

MARINE EXPORT ADMINISTRATION OF THE BANGKOK
H.M.'s CUSTOMS HOUSE

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Customs Administration is one of the most important of governmental activities in Thailand. It affects not only the income of the nation, but also the national economic development as well. If the administration of customs is efficient and provides good and reasonable services, it will facilitate trade with foreign countries to the benefit of the servicing country, provided that the balance of trade is in the servicing country's favor, i.e., exports exceed imports. The profit obtained from foreign trade results in an inflow of foreign currencies or an increase in foreign credits, which adds to the wealth of the nation which, in turn, further adds to the level of the wage rates and better standards of living. For this reason, exports are important as a means for increasing our national income and hence a fulfillment of the national economic development program as a whole. From this standpoint, the administration of customs pertaining to exports is of first-rate significance.

This thesis attempts to present a description and diagnosis of the problems confronting Marine Export Administration of the H.M.'s Customs House at Bangkok. It is hoped that the examination and analysis of some of the factors will reveal problems underlying the operation of customs authorities and officers at the said agency. As to the manner in which this study is to be presented, the subject matter herein is divided into chapters as follows: Chapter I describes generally the importance and development of export administration; Chapter II shows the organizations that are concerned with Export Administration at the Bangkok Customs House; Chapter III, IV and V present a description of export entry and other customs procedures; and Chapter VI has to do with finances of Marine Exportation fixed by the Customs Authority. Chapter VII discusses the role and duties of the Customs Comptroller. Chapter VIII presents a Case Study concerning "Government's Rice Marine Export by Wang Lee Co., Ltd."; and finally an analysis and evaluation of the findings are dealt with in the last chapter.

As for the identification of problems, it was discovered that there are many problems that must be solved with regard to the Marine Export Administration, especially in relation to its organization, customs procedures, customs brokers, and personnel administration.

Organization Problems

The writer is of an opinion that the Customs Department, especially the Marine Export Division, should be reorganized because its present administrative organizational structure is highly and unnecessarily complicated. One reason for this is attributable to the fact that organizational units have been either added or modified in a piecemeal fashion over decades without an attempt at overall reorganization.

Problems involving Customs Procedures

The examination shows that there are many problems concerning customs procedures. For instance, the forms for Exports Entry should be wholly revised, as they are too complex and complicated. Moreover, there are other problems, such as the lack of measures for certifying standard packings of domestic goods, inefficient inspection performance of customs comptrollers, and so on.

Problems involving Custom Brokers

Any improvement in the knowledge and ability of customs brokers is desirable, because many of these persons do not understand customs procedures, nor how and what they should do as Customs Clientele. Their lack of an ability to comprehend the procedures, as well as the rules and regulations, certainly hampers their communications with customs officers. These condition has sometimes developed to the extent of disturbing or even outraging the mood and temper of the officials, thereby discouraging a free-flow of communications and services.

Problems on Personnel Administration

As it appears that competent personnel are generally not available on the open market, it is thus necessary that the Customs Department improve the quality of its officials. In this regard, it is recommended that an organization for in-service training be set up within the Customs Department. In addition, other problems, such as the inequality which exists between the positions of officers working within the headquarters and field offices, should also be eliminated.

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