

THE NEW ITALIAN CUSTOMS ADMINISTRATION



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AGENZIA DELLE DOGANE

A NEW AND ACTIVE ORGANISATION



The Customs Agency has been established in January 2001 and works with modern professionalism, renewed commitment, without useless bureaucratic and procedural ties, making use of state-of-the-art technologies, to face the challenges of trade, globalisation, the new media, the smoothness of flows, electronic trade in the third millennium.

The EU customs policy is an important tool to encourage and support trade and fairness of transactions. In order to facilitate the development of industries within the Union, to increase employment, competitiveness of businesses, to capture and process statistical data on commerce which are essential to make balanced strategic decisions.

We coherently implement this policy on behalf of Italy and we are aware that we must work every day to assure high quality standards comparable to those of other customs institutions within the European Union; a prerequisite to reach common goals.

Furthermore, the Customs Agency carries out on behalf of the Italian State, in the sense both of machinery and community of people and consumers, important and sensitive tasks through the collection of duties and taxes and, above all as national and international representative of Italian specific needs, thus contributing to improve the quality and competitiveness of the country system.

Our mission is to improve relations with customers, to assure a high quality and quantity standard of service, to reduce waiting times, to simplify procedures, to improve the layout of forms, t



A WIDESPREAD ORGANIZATION WORKING IN THE CRUCIAL SPOTS OF THE ITALIAN TERRITORY

The Customs Agency has inherited the structural organisation of the former department spreading all over the strategic spots of the national territory.

The organisation is divided into three levels: at central level, in Rome, there is the Directorate dealing with the setting out of operating strategies, action plans, action implementation, budget and personnel policies, strategic decisions on investments, institutional and international external relations, new technologies implementation policies, development and management control. The Agency has a flexible structure, headed by the Director, who is supported by a Steering Committee and a Strategic Committee. Unlike the former department, which was divided into separate tax areas, the new structure significantly reflects big intervention areas (personnel, legal affairs and contentious procedures, tax management, external audits and controls) and transversal services (planning, anti-fraud, internal audit, administration and finance, external and international relations, new technologies implementation strategies).



ROME



DIRECTORATE



- ★ Directorate
- Regional Directorates
- ⚙ Saisa (Italian paying agency of EAGGF financing)
- ▲ Customs Offices
- Excise Offices (UTF)
- ◆ Chemical Laboratories

1 DIRECTORATE

14 REGIONAL DIRECTORATES

102 PRINCIPAL CUSTOMS OFFICES

47 SECONDARY OFFICES

225 BRANCH OFFICES

41 EXCISE OFFICES

15 CHEMICAL LABORATORIES

Each year the operational offices of the Customs Agency have to deal with the rapid and constant flow of trade within the world widest single market made up of 370 million of consumers.

115 million tons of products (worth 255,000 million Euros) transit through the points of exit at the Italian border, representing also the EU border towards the Mediterranean sea and the Slavic countries. 327 million tons of goods worth 254,00 million Euros, have in the same period arrived in Italy from Third Countries and the EU.



**Each year over 50.000
licences are dealt with**



**Nearly 500.000 excise duty
accompanying documents are endorsed**



**46.000 manufacturing
certifications are issued**



**129.000 declarations
of consumption**

BORN UNDER A LUCKY STAR

Since January 1st, 2001 a light-blue 5-point star crossed by three white wavy stripes is the symbol of the Customs Agency.

Stars have always been bound to the ideas of soundness, learning and knowledge, and to the ability to remain unchanged in time and space.

It is a strong and assertive symbol linked to Italy's image well before the foundation of the Italian Republic and of the European Union meant as a constellation composed of many different national realities.

