

# Border Crossing Point Challenges and Solutions

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OSCE Handbook for Border Crossing Best Practices  
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# Possible to balance BCP security and safety with trade facilitation

- No single challenge and therefore no single solution
- No silver bullet
- Its an inter BCP control agency challenge needing an inter Agency solution
- Best practice solutions exist



Aktau Seaport Border Line and Customs Control Area Sign February 2010

# Evidence of BCP Challenges



Turkish and other nationality trucks waiting outside Aktau seaport for up to 7 days for the ferry to Baku (February 2010)

Central transport route example:

- Trucks might wait 7 days in Aktau for the ferry to Baku
- By Decree the rail ferry and RO RO vessels cannot sail with partial loads or when empty
- 10 days to get rail through route rates

# Evidence of BCP Challenges

- Lack of container use in Caucasus and Central Asia and lack of container gantry cranes
- Lack of DTI and integrated port community IT systems (PCS)
- No SWS or port IBM



Lack of regular and predictable RO  
RO and rail ferry vessel services  
between Baku and other Caspian  
Sea ports. (Baku February 2010)

# Evidence of BCP Challenges

- Piecemeal reform and modernisation: Customs making progress and implementing going it alone projects i.e., central IT clearing
- Turf protectionist management practices
- Lack of international best practice by all BCP control agencies
- Lack of BCP infrastructure and management procedure strategies and action plans
- BCP buildings not fit for purpose

# Evidence of BCP Infrastructure Challenges

- Facilities: small and out dated
- IT: lack of DTI web based IT systems
- BCP access roads: narrow, congestion
- Services: limited number of trade logistics services, low quality,
- Security, safety and trade facilitation equipment: most trucks get scanned why?  
No balance because no risk assessment

# Evidence of BCP Procedure Challenges: Legacy Mindset

- Using physical inspection controls instead of professional BCP best practice: RM and IMO
- Paper documents, stamps and signatures
- Do not see why they need to balance security and safety with trade facilitation
- Do not understand the impact of BCP congestion and truck time delays on national exporters especially on SMEs
- Do not understand the impact of BCP time delay on national job creation and poverty

# Evidence of BCP Procedure Challenges: Legacy Mindset

- BCP staffs and managers do not know how BCP congestion and time delays and lack of predictable supply chain logistics give higher and longer warehouse product inventory duration for example 3 to 4 weeks in Almaty compared with 3 to 4 days in UK and Europe
- Results in higher product prices in shops
- Consumers pay the price for old practices



# Evidence of BCP Procedure Challenges

- Lack of BCP management strategy so no policy, no action plan and no direction
- Lack change mandate so no BCP change management commitment and willingness to change
- Lack of BCP change priority because senior officials do not see quick fix BCP solutions during their office tenure
- Lack of “whole-of-government” approach so no integrated border management and no initiatives to eliminate “borders” between BCP agencies

# Evidence of BCP Seaport Procedure Challenges

- No One Stop Shop: planned
- No SWS: planned
- No IBM: planned
- Import declaration IT systems: Yes
- Electronic signatures: No
- Declaration encryption: No
- UN Layout Key: Yes
- Goods physical inspection rate: 100-50%
- Compulsory temporary storage SVh: No

# Evidence of BCP Seaport Procedure Challenges

- Risk management: Yes
- Import Goods Pre-Release: No
- Export Goods Pre-Alert: Yes
- Joint Agency Inspection: ?
- WCO and EU Authorised Economic Operator
- Post Entry Audits: No
- Import Bank Guarantee + Insurance: Yes
- Customs break TEU seals: Yes
- EDI seals: planned

# BCP Infrastructure Solutions

- Buildings fit for purpose: design, build and maintenance by specialist BCP agency
- Access roads for purpose: design, build and maintenance by specialist MoT team
- BCP building and access road standards: use international best practice to change national technical building standards
- Move BCPs away from towns and villages

# BCP Infrastructure Solutions

- Joint Customs admins share buildings
- Eliminate BCP metal entry barrier gates
- Eliminate one lane access and one lane primary inspection: Ak Zhol – Kordai BCP; opportunity for change and modernisation
- Use multi lane primary inspection lanes each with a booth at the height of vehicle
- Passengers must stay in the car
- Dedicated fast track lane needed
- Conclusion: use better BCP asset management so open all lanes and assign staffs to each lane

# BCP Procedure Solutions

- Eliminate BCP vehicle congestion: its not Customs who cause all the delays
- Segregate cars from trucks and buses
- Use joint agency inspection teams
- Use risk management and risk profiles
- Use Export and Import Pre Alert
- Divert TIR trucks to fast track lane: do not let TIR trucks queue with other vehicles to get to Customs and Passport Control
- Change Customs and Admin Codes: clerical errors are not attempts to defraud so stop fines

# BCP Procedure Solutions

- Start Customs low risk due diligence with traders and intermediaries: Golden List, WCO AEO and EU AEO examples
- Reduce physical inspection from 100-50% and from 40-20% to 10-5% using risk assessment
- Improve BCP HRM: ethics code, better salaries and benefits, disciplinary code and continuous career training
- Use electronic DTI declarations and support documents eliminating paper documents
- Use electronic signature eliminating stamps

# BCP Procedure Solutions

- Use Unique Consignment Reference No
- Use WCO SAFE Framework
- Start Port Community System (PCS) IT and communications and integrate with BCP
- Reduce post container and wagon dwell times: track goods and container status using PCS
- Start national and regional SWS: see UK, Croatia and Singapore best practices
- Use PPP to build new BCPs: see Turkey TOBB BCP best practice policies and results



# BCP Procedure Solutions

- Use cross border best practices: Finland and Russian Federation example
- Use Polish and Belarus Customs BCP procedure example
- Prepare and implement BCP security and trade facilitation strategy: see Australian Customs 2015 Strategy document balancing security and safety with trade facilitation
- Use BCP Performance Indicators

# Thank You for your attention

Please send your best practice examples to Jan Tomczyk at

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Questions and Answers



Vehicle ferry at Mersin Port Turkey