



Notification of the Customs Department

RE: Integrity and Transparency Policy for the Operation of the Customs Department

In accordance with the objective of the Constitution of the Kingdom of Thailand, B.E. 2560 Chapter VI: Directive Principles Of State Policies Section 76, National Anti-Corruption Strategy-Phase 3 (B.E. 2560 – 2564) Strategy 4: Develop Proactive Corruption Prevention Systems, and according to Article 10 of the Government Policy: Promotion of Public Administration with Good Governance, Prevention and Suppression of Corruption and Misconduct in the Public Sector which have established to strengthen moral and ethical standard for public officers and develop transparency in the performance of government agencies, as well as strictly prevent and suppress corruption and misconduct of public officers in order to maintain public trust in the public sector.

Customs Department, therefore, has established the Integrity and Transparency Policy for the Customs operation to be a standard, guidance and shared value for the organization and all officers to conduct along with other rules and regulations as follows;

1. Transparency

Guidelines

1. Clearly, accurately and completely disclose the operational information of the Customs Department to enable people or stakeholders to access information conveniently and quickly.
2. Conduct a transparent procurement at all stages as required by the law.
3. Provide third parties or stakeholders, the opportunities to participate in form of opinion, co-planning, co-operating and jointly monitoring the operation.
4. Systematically handle complaints management concerning the performance of customs officers who are not transparent or dishonest to their official duties. In addition, such offenders shall be strictly subjected to associated penalties.

2. Accountability

Guidelines

1. All levels of executive management are committed to administer with integrity, honesty, impartiality and take accountability for mistakes in their administration.

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2. All Customs officers shall not only perform their duties effectively regarding to the rules and regulations, but also take accountability for mistakes in the operation.

3. Free from Corruption

Guidelines

1. All levels of executive management must not appear any fraudulent behavior due to the Policy Corruption. Any policies or approvals shall not be made for the benefit of themselves or others.
2. All Customs officers shall not ask for any bribe any items or other benefits from stakeholders in reciprocation for their performance or non-performance of duties, or use their position unfairly to benefit themselves or others.

4. Integrity Culture

Guidelines

1. All levels of executive management shall be a role model, as well as develop a functional discipline to their subordinates, and stringently comply with the Code of Ethics and Code of Conduct.
2. Provide a proper process in order to cultivate and create a culture of mindset that could be able to distinguish between personal benefits, public interest and conflict of interest.
3. Develop a Customs anti-corruption action plan and establish a robust and efficient internal audit process.

5. Work Integrity

Guidelines

1. All levels of executive management shall conduct human resource management, budget management and task assignments with morality and transparency.
2. All levels of executive management shall stimulate a favorable environment that support and promote the efficient and effective performance of the Customs officers.
3. To strengthen the impartiality in providing the service to the recipients and the stakeholders, the precise work manual or working standard shall be established and applied strictly and fairly.

Notified on the 3 January B.E.2561 (A.D.2018)



(Mr. Kulit Sombatsiri)

Director-General of the Customs Department