

MyCieds to seal customs leaks, boost integrity

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JOHOR BARU: The paperless Malaysian Customs Import-Export Document System (MyCieds) is expected to curb leakages and enhance transparency in Customs operations.

Customs Department deputy director-general Norilela Ismail said the digital system would also help strengthen integrity among officers and agents.

“When applications are submitted physically, agents may prefer dealing with specific officers and vice versa.

“With MyCieds, the documents are submitted digitally so the process will be more transparent.

Regardless of whether it is Company A, B, C or D, the officer handling the system must process the applications uniformly,” she said at the launch of MyCieds for the southern region yesterday.

She said the system, already implemented at Kuala Lumpur International Airport, Selangor and Penang, had received positive feedback.

Companies and agents in the southern region of Johor, Melaka and Negeri Sembilan can now register to use it.

MyCieds functions as an intermediary platform for delivering supporting documents between

Customs officers and companies or delivery agents for each Borang Kastam declared through the Sistem Maklumat Kastam.

Customs director-general Datuk

Anis Rizana Mohd Zainuddin,

who officiated the launch, said the system was rolled out in

January this year.

“So far, more than 1,350 compa-

nies and delivery agents nation-

wide involved in imports and

export activities have signed up

for MyCieds.

“With the paperless system, we

hope to speed up the documenta-

tion process and curb tax revenue

leakages,” she said.

“Towards improved transparency:

Anis Rizana (centre) launching MyCieds for the southern region in Johor Baru. — THOMAS YONG/The Star

Anis Rizana added that MyCieds aligns with the national agenda to improve cross-border trade governance and boost Malaysia's global competitiveness.

“This supports the Madani Economy framework by improv-

ing the efficiency of government

service delivery to the people and

industry players,” she said.

Anis Rizana urged full compli-

ance with the system at all levels,

and called on Customs officers to

support delivery agents with clear

technical guidance, regular moni-

toring, and audits.

“Strict action must be taken

against those who fail to comply

with the regulations,” she said, also reminding agents to ensure documents uploaded are complete, valid and submitted on time.

“This system should be seen as a tool to improve operational efficiency, not a burden, as it expedites processes and reduces the risk of delays in Customs clear-

ance.”

Anis Rizana also called on stronger collaboration among all technical and enforcement agencies, including port and airport authorities as well as border enforcement bodies, to ensure the

system's successful implementa-

