



2020 TIME RELEASE STUDY



PHILIPPINE BUREAU OF CUSTOMS



TABLE OF CONTENTS

03

I. Introduction

04

II. Scope

III. Methodology

05

IV. Measuring Clearance Time

08

V. Results

27

VI. Findings

VII. Recommendations

28

VII.A. Recommendations from 2019 TRS and Enhancements made in 2020

30

VII.B. Recommendations based on 2020 TRS



I. INTRODUCTION

The WCO Time Release Study (TRS) is a unique tool and method for measuring the actual performance of the Bureau as they directly relate to trade facilitation at the border.

The TRS measures the actual time required for the release and/or clearance of goods, from the time of arrival until the physical release of cargo, to determine the effectiveness of operational procedures that have been carried out in the standard processing of import and exports. Likewise, as a result of the TRS, factors which delay or affect the immediate release of goods can also be identified and addressed accordingly by the Bureau.

In 2019, the Philippine Customs conducted its TRS at the country's biggest port, the Manila International Container Port (MICP) to determine the problems or bottlenecks in the processing and release of both Import and Export shipments.

For this year, another TRS has been conducted in the MICP to determine if the process enhancement and systems improvement that have been put in place in said port have resulted in improved performance in terms of cargo clearance and release.

Likewise, the 1st TRS in the Ports of Manila, Davao, Zamboanga and Mindanao Container Terminal (MCT) was also conducted to assess current performance, determine causes of delays and use it as our baseline for trade facilitation performance measurement.

The Study was conducted by a TRS Working Group with the involvement of key units/offices from the Bureau as well as relevant stakeholders (importers, brokers, exporters, forwarders, other relevant government agencies). The working group, led by the Planning and Policy Research Division, consisted of key officials and personnel from the Internal Administration Group (External Affairs Office & Records Management Division), Revenue Collection Management Group (Statistics and Analysis Division), Management Information System & Technology Group (Systems Development Division), and the Assessment and Operations Coordinating Group (Super Green Lane & Auction and Cargo Clearance Coordinating Division), as well as representatives from the two ports.

II. SCOPE

The TRS was conducted using the WCO's Guide to Measure the Time Required for the Release of Goods (Version 3). The Working Group also followed the ASEAN minimum scope on TRS implementation. It covers containerized imported and exported shipments entered through seaport during the period October 16-26, 2020 (POM, Davao, Zamboanga, and MCT) and October 22-30, 2020 (MICP) processed through import / export entry declarations for consumption only, both regulated and non-regulated goods.

Table I summarizes the specific scope of the TRS consistent and compliant with the ASEAN Proposed Minimum Scope on TRS Implementation for Import /Export Transactions.

TRS MINIMUM SCOPE

Scope Item	Inclusion
Geographical	Port of Manila, Manila International Container
Mode of Transport	Sea
Customs Regime	Import, Export
Type of Cargo	Containerized cargo
Categories of Traders	Commercial, Private
Agencies - Government	Customs, DA-Quarantine (BPI, BAI, BFAR) Bureau of Product Standards
Agencies - Private	Asian Terminals Inc. (ATI), International Container Terminal Service Inc. (ICTSI), shipping lines

III. METHODOLOGY

The WCO proposed methodology for the conduct of TRS was followed in doing the Study.

Import and export data were collected manually (logbooks/written records) and electronically (Portal and E2M). After the 7-day TRS period wherein the Working Groups gathered the data (entries) that will be covered by the study, a validation was conducted, after which analysis and computation of time stamps were conducted.

Computation of the time stamps was made using descriptive statistic technique and the differences between elements and transit times were done by Microsoft Excel.

To ensure that proper procedures were followed for this Study, the business process was mapped out to identify the elements, steps and/or transit points of the cargo before and after customs, and those that are within customs.

IV. MEASURING CLEARANCE TIME

A. IMPORT

The Study divides the whole cargo clearance and cargo movement process into seven (7) stages and eleven (11) processing times. These stages are recorded with time stamps in the BOC system and port terminal operators.

These seven stages are as follows:

- S1** - Inward Foreign Manifest (IFM) Registration
- S2** - IFM/Ship Arrival
- S3** - Single Administrative Document (SAD) Registration/Lodgment
- S4** - Assessment
- S5** - Payment
- S6** - Customs Release
- S7** - Port Delivery of Goods

From these 7 stages, the Study tracks eleven (11) Time Intervals, as follows:

T1 - IFM Registration to IFM Arrival

This measures the time lapse between the submission of the IFM, up to the time the ship carrying the cargo arrived and docked. The IFM is a required document to lodge an import entry declaration and needs to be forwarded to BOC even before the ship arrives.

T2 - Vessel /IFM arrival to Single Administrative Document (SAD) / Entry lodgment

This measures the time lapse between the arrival of the vessel (recorded berthing/docking time) and the time the SAD was registered and lodged. In case of a high T2, the possibility is that the delay was incurred by the importer in completing the lodgment process.

T3 - SAD/Entry Lodgment to Portal Upload /Creation of Ticket

This measures the time interval between SAD/entry lodgment up to Portal upload also known as the creation of ticket at the BOC Portal.

T4 -Portal Upload to FED Received /Retrieval of Ticket by Assessment

This measures the time interval between the Portal upload/creation of ticket up to the time it is received or retrieved by FED for assignment/processing of the entries at the Assessment. For Green and yellow lane entries, processing is fast, but for Red and Yellow, the assessment process covers inspection of documents, verification of value (if needed) and conduct of non-intrusive inspection/xray.

T5 - FED Received to SAD Registration

This measures the time interval between FED retrieval of Ticket up to SAD Registration by Assessment.

T6 - SAD Registration to SAD Assessment

This measures the time interval between SAD Registration up to the time assessment is completed by the Formal Entry Division (FED)



T7 - SAD Assessment to Payment

This measures the time interval between completing the assessment up to the time payment is made. This time interval would indicate the length of time the payment process was completed and would include procedures involving AABs and the PCHC.

T8 A- Payment /OLRS to Xray

This measures the time interval between completing the payment process and up issuance of the release order of entries through OLRs and transfer to Xray for those that have been tagged as RED. It also includes the average time that it took for the Xray to be completed and referred for Gate Out.

T8 B- Payment / OLRs to Gate Out

This measures the time interval between completing the payment process and OLRs up to its actual Gate Out.

T9 - SAD Lodgment to OLRs

This measures the total average time from SAD lodgment up to its release in the OLRs.

T10 - IFM Registration to Gate Out

This measures the total average time from IFM Registration up to actual Gate Out.

T11 - OLRs to Gate Out

This measures the time interval between the time the cargo is release in the OLRs and up to its actual release/gate out at the terminal.

T12 - IFM Arrival to Gate Out

This measures the time interval from the time the vessel (IFM) arrived up to the time the truck exited the gate of the port to deliver the goods to the importers' premises.

B. EXPORT

Similar to Import, the key milestones in export process have been identified in measuring the average times for cargo clearance (*i.e. lodgment and submission of export declaration, issuance of authority to load, and issuance of clearance*), and customs movement (*i.e. submission of export declaration to shipping line, payment, loading and issuance of clearance*).

The cargo clearance and cargo movement have been divided into seven (7) stages and eleven (11) processing times, as follows:

- S1** - Lodgment of Export Declaration
- S2** - Submission of Export Declaration with Export Division
- S3** - Issuance of Authority to Load
- S4** - Payment
- S5** - Issuance of Clearance

From these stages, the Study tracks nine (9) Time Intervals that would determine the length of time each sub-process took. These are as follows:

T1 - Lodgment of Export Declaration to Portal Upload

This measures the time lapse between the lodgment of Export Declaration at the E2M up to the uploading in the Portal

T2 - Portal Upload to Processing (assignment) by Export Declaration of the export declaration

This measures the time lapse between the uploading in the Portal up to the retrieval/assignment/processing of Export Declaration by the Export Division.

T3 - Processing by Export Division to issuance of Authority to Load

This measures the time lapse between the processing by the Export Division up to the issuance of Authority to Load by the Export Division

T4 - Issuance of Authority to Load (S3) Posting to Posting and Recording of Containers by the Customs Container Control Division

This measures the time lapse from issuance of Authority to Load by the Export Division up to the Posting/recording of containers by Customs Container Control Division (CCCD).

T5 - Posting and Recording of Containers to Payment.

This measures the time lapse between the posting and recording of Containers by the Customs Container Control Division (CCCD) to Payment by the exporter/broker.

T3 - X-ray Examination to (S3)

This measures the time lapse from X-ray examination to issuance of Authority to Load by the Export Division. This also is the last action of the Export Division before turning it over to the Customs Container Control Division (CCCD).

T6 - Payment to Issuance of Clearance (S6)

This measures the time lapse between the time of payment at the port operator up to the issuance of Clearance by the Bay Service.

T7 - Lodgment of Export Declaration (S1) to Issuance of Authority to Load

This measures the time lapse between the Lodgment of Export Declaration, which was the start of the export process until the Issuance of Authority to Load by the Export Division.

T8 - Issuance of Authority to Load to issuance of Clearance

This measures the time lapse between the issuance by the Export Division of Authority to Load until the issuance of Clearance by the Bay Service. Clearance for departure by the Bay Service is the last step for the cargo movement.

T9- Lodgment to Issuance of Clearance

This measures the time lapse between the lodgment of the Export Declaration up to the issuance of Clearance by the Bay Service.



V. RESULTS

Based on the data presented, figures were generated, and chart/graph/tables were used to illustrate the results.

The following results show the average release time for import and export in the aforementioned ports:

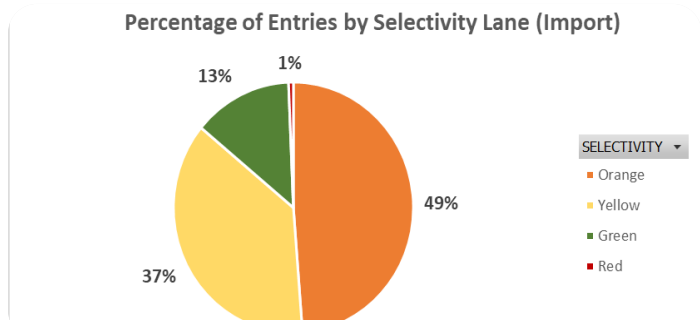
1. MANILA INTERNATIONAL CONTAINER PORT

MICP - IMPORT RESULTS

For the given period, a total of **1,400 Import entries** processed are subjected to the TRS. Of which, **187** entries are selected under Green Lane, **521** entries are selected Yellow, **9** entries are selected Red, and **683** entries are selected Orange.

It can be observed that **49%** of the import entries are under Orange Lane, **37%** are under Yellow, **13%** are under Green, and **1%** are under Red selectivity.

MICP	No. of Entries by Selectivity Lane	
Selectivity	No. of Import Entries	Percentage
Green	187	13%
Yellow	521	37%
Red	9	1%
Orange	683	49%
Total	1,400	100%



MICP -Import Summary of Time Intervals Measured		AVERAGE TIME
T1	IFM Registration to IFM Arrival	9 hrs 19 mins 51 sec
T2	IFM Arrival to SAD Lodgment	1 day 10 hrs 16 mins 36 sec
T3	SAD Lodgment to Portal Upload	9 hrs 49 mins
T4	Portal Upload to FED Received	4 hrs 6 mins 40 sec
T5	FED Received to SAD Registration	9 hrs 6 mins 16 sec
T6	SAD Registration to SAD Assessment	2 hrs 40 mins 12 sec
T7	SAD Assessment - OLRs	1 day 1 hr 35 mins 14 sec
T8-A	OLRS to Xray	1 day 1 hr 20 mins 40 sec
	X-Ray to Gate-out	8 hrs 53 mins 44 sec
T8-B	OLRS to Gate out	2 days 7 hrs 17 mins 16 sec
T9	Total Average Time - IFM Registration to SAD Lodgment	1 day, 19 hrs, 31 min, 43 sec.
T10	Total Average Time - SAD lodgment to OLRs	1 day 22 hrs 9 mins 21 sec
T11	Total Average Time - IFM Registration to Gate Out	6 days 3 hrs 24 mins 59 sec
T12	Total Average Time - IFM Arrival to Gate Out	5 days 18 hrs 7 mins 30 sec

1. The overall average time in **CUSTOMS PROCESS** (SAD lodgment to OLRs) for Import is **1 day, 22 hours, and 9 minutes**.
2. The overall average time from arrival of vessel to SAD Lodgment, which is considered as **PRE-CUSTOMS**, is **1 day, 10 hours and 16 minutes**.
3. The overall average time **POST CUSTOMS**, which is the cargo movement process at the port terminal is **2 days, 7 hours and 17 minutes**.
4. For the entire process from **IFM registration up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **6 days, 3 hours and 34 minutes**.
5. From **ship's arrival up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **5 days, 18 hours and 7 minutes**.

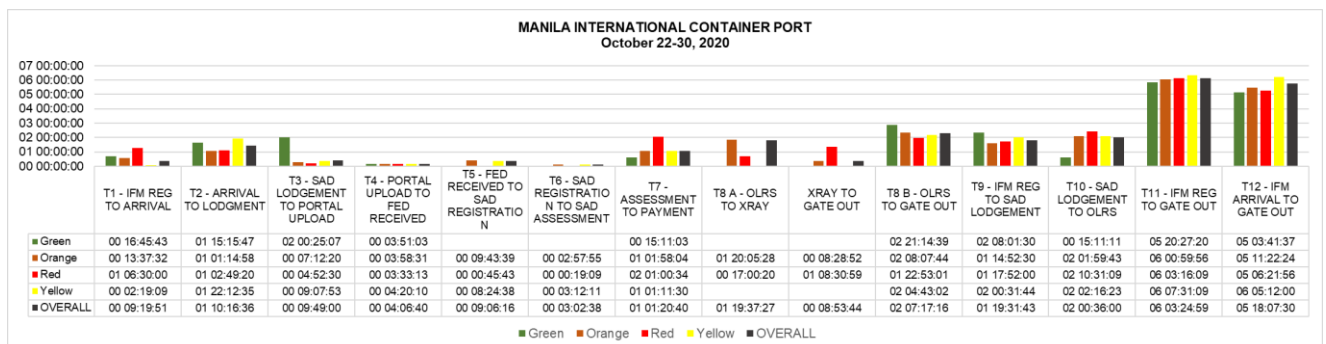


Table above shows the average time per Selectivity and Timestamps

2019 vs 2020 Results - Import

PHASES	2019	2020
PRE-CUSTOMS	2 days, 08 hours, 6 minutes	1 day, 19 hours, 31 minutes
CUSTOMS	2 days, 10 hours, 3 minutes	2 days and 36 minutes
POST CUSTOMS	4 days, 16 hours, 39 minutes	2 days, 7 hours, 17, minutes
OVERALL	10 days, 19 hours, 18 minutes	6 days, 3 hours, 24 minutes

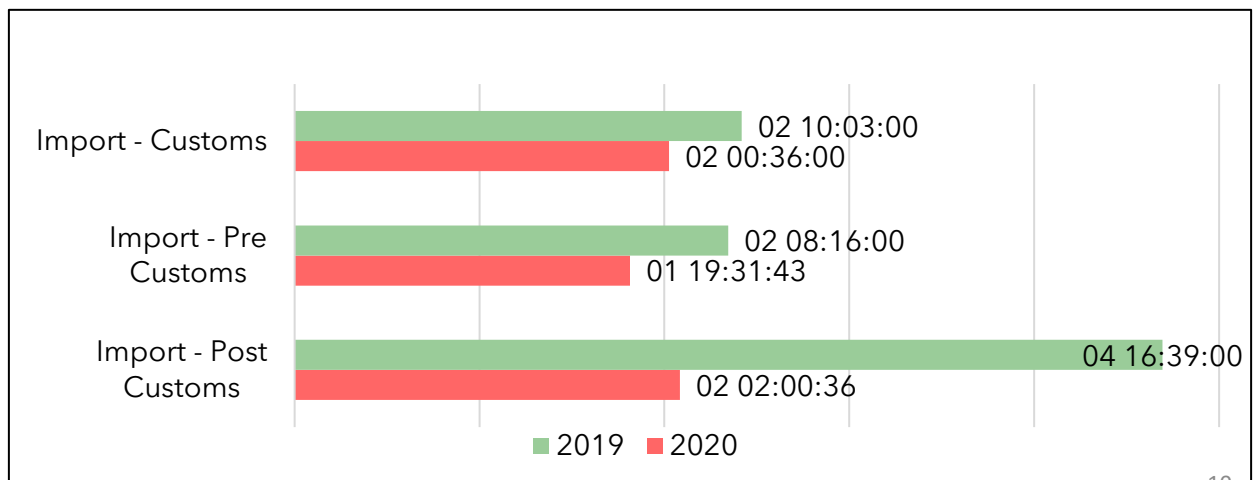
For the MICP-Import, compared to last year's results, the total average time from **IFM Registration to Gate out** is shorter. Whereas last year's total average time is **10 days, 19 hours and 18 minutes**, for this year, the average time is only **6 days, 3 hours and 34 minutes**.

The processing time by **Customs** (Registration, assessment, payment/OLRS) is shorter compared to last year's **2 days, 10 hours, and 3 minutes**. For this year, it is **1 day, 22 hours, and 9 minutes**.

The **post-customs** or the movement of cargo process at the port terminal operator is also shorter, with the overall average time of **2 day, 7 hours and 17 minutes**. Last year's average time was **4 days, 16 hours and 39 minutes**.

From arrival of the vessel to SAD Registration, which is **Pre- Customs**, the overall average time is **1 day, 10 hours and 16 minutes**, which is also shorter compared to last year's **2 days, 8 hours and 16 minutes**

Based on the foregoing, it is clear that the modernization/computerization and innovations implemented in the MICP has resulted in the improvement of the cargo processing and movement. The objective to further facilitation trade in the said port has been achieved, as shown in the results of the latest TRS.

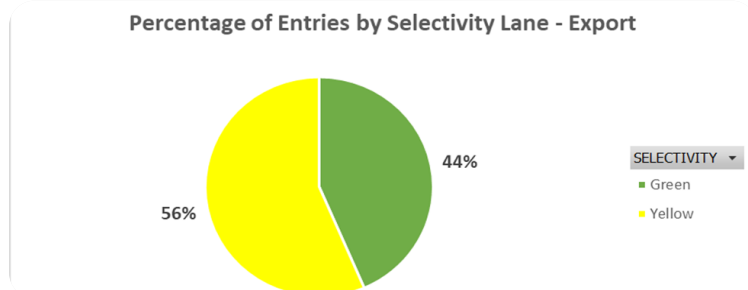


MICP - EXPORT RESULTS

For the given period, a total of **503 Export entries** processed are subjected to the TRS. Of which, **219** entries are selected under Green Lane, **284** entries are selected Yellow and no export entry is selected Orange nor Red.

It can be observed that **56%** of Export entries are under Yellow and **44%** are under Green.

MICP	No. of Entries by Selectivity Lane	
Selectivity	No. of Export Entries	Percentage
Green	219	44%
Yellow	284	56%
Total	503	100%



MICP Export Summary of Time Intervals Measured		AVERAGE TIME
T1	Lodgment to Portal Upload	3 hrs 49 mins 40 sec
T2	Portal Upload to Export Division (ED)	4 hrs 38 mins 3 sec
T3	Processing by Export Division to Issuance of Authority to Load	7 mins 48 sec
T4	Issuance of Authority to Load to CCCD for Posting and Recording of containers	10 mins 15 sec
T5	Posting and recording of containers to Clearance (vessel departure)	8 days, 9 hrs, 37 min, 20 sec
T6	Total Average Time - Lodgment to Issuance of Authority to Load	7 hrs 43 mins 7 sec
T7	Total Average Time - Issuance of Authority to Load to Clearance	8 days 4 hrs 59 mins 2 sec
T8	Total Average Time - Lodgment to Clearance	8 days 17 hrs 10 mins 13 sec

1. The overall average CUSTOMS processing time from SAD Lodgment to Issuance of Authority to Load is **7 hours, 43 minutes, and 7 seconds**.
2. The average POST CUSTOMS processing time from Issuance of Authority to Load to Clearance is **8 days, 4 hours, 59 minutes, and 2 seconds**.
3. For the entire export process, from Lodgment to Clearance, the average processing time for exports is **8 days, 17 hours 10 minutes, and 13 seconds**.

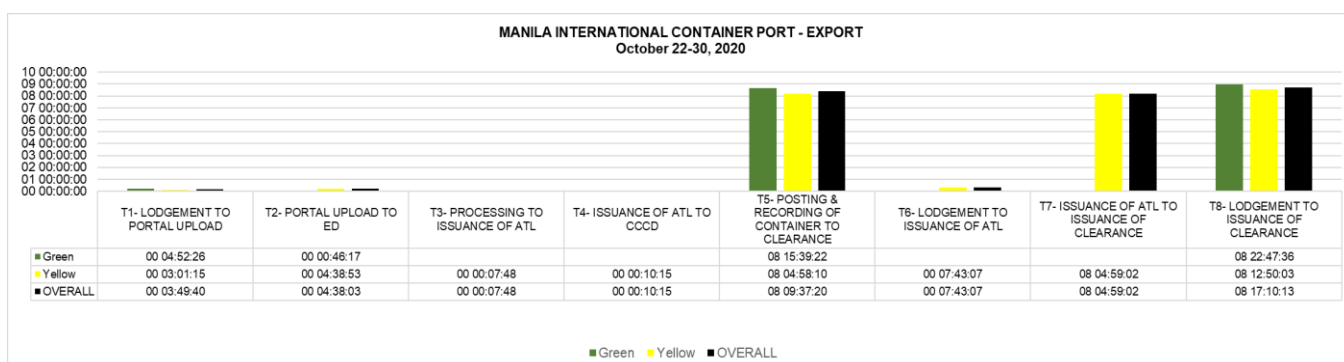


Table above shows the average time per Selectivity and Timestamps

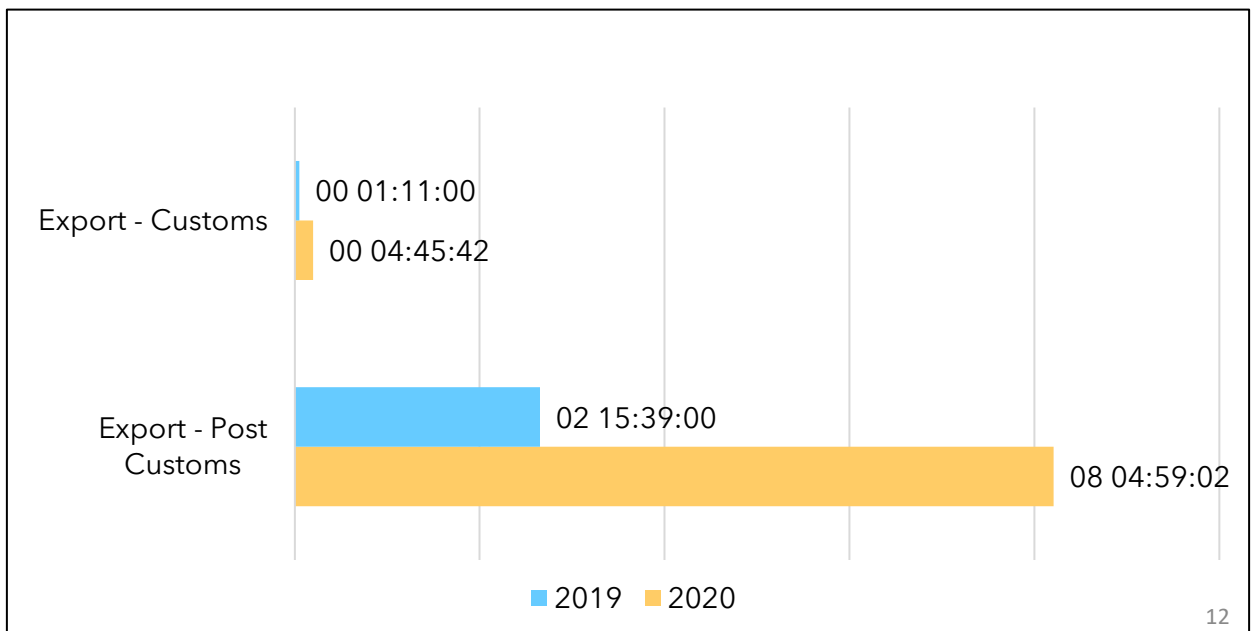
2019 vs 2020 Results - Export

PHASES	2019	2020
ED Lodgment/ Portal Upload to Issuance of Authority to Load	1 hour, 11 minutes	4 hours, 45 minutes
Issuance of Authority to Load to Clearance for Departure	2 days, 1 hours, 39 minutes	8 days, 4 hours and 59 minutes
OVERALL	3 days, 13 hours, 29 minutes	8 days, 17 hours, 10 minutes

1. For export, however, a slight increase or delay in release time was observed in the 2020 TRS, with 4 hours and 45 minutes average time in customs processing as compared to 2019's result of 1 hour and 11 minutes.
2. For port-customs, an increase in the average release time was also observed, with the 2020 study indicating the average release time as 8 days, 4 hours and 59 minutes, while the 2019 result was only 2 day, 15 hours and 39 minutes.

However, the result for the TRS on Export showed longer release time, which as explained by the Export Division, is due to the delay in the submission of complete documents by brokers prior to the issuance of Authority to Load by that Office.

As for the post-customs processing, the longer processing time observed in the 2020 TRS can be attributed to the time that brokers make a queue to the Arrastre for the payment of fees/charges, as well as the time for inspection, stuffing, and loading that was adversely affected by the limited number of personnel and the strict procedures at the terminal, to prevent the spread of the Covid 19 virus.



2. PORT OF MANILA

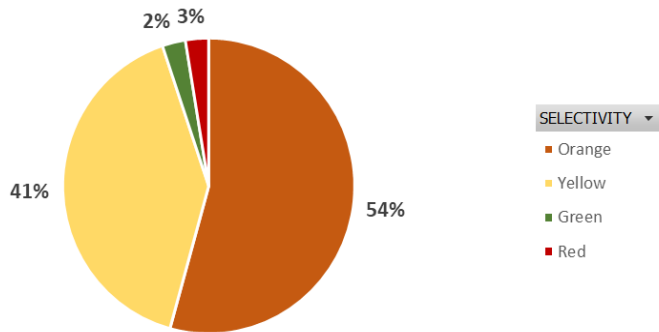


POM		No. of Entries by Selectivity Lane	
Selectivity	No. of Import Entries	Percentage	
Green	30	2%	
Yellow	474	41%	
Red	30	3%	
Orange	634	54%	
Total	1,168	100%	

POM - IMPORT RESULTS

For the given period, a total of **1,168 Import entries** processed are subjected to the TRS. Of which, **30** entries are selected under Green Lane, **474** entries are selected Yellow, **30** entries are selected Red, and **634** entries are selected Orange.

Percentage of Entries by Selectivity Lane (Import)



It can be observed that **54%** of the import entries are under Orange Lane, **41%** are under Yellow, **2%** are under Green, and **3%** are under Red selectivity.

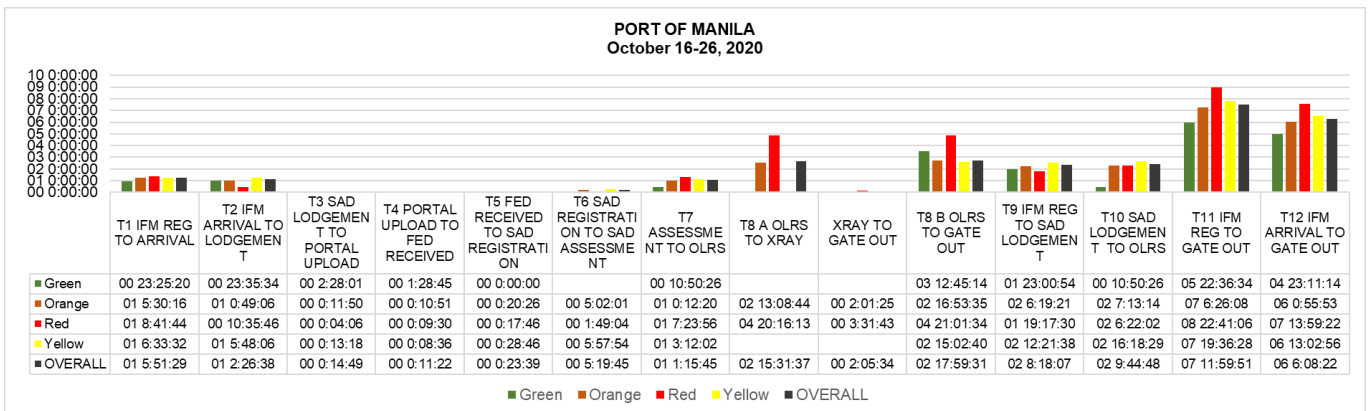


Table above shows the average time per Selectivity and Timestamps

POM-Import Summary of Time Intervals Measured		AVERAGE TIME
T1	IFM registration to IFM arrival	1 day 5 hrs 51 mins 29 sec
T2	IFM arrival to SAD lodgment	1 day 2 hrs 26 mins 38 sec
T3	SAD lodgment to Portal Upload	14 mins 49 sec
T4	Portal Upload to FED Received	11 mins 22 sec
T5	FED Received to SAD Registration	23 mins 28 sec
T6	SAD Registration to SAD Assessment	5 hrs 19 mins 45 sec
T7	SAD Assessment - OLRs	1 day 1 hr 15 mins 45 sec
T8-A	OLRS to Xray	2 days 15 hrs 31 mins 37 sec
	X-Ray to Gate-out	2 hrs 5 mins 34 sec
T8-B	OLRS to Gate out	2 days 17 hrs 59 mins 31 sec
T9	Total Average Time - IFM Registration to SAD lodgment	2 days, 8 hrs, 18 min, 7 sec
T10	Total Average Time - SAD lodgment to OLRs	2 days 9 hrs 44 mins 48 sec
T11	Total Average Time - IFM Registration to Gate Out	7 days 11 hrs 59 mins 51 sec
T12	Total Average Time - IFM Arrival to Gate Out	6 days 6 hrs 8 mins 22 sec

1. The overall average time in **CUSTOMS PROCESS** (SAD lodgment to OLRs) for Import is **2 days, 9 hours, and 44 mins.**
2. The overall average time from IFM Registration to SAD Lodgment, which is considered as **PRE-CUSTOMS**, is **2 days, 8 hours and 18 minutes.**
3. The overall average time **POST CUSTOMS**, which is the cargo movement process at the port terminal is **2 days, 17 hours, and 59 mins .**
4. For the entire process from **IFM registration up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **7 days, 11 hours, and 59 minutes.**
5. From **ship's arrival up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **6 days, 6 hours, and 8 minutes .**

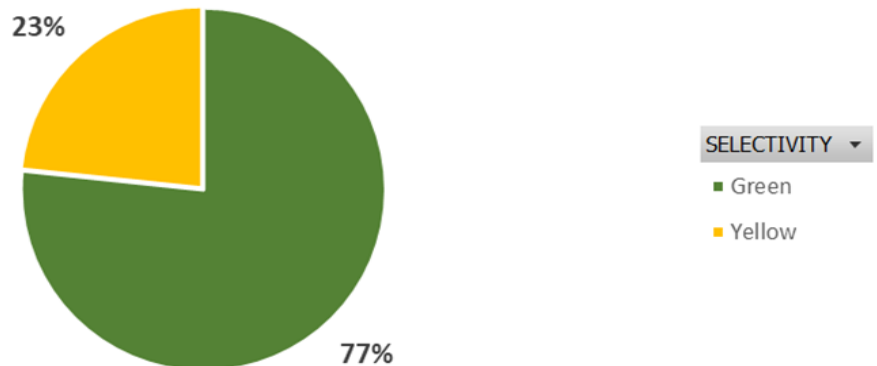
POM - EXPORT RESULTS

For the given period, a total of **30 Export entries** processed are subjected to the TRS. Of which, **27** entries are selected under Green Lane, **3** entries are selected Yellow and no export entry is selected Orange nor Red.

It can be observed that **23%** of Export entries are under Yellow and **77%** are under Green.

POM		No. of Entries by Selectivity Lane	
Selectivity	No. of Export Entries	Percentage	
Green	27	77%	
Yellow	3	23%	
Total	30	100%	

Percentage of Entries by Selectivity Lane
(Export)



POM Export Summary of Time Intervals Measured		AVERAGE TIME
T1	Lodgment to Portal Upload	12 hrs 2 mins 44 sec
T2	Portal Upload to Export Division (ED)	20 hrs 17 mins 16 sec
T3	Processing by ED to Issuance of Authority to Load	14 hrs, 02 mins 46 sec
T4	Issuance of Authority to Load to CCCD for Posting and Recording of containers	4 hrs 52 mins 56 sec
T5	Posting and recording of containers to Clearance (vessel departure)	4 hrs 5 mins 35 sec
T6	Total Average Time - Lodgment to Issuance of Authority to Load	18 hrs 17 mins 32 sec
T7	Total Average Time - Issuance of Authority to Load to Issuance of Clearance	4 days 14 hrs 25 mins 5 sec
T8	Total Average Time - Lodgment to Issuance of Clearance	5 days 5 hrs 38 mins 10 sec

1. The overall average CUSTOMS processing time from SAD Lodgment to Issuance of Authority to Load is **18 hours, 17 minutes, and 32 seconds**.
2. The average POST CUSTOMS processing time from Issuance of Authority to Load to Clearance is **4 days, 14 hours, 25 minutes, and 5 seconds**.
3. For the entire export process, from Lodgment to Clearance, the average processing time for exports is **5 days, 5 hours, 38 minutes, and 10 seconds**.

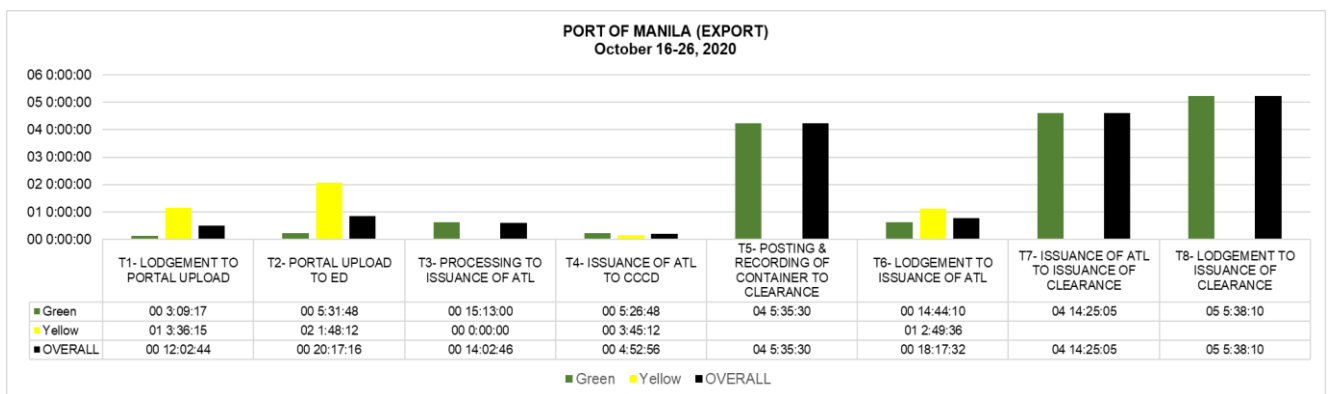


Table above shows the average time per Selectivity and Timestamps

3. PORT OF DAVAO



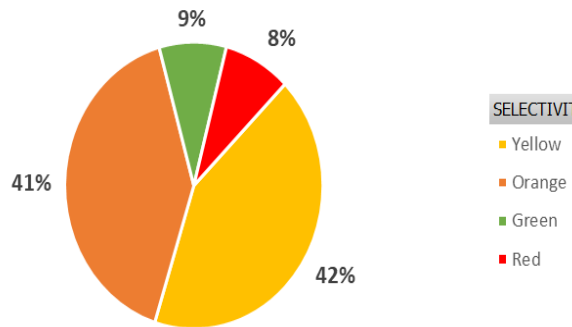
DAVAO - IMPORT RESULTS

For the given period, a total of **974 Import entries** processed are subjected to the TRS. Of which, **82** entries are selected under Green Lane, **413** entries are selected Yellow, **82** entries are selected Red, and **397** entries are selected Orange.

It can be observed that **41%** of the import entries are under Orange Lane, **42%** are under Yellow, **9%** are under Green, and **8%** are under Red selectivity.

Davao		No. of Entries by Selectivity Lane	
Selectivity	No. of Import Entries	Percentage	
Green	82	9%	
Yellow	413	42%	
Red	82	8%	
Orange	397	41%	
Total	974	100%	

Percentage of Entries by Selectivity Lane



PORT OF DAVAO - IMPORT November 3-11, 2020														
	T1 IFM REG TO ARRIVAL	T2 IFM ARRIVAL TO LODGEMENT	T3 LODGEMENT TO PORTAL UPLOAD	T4 PORTAL UPLOAD TO FED RECEIVED	T5 FED RECEIVED TO SAD REGISTRATION	T6 SAD REG TO SAD ASSESSMENT	T7 SAD ASSESSMENT TO OLRs	T8A OLRs TO XRAY	XRAY TO GATE OUT	T8B OLRs TO GATE OUT	T9 IFM TO SAD LODGEMENT	T10 SAD LODGEMENT TO OLRs	T11 IFM REG TO GATE OUT	T12 ARRIVAL TO GATE OUT
Green	01 13:48:14	00 19:45:14	01 2:54:18	00 1:14:13	00 3:01:00	02 21:35:00	01 1:57:26			04 3:33:22	02 9:33:28	01 4:06:32	07 17:13:22	06 3:25:08
Orange	01 18:18:59	00 12:28:38	00 8:17:19	00 0:47:01	00 22:18:00	00 10:21:32	01 1:48:11	01 6:23:00	02 5:03:06	01 23:58:19	02 6:47:37	02 19:32:47	07 2:18:43	05 7:59:44
Red	01 20:34:13	00 1:23:12	00 12:55:39	00 0:26:16	01 11:30:37	00 10:07:31	00 20:24:26	01 23:22:38	03 10:07:05	03 2:01:46	01 21:57:25	03 7:27:15	08 7:26:26	06 10:52:13
Yellow	01 19:10:02	00 17:34:12	00 9:05:28	00 1:04:44	00 22:17:53	00 8:07:13	00 23:04:31			01 22:51:55	02 12:44:15	02 15:45:07	07 3:21:17	05 8:11:14
OVERALL	01 18:29:13	00 14:18:56	00 10:35:12	00 0:55:04	00 23:29:26	00 9:22:27	01 0:12:18	01 9:16:34	02 9:59:57	02 6:02:21	02 8:48:09	02 15:37:11	07 6:27:42	05 11:58:29

Table above shows the average time per Selectivity and Timestamps

Port of Davao-Import Summary of Time Intervals Measured		AVERAGE TIME
T1	IFM registration to IFM arrival	1 day 18 hrs 29 mins 13 sec
T2	IFM arrival to SAD lodgment	14 hrs 18 mins 56 sec
T3	SAD lodgment to Portal Upload	10 hrs 35 mins 12 sec
T4	Portal Upload to FED Received	55 mis 4 sec
T5	FED Received to SAD Registration	23 hrs 29 mins 26 sec
T6	SAD Registration to SAD Assessment	9 hrs 22 mins 27 sec
T7	SAD Assessment - OLRIS	1 day 12 mins 18 sec
T8-A	OLRS to Xray	1 day 9 hrs 16 mins 34 sec
	X-Ray to Gate-out	2 days 9 hrs 59 mins 57 sec
T8-B	OLRS to Gate out	2 days 6 hrs 2 mins 21 sec
T9	Total Average Time - IFM Registration to SAD Lodgment	2 days 8 hrs, 48 min, 9 secc
T10	Total Average Time - SAD Lodgment to OLRIS	2 days 15 hrs 37 mins 11 sec
T11	Total Average Time - IFM Registration to Gate Out	7 days 6 hrs 27 mins 42sec
T12	Total Average Time - IFM Arrival to Gate Out	5 days 11 hrs 58 mins 29 sec

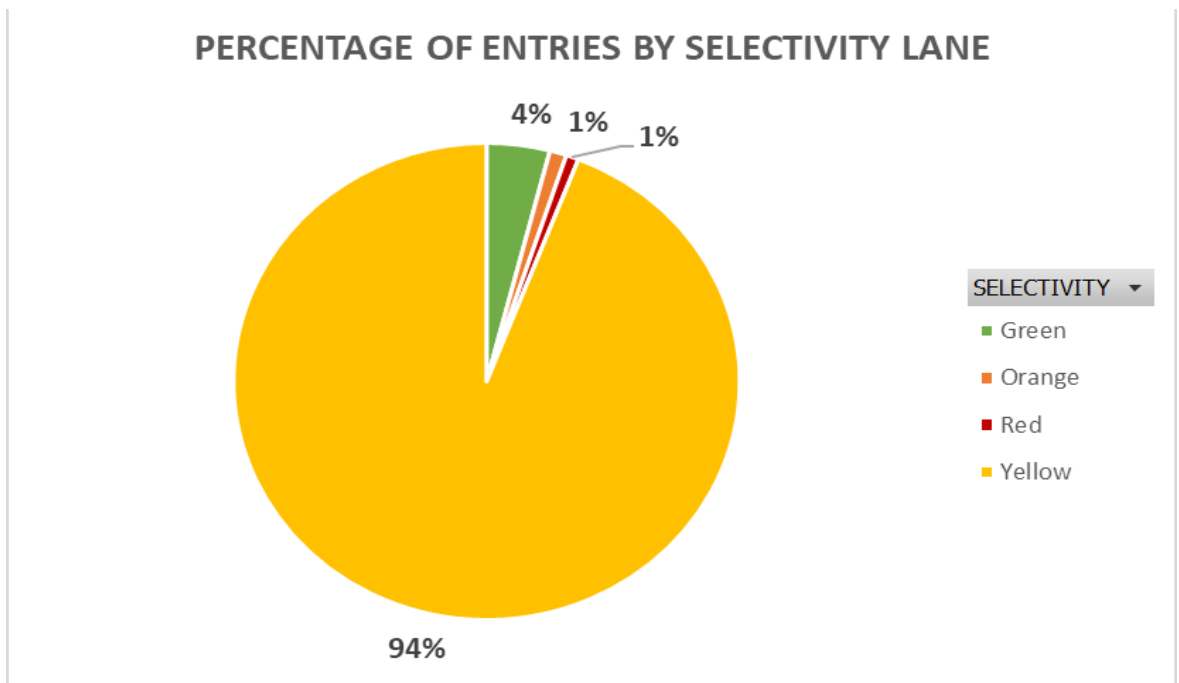
1. The overall average time in **CUSTOMS PROCESS** (SAD lodgment to OLRIS) for Import is **2 days, 15 hours, and 37 minutes**.
2. The overall average time from IFM Registration to SAD Lodgment, which is considered as **PRE-CUSTOMS**, is **2 days, 8 hours and 48 minutes**.
3. The overall average time **POST CUSTOMS**, which is the cargo movement process at the port terminal is **2 days, 6 hours, and 2 minutes** .
4. For the entire process from **IFM registration up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **7 days, 6 hours, and 27 minutes**.
5. From **ship's arrival up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **5 days, 11 hours, and 58 minutes** .

DAVAO - EXPORT RESULTS

For the given period, a total of **372 Export entries** processed are subjected to the TRS. Of which, **15** entries are selected under Green Lane **350** entries are selected Yellow, **3** entries are selected Red, and **4** entries are selected Orange.

It can be observed that **1%** of the import entries are under Orange Lane, **94%** are under Yellow, **4%** are under Green, and **1%** are under Red selectivity.

Davao		No. of Entries by Selectivity Lane	
Selectivity	No. of Export Entries	Percentage	
Green	15	4%	
Yellow	350	94%	
Red	3	1%	
Orange	4	1%	
Total	372	100%	



Port of Davao Export Summary of Time Intervals Measured		AVERAGE TIME
T1	Lodgment to Portal Upload (Submission of Export Declaration)	8 hrs 44 mins 11 sec
T2	Portal Upload to Export Division (ED)	10 hrs 28 mins 31 sec
T3	Processing by Export Division to Issuance of Authority to Load	2 hrs 14 mins 45 sec
T4	Issuance of Authority to Load to CCCD for Posting and Recording of containers	31 mins 12 sec
T5	Posting and recording of containers to Clearance (Vessel Departure)	3 days 4 hrs 4 mins 24 sec
T6	Total Average Time - Lodgment to Issuance of Authority to Load	21 hrs 21 mins 9 sec
T7	Total Average Time - Issuance of Authority Load to Clearance/vessel departure	3 days 4 hrs 23 mins 17 sec
T8	Total Average Time - Lodgment to Vessel Departure	4 days 18 mins 22 sec

1. The overall average CUSTOMS processing time from SAD Lodgment to Issuance of Authority to Load is **21 hours, 21 minutes, and 9 seconds**.
2. The average POST CUSTOMS processing time from Issuance of Authority to Load to Clearance is **3 days, 4 hours, 23 minutes, and 17 seconds**.
3. For the entire export process, from Lodgment to Clearance, the average processing time for exports is **4 days, 18 minutes, and 22 seconds**.

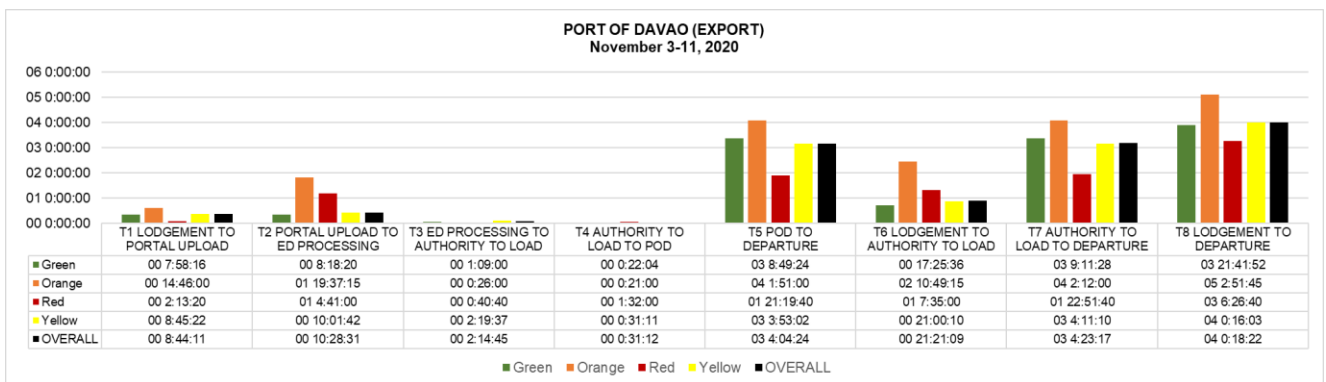


Table above shows the average time per Selectivity and Timestamps

4. PORT OF ZAMBOANGA



ZAMBOANGA - IMPORT RESULTS

During the TRS period, no import entry was processed by the Port of Zamboanga.

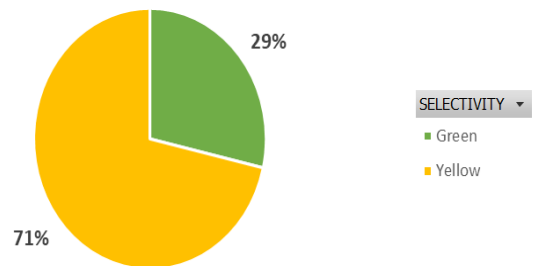
ZAMBOANGA - EXPORT RESULTS

For the given period, a total of **14 Export entries** processed are subjected to the TRS. Of which, **4** entries are selected under Green Lane, **10** entries are selected Yellow and no export entry is selected Orange nor Red.

It can be observed that **71%** of Export entries are under Yellow and **29%** are under Green.

Zamboanga	No. of Entries by Selectivity Lane	
Selectivity	No. of Export Entries	Percentage
Green	4	29%
Yellow	10	71%
Total	14	100%

Percentage of Entries by Selectivity Lane



PORT OF ZAMBOANGA - Export Summary of Time Intervals Measured		AVERAGE TIME
T1	Lodgment to Export Division	2 days 7 hrs 1 min 39 sec
T2	Export Division Processing to Issuance of Authority to Load	1 day 11 hrs 16 mins 51 sec
T3	Issuance of Authority to Load to Posting and Recording of Containers	20 mins 20 sec
T4	Posting and Recording of Containers to Issuance of Clearance (Vessel Departure)	2 days 17 hrs 17 mins
T5	Total Average Time - Lodgment to Issuance of Authority to Load	3 days 15 hrs 28 mins 21 sec
T6	Total Average Time - Issuance of Authority to Load to Clearance/vessel departure	2 days 17 hrs 37 mins 21 sec
T7	Total Average Time - Lodgment to Vessel Departure	6 days 9 hrs 5 mins 43 sec

1. The overall average CUSTOMS processing time from SAD Lodgment to Issuance of Authority to Load is **3 days, 15 hours, 28 minutes, and 31 seconds.**
2. The average POST CUSTOMS processing time from Issuance of Authority to Load to Clearance is **2 days, 17 hours, 37 minutes, and 21 seconds.**
3. For the entire export process, from Lodgment to Clearance, the average processing time for exports is **6 days, 9 hours, 5 minutes, and 43 seconds.**

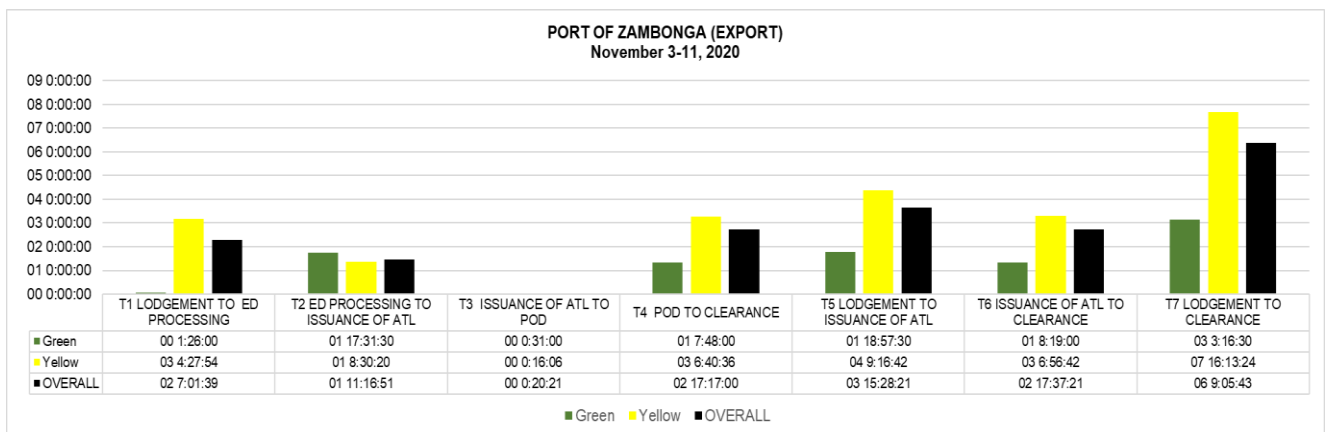


Table above shows the average time per Selectivity and Timestamps

5. MINDANAO CONTAINER TERMINAL

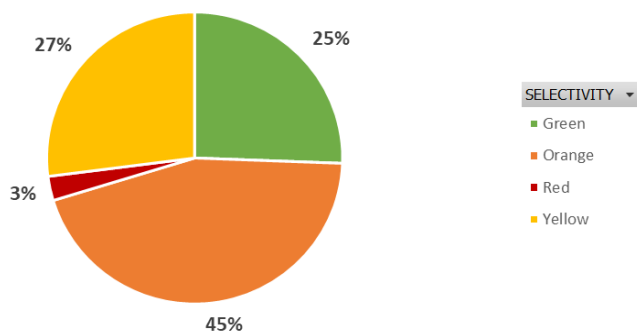


CDO (MCT)	No. of Entries by Selectivity Lane	
Selectivity	No. of Import Entries	Percentage
Green	143	25%
Yellow	151	27%
Red	15	3%
Orange	250	45%
Total	559	100%

MCT - IMPORT RESULTS

For the given period, a total of **559 Import entries** processed are subjected to the TRS. Of which, **143** entries are selected under Green Lane, **151** entries are selected Yellow, **15** entries are selected Red, and **250** entries are selected Orange.

Percentage of Entries by Selectivity Lane



It can be observed that **45%** of the import entries are under Orange Lane, **27%** are under Yellow, **25%** are under Green, and **3%** are under Red selectivity.

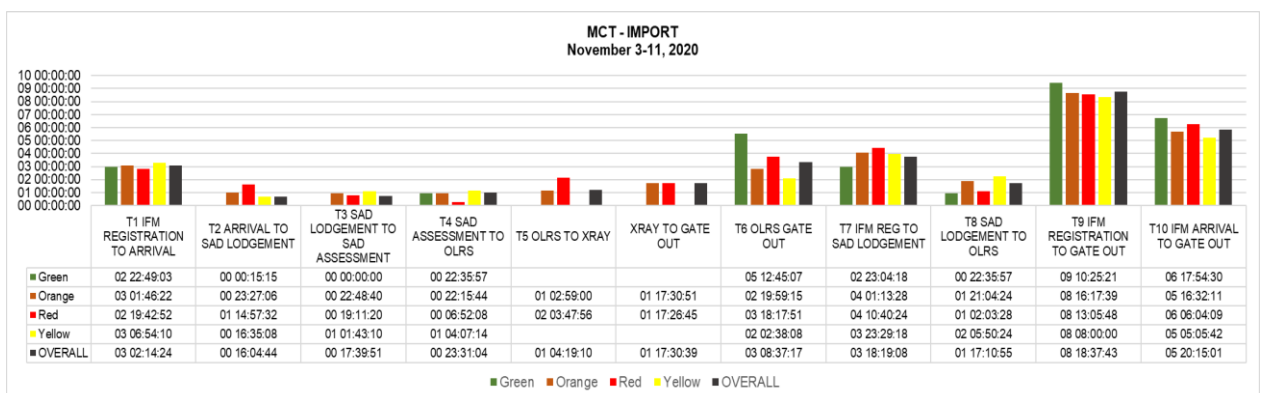


Table above shows the average time per Selectivity and Timestamps

Mindanao Container Terminal-Import Summary of Time Intervals Measured		AVERAGE TIME
T1	IFM registration to IFM arrival	3 days 2 hrs 14 min 24 sec
T2	IFM arrival to SAD lodgment	16 hrs 4 min 44 sec
T3	SAD lodgment to SAD Assessment	17 hrs, 39 min, 51 sec.
T4	SAD Assessment - OLRIS	23 hrs 31 mins 4 sec
T5	OLRS to Xray	1 day 4 hrs 19 mins 10 sec
	Xray to Gate Out	1 day 17 hrs 30 mins 39 sec
T6	OLRS to Gate out	3 days 8 hrs 37 mins 17 sec
T7	Total Average time - IFM Registration to SAD lodgment	3 days, 18 hrs, 19 min, 08 sec.
T8	Total Average Time - SAD lodgment to OLRIS	1 day, 17 hrs, 10 min, 55 sec
T9	Total Average Time - IFM Registration to Gate Out	8 days 18 hrs 37 mins 43 sec
T10	Total Average Time - IFM Arrival to Gate Out	5 days 20 hrs 15 mins 1 sec

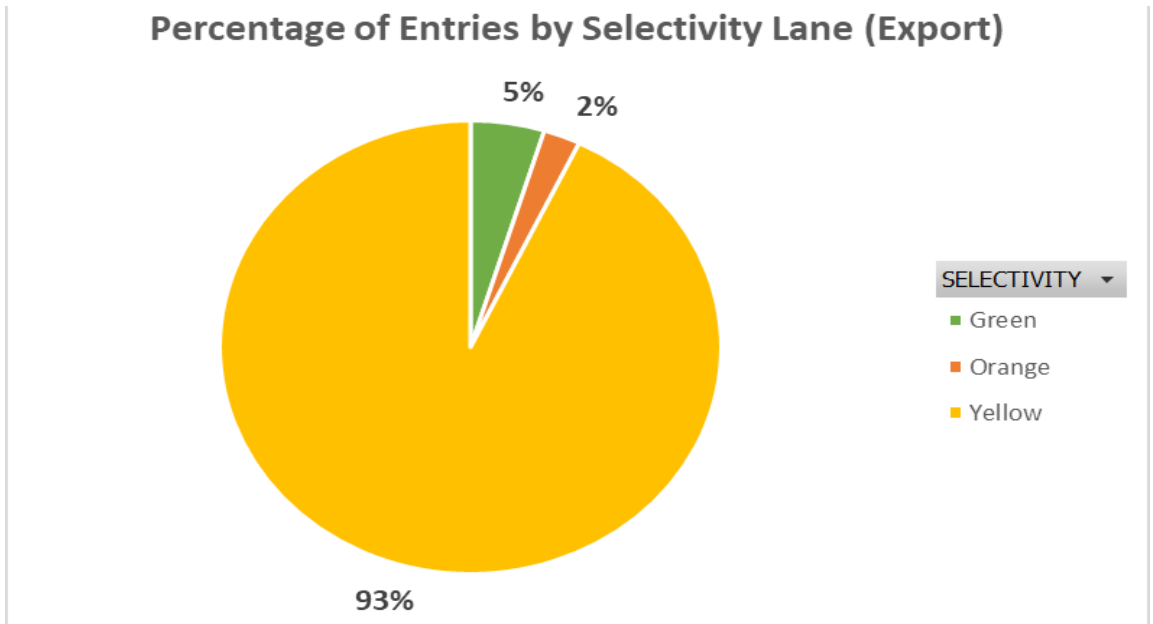
1. The overall average time in **CUSTOMS PROCESS** (SAD lodgment to OLRIS) for Import is **1 day, 17 hours, and 10 minutes**.
2. The overall average time from IFM Registration to SAD Lodgment, which is considered as **PRE-CUSTOMS**, is **3 days, 18 hours and 19 minutes**.
3. The overall average time **POST CUSTOMS**, which is the cargo movement process at the port terminal is **3 days, 8 hours, and 37 minutes**.
4. For the entire process from **IFM registration up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **8 days, 18 hours, and 37 minutes**.
5. From **ship's arrival up to the time the goods exited the port terminal facility**, the over-all average time to process an import is **5 days, 20 hours, and 15 minutes**.

MCT - EXPORT RESULTS

For the given period, a total of **42 Export entries** processed are subjected to the TRS. Of which, **4** entries are selected under Green Lane, **39** entries are selected Yellow and **1** export entry is selected Orange.

It can be observed that **5%** entries are selected under Green Lane, **93%** entries are selected Yellow and **2%** export entry is selected Orange.

CDO (MCT)	No. of Entries by Selectivity Lane	
Selectivity	No. of Export Entries	Percentage
Green	2	5%
Yellow	39	93%
Orange	1	2%
Total	42	100%



Mindanao Container Terminal-Export Summary of Time Intervals Measured		AVERAGE TIME
T1	Lodgment to Export Division	18 hrs 38 mins 39 sec
T2	Export Division Processing to Issuance of Authority to Load	27 mins 34 sec
T3	Issuance of Authority to Load to Wharfinger	2 mins 37 sec
T4	Wharfinger to Issuance of Clearance (Vessel Departure)	1 day 8 hrs 11 mins 34 sec
T5	Total Average Time - Lodgment to Issuance of Authority to Load	19 hrs 6 mins 13 sec
T6	Total Average Time - Issuance of Authority to Clearance/vessel departure	1 day 8 hrs 14 mins 11 sec
T7	Total Average Time - Lodgment to Vessel Departure	2 days 3 hrs 20 mins 24 sec

1. The overall average CUSTOMS processing time from SAD Lodgment to Issuance of Authority to Load is **19 hours, 6 minutes, and 13 seconds**.
2. The average POST CUSTOMS processing time from Issuance of Authority to Load to Clearance is **1 day, 8 hours, 14 minutes, and 11 seconds**.
3. For the entire export process, from Lodgment to Clearance, the average processing time for exports is **2 days, 3 hours, 20 minutes, and 24 seconds**.

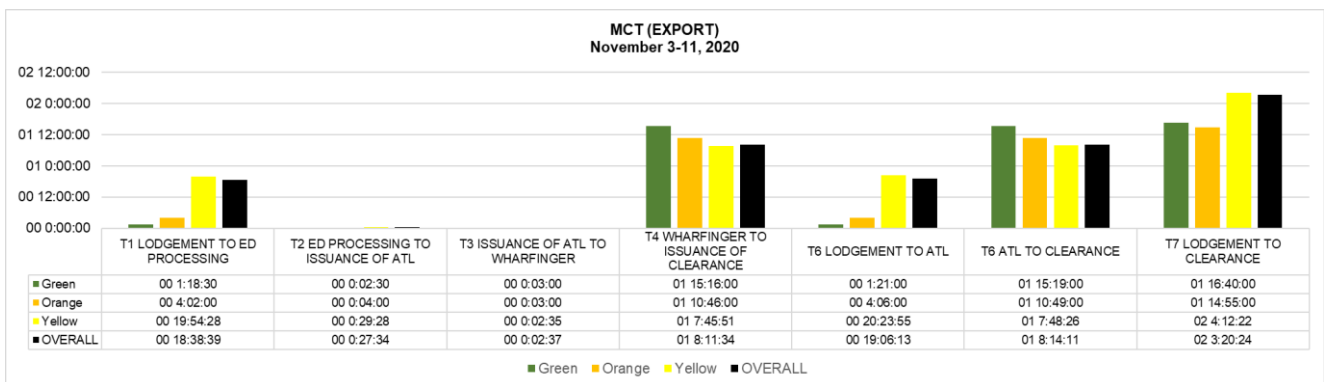


Table above shows the average time per Selectivity and Timestamps

VI. FINDINGS:

The reduction of the time in the customs domain is attributed to the enhancement in the processes such as the “No Contact Policy” of the Commissioner wherein stakeholders and brokers uploads their documents online and the prohibition on the previous practice of brokers directly transacting with the Assessment and other offices of the bureau.

The implementation of the Provisional Goods Declaration regulation allowing shipments to be immediately released subject to compliance with certain conditions on submission of additional documents; and specially the modernization and automation of the Risk Management System.

Likewise, a very big improvement was also observed following the installation of new/enhanced IT systems such as the Customer Care Portal System, the E-TRACC, the Modified Goods Declaration Verification System (GDVS), and the Enhanced Cargo Selectivity System.

VII. RECOMMENDATIONS:

The implementation/operationalization of the Portal at the port is still in its early stage and there are still adjustments and/or improvements that must be undertaken. Nevertheless, it appears to have achieved its objective of actively monitoring the movement of the cargoes and the actions taken by offices involved in the process. The implementation of the same in all of the collection districts is therefor expected to also yield positive results. One major recommendation for this program is for the Collectors of the ports to have a more active participation in the operation of the Portal and use it as a tool to further improve the port’s collection and enhance trade facilitation.

Likewise, the no-contact policy should be continued, even after the pandemic. The Single Window and programs for trusted traders should be pursued together with the enhanced risk management currently being implemented.

VII.A. RECOMMENDATIONS FROM 2019 TRS AND ENHANCEMENTS MADE IN 2020

Recommendations from 2019 TRS

1. Full computerization and automation of the systems in the port to avoid the need to manually transfer or bring import documents from one office to another.



Enhancements implemented

- **Issuance of CMO 21-2020 or the “Enhanced Cargo Selectivity System”**, which provides for an improved system for data gathering, risk assessment, profiling and targeting, updating of Selectivity criteria and parameters, and monitoring, through the use of advanced IT system.
- **Implementation of CMO 40-2020**, which utilizes an interactive web-based system that allows that bureau to track, monitor and audit the location and condition of cargoes, as well as obtain real-time alarms on, among others, diversion and tampering of cargoes.



Recommendations from 2019 TRS

2. Paperless transaction to ensure the integrity of documents and stronger coordination and online linkage with other government agencies (OGAs) with respect to the issuance of permits, clearances, and other supporting documents.

Enhancements implemented

- **Issuance of Customs Memorandum Order (CMO) 08-2020**, which implemented the Commissioner’s **“No Contact Policy”**. Pursuant to this, the **Customer Care Portal System** was established for a paperless transaction in the Bureau.
- **Modified Goods Declaration Verification System (GDVS)** pursuant to Customs Memorandum Order **(CMO) 01-2020** - refers to the web-based application that enables the random assignment of examiners and appraisers to given goods declaration and provide real-time updates on the status of such declaration.
- **Provisional Goods Declaration (PGD)** pursuant to **CMO 07-2020**

VII.A. RECOMMENDATIONS FROM 2019 TRS AND ENHANCEMENTS MADE IN 2020

Recommendations from 2019 TRS

- IT-based risk assessment and targeting system to increase the efficiency of the clearance process for low, medium and high-risk shipments and to ensure that Customs focus on priorities and decisions on deploying its limited resources to areas of highest risk.



Enhancements implemented

- Issuance of CMO 21-2020 or the “Enhanced Cargo Selectivity System”**, which provides for an improved system for data gathering, risk assessment, profiling and targeting, updating of Selectivity criteria and parameters, and monitoring, through the use of advanced IT system.
- Full utilization of the National Customs Enforcement Network (NCEN)**, which is a system developed by the WCO to assist customs with the collection and storage of law-enforcement information on the national level, with the additional capability to exchange this information at the regional and international levels.



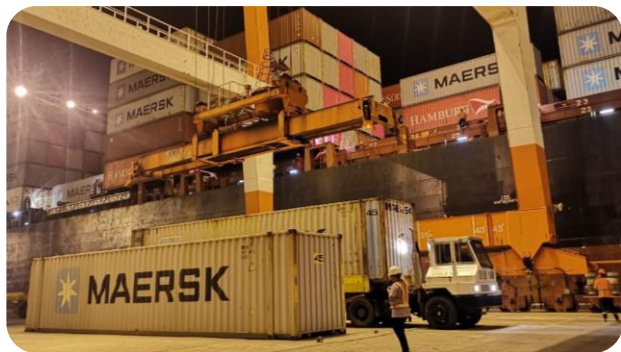
Recommendations from 2019 TRS

- More aggressive implementation of program/s recognizing and rewarding compliant traders, such as the program on Super Green Lane and Authorized Economic Operator (AEO), which will encourage traders to invest in compliance and adopt best practices.

Enhancements implemented

- Implementation of CMO 9-2020 entitled “the Authorized Economic Operator Program for importers and exporters”**. This provides for the full implementation of the AEO Program that was created pursuant to the Customs Modernization and Tariff Act (CMTA) and CAO 5-2017.
- Finally, TRS should be conducted in all the remaining ports to also determine the performance of the ports, determine causes of delays, if any, and subsequently, to introduce solutions or innovations.

VII.B. RECOMMENDATIONS BASED ON 2020 TRS



1. For this year, we propose that programs already in early stages of development be fully implemented to achieve maximum benefit for the bureau and its customers. These include the bureau's **Authorized Economic Operator (AEO) program**, the **Advance Ruling Program**, and the streamlining of processes in export, which are already part of the overall trade facilitation program of the Commissioner.
2. The bureau is also still pursuing its **Customs Modernization Program**, which includes the implementation of the **Single Window (NSW)** and development of various IT systems included in the BOC-World Bank Project. Once implemented, it is expected that it will further improve the performance of the ports and the bureau, as a whole.



3. With respect to the newly installed **Customer Care Portal**, which is a system where importers and brokers can submit soft copies of goods declaration by creating a "ticket" and which complies with the "No Contact Policy" of the bureau, the same should be further developed and expanded to provide full operational support in fast-tracking all kinds of customs transactions.
4. Likewise, it is proposed that the next TRS be given a national perspective by **including other government permitting agencies involved in the importations or exportations of cargoes** in the subject ports, as the rate with which they issue the permits/licenses also affects the release times of the said cargoes.

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