



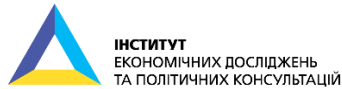
INFORMATIONAL AND ANALYTICAL BULLETIN

OUR BORDER

Public monitoring of border crossings under martial law

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Authors of the report:

Oksana Kuziakiv, Executive Director at the Institute for Economic Research and Policy Consulting, Project Manager for the project "Support for the Public Initiative "For Fair and Transparent Customs"

Darya Shapovalova, Junior Research Fellow at the Institute for Economic Research and Policy Consulting

Andriy Butin, Senior Research Fellow at the Institute for Economic Research and Policy Consulting

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INSTITUTE FOR ECONOMIC RESEARCH AND POLICY CONSULTING

Reytarska 8/5-A, 01054 Kyiv, Ukraine

tel.: +38(044) 278-63-42; +38 (044) 278-63-60; fax: +38(044) 278-63-36

institute@ier.kyiv.ua

www.ier.com.ua

[Facebook IER](#)

[Facebook "For Fair and Transparent Customs"](#)

[Telegram channel "Fair Customs"](#)

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Introduction

Dear ladies and gentlemen, we present you with the fourth 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 June-July 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 – June 2022-2023, six waves of citizen surveys were conducted with those who crossed the border to enter Ukraine.

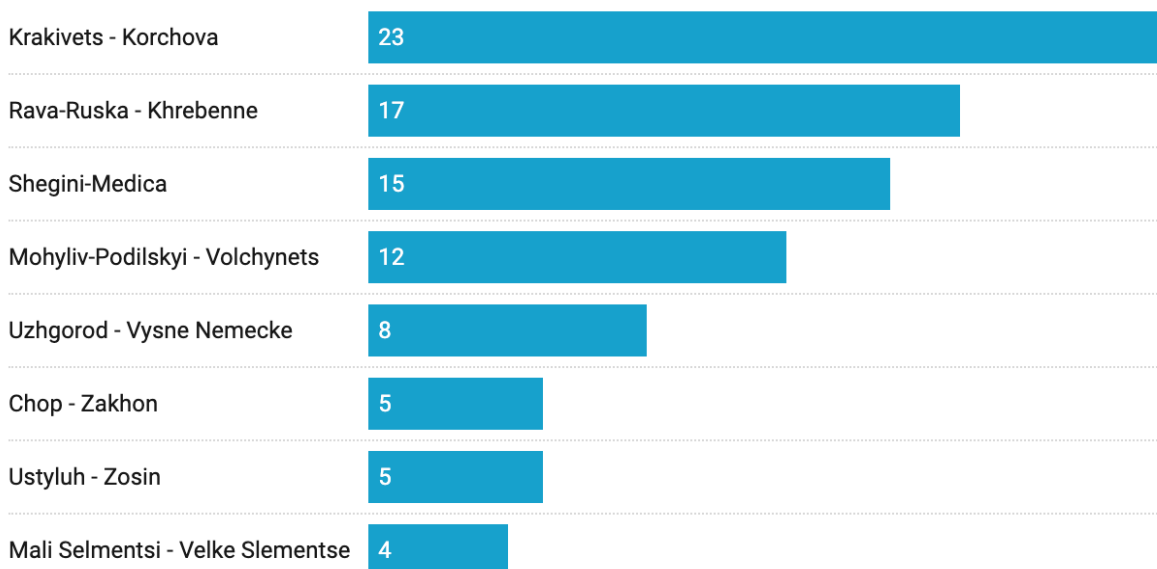
A total of 721 respondents from six regions of Ukraine were surveyed, 146 of them in June-July. They crossed the state border to enter Ukraine a month before the survey.

Surveys were conducted in Vinnytsya - 15 (10%), Lutsk - 34 (23%), Uzhhorod - 29 (20%), Chernihiv - 10 (7%), Kropyvnytskyy - 30 (21%) and Kyiv - 28 (19%).

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-Podilskyy, and others.

The largest share, namely 23% of those surveyed in June - July, crossed the border at the "Krakivets-Korchova" checkpoint; 17% of respondents crossed the border at the "Rava-Ruska - Hrebenne" checkpoint. Also, another 15% crossed the border at the "Shehini-Medyka" checkpoint. Much fewer respondents (from 12% to 4%) crossed the border at other checkpoints.

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



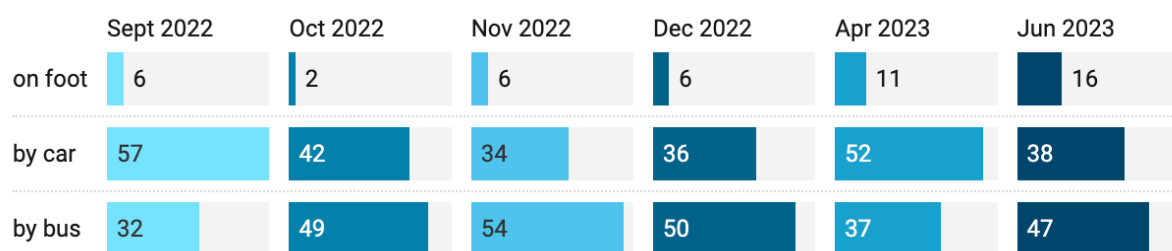
2. The method of crossing the border

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 June. The share of those who crossed the border by bus increased (from 32% in September to 47% in June), and the share of those who crossed the border by car decreased (from 57% to 38%, respectively).

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

Fig.2. The method of crossing the border, % of respondents



3. Time to cross the border

Average time

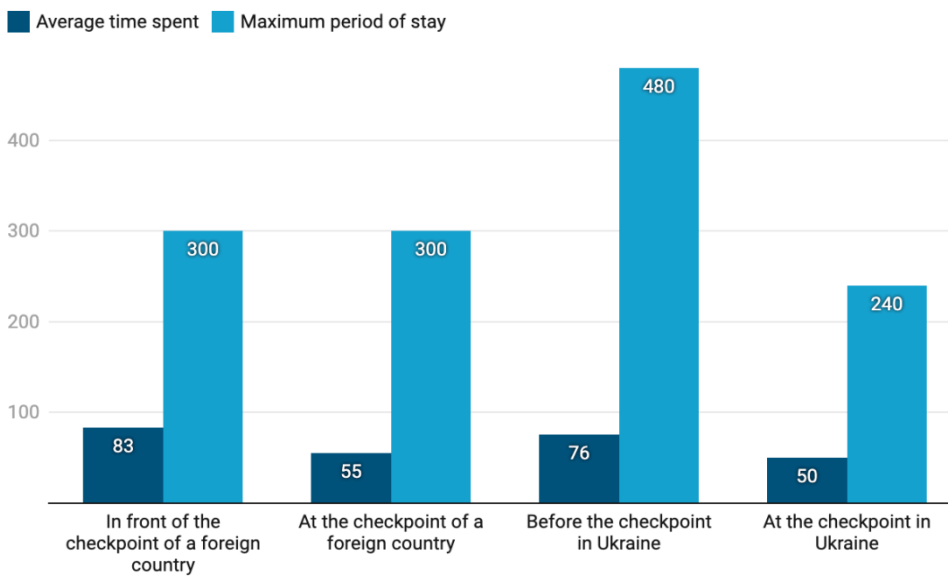
Border crossing time, presented in this study, consists of two indicators: (1) time spent in front of the checkpoint and (2) time spent at the checkpoint. Both indicators are calculated for the Ukrainian and foreign parts of checkpoints.

The average time spent at the border in June changed and became closer to the indicators that were in September.

On average, respondents spent 55 minutes at a foreign checkpoint and 50 minutes at a Ukrainian checkpoint in June and July.

A similar trend is also observed in front of checkpoints. On average, the stay in front of the checkpoint of a foreign country is 83 minutes, and in front of the checkpoint in Ukraine - 76 minutes.

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



So, on average, it takes longer to cross a foreign checkpoint than to cross a checkpoint from the Ukrainian side when entering Ukraine, *but* the maximum waiting time is longer in front of the checkpoints in Ukraine than in front of foreign ones.

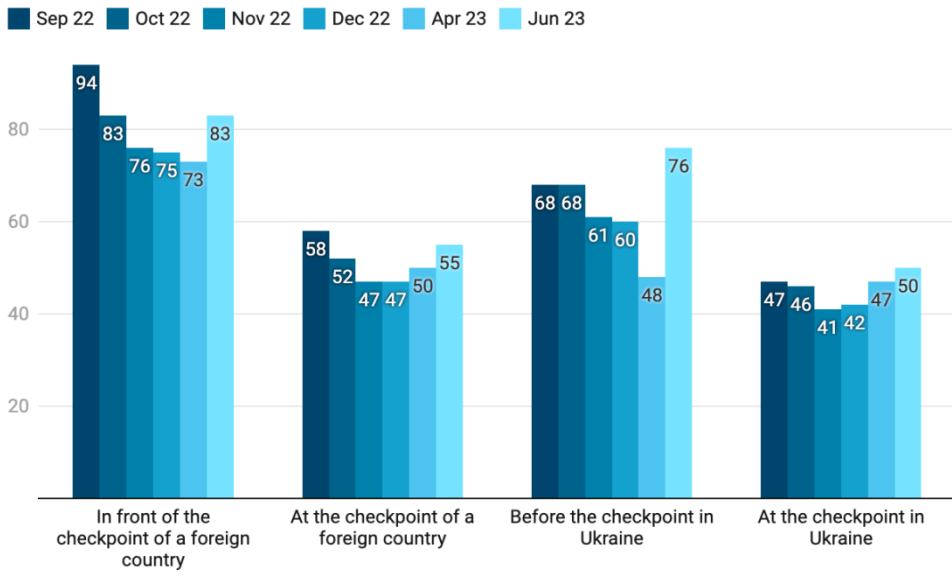
The maximum time of stay in front of the checkpoint of a foreign country in June-July was 300 minutes, while in front of the checkpoint in Ukraine – 480 minutes.

The maximum time stay at the checkpoint of a foreign country is 300 minutes and at the checkpoint to Ukraine - 240 minutes.

As you can see, in June-July, 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 June, 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 spent in front of the checkpoint in Ukraine increased the most by 28 minutes compared to April. The average time spent in front of the checkpoint of a foreign country also increased, namely by 10 minutes. The average time at the checkpoint in Ukraine remained almost unchanged - 50 minutes. And at the checkpoint of a foreign country it is 55 minutes.

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

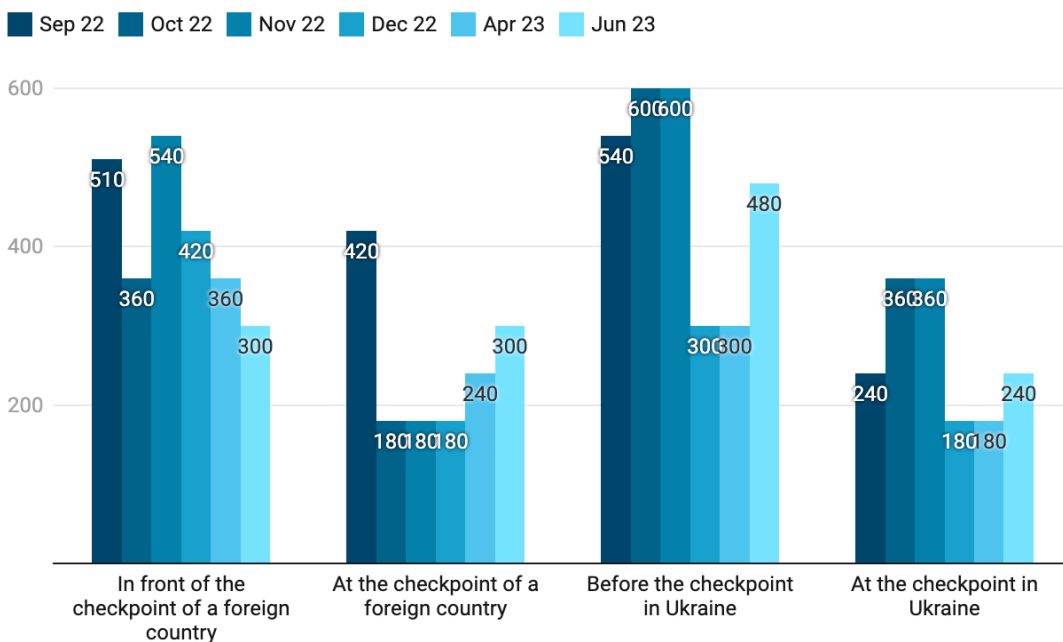


Maximum time

In June-July, the maximum time of stay at the border did not change at the checkpoint in Ukraine, compared to the data for September. The maximum time spent at the border in front of the checkpoint in Ukraine has decreased by 60 minutes since September. At the same time, the maximum time of stay at the checkpoint of a foreign country decreased by 120 minutes; the time in front of the checkpoint of a foreign country decreased by 210 minutes.

So, 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

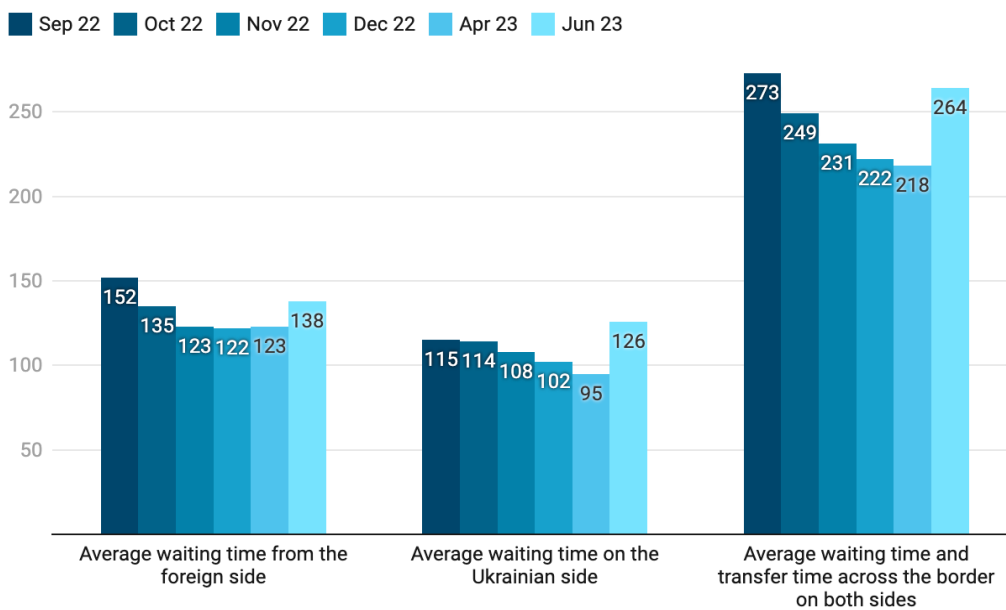


Total average time

The total average waiting time from the foreign side gradually decreased every month, in June (138 minutes) compared to September (152 minutes). The average waiting time on the Ukrainian side increased significantly in June and was 126 minutes; in September, it was 115 minutes. The average time passengers have to spend waiting and moving through the border from both sides was 264 minutes, or 4 hours 24 minutes, in June, and 273 minutes, or 4 hours 53 minutes, in September.

The time spent waiting and crossing the border on both sides tends to decrease from September to April, and started to increase again in June.

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



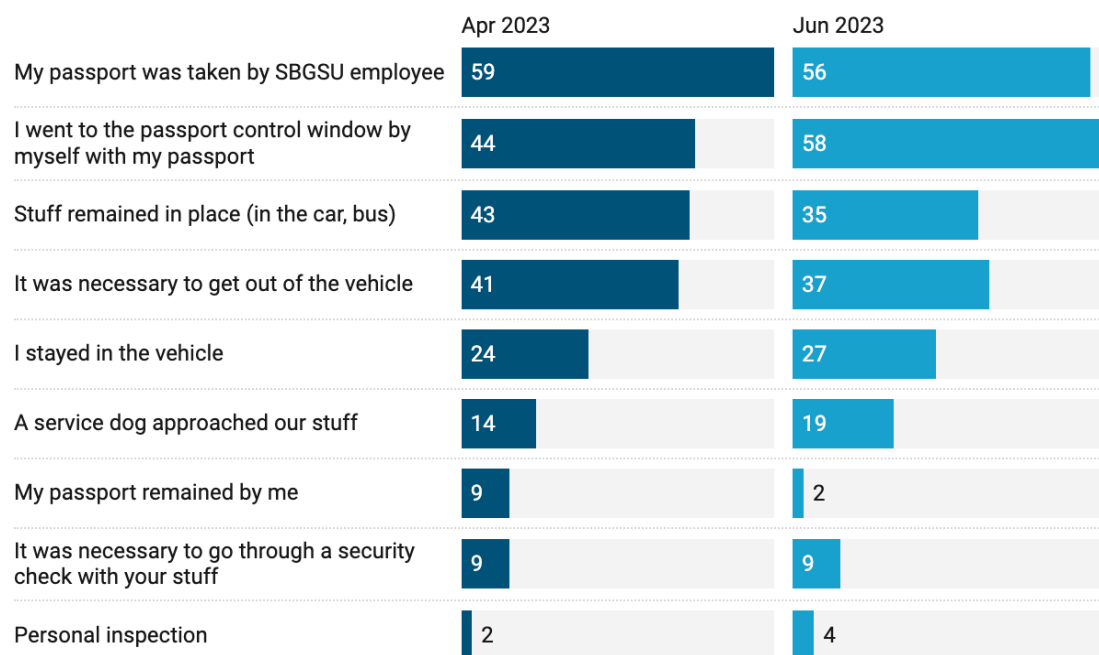
So, during their trips abroad, citizens of Ukraine spent, on average, on crossing the border:
4 hours 33 minutes in September,
4 hours 9 minutes in October,
3 hours 51 minutes in November,
3 hours 42 minutes in December,
3 hours 38 minutes in April.
4 hours 24 minutes in June.

4. Control when crossing the border

In Ukraine

During the security check, more than half of the respondents, namely 56%, noted that their passport was taken by an employee of the State Border Service of Ukraine (SBSU). At the same time, 58% of respondents approached the passport control window on their own. Another 35% 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. 19% claim that a service dog approached them. Only 4% of respondents indicated they were checked in person when crossing the border.

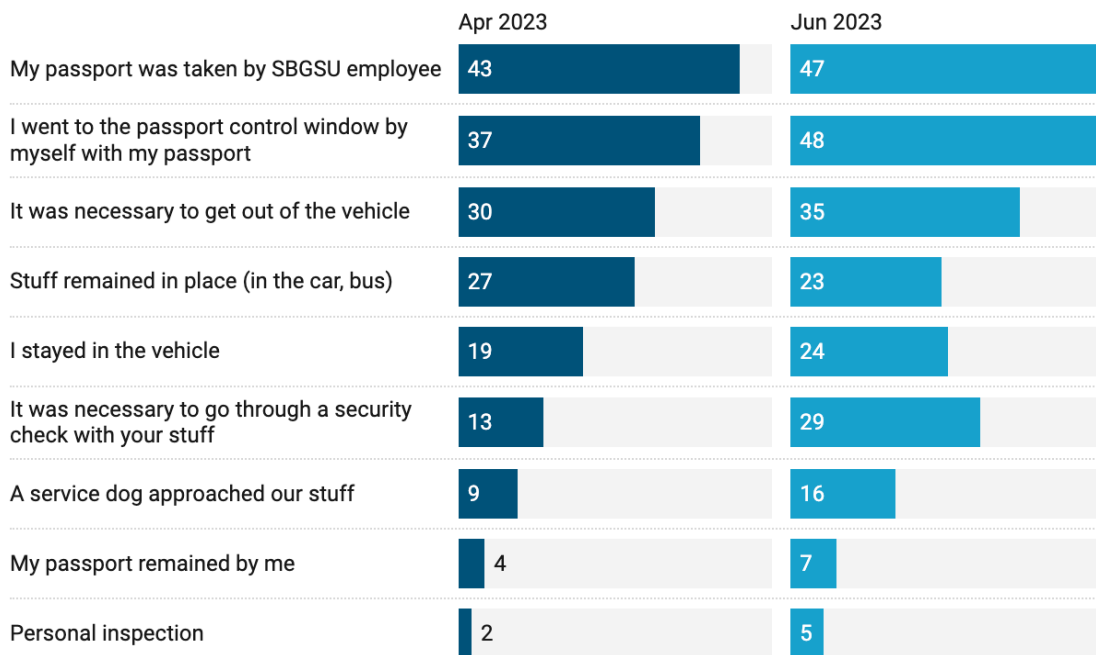
Fig.7. How does border control work in Ukraine, % of respondents (June)



In a foreign country

During the security check, 47% of respondents gave their passports to a SBSU employee. 48% of respondents approached the passport control window on their own. Another 35% stated they had to get out of the vehicle, and 23% that their baggage remained in place. Only 5% 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 (June)

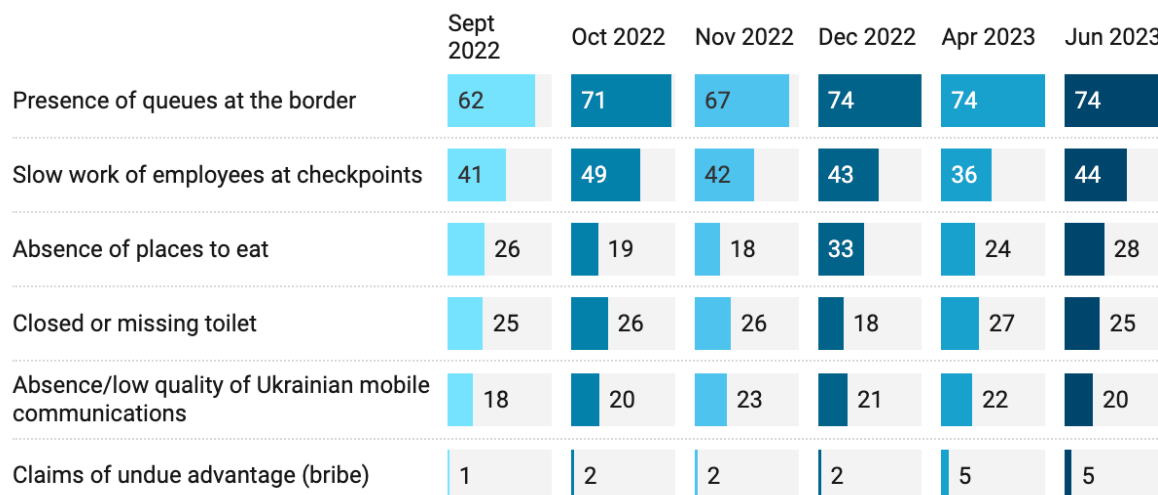


So, border crossing control in Ukraine is not much different from border crossing control in a foreign country.

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 (44%), which correlates with the main problem. This trend is observed from September 2022 to June 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 25% and 28% of respondents, respectively. 20% 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.

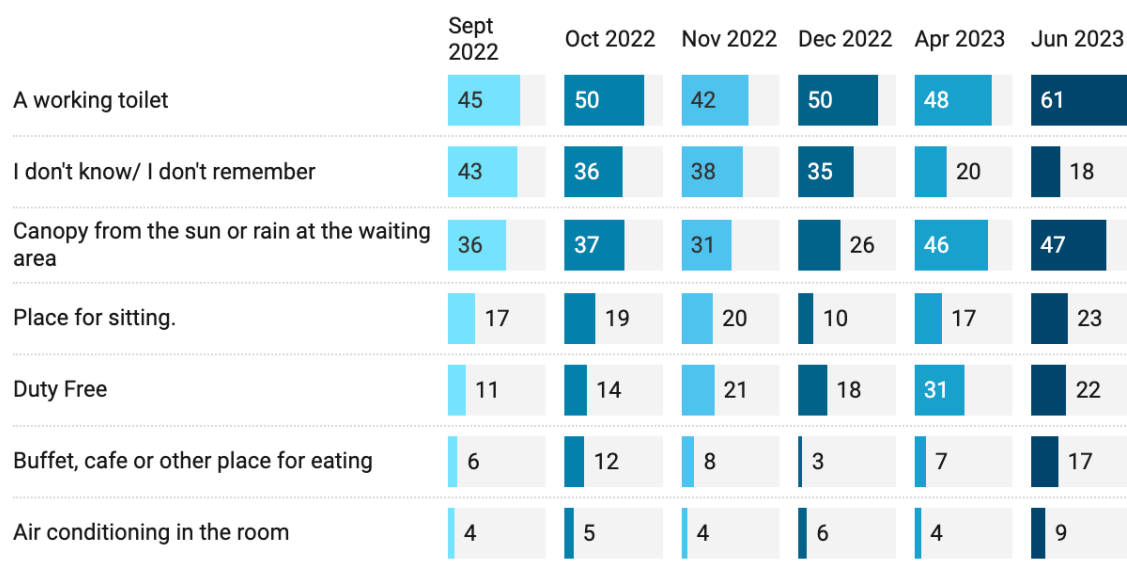
Fig.9. Problems when crossing the border, % of respondents.



6. Infrastructure for passengers

Only 61% of respondents who crossed the border in June 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: 47% in June and 36% in September, respectively. A significant percentage of respondents in June indicated a Duty-Free presence (22%). For comparison, in September, only 11% mentioned the availability of Duty-Free. 23% of respondents in June noted the availability of places to sit. 17% of respondents indicated the availability of a cafe or a place to eat in June 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.



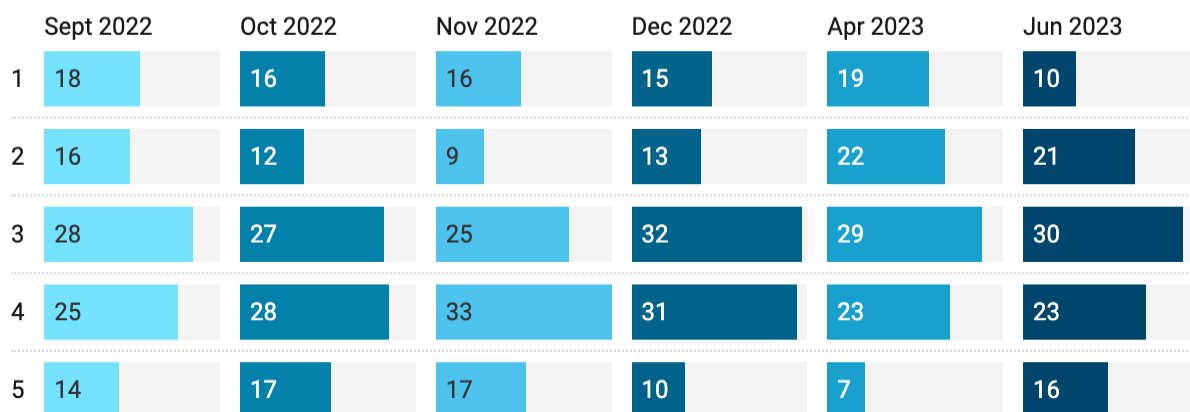
In general, it can be said there are positive trends in improving conditions at checkpoints. But there are also issues that require further improvements, such as reducing queues, ensuring comfort, and access to additional services for passengers.

7. Satisfaction with sanitary conditions

The satisfaction with sanitary conditions gradually increased from September to November but started to fall again in December; June is no exception. The question of satisfaction with sanitary conditions divided the respondents almost in half, but neutral and unsatisfactory assessments still prevail.

Only 16% of respondents rated satisfaction with sanitary conditions as the highest score of 5, and 10% as the lowest score of 1. The majority of respondents (30%) 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).

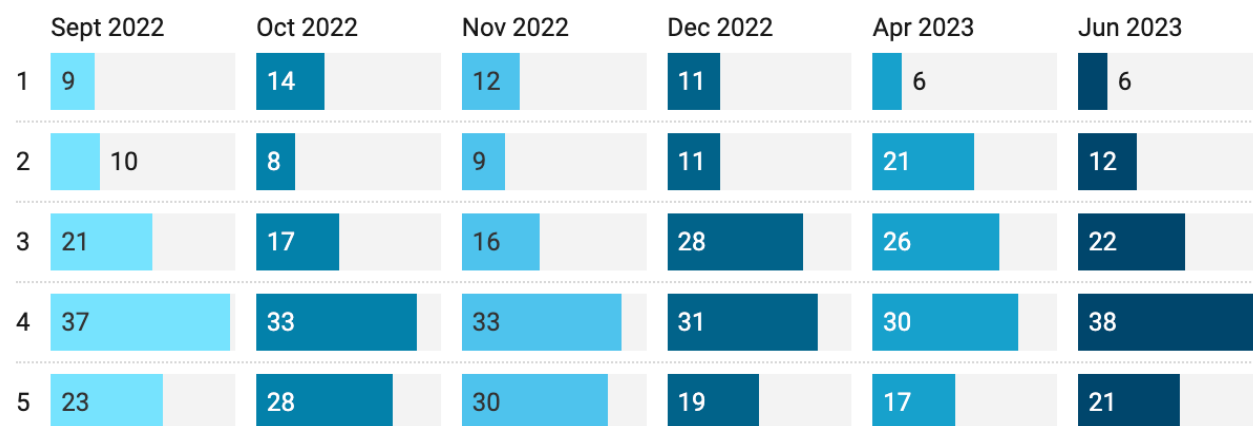


8. Quality of the Internet and mobile communication

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

For example, 21% of respondents in June gave the highest score - "5", 38% rated it "4". 22% 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

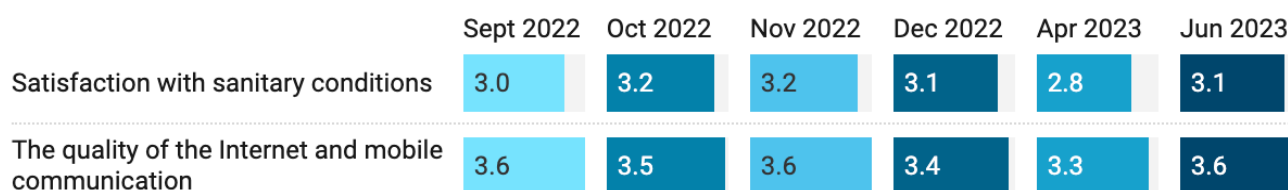
The average level of satisfaction with sanitary conditions remains stable from September 2022 to June 2023, reaching a value of 3.1 in June.

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.

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)

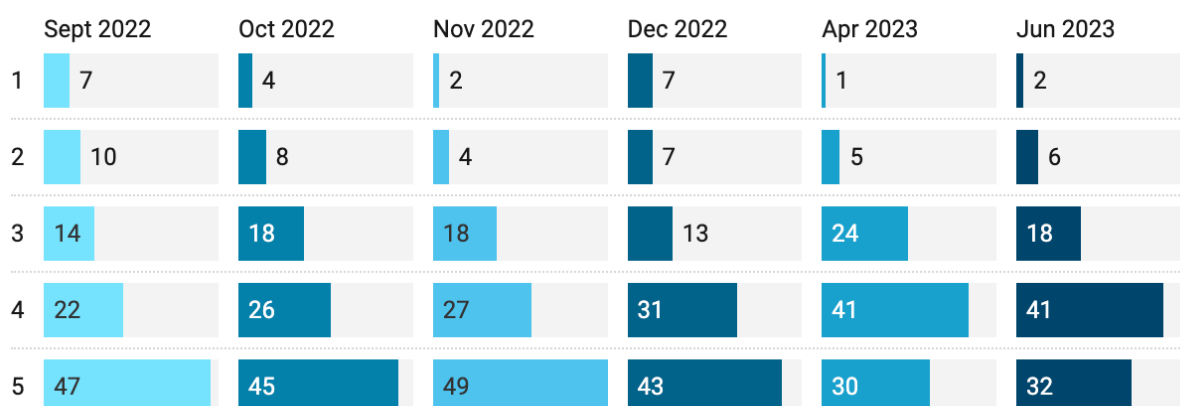


9. Organizing border crossing from the Ukrainian side

In general, the respondents positively assess organizing the border crossing from the Ukrainian side. In June, more than a quarter of respondents (32%) assessed organizing the border crossing from the Ukrainian side at "5", which is the highest score. It is the highest score. 41% assessed it at "4", and 18% 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 June 2023, the percentage of such estimates decreased, and it was only 2% in June 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)

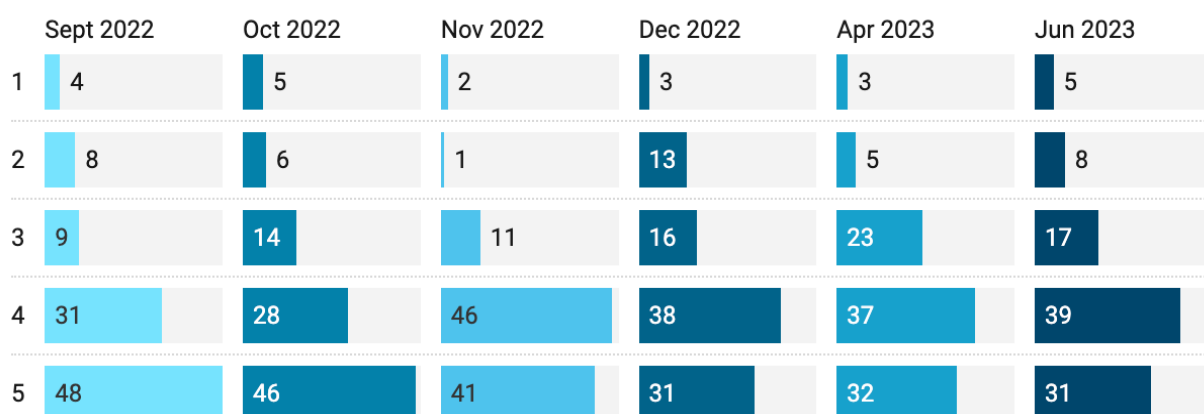


10. Organizing the border crossing from the foreign side

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 June, 31% of respondents assessed organizing the border crossing at "5", and 39% rated it as "4". The percentage of such estimates ranged from 31% to 48% from September 2022 to June 2023. In June, 17% of respondents gave a neutral assessment, and 13% 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

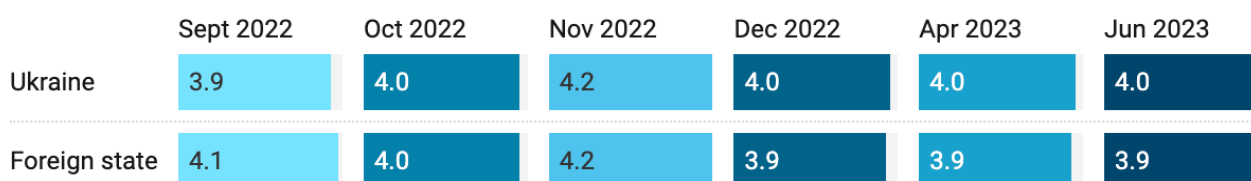
Organizing the border crossing from the Ukrainian side

The average assessment of satisfaction with organizing the border crossing in Ukraine ranged from 3.9 to 4 from September 2022 to June 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 June 2023. Overall, the assessment remains stably unchanged.

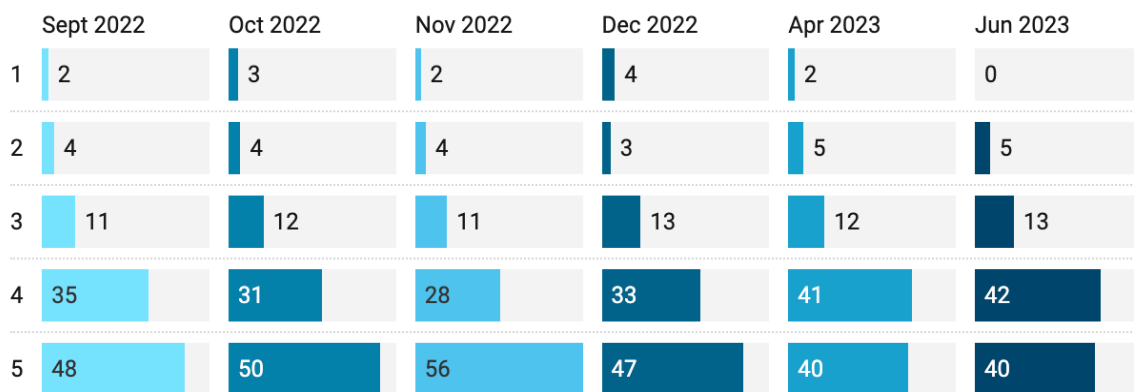
Fig.16. Average satisfaction assessment, % of respondents (scale from 1 to 5, where 1 is not satisfied at all, 5 is completely satisfied)



11. The behavior of the State Border Service of Ukraine

The quality of service, namely the behavior of personnel of the State Border Service of Ukraine, were mostly assessed positively. In June, almost half of the respondents - 40% - assessed it as "5," which is the highest rating; and 42% rated it as "4". 13% gave a neutral assessment. And only 5% of respondents assessed the quality of service provided by SBSU personnel as unsatisfactory.

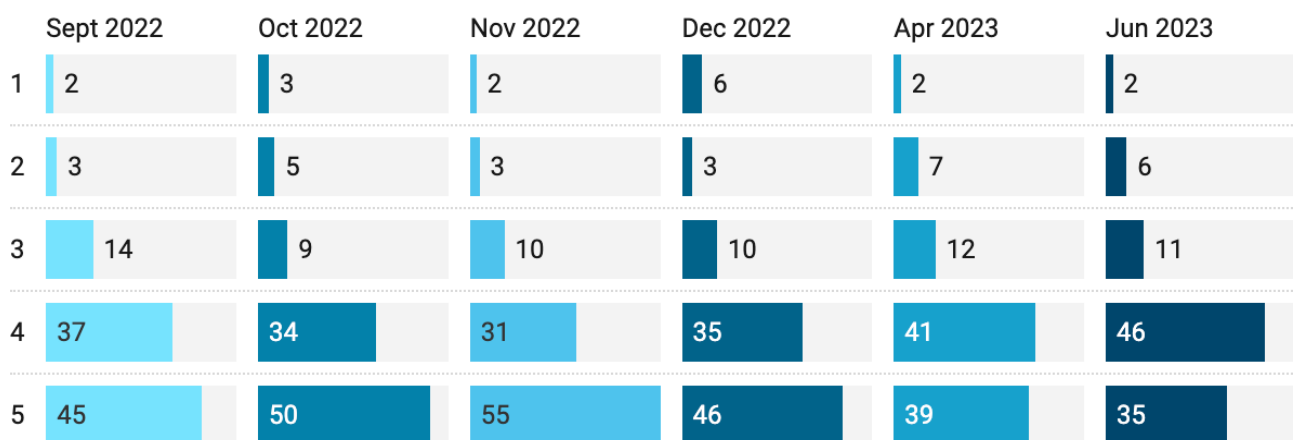
Fig.17. Quality of service at the checkpoint on the Ukrainian side, behavior of personnel of the State Border Service of Ukraine, % of respondents (on a scale from 1 to 5, where 1 is not at all satisfied, 5 is completely satisfied)



12. The behavior of the State Customs Service of Ukraine

Respondents also positively assessed the quality of service of the State Customs Service of Ukraine. 35% of passengers gave the highest score - "5". A significant percentage of respondents (46%) assessed the behavior of the State Customs Service of Ukraine at "4". And 11% of respondents assessed it neutrally giving a score of "3". And only 8% 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 June 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)

	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Apr 2023	Jun 2023
Border guards	4.2	4.2	4.3	4.2	4.1	4.2
Customs officers	4.2	4.2	4.3	4.1	4.1	4.1

Conclusions and suggestions

1. Citizens of Ukraine spent an average of 4 hours 24 minutes crossing the border during their trips abroad in June.
2. The main problem when crossing the border for the majority of respondents (74%) 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 25% and 28% 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 3.1.
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 June-July 2023, 50 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. Enterprises' export activity during June-July 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.

Additionally, exporters noted long queues at customs from the side of the Republic of Poland, delays in the territory of customs authorities of foreign countries, and additional checks. For example, the Polish side technically lacks electronic seals with GPS and other means of transit tracking. As a result more transit cargo arrives than the Polish side can process, which leads to queues. There is information about informal orders from the Polish side to slow down the process of crossing the border, no more than two cars per hour.

Despite the fact that the logistics services market adapted to war conditions, 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 carriers, the longest queues of passenger buses occurred at the "Krakivets" and "Shehyni" IACs. Due to increased demand for transportation, the number of flights increased by 20% compared to April-May 2023. Mainly due to the traffic schedule from the train stations, the main number of vehicles arrives at the border between noon and midnight. Additionally, there is a pedestrian crossing at the "Shehyni" IAC. An increase in the workload on these checkpoints personnel leads to a cumulative increase in the time for some vehicles to cross the border, which leads to queues.

The respondents positively assessed the creation of a Telegram bot by the Poltava customs office, where

regulatory documents are presented to inform businesses, with the opportunity for business representatives to send questions to the bot. Positive changes in the attitude of Chernihiv customs officers towards importers were noted. In the first half of 2023, due to the overestimation of the customs value of imported goods, entrepreneurs began to refuse the services of the Chernihiv customs office and began to undergo customs procedures at other customs offices. In this regard, the customs officers began to appeal to the foreign economic activity entities and brokers to return and clear the goods directly in the Chernihiv region.

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.

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 products through the territory of Poland.

The work of E-Queue at the border

Special attention in the research was paid to the functioning of the E-Queue at the border. A significant number of respondents positively noted its work. It is convenient and saves waiting time. A lot of positive feedback has been received. "Yes, it is still necessary to wait for a certain time, but at the same time, it has become easier for drivers to plan their trips," the respondents noted. Also, there were no problems with hanging or failures in the operation of this service. According to some respondents, there is evidence of abuse and violation of the principle of equality of all participants. There were examples of untimely updating of the border crossing time when one time was indicated, when leaving Lviv, and upon arrival at the border, one had to wait an additional 2 to 4 hours. There was also evidence of a parallel queue.

NCTS

Despite the increase in declarations issued in the common transit system (NCTS), a significant number of enterprises are in no hurry to authorize the NCTS 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. According to other evidence, one of the reasons deterring foreign economic activity entities from using the common transit system is the high cost of a financial guarantee and services to organize the guarantor. The company can independently act as a financial guarantor. But this requires significant working capital. Also, the mechanism for calculating the guarantee amount remains unclear for many entrepreneurs, which also deters them from using the NCTS system.

In this context, customs brokers indicate cases when some 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.

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. It would be appropriate to provide business clarification on this issue by conducting profile online events.

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.

Other respondents noted that the condition of various cargo customs complexes (CCCs) at customs posts is very different: from the merciless operation without repairs (CCCs that were put into operation ten or more years ago) to the creation of a convenient space for conducting foreign economic transactions according to standards of the USA and European countries. In any case, the relevant infrastructure requires significant financial resources.

2. The main results of the study:

2.1 A gradual increase in the use of the common transit regime (NCTS) by enterprises was noted

At the same time, the business complains about difficulties and fears in using the new service. The issue of guarantees remains a major obstacle for business.

2.2 A positive effect of the introduction of the E-Queue mechanism was noted

At the same time, there is evidence of "parallel" queues and errors in calculating the time spent at the border.

2.3 Uncertainty and fears of business related to the expected loss of validity of the provisions of the Customs Code, which allowed customs clearance of goods without their presentation to customs authorities, were noted.

2.4 Queues at the border remain the main obstacle for export-import operations, as business continues to lose funds and counterparties due to the logistics component.

2.5 The inability of verification by customs brokers of the authenticity of the Euro-1 certificate.

Box 1.

The issue of the completion of foreign economic contracts, according to which payments were made to counterparties from Belarus and Russia by February 24, 2022:

- the respondents continue to indicate the application of currency control measures to them under the specified contracts

- due to the NBU Resolution "On the operation of the banking system during the introduction of martial law" No. 18 of February 24, 2022, the payment of arbitration fees to courts of foreign jurisdictions remains a problem. It is impossible to make payments under loans, franchising, and other contracts that do not relate to export-import supplies. In fact, decisions on permission to carry out such operations are not issued to anyone.

3. Customs authorities work

Within the research conducted during June-July 2023, customs officers were interviewed about their view of the situation at customs. For example, factors that negatively affect the work of customs authorities (from the customs officials' point of view) were identified:

- uncertainty in the future because of the next stage of a possible reform of the customs authorities;
- concerns regarding the change in the status of customs authorities' officials (gradual transition to contracts);
- reduction of monetary support due to cancellation of premiums and various additional payments;
- increase in the number of inspections by regulatory bodies and internal control measures;
- non-compliance with the requirements of legislation regarding the independence of customs bodies officials;
- organizational problems: frequent air alarms and power outages.

4. Obstacles from neighboring countries

Within the study, special attention was paid to the obstacles Ukrainian enterprises face when making export-import supplies from neighboring countries since some of the mentioned obstacles do not depend on the Ukrainian side. Most complaints related to obstacles during transit through the territory of Poland or deliveries to Poland.

The main obstacles related to the following:

- 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
- on the Polish side, electronic seals with GPS and other means of transit tracking are technically lacking. It leads to the fact that more transit cargoes arrive than the Polish side can process, which leads to queues

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

- The creation of a Telegram bot by the Poltava Customs was positively assessed, where regulatory documents are presented to inform business, and there is an opportunity to ask questions;
- The change of attitude towards business on the part of Chernihiv Customs was positively assessed;
- In general, the introduction of the E-Queue mechanism at the border is positively perceived.

6. 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. Improving the E-Queue functioning mechanism.
3. Implementing joint customs and border control in the most problematic areas of the border.
4. Considering the possibility of implementing the idea of the Poltava Customs regarding the creation of a similar telegram bot by other regional customs.
5. Simplifying the re-registration system of temporary location change of relocated enterprises
6. Conducting additional explanatory work among the foreign economic activity entities related to the expected cancellation of declarations of the EA type and the loss of validity of the provisions of the Customs Code, which allowed the customs clearance of goods without their presentation to the customs authorities, since not everyone understands how the relevant procedures will be carried out in future.

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