



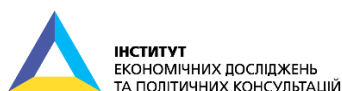
INFORMATIONAL AND ANALYTICAL BULLETIN

OUR BORDER

Public monitoring of border crossings under martial law

Issue 5. October - 2023

Project implementation:



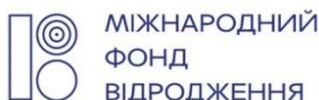
ІНСТИТУТ
ЕКОНОМІЧНИХ ДОСЛІДЖЕНЬ
ТА ПОЛІТИЧНИХ КОНСУЛЬТАЦІЙ

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Introduction

Dear ladies and gentlemen, we present you with the fifth issue of the Information and Analytical Bulletin "Our Border," in which the results of public monitoring of the quality of services provided by authorities when crossing the state border are published.

The monitoring is based on the results of the research, the purpose of which is to receive feedback from citizens and businesses regarding satisfaction with services during border crossing and working out the relevant recommendations.

The subject of the study is the assessments and expectations of businesses regarding obstacles in the implementation of export-import activities, and the assessments and expectations of Ukrainian citizens regarding the quality of services received when crossing the state border between Ukraine and the countries of the European Union and the Republic of Moldova from the State Customs Service and the State Border Service of Ukraine.

The Monitoring is conducted by the IER together with the participants of the Public Initiative "For Fair and Transparent Customs." Methodological support to partners is provided by IER, and data is collected monthly by IER partners:

- Association of customs brokers of Ukraine (Kyiv)
- Public Organization "International Cooperation Agency" (Lutsk)
- Public Organization "Karpatski Obriyi" (Uzhhorod)
- Public Organization "AR ZMI" (Mena, Chernihiv region)
- Public Organization "Strategy of the Future" (Kropyvnytsky)
- Public Organization "SFERO" (Vinnytsya)

Focus groups and in-depth interviews were conducted with business representatives and standardized interviews of passengers who crossed the state border to enter Ukraine the month preceding the interview to collect information. Focus groups and in-depth interviews are conducted according to a specially developed guide. And the passenger survey is conducted in the format of a F2F interview based on a questionnaire with a standard set of fourteen closed questions and approximate interview duration of up to ten minutes.

This issue presents data that was collected during september-october 2023.

The report consists of two sections. The first one is entitled "Friendly Border." The section presents the results of the passenger survey. The second chapter, entitled "The Fair Border," presents a business perspective based on the obstacles and challenges in conducting export-import transactions.

FRIENDLY BORDER: assessments and expectations of citizens

3. About the research

During September 2022 – September 2023, seven waves of citizen surveys were conducted with those who crossed the border to enter Ukraine.

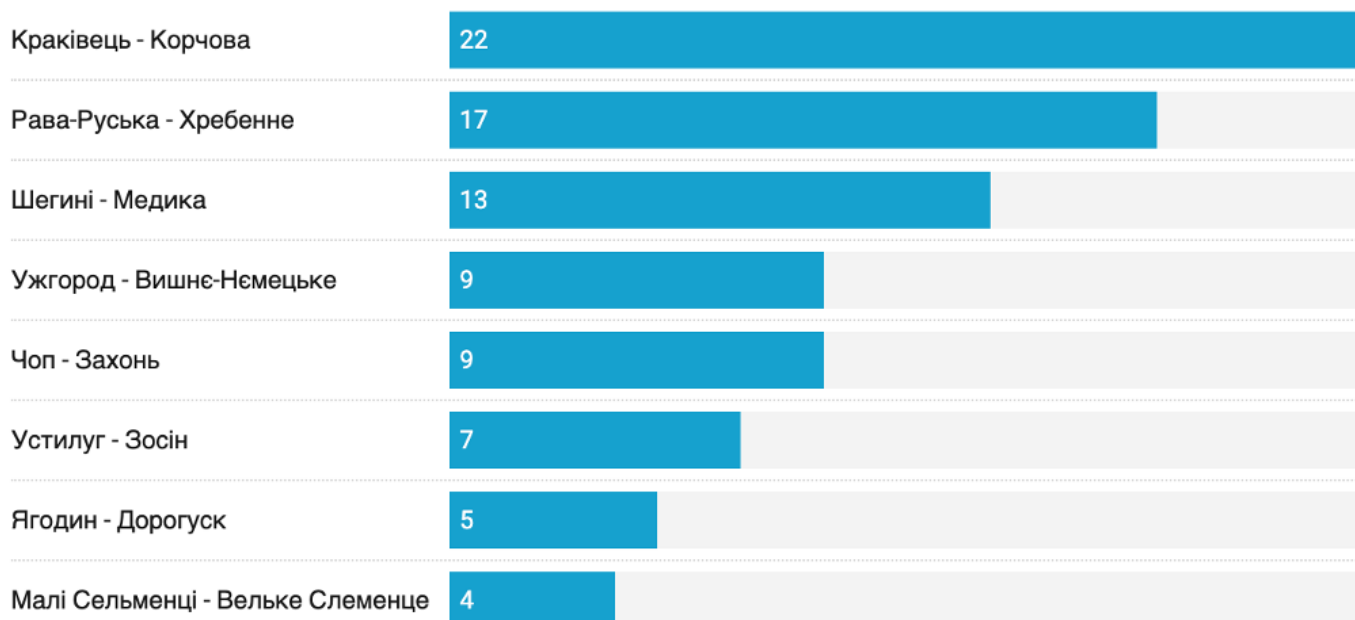
A total of 848 respondents from six regions of Ukraine were surveyed, 127 of them in August-September 2023. They crossed the state border to enter Ukraine a month before the survey.

Surveys were conducted in Vinnytsya - 15 (12%), Lutsk - 35 (28%), Uzhhorod - 26 (21%), Chernihiv - 10 (8%), Kropyvnytskyi - 30 (24%) and Kyiv - 11 (9%).

Passengers who took part in the survey crossed the following checkpoints: Krakivets, Ustyluh, Chop, Shehyni, Yahodyn, Rava-Ruska, Luzhanka, Ublya, Vyshnye-Nyemetske, Hrushiv, Uhryniv, Solotvyno, Kosyno, Peremyshl, Mohyliv-Podilskyi, and others.

The largest share, namely 22% of those surveyed in August - September, crossed the border at the "Krakivets-Korchova" checkpoint; 17% of respondents crossed the border at the "Rava-Ruska - Hrebenne" checkpoint. Also, another 13% crossed the border at the "Shehyni-Medyka" checkpoint. Much fewer respondents (from 9% to 4%) crossed the border at other checkpoints.

Fig.1. Checkpoints, % of respondents (August)



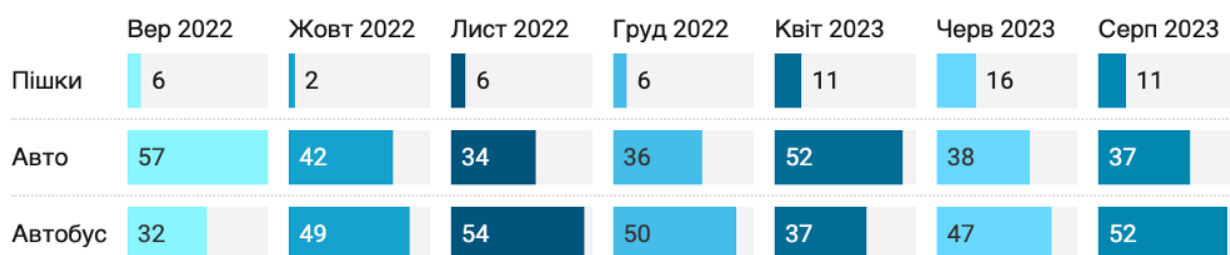
4. The way of crossing the border

During all survey waves, most respondents crossed the border to enter Ukraine by car and bus.

There were minor changes in the structure of the respondents from September 2022 to August 2023. The share of those who crossed the border by bus increased (from 32% in September to 52% in August), and the share of those who crossed the border by car decreased (from 57% to 37%, respectively).

The share of respondents who crossed the border on foot almost did not change.

Fig.2. Way of crossing the border, % of respondents



5. Time to cross the border

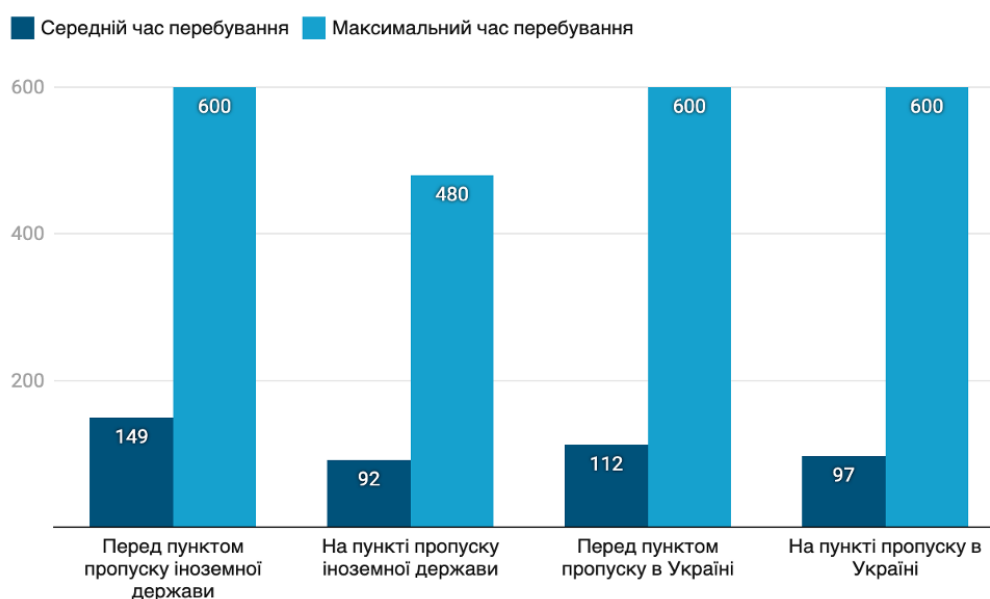
Average time

Border crossing time, presented in this study, consists of two indicators: (1) time spent in front of the checkpoint and (2) time spent at the checkpoint. Both indicators are calculated for the Ukrainian and foreign parts of checkpoints.

On average, respondents spent 149 minutes at a foreign checkpoint and 92 minutes at a Ukrainian checkpoint in August and September.

A similar trend is also observed in front of checkpoints. On average, the stay in front of the checkpoint of a foreign country is 112 minutes, and in front of the checkpoint in Ukraine - 97 minutes.

Fig.3. Duration of stay at the border, minutes (August)



So, on average, it takes longer to cross a foreign checkpoint than to cross a checkpoint from the Ukrainian side when entering Ukraine.

The maximum waiting time has actually increased everywhere, both for checkpoints in Ukraine and foreign ones.

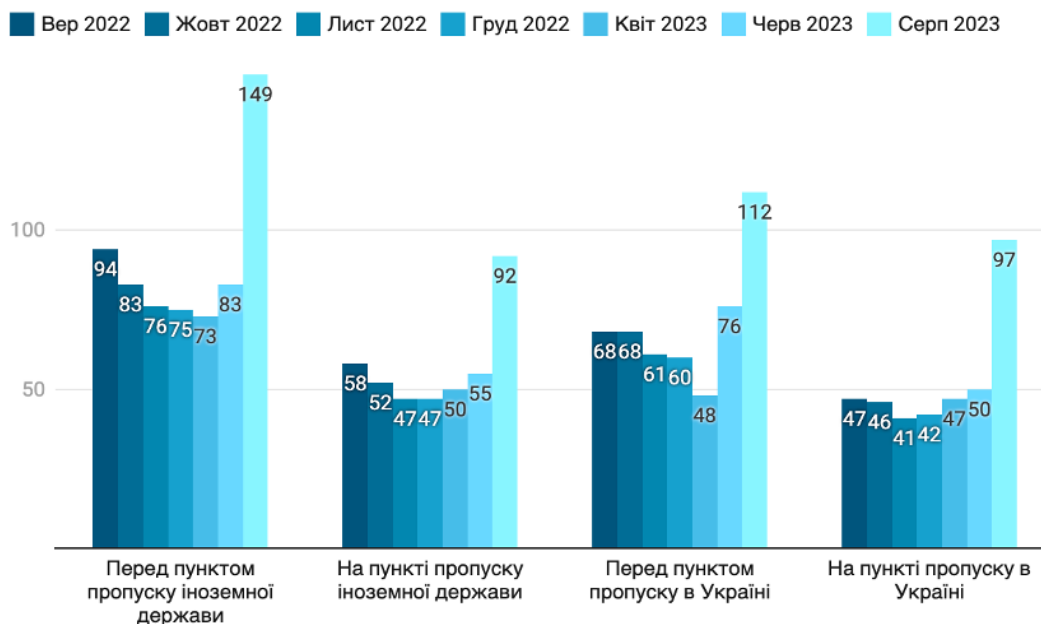
The maximum time of stay in front of the checkpoint of a foreign country in August-September 2023 was 600 minutes, same as in front of the checkpoint in Ukraine – 600 minutes.

The maximum time stay at the checkpoint of a foreign country is 480 minutes and at the checkpoint to Ukraine - 600 minutes.

As you can see, in August-September, the cases of maximum border crossing time are longer on the Ukrainian side in comparison with similar ones on the foreign side.

Compared to previous months, in August, the average time of stay at the border increased both at the checkpoints and in front of the checkpoints on both sides. The average time of stay in front of the checkpoint of a foreign country increased the most – by 66 minutes compared to June. The average time spent in front of the checkpoint in Ukraine increased by 36 minutes. The average time at the checkpoint in Ukraine also increased by 47 minutes and at the checkpoint of a foreign country by 37 minutes.

Fig.4. Average time spent at the border, min.

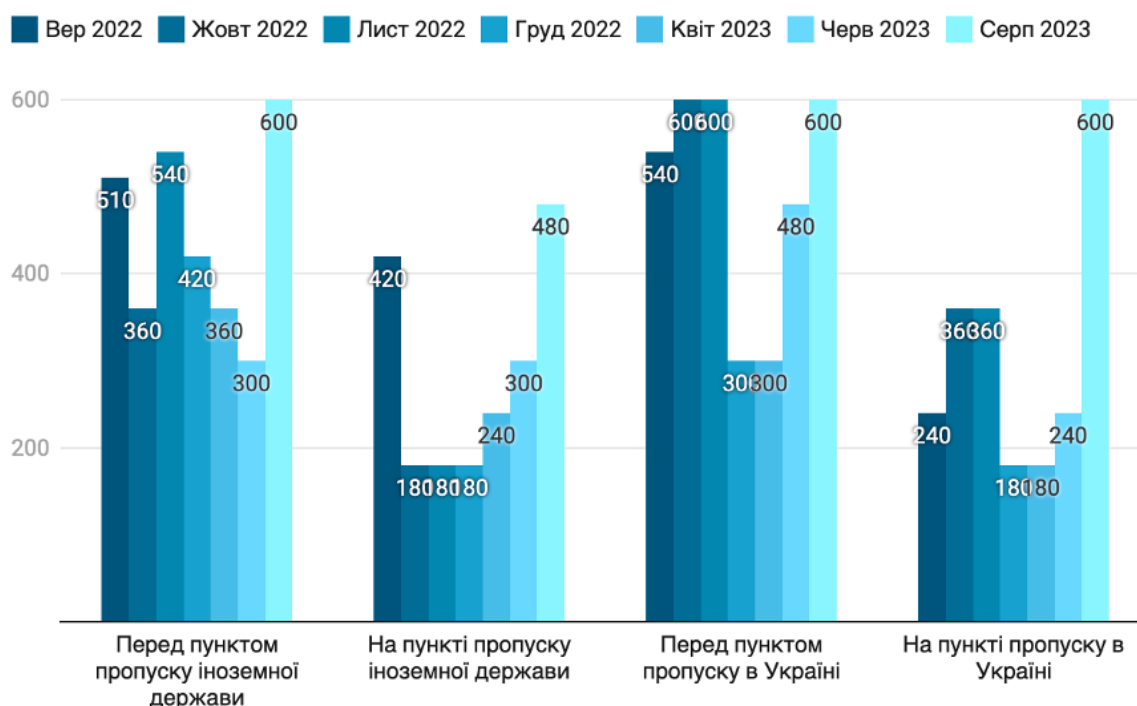


Maximum time

In August-September, the maximum time of stay at the border has increased at all checkpoints compared to the data for September 2022. The maximum time of stay in front of the checkpoint in Ukraine and a foreign country has increased compared to June and is 600 minutes. The same situation is observed at the checkpoint in Ukraine, where the average time is also 600 minutes. At the same time, the maximum time of stay at the checkpoint of a foreign country is 480 minutes.

So, we can see that the maximum time of stay at the border increased more significantly from the side of Ukraine than from a foreign country.

Fig.5. Maximum time of stay at the border, min



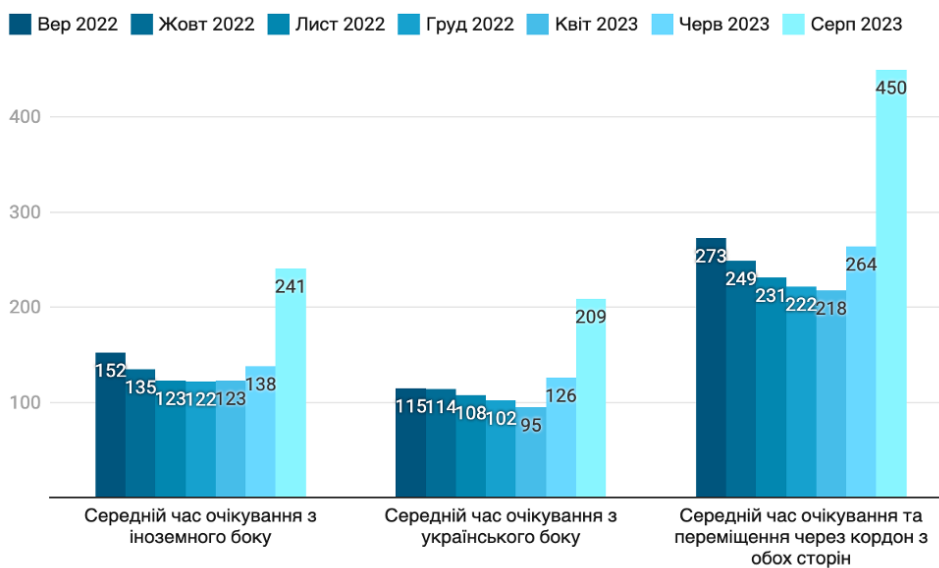
Total average time

The total average waiting time from the foreign side gradually decreased every month, the exception was August; in August 2023 (241 min), in September 2022 (152 min).

The average waiting time on the Ukrainian side increased significantly in August and was 209 minutes, in September – 115 minutes. The average time that passengers have to spend waiting and moving through the border from two directions was 450 minutes, or 7 hours 30 minutes, in August 2023 and 273 minutes, or 4 hours 53 minutes, in September 2022.

The time spent waiting and crossing the border on both sides tends to decrease from September 2022 to April 2023. It started to increase again in June and continued to increase in August.

Fig.6. Total average time spent at the border, min



So, during their trips abroad, citizens of Ukraine spent, on average, on crossing the border:
4 hours 33 minutes in September,
4 hours 9 minutes in October,
3 hours 51 minutes in November,
3 hours 42 minutes in December,
3 hours 38 minutes in April.
4 hours 24 minutes in June.
7 hours 30 minutes in August.

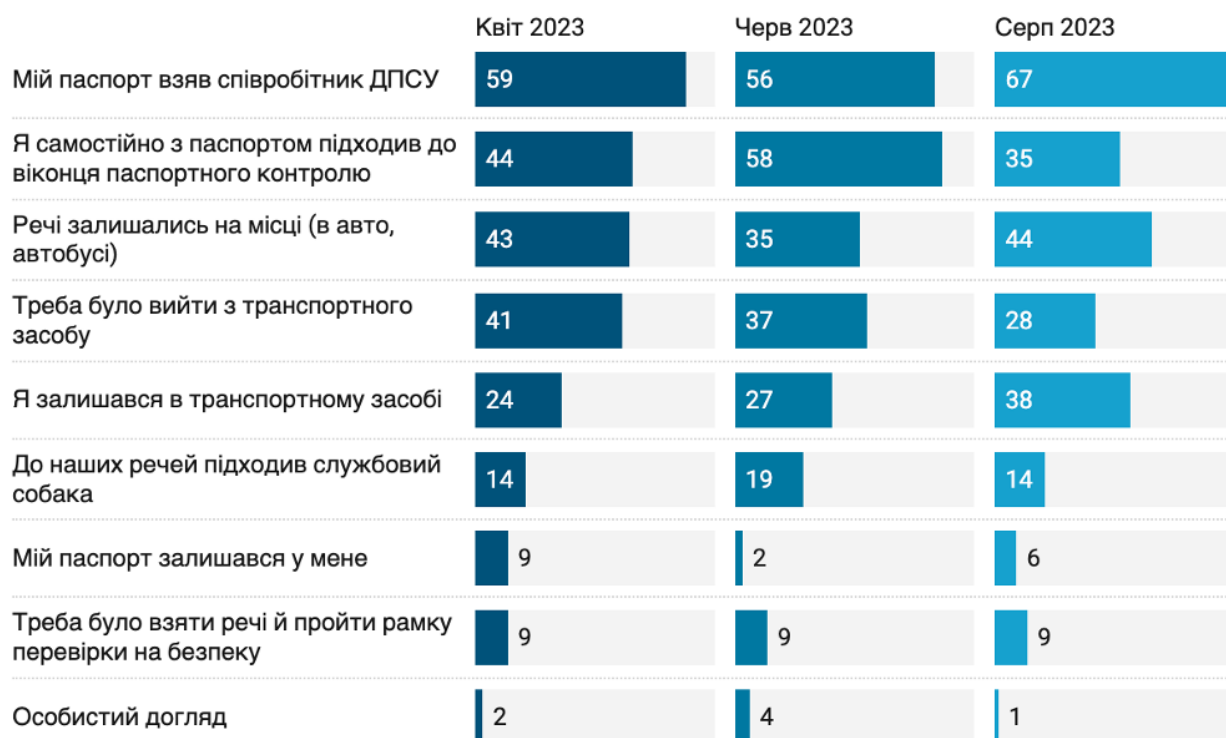
4. Control when crossing the border

In Ukraine

During the security check, more than half of the respondents, namely 67%, noted that their passport was taken by an employee of the State Border Service of Ukraine (SBSU). At the same time, 35% of respondents approached the passport control window on their own. Another 44% said their baggage was left in place,

which could mean they did not have to remove them from the vehicle or bus during passport control. 38% of respondents claim they did not have to leave the vehicle and could stay in it during the inspection. 14% claim that a service dog approached them. Only 4% of respondents indicated they were checked in person when crossing the border.

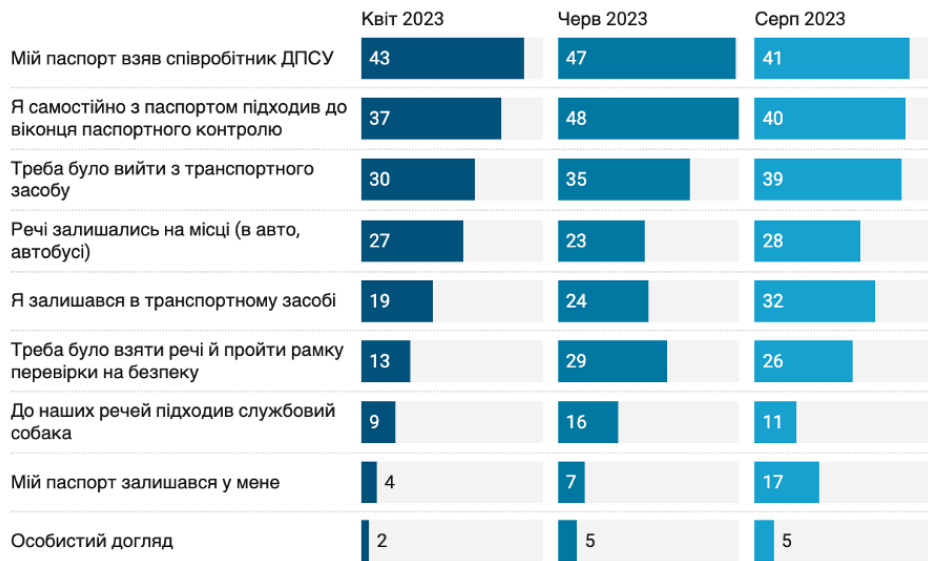
Fig.7. How does border control work in Ukraine, % of respondents (August).



In a foreign country

During the security check, 41% of respondents gave their passports to a border guard. 40% of respondents approached the passport control window on their own. Another 39% stated they had to get out of the vehicle, and 28% that their baggage remained in place. 32% of respondents claim they did not have to leave the vehicle; they could stay in it during border control. Only 5% of respondents indicated they were checked personally when crossing the border. In August, the percentage of those who kept their passports increased significantly. There were 17% of such respondents this month.

Fig.8. How is border control carried out in a foreign country, % of respondents (August)



So, border crossing control in Ukraine is not much different from border crossing control in a foreign country.

5. Problems when crossing the border

The main problem when crossing the border for the majority of respondents (77%) was the presence of queues. This problem is in the lead during all waves of the survey. The second most important problem is the slow work of personnel at checkpoints (45%), which correlates with the main problem. This trend is observed from September 2022 to August 2023. Other problems of the checkpoints' work were related to the living conditions of the stay, such as the availability of a toilet or a place to eat. It was noted by 27% and 35% of respondents, respectively. 16% of respondents indicated the absence or low quality of Ukrainian mobile communications. The presence of problems with providing places for eating, toilets, and low-quality mobile communication indicates the need to improve the infrastructure and communication services at the border to ensure the comfort and safety of passengers. It is also impossible to ignore that 9% of respondents still point to demands for undue benefit, i.e. a bribe. The presence of demands for illegal benefits (bribes) indicates the problem of corruption at the border.

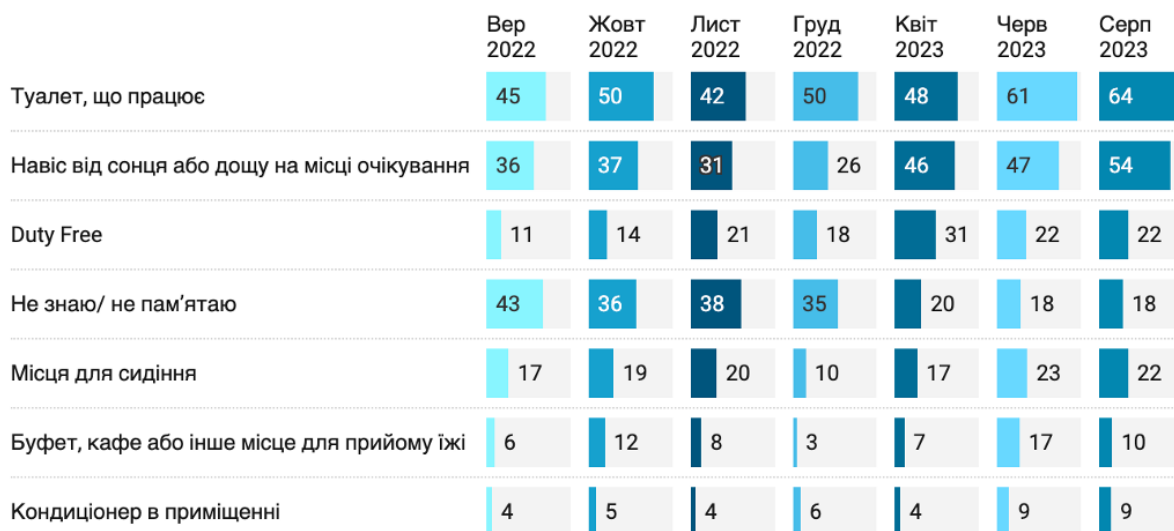
Fig.9. Problems when crossing the border, % of respondents.



6. Infrastructure for passengers

Only 64% of respondents who crossed the border in August noted there was a working toilet at the checkpoint. The same results were obtained in September when 45% of respondents mentioned the availability of a toilet. 18% in June did not pay attention to sanitary conditions at checkpoints; in September, this percentage was much higher (43%). The second condition the respondents were provided with was shelter from the sun/rain: 54% in August and 36% in September, respectively. A significant percentage of respondents in August indicated a Duty-Free presence (22%). For comparison, in September, only 11% mentioned the availability of Duty-Free. 23% of respondents in August noted the availability of places to sit. 10% of respondents indicated the availability of a cafe or a place to eat in August and 6% in September. Only 9% of respondents indicated the presence of air conditioning in the rooms.

Fig.10. Availability of necessary conditions, % of respondents.

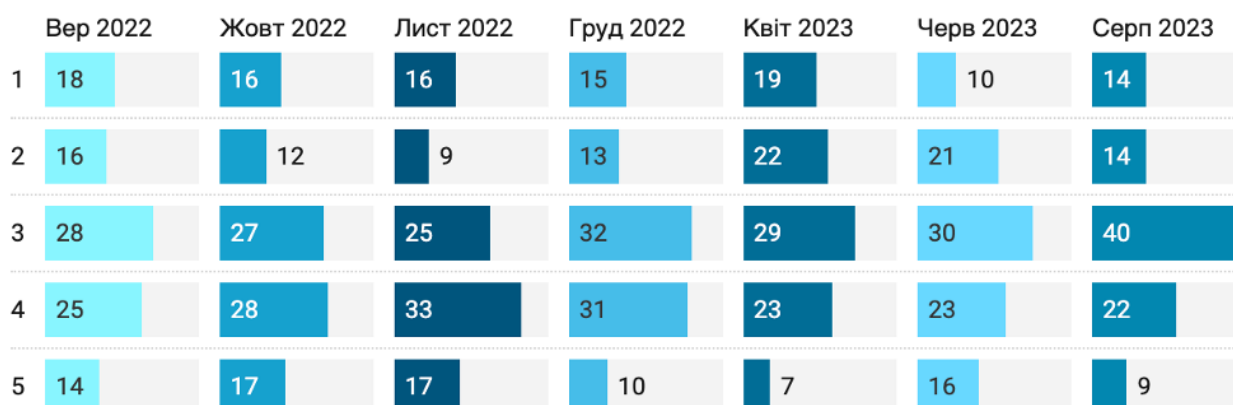


In general, it can be said there are positive trends in improving conditions at checkpoints. But there are also issues that require further improvements, such as reducing queues, ensuring comfort, and access to additional services for passengers.

7. Satisfaction with sanitary conditions

The satisfaction with sanitary conditions gradually increased to November but started to fall again in December; August 2023 is no exception. The question of satisfaction with sanitary conditions divided the respondents almost in half, but neutral and unsatisfactory assessments still prevail. Only 9% of respondents rated satisfaction with sanitary conditions as the highest score of 5, and 14% as the lowest score of 1. The majority of respondents (40%) rated the sanitary conditions as "3". Thus, the negative evaluations outweigh the positive ones.

Fig.11. Satisfaction with sanitary conditions, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, and 5 completely satisfied).

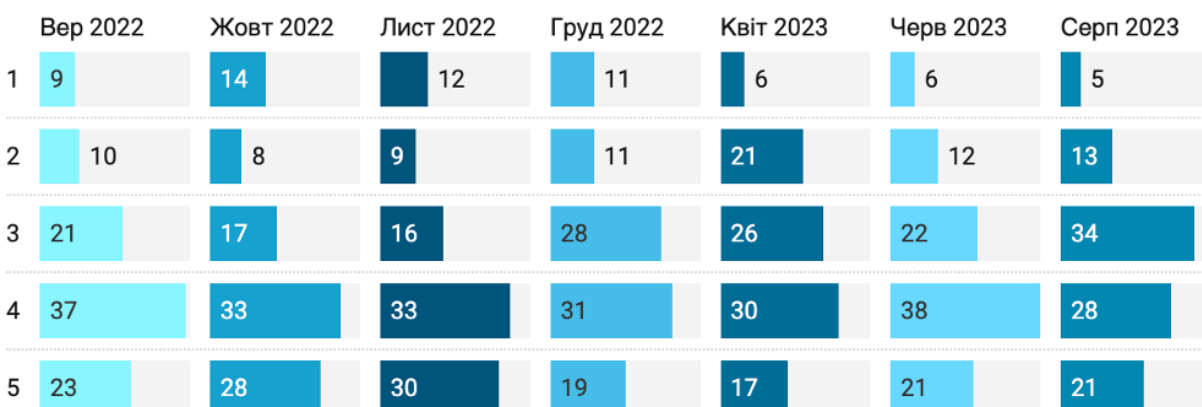


8. Quality of the Internet and mobile communication

In general, the quality of access to the Internet and mobile communications in August 2023 was positively estimated.

For example, 21% of respondents in August gave the highest score - "5", 28% rated it "4". 34% rated the quality of Internet and mobile communication as average, and 18% were partially or fully dissatisfied.

Fig.12. Internet and mobile communication quality, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, 5 is completely satisfied)



Average satisfaction assessment

Satisfaction with sanitary conditions

The average level of satisfaction with sanitary conditions remains stable from September 2022 to August 2023, reaching a value of 3.0 in August.

Internet and mobile communication quality

The average assessment of satisfaction with the Internet and mobile communication quality decreased from September 2022 to April 2023, however, in June it reached a value of 3.6 and in August it was 3.5.

There is a need to improve both sanitary conditions and the quality of Internet and mobile communications at checkpoints in Ukraine, to meet the requirements and expectations of users.

Fig.13. Average satisfaction rating, % of respondents (scale from 1 to 5, where 1 is not satisfied at all, 5 is completely satisfied)



9. Organizing border crossing from the Ukrainian side

In general, the respondents positively assess organizing the border crossing from the Ukrainian side. In August, more than a quarter of respondents (31%) assessed organizing the border crossing from the Ukrainian side at "5", which is the highest score. It is the highest score. 31% assessed it at "4", and 24 % assessed it at "3". The lowest rating of "1" for the border crossing organization in Ukraine was given by 7% of respondents. In total, the positive assessments outweigh the negative ones, and therefore the passengers are quite satisfied with organizing the border crossing procedure from the Ukrainian side.

Fig.14. Organizing the border crossing procedure from the Ukrainian side, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, 5 completely satisfied)



10. Organizing the border crossing from the foreign side

There is a similar trend with organizing the border crossing procedure from the foreign side. Respondents mostly positively assess the border crossing from the foreign side. In August, 26% of respondents assessed organizing the border crossing at "5", and 28 % rated it as "4". The percentage of such estimates ranged from 26% to 48% from September 2022 to August 2023. In August, 30% of respondents gave a neutral assessment, and 16% of passengers remained partially or fully dissatisfied.

In general, the majority of respondents gave positive assessments of organizing border crossing by a foreign state. However, a small percentage of respondents scored it "1" and "2", which may indicate certain problems or shortcomings in organizing border crossing by a foreign state.

Fig.15. Organizing the procedure for crossing the border from the foreign side, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, 5 is completely satisfied)



Average satisfaction assessment

Organizing the border crossing from the Ukrainian side

The average assessment of satisfaction with organizing the border crossing in Ukraine ranged from 3.7 to 4.0 from September 2022 to August 2023. It indicates the moderate respondents' satisfaction with organizing the border crossing in Ukraine.

Organizing the border crossing from the foreign side

The average assessment of satisfaction with organizing the border crossing by a foreign state was from 4.1 to 3.6 from September 2022 to August 2023. Only in August the assessment was lower than during the previous waves of the survey.

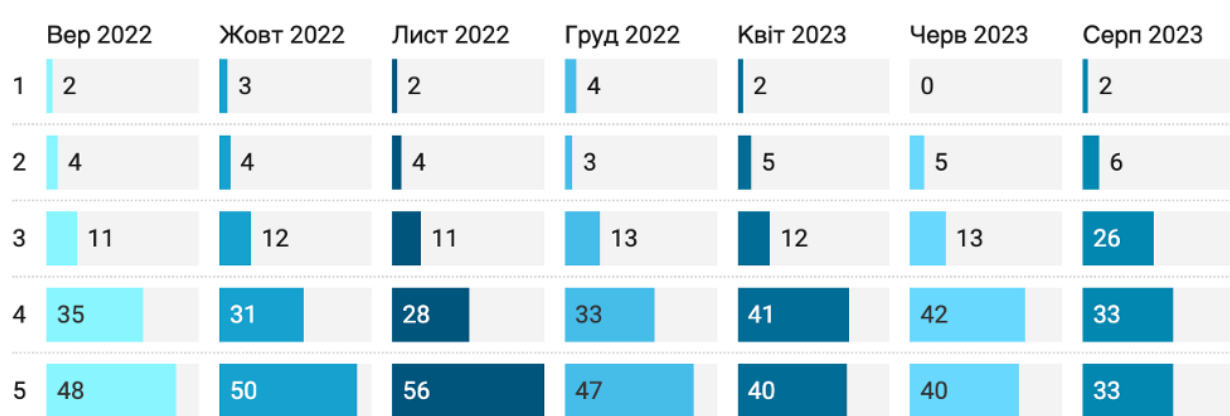
Fig.16. Average satisfaction assessment, % of respondents (scale from 1 to 5, where 1 is not satisfied at all, 5 is completely satisfied)



11. The work of the State Border Service of Ukraine

The quality of service, namely the behavior of personnel of the State Border Service of Ukraine, were mostly assessed positively. In August, almost half of the respondents - 33% - assessed it as "5," which is the highest score; and another 33% rated it as "4". 26% gave a neutral assessment. And only 8% of respondents assessed the quality of service provided by SBSU personnel as unsatisfactory.

Fig.17. Quality of service at the checkpoint on the Ukrainian side, behavior of personnel of the State Border Service of Ukraine, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, 5 is completely satisfied)



12. Service by the State Customs Service of Ukraine

Respondents also positively assessed the quality of service of the State Customs Service of Ukraine. 32% of passengers gave the highest score - "5". A significant percentage of respondents (34%) assessed the behavior of the State Customs Service of Ukraine at "4". And 26% of respondents assessed it neutrally giving a score of "3". And only 7% rated it as unsatisfactory.

Fig.18. Quality of service at the checkpoint on the Ukrainian side, behavior of personnel of the State Customs Service of Ukraine, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, 5 is completely satisfied)



Average satisfaction assessment

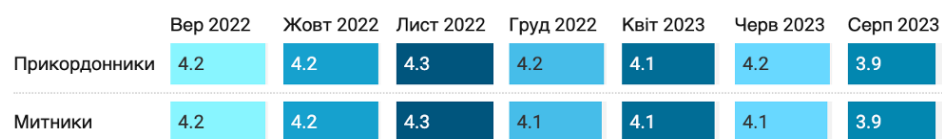
Assessment of the State Border Service of Ukraine services:

From September 2022 to August 2023, the average assessment of satisfaction with the quality of service by border guards ranged from 3.9 to 4.3. It shows that the respondents were generally satisfied with the quality of work of border guards and their actions at checkpoints.

Assessment of the State Customs Service of Ukraine work:

During the same period, the average assessment of satisfaction with the quality of service by customs officials also varied from 3.9 to 4.3. It shows that the respondents were also satisfied with the quality of work of customs officials and their actions at checkpoints.

Fig.19. Average satisfaction assessment, % of respondents (scale from 1 to 5, where 1 is not satisfied at all, 5 - completely satisfied)



Conclusions and suggestions

1. Citizens of Ukraine spent an average of 7 hours 30 minutes crossing the border during their trips abroad in August 2023.
2. The main problem when crossing the border for the majority of respondents (77%) was the queues. Other disadvantages of the checkpoints were related to living conditions, such as the availability of a toilet or a place to eat. They were mentioned by 27% and 35% of respondents, respectively.
3. Data received show that satisfaction with sanitary conditions is at a low level. The average assessment of satisfaction on a five-point scale is 3.0.
4. In general, the respondents rated the work of the State Customs Service and the State Border Service personnel when crossing the state border as good.

According to the results of the survey of passengers who crossed the state border during the month before it was conducted, proposals were made to improve the situation when citizens of Ukraine cross the state border of Ukraine.

1. Further organizing of places for eating and sitting at checkpoints.
2. Improving of sanitary conditions, including the availability of clean toilets at the checkpoints themselves and at the entrances to them.
3. Increasing the number of workers of the State Customs Service and the State Border Service serving the respective checkpoints to reduce the number of queues.
4. Improving access to mobile communication networks of Ukrainian operators.

A FAIR BORDER: business assessments and expectations

During August-September 2023, 51 respondents were interviewed in the format of focus groups and in-depth interviews. Customs officers, entrepreneurs engaged in foreign economic activity, customs brokers, carriers, representatives of business associations, volunteers, and customs experts participated in the surveys.

Surveys were conducted in Vinnytsya, Volyn, Dnipropetrovsk, Zakarpattia, Chernihiv, Kyiv regions, and Kyiv city.

1. General characteristics of enterprises' foreign economic activity in August-September 2023

Due to Russia's military aggression in Ukraine, the vast majority of goods registration continues to be carried out at the Ukraine/EU border at international automobile checkpoints (IACs). In this regard, the increased load on the western border of Ukraine continues to affect the terms of delivery of goods and the quality of logistics. The limited capacity of IACs remains one of the urgent problems for foreign economic activity entities. Also, the speed of deliveries is affected by the ability to process the corresponding amount of cargo from neighboring countries.

A significant number of respondents noted the stability of the export component during the previous two months. Enterprises adapted to existing logistics routes and adapted to objective realities related to their throughput and other obstacles. Agricultural enterprises continue to report obstacles related to the export of certain types of agricultural products; it is related to restrictions imposed on the import of Ukrainian agricultural products by certain European countries (Poland, Slovakia, Hungary). For example, on the Polish side, there are obstacles to export related to veterinary inspections. This, in turn, increased queues at the Ukrainian-Polish border, as there was a delay in the movement of cargo from the Polish side. Individual producers and sellers of the corresponding products declared the threat of fulfilling contracts not only with European countries but also with countries in Asia and Latin America.

Exporters noted long queues at customs from the Republic of Poland, delays in customs clearance in the territory of other foreign countries adjacent to Ukraine, additional checks, etc. The Polish side technically lacks electronic seals with GPS and other means of transit tracking. It leads to the fact that more transit cargo arrives than the Polish side can process, and this, in turn, leads to queues.

Despite the logistics services market adapted to the conditions of the war, business continues to lose funds and contractors due to the logistics component. Even if the Ukrainian supplier has a more attractive price than the competitors, foreign buyers often reject such offers and prefer more expensive options only because of the long delivery time from Ukraine, which depends on the logistics shoulder and delays at customs.

According to the information of the carriers, there are problems on the Izov-Hrubeshiv and Yagodyn-Dorohuzk IACs.

Special attention in the research was paid to the functioning of the E-Queue customs innovations related to improvement of the operation of the common transit regime (NCTS).

2. The main results of the study:

The main theses voiced by respondents during focus groups and in-depth interviews.

1. Certain stabilization was noted with the implementation of foreign economic operations and adaptation of FEA entities to logistical realities.

At the same time, queues at the border remain the main obstacle in the implementation of export-import operations, as business continues to lose funds and counterparties due to the logistics component.

3. A positive effect of the "E-Queue" mechanism introduction was noted.

However respondents continue to note frequent cases of time calculation errors upon arrival at the checkpoint.

4. New obstacles related to the innovation of mandatory sealing of cargo during export were noted.

- at some checkpoints at the beginning of August, a collapse was observed due to the obligation to enter the customs terminal for sealing;*
- the impossibility of sealing at IACs led to queues to the nearest terminals near the western border;*
- the different interpretation of the requirement to enter the customs terminal for sealing cargo at different checkpoints.*

5. More frequent mention of "pre-war problems" in the customs sector:

- the issue of overestimation of the customs value when importing;*
- the customs clearance procedure for the same product differs in different regions of Ukraine;*

2.1 Export directions and dynamics

In general, there is currently no question of a large-scale entry into new sales markets or the restoration of pre-war supplies. But some enterprises are actively working to restore their exports to some countries in Europe and Asia.

The export component by types of products also did not change significantly. Enterprises work within the agreed assortment that is ordered from them and within the capabilities of their production facilities.

The main reason for the decrease in the enterprises' exports was the restrictions on the import of Ukrainian agricultural products from the already mentioned Poland, Hungary, and Slovakia. For example, the respondents noted the significantly complicated transit of products through the territory of Poland.

2.2 The work of "E-Queues" at the border

During the research, special attention was paid to the functioning of "E-Queues" at the border. A significant number of respondents positively assessed its work. It is convenient and saves waiting time. A lot of positive feedback has been received.

At the same time, according to respondents from different regions, there are examples of untimely updating of the border crossing time upon arrival at the relevant IACs.

There is also a problem of unsettled responsibility for violation of the terms of goods delivery (if waiting in the queue exceeds the established limits (for vehicles – 10 and 5 days, respectively, if within the same customs office).

Among other things, it is proposed to introduce a separate registration in the "Electronic border crossing queue" system for the transportation of agricultural products by motor vehicle.

2.3 NCTS

Despite the increase in declarations made in the common transit system (NCTS), a significant number of enterprises are in no hurry to authorize in the common transit system. According to the respondents, it is probably due to the large number of documents that need to be submitted and the natural resistance to everything new.

Perhaps, with the adoption of changes to the legislation in terms of requirements for the applicants' financial capacity of to implement certain simplifications, the number of those wishing to receive such simplifications will become more significant.

According to other statements, one of the reasons that deter FEA entities from using the common transit system is the high cost of a financial guarantee and services from the organization of the guarantor. The company can independently act as a financial guarantor, but this requires significant working capital. In addition, the mechanism for calculating the amount of the guarantee remains unclear for many entrepreneurs, which also deters them from using the NCTS system.

Respondents are anxiously awaiting the changes planned for November 2023, namely the cancellation of EA-type declarations, as not everyone understands how the system will work in the future. Despite a significant number of seminars on this issue, held with the participation of representatives of the State Customs Service and the Ministry of Finance, business representatives note the lack of information they have on this issue.

2.4 Infrastructure

Respondents from the Chernihiv region once again emphasized the problem of arranging the terminal in the city of Chernihiv in the context of the validity loss the provisions of the Customs Code, which allowed customs clearance of goods without presenting them to the customs authorities.

It was also noted about:

- The need to bring the infrastructure of control bodies closer to IACs;
- Lack of transfer points near the border;
- Lack of railway cars;
- The need to increase the carrying capacity of the Yahodyn-Dorohuzk international checkpoint and improve the functioning of the Izov-Hrubeshiv checkpoint;
- The need for state assistance in leasing for the purchase of European-standard hopper cars.
- Long-term border crossing procedure at IAC "Orlivka" for express carriers.

Box 1.**Problems of implementing the sealing of export cargoes:**

Customs posts in large cities could not withstand the sudden influx of heavy traffic and were forced to return to the previous format of work. But at small customs posts, entrepreneurs were warned that from now on, all export cargoes must stop at the terminal for sealing.

- According to the respondents, individual representatives of customs are interested in such decisions, since the terminals mostly belong to private structures, and for entry one has to pay from 700 to 1,500 hryvnias.
- FEA entities practically lost the right to make a mistake in the documentation if the cargo and the exporting company were located in different places, which increased the export registration procedure by one day.

4. Obstacles from neighboring countries

Separate attention in the study was paid to the obstacles that Ukrainian enterprises face when making export-import supplies from neighboring countries since some of the mentioned obstacles do not depend on the Ukrainian side but affect the movement of goods through Ukrainian checkpoints. Most of the complaints are related to obstacles arising during transit through the territory of Poland or deliveries to Poland.

In particular, the respondents complained about the following obstacles:

- Ban on the import of agricultural products to certain EU countries (for example, Slovakia, Hungary);
- Questions regarding the work of Polish veterinarians (the Polish side declared the impossibility of speeding up these types of state control due to conflicts with EU legislation because such types of control can only be carried out at the border);
- When issuing T1 declarations in the direction of Ukraine, some customs brokers of EU countries (for example, Slovenia) refuse to open T1 declarations to the destination in Ukraine, citing the high risk of non-delivery of the goods to the final recipient and, as a result, the presence of problems with closing the given declaration.

5. Recommendations and suggestions of participants of focus groups and in-depth interviews

- ✓ Increasing the capacity of international automobile checkpoints and improving their infrastructure.
- ✓ Implementation of joint customs and border control in the most problematic areas of the border.
- ✓ Approaching the infrastructure of control services to the international checkpoints.
- ✓ Further improvement of the E-Queue functioning mechanism.
- ✓ Carrying out additional explanatory work among enterprises regarding the cancellation of EA-type declarations and the need to seal export cargoes.
- ✓ Introduction of separate registration in the system "Electronic border crossing queue" for the transportation of agricultural products by motor vehicle.
- ✓ Arrangement of the terminal in the city of Chernihiv.

It is worth noting that the recommendations formulated in the [previous issue of the bulletin](#) have not lost their relevance.