

# **CUSTOMER SERVICE CHARTER**

**CUSTOMS AND EXCISE  
DIVISION**

## MESSAGE FROM OUR COMPTROLLER

We at the Customs and Excise Division have actively focused on improving efforts for providing better service to our customers. In order to carry out our day-to-day business, we are dependent upon the provision of information, advice, services and resources from the general public. We, as an organization, must also in turn deliver quality professional customer service.

Our Charter has been put in place to fulfill the mandate of our Customs Reform process, as it sets out the standards of providing an exceptionally high value of customer service.

Our interactions with each other will be marked by courtesy, professionalism, friendliness, mutual respect, approachability and teamwork. Our workplace will stem on a culture based on inclusion, openness, dignity, respect and integrity.

The Customs and Excise Division will continue to do our utmost best to resolve any issues to achieve maximum results in providing effective, quality and timely service to all customers.

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Roderick Deschamps  
Comptroller of Customs

## **OUR MISSION STATEMENT**

To ensure compliance with all customs legislation through the provision of appropriate information, quality service and targeted enforcement in a professional manner for the benefit of the Commonwealth of Dominica.

## **OUR VISION STATEMENT**

A competent and innovative organisation dedicated to delivering effective and efficient service to our clients in keeping with established standards and best practice.

## **OUR SERVICE MISSION**

The Customs and Excise Division is committed to providing transparent, efficient and reliable service delivered by a team of well-trained, motivated and highly-skilled professionals in a friendly and comfortable environment.

## **MAIN STAKEHOLDERS (ENABLERS)**

- Dominica Bureau of Standards
- Environmental Health Department
- Dominica Solid Waste Corporation
- Environmental Coordinating Unit
- Divisions of Agriculture (Quarantine, Veterinary, Fisheries, Forestry & Wildlife)
- Produce Chemist Laboratory
- Ministry of Trade and Foreign Affairs
- Ministry of Finance
- Ministry of Communication
- Statistics Division
- Inland Revenue/VAT Unit
- Dominica Air and Sea Ports Authority (DASPA)
- Invest Dominica Authority
- Discover Dominica Authority
- Commonwealth of Dominica Police Department

## **MAIN STAKEHOLDERS (FACILITATORS)**

- Importers
- Exporters
- Manufacturers
- Hucksters
- Shipping Agents
- Customs Brokers and Tariff Clerks Association
- Dominica Association of Industry and Commerce (DAIC)
- Dominica Hotel and Tourism Association (DHTA)

## SERVICE HOURS

- ◆ Our offices are open as follows:

### Deep Water Harbour

*Administrative Services* - Mondays from 8:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:00 p.m.

Tuesdays to Fridays from 8:00 a.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m.

*Clearance of Goods* – Mondays from 8:00 a.m. to 5:00 p.m.

Tuesdays to Fridays from 8:00 a.m. to 4:00 p.m.

*Cashiering Services* - Mondays from 8:00 a.m. to 4:00 p.m.

Tuesdays to Fridays from 8:00 a.m. to 3:00 p.m.

### Our Other Offices:

- Mondays from 8:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:00 p.m.
- Tuesdays to Fridays from 8:00 a.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m.

## OUR LOCATIONS

Customs and Excise Division

Customs House

Woodbridge Bay

Fond Cole

Dominica

Tel. 1 767 266 3730/266 3717

Fax: 1 767 448 7950

Email: [customs@cdom.dm/customs@dominica.gov.dm](mailto:customs@cdom.dm/customs@dominica.gov.dm)

Website: [www.customs.gov.dm](http://www.customs.gov.dm) [www.dominica.gov.dm](http://www.dominica.gov.dm)

Customs and Excise Office  
Anse-de-Mai  
Dominica  
Tel: 1-767-445-5300 / 1-767-266-4097

Customs and Excise Office.  
Canefield Airport  
Canefield  
Dominica  
Tel: 1-767-449-1199 / 1-767-266-4157

Customs and Excise Office  
DouglasCharles Airport  
Melville Hall  
Dominica  
Tel: 1-767-445-7109 / 1-767-266-3915 / 1-767-266-4293

Customs and Excise Office  
Long House  
Portsmouth  
Dominica  
Tel: 1-767-445-5340 / 1-767-266-4423 / 1-767-266-4416 / 1-767-266-4452

Customs and Excise Office  
Ferry Terminal  
Bayfront, Roseau  
Dominica  
Tel: 1-767-266-3799

## **OUR LEGISLATION**

- Dominica Customs Act No 20 of 2010
- Common External Tariff (CET) of the Caribbean Community
- Value Added Tax Act No 7 of 2005
- Excise Tax Act No 8 of 2005
- Fiscal Incentives Act Chapter 84:51
- Income Tax Act Chapter 67:01
- Caribbean Community Act of 2005
- Hotel Aid Act Chapter 85:04
- Ozone Layer Depletion Act Substances (Control) Act
- Solid Waste Management Act 1 of 2002 and Act 3 Of 2008
- Supplies Control Act Chapter 20:01 of the revised Laws
- Tourism (Standards and Regulations) Act No 19

## OUR SERVICES

- **The collection of revenue.** Customs revenue derived from international trade constitutes a high percentage of our GDP, and is extremely important to the operation of Dominica's economy
- **The protection of the Citizenry through the prevention and interception of import and export prohibitions and restrictions.** The interception of illegal drugs, arms and ammunition, human trafficking and the smuggling of contraband is of high priority. We work closely with other Government and International agencies, in particular the Quarantine and Veterinary inspection service in the Ministry of Agriculture, the Dominican Police and Coastguard services, Regional and Extra-Regional Customs Departments, and Enforcement Organizations Worldwide
- **The Facilitation of Trade.** Trade Facilitation enables bona-fide goods to be processed through our borders in the most expeditious manner and as a result remains a key feature in improving our trading environment. Barriers to trade may arise due to the mandatory submission of documents to Customs and the undertaking of both documentary and physical inspections of consignments by the Division and other Technical Control Agencies. These formalities if not intelligently executed will lead to unnecessary delays resulting in forgone business opportunities and the reduction of competitiveness.
- **The provision of Trade Statistics.** Customs furnishes relevant trade statistics to the Government and also to Regional and International Organizations and Agencies.