

# Dispute Settlement



Shifting to an automated process for applying and collecting customs fines, Mauritania customs has streamlined the internal procedures and improved sharing of information between government institutions.



## Mauritania

### SITUATION

Mauritania Customs, in collaboration with the Port Customs Office and the National Treasury, identified the need for the automation of the manual dispute settlement procedure, i.e. from identification of the offence until closing of the case, for a better management and tracking of the processes involved, and for moving towards a paperless environment.

### SOLUTION

A new offence module, fully integrated with ASYCUDAWorld system, was developed to record and process offences including rates and amounts of fines to apply for those offences, receipts tracking, and recording amounts collected and disbursed.

### RESULT

By providing improved transparency, the module allows the Port Customs Office to monitor the performance of customs agents and offices. This has played an important role in strengthening risk management and has contributed to:

- 23 places improvement in the Trading Across Borders topic of the World Bank Doing Business Ranking between 2016–2017;
- Increase in customs revenues;
- Improved information flow across institutions involved in identifying, assigning and collecting customs fines.

# 23

Ranks gained in the Trading Across Borders topic of the World Bank Ease of Doing Business report between 2016-2017 after the launch of ASYCUDAWorld.

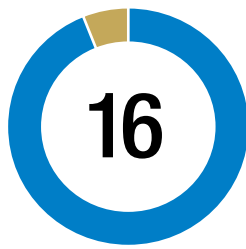
“Streamlined and automated processes across government institutions involved in customs clearance plays an important role in creating a business-friendly customs environment that can have a positive impact on the country’s economic development.”



# Dispute Settlement

## Size of Project

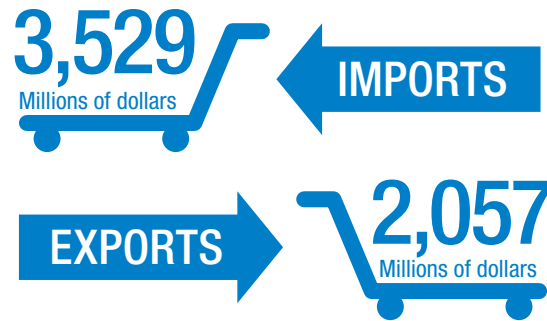
Total number of customs offices



Paper-based  
customs office



Computerized  
customs office



## 2017 Volume of Activity

Manifests  
processed



2,388

Waybills  
processed



44,582

Import Declarations  
processed



83,466

Export Declarations  
processed



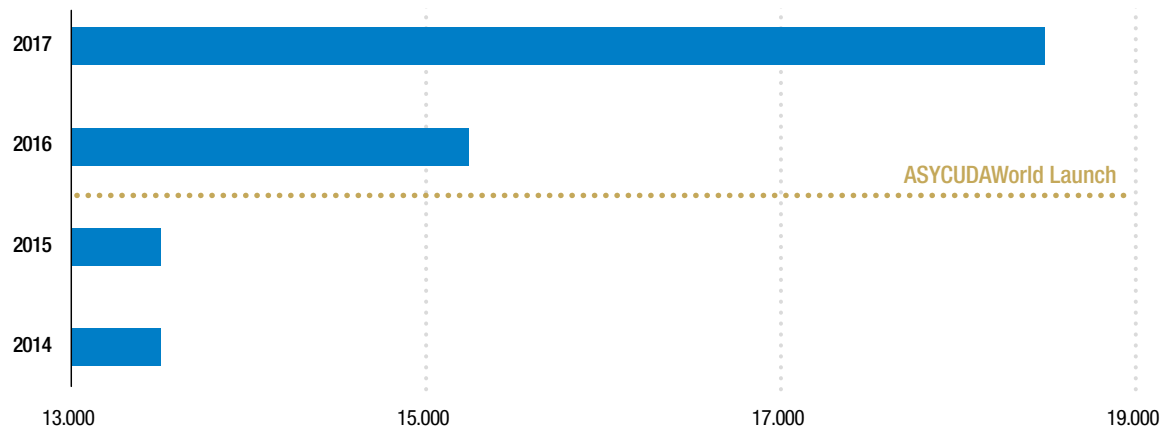
11,431

Transit Procedures  
processed



9,230

## Mauritania Customs Annual Revenue Evolution (in millions Mauritanian Ouguiya)



The implementation of ASYCUDAWorld is among the many factors such as regional trade agreements, customs reform, procedures automation, etc. that can affect revenue.

## Number of Persons Trained

