

COMMUNIQUE

Customs Stakeholders' Satisfaction Survey

The MRA will be conducting a Customs Stakeholders' Satisfaction Survey during October / November 2013 to gauge the level of satisfaction of its stakeholders with regard to the various services provided by the Customs Department of the MRA. Amongst other things, our stakeholders will have the opportunity to comment on some essential services provided by Customs relating to custom duty and value assessments, deferral regime, excise, seaport operations, surveillance & enforcement and airport operations.

2. Participation in the Survey is voluntary. However, the MRA is making a humble request to all its stakeholders who may be contacted in the context of the Survey to participate and provide us with a genuine opinion on the questions asked. MRA gives the assurance that all information collected during the Survey will be kept confidential.
3. The feedback received from the Survey will be critical for the MRA to assess its strengths and weaknesses, identify areas for improvement and take necessary action to further enhance the quality of services being offered to its customs stakeholders.
4. The MRA relies on the collaboration of its customs stakeholders to realise a meaningful Survey and wish to thank in advance all persons who will take time to participate in this Survey.