

CUSTOMS SERVICES DIVISION 2025

KRA 1: Enhanced Revenue Collection

Strategic Objective	Corporate KPI	Divisional KPI
1.1 Optimize revenue collection	1.1.1 Parliament approved annual revenue target met	1.1.1.1 Set revenue target met
		1.1.1.2 Number of products configured on the valuation control database reviewed
	1.1.2 Percentage of tax types that met set targets	1.1.2.1 Percentage of Customs tax types that met set targets
1.2 Enhance compliance	1.2.1 Number of institutions newly interfaced with	1.2.1.1 Number of institutions newly interfaced with ASYCUDA World
	1.2.2 Number of internal system interfaces completed	1.2.2.1 Number of internal systems newly interfaced with ASYCUDA World
	1.2.3 Percentage of debt stock within 90 days	1.2.3.1 Percentage of new debt stock kept of Customs debt stock within 30 days
		1.2.3.2 Percentage of assessed not paid entries
		1.2.3.3 Percentage of expired Customs Import Permits
		1.2.3.4 Percentage of expired Integrated Border Declaration Forms
		1.2.3.5 Percentage of expired Temporary Importation Permits
		1.2.3.6 Number of expired bonded warehouse entries
	1.2.4 Debt arising from transits kept below 1%	1.2.4.1 Percentage of debt arising from transits
	1.2.5 Percentage of transits acquitted out of total transits	1.2.5.1 Percentage of transits acquitted out of total transits
1.2.6 Percentage of taxpayers audited	1.2.6.1 Percentage of taxpayers audited	

KRA 2: Satisfied and Knowledgeable Taxpayers

Strategic Objective	Corporate KPI	Divisional KPI
2.1 Improve taxpayer satisfaction	2.1.1 Percentage of stakeholders with favourable perception of ZRA	2.1.1.1 Percentage of stakeholders with favourable perception of Customs Services Division
	2.1.2 Percentage of Service Charter standards met	2.1.2.1 Percentage of Customs Service Charter standards met
2.2 Improve customer experience	2.1.1 Percentage of satisfied taxpayers	2.1.1.1 Percentage of satisfied taxpayers

KRA 3: Efficient, Reliable and Simplified Business Systems

Strategic Objective	Corporate KPI	Divisional KPI
3.1 Improve business processes	3.1.1 Percentage of identified business processes streamlined/improved	3.1.1.1 Percentage of identified business processes streamlined/improved
	3.1.2 Percentage of projects completed out of projects targeted for completion in a given year	3.1.2.1 Percentage of projects completed out of projects targeted for completion in a given year
	3.1.3 Percentage of completed projects yielding expected benefits	3.1.3.1 Percentage of completed projects yielding expected benefits
3.2 Improve data integrity	3.2.1 Percentage of legacy Customs transactions reconciled	3.2.1.1 Percentage of legacy Customs transactions reconciled
3.3. Enhance trade facilitation	3.3.1 Percentage of Articles implemented in the WTO Trade Facilitation Agreement	3.3.1.1 Percentage of Articles implemented in the WTO Trade Facilitation Agreement
	3.3.2 Number of countries newly interfaced	3.3.2.1 Number of countries newly interfaced with ASYCUDA World

KRA 4: Committed, Competent and High Performing Workforce

Strategic Objective	Corporate KPI	Divisional KPI
4.1 Increase human capital and staff motivation	4.1.1 Approved staff complement	4.1.1.1 % of in-post against establishment
	4.1.2 Percentage of staff who met their performance objectives	4.1.2.1 Percentage of staff who met their performance objectives
	4.1.3 Percentage of employees engaged	4.1.3.1 Percentage of Customs employees engaged
4.2. Improve staff integrity and professionalism	4.2.4 Percentage of employees dismissed for unethical conduct	4.2.4.1 Percentage of Customs employees dismissed for unethical conduct
4.3. Promote diversity and gender equity	4.4.1 Percentage of identified initiatives implemented to address the plight of differently abled persons	4.4.1.1 Percentage of identified initiatives implemented to address the plight of differently abled persons