

Customs Stakeholders Satisfaction Survey

During the recent 2021 Income Tax filing season, the MRA invited its Customs Stakeholders to submit electronically their feedback on the quality of services provided by MRA Customs through a Customs Stakeholders Satisfaction Survey. Prior to 2021, the MRA had carried out such a dedicated Customs survey in 2013 through a face to face interaction with these stakeholders.

The table below compares the results of the 2013 and 2021 Customs Stakeholders Satisfaction Surveys (CSSS).

Quality statements	2013 Survey	2021 Survey
	% of Good/ Very Good	% of Good/ Very Good
The valuation of goods	60	80
Clearance of goods from Bonded warehouses and duty free shops	69	80
Processing of Certificate of Origin	54	82
Processing of duty free and exemptions and concessions	43	76
Customs services and clearance of passengers at SSR International Airport	69	83
Processing of Refund/Drawback/Inward/Outward processing schemes	43	76
The level of information provided to passengers on duty free allowances, prohibited and restricted goods	51	77
The level of service or information offered to customers via telephone, email and/or MRA Website	64	77
The opportunity given to Customs Stakeholders to provide an explanation before the issue of a Customs Offence Report/Claims	40	70

The MRA wishes to thank its Customs Stakeholders for participating in the 2021 CSSS. They may rest assured that the organisation will factor in their feedback in its decision making process for even better Customs services by the MRA.