



Pro Enterprise Ranking and Trader Satisfaction Survey Results

Singapore Customs
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Pro-enterprise Ranking 2012 Results

Agency	Ranks		Y-o-Y Change
	2012	2011	
Maritime and Port Authority of Singapore (MPA)	1	1	↔
Singapore Customs (SC)	2	11	↑
Central Provident Fund Board (CPF)	3	2	↓
Singapore Land Authority (SLA)	4	6	↓
Ministry of Singapore (MAS)	5	7	↓
Housing Development Board (HDB)	6	10	↓
Media Development Authority (MDA)	7	20	↓
Accounting and Corporate Regulatory Authority (ACRA)	8	22	↓
Infocomm Development Authority of Singapore (IDA)	9	5	↓
Civil Aviation Authority of Singapore (CAAS)	10	9	↓
National Environment Agency (NEA)	11	18	↓
Energy Market Authority (EMA)	12	3	↓
IE Singapore (IES)	13	12	↓
Land Transport Authority (LTA)	14	14	↔
Inland Revenue Authority of Singapore (IRAS)	15	16	↓
Health Sciences Authority (HSA)	16	13	↓
Singapore Civil Defence Force (SCDF)	17	24	↓
Building and Construction Authority (BCA)	18	4	↓
Urban Redevelopment Authority (URA)	19	25	↓
Immigration & Checkpoints Authority of Singapore (ICA)	20	8	↓
Agri-Food & Veterinary Authority of Singapore (AVA)	21	17	↓
JTC Corporation (JTC)	22	23	↓
Ministry of Manpower (MOM)	23	21	↓
Public Utilities Board (PUB)	24	15	↓
Singapore Tourism Board (STB)	25	26	↓
Insolvency & Public Trustee's Office (IPTO)	26	19	↓

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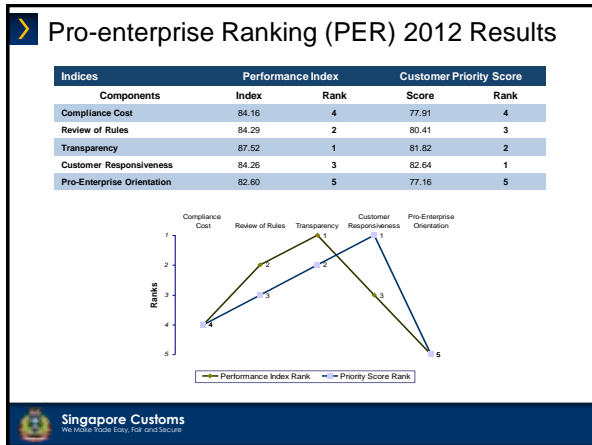


DG Singapore Customs Mr Fong Yong Kian receives award from Minister of State & Industry Mr Teo Ser Luck at the PEP-SBF Awards 2012

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Pro-enterprise Ranking 2012 Results

Agency	Score		Y-o-Y Change
	2012	2011	
Maritime and Port Authority of Singapore (MPA)	83.94	81.14	↑
Singapore Customs (SC)	84.97	78.74	↑
Central Provident Fund Board (CPF)	92.04	90.34	↑
Singapore Land Authority (SLA)	78.73	81.61	↓
Monetary Authority of Singapore (MAS)	77.57	77.59	↓
Housing Development Board (HDB)	77.59	76.14	↑
Media Development Authority (MDA)	76.59	69.24	↑
Accounting and Corporate Regulatory Authority (ACRA)	74.95	65.54	↑
Infocomm Development Authority of Singapore (IDA)	74.87	85.80	↓
Civil Aviation Authority of Singapore (CAAS)	73.87	76.59	↓
National Environment Agency (NEA)	73.70	71.54	↑
Energy Market Authority (EMA)	73.63	89.22	↓
HS Singapore (HS)	72.84	75.51	↓
Land Transport Authority (LTA)	72.59	74.68	↓
Inland Revenue Authority of Singapore (IRAS)	71.66	72.15	↓
Health Science Authority (HSA)	71.36	75.32	↓
Singapore Civil Defence Force (SCDF)	71.10	63.37	↑
Building and Construction Authority (BCA)	68.37	88.88	↓
Urban Redevelopment Authority (URA)	68.23	61.26	↑
Immigration & Checkpoints Authority of Singapore (ICA)	66.89	72.44	↓
Agri-Food & Veterinary Authority of Singapore (AVA)	66.66	72.14	↓
JTC Corporation (JTC)	63.31	64.66	↓
Ministry of Manpower (MOM)	60.98	68.13	↓
Public Utilities Board (PUB)	60.27	72.55	↓
Singapore Tourism Board (STB)	56.27	57.96	↓
Insolvency & Public Trustee's Office (IPTO)	51.31	70.01	↓



Traders' Satisfaction Survey 2011 Results

- Overall Customer Service Index improved from 6.51 in 2009 to 6.54 in 2011

Percentage (%) of respondents give a rating of (on an 8-point scale)		
	5.0 and above	7.0 and above
2009	93.6%	54%
2011	93.4%	67.6%

We Heard Your Feedback

Feedback	Our Follow-up
Website not user-friendly	Reviewed the trade information on the website and made edits to provide better clarity on explaining procedures
	Reorganized information for greater accessibility

> We Heard Your Feedback

Feedback	Our Follow-up
STS classes insufficient	New SC200 series courses introduced
Courses and training provided are not customized to my needs	The programmes on the SC Academy are organised by modules to enable participants to sign up for either individual modules or a package
Coverage and frequency of Traders' Clinics, dialogues and seminars insufficient	Posted slides and materials, summary of discussions and Q&As on the Virtual Academy site

> We Heard Your Feedback

Feedback	Our Follow-up
The refund process is too long and tedious	Refined the processing rules in TradeNet 4.1 to allow more applications to be auto-processed TradeNet 4.1 allows cancellations of un-utilised permits, to allow for auto-processing of such cancellations. Traders can now submit an application to cancel a payment permit provided: i) It has not been used for cargo clearance ii) The application is submitted before 23:59:59 hours of the same day of approval
Application for STS1 permits – approval is taking too long	Reviewed processing rules to allow auto-processing of SGC permits
I would like to see relaxation of control for less sensitive strategic items	We regularly review the Strategic Goods Control (SGC) list in an expeditious manner in order to facilitate trade

> We Heard Your Feedback

- Virtual Academy (<https://www.customsacademy.gov.sg/reception-area.aspx>)



> We Heard Your Feedback

- Feedback is posted on Singapore Customs' website (<http://www.customs.gov.sg/topNav/pub/Traders+Satisfaction+Survey+and+Pro+Enterprise+Orientation+Results.htm>)



> Appreciation from Traders

"I personally find that the Account Manager is very engaging and will try their best to support the application and certification process. This concept of assigning an Account manager to each company is good as it fosters the relationship between Customs and Industry."

"It is a very good program (STP), which lead to inspection and trust between customs and trader to increase trader risk security awareness."

"STP Plus, Trade First, and Tier 3 permit status have reinforced our corporate brand and facilitated the movement of cargo."

"The tier 3 bulk license has greatly facilitated trade and reduced waiting time."

"Singapore Customs officers are very friendly, and they put in effort to try to understand our issues and help companies a lot. The officers try to help customers when the system is not flexible enough to allow us to proceed."

> Traders' Satisfaction Survey 2012

- Conducted online from December 2012 to end January 2013
- Objective: To measure the satisfaction level of our customers and understand their needs so that we may further enhance our customers' experience in their interactions with us

> Contact Details

For queries relating to Trader Satisfaction Survey 2012, or any other feedback

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