are essential to ensure that processes are operating effectively and to identify areas for improvement. |
| **Implement and upgrade existing initiatives to facilitate the cross-border flow of goods among CEFTA economies** | Carry out an assessment of the implementation of existing regional agreements on cooperation.  This assessment should determine the degree of realization of the agreed activities and their effects. This includes an analysis of the results achieved in terms of reducing barriers to trade and facilitating the cross-border flow of goods. |
| Identify new areas of cooperation: Based on the analysis of existing agreements, the identification of new areas of cooperation can be carried out in order to expand the scope of trade and improve competition. This may include considering new sectors for trade liberalization or improving existing agreements to better align with contemporary challenges. |
| Further improve the competitiveness of the logistics sector: In order to identify key challenges and potential areas for improvement, an analysis of the performance of the logistics sector is essential. Using benchmark tools such as the World Bank Group's Logistics Performance Index, the World Economic Forum's Global Logistics Performance Index, and the Emerging Markets Logistics Index can provide valuable data on the current state of the logistics sector and point to areas that require improvement. |

## Next steps

* ITA should submit a report on the conclusions and recommendations of this Time Measurement Study to the National Trade Facilitation Board.
* The results of the Study, including conclusions and recommendations, should be made public in order to be transparent and accessible to all relevant parties, including traders, forwarders and other actors in the supply chain.
* The National Trade Facilitation Board will consider the conclusions of the Study as a basis for setting new targets for measuring performance in trade facilitation.
* The National Trade Facilitation Board will monitor the implementation of the recommendations and reform activities to ensure that the expected results of improving the performance of all actors in the supply chain are achieved.
* Plan the next study on measuring the average time of release of goods in order to continuously monitor progress in trade facilitation. This study should be coordinated by the ITA and should be carried out at certain time intervals in order to evaluate the effectiveness of the implementation of the recommendations.
* If necessary, trial measurements can be conducted at shorter agreed time intervals to assess short-term improvements between subsequent performance measurement studies. These results should be aligned with the annual report on the work plan of the authority to ensure coherence and coordination of efforts.

# TRS METHODOLOGY

In all stages of the preparation and implementation of the Study, including the analysis of findings and definition of recommendations, the methodology developed by the World Customs Organization was used. In the first phase, this methodology is adapted to national needs, within its allowed flexibility.

The materials and tools used in the implementation of the Study included the WCO "Guide to Measure the Time required for the Release of Goods - Version 3" and the WCO software.

The study was conducted in three phases:

#### PHASE 1 - PREPARATION OF THE STUDY - This phase included the establishment of a working group for the preparation of the study, composed of representatives of all actors involved in the measurement and reaching consensus on the basic elements of the study: (i) scope of measurement; (ii) duration and time of measurement; (iii) the structure and content of the questionnaire that will be used for data collection.

#### The decision on the formation of the TRS Working Group is given in Annex X of this report.

The TRS Working Group, in cooperation with the EU4Trade project, prepared a project plan for the realization of the TRS, which defined the order and estimated duration of each of the components of the TRS operations. The TRS project plan is presented as a table or chart that identifies all key TRS activities grouped into TRS phases or steps. Phases are then further broken down into tasks to determine resource estimates and responsibilities and to confirm dependencies and timing of interrelated tasks. Time in a project plan is usually shown in weeks. The assessment of the duration of each activity was based on experiences from other countries in the Region.

The TSR project plan is given in Annex 1 of this report.

The most demanding segment of Phase 1 was the mapping of business processes and defining the structure and content of the questionnaire. Within the limits of flexibility acceptable to the WCO methodology, it was decided that the questionnaires would be adapted to the needs of the measurement sites and designed to be easy to complete. In order to define the questionnaire as precisely as possible, process mapping in the special and transit procedures was done in cooperation with the staff of the customs offices where the measurements were made. Procedures implemented by other control agencies are verified at official working meetings. Questionnaires prepared for the two types of procedures differed in color for easy differentiation. In addition, the questionnaires had a clear indication and the name of the authority responsible for filling in the relevant segments of the questionnaire. The questionnaires that were used for measurement are given in Annex 2 of this Report.

Separate meetings were held with the most important representatives of the private sector, associations of carriers and freight forwarders, with the aim of conveying information about the goals of the Study to all interested parties and effectively involving them in the implementation. Special notices on the realization of the Study were prepared so that all participants would be informed in a timely manner. Notices were prominently displayed in all customs offices where timekeeping was to be done, and were also distributed by these customs offices in printed form to interested parties from the private sector through these offices. The aforementioned notices and copies of the questionnaire were sent by e-mail to all declarants who carried out the process in the selected customs offices.

After the scope and time of the Study were defined and the questionnaires were created, a pilot project was implemented. The objectives of the pilot project were to check the questionnaire regarding the suitability of the applied methodology and the order of the procedure mapped within the import process and the special procedure, to ensure that all participants are familiar with the TRS process and to identify the points of the procedure that require the support of the coordinator. The pilot project was implemented in the period from December 16 to 22. , that is, four weeks before the main measurement in order to have enough time to analyze the results and solve all identified problems, namely:

* Bijača border crossing and Bijača customs terminal – 16.12.2022.
* Customs terminal Sarajevo - 17.12.
* Gradiška road border crossing and customs terminal Gradiška – 21.12.2022.
* Rača border crossing and customs terminal Bijeljina - 22.12.2022.

The TRS pilot is used to provide training for all persons who will be engaged in the process. The training of the participants was organized on two levels. At the first, general level, the goal was for the participants to understand the following questions:

* the importance of their duties;
* how their efforts fit into the overall TRS goals;
* the manner in which they are expected to undertake those duties;
* issues such as confidentiality.

The second level is a sub-level of technical training related to the procedural aspects of their role in TRS.

The TRS pilot was also used for TRS promotion. In the TRS promotion, messages were announced about when and how the measurement will take place, what the goals are and how the interested public can learn more about the measurement. The main task of the campaign was to:

* Informs participants and interested public about TRS and its goals;
* Point out the benefits of implementing TRS;
* Inform participants that data confidentiality will be protected;
* Remind the participants of the obligation to participate in the TRS;
* Explain to the participants what to do, when and what are the modalities of TRS, including dates, duration, method of implementation;
* Express gratitude for participating in TRS
* Inform the participants and the interested public about the results of the TRS.

The TRS promotion was carried out as part of the ongoing advertising program that is already being carried out by the customs and other involved authorities. The main reason for choosing this type of campaign in relation to the engagement of external specialists is that there were already developed mechanisms of cooperation with the interested public, as well as a better understanding of all aspects of TRS that need to be communicated. Posters were prepared for the transmission of TRS messages, which members of the TRS Working Group placed in appropriate places in their measurement locations.

After the pilot TRS was conducted, an analysis of errors in the questionnaire was performed, that is, counting and tabulation of the number and type of errors that appeared on the used questionnaire. The purpose of this analysis was to indicate which errors occur in the questionnaire and to provide information on which the modifications of the questionnaire will be based, which will lead to a reduction of errors and a greater relevance of the measurement results.

The questionnaires, after the final verification, were entered into the WCO TRS software for the use of which an adequate guide was prepared which can be found on the website of the World Customs Organization which is given as Appendix 4 of the Guide to Measure the Time Required for the Release of Goods, Version 3, 2018, page 58.

**PHASE 2 - DATA COLLECTION AND RECORDING -** Data collection was carried out in the period from January 23 to 27, 2023 at the following locations:

* Gradiška road border crossing and Gradiška customs border terminal;
* Rača border crossing and customs border terminal Bijeljina;
* Bijača border crossing and customs border terminal Ljubuški.
* Customs terminal Sarajevo.

At the respective locations, a special procedure was measured starting from the arrival of the truck at the border crossings of Gradiška, Rača and Bijača until it was released into free traffic at the corresponding customs terminals of Gradiška, Bijeljina and Ljubuški. In the transit procedure, the trucks were measured from the time they arrived at the border crossings of Gradiška, Rača and Bijača until they were released into free traffic at the Sarajevo customs terminal. The measurement does not include consolidated shipments, nor shipments of passenger and cargo motor vehicles. The working hours of the border crossings are 24 hours and the measurement includes the total working hours. The working hours of the customs office at the terminals of Gradiška, Bijeljina and Ljubuški are from Monday to Saturday from 8:00 a.m. to 8:00 p.m., which is the reason that the measurement at these locations lasted one more day, i.e. for the processing of shipments sent from border crossings while measurement was still ongoing at those crossings.

The measurement was carried out on the basis of an up-to-date questionnaire defined for each individual customs procedure and action within that procedure that are the subject of time measurement. All participants in the procedure that is the subject of the measurement were obliged to fill out the questionnaire properly and accurately, entering data on the exact start and end times of individual actions in the procedure for which the measurement is being carried out and other necessary information, as well as to make it available to subsequent participants in the measurement . The questionnaire followed the shipment during the entire customs procedure for which time measurement is carried out. The completed questionnaire is collected at the end of the procedure by the competent authority or participant in the time measurement procedure who fills in the time for the last indicated field in the questionnaire.

The questions answered in the data collection process can be divided into several groups:

* **Introductory questions** - Introductory questions were usually placed at the beginning of a section asking if the information in this section was relevant to the process in question, or for the person completing the questionnaire to move on to the next section. The persons completing the questionnaire were required to answer the introductory question and if the answer was no, in order to assert with certainty whether the section was simply overlooked or properly left unfilled,
* **Numerical questions**, i.e. questions that indicate time - These were the most common questions in the questionnaire and asked for answers to questions such as: date and time of arrival at the border crossing, date and time of submitting a request for inspection of the shipment, date and time of completion of documentary inspection, etc. When answering these questions, a numerical value was entered,
* **Multiple choice questions** - For these questions, all possible answers were predetermined (such as yes/no) and the person filling out the questionnaire had to circle or mark only one of them. In this case, the answers had to be mutually exclusive,
* **Multiple answer questions -** These questions function in the same way as multiple-choice questions, except that the persons filling out the questionnaire marked all the fields that are applicable for the respective question.

The questionnaire did not contain open questions.

After the measurement was completed, the collected data were validated, that is, the reliability of the data was evaluated at the level of individual responses. Since it is not possible to track every declaration from beginning to end, the accuracy of the data was checked based on data from the available information systems of the involved participants. Although no comparison can provide 100% accurate data, it has indicated which results are in broad agreement and which can be considered reliable. In case of significant discrepancies, the questionnaires were discarded.

The total number of collected valid questionnaires for the special procedure is 2,221 (Bijača - 680, Rača and Bijeljina - 757, Gradiška - 784). The total number of collected valid questionnaires for the special procedure is 2229. The total number of collected valid questionnaires for the transit procedure is 34, of which 1 from the Bijača border crossing, 12 from the Gradiška border crossing and 24 from the Rača border crossing.

After verification, the data were entered into specialized software for data analysis and statistical report creation. For these purposes, WCO TRS was used, which facilitates the compilation and analysis of collected data, which is crucial for TRS.

**PHASE 3 – DATA ANALYSIS AND PROCESSING** – WCO TRS software was also used for data processing. It generated specific results based on the data that was entered. The data obtained in this way are: the total average time required for the release of goods, as well as the average duration of individual processes and process elements at each of the institutions involved. It also enables a combination or more combinations of independent variables, such as waiting time and processing time, release time of goods on the red and green channel, etc.

The obtained results were then analyzed in order to identify the bottlenecks in the process and propose possible measures for improvement, i.e. to shorten the average time of release of goods.

The preliminary TRS report, which included only selected priority results, showing only total results or average time results at the level of individual institutions, without cross-classification, was communicated at the meeting of the TRS Working Group. Their presentation was also an opportunity to receive feedback on internal circumstances that possibly had an impact on the results, as well as on other elements significant for the report. Since the interim and final results may differ (eg the summaries on which the interim results are based may contain errors identified and corrected during the data processing phase), the institutions involved were informed and warned of the possibility of such differences.

The final TRS results are published in the final report.

## SCOPE OF THE STUDY

|  |  |  |
| --- | --- | --- |
|  | **INCLUDED** | **EXCLUDED** |
| **TRS TYPE** |  |  |
| **SCOPE OF THE STUDY** | * • Partial study - the special procedure and the import procedure at a smaller number of customs offices are included | See if this first field should remain or be deleted |
| **GEOGRAPHICAL SCOPE** | CO/Border Crossing Gradiška  CO/Border Crossing Rača  CO/Border Crossing Bijača  Customs Office Sarajevo  Customs Office Gradiška  Customs Office Bijeljina  Customs Office Ljubuški | Other Customs Offices |
| * **METHOD OF IMPLEMENTATION** | Field or physical measurement - the measurement was carried out at selected locations by directly filling out the TRS questionnaire by all participants in the procedures covered by the measurement | Office or electronic measurement - using electronic data from the information systems of competent authorities and other participants in the time measurement procedure, if the information systems contain data for all actions that need to be included in time measurement and provide the possibility of downloading and further processing of data;  Combined measurement - is performed in the case when it is necessary to supplement electronic data from the information systems of competent authorities and other participants in the time measurement procedure, with data from the questionnaire for actions for which data are not recorded in electronic form, and which must be included in time measurement . |
| * **IMPLEMENTATION TIME** | Simultaneous measurement – carried out at several locations at the same time | Consecutive measurement |
| * **SUBJECT OF TRS** |  |  |
| **TYPES OF GOODS** | Individual shipments of commercial goods declared in a single customs document in the measurement period | Non-commercial shipments  Bulk shipments  Shipments of passenger and freight motor vehicles |
| **TYPE OF TRAFFIC** | Road freight transport | Air freight transport  Rail freight transport |
| **CUSTOMS PROCEDURE** | Special procedure  Import procedure | Export  Transit  Temporary importation  Re-export  Internal processing  External processing  Active improvement  Passive improvement  Customs warehousing  Processing under customs supervision |
| **TRS TIME FRAME** |  |  |
| **MEASUREMENT DURATION** | Five consecutive working days in the period January 23-29, 2023. | Weekend |
| **REFERENCE TIME** | The reference measurement time was midnight at the beginning of a specific measurement day at border crossings that are open 24 hours a day for receiving shipments.. |  |
| **METHOD OF IMPLEMENTATION** | Combined methods - participants in the process themselves filled out the questionnaire with the help of interviewers - consultants in cases of increased workload or professional fatigue. | Interviewer method  Self-measurement method |

## LIMITATIONS OF THE STUDY

**Frame constraints:**

It is recommended that the Study be conducted during the period of regular traffic. The measurement time was affected by a large number of holidays and the impossibility to perform the measurement earlier. The selected time period (23.01.- 27.01.2023) is considered a period of low to moderate trade volume.

In addition, it is important to note that this Study provides a brief overview of individual trade routes and is not a completely comprehensive analysis of all trade corridors.

**Data Limits:**

The accuracy, reliability and completeness of the collected data depend on the cooperation and willingness of all actors involved in this research.

# STUDY RESULTS

## SPECIAL PROCEDURE FOR THE BIJAČA CO/BORDER CROSSING

During the measurement of the special procedure at the Bijača border crossing[[1]](#footnote-1), 683 questionnaires were collected, of which 3 were rejected due to incomplete and/or inconsistent data.

An aerial view of a highway

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The data obtained from valid questionnaires showed that the average time of releasing goods into free circulation in the special procedure in Bijaca during the measurement period was **5 hours and 28 minutes**, of which:

* 25% of shipments released within an average time frame of 2 hours and 19 minutes,
* 50% of shipments released within an average time limit of 3 hours and 28 minutes, and
* 75% of shipments released within an average time frame of 5 hours and 5 minutes.

*Graph 1 Duration of the special procedure on Bijaca in minutes and in intervals of 10%*

The total duration of the release of goods into free circulation in the special procedure is affected by the working hours of the border crossing and the work schedule of the competent services. While the border crossing is open for receiving shipments 24/7, the services involved in the processing process worked during the measurement period on weekdays from 8:00 a.m. to 8:00 p.m. (ITA), i.e. from 8:00 a.m. to 6:00 p.m. (veterinary , market and health-sanitary inspection), while the phytosanitary inspection works from 8:00 a.m. to 4:30 p.m. The work of forwarding companies has also been adapted to the working hours of the customs authority. This schedule of working hours causes shipments that arrive at the border crossing after the end of the working hours of the competent services to be processed and processed on the next working day, thereby increasing the average duration of the procedure.

The duration of certain business processes in the procedure of releasing goods into free circulation within the special procedure is given in the table.

Table 1 Duration of certain business processes within the special procedure at CO/BC Bijača

|  |  |  |  |
| --- | --- | --- | --- |
| **PROCEDURE** | **Total time** | **BUSINESS PROCESS** | **Time** |
|  |  |  |  |
| **PROCEDURES AT THE BORDER** | 1 min. | Waiting at the border crossing | 0 min. |
| Border police control | 1 min. |
| **DELIVERY AND PREPARATION OF DOCUMENTATION** | 5 sati  26 min. | Taking over documentation by representatives | 37 min. |
| Preparation of documentation for inspection control | 16 min. |
| **CONTROL BY BORDER INSPECTIONS** |  | Veterinary inspection | 42 min. |
| Phytosanitary inspection | 33 min. |
| **CONTROL OF OTHER INSPECTION BODIES** |  | Market inspection | 30 min. |
| Health and sanitary inspection | 19 min. |
| **SUBMISSION OF UCD AND DOCUMENTS** | **28 min.** | Electronic submission of UCD [[2]](#footnote-2) | 22 min. |
| Physical submission of UCD and documents | 6 min. |
| **PROCEDURE AT THE CO/BC RECEPTION** | **13 min.** | Acceptance of documentation at the CO/BC reception | 11 min. |
| Processing of documentation at the CO/BC reception | 1 min. |
| Submission of documentation to the CO reception | 1 min. |
| **PROCEDURES AT THE RECEPTION CO** | **1 hrs 58 min.** | Collection of documentation from the CO reception | 4 min. |
| UCD Registration and Acceptance | 4 min. |
| Submission of documentation to the inspector for documentary review | 2 min. |
| Beginning of documentary review | 1 hrs 25 min. |
| Duration of documentary review | 6 min. |
| Submission of documentation to the examiner | 3 min. |
| Physical examination | 12 min. |
| Assessment of declaration - allocation of L number [[3]](#footnote-3) | 3 min. |
| **DISPATCH OF GOODS** | **29 min.** | Leaving the terminal after completing the procedure | 29 min. |

In the total duration of the procedure at the border crossing, the most time-consuming aspect was the handover of the documents accompanying the shipment between the driver and the forwarder and the preparation of documentation for review by the forwarder-authorized representative of the importer. During the observed period, this stage of the procedure lasted an average of 5 hours and 26 minutes. It is important to note that this extended duration does not indicate the inefficiency of customs representatives. In fact, during the observed period, the customs representative collected the necessary documentation from the driver, taking an average of 37 minutes for this task. In addition, the customs representative spent an average of 16 minutes to prepare the documentation and the shipment for inspection by the competent authorities. The key factor that contributes to the significantly extended duration of this procedure is the aforementioned working hours of the various entities involved. Although to the greatest extent the work process of the private sector is organized in accordance with the requirements of the working hours of the competent authorities, 10% of shipments in the observed period crossed the state border of Bosnia and Herzegovina after 20:00 hours. As a result of this time discrepancy, the average waiting time of these shipments significantly increased the total duration of this procedure.

The average waiting time for the documentary review proved to be the most challenging aspect of the special procedure and was 1 hour and 25 minutes in the observed period. The longest wait, lasting 15 hours and 6 minutes, was recorded in the case when the documentation was submitted to the reception of the customs office at the end of working hours, so processing continued the next working day. Regardless of this case, two key factors influenced this extended duration of the business process:

* Volume of declarations: A significant number of declarations that were processed during this period in relation to the number of available officers, contributed to the overall average duration of this process;
* Unified procedure for declarations on the green and yellow channels: A significant element in the extended waiting time for the start of the documentary examination is the fact that the declarations that are on the green channel also go through a verification process by the shift manager/inspector for documentary review, which significantly increases his workload and increases the time pending case processing.

A very small number of shipments in the observed period were subject to control by veterinary, phytosanitary and health-sanitary inspections.

The average time in which the veterinary inspector controls the shipments under his jurisdiction during the measurement period was 42 minutes, of which the waiting time (from the moment of submission of the documentation to the moment of the start of processing by the border veterinary inspector) is 24 minutes and the processing time is 18 minutes. The average time for processing the shipment that was the subject of sampling was 43 minutes.

Phytosanitary control lasted an average of 33 minutes in the observed period. The waiting time (from the moment of submission to the moment of the start of processing by the border phytosanitary inspector) was 15 minutes and the processing time was 18 minutes.

In the observed period, there were 30 shipments (4%) subject to health-sanitary inspection, and it lasted an average of 19 minutes. Of that, the waiting time was 16 minutes and the processing time was 3 minutes.

Out of a total of 680 shipments that were subject to monitoring, 79% of shipments (537) were subject to control by the market inspection. The complete process from the moment of submission of the request to the moment of the end of the inspection lasted 30 minutes, and in nine cases the request for inspection was submitted after 6:00 p.m., that is, after the end of the market inspector's working hours. In cases where the request was submitted during working hours, the entire procedure lasted 15 minutes, of which 13 minutes was waiting time (from the moment of submission of the request to the moment of the start of processing) and 3 minutes was processing time. None of the inspected consignments were subject to sampling in the measurement period.

The procedure at the CO/BC reception took an average of 13 minutes, with the waiting time being 11 minutes, while the processing and delivery time at the customs office reception took an average of 2 minutes.

The customs procedure at the reception desk of the customs branch took an average of two hours. Apart from the aforementioned waiting for the documentary review (which was 1 hour and 25 minutes), the other processes did not significantly burden the total duration of the procedure. The physical examination, which was carried out in 81% of cases (554 shipments), lasted an average of 12 minutes.

The text that follows provides an overview of the duration of all individual procedures in the special procedure at this location.

|  |  |
| --- | --- |
| **DURATION OF THE BUSINESS PROCESS** | **FLOW AND DESCRIPTION OF THE PROCEDURE** |
| **A digital clock with red numbers  Description automatically generated** | **WAITING AT THE BORDER CROSSING** |
| During the observed period, which included a time interval with light to moderate traffic, it is important to note that there were no delays or waiting at the border crossing. When the shipments arrived at the customs terminal at the border crossing, they were immediately controlled by the border police, without the need to wait or be detained. |
| A digital clock with red numbers  Description automatically generated | **CONTROL BY THE BORDER POLICE** |
| During the measured period, the border police carried out controls that lasted only 1 minute on average. This process included the verification of persons, examination of documents and means of transport, and verification of the crossing of the state border.  In the event that the travel or other documents, which are prescribed for crossing the state border, were valid and all other conditions for entering Bosnia and Herzegovina were met, the shipment was immediately directed to continue the further procedure without the need for additional detention or waiting. |
| A digital clock with red numbers  Description automatically generated | **DELIVERY AND PREPARATION OF DOCUMENTATION** |
| Upon arrival at the border crossing, the driver of the cargo vehicle with the goods in question delivers to the representative of the importing company all the documentation in his possession so that his representative can prepare the documentation and report the goods to the customs authority, placing them in the appropriate customs procedure.  The total average **time** required **to collect the documentation and prepare** it for control procedures by the customs and possibly inspection authorities in the observed period was **5 hours and 36 minutes**, with the following:   * in 25% of cases the procedure was completed within 10 minutes, * in 50% of cases the procedure is completed within 20 minutes, * in 75% of cases the procedure was completed within 12 hours and 14 minutes.   The longest duration of the procedure (15 hours and 34 minutes) was recorded in the case of a shipment that arrived at the border crossing after the end of working hours (23 hours and 57 minutes) with incomplete documentation, which caused the representative to start the procedure only the next day at 3:37 p.m.  The total duration of the process included the time from the moment the control by the border police was completed, the truck was parked in the parking lot of the customs terminal, the driver came into contact with the authorized customs representative and informed about the arrival of the shipment, the documentation accompanying the shipment was handed over to the customs representative until the documentation was prepared for processing from by customs and possibly inspection authorities.  The duration of the procedure in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 7 | from 0 hrs 7m |  | | 20 | 9 | from 0 hrs 9m |  | | 30 | 11 | from 0 hrs 11m |  | | 40 | 13 | from 0 hrs 13m |  | | 50 | 20 | from 0 hrs 20m |  | | 60 | 163 | from 2 hrs 43m |  | | 61 | **327** | **from 5hrs 26m** | **⇐ average** | | 70 | 727 | from 12 hrs 7m |  | | 80 | 794 | from 13 hrs 14m |  | | 90 | 900 | from 15 hrs 0m |  | | 100 | 934 | from 15 hrs 34m |  |   The reason for the long duration of the procedure is the organization of the work of the forwarding services, whose working hours have been adapted to the working hours of the customs authority. In this sense, shipments that arrive after 20:00 are processed on the next working day, when the documentation is collected from the driver and its preparation begins.  The average time in which the customs representative takes over the documents accompanying the shipment in order to start the customs procedure was **37 minutes** in the measurement period. During that period, the driver parks the truck, contacts the forwarder and the forwarder collects the documentation from the driver.  In principle, during the representative's working hours, this procedure takes significantly less time:   * in 25% of cases, the documentation was submitted in an interval of 4 minutes, * in 50% of cases, the documentation was submitted in an interval of 5 minutes, * in 75% of cases, the documentation was submitted within 7 minutes.   The duration of taking over documentation in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 3 | from 0 hrs 3m |  | | 20 | 4 | from 0 hrs 4m |  | | 30 | 4 | from 0 hrs 4m |  | | 40 | 5 | from 0 hrs 5m |  | | 50 | 5 | from 0 hrs 5m |  | | 60 | 6 | from 0 hrs 6m |  | | 70 | 7 | from 0 hrs 7m |  | | 80 | 8 | from 0 hrs 8m |  | | 90 | 12 | from 0 hrs 12m |  | | 100 | 876 | from 14 hrs 36m |  |   The total average time in this case was also influenced by the fact that the terminal is open for receiving shipments twenty-four hours a day, while forwarding companies work until 8:00 p.m., and 10% of the total number of shipments arrived at the terminal after the forwarder's working hours had expired.  **To prepare the documentation** required for the inspection control of the shipment, the representative needed an average of **16 minutes, of which:**   * in 25% of cases, documentation prepared in an interval of 4 minutes, * in 50% of cases, the documentation was submitted within an interval of 8 minutes, * in 75% of cases, the documentation was submitted within 35 minutes.   The duration of documentation preparation in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 2 | from 0 hrs 2m |  | | 20 | 4 | from 0 hrs 4m |  | | 30 | 5 | from 0 hrs 5m |  | | 40 | 7 | from 0 hrs 7m |  | | 50 | 8 | from 0 hrs 8m |  | | 60 | 15 | from 0 hrs 15m |  | | 62 | **17** | **from 0hrs 16m** | **⇐ average** | | 70 | 35 | from 0 hrs 35m |  | | 80 | 35 | 0d 0 hrs 35m |  | | 90 | 35 | 0d 0 hrs 35m |  | | 100 | 35 | 0d 0 hrs 35m |  | |
| **A digital clock with red numbers  Description automatically generated** | **CONTROL BY THE VETERINARY INSPECTION** |
| Out of the total number of tracked shipments, three (3) shipments were subject to border veterinary inspection control. The **complete procedure** in the measured period lasted an average of **42 minutes**, whereby:   * 25% of shipments processed within 15 minutes, * 50% of shipments processed within 30 minutes, * 75% of shipments processed within an interval of 1 hour and 23 minutes.   The duration of veterinary inspection control in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 15 | from 0 hrs 15m |  | | 20 | 15 | from 0 hrs 15m |  | | 30 | 15 | from 0 hrs 15m |  | | 40 | 30 | from 0 hrs 30m |  | | 50 | 30 | from 0 hrs 30m |  | | 60 | 30 | from 0 hrs 30m |  | | 67 | **43** | **from 0hrs 42m** | **⇐ average** | | 70 | 83 | from 1 hrs 23m |  | | 80 | 83 | from 1 hrs 23m |  | | 90 | 83 | from 1 hrs 23m |  | | 100 | 83 | from 1 hrs 23m |  |   The total time of this procedure included the following business processes :   * **submission of documentation at the counter of the inspection body and waiting time from the moment of submission to the moment of the start of processing by the border veterinary inspector – 24 minutes** (25% - 3 min., 50% - 30 min., 75% - 40 min.) and * **processing time of the case by the border veterinary inspector – 18 minutes (**25% - 1 min., 50% - 12 min., 75% - 43 min.**).**   The total duration of this business process was most affected by the processing time of the shipment that was the subject of sampling. In addition, the total duration of control of the shipment by the veterinary inspection is also affected by the fact that the border veterinary inspection performs export control and those shipments have priority over import shipments, which is the main reason for waiting for the inspector to start processing the case.  The inspector **reviewed the documentation** that accompanies the shipment, including the review of the international certificate that accompanies the shipment in 100% of cases. This process took an average of **4 minutes.**  The inspector performed a **visual and physical inspection** of the shipment in order to identify the goods listed in the documentation in 100% of cases, and this process lasted an average of **6 minutes**.  In one case, the inspector suspected that the shipment did not meet the prescribed characteristics and **took a sample** of the shipment for laboratory analysis. The processing of the shipment that was the subject of sampling took a total of **43 minutes**. |
| **A digital clock with red numbers  Description automatically generated.** | **CONTROL BY THE PHYTOSANITARY INSPECTION** |
| Out of the total number of tracked shipments, 16 were subject to border phytosanitary inspection control. The **complete procedure** in the measured period lasted an average of **33 minutes**, whereby:   * 25% of shipments processed within 18 minutes, * 50% of shipments processed within 30 minutes, * 75% of shipments processed within 50 minutes.   The duration of phytosanitary inspection control in intervals of 10% is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 9 | from 0 hrs 9m |  | | 20 | 12 | from 0 hrs 12m |  | | 30 | 20 | from 0 hrs 20m |  | | 40 | 20 | from 0 hrs 20m |  | | 50 | 30 | from 0 hrs 30m |  | | 57 | **34** | **from 0hrs 33m** | **⇐ average** | | 60 | 35 | from 0 hrs 35m |  | | 70 | 50 | from 0 hrs 50m |  | | 80 | 65 | from 1 hrs 5m |  | | 90 | 65 | from 1 hrs 5m |  | | 100 | 65 | from 1 hrs 5m |  |   This procedure included the following business processes :   * **waiting time from the moment of submission to the moment of processing by the border phytosanitary inspector – 15 minutes (**25% - 5 min., 50% - 7 min., 75% - 20 min.)**,** * **processing time – 18 minutes (**25% - 4 min., 50% - 25 min., 75% - 25 min.**).**   The inspector **reviewed the documentation** that accompanies the shipment, including the review of the international certificate that accompanies the shipment in 100% of cases. This process took an average of **5 minutes**.  The inspector performed a **visual and physical inspection** of the shipment in order to identify the goods listed in the documentation in 100% of cases, and this process lasted an average of **25 minutes**.  In the mentioned period, none of the tracked shipments were subject to sampling. |
| **A digital clock with red numbers  Description automatically generated** | **CONTROL BY THE HEALTH AND SANITARY INSPECTION** |
| Out of the total number of tracked shipments, 30 were subject to control by the health and sanitary inspectorate. The **complete procedure** in the measured period lasted an average of **19 minutes**, whereby:   * 25% of shipments processed within 5 minutes, * 50% of shipments processed within 13 minutes, * 75% of shipments processed within 21 minutes.   The duration of health - sanitary inspection control at intervals of 10% is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minuti | d s m |  | | 0 | 3 | from 0 hrs 3m |  | | 20 | 4 | from 0 hrs 4m |  | | 30 | 6 | from 0 hrs 6m |  | | 40 | 8 | from 0 hrs 8m |  | | 50 | 13 | from 0 hrs 13m |  | | 60 | 16 | from 0 hrs 16m |  | | 67 | **20** | **from 0hrs 19m** | **⇐ average** | | 70 | 20 | from 0 hrs 20m |  | | 80 | 33 | from 0 hrs 33m |  | | 90 | 54 | from 0 hrs 53m |  | | 100 | 92 | from 1 hrs 32m |  |   This procedure included the following business processes :   * **waiting time from the moment of submission to the moment of the beginning of processing by the inspector – 16 minutes (**25% - 4 min., 50% - 8 min., 75% - 21 min.**),** * **• processing time – 3 minutes (**25% - 2 min., 50% - 3 min., 75% - 5 min.**).**   The inspector performed a **documentary review** in 100% of cases. This process took an average of **2 minutes**.  The inspector performed a **visual and physical inspection** of the shipment to identify the goods listed in the documentation in 67% of cases, and this process lasted an average of **3 minutes**.  In the mentioned period, none of the tracked shipments were subject to sampling. |
| **A digital clock with red text  Description automatically generated** | **CONTROL BY THE MARKET INSPECTION** |
| Out of the total number of tracked shipments, 537 were subject to control by the market inspection. The **complete procedure** in the measured period lasted an average of **30 minutes**, whereby:   * 25% of shipments processed within 8 minutes, * 50% of shipments processed within 13 minutes, * 75% of shipments processed within 21 minutes.   The duration of market inspection control in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 4 | from 0 hrs 4m |  | | 20 | 7 | from 0 hrs 7m |  | | 30 | 9 | from 0 hrs 9m |  | | 40 | 11 | from 0 hrs 11m |  | | 50 | 13 | from 0 hrs 13m |  | | 60 | 17 | from 0 hrs 17m |  | | 70 | 20 | from 0 hrs 20m |  | | 80 | 23 | from 0 hrs 23m |  | | 90 | 31 | from 0 hrs 31m |  | | 100 | 894 | from 14 hrs 54m |  |   This procedure included the following business processes:   * **waiting time** from the moment of submission to the moment of the start of processing by the market inspector – **27 minutes (**25% - 5 min., 50% - 11 min., 75% - 18 min.**),** * **processing time – 3 minutes** (25% - 2 min., 50% - 2 min., 75% - 4 min.).   In nine cases, the documentation for review was submitted after the end of the work of the market inspector, which affected the average duration of this procedure. For documentation submitted during the inspector's working hours, the average waiting time is 12 minutes (25% - 5 minutes, 50% - 11 minutes, 75% - 18 minutes), and the total duration of the procedure is 15 minutes.  The inspector performed a **documentary review** in 100% of cases. This process took an average of **3 minutes**.  The inspector performed a **visual and physical inspection** of the shipment in order to identify the goods listed in the documentation in 6 cases and this process lasted an average of **7 minutes**.  In the mentioned period, none of the tracked shipments were subject to sampling. |
| **A digital clock with red numbers  Description automatically generated** | **ELECTRONIC AND PHYSICAL SUBMISSION OF DOCUMENTS** |
| Upon completion of the inspection control of the shipment, the representative prepares and electronically fills in the customs declaration and submits it electronically to the customs authority. The **preparation and submission of the electronic declaration** took an average of **22 minutes**, with the following:   * 25% of declarations prepared and submitted within a time limit of 4 minutes, * 50% of declarations prepared and submitted within a time limit of 13 minutes, * 75% of declarations prepared and submitted within a time limit of 31 minutes.   Asycuda controls the electronically submitted declaration and informs the representative about errors or acceptance of the declaration with feedback. After that, the representative prints the electronic declaration, submits it to the customs authority and all the documents that are necessary for placing the goods in the required customs procedure.  **The physical submission of the declaration and documents** to the reception desk of the border crossing took an average of **6 minutes** during the measurement period for tracked shipments, of which:   * 25% of declarations submitted within 3 minutes of accepting the declaration, * 50% of declarations were submitted within 5 minutes of accepting the declaration, * 75% of declarations were submitted within 9 minutes of accepting the declaration. |
| **A digital clock with red numbers  Description automatically generated.** | **PROCEDURE AT THE BORDER CROSSING RECEPTION** |
| In the measurement period, the procedure at the border crossing reception took an average of 13 minutes, whereby:   * in 25% of cases the procedure was completed within 5 minutes, * in 50% of cases the procedure was completed within 11 minutes, * in 75% of cases, the procedure was completed within 18 minutes.   The duration of the procedure at the border crossing in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minuti | d s m |  | | 10 | 3 | from 0 hrs 3m |  | | 20 | 5 | from 0 hrs 5m |  | | 30 | 6 | from 0 hrs 6m |  | | 40 | 9 | from 0 hrs 9m |  | | 50 | 11 | from 0 hrs 11m |  | | 58 | **14** | **from 0 hrs 13m** | **⇐ average** | | 60 | 14 | from 0 hrs 14m |  | | 70 | 17 | from 0 hrs 17m |  | | 80 | 21 | from 0 hrs 21m |  | | 90 | 28 | from 0 hrs 28m |  | | 100 | 72 | from 1 hrs 12m |  |   After the representative physically submits the declaration and documents, the customs officer at the reception desk of the border crossing takes over the customs document and accompanying documentation submitted by the customs representative.  During the measurement period, the documentation is taken into operation in an average time of **11 minutes from the moment of delivery**, namely:   * 25% of declarations were taken within 4 minutes after submission, * 50% of declarations were taken within 9 minutes after delivery, * 75% of declarations were retrieved within 17 minutes after submission.   After collection, the customs officer at the reception of the border crossing checks whether the complete documentation has been submitted, discharges the T1 and accepts the UCD. This process lasted an average of **1 minute** during the measurement period.  After clearing the transit debt and accepting the UCD, the competent customs officer at the GP reception desk delivers the attached documentation to the customs officer at the customs office reception in order to start the process of reviewing the documents and goods in the process of releasing the goods into free circulation. During the measurement period, the reception of the border crossing delivered the documentation to the reception of the customs office within **1 minute** from the end of the processing. |
| **A digital clock with red text  Description automatically generated** | **EXAMINATION OF DOCUMENTS AND GOODS AT THE CUSTOMS OFFICE RECEPTION** |
| **The inspection of documents and goods a**t the reception of the customs branch took an average of **2 hours** during the measurement period for tracked shipments, of which:   * 25% of documents and goods reviewed within an average time of 56 minutes, * 50% of documents and goods reviewed within an average time of 1 hour and 24 minutes, * 75% of declarations were taken within 2 hours and 25 minutes.   The duration of the procedure for examining documents and goods at the customs office reception in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minuti | d s m |  | | 10 | 38 | from 0 hrs 38m |  | | 20 | 51 | from 0 hrs 51m |  | | 30 | 61 | from 1 hrs 1m |  | | 40 | 71 | from 1 hrs 11m |  | | 50 | 84 | from 1 hrs 24m |  | | 60 | 106 | from 1 hrs 46m |  | | 66 | 120 | from 2 hrs 0m | **⇐ average** | | 70 | 133 | from 2 hrs 13m |  | | 80 | 157 | from 2 hrs 37m |  | | 90 | 197 | from 3 hrs 17m |  | | 100 | 955 | from 15 hrs 55m |  |   The competent customs officer **processed the documentation** delivered to him from the border crossing reception within an average of **4 minutes**, and **the process of registration and acceptance of the UCD** also lasted an average of 4 minutes. Within this period, the authorized official determines whether the goods covered by the declaration have been delivered to the customs office to which they were addressed, whether the declaration was submitted by an authorized person - the declarant, or his representative, whether the declaration was submitted on the prescribed form, whether it contains the necessary information for the application of the regulations and the implementation of the requested procedure, as well as whether it is signed - certified by its applicant in section 54, and whether the declaration is accompanied by documents, necessary for the application of the regulations of the customs procedure for which the goods are declared, which must be specified in declaration in box 44, without going into the assessment of the correctness of the attached documents.  If the customs declaration is submitted correctly, and there are no errors preventing the declaration from being accepted, the submitted declaration is accepted immediately.  If the customs declaration is designated for documentary review by the system or manually by the competent official, the customs official - initiator, hands it over to the competent customs official for documentary review. Also, declarations that are electronically selected for the green channel are submitted to the sifte manager-inspector for documentary review, and in this sense there is no difference in the procedure for shipments on the green channel and shipments on the yellow channel.  **The declaration designated for documentary review was submitted for documentary review within 2 minutes of acceptance.**  **The declaration that was submitted for documentary review was put into operation in an average time of 1 hour and 25 minutes from the moment of submission by the initiator .**     * 25% of declarations were taken within 12 minutes after submission, * 50% of declarations were taken within 48 minutes after submission, * 75% of declarations were retrieved within 55 minutes after submission.   Waiting for the start of documentary review in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minuti | d s m |  | | 10 | 2 | from 0h 2m |  | | 20 | 7 | from 0h 7m |  | | 30 | 17 | from 0h 17m |  | | 40 | 31 | from 0h 31m |  | | 50 | 48 | from 0h 48m |  | | 60 | 71 | from 1h 11m |  | | 64 | **86** | **from 1h 25m** | **⇐ prosjek** | | 70 | 108 | from 1h 48m |  | | 80 | 123 | from 2h 3m |  | | 90 | 165 | from 2h 45m |  | | 100 | 906 | from 15h 6m |  |   The longest wait, lasting 15 hours and 6 minutes, was recorded in the case when the documentation was submitted to the reception of the customs office at the end of working hours, so processing continued the next working day.  The total duration of this business process was affected by a large number of declarations, as well as the fact that declarations that were electronically assessed as low-risk and assigned to the green channel go through the same procedure as declarations that are on the yellow channel - that is, they go through the process of documentary verification.    **Documentary review**, i.e. checking the data in the declaration, lasted **6 minutes** on average. It included checking the correctness of the completed declaration with regard to the required customs procedure or procedure, which implies checking the correctness or accuracy of all sections of the customs declaration, as well as checking whether all submitted documents for the requested customs procedure are correct. If an inspection of the attached documents is specified, the authorized customs officer has inspected each individual document and the corresponding content, and whether all the documents together with the customs declaration correspond to the required customs procedure or treatment or the application of a more favorable customs duty. In no case was the declarant required to submit additional documents to verify the accuracy of the statements in the declaration.  Additional documentation was requested in 13 cases. On average, the representative needed **41 minutes to submit additional documentation**, while   * in 25% of cases, additional documentation submitted within 5 minutes of receiving the notification, * 50% of additional documentation submitted within 7 minutes, * in 75% of the additional documentation submitted within 25 minutes of receiving the notification.   Upon completion of the documentary examination, when the declaration is determined by with systemic selectivity or manually selected for physical examination, **the customs officer for documentary examination delivers the UCD and accompanying documents** to the competent customs officer for physical examination within an average time limit of **3 minutes** from the moment of completion of the documentary examination.  The examination of the goods is performed by a certain authorized customs officer according to a certain level of verification, and it can be extended if he deems it necessary. A specific inspection order is binding. **The physical examination lasted an average of 12 minutes**, of which:   * 25% of reviews completed within 6 minutes, * 50% of reviews completed within 9 minutes, * 75% of reviews completed within 16 minutes.   The authorized customs officer who will inspect the goods, **informs the declarant or his representative about the intended inspection of the goods** within an average period of **2 minutes**.  When a part of the goods was inspected, the declarant, i.e. the representative, was simultaneously informed about which part of the goods would be inspected.  During the measurement period, **554 shipments (81%)** were subjected to physical inspection. **A partial physical examination** was performed in 547 cases (99%) and lasted **8 minutes** on average.  **A detailed physical examination** was performed in 14 cases (3%) and lasted **10 minutes**.  In the observed period, there was no weighing or sampling of tracked shipments.  After completing all the required checks, the engaged customs officer makes a corresponding note in the form of an inspection act of the result of the control in the declaration, that is, one record that will include the findings of the entire inspection - control of the declaration.  Upon completion of the inspection, documentary or physical, the authorized customs officer assigns an L number and releases the goods. If a customs debt has been incurred or could be incurred by accepting the customs declaration, the goods may be released only if the customs debt has been paid or its payment is ensured. The date of release of the goods must be entered by the authorized customs officer in the declaration (enter first and last name and official identification number) and sign.  Before releasing the goods, the authorized customs officer who releases the goods is obliged to enter, in column B of the customs declaration, a possible clause on the restriction of disposal of the goods, i.e. use for certain purposes, e.g. prohibition of alienation.  **The allocation of the L number** took an average of **3 minutes** during the measurement period. |
| **A digital clock with red numbers  Description automatically generated** | **LEAVING THE TERMINAL** |
| After the release of the goods by the customs authority, the shipment leaves the terminal and is sent to the declarant's premises. The average time in which the shipment leaves the terminal in the measurement period was **28 minutes.** |

## SPECIAL PROCEDURE FOR THE CR/BORDER CROSSING RACA - CUSTOMS OFFICE BIJELJINA

During the measurement of the special procedure at the Rača border crossing and the Bijeljina customs terminal, 758 questionnaires were collected, of which 1 questionnaire was rejected due to incomplete and/or inconsistent data.

A car on the road

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Data obtained from valid questionnaires showed that the average time of releasing goods into free circulation in the special procedure at this location in the measurement period was **8 hours and 14 minutes**, i**ncluding the transit time**, which in the measurement period lasted an average of **52 minutes**.

From the total duration of the special procedure at the measuring location:

* 25% of shipments released within an average time frame of 3 hours and 6 minutes,
* 50% of shipments released within an average time limit of 5 hours and 23 minutes, and
* 75% of shipments released within an average time frame of 13 hours and 30 minutes.

Graph 2 Duration of the special procedure at CR/BC Rača and CO Bijeljina in minutes and in intervals of 10%

The duration of individual business processes at this measurement location is given in the table.

Table 2 Duration of individual business processes at CR/ BP Rača and CT Bijeljina

|  |  |  |  |
| --- | --- | --- | --- |
| **PROCEDURE** | **Total time** | **BUSINESS PROCESS** | **Business process time** |
|  |  |  |  |
| **PROCEDURES AT THE BORDER** | 8 min. | Waiting at the border crossing | 5 min. |
| Border police control | 3 min. |
| **CUSTOMS RECORDS** | 7 min. | Registration of entry into the customs territory of BIH | 7 min. |
| **DELIVERY AND PREPARATION OF DOCUMENTATION** | 2 hrs  43 min. | Taking over documentation by representatives | 1 hrs |
| Preparation of documentation for inspection control | 50 min. |
| **CONTROL BY BORDER INSPECTIONS** |  | Veterinary inspection | 24 min. |
| Phytosanitary inspection | 1 hrs 31 min. |
| **LEAVING THE BORDER CROSSING** | 24 min. | Leaving the border crossing | 24 min. |
| **INTERNAL TRANSIT** | 52 min. | Internal transit from the border terminal to the customs terminal Bijeljina | 52 min. |
| **DELIVERY OF DOCUMENTATION** |  | Taking over documentation from the driver | 1 hrs 50 min. |
| Preparation of documentation | 28 min. |
| Taking over documentation from the customs authority | 2 hrs 58 min |
| **CONTROL OF THE INSPECTION AUTHORITY** |  | Health and sanitary inspection | 52 min. |
| Market inspection | 48 min. |
| Food inspection | 52 min. |
| **SUBMISSION OF UCD AND DOCUMENTS** | **27 min.** | Electronic submission of UCD [[4]](#footnote-4) | 22 min. |
| Physical submission of UCD and documents | 5 min. |
| **INSPECTION OF DOCUMENTS AND GOODS** | **58 min.** | Taking over documents | 16 min. |
| Registration and acceptance of documentation | 2 min. |
| Submission of documentation to the inspector for documentary review | 2 min. |
| Beginning of documentary review | 18 min |
| Duration of documentary review | 8 min. |
| Submission of documentation to the examiner | 2 min. |
| The beginning of a physical examination | 10 min. |
| Physical examination | 24 min. |
| Assessment of declaration - allocation of L number [[5]](#footnote-5) | 4 min. |
| **DISPATCH OF GOODS** | **1 hrs and 44 min.** | Leaving the terminal after completing the procedure | 29 min. |

Business processes at the **Rača border crossing** in the measurement period lasted an average of **1 hour and 22 minutes**, of which:

* in 25% of cases, the procedure was completed in an average time of 19 minutes,
* in 50% of cases, the procedure was completed in an average time of 29 minutes,
* in 75% of cases, the procedure was completed in an average time of 51 minutes.

Graph 3 Duration of the special procedure at CR/BP Rača in minutes and in time intervals of 10%

Business processes at the Rača border crossing differ depending on whether the shipment is subject to control by border inspection services or not. In the case when the shipment is not subject to veterinary or phytosanitary inspection control, the complete procedure at the border is performed by the driver and the representative is not involved.

However, if the shipment is subject to the control of appropriate inspections, after the entry into the customs territory of BiH, the driver hands over the documentation that accompanies the shipment to the representative, who then prepares the documentation for inspection control.

The average time required for the handover of documents and the preparation of documents for inspection control is a key factor that affects the total duration of the procedure at the Rača border crossing. During the analyzed period, this process lasted an average of 2 hours and 43 minutes. Although in 50% of cases the handover was done within 13 minutes, the total average duration of this process was affected by cases when shipments arrived at the border crossing after the end of the forwarding company's working hours. Some freight forwarders adjust their working hours (from 08:00 to 19:00) to the working hours of inspection services, while others finish work at 18:00. This means that shipments arriving after 18:00 or 19:00 are processed on the next working day.

Another factor that influenced the average duration of the process at BP Rača was the duration of the phytosanitary control, which during the measurement period lasted an average of 1 hour and 31 minutes. In the case when a documentary and physical inspection of the shipment is carried out, this process takes significantly less time, in principle up to 30 minutes. The process takes longer in the case when sampling of shipments is carried out, and the average time during the measurement period was affected by the case in which the shipment was the subject of sampling, and laboratory findings were waited for as long as 1 day, 6 hours and 37 minutes.

During the observation period, the veterinary control lasted an average of 24 minutes, including the waiting time (from the moment of submission of the request for inspection with accompanying documentation to the moment of the start of processing) and processing time.

The same time was needed for the driver to leave the border crossing after completing all the necessary formalities and head towards the Bijeljina customs terminal where the goods will be released into free circulation.

The course of the special procedure at this measuring location is conditioned by infrastructural limitations. Before the driver leaves the border crossing, he hands over the identification sheet, which he obtained when entering the border, to the competent customs officer at the exit booth of the border crossing. This document is certified and returned to the driver. Also, the customs officer keeps one set of documents that accompany the shipment, as well as the personal documents of the driver. The customs officer will later, at certain time intervals, deliver the documentation and documents accompanying the shipment to the customs terminal in Bijeljina.

Business processes at the **CO Bijeljina customs terminal** in the measurement period lasted an average of **5 hours and 59 minutes**, of which:

* in 25% of cases the procedure was completed in an average time of 2 hours and 3 minutes,
* in 50% of cases, the procedure was completed in an average time of 3 hours and 23 minutes, a
* in 75% of cases the procedure was completed in an average time of 10 hours and 18 minutes.

Graph 4 Duration of the special procedure at CI Bijeljina in minutes and in time intervals of 10%

Upon arrival at the customs terminal, the driver of the cargo vehicle with the specified goods hands over all available documentation to the representative of the importing company. During the observed period, the total average time needed to download and prepare documentation for control procedures by customs authorities and, if necessary, inspection authorities, was 1 hour and 50 minutes. The duration of this process varies, depending on when the shipment arrived at the customs terminal, where the longer duration of the procedure was recorded in situations where the shipments arrived at the customs terminal before the end or after the end of the working hours of the forwarder and competent services. The customs terminal is open 24 hours a day. Working hours of customs and freight forwarders are from 8:00 am to 8:00 pm, while inspections worked from 8:00 am to 7:00 pm during the observed period. Shipments that arrive at the terminal after the working hours of these services are processed the next working day.

Although the documentation required for inspection and customs control can be prepared based on the documentation that arrived with the driver, it cannot be submitted to the procedure before the customs officer brings the second set of documents to the CR/BC reception at the customs terminal in Bijeljina and it is not taken over by freight forwarder.

On average, during the observed period, it took about 2 hours and 58 minutes for the customs to deliver the documentation from the border crossing to the terminal and for it to be collected by the representative. This time includes the process of transferring documents between the customs terminal at the border and the reception of the border crossing, as well as the time that the representative needs to collect the documents from the reception of the border crossing in order to complete the procedure.

The average control time by the health and sanitary inspection was 52 minutes on average, including the waiting time from the delivery of the shipment to the start of the inspection (on average 23 minutes) and the time of the inspection procedure itself (on average 31 minutes). The inspector in all cases performed a documentary review, which lasted an average of 3 minutes. Visual and physical inspection of the shipment was carried out in 93% of cases (28 minutes on average). Three shipments (4%) were sampled, which took an average of 31 minutes.

The average duration of control by the market inspection was 48 minutes. This process includes the waiting time from submission of documentation to the start of processing by the market inspector (on average 19 minutes) and processing time (on average 28 minutes). In all cases, the inspector performed a documentary review (on average 1 minute) and a physical inspection of the shipment (on average 27 minutes).

The average time of the entire control procedure by the food inspector was 52 minutes. The waiting time from the submission of documentation to the start of the inspection was 20 minutes on average. The inspection procedure itself took an average of 31 minutes. In all cases, the inspector performed a documentary review (13 minutes on average), while visual and physical inspection of the shipment was performed in 92% of cases (18 minutes on average). Sampling lasted an average of 51 minutes and was performed in 7% of cases.

On average, the representative needed 22 minutes to submit the customs declaration electronically and 5 minutes to submit it, together with other necessary documents, to the customs authority for review.

The customs procedure lasted 58 minutes in the observed period. The clerk at the reception took over the customs document and accompanying documentation in an average time of 16 minutes from the moment of delivery, and the process of registration and acceptance by the UCD took an average of 2 minutes. 18 minutes. The average duration of a documentary review is 8 minutes. In 27 cases, it was necessary to supplement the submitted documentation, which was delivered within an average period of 20 minutes from the moment of receiving the notification. During the observed period, 31% of shipments were subjected to physical inspection. The average waiting time for the start of the examination was 10 minutes. The inspection of the shipment itself took an average of 24 minutes.

The text that follows provides an overview of the duration of all individual procedures in the special procedure at this location.

|  |  |
| --- | --- |
| **DURATION OF THE BUSINESS PROCESS** | **FLOW AND DESCRIPTION OF THE PROCEDURE** |
| **A digital clock with red numbers  Description automatically generated** | **WAITING AT THE BORDER CROSSING** |
| During the measured period, which was a period of light to moderate traffic, there was no waiting or significant delay at the border crossing. Shipments, upon entering the customs terminal at the border crossing, were inspected by the border police within an average period of 5 minutes. |
| A digital clock with red text  Description automatically generated | **CONTROL BY THE BORDER POLICE** |
| During the measured period, the average duration of **border police control** was **3 minutes**. This process included the control of persons, documents and the cabin of the cargo vehicle.  In cases where the presented identification, travel or other mandatory documents are valid, the police certify the crossing of the state border and the shipment is directed to continue the procedure. |
| A digital clock with red numbers  Description automatically generated | **REGISTRATION OF ENTRY TO THE CUSTOMS TERRITORY OF BIH** |
| After the border police have certified the crossing of the state border, the truck comes to the customs point where the shipment and means of transport are weighed and the entry into the customs territory of BiH is registered. During the period of conducting the study, the average time of **customs records** was **7 minutes**.  In this business process, the customs officer fills out the Registration Form in which he enters the following data: CIL, information about the importer - name and seat, type of goods, gross weight, invoice number and date, CMR number and date, first and last name of the driver, number and date of driver's license, place of issue and vehicle data - license plate numbers, name and headquarters of the forwarder, etc.  After registering entry into the customs territory of Bosnia and Herzegovina, the customs officer hands one copy of the form to the driver. |
| A digital clock with red numbers  Description automatically generated | **DELIVERY AND PREPARATION OF DOCUMENTATION** |
| Upon arrival at the border crossing, the driver of the cargo vehicle with the goods in question delivers to the representative of the importing company all the documentation in his possession so that his representative can prepare the documentation and report the goods to the customs authority, placing them in the appropriate customs procedure.  The customs agent collects the documents from the driver in case the goods are subject to border inspection control.  In case the goods are not subject to veterinary or phytosanitary inspection, the entire further procedure is performed by the driver.  The total average **time** required **to collect the documentation and prepare it** for control procedures by the customs and possibly inspection authorities in the observed period was **2 hours and 43 minutes**, with the following:   * in 25% of cases, the procedure was completed within 5 minutes, * in 50% of cases the procedure was completed within 13 minutes, * in 75% of cases, the procedure was completed within 4 hours and 26 minutes.   The longest duration of the procedure, lasting 15 hours and 19 minutes, was documented in the scenario where the shipment arrived at the border crossing at 6:15 p.m., after the working hours of the authorized forwarder. As a result, the representative started the procedure only the next day at 9:24 am.  The comprehensive time frame included several stages: from the end of border police control, to parking the vehicle at the customs terminal, getting in touch with the driver and the authorized customs representative and handing over the shipping documents to the customs representative, to preparing the documents for inspection control.  The duration of the procedure in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 2 | from 0hrs 2m |  | | 20 | 4 | from 0hrs 4m |  | | 30 | 6 | from 0hrs 6m |  | | 40 | 8 | from 0hrs 8m |  | | 50 | 14 | from 0hrs 13m |  | | 60 | 24 | from 0hrs 24m |  | | 70 | 112 | from 1hrs 52m |  | | 73 | **163** | **from 2hrs 43m** | **⇐ average** | | 80 | 394 | from 6hrs 34m |  | | 90 | 645 | from 10hrs 45m |  | | 100 | 919 | from 15hrs 19m |  |   The reason the procedure takes so long is the organization of work of forwarding services, which varies. Some services work from 8:00 a.m. to 7:00 p.m., which corresponds to the working hours of inspection services, but there are also those that work from 8:00 a.m. to 6:00 p.m. In this case, shipments that arrive after 18:00, i.e. after 19:00, are processed on the next working day, when the documentation is collected from the driver and its preparation begins.  The prolonged nature of this process can be attributed to the organization of the work of forwarding companies. Some freight forwarders coordinate their working hours (8:00 to 19:00) with the working hours of inspection services, while others close at 18:00. Accordingly, shipments arriving after 18:00 or 19:00 are processed on the next working day.  The average time during which the customs representative takes over the documents accompanying the shipment in order to prepare the documentation for inspection was **1 hour** during the measurement period. During that period, the driver parks the truck, contacts the forwarder and the forwarder collects the documentation from the driver.  In principle, during the representative's working hours, this procedure takes significantly less time:   * in 25% of cases the documentation was submitted without delay, * in 50% of cases, the documentation was submitted in an interval of 2 minutes, * in 75% of cases, the documentation was submitted in an interval of 5 minutes.   The duration of downloading documentation in 10% intervals is given in the table .   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 0 | from 0 hrs 0m |  | | 20 | 0 | from 0 hrs 0m |  | | 30 | 1 | from 0 hrs 1m |  | | 40 | 1 | from 0 hrs 1m |  | | 50 | 2 | from 0 hrs 2m |  | | 60 | 3 | from 0 hrs 3m |  | | 70 | 4 | from 0 hrs 4m |  | | 80 | 8 | from 0 hrs 8m |  | | 87 | 61 | From 1hrs 0m | **⇐ average** | | 90 | 211 | from 3hrs 31m |  |   In this case as well, the total average time was affected by shipments that arrived at the border crossing after the forwarding company's working hours, with 4 of them arriving after 6:00 p.m. and the rest after 8:00 p.m.  **To prepare the documentation** required for the inspection control of the shipment, the representative needed an **average of 50 minutes, of which**:   * in 25% of cases, documentation prepared in an interval of 2 minutes, * in 50% of cases, the documentation was submitted in an interval of 6 minutes, * in 75% of cases, the documentation was submitted in an interval of 19 minutes.   The duration of documentation preparation in 10% intervals is given in the table .   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 1 | from 0 hrs 1m |  | | 20 | 2 | from 0 hrs 2m |  | | 30 | 3 | from 0 hrs 3m |  | | 40 | 5 | from 0 hrs 5m |  | | 50 | 6 | from 0 hrs 6m |  | | 60 | 10 | from 0 hrs 10m |  | | 70 | 14 | from 0 hrs 14m |  | | 80 | 27 | from 0 hrs 27m |  | | 90 | 55 | from 0 hrs 55m |  | | 100 | 846 | from 14hrs 6m |  | |
| **A digital clock with red numbers  Description automatically generated** | **CONTROL BY THE VETERINARY INSPECTION** |
| Out of the total number of tracked shipments, 77 (10%) shipments were subject to border veterinary inspection control. **The complete procedure** in the measured period lasted an average of **24 minutes**, while .   * 25% of shipments processed within 8 minutes, * 50% of shipments processed within 15 minutes, * 75% of shipments processed within 28 minutes.   The duration of veterinary inspection control in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | Minutes | d s m |  | | 10 | 6 | from 0hrs 6m |  | | 20 | 8 | from 0 hrs 8m |  | | 30 | 10 | from 0 hrs 10m |  | | 40 | 12 | from 0 hrs 12m |  | | 50 | 15 | from 0 hrs 15m |  | | 60 | 20 | from 0 hrs 20m |  | | 68 | **24** | **from 0hrs 24m** | **⇐ average** | | 70 | 25 | from 0 hrs 25m |  | | 80 | 30 | from 0 hrs 30m |  | | 90 | 70 | from 1 hrs 10m |  | | 100 | 105 | from 1 hrs 45m |  |   The total time of this procedure included the following business processes :   * **• submission of documentation to the counter of the inspection body and waiting time from the moment of submission to the moment of the start of processing by the border veterinary inspector – 9 minutes (**25% - 0 min., 50% - 2 min., 75% - 7 min.**)** and * **• processing time of the case by the border veterinary inspector – 19 minutes (**25% - 5 min., 50% - 8 min., 75% - 16 min.**)**.   The inspector r**eviewed the documentation** accompanying the shipment in 100% of cases. This process took an average of **7 minutes**.  The inspector performed a **visual and physical inspection** of the shipment in order to identify the goods listed in the documentation in 53 cases (69%) and this process lasted an average of **14 minutes**.  In 11 cases (14%), the inspector **sampled the shipment**, and this process lasted an average of **27 minutes**. |
| **A digital clock with red text  Description automatically generated** | **CONTROL BY THE PHYTOSANITARY INSPECTION** |
| Out of the total number of tracked shipments, 94 (16%) were subject to border phytosanitary inspection control. **The complete procedure** in the measured period lasted an average of **1 hour 31 minutes**, with :   * 25% of shipments processed within 22 minutes, * 50% of shipments processed within 31 minutes, * 75% of shipments processed within 51 minutes .   The duration of phytosanitary inspection control in intervals of 10% is given in the table .   |  |  |  |  | | --- | --- | --- | --- | | % | Minutes | d s m |  | | 10 | 18 | from 0hrs 18m |  | | 20 | 20 | from 0hrs 20m |  | | 30 | 25 | from 0hrs 25m |  | | 40 | 27 | from 0hrs 27m |  | | 50 | 31 | from 0hrs 31m |  | | 60 | 37 | from 0hrs 37m |  | | 70 | 46 | from 0hrs 46m |  | | 80 | 56 | from 0hrs 56m |  | | 89 | 92 | From 1hrs 31m | **⇐ average** | | 90 | 110 | from 1hrs 50m |  | | 100 | 1837 | 1d 6hrs 37m |  |   The total duration of this procedure was dominantly affected by the shipment that was the subject of sampling and whose laboratory findings were awaited for 1 day, 6 hours and 37 minutes.  This procedure included the following business processes:   * **waiting time from the moment of handover to the moment of the start of processing by the border phytosanitary inspector – 5 minutes (**25% - 2 min., 50% - 3 min., 75% - 5 min.**),** * **• processing time – 53 minutes (**25% - 9 min., 50% - 14 min., 75% - 18 min.**).**   The inspector **reviewed the documentation** accompanying the shipment in 100% of cases. This process took an average of **7 minutes**.  The inspector performed **a visual and physical inspection** of the shipment to identify the goods listed in the documentation in 81% of cases (76 shipments) and this process lasted an average of **13 minutes**.  In the mentioned period, 8 shipments (9%) were the subject of sampling, which lasted an average of **1 hour and 10 minutes**, and t**he wait for the results was an average of 8 hours and 12 minutes**. |
| **A digital clock with red numbers  Description automatically generated** | **LEAVING THE BORDER CROSSING** |
| After the end of the inspection control, the shipments that were the subject of inspections leave the border crossing and are directed to the customs terminal of CO Bijeljina, where the shipment will be released into free circulation.  Before leaving the terminal, the driver hands over the identification sheet to the competent customs officer at the exit booth of the border crossing, who certifies it and returns it to the driver. The customs officer keeps one set of documents that accompany the shipment and the personal documents of the driver and will deliver them to the customs terminal in CO Bijeljina at certain intervals.  In the observed period, shipments left the border crossing in an average period of 24 minutes. |
| **A digital clock with red numbers  Description automatically generated** | **INTERNAL TRANSIT** |
| In a special procedure, shipments that entered the customs territory of BiH at the Rača border crossing are released into free circulation at the CO Bijeljina customs terminal. The customs terminal is 17 km from the border crossing. The average time in which the shipment crossed this road in the observed period was **52 minutes**. In 75% of cases, the shipment arrived at the terminal within 35 minutes, and the average time was dominantly affected by the shipment due to the rule of regular daily rest for the driver. |
| **A digital clock with red numbers  Description automatically generated** | **DELIVERY OF DOCUMENTATION** |
| Upon arrival at the border crossing, the driver of the truck with the specified goods transfers all available documentation to the representative of the importing company. The representative's task is to take over and prepare the documentation and report the goods to the customs authorities in order to place them in the appropriate customs procedure.  The total average time required to take over and prepare documentation for control procedures by customs authorities and, if necessary, inspection authorities, during the observed period, was **2 hours and 6 minutes**. This time frame includes processes such as the meeting of the driver with the representative of the company, submission of all supporting documents, as well as their analysis and preparation for the upcoming controls.  In the observed period:   * in 25% of cases the procedure was completed within 10 minutes, * in 50% of cases the procedure is completed within 20 minutes, * in 75% of cases the procedure was completed within 58 minutes .   Longer duration of the procedure was recorded in cases when shipments arrived at the customs terminal near the end or after the end of the working hours of the forwarder and competent services.  The duration of the procedure in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 6 | from 0 hrs 6m |  | | 20 | 8 | from 0 hrs 8m |  | | 30 | 10 | from 0 hrs 10m |  | | 40 | 15 | from 0 hrs 15m |  | | 50 | 20 | from 0 hrs 20m |  | | 60 | 27 | from 0 hrs 27m |  | | 70 | 40 | from 0 hrs 40m |  | | 79 | 126 | from 2hrs 6m | **⇐ average** | | 80 | 228 | from 3hrs 48m |  | | 90 | 580 | from 9hrs 40m |  | | 100 | 841 | from 14hrs 1m |  |   The average time in which the customs representative takes over the documents accompanying the shipment in order to start the customs procedure was **1 hour and 50 minutes** in the measurement period. During that period, the driver parks the truck, contacts the forwarder and the forwarder collects the documentation from the driver.  In principle, during the representative's working hours, this procedure takes significantly less time:   * in 25% of cases, the documentation was submitted in an interval of 5 minutes, * in 50% of cases, the documentation was submitted in an interval of 5 minutes, * in 75% of cases, the documentation was submitted in an interval of 17 minutes.   The duration of downloading documentation in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 3 | from 0hrs 3m |  | | 20 | 4 | from 0hrs 4m |  | | 30 | 5 | from 0hrs 5m |  | | 40 | 5 | from 0hrs 5m |  | | 50 | 5 | from 0hrs 5m |  | | 60 | 8 | from 0hrs 8m |  | | 70 | 12 | from 0hrs 12m |  | | 79 | 111 | from 1hrs 50m | **⇐ average** | | 80 | 165 | from 2hrs 45m |  | | 90 | 555 | from 9hrs 15m |  | | 100 | 836 | from 13hrs 56m |  |   In this case too, the average time was affected by the working hours of the terminal, which is open for receiving shipments 24 hours a day, and the working hours of the competent services. The working hours of customs and forwarding companies are from 8:00 to 20:00, while the working hours of inspections in the observed period were from 8:00 to 19:00. Shipments that arrive at the terminal after that time are processed on the next working day.  This aspect is crucial for the total average time, since shipments that arrive at the terminal after the working hours of the aforementioned services are processed the next working day, which significantly increases the total time of processing the shipment.  To **prepare the documentation** required for the inspection control of the shipment, the representative needed an average of **28 minutes, of which:**   * in 25% of cases, the documentation was ready for submission within 1 minute, * in 50% of cases, the documentation was ready for submission within 3 minutes, * in 75% of cases, the documentation was ready for submission within 6 minutes.   The duration of documentation preparation in 10% intervals is given in the table .   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 1o | 0 | from 0 hrs 0m | | 20 | 1 | from 0 hrs 1m | | 30 | 1 | from 0 hrs 1m | | 40 | 2 | from 0 hrs 2m | | 50 | 3 | from 0 hrs 3m | | 60 | 5 | from 0 hrs 5m | | 70 | 5 | from 0 hrs 5m | | 80 | 10 | from 0 hrs 10m | | 90 | 15 | from 0 hrs 15m | | 100 | 830 | from 13 hrs 50m | |
| **A digital clock with red numbers  Description automatically generated** | **COLLECTION OF DOCUMENTATION FROM THE CUSTOMS AUTHORITY** |
| The process of preparing documents for inspection is based on a set of documents that the driver carries with him. The second set of documents, which the customs officer took at the exit from the border crossing terminal, is regularly delivered to the customs service or the reception of the CO Bijeljina customs terminal at certain time intervals. Although the representative can prepare the documentation for processing by the competent services, he cannot submit it until he has collected the remaining set of documents from the reception of the border crossing.  On average, during the observed period, it took about **2 hours and 58 minutes** for the customs to deliver the documentation from the border crossing to the terminal and for it to be collected by the representative. This time reflects the time required for the transfer and processing of documents between the customs terminal at the border and the reception of the border crossing and the time in which the representative collects the documents from the reception of the border crossing to complete the case.  In 25% of cases, the transfer and download of documentation was completed within 34 minutes, in 50% of cases within 47 minutes, while in 75% of cases this activity required 2 hours and 46 minutes.  The duration of this process in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 29 | from 0 hrs 29m |  | | 20 | 32 | from 0 hrs 32m |  | | 30 | 36 | from 0 hrs 36m |  | | 40 | 40 | from 0 hrs 40m |  | | 50 | 47 | from 0 hrs 47m |  | | 60 | 58 | from 0 hrs 58m |  | | 70 | 80 | from 1hrs 20m |  | | 75 | **178** | **from 2hrs 58m** | **⇐ average** | | 80 | 441 | from 7hrs 21m |  | | 90 | 640 | from 10hrs 40m |  | | 100 | 870 | from 14hrs 30m |  | |
| **A digital clock with red numbers  Description automatically generated** | **CONTROL BY THE HEALTH AND SANITARY INSPECTION** |
| Out of the total number of tracked shipments, 74 (10%) were subjected to control by the **health and sanitary inspection**. During this measured period, the complete **control procedure** took an average of **52 minutes**, with the following time ranges:   * 25% of shipments were processed within 35 minutes, * 50% of shipments were processed within 52 minutes, * 75% of shipments were processed within 1 hour and 10 minutes.   The duration of health - sanitary inspection control at intervals of 10% is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 18 | from 0 hrs 18m |  | | 20 | 32 | from 0 hrs 32m |  | | 30 | 39 | from 0 hrs 39m |  | | 40 | 44 | from 0 hrs 44m |  | | 50 | 52 | from 0 hrs 52m |  | | 55 | 53 | from 0 hrs 52m | **⇐ average** | | 60 | 57 | from 0 hrs 57m |  | | 70 | 64 | from 1hrs 4m |  | | 80 | 75 | from 1hrs 15m |  | | 90 | 89 | from 1hrs 29m |  | | 100 | 142 | from 2hrs 22m |  |   This procedure involved the following steps :   * **• Waiting time from the moment of delivery of the shipment to the moment of the start of the inspection - 23 minutes (**25% - 10 minutes, 50% - 26 minutes, 75% - 31 minutes**),** * **• Time of the inspection procedure itself - 31 minutes (**25% - 15 minutes, 50% - 24 minutes, 75% - 40 minutes**)**.   During this procedure, the inspector performed a documentary review in 100% of cases. This step took an average of 3 minutes. Also, in 93% of cases (69 shipments), the inspector performed a visual and physical inspection of the shipment in order to identify the goods listed in the documentation, and this process lasted an average of 28 minutes.  Three shipments (4%) were subject to sampling, which lasted an average of 31 minutes. |
| **A digital clock with red numbers  Description automatically generated** | **CONTROL BY THE MARKET INSPECTION** |
| Of the total number of monitored shipments, 10 were subject to control by the market inspection. During this measured period, the complete control procedure took an average of 48 minutes, with the following time ranges:   * 25% of shipments processed within 19 minutes, * 50% of shipments processed within 38 minutes, * 75% of shipments processed within an interval of 1 hour and 4 minutes .   The duration of market inspection control in 10% intervals is given in the table .   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 12 | from 0 hrs 11m |  | | 20 | 16 | from 0 hrs 16m |  | | 30 | 24 | from 0 hrs 24m |  | | 40 | 34 | from 0 hrs 33m |  | | 50 | 38 | from 0 hrs 38m |  | | 60 | 41 | from 0 hrs 41m |  | | 70 | 53 | from 0 hrs 53m |  | | 70 | 49 | from 0s 48m | **⇐ average** | | 80 | 78 | from 1hrs 17m |  | | 90 | 116 | from 1hrs 56m |  | | 100 | 142 | from 2hrs 22m |  |   This procedure included the following business processes :   * **waiting time** from the moment of submitting the documentation to the moment of the start of processing by the market inspector **– 19 minutes (**25% - 9 minutes, 50% - 13 minutes, 75% - 24 minutes**),** * **processing time – 28 minutes (**25% - 132 min., 50% - 20 min., 75% - 40 min.**)**.   The inspector performed a **documentary review** in 100% of cases. This process took an average of **1 minute**.  The inspector performed **a visual and physical inspection** of the shipment in order to identify the goods listed in the documentation in 100% of cases, and this process lasted an average of **27 minutes**.  In the mentioned period, none of the tracked shipments were subject to sampling. |
| **A digital clock with red numbers  Description automatically generated** | **CONTROL BY THE FOOD INSPECTION** |
| During the measurement period, 251 shipments, or 33%, were subject to food inspection control. The control procedure lasted an average of **52 minutes**, whereby:   * 25% of shipments processed within 34 minutes, * 50% of shipments processed within 49 minutes, * 75% of shipments processed within 1 hour and 10 minutes .   The duration of control by the food inspection in 10% intervals is given in the table .   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 17 | from 0 hrs 17m |  | | 20 | 30 | from 0 hrs 30m |  | | 30 | 37 | from 0 hrs 37m |  | | 40 | 42 | from 0 hrs 42m |  | | 50 | 49 | from 0 hrs 49m |  | | 54 | 52 | from 0s 52m | **⇐ average** | | 60 | 57 | from 0 hrs 57m |  | | 70 | 65 | from 1hrs 5m |  | | 80 | 75 | from 1hrs 15m |  | | 90 | 88 | from 1hrs 28m |  | | 100 | 138 | from 2hrs 18m |  |   This procedure included waiting time and processing time.   * **The waiting time is the time from the moment of submitting the documentation for inspection to the moment of the start of the inspection. In the measurement period, it was on average - 20 minutes (**25% - 8 minutes, 50% - 17 minutes, 75% - 30 minutes**),** * **Time of the inspection procedure itself - 31 minutes (**25% - 14 minutes, 50% - 27 minutes, 75% - 45 minutes**).**   During this procedure, the inspector performed a **documentary review** in 100% of cases. This step took an average of **13 minutes**. Also, in 92% of cases (232 shipments), the inspector performed **a visual and physical inspection** of the shipment in order to identify the goods listed in the documentation, and this process lasted an average of **18 minutes**.  During the measurement period, 17 shipments (7%) were sampled and the **average sampling time** was **51 minutes**. |
| **A digital clock with red numbers  Description automatically generated** | **ELECTRONIC AND PHYSICAL SUBMISSION OF DOCUMENTS** |
| Upon completion of the inspection control of the shipment, the representative prepares and electronically fills in the customs declaration and submits it electronically to the customs authority. **The preparation and submission** of the electronic declaration took an average of **22 minutes**, with the following:   * 25% of declarations prepared and submitted within a time limit of 7 minutes, * 50% of declarations prepared and submitted within a time limit of 13 minutes, * 75% of declarations prepared and submitted within a time limit of 22 minutes .   Asycuda controls the electronically submitted declaration and informs the representative about errors or acceptance of the declaration with feedback. After that, the representative prints the electronic declaration, submits it to the customs authority and all the documents that are necessary for placing the goods in the required customs procedure.  **The physical submission of the declaration** and documents to the reception desk of the border crossing took an average of **5 minutes** during the measurement period for tracked shipments, of which:   * 25% of declarations submitted within 2 minutes of accepting the declaration, * 50% of declarations were submitted within 4 minutes of accepting the declaration, * 75% of declarations were submitted within 6 minutes of accepting the declaration . |
| **A digital clock with red numbers  Description automatically generated** | **EXAMINATION OF DOCUMENTS AND GOODS AT THE CUSTOMS OFFICE RECEPTION** |
| **The inspection of documents and goods** at the reception of the customs branch took an average of **58 minutes** during the measurement period for tracked shipments, of which:   * 25% of documents and goods reviewed within an average time of 24 minutes, * 50% of documents and goods reviewed within an average period of 45 minutes, * 75% of declarations were taken within 1 hour and 17 minutes.   The duration of the procedure for examining documents and goods at the customs office reception in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 14 | from 0 hrs 14m |  | | 20 | 20 | from 0 hrs 20m |  | | 30 | 28 | from 0 hrs 28m |  | | 40 | 36 | from 0 hrs 36m |  | | 50 | 46 | from 0 hrs 45m |  | | 60 | 56 | from 0 hrs 56m |  | | 61 | 59 | from 0 hrs 58m | **⇐ average** | | 70 | 70 | from 1hrs 10m |  | | 80 | 90 | from 1hrs 30m |  | | 90 | 124 | from 2hrs 4m |  | | 100 | 291 | from 4hrs 51m |  |   After the representative physically submits the declaration and documents, the customs officer at the reception receives the customs document and accompanying documentation submitted by the customs representative. During the measurement period, the documentation was taken into operation in an average time of **16 minutes** from the moment of delivery, namely:   * 25% of declarations were taken within 3 minutes after submission, * 50% of declarations were taken within 9 minutes after delivery, * 75% of declarations were retrieved within 21 minutes after submission.   **The UCD registration and acceptance process** takes an average of **2 minutes**. During this period, the authorized officer carries out a series of checks in order to assert the correctness of the customs declaration. If it is established that the customs declaration meets all the above conditions and there are no errors that would prevent acceptance, the declaration is accepted immediately.  Declarations that were automatically or manually designated for documentary review were submitted to the customs officer for documentary review within 2 minutes from the moment of acceptance of the declaration. Within an average period of **18 minutes**, the inspector responsible for document review **started processing the declaration and supporting documents.**  **Documentary review** lasted **8 minutes** on average. Supplemental documentation was requested in 27 cases and it was delivered within an average time of 20 minutes from the moment of receiving the notification about the need to supplement the documentation.  Upon completion of the documentary examination, the officer submitted the declarations that were determined for the physical examination to the competent officer within 2 minutes from the end of the examination.  In the observed period, 31% of shipments (180 shipments) were physically inspected. The examination started on average 10 minutes after the submission of the documentation and lasted an average of **24 minutes**, of which :   * 25% of reviews performed within 10 minutes, * 50% of reviews completed within 19 minutes, * 75% of reviews completed within 33 minutes .   **A partial physical examination** was performed in 106 cases (59%) and lasted an average of **24 minutes** (25% - 10 minutes, 50% - 17 minutes, 75% - 32 minutes).  **A detailed physical examination** was performed in 28 cases (16%) and lasted **32 minutes** (25% - 17 minutes, 50% - 33 minutes, 75% - 46 minutes).  **Weighing** was performed in 8 cases (4%) and lasted an average of **15 minutes** (25% - 8 minutes, 50% - 12 minutes, 75% - 22 minutes).  In the observed period, there was no sampling of tracked shipments.  Upon completion of the inspection, documentary or physical, the authorized customs officer assigns an **L number and releases the goods** within an average period of **4 minutes.** |
| **A digital clock with red text  Description automatically generated** | **LEAVING THE TERMINAL** |
| After the release of the goods by the customs authority, the shipment leaves the terminal and is sent to the importer's premises. The average time in which the shipment leaves the terminal in the measurement period was **1 hour and 44 minutes**. |

## SPECIal procedure CR/ BC and CO GRADISKA

During the measurement of a special procedure at the Gradiska border crossing and the Gradiska customs terminal, 788 questionnaires were collected, of which 4 questionnaires were rejected due to incomplete and/or inconsistent data.



The data obtained from valid questionnaires showed that the average time of releasing goods into free circulation in the special procedure at this location during the measurement period was 12 hours and 36 minutes.

Of the total duration of the special procedure at the location where measurement was done:

* 25% of shipments were released on average time of 6 hours and 33 minutes,
* 50% of shipments were released on average time of 14 hours and 45 minutes, and
* 75% of shipments were released on average time of 17 hours and 51 minutes.

Graph 2: Duration of Special Procedure at CR/Border Crossing Gradiska and Customs office Gradiska in Minutes, in 10% Intervals

The duration of individual activities in the total duration of the special procedure is provided in the table.

Table 4: Duration of Individual Business Processes at CR/ Border Crossing Gradiška and Customs Office Gradiška

|  |  |  |  |
| --- | --- | --- | --- |
| **PROCEDURE** | **Total time** | **BUSINESS PROCESS** | **Business process time** |
|  |  |  |  |
| **BORDER PROCEDURES** | **23 min.** | Waiting at the border crossing | 11 min. |
| Border police inspection | 3 min. |
| Recording entry into the customs territory of Bosnia and Herzegovina | 9 min. |
| **PROCEDURES AT THE BORDER CROSSING RECEPTION** | **4 hrs 12 min.** | Delivery of documentation to the Border Crossing Reception[[6]](#footnote-6) | 1 hrs and 32 min. |
| Collection of documentation by the agent | 2 hrs and 40 min. |
| **INSPECTIONS BY BORDER INSPECTIONS** |  | Veterinary inspection | 1 hrs and 4 min. |
| Phytosanitary inspection | 2 hrs and 10 min. |
| Food inspection | 31 min. |
| Market inspection | 18 min. |
| Health-Sanitary inspection | 31 min. |
| **ELECTRONIC AND PHYSICAL DOCUMENTATION SUBMISSION** | **34 min.** | Electronic submission of UCD[[7]](#footnote-7) | 22 min. |
| Physical submission of UCD and documents | 12 min. |
| **PROCEDURE AT THE CUSTOMS RECEPTION/CB** | **33 min.** | Acceptance of documentation at the Customs Reception/Crossing Point Reception | 29 min. |
| Processing of documentation at the Customs Reception/ Border Crossing Reception | 3 min. |
| Delivery of documentation to the Customs Inspection Reception | 1 min. |
| **PROCEDURES AT THE CUSTOMS INSPECTION RECEPTION** | **2 hrs 22 min.** | Collection of documentation from the Customs Office | 18 min. |
| Registration and acceptance of documentation | 35 min. |
| Submission of documentation to the inspector for documentary inspection | 9 min. |
| Start of documentary inspection | 53 min |
| Duration of documentary inspection | 12 min. |
| Handover of documentation to the examiner | 4 min. |
| Start of physical inspection | 29 min. |
| Physical inspection | 20 min. |
| Assessment of declaration - allocation of L number[[8]](#footnote-8) | 9 min. |
| **SHIPPING OF GOODS** | **1 hrs and 44 min.** | Assessment of declaration - allocation of L number | 32 min. |

As in the case of Raca, the flow of the special procedure at Gradiska is conditioned by the design and capacity of the border crossing. After the border police have verified the crossing of the state border, the truck arrives at the customs checkpoint to record entry into the customs territory of Bosnia and Herzegovina. In this step, the customs officer fills out a registration form using a pre-prepared form that the driver has previously completed. Once the registration of entry into the customs territory of Bosnia and Herzegovina is completed, the customs officer hands one copy of this form to the driver, retains the driver's personal documents and one set of documentation, and then directs the driver to continue driving for about 10 kilometers to the Gradiska customs terminal. Customs officers from the border crossing periodically deliver the retained documentation to the Gradiska customs terminal at specified time intervals. The average time it took for the documentation to be delivered from the border crossing to the border crossing's reception was 1 hour and 32 minutes.

On average, it took freight forwarders 2 hours and 40 minutes to retrieve documentation from the border crossing's reception and prepare documents for inspection and customs control. After the documentation is delivered to the border crossing's reception, the agent takes it over. This procedure is significantly shorter when documentation is delivered during the working hours of freight forwarding services, which usually work from 8:00 AM to 8:00 PM. The average time it took to retrieve documentation for shipments that arrived at the terminal during working hours was 25 minutes.

The process of inspecting shipments by the veterinary inspection during the measurement period took an average of 1 hour and 4 minutes. This time included: 1. Waiting time from the moment of submitting the request to processing (average of 23 minutes). And 2. Processing time, which averaged 32 minutes (including sampling and the time from when the inspector issued the administrative act regarding the shipment's status to when it was received by the agent, averaging 8 minutes). The waiting time for inspection was influenced by the fact that the border veterinary inspection conducts checks on export shipments, and these shipments have priority over import shipments.

Phytosanitary inspection of monitored shipments during the measurement period averaged 2 hours and 31 minutes in duration. Two main factors predominantly influenced the total duration of this procedure:

* In cases where the request for the shipment inspection was submitted shortly before the inspector's working hours ended, resulting in the corresponding shipment being processed on the next working day.
* In cases where the agent received the administrative act regarding the status of the shipment 5 hours after the inspector completed the inspection and issued it.

Outside of these two cases, the average processing time of a shipment by the phytosanitary inspector was 1 hour and 17 minutes. The total time included waiting time (average of 42 minutes), processing time (average of 56 minutes, including sampling), and the time it took for the agent to retrieve the administrative act (average of 31 minutes).

The inspection of shipments by the health-sanitary inspection lasted an average of 31 minutes, with 12 minutes being the waiting time. The average processing time was 14 minutes and depended on the complexity of the inspection, with sampling taking an average of 24 minutes.

During the observed period, the market inspector conducted inspections of shipments in an average time of 18 minutes, with 7 minutes being waiting time and 11 minutes for processing. None of the monitored shipments were subjected to sampling during this period.

The food inspection authority inspected shipments under its jurisdiction in an average time of 31 minutes. The average waiting time was 20 minutes, and the average processing time was 11 minutes. Sampling of shipments was conducted in 4% of cases and averaged 23 minutes.

The preparation and completion of an electronic declaration averaged 22 minutes. This includes preparing, filling out, and submitting the electronic declaration, as well as communicating with the Asycuda system for verification and receiving feedback on the declaration. After the electronic submission of the declaration, the agent physically delivers the declaration and all necessary documents to the border crossing reception. This step during the measurement period averaged 12 minutes.

The procedure at the border crossing reception averaged 33 minutes during the measurement period. This procedure included waiting time from document submission to the start of processing (average of 29 minutes), the time for checking and accepting the UCD (average of 3 minutes), and the time for delivering documentation to the customs outpost reception (average of 1 minute).

The average time required for the handover of documentation and preparation of documents for inspection control is a key factor influencing the overall duration of the procedure at the Gradiška border crossing. During the analyzed period, this process averaged 2 hours and 43 minutes. While in 50% of cases, the handover was completed within 13 minutes, the overall average duration of this process was affected by cases where shipments arrived at the border crossing after the working hours of freight forwarding companies had ended. Some forwarders align their working hours (from 08:00 to 19:00) with the working hours of inspection services, while others end their work at 18:00. This means that shipments arriving after 18:00 or 19:00 are processed on the next working day.

The process at the customs outpost reception averaged 2 hours and 22 minutes. The reception officer took custody of the customs document and accompanying documentation in an average time of 18 minutes from the moment of submission, and the registration and acceptance of the UCD process averaged 35 minutes. All declarations were handed over to the inspector for documentary inspection within 9 minutes from registration and acceptance. The documentary inspection commenced on average 53 minutes from submission and lasted an average of 12 minutes. Supplementary documentation was requested in 32 cases and was delivered in an average time of 32 minutes from receiving the notification of the need for supplementary documentation. Documentation designated for physical inspection was handed over to the inspector within 4 minutes, and the physical inspection began 24 minutes later. The physical inspection of shipments averaged 20 minutes during the measurement period.

Below is a detailed overview of the duration of individual business processes within the special procedure at the respective location.

|  |  |
| --- | --- |
| **DURATION OF BUSINESS PROCESS** | **PROCESS FLOW AND DESCRIPTION** |
|  | **WAITING AT THE BORDER CROSSING** |
| The waiting time at the border crossing during the measurement period averaged **11 minutes**.  This period includes the time from the truck's arrival in the waiting line for entry into the customs territory of Bosnia and Herzegovina to the police inspection by the border police. At the border crossing, the driver receives and completes the Registration Form from the police and enters the following information: name, type of goods, license plate numbers, name of the freight forwarder, and seal number. |
|  | **BORDER POLICE INSPECTION** |
| During the analyzed time period, the typical time required for border police to perform inspections averaged **3 minutes**. This procedure includes checking the identity of individuals, relevant documents, and the cargo vehicle's cabin. In cases where valid identification documents, travel documents, or other mandatory documentation are provided, the border police verify the crossing of the state border. |
|  | **RECORDING ENTRY INTO THE CUSTOMS TERRITORY OF BIH** |
| After the border police have verified the crossing of the state border, the truck arrives at the customs checkpoint where it records entry into the customs territory of Bosnia and Herzegovina. During the study period, the average time for **customs registration** was **9 minutes**.  In this business process, a customs official enters the following information into the Registration Form, which has already been completed by the driver: K number ("Controller" = Main Ledger), Importer's name, date and time, commercial invoice number, and a handwritten signature.  After recording entry into the customs territory of Bosnia and Herzegovina, the customs official hands one copy of the form to the driver, retains personal documents and one set of documentation, and directs the driver to proceed about 10 kilometers to the customs (border) terminal in Gradiška. Customs officials from the border crossing periodically deliver retained documents to the Gradiška border customs terminal at specified time intervals. |
|  | **DELIVERY AND RECEIPT OF DOCUMENTATION - BORDER CROSSING RECEPTION** |
| The time it took for the customs official to deliver the received documentation from the border crossing to the reception at the border crossing located at the Gradiška customs terminal until the moment when the documentation was received by the customs representative of the importing company averaged 4 hours and 12 minutes.  In 25% of cases, the procedure was completed within 56 minutes, in 50% of cases within 1 hour and 30 minutes, and in 75% of cases, the procedure was completed within 7 hours and 44 minutes.  The longest duration of the process, lasting 1 day, 16 hours, and 6 minutes, was documented when the customs registration at the border crossing was completed at 16:10, the documentation was delivered to the border crossing reception at 17:00, and it was picked up the next day at 8:10.  The duration of the procedure in 10% intervals is provided in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 40 | from 0s 40m |  | | 20 | 51 | from 0s 51m |  | | 30 | 63 | from 1s 3m |  | | 40 | 75 | from 1s 15m |  | | 50 | 90 | from 1s 30m |  | | 60 | 115 | from 1s 55m |  | | 69 | **253** | **from 4s 12m** | **⇐ average** | | 70 | 323 | from 5s 23m |  | | 80 | 570 | from 9s 30m |  | | 90 | 689 | from 11s 29m |  | | 100 | 2406 | 1d 16s 6m |  |   During the measurement period, customs officials delivered the received documents to the reception at the border crossing on average every 92 minutes (1 hour and 32 minutes). According to the obtained suggestions, this time interval is often longer in practice, and the results of the last day of measurement show that the average time for document delivery was 3 hours.  After the documentation is delivered to the reception at the border crossing, it is then taken over by the representative (agent) to prepare and submit the necessary customs documentation. The average time for the representative to take over the documentation during the observation period was 2 hours and 40 minutes. This procedure takes considerably less time when the documentation is delivered during the working hours of freight forwarders (from 8:00 to 20:00), namely:   * In 25% of cases, the procedure was completed within 10 minutes. * In 50% of cases, the procedure was completed within 25 minutes. * In 75% of cases, the procedure was completed within 1 hour and 50 minutes. |
|  | **INSPECTION BY THE VETERINARY INSPECTION** |
| Of the total number of monitored shipments, 117 (15%) were inspected by the border veterinary inspection. **The entire process** during the measurement period took an average of **1 hour and 4 minutes**, with:   * 25% of shipments processed within 32 minutes, * 50% of shipments processed within 55 minutes, * 75% of shipments processed within 1 hour and 25 minutes.   The duration of the veterinary inspection is provided in intervals of 10% in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 20 | from 0s 20m |  | | 20 | 30 | from 0s 30m |  | | 30 | 35 | from 0s 35m |  | | 40 | 43 | from 0s 43m |  | | 50 | 55 | from 0s 55m |  | | 60 | 60 | from 1 0m |  | | 61 | **64** | **from 1s 4m** | **⇐ average** | | 70 | 80 | from 1s 20m |  | | 80 | 95 | from 1s 35m |  | | 90 | 110 | from 1s 50m |  | | 100 | 255 | from 4s 15m |  |   The total time for this procedure included the following business processes:   * **Submitting documentation at the inspection authority counter and waiting from the moment of submission until the start of processing by the border veterinary inspector – 23 minutes** (25% - 5 min, 50% - 15 min, 75% - 30 min). * **The processing time of the case by the border veterinary inspector – 32 minutes** (25% - 15 min, 50% - 25 min, 75% - 40 min). * **Time taken to collect the administrative act by the representative – 8 minutes** (25% - 3 min, 50% - 5 min, 75% - 10 min).   The waiting time for inspection was influenced by the fact that the border veterinary inspection prioritizes outbound shipments over inbound ones.  The inspector **examined the documentation** accompanying the shipment in 100% of cases, which took an average of 10 minutes.  In 85 cases (73%), the inspector **conducted a visual and physical inspection** of the shipment to identify the goods listed in the documentation, which took an average of **31 minutes**.  In 11 cases (9%), the inspector **sampled the shipment**, and this process took an average of **43 minutes**. |
|  | **CONTROL BY PHYTOSANITARY INSPECTION** |
| Of the total number of monitored shipments, 63 (8%) were subjected to control by the border phytosanitary inspection. **The entire process** during the measured period took an average of **2 hours and 10 minutes**, with:   * 25% of shipments processed within 1 hour and 3 minutes, * 50% of shipments processed within 1 hour and 31 minutes, * 75% of shipments processed within 3 hours.   The duration of phytosanitary inspection in 10% intervals is given in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 18 | from 0s 18m |  | | 20 | 20 | from 0s 20m |  | | 30 | 25 | from 0s 25m |  | | 40 | 27 | from 0s 27m |  | | 50 | 31 | from 0s 31m |  | | 60 | 37 | from 0s 37m |  | | 70 | 46 | from 0s 46m |  | | 80 | 56 | from 0s 56m |  | | 89 | 92 | from 1s 31m | **⇐ average** | | 90 | 110 | from 1s 50m |  | | 100 | 1837 | 1d 6s 37m |  |   The total duration of this procedure was predominantly influenced by the following two circumstances:  1. In one case, a request for inspection of the shipment was submitted shortly before the end of the inspector's working hours. Since it was already late, and the inspector did not have the necessary conditions or sufficient time to process the shipment on that day, it was decided to postpone the processing to the next working day to ensure adequate and careful inspection.  2. In the second case, the representative took over the administrative act regarding the status of the shipment 5 hours after the inspector had inspected the shipment and issued the same..  Apart from these two cases, the average processing time for a shipment by the phytosanitary inspector was 1 hour and 17 minutes.  The procedure itself included the following business processes:   * **Waiting time from submission to the start of processing by the border phytosanitary inspector – 41 minutes** (25% - 7 minutes, 50% - 15 minutes, 75% - 35 minutes). * **Processing time – 56 minutes** (25% - 21 minutes, 50% - 55 minutes, 75% - 1 hour and 30 minutes). * **Time taken by the representative to collect the administrative document – 31 minutes** (25% - 13 minutes, 50% - 27 minutes, 75% - 35 minutes).   The overall duration of these processes is also influenced by the working method of the phytosanitary inspection, which is organized in such a way that requests are received during one hour, inspections of shipments are carried out in the next hour based on all received requests, and then the administrative document regarding the status of the shipment is prepared.  The inspector conducted **a review of the documentation** accompanying the shipment, including an examination of the international certificate accompanying the shipment, in 100% of cases. This process took an average of **3 minutes**.  The inspector performed **a visual and physical inspection** of the shipment to identify the goods listed in the documentation in 94% of cases (59 shipments), and this process took an average of **50 minutes**.  During the specified period, 2 shipments (3%) were subject to sampling, which took an average of **1 hour and 32 minutes**. |
|  | **CONTROL BY THE HEALTH AND SANITARY INSPECTION AUTHORITY** |
| During the study, 55 shipments, which accounted for 7% of the total number of monitored shipments, were subjected to inspection by the **health and sanitary inspection authority.**  **The complete inspection process** during this measurement period took an average of **31 minutes**, with the following time ranges:   * 25% of shipments were processed within 13 minutes. * 50% of shipments were processed within 20 minutes. * 75% of shipments were processed within 30 minutes.   The duration of the health and sanitary inspection control in 10% intervals is provided in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minues | d s m |  | | 10 | 8 | from 0s 8m |  | | 20 | 11 | from 0s 11m |  | | 30 | 15 | from 0s 15m |  | | 40 | 18 | from 0s 18m |  | | 50 | 20 | from 0s 20m |  | | 60 | 23 | from 0s 23m |  | | 70 | 29 | from 0s 29m |  | | 75 | 32 | from 0s 31m | **⇐ average** | | 80 | 60 | from 1s 0m |  | | 90 | 75 | from 1s 15m |  | | 100 | 170 | from 2s 50m |  |   This procedure included the following steps:   * **Waiting time from the moment of submitting the shipment to the start of the inspection: 16 minutes** (25% - 4 minutes, 50% - 5 minutes, 75% - 12 minutes). * **Duration of the inspection process itself: 14 minutes** (25% - 9 minutes, 50% - 10 minutes, 75% - 16 minutes).   During this process, the inspector conducted **a document inspection** in 100% of cases, which took an average of **3 minutes**. Additionally, the inspector conducted **a visual and physical inspection** of the shipment to identify the goods listed in the documentation in 55% of cases (30 shipments), and this process took an average of **18 minutes**. Three shipments (5%) underwent sampling, which took an average of **24 minutes**. |
|  | **CONTROL BY THE MARKET INSPECTION** |
| Of the total number of monitored shipments, 62 shipments (8%) were subject to inspection by the market inspection. During this measured period, the entire control procedure took an average of **18 minutes**, with the following time ranges:   * 25% of shipments processed within 10 minutes, * 50% of shipments processed within 12 minutes, * 75% of shipments processed within 13 minutes.   The duration of market inspection control in intervals of 10% is provided in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 6 | from 0s 6m |  | | 20 | 10 | from 0s 10m |  | | 30 | 10 | from 0s 10m |  | | 40 | 12 | from 0s 12m |  | | 50 | 12 | from 0s 12m |  | | 60 | 12 | from 0s 12m |  | | 70 | 13 | from 0s 13m |  | | 80 | 13 | from 0s 13m |  | | 83 | 20 | from 0s 18m | **⇐ average** | | 90 | 70 | from 1s 10m |  | | 100 | 70 | from 1s 10m |  |   This procedure included the following business processes:   * **Waiting time** from the moment of document submission to the start of processing by the market inspector - **7 minutes** (25% - 2 minutes, 50% - 4 minutes, 75% - 5 minutes), * **Processing time - 11 minutes** (25% - 5 minutes, 50% - 10 minutes, 75% - 15 minutes).   The inspector conducted a **documentary inspection** in 100% of cases. This process took an average of **7 minutes**. The inspector conducted **a visual and physical inspection** of the shipment to identify the goods listed in the documentation in 31% of cases (19 shipments), and this process took an average of **12 minutes**. During the observed period, none of the monitored shipments were subject to sampling. |
|  | **CONTROL BY THE FOOD INSPECTION** |
| During the measurement period, 157 shipments, or 20%, were subject to inspection by the Food Inspection Authority. The inspection process took an average of **31 minutes**, with:   * 25% of shipments processed within 15 minutes, * 50% of shipments processed within 20 minutes, * 75% of shipments processed within 35 minutes.   The duration of the food inspection in intervals of 10% is provided in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 10 | from 0s 10m |  | | 20 | 13 | from 0s 13m |  | | 30 | 15 | from 0s 15m |  | | 40 | 18 | from 0s 18m |  | | 50 | 20 | from 0s 20m |  | | 60 | 25 | from 0s 25m |  | | 70 | 30 | from 0s 30m |  | | 72 | **31** | **from 0s 31m** | **⇐ average** | | 80 | 43 | from 0s 43m |  | | 90 | 63 | from 1s 3m |  | | 100 | 175 | from 2s 55m |  |   This procedure included waiting time and processing time.   * **Waiting time is the time from submitting the documentation for inspection to the start of the inspection, and during the measurement period, it averaged 20 minutes** (25% - 5 minutes, 50% - 8 minutes, 75% - 22 minutes). * **The actual inspection process took 11 minutes on average** (25% - 5 minutes, 50% - 10 minutes, 75% - 15 minutes).   During this process, the inspector conducted **a document review** in 100% of cases, taking an average of **3 minutes**. Additionally, in 73% of cases (114 shipments), the inspector conducted **a visual and physical inspection** of the shipment to identify the items mentioned in the documentation, and this process took an average of **12 minutes**. During the measurement period, 7 shipments (4%) were **subjected to sampling**, with an average sampling time of **23 minutes**. |
|  | **ELECTRONIC AND PHYSICAL SUBMISSION OF DOCUMENTS** |
| After the completion of the inspection of the shipment, the representative prepares and fills out the electronic customs declaration and submits it electronically to the customs authority. The entire process of preparing and submitting the electronic declaration, as well as physically delivering the documentation, takes an average of 34 minutes, with:   * 25% of declarations being prepared and submitted within 10 minutes, * 50% of declarations being prepared and submitted within 20 minutes, * 75% of declarations being prepared and submitted within 35 minutes.   The preparation and electronic submission of the declaration itself take an average of 22 minutes. This includes the preparation, filling out, and electronic submission of the declaration, as well as receiving feedback from Asycuda. Asycuda checks the electronically submitted declaration and informs the representative of any errors or successful acceptance of the declaration. Afterward, the representative prints the electronic declaration and submits it to the customs authority along with all the necessary documents for further processing according to the required customs procedure.  **The physical submission of the declaration and documents** to the reception at the border crossing took an average of 12 minutes during the measurement period, with:   * 25% of declarations being submitted within 5 minutes of acceptance of the declaration, * 50% of declarations being submitted within 7 minutes of acceptance of the declaration, * 75% of declarations being submitted within 13 minutes of acceptance of the declaration. |
|  | **PROCEDURES AT THE BORDER CROSSING RECEPTION** |
| In the measurement period, the procedure at the reception of the border crossing took an average of 33 minutes, with:   * 25% of cases completing the procedure within 5 minutes, * 50% of cases completing the procedure within 11 minutes, * 75% of cases completing the procedure within 31 minutes.   The duration of the procedure at the border crossing in intervals of 10% is provided in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minutes | d s m |  | | 10 | 2 | from 0s 2m |  | | 20 | 4 | from 0s 4m |  | | 30 | 6 | from 0s 6m |  | | 40 | 8 | from 0s 8m |  | | 50 | 11 | from 0s 11m |  | | 60 | 17 | from 0s 17m |  | | 70 | 25 | from 0s 25m |  | | 76 | **33** | **from 0s 33m** | **⇐**  **average** | | 80 | 40 | from 0s 40m |  | | 90 | 70 | from 1s 10m |  | | 100 | 820 | from 13s 40m |  |   After the representative physically submits the declaration and documents, the customs officer at the border crossing reception takes over the customs document and accompanying documentation submitted by the customs representative.  During the measurement period, the documentation was taken into operation in an average time of **29 minutes from the moment of submission**, as follows:   * 25% of declarations were taken within 3 minutes after submission, * 50% of declarations were taken within 8 minutes after submission, * 75% of declarations were taken within 25 minutes after submission.   After taking over, the customs officer at the border crossing reception checks whether the complete documentation has been submitted, clears the T1, and accepts the UCD. This process took an average of **3 minutes** during the measurement period.  After clearing the transit and accepting the UCD, the relevant customs officer from the GP reception delivers the attached documentation to the customs officer at the customs outpost reception to start the process of reviewing documents and goods in the procedure for releasing goods into free circulation. During the measurement period, the border crossing reception delivered the documentation to the customs outpost reception within **1 minute** of completing the processing. |
|  | **REVIEW OF DOCUMENTS AND GOODS AT THE CUSTOMS OFFICE RECEPTION** |
| **The inspection of documents and goods** at the customs post's reception during the measurement period for monitored shipments took an average of **2 hours and 22 minutes**, of which:   * 25% of documents and goods were inspected within an average of 1 hour and 14 minutes, * 50% of documents and goods were inspected within an average of 1 hour and 56 minutes, * 75% of documents and goods were inspected within 3 hours.   The duration of the procedure for inspecting documents and goods at the customs post's reception, in intervals of 10%, is provided in the table.   |  |  |  |  | | --- | --- | --- | --- | | % | minuti | d s m |  | | 10 | 48 | from 0s 48m |  | | 20 | 67 | from 1s 7m |  | | 30 | 81 | from 1s 21m |  | | 40 | 98 | from 1s 38m |  | | 50 | 116 | from 1s 56m |  | | 60 | 137 | from 2s 17m |  | | 63 | **142** | **from 2s 22m** | **⇐ average** | | 70 | 165 | from 2s 45m |  | | 80 | 192 | from 3s 12m |  | | 90 | 237 | from 3s 57m |  | | 100 | 2338 | 1d 14s 58m |  |   After the customs agent physically submits the declaration and documents, the customs officer at the reception desk takes over the customs document and accompanying documentation submitted by the customs agent. During the measurement period, the documentation was taken into processing in an average time of **18 minutes from the moment of submission**, as follows:   * 25% of declarations were taken within 5 minutes after submission, * 50% of declarations were taken within 14 minutes after submission, * 75% of declarations were taken within 25 minutes after submission..   **The process of registration and acceptance of the UCD** takes an average of **35 minutes**. Within this timeframe, the authorized officer conducts a series of checks to determine the correctness of the customs declaration. If it is found that the customs declaration meets all necessary conditions and there are no errors preventing acceptance, the declaration is accepted immediately.  Declarations that were automatically or manually selected for documentary inspection were submitted to the customs officer for documentary inspection within 9 minutes of acceptance of the declaration. On average, the inspector for documentary inspection began processing the declaration and accompanying documents within 53 minutes, as follows:   * In 25% of cases, the documentation was taken into processing within 17 minutes of submission. * In 50% of cases, the documentation was taken into processing within 40 minutes. * In 75% of cases, the documentation was taken into processing within 1 hour and 18 minutes from submission.   **Documentary inspection** was conducted in 506 cases (65%) and on average lasted for **12 minutes**. Supplementary documentation was requested in 32 cases, and it was provided within an average of 32 minutes from the receipt of the request for additional documentation. After completing the documentary inspection, the officer submitted the declarations selected for a physical inspection to the relevant official within 4 minutes of completing the inspection.  During the observed period, 28% of shipments (216 shipments) underwent a physical inspection. On average, the inspection started 29 minutes after the documentation was submitted, with the following breakdown:   * In 25% of cases, it started within 9 minutes. * In 50% of cases, it started within 19 minutes. * In 75% of cases, it started within 39 minutes.   The physical inspection itself lasted an average of **20 minutes**, with the following breakdown:   * In 25% of inspections, it was completed within 10 minutes. * In 50% of inspections, it was completed within 15 minutes. * In 75% of inspections, it was completed within 20 minutes..   **Partial physical inspections** were conducted in 93 cases (43%) and, on average, lasted **14 minutes** (25% - 10 minutes, 50% - 15 minutes, 75% - 18 minutes).  **Detailed physical inspections** were conducted in 24 cases (11%) and lasted **1 hour and 6 minutes** on average (25% - 23 minutes, 50% - 1 hour, 75% - 1 hour and 50 minutes).  **Weighing** was carried out in 72 cases (33%) and lasted an average of **14 minutes** (25% - 10 minutes, 50% - 10 minutes, 75% - 15 minutes).  During the observed period, there was no sampling of the monitored shipments.  **Sampling** was performed in 4 cases (2%) and lasted an average of **47 minutes**.  After the inspection, whether documentary and/or physical, the authorized customs officer **assigns an L number and releases the goods** on average within **9 minutes**. |
|  | **LEAVING THE TERMINAL** |
| After being released by the customs authority, the shipment leaves the terminal and is directed to the declarant's premises. The average time for the shipment to leave the terminal during the measurement period was **32 minutes**. |

## IMPORT PROCEDURE at CO sarajevo

The total duration of the procedure at the customs terminal during the observed period for the monitored shipments was 8 hours and 38 minutes.

The average waiting time at the terminal includes the time from the moment the truck enters the terminal until the documentation is handed over by the representative and **averaged 2 hours**. The total average time was affected by the fact that for 3 shipments, incomplete documentation was submitted, resulting in an average waiting time of 2 hours and 55 minutes for document completion. The average time for handover in cases where complete documentation was submitted was 9 minutes.

The average duration of inspection controls by the health and sanitation inspection was 31 minutes, including waiting (9 minutes) and processing (22 minutes). Sampling took an average of 33 minutes, while visual and physical inspection lasted for an average of 15 minutes.

Inspection by the market inspection lasted 28 minutes during the measurement period, including waiting (7 minutes) and processing (28 minutes). All shipments underwent documentary control, which took an average of 2 minutes. Visual and physical inspection was conducted in 50% of cases (24 shipments) and averaged 25 minutes. In 21% of cases (3 shipments), sampling for laboratory analysis took an average of 15 minutes.

The preparation and submission of documentation to the customs authorities takes an average of 19 minutes, with 15 minutes required for the preparation of electronic documentation and 4 minutes for physical document delivery.

The process of completing the transit procedure by the MRN number averages 5 minutes from the moment of physical document submission. After confirming the MRN number, the declaration is accepted on average within 1 minute.

The average customs procedure time during the observed period for monitored shipments was 2 hours and 6 minutes, including the time from accepting the declaration to assigning the L number. From the moment of accepting the declaration to the start of the documentary inspection, an average of 34 minutes passes. It takes an average of 10 minutes for the customs officer to conduct a documentary inspection of the documents.

The physical inspection lasted an average of 2 hours and 20 minutes. The inspection started on average 23 minutes after taking over the documentation and lasted on average for 1 hour and 46 minutes. Out of a total of 16 shipments that underwent a physical inspection, 15 underwent a partial physical inspection that lasted an average of 34 minutes. In one case, a shipment underwent a detailed inspection, which took 1 hour and 35 minutes.

The following text provides a detailed overview of the duration of business processes at the CO Sarajevo customs terminal.

|  |  |
| --- | --- |
| **DURATION OF BUSINESS PROCESS** | **PROCESS FLOW AND DESCRIPTION** |
|  | **WAITING AT THE BORDER CROSSING** |
| The average waiting time includes the time from the moment the truck enters the territory of Bosnia and Herzegovina until the start of the inspection by the border police and amounts to an average of **2 minutes**. There was no waiting at the CR/Bijeljina Border Crossing. The total waiting time at the CR/Rača Border Crossing was 2 minutes, and at the Gradiška Border Crossing, it was 5 minutes. |
|  | **BORDER POLICE INSPECTION** |
| Inspection by the border police lasted an average of **4 minutes** at the Gradiška and Rača border crossings, and 5 minutes at the Bijača border crossing. Border police inspection included checking the driver's documents and, if necessary, inspecting the cabin or vehicle. |
|  | **RECORDING ENTRY INTO THE CUSTOMS TERRITORY OF BOSNIA AND HERZEGOVINA** |
| After the border police verified the crossing of the state border, the entry of the shipment into the customs territory of Bosnia and Herzegovina was recorded at the Rača and Gradiška border crossings. At the CR/Rača border crossing, this process took an average of 3 minutes, while at the CR/Gradiška border crossing, the average time recorded was 11 minutes. There was no recordkeeping at the CR/ Bijača border crossing. |
|  | **DELIVERY AND RETIEVAL OF DOCUMENTATION AT THE GRADIŠKA BORDER CROSSING** |
| The time it took for the customs official to deliver the received documentation from the border crossing to the border crossing reception located at the Gradiška customs terminal until the moment the documentation was picked up by the customs agent of the importing company averaged 59 minutes.  After the documentation was delivered to the border crossing reception, it was then retrieved by the agent to prepare and submit the required customs documentation for the requested customs procedure. The average time it took for the agent to retrieve the documentation during the observation period was 9 minutes. |
|  | **HANDOVER OF DOCUMENTATION AT CR/BORDER CROSSING RAČA AND CR/BORDER CROSSING BIJAČA** |
| At the Rača and Bijača border crossings, the procedure is carried out as follows: after crossing the border, the driver informs the representative about the vehicle's arrival at the border crossing. The representative takes over the documentation from the driver and prepares all the necessary documents for inspection, depending on the type of shipment, as well as the documentation for the customs authorities.  At the Rača border crossing, this procedure took an average of 2 hours and 46 minutes.  For the monitored shipment at the Bijača border crossing, the handover procedure lasted 12 hours and 46 minutes. The reason for this extended duration was that the shipment arrived after working hours, resulting in the handover taking place on the following day. |
|  | **CONTROL BY VETERINARY INSPECTION** |
| The subject of control by the veterinary inspection was 4 shipments at Gradiška border crossing (33%) and one shipment at Rača border crossing. The shipment at Bijača border crossing was not subject to inspection by the border veterinary inspection.  The control time by the inspection authorities included the period from the submission of the request for the control of goods by the representative, verification of documentation and identification of the goods, possible physical control, sampling, preparation of an administrative act on the status of the shipment, and its provision to the representative.  At GP Gradiška, this process took 61 minutes, while at Rača border crossing, it took 1 hour and 47 minutes..   |  |  |  | | --- | --- | --- | |  | GP Gradiška | GP Rača | | Vrijeme čekanja | 16 min | 12 min | | Vrijeme obrade | 45 min | 1 sat i 35 min. |   At both border crossings, veterinary inspectors conducted document inspection and physical inspection of the shipment in 100% of cases. At Gradiška border crossing, 2 out of 4 shipments were sampled, and the sampling procedure took 35 minutes.. |
|  | **CONTROL BY PHYTOSANITARY INSPECTION** |
| None of the monitored shipments were subject to control by the border phytosanitary inspection during the measurement period. |
|  | **ELECTRONIC AND PHYSICAL SUBMISSION OF DOCUMENTS** |
| The preparation, electronic submission of the declaration, and physical submission of documents to the customs authority by the representative took an average of 26 minutes, with 29 minutes at CR/GP Gradiška, 14 minutes at CR/GP Rača, and 35 minutes at CR/GP Bijača.  For preparing and electronically submitting the declaration, it took an average of 18 minutes (CR/GP Gradiška - 18 minutes, CR/GP Rača – 8 minutes, CR/GP Bijača - 25 minutes).  **The physical submission of the declaration and documents** to the reception of the border crossing took an average of **7 minutes** during the measurement period, with 5 minutes at Cr/GP Gradiška, 6 minutes at CR/GP Rača, and 10 minutes at CR/GP Bijača. |
|  | **REVIEW OF DOCUMENTS AND GOODS BY THE CUSTOMS AUTHORITY** |
| Customs control includes the period from the physical submission of documents to the customs authority for processing until the moment of releasing the shipment, or when the documentation and goods are made available to the customs agent. During this period, the customs authority verifies the documentation and physically inspects the goods to compare the actual state of the goods with the information provided in the declaration and other attached documents, and carries out sealing of vehicles when necessary.  The average time for customs control at all three border crossings covered by the measurement was 28 minutes, including 24 minutes at CR/GP Gradiška, 17 minutes at CR/GP Rača, and 43 minutes at CR/GP Bijača.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  | CR/GP Gradška | CR/GP Rača | CR/GP Bijača | | Waiting time |  | 5 min. | 4 min. | 38 min. | | Acceptance |  | 4 min. | 2 min. | 4 min. | | Documentary inspection |  | 4 min. | 1 min. | - | | Physical inspection |  | 9 min. | 7 min. | - | | Assigning of MRN number |  | 2 min. | 3 min. | 1 min. |   At CR/GP Gradiška, 2 shipments were selected for partial physical inspection. At CR/GP Rača, 8 shipments were physically inspected, with 4 of them being weighed, and 4 undergoing partial physical inspection.  The shipment at CR/GP Bijača was on the green channel, indicating it did not require a physical inspection. |
|  | **DEPARTURE FROM THE BORDER CROSSING** |
| After the documents were handed over, i.e., after completing all the procedures, drivers spent an additional, on average, 11 minutes at the border terminal, with 29 minutes at Cr/GP Gradiška, 4 minutes at CR/GP Rača, and 2 minutes at CR/GP Bijača. |

# ANEX 1 TRS PROJECT PLAN



# ANEX 2 TRS QUESTIONNAIRES

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ITA QUESTIONNAIRE FOR TIME MEASUREMENT - BIJAČA BORDER CROSSING**  **SPECIAL PROCEDURE** | | | | | | | | | | | |
| **ACTIVITY** | | | | | | | | | **DAY/MONTH** | **HOUR/MINUTE** | |
| **TRUCK ARRIVAL AT THE BORDER CROSSING – FILLED IN BY THE SURVEYOR** | | | | | | | | | | | |
|  | Consolidated Shipment | | NO | | | | | YES | | | |
|  | PMV/TMV Vehicle Shipment | | NO | | | | | YES | | | |
|  | Date and Time of Truck Arrival at the Border Crossing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Vehicle (Tractor) License Plates | | | | | | | |  | | |
| **BORDER POLICE INSPECTION – FILLED IN BY THE RELEVANT BORDER POLICE OFFICER** | | | | | | | | | | | |
|  | Start of Border Police Inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | End of Border Police Inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **HANDOVER OF DOCUMENTATION – FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Date and Time of Document Handover from the Driver | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION AUTHORITY CONTROL (if applicable)** | | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Does the goods fall under the border inspection control? | | ☐NO | | ☐YES | | 1. Inspection Authority in charge | | | | |
| ☐ Border Veterinary Inspection  ☐ Border Phytosanitary Inspection | | | | |
|  | Date and Time of Request for Inspection of Goods | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY THE RELEVANT BORDER INSPECTOR** | | | | | | | | | | | |
|  | Date and Time of Commencement of Processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | | ☐ Documentation verification  ☐ Identification and physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **CONTROL BY ANOTHER INSPECTION AUTHORITY (if applicable)** | | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Goods are subject to control by another inspection authority? | | ☐NO | | ☐YES | | 1. Inspector in charge | | | | |
| Food inspection  Health and sanitaryinspection  Market inspection | | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Inspector in charge | | Food inspector  Health and sanitaryinspector  Market inspector | | | | | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Type of inspection | | ☐ Documentation check  ☐ Identification and physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Inspector in charge | | Food inspector  Health and sanitary inspector  Market inspector | | | | | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Type of inspection | | ☐ Documentation check  ☐ Identification and physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **ELECTRONIC AND PHYSICAL SUBMISSION OF DOCUMENTS- FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Date and time electronic submission of documentation | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | **H number** | | | | | | | |  | | |
|  | Date and time physical submission of documentation to the customs authority at the reception of CO/BP BIJAČA | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **PROCEDURE AT THE RECEPTION CO/BP – FILLED IN BY CUSTOMS OFFICER IN CHARGE CR/BP BIJAČA** | | | | | | | | | | | |
|  | Date and time of acceptance of documentation at the reception of CR/BP | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time of completion of processing by the officer at the reception | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **PROCEDURE AT THE RECEPTION CI - FILLED IN BY CUSTOMS OFFICER IN CHARGE CO LJUBUŠKI** | | | | | | | | | | | |
|  | Date and time of receiving documentation from the reception of CI | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time of the start of registration and acceptance of UCD at the CI reception | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time of completion of registration and acceptance of UCD at the CO reception | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time when the documentation was handed over to the inspector for documentary inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Documentary inspection | ☐NEO | | ☐YES | | 1. Date and time of start of documentary inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Documentary supplementation | ☐NO | | ☐YES | | 1. Date and time of informing the Representative to supplement the documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| 1. Date and time of submission of documentation to the customs authority | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time of completion of documentary inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time when the documentation was handed over to the inspector for inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Physical inspection | ☐NO | | ☐YES | | 1. Date and time of informing the Representative | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| 1. Date and time of start of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| 1. Date and time of end of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Type of physical inspection | | | | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | | | |
|  | Date and time of assessment of the declaration - allocation of the L number (customs officer retains the questionnaire and hands it over to the enumerator) | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **SHIPMENT OF GOODS – FILLED IN BY ENUMERATOR** | | | | | | | | | | | |
|  | Date and time of leaving the customs terminal | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **NOTE:** | | | | | | | | | | | |

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| **TIME MEASUREMENT QUESTIONNAIRE FOR THE GRADIŠKA BORDER CROSSING**  **SPECIAL PROCEDURE** | | | | | | | | | | | |
| **ACTIVITY** | | | | | | | | | | **DAY/MONTH** | **HOUR/MINUTE** |
| **TRUCK ARRIVAL AT THE BORDER CROSSING - FILLED IN BY ENUMERATOR** | | | | | | | | | | | |
|  | Consolidated Shipment | | | NO | | | | | YES | | |
|  | PMV/TMV vehicle shipment | | | NO | | | | | YES | | |
|  | Date and time of arrival of trucks at the border crossing | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Vehicle registration plates | | | | | | | | |  | |
| **BORDER POLICE INSPECTION - FILLED IN BY AUTHORIZED BORDER POLICE OFFICER** | | | | | | | | | | | |
|  | Start of border police control | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | End of border police control | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **RECORDING ENTRY INTO THE CUSTOMS TERRITORY OF BOSNIA AND HERZEGOVINA- FILLED IN BY CUSTOMS OFFICER AT THE BORDER CROSSING** | | | | | | | | | | | |
|  | Date and time of the beginning of customs record | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of the end of customs record | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **PROCEDURE AT THE RECEPTION GP – FILLED IN BY CUSTOMS OFFICER AT THE RECEPTION BP** | | | | | | | | | | | |
|  | Date and time when the documentation from the border crossing was delivered to the Reception of the border crossing | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of receipt of documentation by the representative | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION BY REGULATORY AUTHORITIES (if applicable)** | | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Is the goods subject to inspection? | | | ☐NO | | ☐YES | | 1. Inspector in charge | | | |
| ☐ Border Veterinary Inspection  ☐ Border Phytosanitary Inspection | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY BORDER INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Date and time start of processing | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | | | | | | | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **CONTROL OF ANOTHER INSPECTION AUTHORITY (if applicable)** | | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Is the goods subject to inspection? | | ☐NO | | | ☐YES | | 1. Inspector in charge | | | |
| ☐ Food inspection  ☐ Market inspection  ☐ Health and sanitaryinspection | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Inspector in charge | | | | | | ☐ Food inspector  ☐ Market inspector  ☐ Health and sanitary inspector | | | | |
|  | Date and time start of processing | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | | | | | | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Inspector in charge | | | | | | ☐ Food inspector  ☐ Market inspector  ☐ Health and sanitaryinspector | | | | |
|  | Date and time start of processing | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | | | | | | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **ELECTRONIC AND PHYSICAL SUBMISSION OF DOCUMENTS- FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Date and time of electronic submission of UCD | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | **H number** | | | | | | | | |  | |
|  | Date and time physical submission of documentation to the customs authority – GP reception | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **PROCEDURE AT THE RECEPTION BP – FILLED IN BY CUSTOMS OFFICER IN CHARGE RECEPTIONS BP** | | | | | | | | | | | |
|  | Date and time of acceptance of documentation at the reception BP | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of processing by officer at the reception BP | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **PROCEDURE AT THE RECEPTION CO - FILLED IN BY CUSTOMS OFFICER IN CHARGE RECEPTIONS CO** | | | | | | | | | | | |
|  | Date and time of receiving documentation from the reception BP | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of the start of registration and acceptance UCD | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of completion of registration and acceptance of UCD at the CO reception | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time when the documentation was handed over to the inspector for documentary inspection | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary inspection | ☐NE | | | ☐DA | | 1. Date and time of start of documentary inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary supplementation | ☐NE | | | ☐DA | | 1. Date and time of notifying Representativea to supplement the documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of submission of documentation to the customs authority | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of completion of documentary inspection | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time when the documentation was handed over to the inspector for inspection | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Physical inspection | ☐NO | | | ☐YES | | 1. Date and time of notifying Representativea | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of start of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of end of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of physical inspectiona | | | | | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | | |
|  | Date and time of assessment of the declaration - allocation of the L number **(customs officer retains the questionnaire and hands it over to the enumerator)** | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **SHIPMENT OF GOODS – FILLED IN BY ENUMERATOR** | | | | | | | | | | | |
|  | Date and time of leaving the terminal | | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | | |

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| **ITA QUESTIONNAIRE FOR TIME MEASUREMENT - RAČA BORDER CROSSING**  **SPECIAL PROCEDURE** | | | | | | | |
| **ACTIVITY** | | | | | | **DAY/MONTH** | **HOUR/MINUTE** |
| **TRUCK ARRIVAL AT THE BORDER CROSSING - FILLED IN BY ENUMERATOR** | | | | | | | |
|  | Consolidated shipment | NO | | | YES | | |
|  | PMV/TMV vehicle shipment | NO | | | YES | | |
|  | Date and time of arrival of trucks at the border crossing | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Vehicle registration plates | | | | |  | |
| **BORDER POLICE INSPECTION - FILLED IN BY AUTHORIZED BORDER POLICE OFFICER** | | | | | | | |
|  | Start of border police control | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | End of border police control | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **RECORDING ENTRY INTO THE CUSTOMS TERRITORY OF BOSNIA AND HERZEGOVINA- FILLED IN BY CUSTOMS OFFICER AT THE BORDER CROSSING** | | | | | | | |
|  | Date and time of the beginning of customs record | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of the end of customs record **(hand over the questionnaire to the driver)** | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **HANDOVER OF DOCUMENTATION– FILLED IN BY REPRESENTATIVE** | | | | | | | |
|  | Date and time of receipt of documentation from the driver | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION BY REGULATORY AUTHORITIES (if applicable)** | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | |
|  | Is the goods subject to inspection? | ☐NO | ☐YES | 1. Inspector in charge | | | |
| ☐ Border Veterinary Inspection  ☐ Border Phytosanitary Inspection | | | |
|  | Date and time submission of a request for goods inspection | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY BORDER INSPECTOR IN CHARGE** | | | | | | | |
|  | Date and time start of processing | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | ☐ Documentation check  ☐ Identification of shipment &Physical inspection  ☐ Sampling | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **LEAVING THE BORDER CROSSING – FILLED IN BY CUSTOMS OFFICER IN CHARGEWHILE LEAVING THE BORDER CROSSING** | | | | | | | |
|  | Date and time of leaving the border crossing **(hand over the questionnaire to the driver and instruct them to submit it to the forwarder at CO Bijeljina)** | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | |

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| **ITA QUESTIONNAIRE FOR MEASURING TIME IN TRANSIT PROCEDURE**  **BORDER CROSSING POINT OF BIJACA** | | | | | | | | | | |
| **ACTIVITY** | | | | | | | | **DAY/MONTH** | | **HOUR/MINUTE** |
| **TRUCK ARRIVAL AT THE BORDER CROSSING - FILLED IN BY ENUMERATOR** | | | | | | | | | | |
|  | Mjesto carinjenja | | CO Sarajevo | | | | | | | |
|  | Consolidated Shipment | | NO | | | | | YES | | |
|  | PMV/TMV vehicle shipment | | NO | | | | | YES | | |
|  | Date and time arrival of the truck at the border crossing | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Vehicle registration plates (towing vehicle) | | | | | | |  | | |
| **BORDER POLICE INSPECTION - FILLED IN BY AUTHORIZED BORDER POLICE OFFICER** | | | | | | | | | | |
|  | Start of border police control | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | End of border police control | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **HANDOVER OF DOCUMENTATION - FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of receipt of documentation from the driver | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION BY REGULATORY AUTHORITIES (if applicable)** | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | The goods are subject to inspection control? | | ☐NO | | ☐YES | | 1. Inspector in charge | | | |
| ☐ Border Veterinary Inspection  ☐ Border Phytosanitary Inspection | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY BORDER INSPECTOR IN CHARGE** | | | | | | | | | | |
|  | Date and time start of processing | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | | ☐ Documentation check  ☐ Identification of shipment i physical inspection  ☐ Sampling | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **NOTE:** | | | | | | | | | | |
| **ELECTRONIC AND PHYSICAL SUBMISSION OF CUSTOMS DOCUMENTATION- FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of electronic submission of UCD | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of physical submission of documentation to the customs authority | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **PROCEDUREU CARINSKOM REFERATU - FILLED IN BY CUSTOMS OFFICER IN CHARGE** | | | | | | | | | | |
|  | Date and time of acceptance of documentation | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Date and time početka procjene UCD | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Documentary inspection | | ☐NO | | ☐YES | | 1. Date and time of start of documentary inspection | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Documentary supplementation | | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea to supplement the documentation | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of delivery of documentation | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of end of documentary inspection | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Physical inspection | | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of start of inspection | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of end of inspection | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Type of physical inspectiona | | | | | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | |
|  | **MRN number** | | | | | | |  | | |
|  | Date and time release of goods/delivery of documents **(submit the questionnaire to the Representative**) | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **LEAVING THE BORDER CROSSING - FILLED IN BY CUSTOMS OFFICER IN CHARGEWHILE LEAVING THE BORDER CROSSING** | | | | | | | | | | |
|  | Date and time of leaving the border crossing **(hand over the questionnaire to the driver and instruct them to submit it to the forwarder at CI Sarajevo)** | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | |
| **PROCEDURES AT THE SARAJEVO CUSTOMS TERMINAL** | | | | | | | | | | |
| **ARRIVAL AT THE CUSTOMS TERMINAL - FILLED IN BY ENUMERATOR** | | | | | | | | | | |
|  | Date and time of arrival of the shipment at the customs terminal | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **HANDOVER OF DOCUMENTATION– FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of receipt of documentation from the driver | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Is the documentation complete ? | | ☐YES | | ☐NO | | 1. Date and time of receiving complete documentation | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | |
| **CONTROL BY INSPECTION BODIES (if applicable)** | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | The goods are subject to inspection control? | ☐NO | | ☐YES | | 1. Inspector in charge | | | | |
| ☐ Food inspection  ☐ Market inspection  ☐ Health and sanitaryinspection | | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | |
|  | Inspector in charge | | | | | ☐ Food inspector  ☐ Market inspector  ☐ Health and sanitaryinspector | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | ☐ Documentation check  ☐ Identification of shipment i physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | |
|  | Inspector in charge | | | | | ☐ Food inspector  ☐ Market inspector  ☐ Health and sanitaryinspector | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | ☐ Documentation check  ☐ Identification of shipment i physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **SUBMISSION OF DOCUMENTS AND GOODS- FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of electronic submission of UCD | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | **H number** | | | | | | | |  | |
|  | Date and time of physical submission of UCD and document | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **DISCHARGE OF TRANSIT AND SUBMISSION OF DECLARATION- FILLED IN BY CUSTOMS OFFICER IN CHARGEAT THE RECEPTION CI** | | | | | | | | | | |
|  | Date and time of acceptance of documents at the Reception of CI(*check H number*) | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of T1 discharge - acceptance of UCD at the reception | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION OF DOCUMENTS AND GOODS - FILLED IN BY CUSTOMS OFFICER IN CHARGE** | | | | | | | | | | |
|  | Date and time of receipt of documents from the Reception of CO | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary inspection | ☐NO | | ☐YES | | 1. Date and time of start of documentary inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary supplementation | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea to supplement the documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time submission of additional documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of completion of documentary inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time when the documentation was handed over to the inspector for inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Physical inspection | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of start of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of end of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of physical inspection | | | | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | | |
|  | Date and time of assessment of the declaration - allocation of the L number (customs officer retains the questionnaire and hands it over to the enumerator) | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **SHIPMENT OF GOODS – FILLED IN BY ENUMERATOR** | | | | | | | | | | |
|  | Date and time of leaving the terminal | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | |

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| **ITAQUESTIONNAIRE FOR MEASURING TIME IN TRANSIT PROCEDURE**  **GRADIŠKA BORDER CROSSING** | | | | | | | | | | | |
| **ACTIVITY** | | | | | | | | | **DAY/MONTH** | | **HOUR/MINUTE** |
| **TRUCK ARRIVAL AT THE BORDER CROSSING - FILLED IN BY ENUMERATOR** | | | | | | | | | | | |
|  | Place of customs clearance | | CI Terminal Sarajevo | | | | | | | | |
|  | Consolidated Shipment | | NO | | | | | YES | | | |
|  | PMV/TMV vehicle shipment | | NO | | | | | YES | | | |
|  | Date and time of arrival of trucks at the border crossing | | | | | | | | 23.01. | | 20s:08min |
|  | Vehicle registration plates | | | | | | | | KPL D301-KPL H 546 | | |
| **BORDER POLICE INSPECTION - FILLED IN BY AUTHORIZED BORDER POLICE OFFICER** | | | | | | | | | | | |
|  | Start of border police control | | | | | | | | 23.01. | | 20s:10min |
|  | End of border police control | | | | | | | | 23.01. | | 20s:15min |
| **RECORDING ENTRY INTO THE CUSTOMS TERRITORY OF BOSNIA AND HERZEGOVINA- FILLED IN BY CUSTOMS OFFICER AT THE BORDER CROSSING** | | | | | | | | | | | |
|  | Date and time of the beginning of customs record | | | | | | | | 23.01. | | 20s:18min |
|  | Date and time of the end of customs record | | | | | | | | 23.01. | | 20s:21min |
| **PROCEDURE AT THE RECEPTION GP – FILLED IN BY CUSTOMS OFFICER AT THE RECEPTION BP** | | | | | | | | | | | |
|  | Date and time when the documentation from the border crossing was delivered to the Reception of the border crossing | | | | | | | | 23.01. | | 23s:50min |
|  | Date and time of receipt of documentation by the representative | | | | | | | | 23.01. | | 23s:50min |
| **INSPECTION BY REGULATORY AUTHORITIES (if applicable)** | | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Is the goods subject to inspection? | | ☐NO | | YES | | 1. Inspector in charge | | | | |
| Border Veterinary Inspection  ☐ Border Phytosanitary Inspection | | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | 24.01. | | 08s:10min |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Date and time start of processing | | | | | | | | 24.01. | | 08s:15min |
|  | Type of inspection | | Documentation check  Identification of shipment&Physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | 24.01. | | 09s:00min |
| **ELECTRONIC AND PHYSICAL SUBMISSION OF CUSTOMS DOCUMENTATION- FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Date and time of electronic submission of UCD | | | | | | | | 24.01. | | 09s:10min |
|  | Date and time of physical submission of documentation to the customs authority | | | | | | | | 24.01. | | 10s:15min |
| **INSPECTION OF DOCUMENTS AND GOODS- FILLED IN BY CUSTOMS OFFICER IN CHARGE AT THE RECEPTION** | | | | | | | | | | | |
|  | Date and time of acceptance of documentation | | | | | | | | 24.01. | | 10s:25min |
|  | Date and time of the beginning of assesing the documentation | | | | | | | | 24.01. | | 10s:28min |
|  | Documentary inspection | | ☐NO | | ☐YES | | 1. Date and time of start of documentary inspection | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Documentary supplementation | | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea to supplement the documentation | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of delivery of documentation | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of end of documentary inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Physical inspection | | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of start of inspection | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of end of inspection | | \_\_\_\_\_/\_\_\_\_\_ | | \_\_\_\_s:\_\_\_\_min |
|  | Type of physical inspectiona | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | | | | | | |
|  | **MRN number** | | | | | | | | МРН B17164J0 | | |
|  | Date and time of completion of UCD assessment**(hand over the questionnaire to the representative and instruct them to give it to the driver)** | | | | | | | | 24.01. | | 10s:31min |
| **LEAVING THE BORDER CROSSING – FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Date and time of leaving the terminal **(hand over the questionnaire to the driver and instruct them to submit it to the forwarder at CI Sarajevo)** | | | | | | | | 24.01. | | 10s:39min |
| **NOTE** | | | | | | | | | | | |
| **PROCEDURES AT THE SARAJEVO CUSTOMS TERMINAL** | | | | | | | | | | | |
| **ARRIVAL AT THE CUSTOMS TERMINAL – FILLED IN BY ENUMERATOR** | | | | | | | | | | | |
|  | Date and time of arrival of the shipment at the customs terminal | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **HANDOVER OF DOCUMENTATION– FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Date and time of receipt of documentation from the driver | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Is the documentation complete ? | | NO | | YES | | 1. Date and time of receiving complete documentation | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **NOTE** | | | | | | | | | | | |
| **INSPECTION BY REGULATORY AUTHORITIES (if applicable)** | | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Is the goods subject to inspection? | ☐NE | | ☐DA | | 1. Inspector in charge | | | | | |
| ☐ Food inspection  ☐ Market inspection  ☐ Health and sanitaryinspection | | | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Inspector in charge | | | | | ☐ Food inspector  ☐ Market inspector  ☐ Health and sanitaryinspector | | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Type of inspection | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | | |
|  | Inspector in charge | | | | | ☐ Food inspector  ☐ Market inspector  ☐ Health and sanitaryinspector | | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Type of inspection | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **SUBMISSION OF DOCUMENTS AND GOODS–** **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | | |
|  | Date and time of electronic submission of UCD | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | **H number** | | | | | | | |  | | |
|  | Date and time of physical submission of UCD and document | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **DISCHARGE OF TRANSIT AND SUBMISSION OF DECLARATION- FILLED IN BY CUSTOMS OFFICER IN CHARGEAT THE RECEPTION CI** | | | | | | | | | | | |
|  | Date and time prihvatanja isprava at the reception CO (*check H numbera*) | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time of T1 discharge - acceptance of UCDI at the reception | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **INSPECTION OF DOCUMENTS AND GOODS – FILLED IN BY CUSTOMS OFFICER IN CHARGE** | | | | | | | | | | | |
|  | Date and time of receipt of documents from the Reception of CO | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Documentary inspection | ☐NE | | ☐DA | | 1. Date and time of start of documentary inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Documentary supplementation | ☐NE | | ☐DA | | 1. Date and time of notifying Representativea to supplement the documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| 1. Date and time submission of additional documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time of completion of documentary inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Date and time when the documentation was handed over to the inspector for inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Physical inspection | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| 1. Date and time of start of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| 1. Date and time of end of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
|  | Type of physical inspection | | | | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | | | |
|  | Date and time of assessment of the declaration - allocation of the L number (customs officer retains the questionnaire and hands it over to the enumerator). | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **SHIPMENT OF GOODS – FILLED IN BY ENUMERATOR** | | | | | | | | | | | |
|  | Date and time of leaving the terminal | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min | |
| **NOTE** | | | | | | | | | | | |

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| **ITA QUESTIONNAIRE FOR MEASURING TIME IN TRANSIT PROCEDURE**  **RAČA BORDER CROSSING** | | | | | | | | | | |
| **ACTIVITY** | | | | | | | | | **DAY/MONTH** | **HOUR/MINUTE** |
| **TRUCK ARRIVAL AT THE BORDER CROSSING - FILLED IN BY ENUMERATOR** | | | | | | | | | | |
|  | Place of customs clearance | | CO Terminal Sarajevo | | | | | | | |
|  | Consolidated Shipment | | NO | | | | | YES | | |
|  | PMV/TMV vehicle shipment | | NO | | | | | YES | | |
|  | Date and time of arrival of trucks at the border crossing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Vehicle registration plates | | | | | | | |  | |
| **BORDER POLICE INSPECTION - FILLED IN BY AUTHORIZED BORDER POLICE OFFICER** | | | | | | | | | | |
|  | Start of border police control | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | End of border police control | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **RECORDING ENTRY INTO THE CUSTOMS TERRITORY OF BOSNIA AND HERZEGOVINA- FILLED IN BY CUSTOMS OFFICER AT THE BORDER CROSSING** | | | | | | | | | | |
|  | Date and time of the beginning of customs record | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of the end of customs record **(hand over the questionnaire to the driver)** | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **HANDOVER OF DOCUMENTATION - FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of receipt of documentation from the driver | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION BY REGULATORY AUTHORITIES (if applicable)** | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Is the goods subject to inspection? | | ☐NO | | ☐YES | | 1. Inspector in charge | | | |
| ☐ Border Veterinary Inspection  ☐ Border Phytosanitary Inspection | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY BORDER INSPECTOR IN CHARGE** | | | | | | | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | |
| **ELECTRONIC AND PHYSICAL SUBMISSION OF CUSTOMS DOCUMENTATION- FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of electronic submission of UCD | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of physical submission of documentation to the customs authority | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION OF DOCUMENTS AND GOODS- FILLED IN BY CUSTOMS OFFICER IN CHARGE** | | | | | | | | | | |
|  | Date and time of acceptance of documentation | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of commencement of document evaluation | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary inspection | | ☐NO | | ☐YES | | 1. Date and time of start of documentary inspection | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary supplementation | | ☐NO | | ☐YES | | 1. Date and time of notifying Representative to supplement the documentation | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of delivery of documentation | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of end of documentary inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Physical inspection | | ☐NO | | ☐YES | | 27. Date and time of notifying Representative | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 28. Date and time of start of inspection | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 29. Date and time of end of inspection | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 30 | Type of physical inspection | | | | | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | |
|  | **MRN number** | | | | | | | |  | |
|  | Date and time of completion of UCD assessment**(hand over the questionnaire to the representative and instruct them to give it to the driver)** | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **LEAVING THE BORDER CROSSING – FILLED IN BY CUSTOMS OFFICER IN CHARGE WHILE LEAVING THE BORDER CROSSING** | | | | | | | | | | |
|  | Date and time of leaving the border crossing **(hand over the questionnaire to the driver and instruct them to submit it to the forwarder at CO Sarajevo)** | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | |
| **PROCEDURES AT THE SARAJEVO CUSTOMS TERMINAL** | | | | | | | | | | |
| **ARRIVAL AT THE CUSTOMS TERMINAL – FILLED IN BY ENUMERATOR** | | | | | | | | | | |
|  | Date and time of arrival of the shipment at the customs terminal | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **HANDOVER OF DOCUMENTATION– FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of receipt of documentation from the driver | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Is the documentation complete ? | | ☐YES | | ☐NO | | 1. Date and time of receiving complete documentation | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | |
| **INSPECTION BY REGULATORY AUTHORITIES (if applicable)** | | | | | | | | | | |
| **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Is the goods subject to inspection ? | ☐NO | | ☐YES | | 1. Inspector in charge | | | | |
| ☐ Food inspection  ☐ Market inspection  ☐ Health and sanitary inspection | | | | |
|  | Date and time submission of a request for goods inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | |
|  | Inspector in charge | | | | | ☐ Food inspection  ☐ Market inspection  ☐ Health and sanitary inspection | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **FILLED IN BY INSPECTOR IN CHARGE** | | | | | | | | | | |
|  | Inspector in charge | | | | | ☐ Food inspection  ☐ Market inspection  ☐ Health and sanitaryinspection | | | | |
|  | Date and time start of processing | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of inspection | ☐ Documentation check  ☐ Identification of shipment&Physical inspection  ☐ Sampling | | | | | | | | |
|  | Date and time of completion of processing and issuance of the administrative act | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **SUBMISSION OF DOCUMENTS AND GOODS–** **FILLED IN BY REPRESENTATIVE** | | | | | | | | | | |
|  | Date and time of electronic submission of UCD | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | **H number** | | | | | | | |  | |
|  | Date and time of physical submission of UCD and document | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **DISCHARGE OF TRANSIT AND SUBMISSION OF DECLARATION- FILLED IN BY CUSTOMS OFFICER IN CHARGE AT THE RECEPTION CO** | | | | | | | | | | |
|  | Date and time of acceptance of documents at the Reception of CI(*check H number*) | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of T1 discharge - acceptance of UCDat the reception | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **INSPECTION OF DOCUMENTS AND GOODS – FILLED IN BY CUSTOMS OFFICER IN CHARGE** | | | | | | | | | | |
|  | Date and time of receipt of documents from the Reception of CO | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary inspection | ☐NO | | ☐YES | | 1. Date and time of start of documentary inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Documentary supplementation | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea to supplement the documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time submission of additional documentation | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time of completion of documentary inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Date and time when the documentation was handed over to the inspector for inspection | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Physical inspection | ☐NO | | ☐YES | | 1. Date and time of notifying Representativea | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of start of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| 1. Date and time of end of inspection | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
|  | Type of physical inspection | | | | | ☐ Partial physical inspection  ☐ Detailed physical inspection  ☐ Weighing  ☐ Sampling | | | | |
|  | Date and time of assessment of the declaration - allocation of the L number (customs officer retains the questionnaire and hands it over to the enumerator). | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **SHIPMENT OF GOODS – FILLED IN BY ENUMERATOR** | | | | | | | | | | |
|  | Date and time of leaving the terminal | | | | | | | | \_\_\_\_\_/\_\_\_\_\_ | \_\_\_\_s:\_\_\_\_min |
| **NOTE** | | | | | | | | | | |

1. The Bijača border crossing is one of two so-called BIP, i.e. border crossings with full inspection supervision (next to Bijač, in the north of Bosnia and Herzegovina, it is the Gradiška border crossing. The facility was built according to all European Union standards and is one of the most modern facilities of this type in the region. There are a total of 18 lanes (nine for the entrance and nine for the exit from BiH). Within the crossing, there is a central building on two levels for the needs of the customs service of the ITA and the Border Police of BiH with a total area of 1,500 m2, and a building with an area of 60 m2 for customs officers and border police officers responsible for goods traffic. In addition, there is and a facility for detailed inspection of vehicles measuring 350 m2, a facility for housing inspections (market, phyto and sanitary inspection), measuring 350 m2, a facility for housing officials of the BiH Veterinary Office measuring 250 m2.The crossing has a canopy with a total area of 5,000 m2. [↑](#footnote-ref-1)
2. Including the time from the receipt of the administrative act from the inspection body for shipments subject to inspection control [↑](#footnote-ref-2)
3. Counting from the moment of completion of the physical examination [↑](#footnote-ref-3)
4. Including the time from the receipt of the administrative act from the inspection body for shipments subject to inspection control [↑](#footnote-ref-4)
5. Counting from the moment of completion of the physical examination [↑](#footnote-ref-5)
6. During the monitoring, it was observed that documentation from the border crossing (BC) was more frequently delivered to the BC reception during the measurement period compared to regular mode of working. This is particularly evident in the data from the last day of measurement when it was not expected that the measurement would be extended for shipments that entered the customs territory of Bosnia and Herzegovina (BiH) until Friday at 7 PM. The data indicate that the average time for delivering documentation to the BC reception was 3 hours. [↑](#footnote-ref-6)
7. Including the time taken to collect the administrative act from the inspecting authority for shipments subject to inspection. [↑](#footnote-ref-7)
8. Calculating from the moment the physical inspection is completed. [↑](#footnote-ref-8)