

Performance Standards, Targets and Achievement Results

Services	Service Delivery Standards	Performance Targets	Achievement Results in 2023
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^ 100% 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%

Services	Service Delivery Standards	Performance Targets	Achievement Results in 2023
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