

**Instructions**  
**of the Director General of the Customs Authority**  
**No. (4) for the year 2023**

Within the framework of the importance of following up of the logistics centers of the receipt of the customers complaints through social media means for a quick response and to remove obstacles that may face some of the Customs data during all the stages of cargoes release from the ports.

The following shall be considered:

- 1- The communication center under the supervision of the General Administration for Internal Communications shall receive the customers' complaints on WhatsApp groups. Three main groups shall be created on the mobile phone number 01222200899:
  - Group for receipt of complaints of Customs Data at the logistics centers.
  - Group for receipt of complaints of inspections and surveys' locations at the yards.
  - Group for receipt of complaints of Advance Clearance and Approved Economic Operator.
- 2- The communication center shall commit to receive the complaints from customers, geographically categorize them according to the competent customs, send them to the centers follow-up groups for each port and make a daily inventory of same.
- 3- The logistics centers' follow-up chamber shall follow up the complaints on the ports groups and verify that the necessary steps have been undertaken towards resolving same in addition to carrying out an inventory to the problems related to the customs data that their customs procedures were not finalized at the release stage in pricing and approval and communicate to solve these problems immediately.
- 4- The other groups shall be shut down after announcement of the groups related to the follow-up mentioned above in coordination with their admins. The above groups will be the only groups used to receive the complaints for customs data.
- 5- The heads of the central administrations shall commit to alert on all managers of the logistics centers and the managers of the yards to follow up the complaints, reply to same and report on the complaints submitted by customers on the abovementioned groups in addition to follow up the arrears of customs data through the tally prepared by the operations chambers for following up on the centers and continuous monitoring with the technology staff assigned to follow up to resolve the problems at the centers and replying to same on daily basis.
- 6- The Assistant Director General of the Customs Authority responsible for advance clearance and the approved economic operator shall undertake the follow up of these groups and submit a daily report that shall include any failures and the responsible party so that the necessary action is taken.

**These instructions shall be implemented thoroughly to avoid being held liable.**

Kind regards,

**Director General of the Customs Authority**

**(Elshahat Ghatwary)**

Issued on 18/01/2023

Group for receipt of complaints of Customs Data at the logistics centers:

شكاوى المراكز اللوجستية

WhatsApp group



Scan this QR code using the WhatsApp  
camera to join this group

الممسوحة ضوئياً بـ CamScanner

Group for receipt of complaints of inspections and surveys' locations at the yards:



Scan this QR code using the WhatsApp camera to join this group

Group for receipt of complaints of Advance Clearance and Approved Economic Operator:



Scan this QR code using the WhatsApp camera to join this group