

DISPUTE SETTLEMENT



Shifting to an automated process for applying and collecting customs fines, Mauritania customs has streamlined the internal procedures and improved sharing of information between government institutions.

SITUATION

Mauritania Customs, in collaboration with the Port Customs Office and the National Treasury, identified the need for the automation of the manual dispute settlement procedure, i.e. from identification of the offence until closing of the case, for a better management and tracking of the processes involved, and for moving towards a paperless environment.

SOLUTION

A new offence module, fully integrated with ASYCUDAWorld system, was developed to record and process offences including rates and amounts of fines to apply for those offences, receipts tracking, and recording amounts collected and disbursed.

RESULT

By providing improved transparency, the module allows the Port Customs Office to monitor the performance of customs agents and offices. This has played an important role in strengthening risk management and has contributed to:

- 8 places improvement in the World Bank Doing Business Ranking between 2016-2017;
Increase in customs revenues;
- Improved information flow across institutions involved in identifying, assigning and collecting customs fines.



MAURITANIA

8

number of places gained in the World Bank Ease of Doing Business report between 2016-2017 after the launch of the ASYCUDAWorld system

“Streamlined and automated processes across government institutions involved in customs clearance plays an important role in creating a business-friendly customs environment that can have a positive impact on the country’s economic development.”

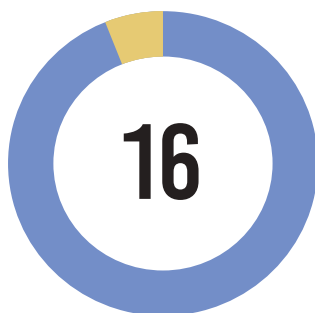


Direction Générale des Douanes
République Islamique de Mauritanie, BP 198
Nouakchott, Mauritania
✉ contact@dgdmr.com

DISPUTE SETTLEMENT

SIZE OF PROJECT

Paper-based
customs office



Computerized
customs office



Total number of
customs offices

Amount of Imports

3,529

in million USD



Amount of Exports

2,057

in million USD



2017 VOLUME OF ACTIVITY



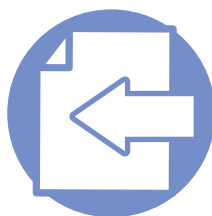
2,388

Manifests
processed



44,582

Waybills
processed



83,466

**Import
Declarations**
processed



11,431

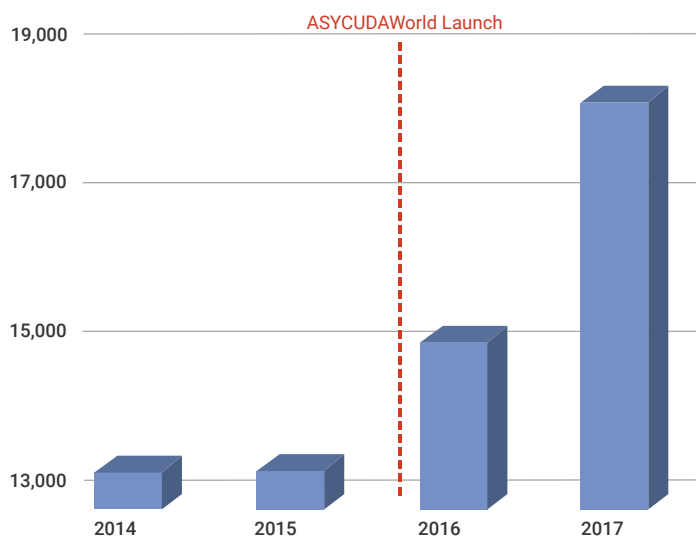
**Export
Declarations**
processed



9,230

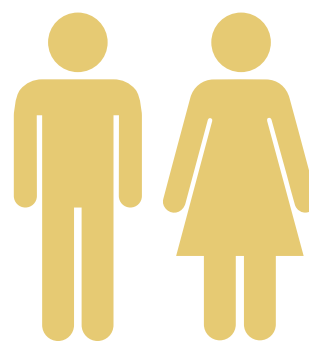
**Transit
Procedures**
processed

Mauritania Customs Annual Revenue Evolution
(in millions MRU)



The implementation of ASYCUDAWorld is among the many factors such as regional trade agreements, customs reform, procedures automation, etc. that can affect revenue

NUMBER OF PERSONS TRAINED



504