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USAID Supported Reform Activities in the Egyptian Customs Authority

Key Achievements

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Key Achievements in Egyptian Customs Authority (ECA) Supported by USAID

- **RELEASE TIME REDUCTIONS**

- Modern Customs Centres (MCC) that consolidate the Customs' and other Agency processes into a single area
- Simplification of clearance procedures at the MCC
- Use of Risk Management methods at the MCC

- **CONSISTENCY AND TRANSPARENCY AND FACILITATION**

- Drafted a new Customs Law with internal and public consultations
- Standard Operating Procedures published
- Development and distribution of Code of Ethics

- **INCREASING CAPACITIES**

- Post-secondary (MBA, MPA, MLA) education programs enhancing and building the ECA management cadre
- Relevant, timely and accountable technical and core skill training

- **PERFORMANCE MEASUREMENT**

- Measuring, in real-time, comprehensive release times, valuation methods, inspections, appeals and other core Customs benchmarks
- Merit based employee assessments introduced and incorporated into recent senior management selection process



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Key Achievements in Egyptian Customs Authority (ECA) Supported by USAID

- **ORGANIZATIONAL EFFICIENCY**
 - New Organizational Structure developed and introduced from both a leadership down and a grass-roots up approach
 - Pushing decision-making empowerment to the client's first point of contact with the ECA
 - Detailed job descriptions with accountabilities, expectations and delegations of authority
- **AUTOMATION**
 - Tender for new Customs Information System finalized
 - Initiating implementation of new system
- **GOOD GOVERNANCE AND OUTREACH**
 - Instituted and supporting decision-oriented meetings of the 'Board' (ECA senior management team)
 - Established 'Governance Group' which convenes donors, contractors, the ECA and its Customs Reform Unit
 - Continuous public consultations and outreach through various permanent forums including the Advisory Committee on Trade Facilitation
 - Integrity workshops
- **IMPROVED COMPLIANCE**
 - Specialized training in Customs Intelligence, Enforcement and Interdiction
 - Upgrading Risk Management criteria and inspection techniques