



CUSTOMS LAUNCHES NEW WEBSITE 28th SEPTEMBER 2011



PNG Customs today launched its new rebranded website, rebuilt from the ground up with the help of feedback from staff and key stakeholders.

At the launch ceremony today Commissioner of Customs, Mr Gary Juffa, said the key focus had been on improving the website content to help our clients and key stakeholders better understand Customs role and legislative requirements enabling enhanced compliance levels.

“The website contains a wide variety of information such as current legislation, policies, forms, facts sheets and procedures,” the Commissioner said. “We have also included some of our most recent publications such as our 2010-2012 Service Plan, 2010 Annual Report and the recently produced Risk Management Strategy. The website also allows the public to provide feedback on how Customs is performing,”

“I am proud of the work Customs is doing and the new website provides a forum for the public to see this too. This is a small but very important event for us. It is the celebratory portion of it as the website actually went on live about three days ago and I would like to thank the website designer Wolfgang Brandish, SGP Advisor Ellen Brophy, Acting Deputy Commissioner Commercial and Corporate Ray Paul and all of the officers who came together to work on it”, the Commissioner added.

“The website also presents the annual report which details everything Customs has done in 2010, the money that we have received and what we have done with that money. Its public information and must be made available to the people so that they know what is happening in this Department with their money. It is a requirement under the Public Service

Management Act that every Government department must present an annual report so we are complying with that. Every year we are going to produce an annual report and it will go on the website.”

“The website also has areas where you can communicate with Customs to tell us what we need to improve or how we could improve our services. You could report to us information that may be useful to us so that we could use the information to carry out our work. We do come out in the media quite often, the purpose of that is to advise the people of this country about what we are doing and to encourage them to interact with us because we are not perfect, this organization is made up of human beings and human beings make mistakes, so where we can, we will try our best to improve.”

“The website also contains forms that you may need if you are importing goods, information about what you need to do when you are importing or exporting goods or if you need to know anything about Customs services.”

Some of the new features of the website also includes a section for the latest news articles, events and updates, information for travellers coming into or going out of PNG who want to find out what our regulatory requirements are, a commercial trade and compliance area that has all the latest information on processing cargo in and out of PNG and the Customs monthly performance report, which contains statistics in report format which can be downloaded.

The new website can be viewed at www.customs.gov.pg

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