



**World Customs
Organization**

WCO Time Release Study (TRS): USE CASES

Phuntsho Dorji

Technical Officer

**WTO Trade Facilitation Committee
TRS side event**

04 June 2025, Geneva

MAURITIUS Case: 2020 Vs. 2023



SEA/AIR IMPORTS						
PROCESSES	Sea FCL		Sea LCL		Air	
	2020	2023	2020	2023	2020	2023
Vessel/aircraft arrival to submission of BOE	16:09	26:47	54:50	27:36	14:31	13:11
Submission of BOE to Customs release	64:18	43:11	19:45	19:25	1:51	1:47
Customs release to cargo gate-out	22:14	21:05	26:22	67:45	3:38	3:29
Vessel/aircraft arrival to cargo gate-out	100:28	89:20	123:50	119:34	41:56	40:51

MAURITIUS Case: SEA FCL, IMPORT



PROCESS	2017 (Hrs.: Mins.)	2020 (Hrs.: Mins.)	2023 (Hrs.: Mins.)
From submission of manifest to arrival of vessel	40:22	135:11	136:09
From vessel arrival to unloading of container	7:13	10:27	9:52
From submission of manifest to BOE submission	75:05	68:54	69:41
From arrival of vessel to BOE submission	6:22 (after arrival)	16:09 (after arrival) / 31% before arrival	26:47 (before arrival) / 70% before arrival
From BOE submission to payment of duty and taxes	3:07	0:34	0:30
From request for scanning to completion of scanning	28:01	47:00	48:15
From start to end of examination	0:40	0:43	0:30
From BOE submission to Customs clearance – Green Channel	15:16	2:12	2:40
From BOE submission to Customs clearance – Yellow Channel	61:07	55:45	51:16
From BOE submission to Customs clearance – Red Channel	74:01	70:18	76:39
From Customs clearance to gate-out	24:14	22:14	21:05

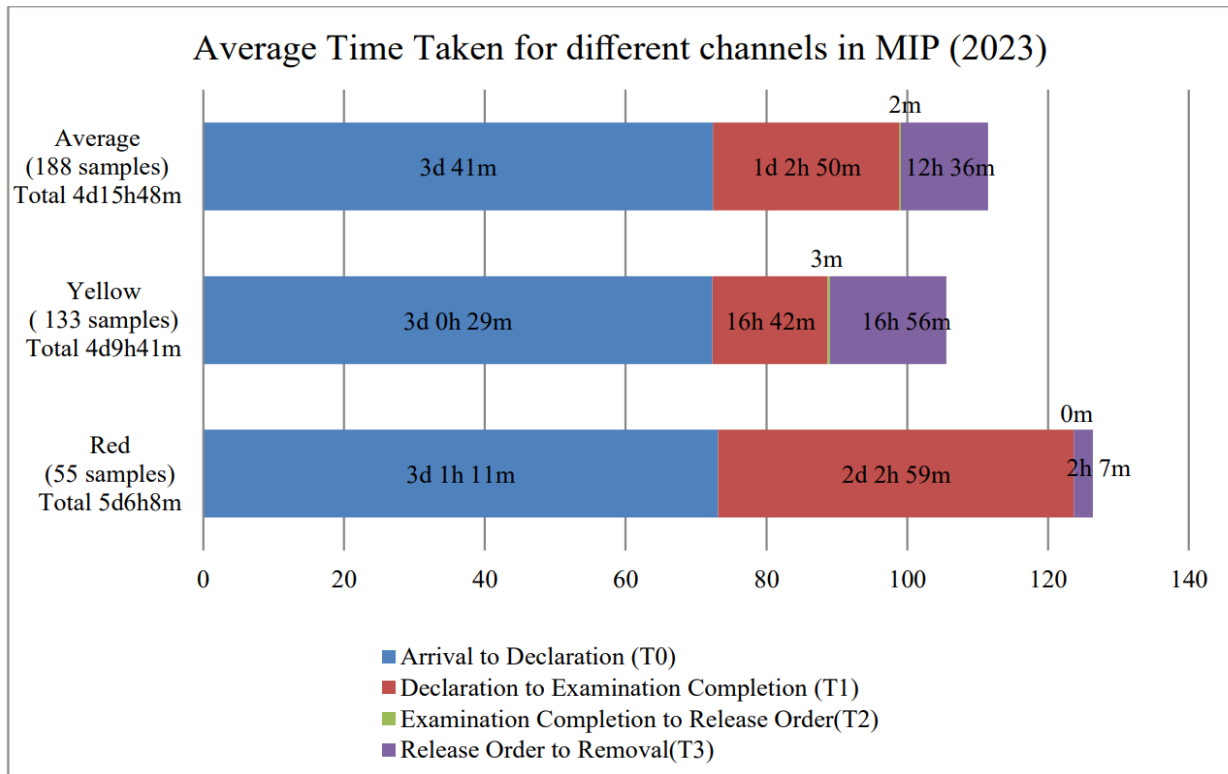
MAURITIUS Case: OGAs, 2023



MINISTRY OF INDUSTRY, COMMERCE AND CONSUMER PROTECTION – MICCP		MEDIAN SCORE HOURS: MINUTES
1	FROM SUBMISSION OF REQUEST FOR PERMIT TO PERMIT	2:01
2	FROM CLEARANCE REQUEST TO CLEARANCE (WITH INSPECTION)	23:21
3	FROM CLEARANCE REQUEST TO CLEARANCE (WITHOUT INSPECTION)	72:07
MINISTRY OF FISHERIES – MOF		
1	FROM SUBMISSION OF REQUEST FOR PERMIT TO PERMIT	10:17
2	FROM CLEARANCE REQUEST TO CLEARANCE (WITH INSPECTION)	408:14
3	FROM CLEARANCE REQUEST TO CLEARANCE (WITHOUT INSPECTION)	408:56
NATIONAL PLANT PROTECTION OFFICE - NPPO		
1	FROM SUBMISSION OF REQUEST FOR PERMIT TO PERMIT	24:00
2	FROM CLEARANCE REQUEST TO CLEARANCE (WITH INSPECTION)	119:09
3	FROM CLEARANCE REQUEST TO CLEARANCE (WITHOUT INSPECTION)	48:52
DIVISION VETERINARY SERVICES - DVS		
1	FROM SUBMISSION OF REQUEST FOR PERMIT TO PERMIT	18:51
2	FROM CLEARANCE REQUEST TO CLEARANCE (WITH INSPECTION)	17:10
MINISTRY OF ENVIRONMENT - MOE		
1	FROM SUBMISSION OF REQUEST FOR PERMIT TO PERMIT	78:40
2	FROM CLEARANCE REQUEST TO CLEARANCE (WITH INSPECTION)	35:41
1	RADIATION SAFETY AND NUCLEAR SECURITY AUTHORITY FROM SUBMISSION OF REQUEST FOR PERMIT TO PERMIT	81:25

MYANMAR Case:

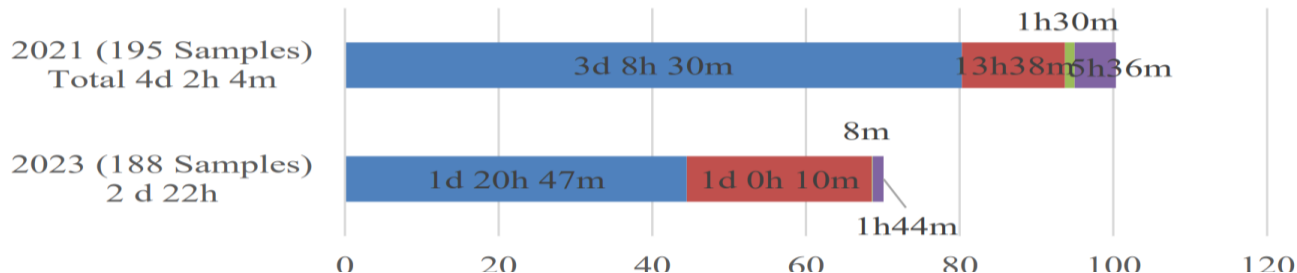
Myanmar Industrial Port (MIP), 2023



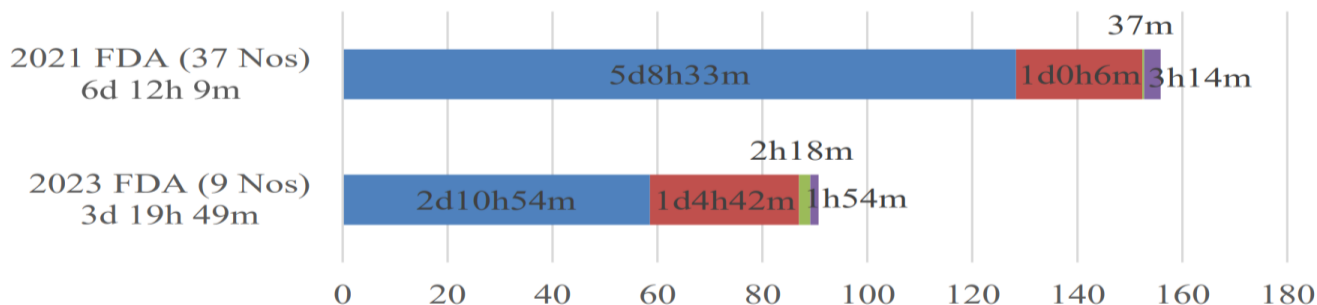
MYANMAR Case: 2021 Vs. 2023



General Average Time of TRS in YACL
2021 & 2023



Average Time Taken for FDA 2021 and 2023



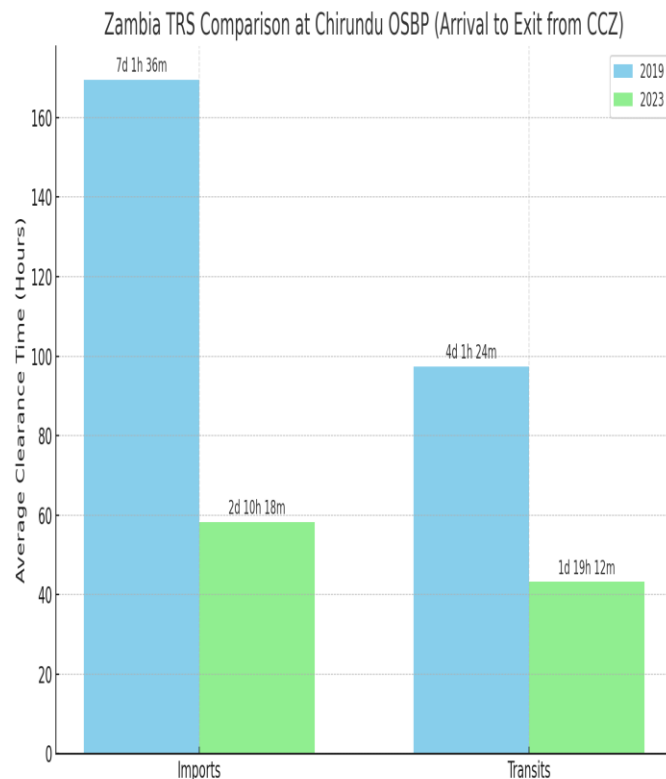
- Arrival to Declaration (T0)
- Declaration to Examination Completion (T1)
- Examination Completion to Release Order (T2)
- Release Order to Removal (T3)

ZAMBIA Case: 2019 → 2020 → 2023



December 2019	March 2020
One entry gate through which trucks can enter Zambia after obtaining clearance and release.	Two entry gates through which trucks can enter Zambia after obtaining clearance and release.
One Customs staff deployed to work at the entry gate from 06:00 am to 18:00 pm.	Five Customs staff deployed to work at the entry gate from 06:00 am to 20:00 pm.
Gate pass issued manually.	ASYCUDA Exit note activated and gate pass issued electronically.
Cargo inspection mostly done individually by each agency.	Cargo inspection done jointly by all agencies.
Customs inspection staff had no protective gear.	Protective gear provided to Customs inspection staff.
In most cases, trucks arrived at the border and then Customs entry is registered. This created delay because the clearance process cannot start.	Pre-registration made mandatory thus, all trucks would have a corresponding Customs entry by the time trucks arrives at the border.
CACP special delivery done manually taking time.	CACP special delivery automated giving instant clearance.
5-6 days average clearance time.	2-3 days average clearance time.

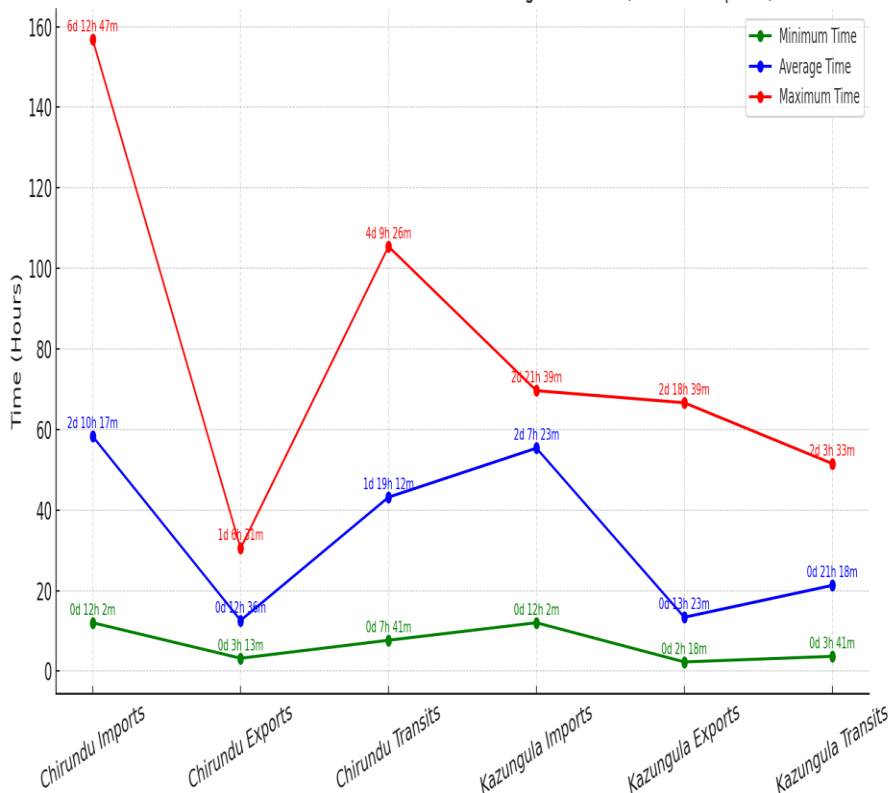
Source: Independent evaluation mission March 2020



ZAMBIA Case: TRS 2023



Zambia TRS 2023: Clearance Times at Chirundu and Kazungula OSBPs (General Imports) - DHM Format



Key Factors

Chirundu Import: - Non-operational scanner causing inspection delays

- Misaligned work hours across agencies
- Inadequate personnel for high traffic volume
- Delays in declaration processing
- Limited parking space and traffic flow issues

Chirundu Export: - Inland processing of export declarations

- Delays between declaration and payment stages
- Absence of pre-arrival processing in many cases

Chirundu Transit: - High traffic volume with limited tracking systems

- Lack of cargo tracking for high-value transits
- Manual verification and inspection delays

Kazungula Imports: - Inadequate clearance staff

- High volume of heavy vehicles
- No 24/7 Central Processing Center service

Kazungula Import: - Manual data handover between systems

- Pre-clearance not widely used
- Some delays in final acquittal process

Kazungula Transit: - Absence of electronic cargo tracking

- Limited scanner functionality
- Inconsistent use of risk-based inspection

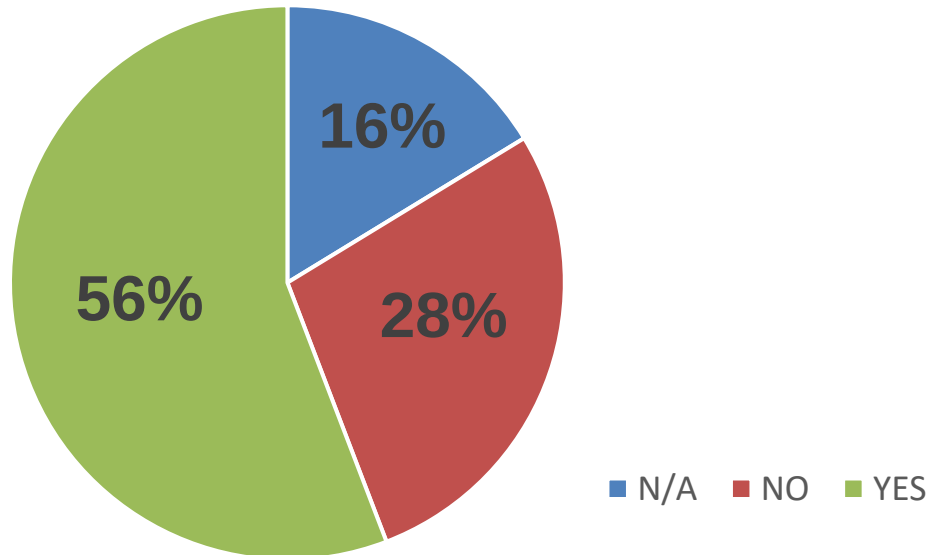
ZAMBIA: CHIRUNDU – OSBP

Community Impact Survey!



DO YOU EXPERIENCE THE FOLLOWING CHALLENGES AT THE CHIRUNDU OSBP BORDER?

(1) Congestion (2) Clearing delays (3) Persistent scanner downtime (4) Inadequate packing space (5) Inadequate water supply (6) No shower rooms for drivers (7) No canteen & lack of ba



ZAMBIA Case: CHIRUNDU – OSBP

18 Agencies!



Table 7.1: Agencies at the Chirundu OSBP

Agency	Chirundu	No of Officers	Working hours
Zambia Revenue Authority	Present	59	0600- 2000hrs
Zambia Compulsory Standard Authority	Present	9	0800- 2000hrs
Ministry Agriculture – PQPS	Present	4	0600- 2200hrs
M–H - Port Health	Present	11	0600- 2200hrs
Local Council	Present		
Radiation Protection Authority	Present	5	0800- 2100hrs
RTSA	Present	11	0600- 2100hrs
Interpol	Present	11	0600-2200hrs
Zambia Police	Present	19	0600-2000hrs
Immigration	Present	30	0600-2200hrs
Ministry of Mines	Present	2	0800-1700hrs
Zambia Environmental Agency (ZEMA)	Present	3	0800-2000hrs
Zambia Medicines Regulatory Authority (ZAMRA)	Present	2	0800-1700hrs
Forestry Department	Present	1	0800-1700hrs
Trade information Desk (Ministry of Commerce)	Present	4	0600-2200hrs
NALEIC (Department of Veterinary Services)	Present	3	0800-2000hrs
Ministry of Agriculture - Agri-business and Plant Quarantine and Phytosanitary Service (PQPS)	Present	2	0600-2200hrs
Drug Enforcement Commission (DEC)	Present	11	0600-2200hrs

ZAMBIA: CHIRUNDU – OSBP



SHORT-TERM RECOMMENDATIONS

Findings	Recommendations
Non-operational scanner at Chirundu	Repair the scanner; implement risk-based inspections.
Few clients enrolled in CACP	Increase uptake on ASYCUDA World; improve benefits and post-clearance audit staffing.
Misaligned agency working hours	Align work hours across all government agencies.
Inadequate personnel for trade facilitation	Employ more staff at border agencies.
Delayed processing of Customs declarations	Increase officers at CPC.
Lack of traffic marshals within the Customs Control Zone	Introduce ground traffic marshals.
Poor coordination during physical inspections among agencies	Promote inter-agency engagement, joint border committees, and Single Window links.
Unidentified/unauthorized personnel inside the OSBP	Provide official identity cards to authorized persons in the control zone.

LONG-TERM RECOMMENDATIONS

Findings	Recommendations
Inadequate parking space for trucks	Expand parking space, especially for non-AEO cargo.
Lack of cargo tracking system for transit/high-value consignments	Introduce electronic tracking.
Inadequate housing for border staff	Build more housing.
Inefficient client service system	Introduce automated system for tracking declaration status.
Border congestion due to traffic volume	Establish virtual CPC; expand Blue Lane; introduce smart gates and driver alerts.

Bosnia and Herzegovina: TRS 2023



Location	Average Time	25th Percentile	50th Percentile (Median)	75th Percentile	Key Factors
Bijača	5h 28m	2h 19m	3h 28m	5h 05m	- Timely submission of documents - Moderate waiting time for physical inspection - Coordination among Customs and other border agencies
Rača & Bijeljina	8h 14m	3h 06m	5h 23m	13h 30m	- Longer waiting times for inspection - Documentation delays - Variability in inspection frequency
Gradiška	12h 36m	6h 33m	14h 45m	17h 51m	- High traffic volume and congestion - Delays in submitting declarations - Extended inspection times and coordination issues

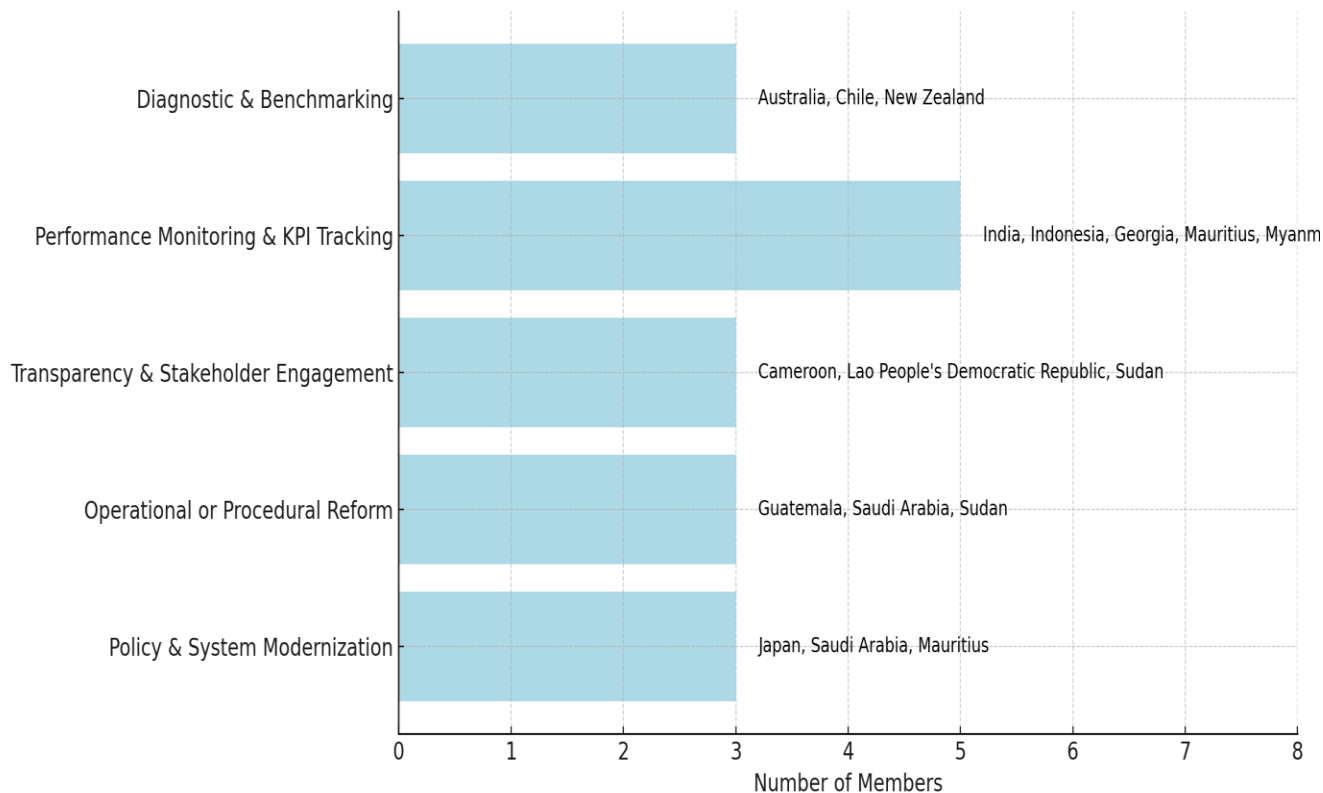
EXAMPLES OF PARTNER COUNTRIES...

- **Namibia:** TRS Port of Walvis Bay: public kick off in Feb 2023 with report launch in December 2024.
 - Relatively low cost: Costs around 45,432 EUR (899,477 (for daily subsistence allowances, fuel consumption for vehicles & logistical costs for venue bookings. **The NTWG served as enumerators.**
 - Detailed experience here: [Namibia's experience of conducting its first Time Release Study](#)
- **Eswatini & South Africa – First End-to-End TRS in the region:** Oshoek/Ngwenya border post. Public kick-off in November 2023. Joint launch of the two TRS reports in May 2024.
 - Relatively low cost: for Eswatini around **9,000 euros (180,000 SZL), which was 70% lower than in 2021** when relying on consultants, and for **South Africa around 11,000 EUR (220,000 ZAR), covering travel costs, car hire, flights, accommodation & per diem.**
 - Joint Action Plan on TRS findings at the Ngwenya-Oshoek border – aiming to reduce border crossing times by at least 20% before Dec 2026 – and progress towards One-Stop Border Post.
 - Detailed experience here: [Joint TRS sets South Africa & Eswatini on the right track](#)

FORWARD LOOK....

- **NIGERIA:** High-level TRS launch in Feb 2024 and TRS report currently being finalized and Launch planned.
- **LESOTHO & SOUTH AFRICA:** ongoing end-to-end TRS at Maseru Bridge & Ficksburg borders.
- **THE PHILIPPINES:** TRS planned for July 2025 under Philippines Trade Facilitation Committee

TRS Use-Cases → Members Experiences (Appendix 9 – TRS Guide V4, 2025)



TRS Challenges



Data collection
and quality:



Stakeholder
cooperation and
coordination:



Resource
constraints:



Technological
limitations:



Complexity of
trade processes:



Ensuring consistency
and standardization:



Training and
expertise:



Legal and
regulatory barriers:



Managing expectations
and interpretation:



Managing expectations
and interpretations



Change
management
post-TRS:



Confidentiality
and data protection:



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Technical Officer

