



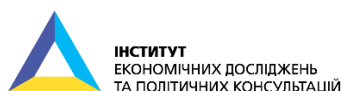
BICHIK INFORMATIONAL AND ANALYTICAL BULLETIN

# OUR BORDER

Public monitoring of border crossings under martial law

Issue 3. June 2023

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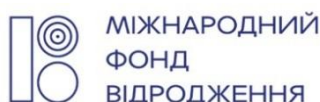


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## Introduction

Dear ladies and gentlemen, we present you with the third 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" (Kropyvnytskyi)
- 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 April-May 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

### 1. About the research

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

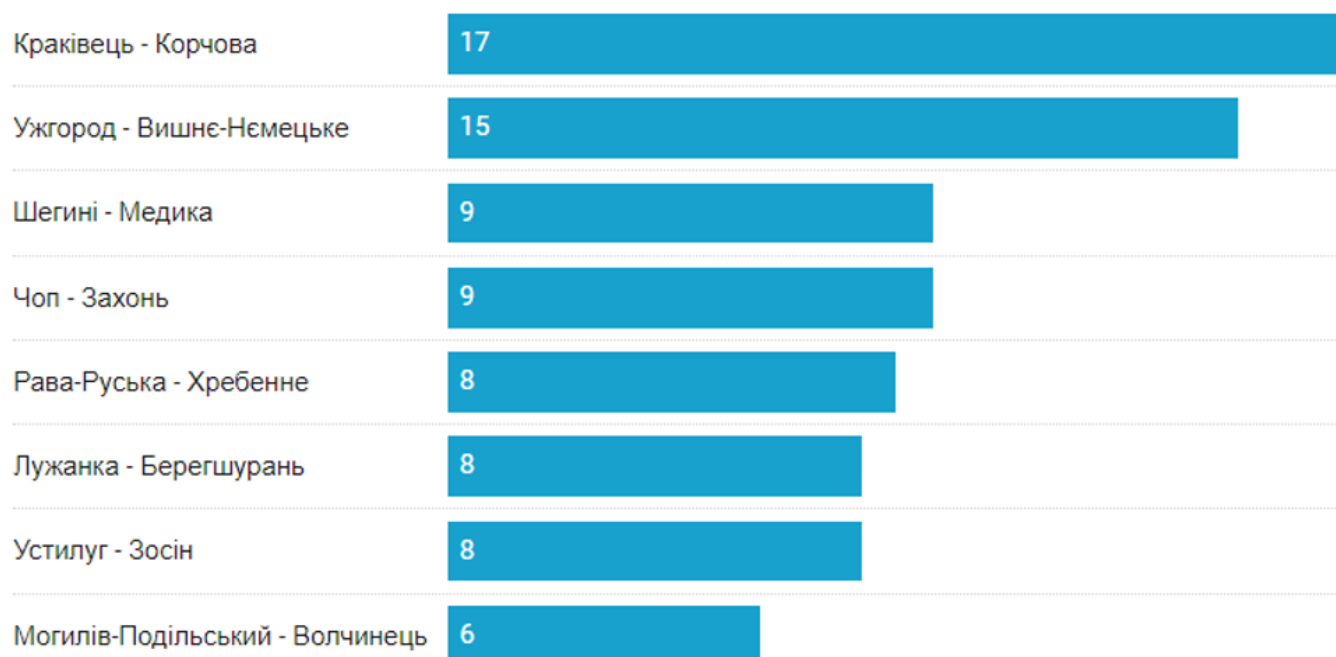
A total of 575 respondents from six regions of Ukraine were surveyed, 156 of them in April-May. They crossed the state border to enter Ukraine a month before the survey.

Surveys were conducted in Vinnytsya - 15 (10%), Lutsk - 32 (21%), Uzhhorod - 38 (24%), Chernihiv - 10 (6.4%), Kropyvnytskyi - 30 (19%) and Kyiv - 31 (20%).

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

The largest share, namely 17% of those surveyed in April - May, crossed the border at the "Krakivets-Korchova" checkpoint; 15% of respondents crossed the border at the "Uzhhorod - Vyshnye-Nyemetske checkpoint," and another 14% crossed the border at the "Rava-Ruska - Hrebenne" checkpoint. Much fewer respondents (from 9% to 6%) crossed the border at other checkpoints.

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



## 2. The method 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 to May. The share of those who crossed the border by bus increased (from 32% in September to 37% in April-May), and the share of those who crossed the border by car decreased (from 57% to 52%, respectively).

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

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



## 3. Time to cross the border

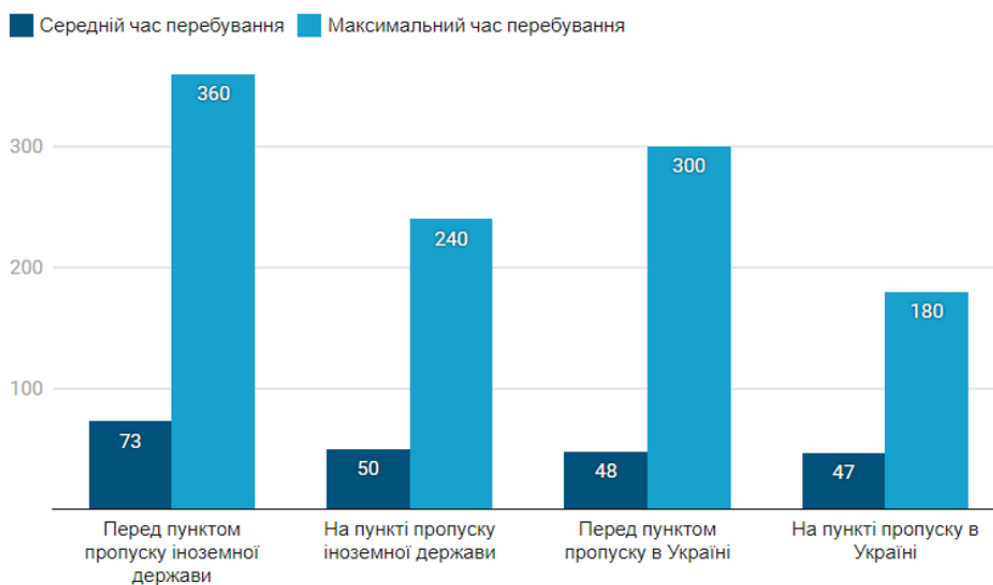
### Average time

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 50 minutes at a foreign checkpoint and 47 minutes at a Ukrainian checkpoint in April and May.

A similar trend is also observed in front of checkpoints. On average, the stay in front of the checkpoint of a foreign country is 73 minutes, and in front of the checkpoint in Ukraine - 40 minutes.

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



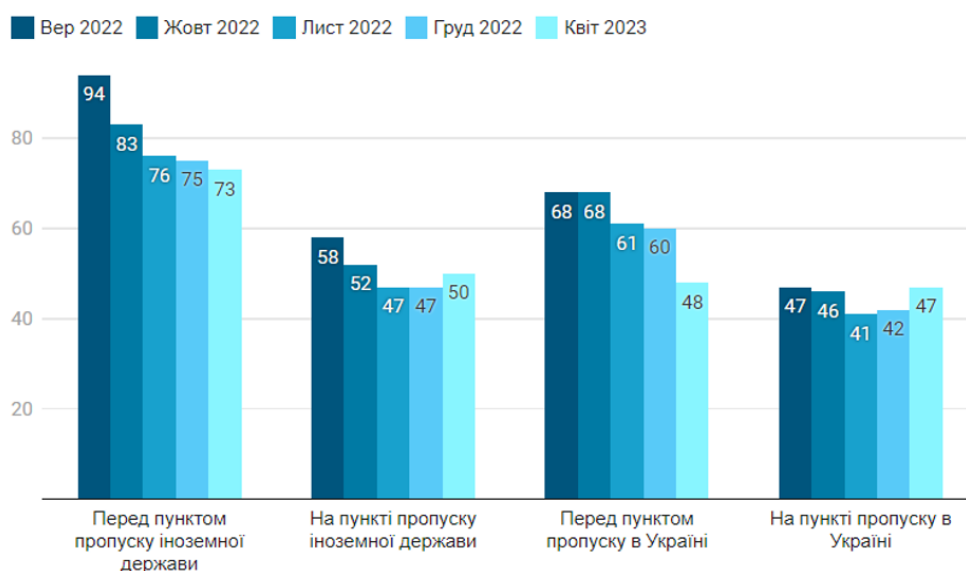
**So, on average, it takes longer to cross a foreign checkpoint than to cross a checkpoint from the Ukrainian side when entering Ukraine.**

The maximum time of stay in front of the checkpoint of a foreign country in April-May was 360 minutes, while in front of the checkpoint in Ukraine – 300 minutes. Accordingly, the maximum time stay at the checkpoint of a foreign country is 240 minutes and at the checkpoint to Ukraine - 180 minutes.

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

Compared to previous months, in April, the **average time of stay at the border** decreased both at the checkpoints and in front of the checkpoints on both sides. The average time spent in front of the checkpoint of a foreign country decreased the most by 22 minutes. Accordingly, the average time spent in front of the checkpoint in Ukraine also decreased by 20 minutes. The average time at the checkpoint in Ukraine remained unchanged - 47 minutes.

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



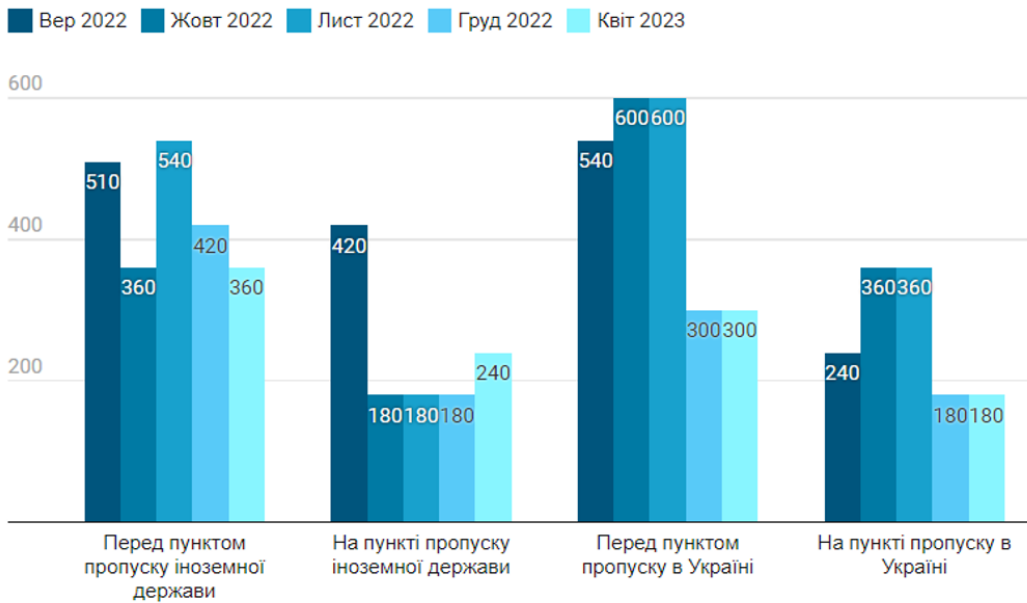
### Maximum time

In April-May, the maximum time of stay at the border decreased at the checkpoint in Ukraine by 60 minutes, compared to September data, and in front of the checkpoint in Ukraine - by 240 minutes.

At the same time, the maximum time of stay at the checkpoint of a foreign country reduced by 180 minutes, and in front of the checkpoint of a foreign country it reduced by 150 minutes.

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

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

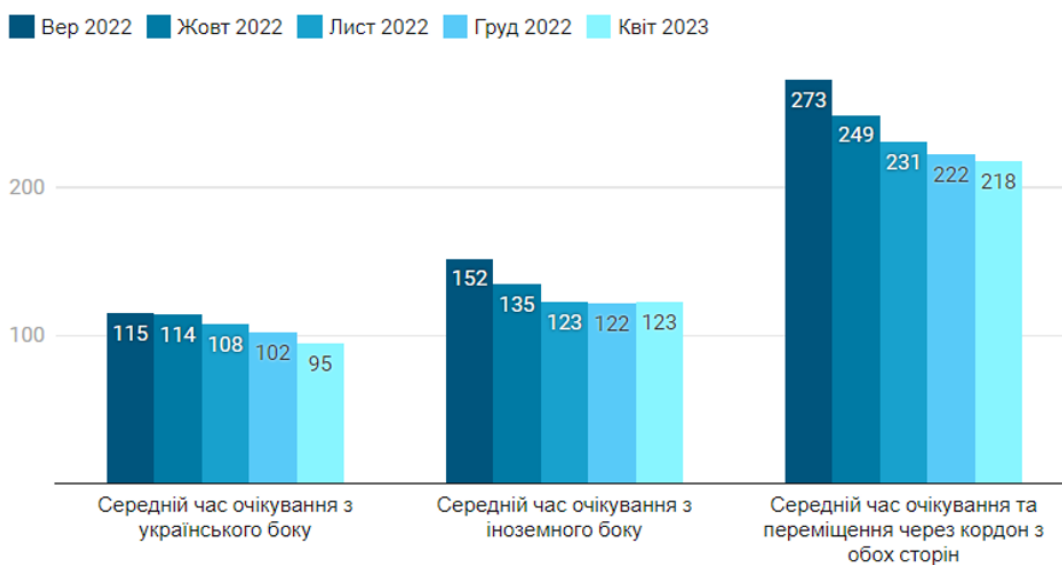


### Total average time

The total average waiting time from the foreign side gradually decreased every month, in April (123 minutes) compared to September (152 minutes). The average waiting time on the Ukrainian side changed the least; in April, it was 95 minutes, and in September – 115 minutes. The average time passengers have to spend waiting and moving through the border from two sides in April was 218 minutes, or 3 hours and 38 minutes, and in September - 273 minutes, or 4 hours and 53 minutes.

**The time spent waiting and crossing the border on both sides tends to decrease from September to April.**

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:

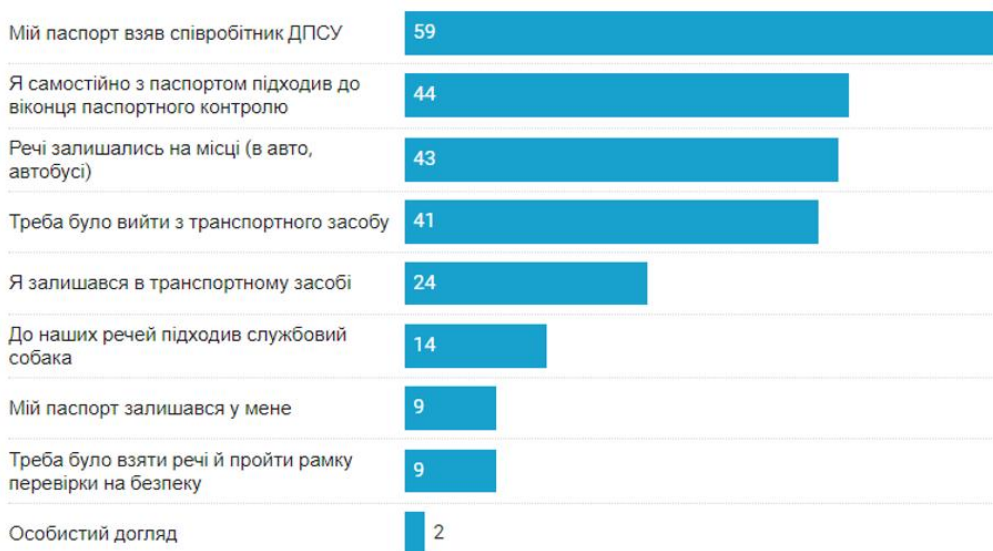


**4 hours 33 minutes in September,  
4 hours 9 minutes in October,  
3 hours 51 minutes in November,  
3 hours 42 minutes in December,  
3 hours 38 minutes in April.**

#### 4. Control when crossing the border in Ukraine

During the security check, more than half of the respondents, namely 59%, noted that their passport was taken by an employee of the State Border Service of Ukraine (SBSU). At the same time, 44% of respondents approached the passport control window on their own. Another 43% 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. 14% claim that a service dog approached them. Only 2% of respondents indicated they were checked in person when crossing the border.

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



#### in a foreign country

During the security check, 43% of respondents gave their passports to a SBSU employee. 37% of respondents approached the passport control window on their own. Another 30% stated they had to get out of the vehicle, and 27% that their baggage remained in place. Only 2% of respondents indicated they were checked personally when crossing the border.

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



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 (74%) 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 (36%), which correlates with the main problem. This trend is observed from September 2022 to April 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 24% of respondents, respectively. 22% 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 5% 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 48% of respondents who crossed the border in April 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. 20% in April 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: 46% in April and 36% in September, respectively. A significant percentage of respondents in April indicated a Duty-Free presence (31%). For comparison, in September, only 11% mentioned the availability of Duty-Free. 17% of those surveyed in April noted the availability of places to sit. 7% of respondents indicated the availability of a cafe or a place to eat in April and 6% in September. Only 4% of respondents indicated the presence of air conditioning in the rooms.

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

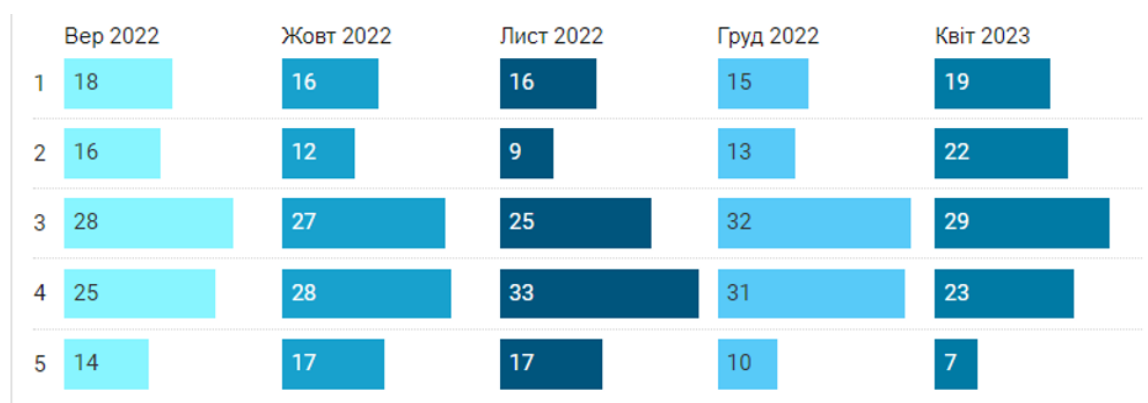


In general, it can be said there are positive trends in improving conditions at checkpoints. But there are also issues that require further improvements, such as reducing queues, ensuring comfort, and access to additional services for passengers.

## 7. Satisfaction with sanitary conditions

The satisfaction with sanitary conditions gradually increased from September to November but started to fall again in December; April is no exception. The question of satisfaction with sanitary conditions divided the respondents almost in half, but neutral and unsatisfactory assessments still prevail. Only 7% of respondents rated satisfaction with sanitary conditions as the highest score of 5, and 19% as the lowest score of 1. The majority of respondents (29%) 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).

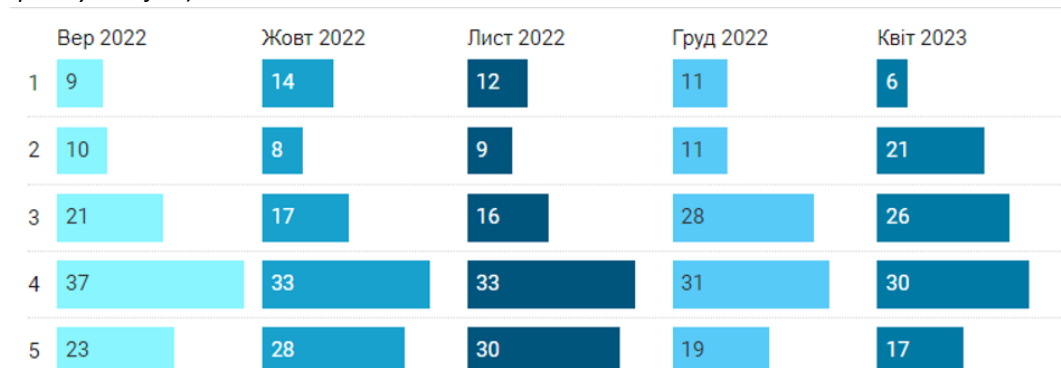


### 8. Quality of the Internet and mobile communication

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

For example, 17% of respondents in April gave the highest score - "5", 30% rated it "4". 26% rated the quality of Internet and mobile communication as average, and 27% 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)



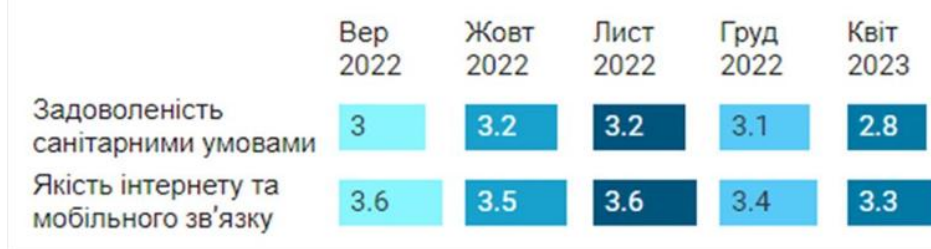
### Average satisfaction assessment

*Satisfaction with sanitary conditions.* The average level of satisfaction with sanitary conditions decreased from September 2022 to April 2023, reaching a value of 2.8 in April. It indicates some respondents' dissatisfaction with the state of sanitary conditions at the checkpoints.

*Internet and mobile communication quality.* The average assessment of satisfaction with the Internet and mobile communication quality decreased from September 2022 to April 2023, reaching a value of 3.3 in April.

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)

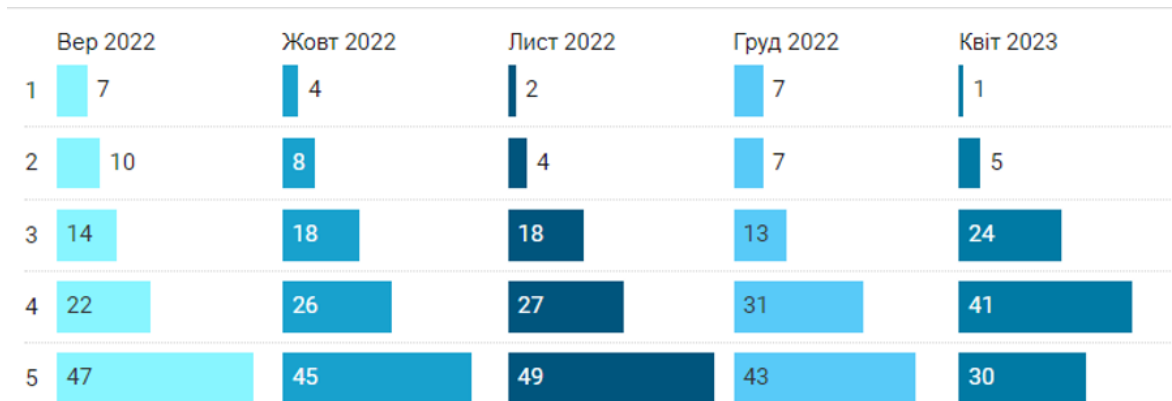


### 9. Organizing border crossing from the Ukrainian side

In general, the respondents positively assess organizing the border crossing from the Ukrainian side. In April, more than a quarter of respondents (30%) assessed organizing the border crossing from the Ukrainian side at "5". It is the highest score. 41% assessed it at a "4" average, and 24% assessed it at "3". The lowest rating of "1" for the border crossing organization in Ukraine was given by a small percentage of respondents. From September 2022 to April 2023, the percentage of such estimates decreased, and it was only 1% in April 2023.

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)

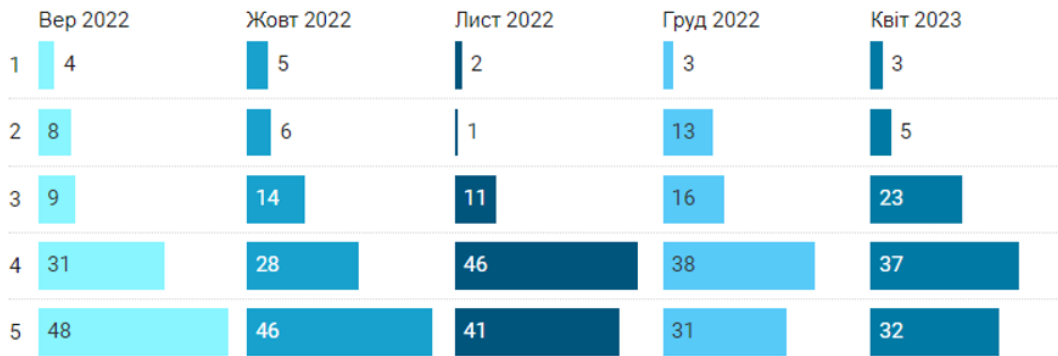


### 10. Organizing the border crossing from the foreign side

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 April, 32% of respondents assessed organizing the border crossing at "5", and 37% rated it as "4". The percentage of such estimates ranged from 31% to 48% from September 2022 to April 2023. In April, 23% of respondents gave a neutral assessment, and only 8% 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)



The average score of satisfaction on a five-point scale is - 3.9.

### 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 3.9 to 4 from September 2022 to April 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 3.9 from September 2022 to April 2023. Overall, the assessment remains stable.

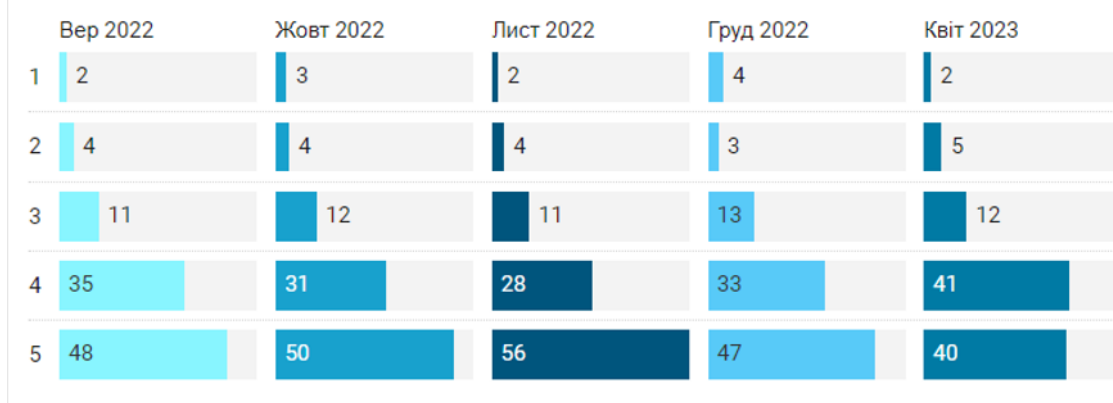
Fig.16. Average satisfaction assessment, % of respondents (scale from 1 to 5, where 1 is not satisfied at all, 5 is completely satisfied)



## 11. The behavior of the State Border Service of Ukraine

Questions regarding the quality of service, namely the behavior of personnel of the State Border Service of Ukraine, were mostly assessed positively. In April, almost half of the respondents - 40% - assessed it as "5," which is the highest rating; and 41% rated it as "4". 12% gave a neutral assessment. And only 7% of respondents assessed the quality of service provided by SBSU employees as unsatisfactory.

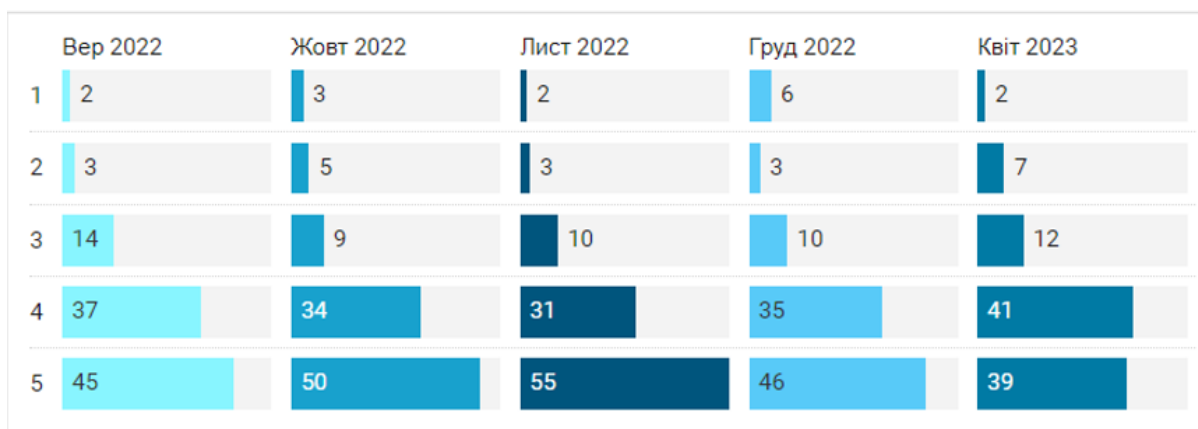
Fig. 17. Quality of service at the checkpoint on the Ukrainian side, behavior of personnel of the State Border Service of Ukraine, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, 5 is completely satisfied)



## 12. The behavior of the State Customs Service of Ukraine

Respondents also positively assessed the quality of service of the State Customs Service of Ukraine. 40% of passengers gave the highest score - "5". A significant percentage of respondents (41%) assessed the behavior of the State Customs Service of Ukraine at "4". And 12% of respondents assessed it neutrally giving a score of "3". And only 9% 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

*The behavior of the State Border Service of Ukraine:* From September 2022 to April 2023, the average assessment of satisfaction with the quality of service by border guards ranged from 4.1 to 4.3. It shows that the respondents were generally satisfied with the quality of work of border guards and their actions at checkpoints.

*Behavior of the State Customs Service of Ukraine:* During the same period, the average assessment of satisfaction with the quality of service by customs officials also varied from 4.1 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)

	Вер 2022	Жовт 2022	Лист 2022	Груд 2022	Квіт 2023
Прикордонники	4.2	4.2	4.3	4.2	4.1
Митники	4.2	4.2	4.3	4.1	4.1

## Conclusions and suggestions

1. Citizens of Ukraine spent an average of 3 hours and 38 minutes crossing the border during their trips abroad in April.
2. On average, it took longer to cross a foreign checkpoint than a Ukrainian checkpoint.
3. The main problem when crossing the border for the majority of respondents (39%) 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 14% and 13% of respondents, respectively.
4. Data received show that satisfaction with sanitary conditions is at a low level. The average assessment of satisfaction on a five-point scale is 2.8.

**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. Organize places for eating and sitting at checkpoints.
2. Improve sanitary conditions, including the availability of clean toilets at the checkpoints themselves and at the entrances to them.
3. Increase 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. Improve access to mobile communication networks of Ukrainian operators.
5. Arrange places/cafes for meals.



## A FAIR BORDER: business assessments and expectations

During April-May 2023, 65 respondents were interviewed in the format of focus groups and in-depth interviews. 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, Zakarpattya, Chernihiv, Kyiv regions, and Kyiv city.

### 1. Enterprises' export activity during February-May 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.

A significant number of respondents noted the stability of the export component during the previous two months. At the same time, agricultural enterprises announced a reduction in agricultural products export. It is due to the restrictions imposed on the import of Ukrainian agricultural products by certain European countries (Poland, Slovakia, and Hungary). For example, Poland returned inspections by its own veterinary service. This, in turn, increased queues at the Ukrainian-Polish border. Respondents noted cases of trucks waiting in front of the checkpoint for up to 4 days. For some producers and sellers of the corresponding products, this led to the shutdown of their enterprises and jeopardized the fulfillment of contracts not only with the countries of Europe but also with the countries of Asia and Latin America.

It was also noted that the volume of exports (equipment) has increased in recent months, but the procedures for customs inspection of such goods during registration of cargo exports have slowed down. Among the reasons for such a slowdown is the position of the Polish side, including the fact that they require additional documents when importing equipment. At the same time, other EU countries do not offer such conditions to Ukrainian suppliers.

Before the start of Russia's military aggression in Ukraine, the volume of cargo registrations at IACs was three times smaller. Starting from May 2023, the capacity has deteriorated due to protests from Poland. At first, producers of agricultural products (soybean, wheat) protested. Now transporters protest because there are still quotas for permits from Ukraine for European transporters, unlike Ukrainian transporters, for which European countries canceled the permit system on February 24 last year.

The situation at automobile checkpoints has improved somewhat due to the operation of the electronic queue, but this does not solve the congestion problem. Currently, the electronic queue is operating in test mode at the checkpoints "Rava-Ruska," "Krakivets," "Porubne," and "Uzhhorod." Previously, it functioned only at IAC "Yahodyn." Parking for cars has been created near the borders, but they are not enough, as they are designed for a maximum of 200 cars. According to the interviewed brokers, the most problematic checkpoint with the longest queue is the IAC "Yahodyn," where the estimated time for processing one car is 1 hour. Considering the length of the queue, which is currently 35 km, no electronic mechanism is capable of solving a problem.

Currently, the issue of passing through a separate corridor is being resolved for cars going to other

countries and not subject to veterinary and phytosanitary control. For them, all norms of non-tariff regulation will be applied at the place of destination.

Research participants drew attention to the fact that the registration of goods in the "import" mode quite often takes place "according to the tables." That is, representatives of the customs authorities use the available tabular data and make decisions about the customs value of a specific imported product. Once again, the non-transparent procedure for determining the customs value of imported goods was noted.

During the research, complaints were received from representatives of international charitable organizations and volunteers who complained about the obstacles that arise when importing humanitarian goods at the Krakivets checkpoint. Among the arguments of the customs officials when trying to cross the border or import humanitarian aid, there was incorrect processing of documents, a ban on traveling abroad for volunteers, and accusations of smuggling. There is evidence of demands for bribes for the possibility of importing humanitarian aid. Bureaucratic barriers and corruption are among the main obstacles to volunteering.

## Export directions and dynamics

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 European countries and China. Some companies noted that they make deliveries to South Africa, Congo, the UAE, Oman, and Saudi Arabia.

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

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

### 2. The main obstacles to export-import operations

- significant queues at the border;
- restrictions on the import of Ukrainian agricultural products from Poland, Slovakia, and Hungary;
- impossibility of confirming the origin of raw materials, especially for companies that have relocated;
- lack of working capital, which does not allow to increase exports;
- blocked changes to the register of objects of intellectual property rights;
- the complex process of booking drivers by carriers and the existing shortage of drivers for international transportation;
- delays in the export of scrap metal (additional customs inspection, constant inspections by the State Bureau of Investigation);
- imperfect functioning of the electronic queue at the "Yahodyn" IAC;
- non-transparent determination of the customs value when importing goods to Ukraine without the possibility of appeal and consideration of original documents;
- refusal to register goods in the preferential regime during import;
- volunteer and charity organizations complaints about corruption and bureaucratic obstacles in importing humanitarian goods.

#### Box 1.

#### Problems with foreign economic contracts among entrepreneurs who made deliveries to Belarus before the war

Once again, the respondents noted the impossibility of completing foreign economic contracts, according to which payments were made to counterparties from Belarus by February 24, 2022, due to the impossibility of returning the subscription or receiving the goods, which requires legislative regulation (in terms of non-return of foreign exchange funds).

For example, there are cases when Ukrainian enterprises ordered a product by making a prepayment before February 24, 2022, but could not receive it because no checkpoint in the Chernihiv region is working. Delivery through the territory of third countries is too expensive. At the same time, the Belarusian counterparty refuses to return the subscription. In fact, Ukrainian enterprises have fallen into a trap and cannot return either the goods or the funds.

In this context, it is important that the state does not impose any sanctions on such enterprises.

### 1. Customs authorities work

Concerning interaction with customs authorities, research participants noted that the quality of communication depends on the region of the customs office. There are customs offices where issues are resolved quickly and at a high level. And there are situations when, on the contrary, the interaction is slow and ineffective (issues that arise: unclear referrals for customs inspection, initiation of customs inspection at the end of the schedule for the registration of the car, delays in customs clearance of cargo). There are complaints about formal communication by regional customs. Information is transferred to the central office of the State Customs Service only in cases where there is a threat of publicity or interference by foreign partners. There were complaints about the increase in the number of inspections, including the involvement of representatives of the anti-smuggling and violation of customs regulations departments and investigators of the State Bureau of Investigation. The latter are not subject to the customs code in their activities and do not observe the terms of customs clearance.

Separately, the business noted the high quality of communication with representatives of the central apparatus of the State Customs Service.

Entrepreneurs of the Chernihiv region noted that the construction of the customs terminal in Chernihiv city was suspended.

The main comments on the work of customs authorities include the following:

- lack of timely reaction of customs officials to appeals;
- customs officers are guided in their activities by internal letters and explanations, which are not published for the general public;
- non-compliance with the time standards of customs control when registering goods and vehicles;
- on the last days of each month, there is a delay on the part of customs in the registration of cargo since the plan for the number of completed cargo customs declarations has already been fulfilled;
- the incompetence of individual customs officials when processing the export of spare parts for equipment repair (procedural issues);

### 2. The most problematic (negative) case that happened during foreign economic activity in the previous two months

- Increase in customs value despite the presence of a direct contract, the original statement from the tax authorities of the counterparty's country about the crediting of funds to the company's account following the contract, the conclusion of the Chamber of Commerce of both Ukraine and the counterparty's country, certificates of stock exchange quotations, etc.;
- Detention of goods and sampling during export operations, regardless of the conclusions of the laboratory and commodity examination;
- Waiting for representatives of the State Bureau of Investigation for more than 3 days and then being notified that they will not be there;
- Refusal to place a brokerage company on the territory of the "Chop" customs post.

### 3. Obstacles from neighboring countries

- restrictions on the import of Ukrainian agricultural products by Poland, Slovakia, Hungary, and Bulgaria, which jeopardized the fulfillment of contracts with countries in Europe, Asia, and Latin America and stopped the work of certain enterprises;
- requirements of the Polish side for additional documents that are not required by other EU countries when exporting equipment.

4. The most positive case (resolved issue) that happened during a foreign economic activity in the previous two months

- The possibility of submitting documents for receiving EURO-1 in electronic form.

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

**Possible ways of solving obstacles (by participants of focus groups and in-depth interviews):**

1. Increasing the capacity of international automobile checkpoints.
2. Implementing joint customs and border control at the most problematic areas of the border, following the example of checkpoints on the Ukraine-Moldova border (IAC "Palanka").
3. Introduction of possibility to communicate with the inspector for each customs clearance online. It would provide an opportunity to quickly provide additional documents and explanations at the inspector's request.
4. Simplification of the system of re-registration or temporary change of location of relocated enterprises.
5. Introduction of state programs to support export-oriented enterprises.
6. Termination of the practice of delaying customs clearance of cargo on the last days of each month.
7. A legislative solution to the problem of non-return of foreign exchange earnings under contracts concluded with Belarusian enterprises by February 24, 2022.

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