

Public Services that Facilitate Trade

[Including services provided by government bureaux and departments, and other public organisations]

Disclaimer: There are other digital public services that aim to facilitate business and compliance in Hong Kong. Please refer to the webpages of individual bureaux / departments / public organisations for details.

Trade Regulations - Public Services

No.	Public Services	Link
Digital and Physical Infrastructure		
<i>Transparency and Availability of Information</i>		
1.	<p>The following types of information are published online on information portals or website(s)</p> <ul style="list-style-type: none">• Applied rates of duties, taxes, and fees of any kind imposed on or in connection with importation or exportation• Procedures for importation, exportation, and transit (including all entry-point procedures) and required forms and documents (including step-by-step guides)• Rules for the classification or valuation of goods for customs purposes• Laws, regulations, and administrative rulings on non-tariff measures, including technical and non-technical	<ul style="list-style-type: none">➤ Hong Kong e-Legislation➤ GovHK – Global Trade, Import & Export

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	<ul style="list-style-type: none"> • Penalty provisions for breaching import, export, or transit formalities • Procedures for appeal or review, including formal complaints on disputed customs' rulings (for duties/tariffs, valuation decisions) • Statistics on customs' operational efficiency (such as average clearance or release times) • Applied rates of duties, taxes, fees and charges of any kind imposed on digitally ordered goods and services (digital trade) • Procedures for digital trade transactions and forms and documents • Penalty provisions for breaches of digital trade formalities • Procedures for appeal or review of decisions on digital trade transactions 	

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2.	<p>The following types of information are centralized on a single government website (trade information portal) dedicated to providing regulatory information pertaining to international trade and are up to date</p> <ul style="list-style-type: none"> • Laws, decrees, regulations, instructions, notifications, guidance notes and any other legal instruments related to international trade and compliance • Commodity classification and associated tariffs • Agreements with any country or countries, as well as unilateral agreements, including status and updates • Penalty provisions for breach of formalities and procedures for appeal or review • Instructions and forms used to apply for permits, licenses and customs clearance, and lists of codes required in such documents (for example, country codes, units of measurement, currency codes, etc.) • Contact information for enquiry points 	<ul style="list-style-type: none"> ➤ GovHK – Global Trade, Import & Export ➤ Trade Single Window – Summary of Supporting Documents Required

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3.	<p>In practice, a trade facilitation enquiry point has been established to provide information regarding trade-related queries and documents. When contacting the trade facilitation enquiry point, calls are answered within two minutes and emails responded to within a week, in the majority of cases</p>	<p>➤ Customs and Excise Department – Trade Facilitation</p>
<i>Electronic Systems And Interoperability Of Services</i>		
4.	<p>Trade Single Window has the following characteristics and features:</p> <ul style="list-style-type: none"> • Single point of access (Information is presented in a single place) • Single sign-on (only one point of access to the platform/system) • Single submission of data (information is presented only once) • Single point of decision making (communication of results through a single point) • Processing of licenses, permits and authorizations • Processing of veterinary, sanitary and phytosanitary certificates • Processing of technical standards certificates • Electronic payments 	<p>➤ Trade Single Window</p>

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Trade Infrastructure		
5.	<p>The following information system is in use at Port of Hong Kong:</p> <ul style="list-style-type: none"> Maritime single window 	<p>➤ Electronic Business System</p>
Border Management		
Risk Management		
6.	<p>The sanitary and phytosanitary agencies are supported by a risk management system</p>	<p>➤ Agriculture, Fisheries and Conservation Department - Import and Export of Animals and Animal Products</p> <p>➤ Agriculture, Fisheries and Conservation Department - Plant Quarantine</p>
7.	<p>The security border agencies are supported by a risk management system. There is an advanced level of integration of the security border agencies into an integrated risk management system</p>	<p>➤ Immigration Services</p>
8.	<p>The Customs agency's risk management system works at all borders with customs offices, or physical presence of customs, with the same levels of effectiveness and efficiency</p>	<p>➤ Customs and Excise - Import and Export Clearance</p>
9.	<p>The Customs agency uses advanced level of risk assessment based on selectivity criteria to determine a risk profile of a shipment</p>	<p>➤ Customs and Excise - Import and Export Clearance</p>

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10.	The Customs agency uses automated profiling and targeting as part of its risk management system to minimize the incidence of physical examinations for both exports and imports	➤ Customs and Excise - Import and Export Clearance
11.	The risk management system is used to identify high-risk profiles prior to the cargo's arrival to the border for both exports and imports	➤ Customs and Excise - Import and Export Clearance
12.	<p>There are risk-based post-clearance audits for imports that use selectivity criteria.</p> <p>Hong Kong is a free port. Duties are only levied on four types of dutiable commodities, namely liquor, tobacco products, hydrocarbon oil and methyl alcohol. Customs and Excise Department (C&ED) has been adopting post-clearance audit on valuation of dutiable goods. Upon risk assessment, C&ED will conduct System-based Audit (SBA) against manufacturers of tobacco and hydrocarbon oil and post-clearance verification on the declarations and documents of selected permits issued.</p>	➤ Customs and Excise - Import and Export Clearance
<i>Coordinated Border Management</i>		
13.	A unique consignment reference (UCR) is used by the Customs agency and other agencies	➤ Customs and Excise - ROCARS Portal Services for Shippers and Agents

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14.	<p>A mechanism is in place for the coordination and consultation with stakeholders on the planning and implementation of trade facilitation reforms</p> <p>Article 23.2 of the World Trade Organization Agreement on Trade Facilitation stipulates that each World Trade Organization Member shall establish and/or maintain, or designate a mechanism to facilitate domestic coordination and implementation of Trade Facilitation Agreement provisions. Hong Kong, China has hence established a "Coordinating Mechanism for the Implementation of the Agreement on Trade Facilitation", which is composed of representatives from different government agencies involved in Trade Facilitation Agreement implementation. As Hong Kong, China has fully implemented all provisions of the Trade Facilitation Agreement, the Coordinating Mechanism meets on a need basis on Trade Facilitation Agreement implementation matters</p>	<p>➤ Trade Relations</p>
15.	<p>Customs operating hours coincides with those of China's customs</p>	<p>➤ Customs and Excise - Contact Us</p>
16.	<p>There is a unified document or set of documents that is presented to the border control agencies of Hong Kong SAR, China and China</p>	<p>➤ Customs and Excise - Import and Export Clearance</p>

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<i>Border Agency Programs</i>		
17.	<p>The Customs agency has implemented an Authorized Economic Operator certification program for the following operators</p> <ul style="list-style-type: none"> • Exporters • Importers • Warehouse operators • Customs brokers • Logistics operators • Carriers/transport operators • Airport/port/terminal operators • Manufacturers 	<p>➤ Customs and Excise - Hong Kong Authorized Economic Operator (AEO) Programme</p>

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18.	<p>In practice, the Authorized Economic Operator program has the following benefits</p> <ul style="list-style-type: none"> • Priority clearance and release of shipments • Simplified post-clearance procedures • Lower rate of documentary reviews and physical inspections by Customs and other agencies • Priority treatment if cargo is selected for inspection 	<p>➤ Customs and Excise - AEO Benefits</p>
19.	<p>Authorized Economic Operator's Mutual Recognition Agreements (MRAs) have been signed with the three main trading partners (China, Singapore, and Japan)</p>	<p>➤ Customs and Excise - AEO MRA</p>