



Department of Customs & Excise

In the Ministry of Finance: Grenada

Customer Service Charter

March 4, 2012

Our Customer Service Charter

The Customer Service Charter of the Department of Customs & Excise tells you about:

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Who We Are

1. It is our **mission** to assist in:

- ❖ Securing the social, economic, ecological environment of our country.
- ❖ Collecting revenue due to government.
- ❖ Facilitating the movement of cargo and travellers.

We shall do this in accordance with all **laws** and regulations relating to Customs with **prudence, equity, integrity and impartiality**.

2. The **Customs Legislation** that regulates our day-to-day activities are:

- | | |
|------------------------------|---------------------------|
| ❖ Customs Act | ❖ Movement of Persons Act |
| ❖ Value Added Tax Act | ❖ Common External Tariff |
| ❖ Customs Service Charge Act | ❖ Petrol Tax Act |
| ❖ Environmental Levy Act | ❖ Yachting Act. |

3. The following **Duties** and **Taxes** are currently administered by the Customs Department:

- | | |
|--|----------------------------|
| ❖ Common External Tariff (CET or Duty) | ❖ Environmental Levy (EVL) |
| ❖ Value Added Tax (VAT) | ❖ Excise Tax (ET) |
| ❖ Customs Service Charge (CSC). | ❖ Petrol Tax |

4. Due to the demands of **globalisation** and the **opportunities** that the **world wide web** has brought to us to improve the services we offer, the Department of Customs & Excise has recently (February 2012) launched Automated Systems for Customs Data, commonly referred to as **ASYCUDA**, which was developed by the United Nations Conference on Trade Development (UNCTAD). The introduction of ASYCUDA World sets the stage for **e-Government** in Grenada. The use of this web based technology will further facilitate our endeavours for service excellence.

Our Values

The Customs and Excise Department is committed to delivering its programs with utmost *professionalism, fairness, skill* and a *high standard of conduct*. The following *values* and *principles* guide the actions of all Customs and Excise Department employees:

- ❖ **Integrity:** representing the Customs and Excise Department in an ethical, moral and honest manner.
- ❖ **Transparency:** an open and clear approach in the application of customs laws and procedures.
- ❖ **Equity:** fairness and impartiality for all clients.
- ❖ **Courtesy:** treating all clients with respect and expecting that clients will treat Customs and Excise Department employees in the same way.

What We Do

The Customs and Excise Department is responsible for:

- ❖ Processing of documents for the importation and exportation of goods.
- ❖ Collection of import and export duties (customs revenue).
- ❖ Accounting for customs revenue.
- ❖ Facilitating tax refunds.
- ❖ Enforcing import and export prohibitions and restrictions in accordance with laws.
- ❖ Encouraging compliance by facilitating the clearance of legitimate imports and exports at ports, airports, warehouses parcel post, courier services and sufferance wharves.
- ❖ Facilitating stakeholders outside of working hours.
- ❖ Facilitating the entry and departure of ships and aircraft to and from ports, airports and marinas.
- ❖ Facilitating bonds and deposits relative to import and exports, including private warehouses and in-bond facilities.
- ❖ Facilitating concessions.
- ❖ Seizure of drugs and contraband items.
- ❖ Processing of air and sea passengers and their baggage.
- ❖ Complaints resolution and customer care.

Our Customers

Our valued Customers include the following <i>external stakeholders:</i>	We also value our <i>internal stakeholders:</i>
Brokers Cargo Custodians Carriers/Carriers' Agents Consolidators Government Agencies Companies Sole Traders Other Public Enterprises Members of the Public	Employees: Colleagues & Co-workers Management Team Administration

Our Commitment To You

We are committed to respecting the *rights of our Customers*, including:

- ❖ The right to lodge a complaint.
- ❖ The right to confidentiality.
- ❖ The right to access acts, regulations and other relevant information.
- ❖ The right to be treated with respect.
- ❖ The right to access services, facilities and information in a manner which meets Customer needs.

Our Service Guarantee

To fulfil our service guarantee to you, we are committed to having *well-trained* and *supportive staff*, and to developing and maintaining a *transparent* and *accountable culture* that is fair and reasonable in dealing with our Customers.

We will provide you with *quality service* by:

- ❖ Responding to our colleagues, co-workers and management in a manner that shows mutual respect.
- ❖ Answering the telephones in a manner that reflects our commitment to professionalism.
- ❖ Identifying ourselves when we speak to you.
- ❖ Listening actively to you, our Customer in order to understand your requirements and to identify what is important to you.
- ❖ Responding to your needs in a professional and timeous manner.
- ❖ Recognising that Customers have different needs and personalising our service and advice in ways that fit those needs.
- ❖ Treating you with respect and courtesy, maintaining confidentiality where required.
- ❖ Giving clear, accurate, timely and relevant information or helping you find it.
- ❖ Being clear and helpful in our dealings with you, giving reasons for our decisions.
- ❖ Respecting the confidentiality of personal information and using it only in accordance with the law.
- ❖ Acting with care and thoroughness as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict Code of Conduct.
- ❖ Referring enquiries we cannot answer to an appropriate source.
- ❖ Presenting our responses to your enquiries clearly, concisely, using plain language and without jargon, within forty eight hours of receiving your enquiry. If this is not possible, we shall contact you and indicate why this is not possible. Our correspondence will include the name and telephone number of the person dealing with your enquiry.
- ❖ Ensuring that our telephone, fax, internet services and website are kept up to date with the latest information and services utilizing user-friendly links.
- ❖ Ensuring that our services are customer-centric.

Our Ten Service Commitments

In delivering our services, we *promise to honour* the Department's "*Ten Service Commitments*":

1. To treat our co-workers, colleagues and managers as we would a member of the Public.
2. To know our jobs and deliver our tasks competently.
3. To know the Department.
4. To have a general knowledge of our island group: Grenada, Carriacou and Petite Martinique.
5. To smile.
6. To greet everyone we meet.
7. To treat your concern as our concern.
8. To follow up on everything.
9. To treat complaints as opportunities for improvement.
10. To under-promise and over-deliver.

Our Customer Service Standards

<i>Service Principles:</i>		<i>Service Standards:</i>
1. Face-to-face communication	We will assist you promptly.	We will attend to you within 1 minute of your arrival.
		If the Officer, with whom you are dealing, is busy, a Colleague will attend to you within 2 minutes of your arrival.
		If nobody is available to attend to you within 1 minute, your presence will be acknowledged, the nature of your query asked and you will be directed to the correct office within 2 minutes of your arrival.
		If the person you need to see is busy with another Customer, you will be respectfully requested to wait a few minutes until the Officer is available to attend to you. If another Officer becomes available s/he will attend to you promptly and professionally.
	We will be courteous, professional and helpful.	We will greet you on your arrival, smile and acknowledge you by addressing you by your surname. If it is the first time we are dealing with you, and we do not know your name, we shall respectfully ask you to identify yourself.
		We shall at all times be neatly dressed and groomed
		We shall at all times use our knowledge and skills in a competent manner.
		We will endeavour to assist you and not send you from pillar to post, but rather we shall out what you should do, if we don't know.

<i>Service Principles:</i>		<i>Service Standards:</i>	
<i>Face-to-face communication (continued)</i>	We will ask you all the necessary & relevant information – the first time around.	We undertake to make every effort not to waste your time.	
		We will ask you the information you require in a factual and professional manner	
	We will give you all the correct & relevant information – the first time around.	We will share information with you in a factual and professional manner.	
		If we do not have the information, we shall find it and revert to you within a reasonable time-frame.	
	We will be accessible, and this will reflect in the language we use and in our attitudes.	We will avoid telling you either with our words or with our attitudes: <ol style="list-style-type: none"> 1. I don't know! 2. I don't care! 3. I don't like you! 4. I know it all! 5. We don't want your kind here! 6. Don't come back! 7. Hurry up and wait! 	Instead we promise: <ol style="list-style-type: none"> 1. To say: "I don't know but that I am going to find out and will get right back to you!". 2. To show empathy in all our dealings. 3. To treat you as we would like to be treated. 4. To ask questions & actively listen to you and to never assume. 5. To treat every Customer with respect. 6. To make your experience in our Department such a pleasant one that you would want to come back. 7. To respect your time because we understand that every delay in receiving your goods or services may be a loss in business for you, our valued Customer.

<i>Service Principles:</i>		<i>Service Standards:</i>
2. Indirect communication (continued)	We will be accessible by telephone during business hours.	Any telephone in the Department will be answered within four rings by an Officer.
		If the person you are trying to make contact with is not at his / her desk we undertake that a colleague / co-worker will answer the absent Officer's phone within four rings.
		We will respond to your telephone message within one business day.
	Our telephones will be answered promptly and professionally.	When we answer any Departmental telephone, we shall provide you with our name, the section you have reached and greet you, e.g.: "Entry Processing Unit, Mr Kirani James speaking. How may I help you?"
		We shall ask you your name, e.g.: "May I ask who is calling, please?"
		Once we know your name, we shall address you personally and thank you for your call, e.g.: "Mr Bishop, thank you for calling."
		We shall at all times give priority to the office phone ringing, whether it is an outside call or a call from within the Department or Ministry.
		When we divert your call to a different section / Officer, we shall ensure that the telephone is answered, before we ring off, because we value your time.
	When we phone you, we shall be prepared, courteous and professional.	We shall address you personally and provide you with our name, section and the reason for our call, e.g.: "Good day, Mr Bishop. This is Kirani James from the EPU Section at Customs & Excise. I am returning your call, Sir."
		We shall always have pen and paper ready and if we if need to share information with you, or ask you for information, we shall have these readily accessible.

<i>Service Principles:</i>		<i>Service Standards:</i>
<i>Indirect communication</i> <i>(continued)</i>	When we communicate with you via e-mail, we shall be professional, respectful and mindful of language usage.	When writing e-mails, we shall ensure that we use the English language proficiently and therefore will do a spell and grammar check before we send you the e-mail.
		We shall ensure that our e-mail correspondence has the correct salutations and structure and that we shall apply the rules of accuracy, brevity and clarity with due diligence.
		We will never use expletives, obscene language or an accusatory tone when we write e-mails.
		We shall make sure that the recipients are indeed the correct recipients and that the subject line is valid.
		If it is possible to contact you via telephone, or face-to-face, we shall always try and use voice as our first choice of communication.
<i>Conduct</i>	We will at all times be professional in our conduct.	We will abide by the Department's Code of Conduct and honour all staff rules.
		We are committed to the Department's values and principles and will at all times conduct all our business with integrity, transparency, equity and courtesy.
		We will always give you our personal best.
		We will depersonalise conflict that may arise from time to time and resolve it rapidly in a constructive manner.
		We shall at all times have both the Customer and the Department's interests at heart and as such we will work as one team, in order to provide service excellence.

<i>Service Principles:</i>		<i>Service Standards:</i>
<i>Documentation & Information Handling</i>	We undertake to process all documentation with due diligence and treat your information with the highest level of confidentiality. We also will make available to you all relevant and up to date information regarding the Department, Legislation, Duties and Taxes.	We shall regularly review and update information to ensure it is current and meets your needs and expectations.
		We will scrutinise your entries and pay attention to every detail, so as to ensure that if information is omitted, you will receive only one request for more information. We undertake to always value your time, as if it were our own.
		We will provide you with the complete details of any outstanding requirements.
		Your lodged entries will be processed within 48 hours, after receipt of full and final required documentation.
		We shall explain the necessary regulations to you with empathy.
		We will at all times value your privacy and honour your confidentiality.
<i>Your Feedback</i>	We value compliments, complaints and suggestions.	We will invite feedback and provide appropriate contact details to our Customer.
		We will acknowledge Customer feedback within two (2) working days of receipt.
		We will resolve Customer feedback received via the web, e-mail and/or the telephone within seven (7) working days.
		We will resolve Customer feedback received via Grenada Postal Service, facsimile or courier within ten (10) working days.
	We will use your feedback to improve our services.	We will monitor and report on all feedback, and consider this when reviewing and improving our services.

How We Will Be Accountable

We undertake to:

- ❖ **Monitor** our performance against the standards set out in this Customer Service Charter, which ties in with the Customer Service Performance Monitoring and Management tool.
- ❖ **Publish** the results on our website.
- ❖ **Be open to feedback** on our performance and suggestions for improvement from our internal and external Customers, and make adjustments to our services based on the information received.
- ❖ **Publish** on our website *relevant complaints received* and *remedial actions taken*.
- ❖ **Provide explanations**, in a non-defensive manner, when our services do not meet perceived standards of quality, timeliness or accuracy.
- ❖ **Formally review the standards** set out in this Customer Service Charter once a year and make amendments where appropriate in light of our Customers' comments, and in response to on-going global changes.
- ❖ Independently **review our Customer Service Charter at sectional level** at least every year by inviting comments from external and internal Customers and other relevant stakeholders as part of the monitoring and review process.

How You Can Help Us

1. We **welcome your views and comments** and see these as vital in helping us in monitoring and improving the relevance and quality of our service to the Public.
2. We will **consider all suggestions** fully and promptly in our planning for service improvement, and wherever possible, we undertake to respond immediately.
3. We may occasionally seek your input through **random surveys** of how the Public perceives our services and what other services may be needed.

How You Can Help Us To Help You

1. **Tell us** if you have **special needs** so that we can try to accommodate them.
2. Treat our staff with **courtesy** and **respect**.

3. *Attend* scheduled meetings and interviews *punctually*.
4. *Respond to information requested* by the Department in an accurate, comprehensive and timely manner.
5. *Abide by any and all legal requirements* and other obligations that all Customers should meet in order to be eligible for the services sought.

How You Can Help Us To Serve You Better

1. *Let us know as soon as possible when we do not meet your expectations.* We shall investigate your complaint and inform you of how it has been rectified.
2. To give you the best possible service, *we welcome suggestions for improvement* to address any difficulties you are experiencing.
3. We shall try to resolve complaints satisfactorily and timeously. *You can assist us to do this by providing clear details of relevant facts.*
4. *Complaints* should be made *to the person* you have been dealing with, or that person's *supervisor*. You are also welcome to lodge your complaint with the *Public Relations Officer*.

How To Contact Us

- ❖ *Our telephone numbers:* +1 (473) 440-2239/ 2240 / 3588
- ❖ *Our fax number:* +1 (473) 440-5038
- ❖ *Our E-mail address:* gdcustoms@spiceisle.com
- ❖ *Our website:* <http://customs.gov.gd>

Our *Public Relations Officer*, Ms RoseminStanislaus, may be contacted on any of the above telephone numbers, or via e-mail, roseminstanislaus@yahoo.com. Any comments and suggestions for improvement on our service delivery to you, our valued Customer, will be welcomed!

Where You Will Find Us

Our *main office* is located at Burns Point in St. George's near St. George's Port, however, there are several outstations where officers are present.

The *Department* is divided into the following *sections*, each *overseen* by a *Supervisor*:

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|---|---|
| <ul style="list-style-type: none"> ❖ Grenville Port ❖ Carriacou Port ❖ Compass Shipping Warehouse - St. George's and Sauteurs ❖ Grenada Marine ❖ Maurice Bishop International Airport ❖ Amerijet Warehouse ❖ Tropical Warehouse ❖ Prickly Bay Marina ❖ Le Phare Bleu | <ul style="list-style-type: none"> ❖ Grenada Yacht Club Marina ❖ General Office: Concessions Desk, Couriers (DHL, FedEx), Warehousing, Duty Free Shops, Grenada Postal Corporation, C-24's (Pre-Deliveries), Petroleum (Sol, Chevron, Petro Caribe) ❖ Enforcement – Mobile Anti-Smuggling Team (MAST), Post Import Audit Team & Intelligence Unit (PIAT) ❖ Accounts ❖ St. George's Port. |
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