

# Integrity in Customs Administration of the North Macedonia

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”People of integrity walk safely  
but those who follow wrong  
paths will slip and fall”

A saying from the holy scriptures **10:9**

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## NATIONAL LEGISLATION

Law on prevention of corruption and conflict of interests, Official Gazette no. 12/19

Law on protection of whistleblowers, Official Gazette no. 196/15 and 35/18

Rulebook on protected internal whistleblowing in public sector institutions and Rulebook on protected external whistleblowing, Official Gazette no. 46/19

Law on the Customs Administration, Official Gazette no. 46/04... 122/21

## NATIONAL LEGISLATION

National Strategy on prevention of corruption and conflict of interest with Action Plan for its implementation 2021-2025

Sector 5.3 Law enforcement bodies Problem 2: Inefficient system for determination of professional liability in the law enforcement bodies

## Institutional framework

2023-2025 Development Strategy of the Customs  
Administration of the Republic of North Macedonia  
6.4 Strategic priority Organizational and Infrastructural  
development

6.4.1 Goal Professional and efficient public administration  
Subprogram 6.2 Systems for rules and control and  
strengthening the professionalism and integrity of  
employees

2023-2025 Action plan of the Customs Administration of the  
Republic of North Macedonia  
with 8 measures for prevention of inappropriate and  
corruptive conduct and development of system of rules and  
control

## Institutional framework

Integrity Policy (signed March 2023)

Standards:

Protecting the public interest and dealing with conflicts of interest

Adherence to the code of ethics relevant to the official's position

Human resource management based on a system of merit and qualifications

Purposeful, rational and efficient management of public resources

Transparency and access to public information

Whistleblower protected reporting

Quality management (ISO 9001 and CAF)

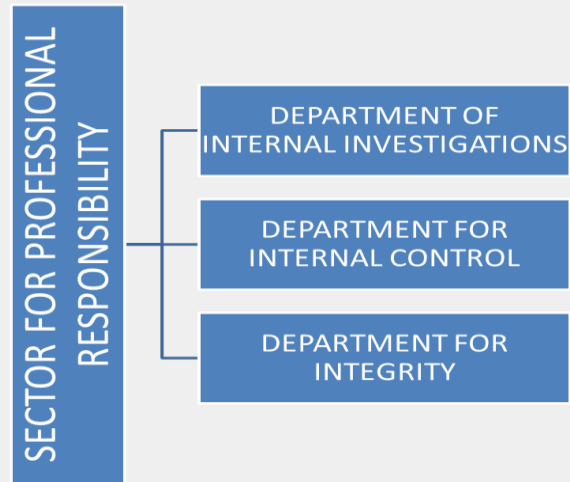
# Institutional framework

Strategy on integrity and fight against corruption in the Customs Administration of the Republic of North Macedonia

Rules of order and discipline of the Customs Administration

Customs officers' Code of Conduct

Organizational structure





## Operational instructions

Procedure on conduction internal investigations

Procedure on conduction internal controls

Procedure on handling asset declarations and statements of interest, data analysis and assessment in the Integrity Department

Guidelines on the operation of the Sector for Professional Responsibility Guidelines on acting in cases of conflict of interest and the establishment of a system for monitoring of conflict of interests

## Operational instructions

Guidelines on the establishment of statistics related to complaints, suggestions and Service Charter

Procedure for conducting a survey to assess the level of exposure to misuse of official powers and the occurrence of corrupt activities in the CA

Guidance for operation and determination of tasks and activities that are in conflict with the official duty of customs officers

Guidance on how employees of the Customs Administration shall act in the event when they are given, promised or offered a gift or other advantage in order to instigate the operation within the service

## IT and other systems

- Software LUCA - Integrity Modul (for record - keeping of asset declaration and declaration of interests)
- User Manual Integrity
- 29 IT systems and software applications

# Reporting cases of corruption

**ПРИЈАВЕТЕ ШВЕРЦ И  
КОРУПЦИЈА НА ЦАРИНАТА**



**ДАЛИ ИМАТЕ НЕШТО ДА  
ПРИЈАВИТЕ?**

**197**  
ПОВИКОТ Е БЕСПЛАТЕН  
И АНОНИМЕН

 ЦАРИНСКА УПРАВА НА  
РЕПУБЛИКА МАКЕДОНИЈА  
www.customs.gov.mk

- 197 free open Customs hot line reporting smuggling and corruption on the website of the Customs Administration introduced on November 3, 2003
- 24/7 Customs call center
- Electronic On - line report
- In writing, orally
- Designated person for receipt of whistleblower reports/tip-offs

# Reporting cases of corruption

**SAY NO** to any extortion of service, money or gifts!

**BE CONSCIENTIOUS, DO NOT TURN YOUR HEAD AWAY AND ACT:**

- REPORT CORRUPTION
- CONFLICT OF INTEREST
- MISUSE OF OFFICIAL POWER

#### **REPORT CORRUPTION:**

- At customs hotline 197
- On line by completing a form for unlawful, unprofessional or corruptive action of customs officers at [www.customs.gov.mk](http://www.customs.gov.mk)
- By post Lazar Lichenoski no. 13, Skopje

*For more details, please visit [www.customs.gov.mk](http://www.customs.gov.mk)*



# STOP CORRUPTION

**197**  
CUSTOMS HOTLINE

We have been running a STOP corruption campaign since 2017

Goal: Raising public awareness of reporting cases of corruption, conflict of interest and abuse of official powers by customs officials



## Other activities

- Periodic transfer of customs officers (Annual plan)
- Register of risk points susceptible to corruption in customs operations (50 identified risks)
- Register of the most frequent errors and omissions in the overall operation of the CA (semi-annually and annually)
- New video surveillance system integrated with Automatic Number Plate Recognition System at Border Crossings (CCTV&ANPR)
- Body camera system for customs officers at border posts - funds provided through state budget or EU funds

Thank you for your attention

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