

Performance Standards, Targets and Achievement Results

Services	Service Delivery Standards	Performance Targets	Achievement Results in 2024
Applications for Licences, Permits and Registrations <ul style="list-style-type: none">● Dutiable Commodities Licences● Dutiable Commodities Permits● Carriage Licence for Prescribed Articles● Optical Disc Mastering and Replication Equipment Licences● Manufacture of Optical Discs Licences● Money Service Operator Licences● Dealers in Precious Metals and Stones Category A registrations● Dealers in Precious Metals and Stones Category B registrations	Within 12 working days* Within 1/2 working days* Within 1 working day* Within 2 working days* Within 14 working days* Within 33 working days* Within 12 working days* Within 33 working days*	100% 100% 100% 100% 100% 100% 100% 100%	100% 100% 100% N/A^ N/A^ 100% 100% 100%
Applications for Customs' Attendance in respect of excise operations (e.g. marking, repacking and sample drawing, etc.)	Within 2 working days*	100%	100%
Clearance of Air Passengers (Upon queuing up for Customs clearance, except those selected for further examination)	Within 15 minutes	100%	100%
Clearance of Passengers at Land Boundary Control Points and Ferry Terminals (Upon queuing up for Customs clearance, except those selected for further examination)	Within 15 minutes	100%	100%
Clearance of Vehicles crossing the Land Boundary (except those selected for examination)	Within 60 seconds	100%	100%
Clearance of Detained Cargo <ul style="list-style-type: none">● Sea Cargo**● Air Cargo	Within 5 working days* Within 80 minutes*	100% 100%	100% 100%
Applications for Authorisation and Approval under the Control of Chemicals Ordinance, Cap. 145 <ul style="list-style-type: none">● Authorisation for import/export of any chemical listed in Schedule 1 or 2 of the Ordinance● Authorisation for export from Hong Kong of any chemical listed in Schedule 1 or 2, or of any chemical listed in Schedule 3 of the Ordinance to any country as specified in the same Schedule● Approval for storing/keeping of any chemical listed in Schedule 1 or 2 of the Ordinance	Within 10 working days* Within 10 working days* Within 5 working days*	100% 100% 100%	100% 100% 100%

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Applications for Registration and Taxable Values Assessment in respect of Motor Vehicles First Registration Tax <ul style="list-style-type: none"> Registration of motor vehicle importers and distributors Assessment of provisional taxable value of imported vehicles 	Within 7 working days* Within 5 working days*	100% 100%	100% 100%
Registration and Consignment Inspections <ul style="list-style-type: none"> Post-issue consignment inspections relating to certificates issued under Kimberley Process Pre-issue consignment inspections relating to strategic commodities licences Registration inspections under the Reserved Commodities System Pre-issue consignment inspections relating to licences on prohibited articles (other than strategic commodities) Registration and re-registration inspections under the Certification of Origin System Registration and re-registration inspections under the Air Transshipment Cargo Exemption Scheme for Strategic Commodities 	Within 2 working days* Within 2 working days* Within 3 working days* Within 4 working days* Within 4 working days* Within 4 working days*	100% 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100%
Consumer Protection <ul style="list-style-type: none"> Commencing investigations into urgent complaints against short weights and measures and unsafe products Commencing investigations into priority complaints against short weights and measures and unsafe products Commencing investigations into urgent complaints against unfair trade practices Commencing investigations into priority complaints against unfair trade practices 	Within 24 hours# Within 3 working days@ Within 24 hours# Within 3 working days@	100% 100% 100% 100%	100% 100% 100% 100%
Complaints against Customs Staff or Services <ul style="list-style-type: none"> Initiate action on a written or oral complaint Conclude a complaint investigation 	Interim reply will be given within 30 calendar days# Within 8 weeks#	100% 95%	100% 100%

* The target is applicable upon receipt of all necessary documents and information

** Upon receipt of appointment from importers

Upon receipt of complaints

@ Upon assessment of complaints

^ No such application was received