

JPSFA Meeting with JKDM, Tuan Abdul Samat on 8th November 2016

| Issue | Action | Action By |
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| <p>1. Critical Goods Declaration - Import Received complaints from members that only senior officers can sign for critical goods and junior officers also refuse to sign especially on Thursdays (1/2 day). During our discussion, Ms Stephanie highlighted that members have to wait until Monday for clearance resulting in additional charges incurred.</p> | <p>Tuan Abdul Samat informs that Custom will issue letter to Pegawai for them to authorise the next in line officer to release shipment on their off days.</p> | |
| <p>2. Declaration on Hold Member's complaint that they have to wait for the same officer to revert even though they are away from office or holiday thus incurring additional charges for delay in delay in clearance of shipment.</p> | <p>Tuan Abdul Samat will instruct their pegawai to take over should the officer be on "kursus" or long leave.</p> | |
| <p>3. Junior officer refuse to follow senior officers instructions.</p> | <p>Custom needs to have specific issue on this before they are able to comment.</p> | |
| <p>4. Processing of Import forms very slow on Friday & Saturdays. Forms can only be release at 4-5 pm on Friday's and Saturday's and cashiers not open on Saturdays. For Export clearance, members inform that Custom officer is giving preference to lorry clearance but as vessel closing time is near, we need to highlight to officer for urgent process to meet closing time.</p> | <p>Custom will look into improvement and will instruct their officer to process the form as soon as possible. For export issue they will try to process according to urgency.</p> | |
| <p>5. Contractor for 100% checking – Infomile Sdn Bhd</p> | <p>Tuan Abdul Samat informs that there is a meeting in their HQ today on this matter. Infomile confirm have been suspended and all forwarder are able to use their own contractor for 100% inspection requested by custom.</p> | |