

“TRANSPARENCY INTERNATIONAL” LIETUVOS SKYRIUS

STATUS QUO AND PROBLEMS AT
LITHUANIAN BORDER CONTROL
POINTS

EVALUATION BY BORDER CONTROL
PERSONNEL AND CARGO CARRIERS

VILNIUS 2004

Research aims:

- to learn about border control officers' attitude towards work, major problems they face, need for information and their cooperation capabilities
 - to learn about international cargo carriers' attitude towards work of border customs and major problems their companies face, when transferring cargos through customs
 - to learn about truck drivers' transporting goods through border control points attitude towards work of border services, major problems they face while crossing the border, evaluation of work of separate border points and services
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Survey methodology:

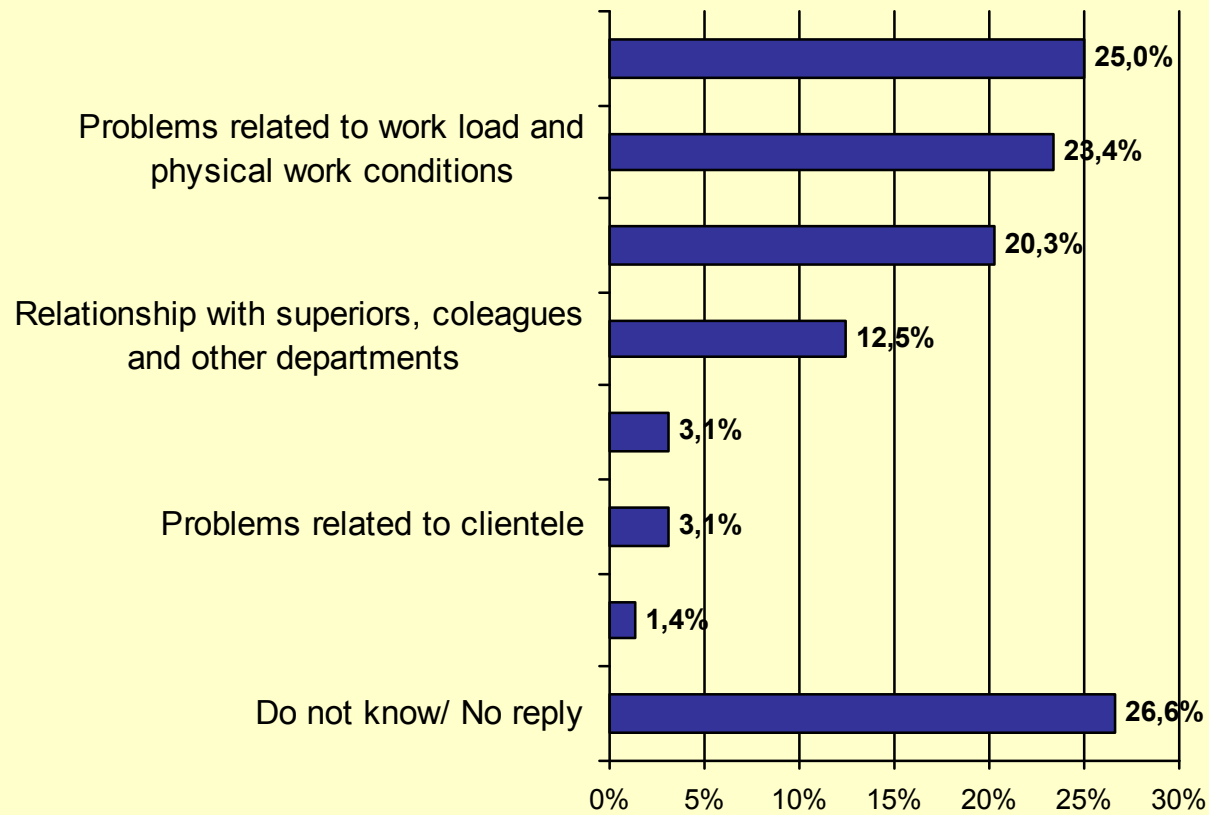
- *Survey method:*
 - questionnaire survey
 - *Survey sample:*
 - 64 officials working at the Lazdijų ir Kalvarijų customs points;
 - 109 heads of companies working in the sphere of international cargo carrying
 - 90 drivers driving cargo trucks through border control points
 - *Location of the survey:*
 - Officials and drivers were surveyed at the Lazdijų ir Kalvarijų customs stations;
 - Heads of the companies were surveyed at work;
 - *Time-span of the survey:*
 - December 2003 – February 2004
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Survey organizers:

- The survey was organized and carried out by “Transparency International” Lithuanian Chapter, in cooperation with the LR Customs Department
 - Questionnaire surveys have been carried out by a joint UK and Lithuanian public opinion and market research company “Baltijos tyrimai”.
 - The survey was sponsored by the United Nations Development Program’s Office in Lithuania
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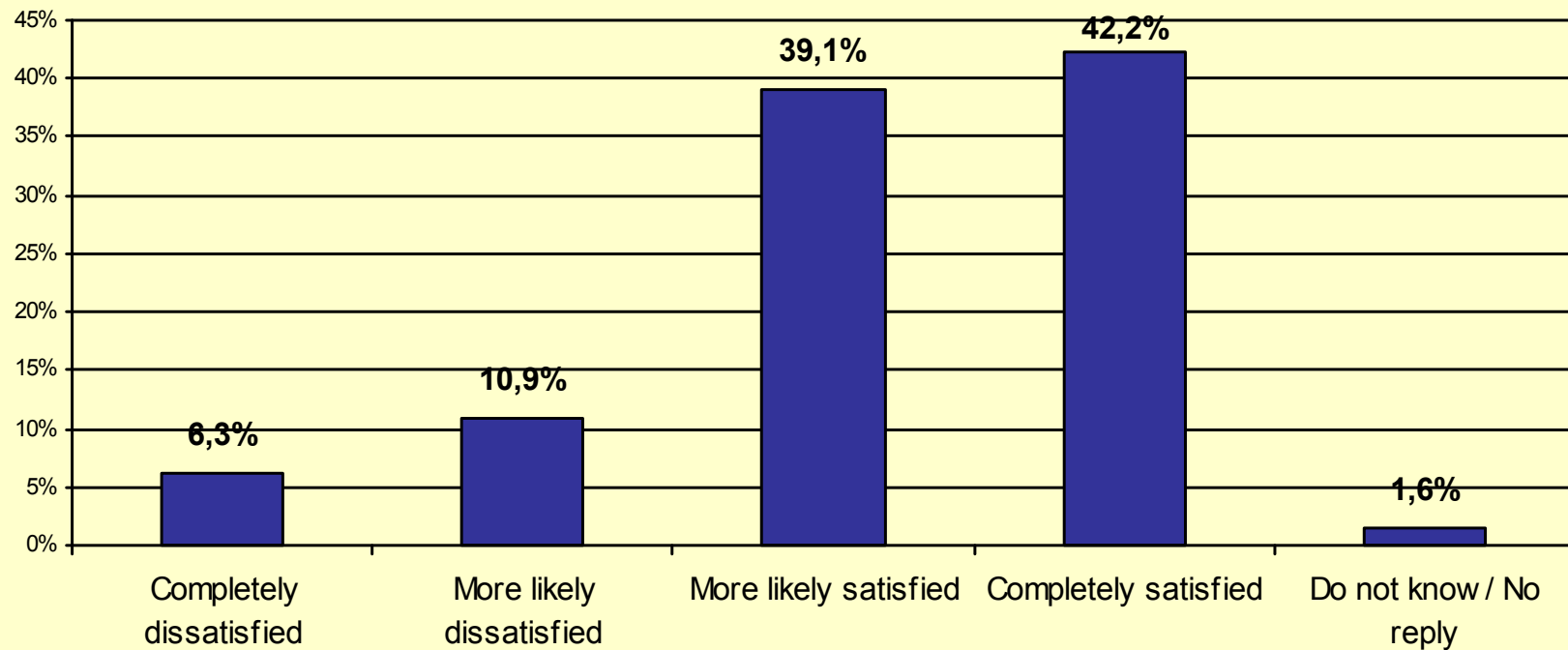
**1. Officials working at customs points
on work conditions and its specifics:**

Problems that officials face at work



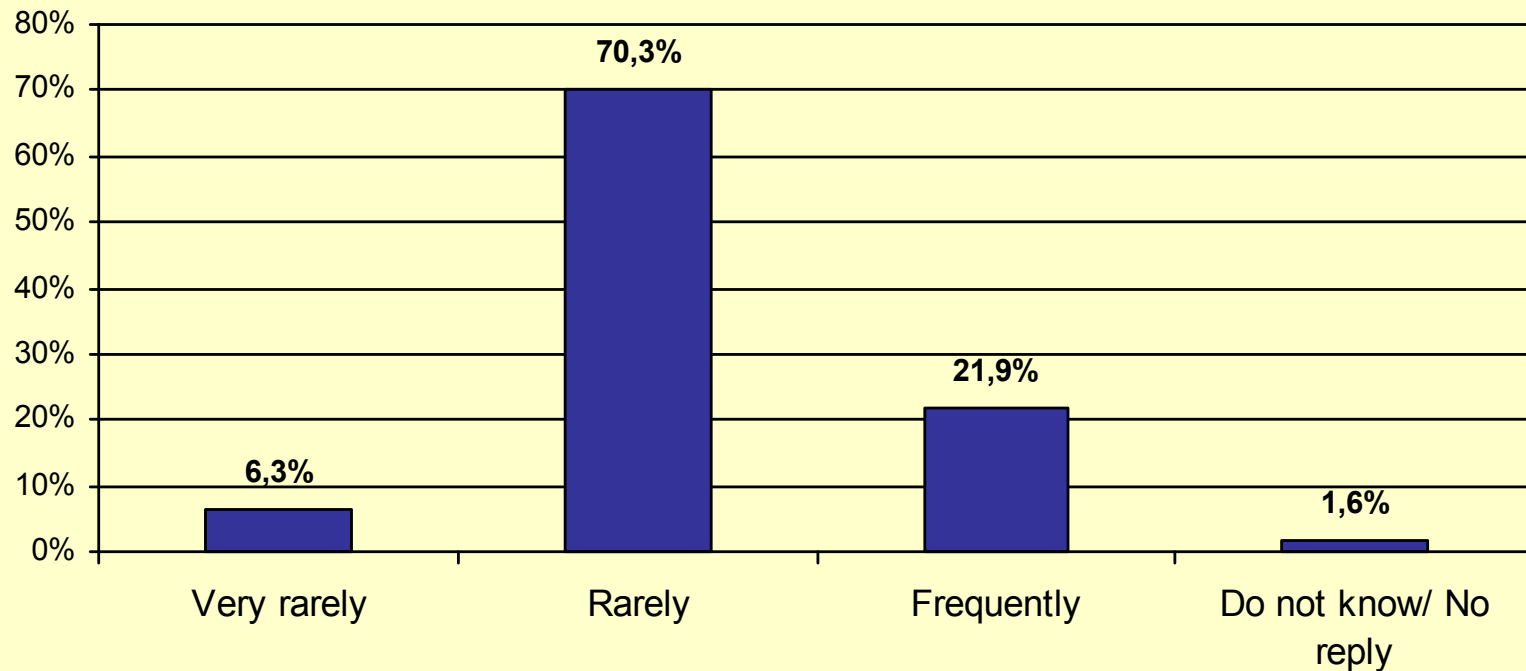
Cooperation opportunities

- *Are you satisfied with the cooperation between various services that function at your border control point?*



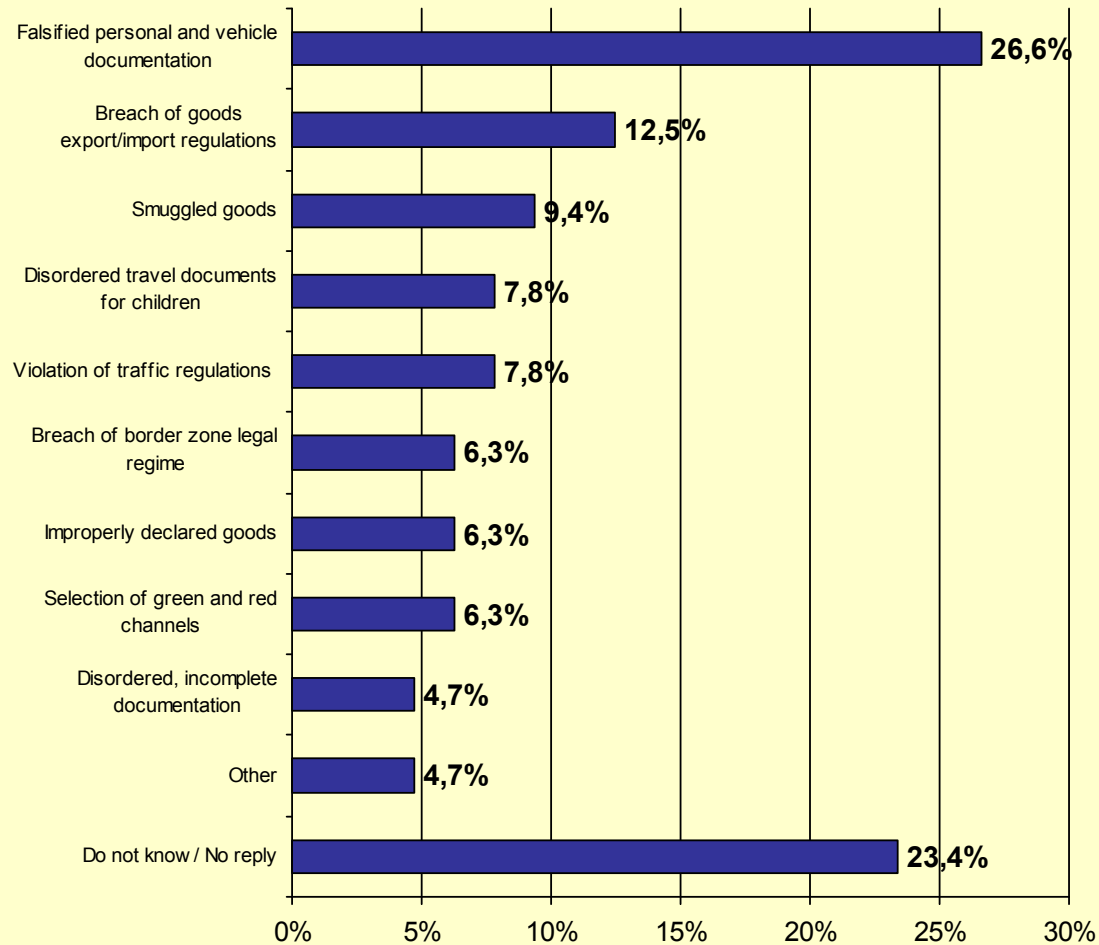
Violations while crossing the border (1)

- *While evaluating your work experience, please, tell us whether people crossing the border of the Lithuanian Republic often violate the law?*



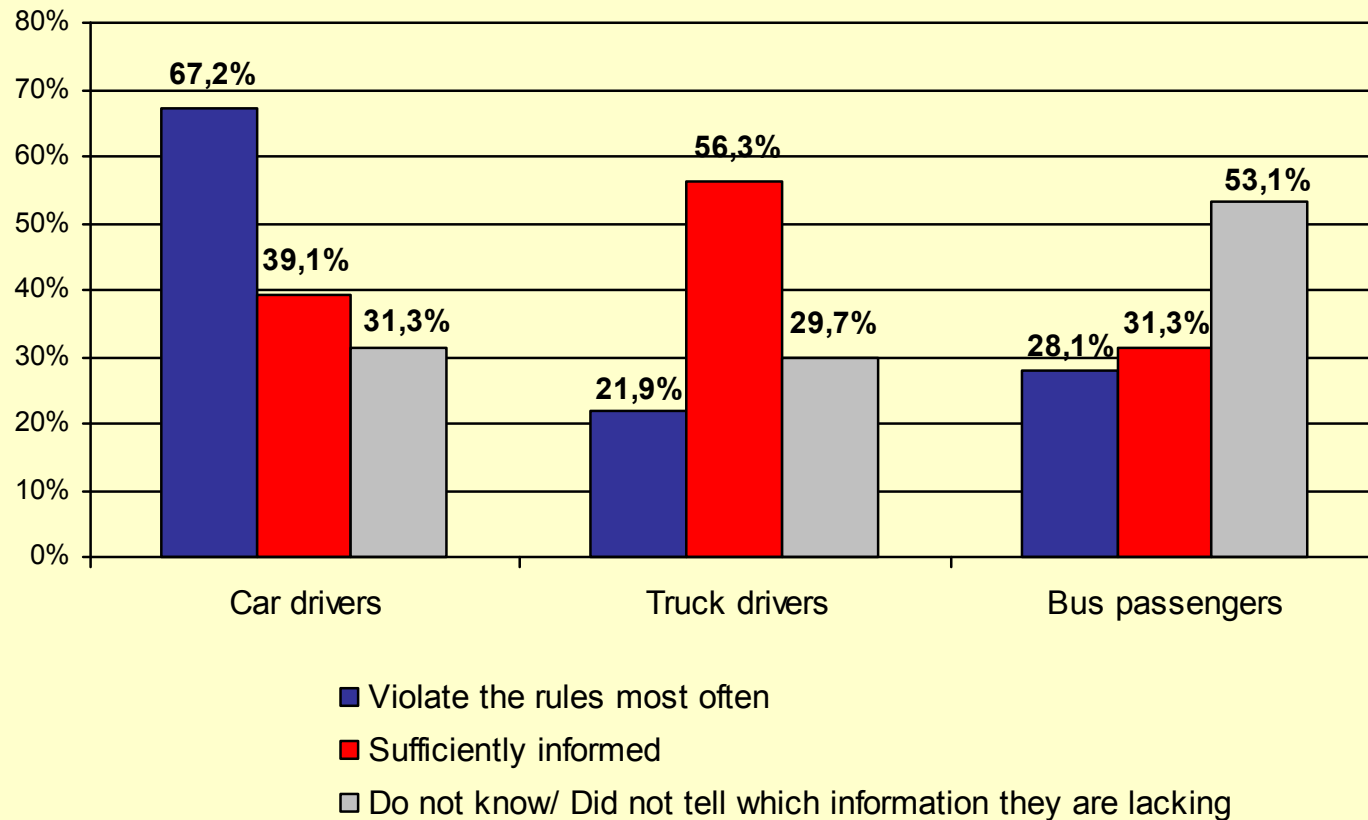
Violations while crossing the border (2)

- *What violations are most frequent?*



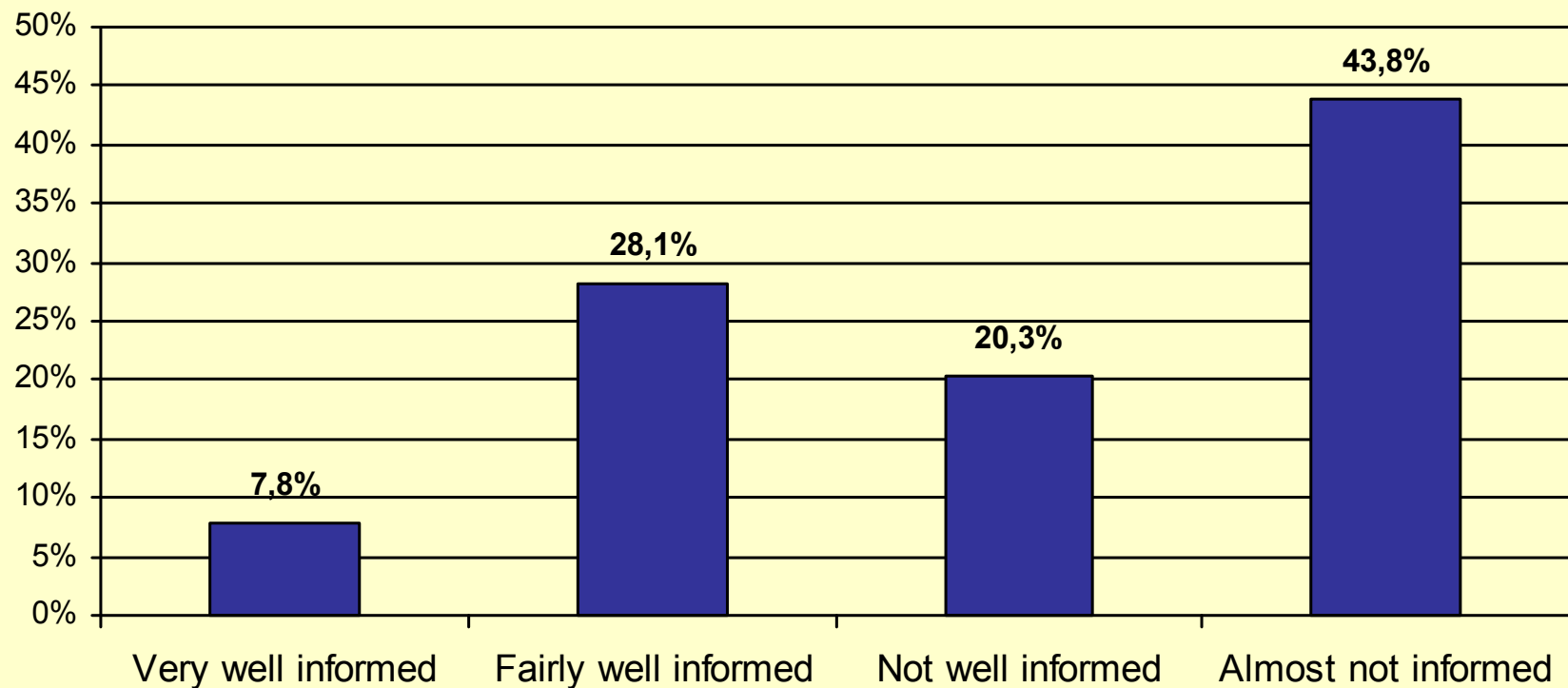
Need for information by those crossing the border

- *Who violates the rules most often and which information they are lacking?*



Changes due to the EU membership

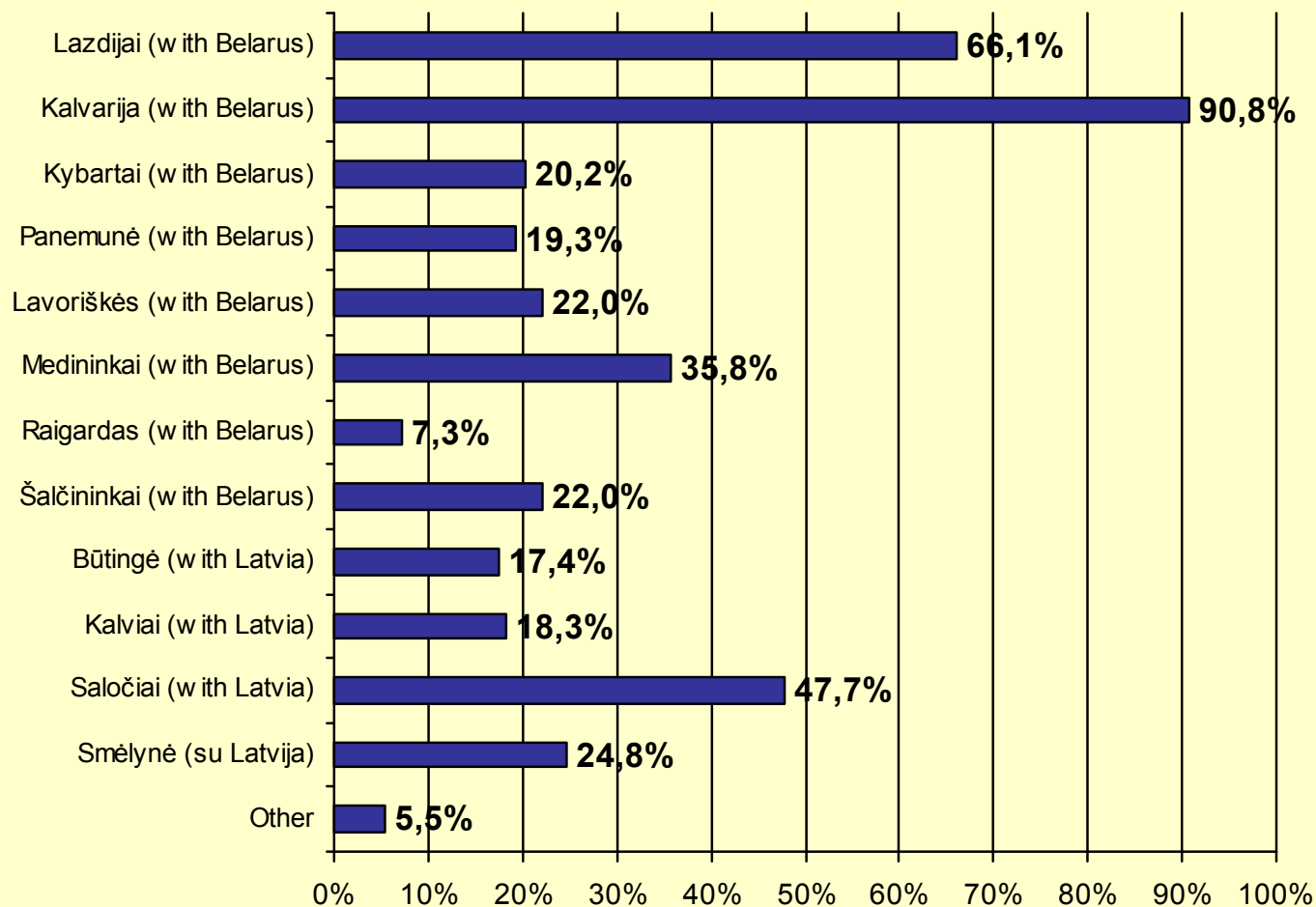
- *Do you feel well-informed about what changes are awaiting your organization next year, once Lithuania joins the European Union?*



2. Attitude of international cargo companies' representatives towards problems while crossing the border

Geography of border crossing

- *Did your company transport goods in 2003 through the following border control points?*



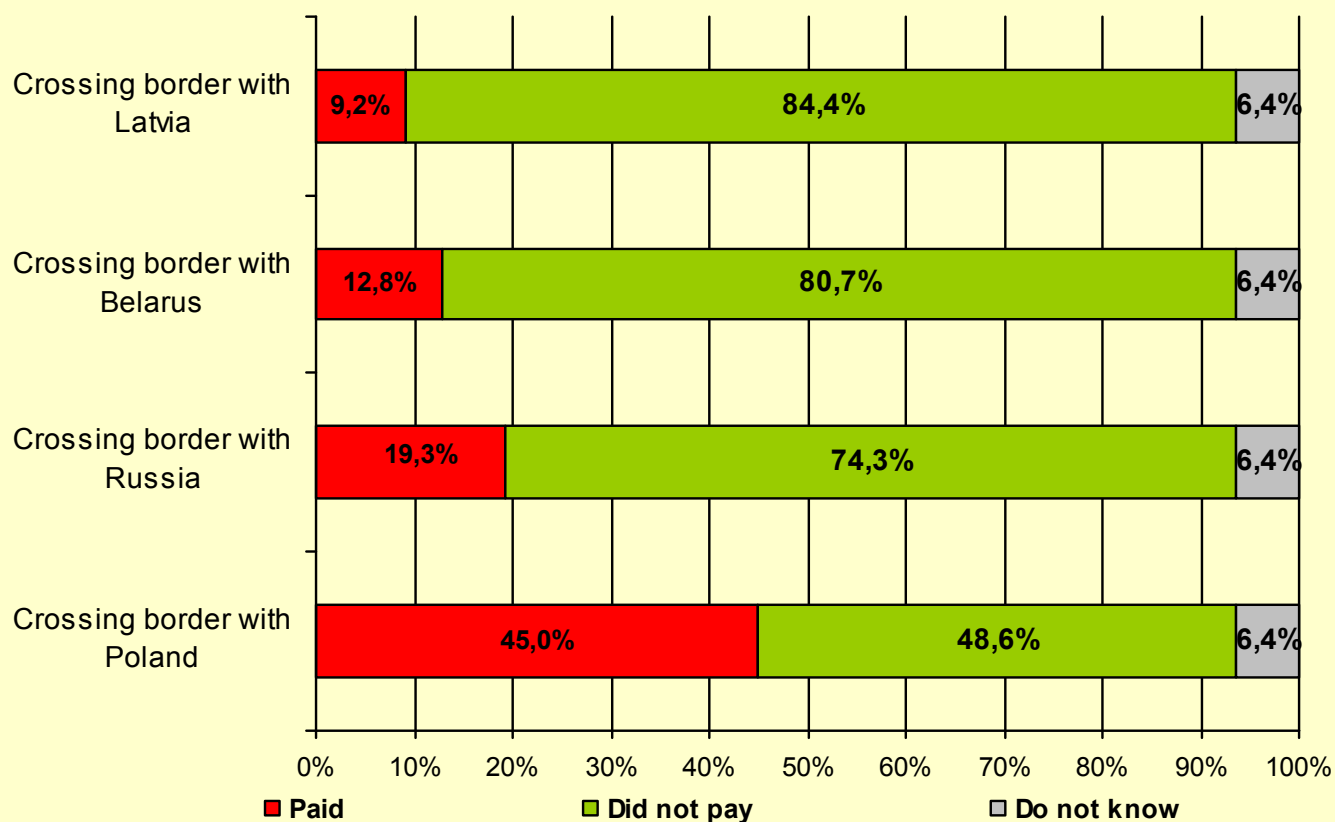
Evaluation of customs and border control points

- Three best (more positive than negative evaluation) and three worst (more negative than positive evaluation) points

| POINTS | CUSTOMS | BORDER CONTROL |
|----------------|---------|----------------|
| 1. Saločiai | 15,5% | 10,1% |
| 2. Lazdijai | 9,2% | 10,1% |
| 3. Medininkai | 2,2% | 0,0% |
| 1. Kalvarija | 13,8% | 5,5% |
| 2. Šalčininkai | 7,4% | 8,2% |
| 3. Kybartai | 4,6% | 2,8% |

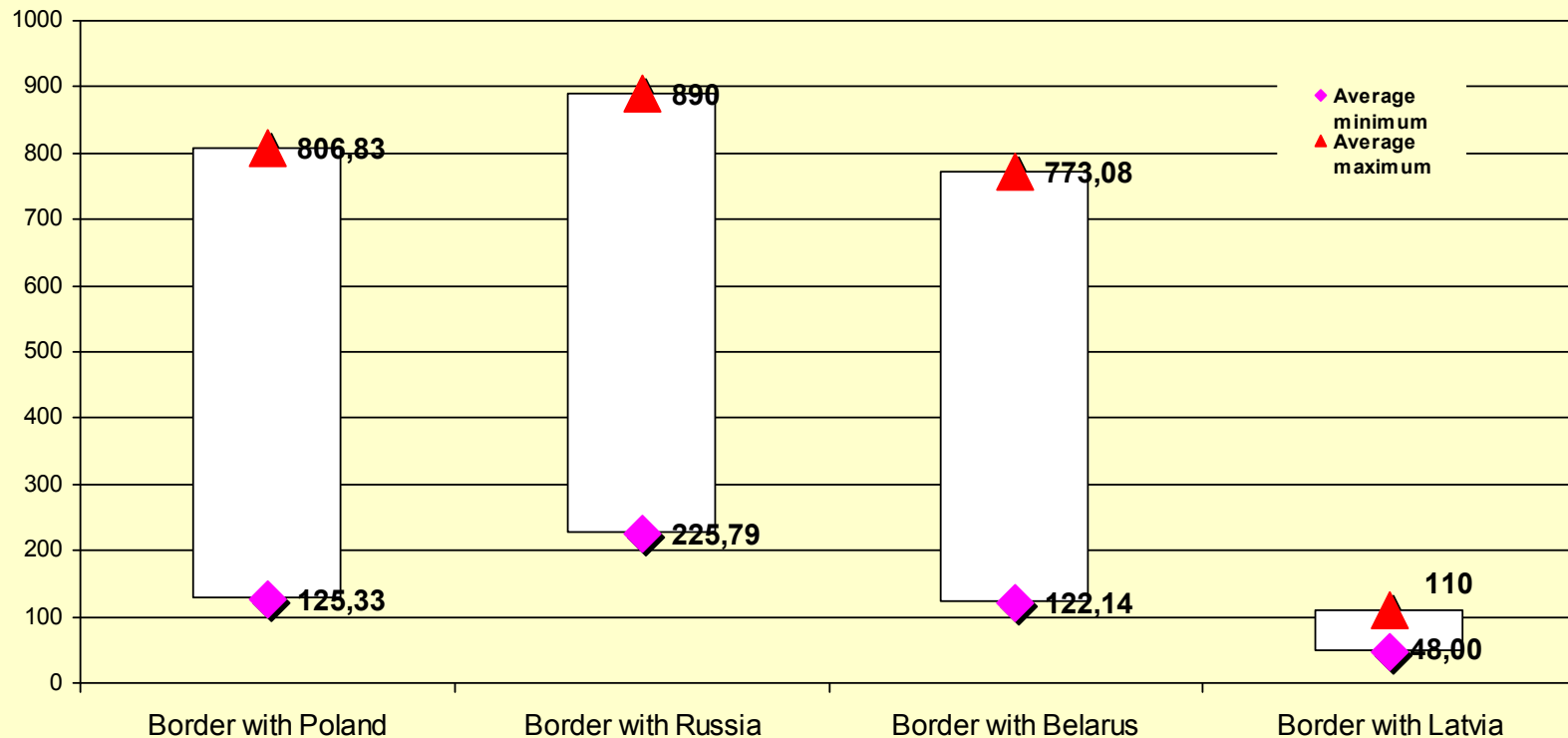
Payment of bribe while crossing the border (1)

- *Did your company have to unofficially pay any of the services, while arranging transportation of goods or crossing the border in 2003?*



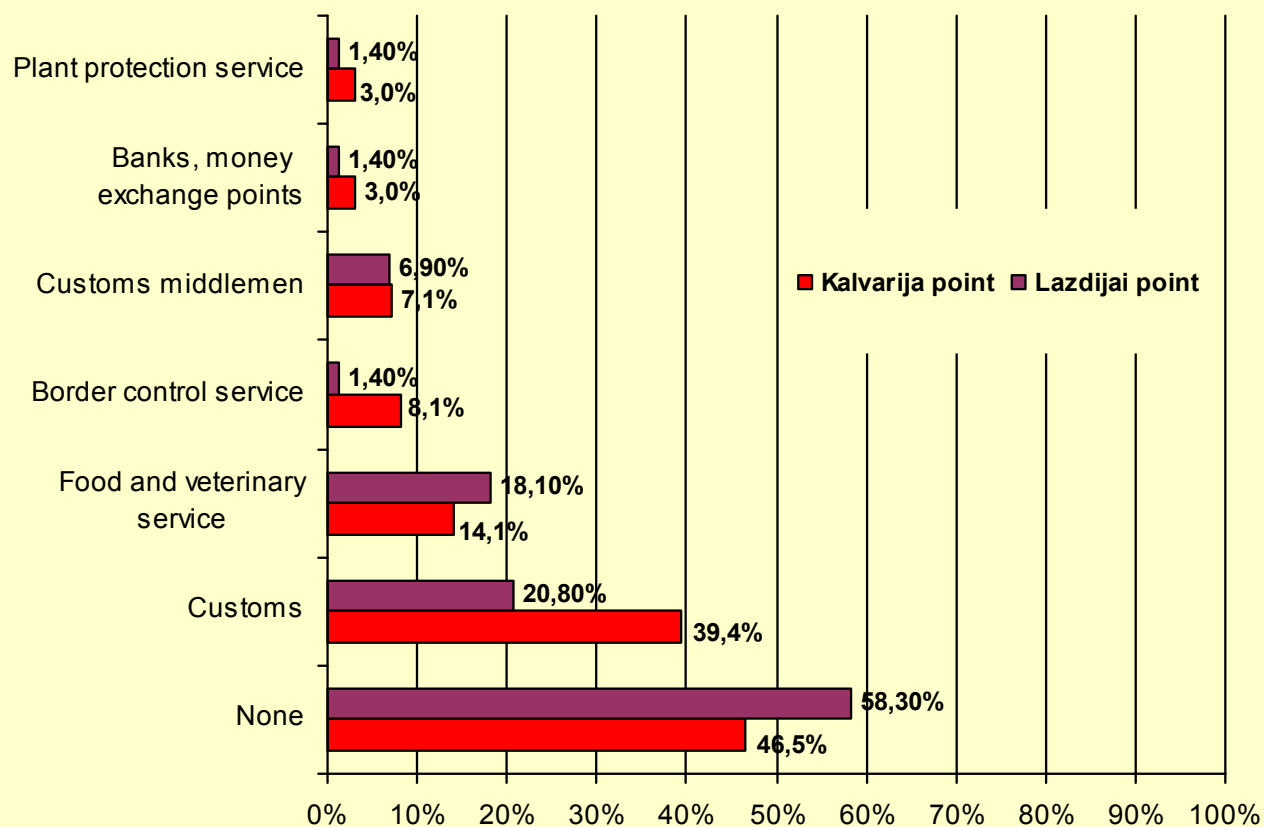
Payment of bribe while crossing the border (2)

- *Did your company have to unofficially pay any of the services, while arranging transportation of goods or crossing the border in 2003?*



Bribe recipients while crossing the border

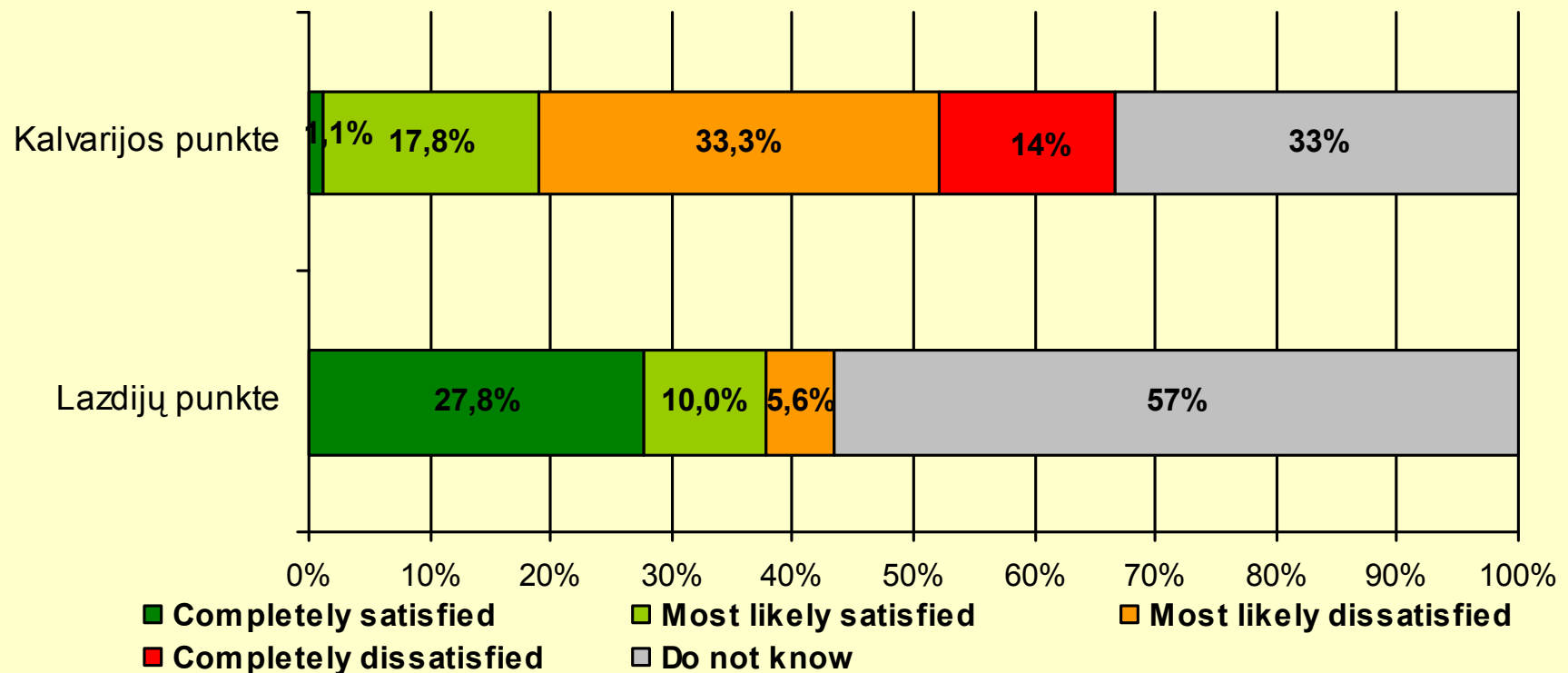
- Which of these organizations did your company have to unofficially pay or remunerate in any other way, while arranging transportation of goods or crossing the border in 2003?
Cases of Kalvarija ir Lazdijai border control points.



3. Crossing the border through the eyes of cargo carriers (Cases of Kalvarija ir Lazdijai border control points)

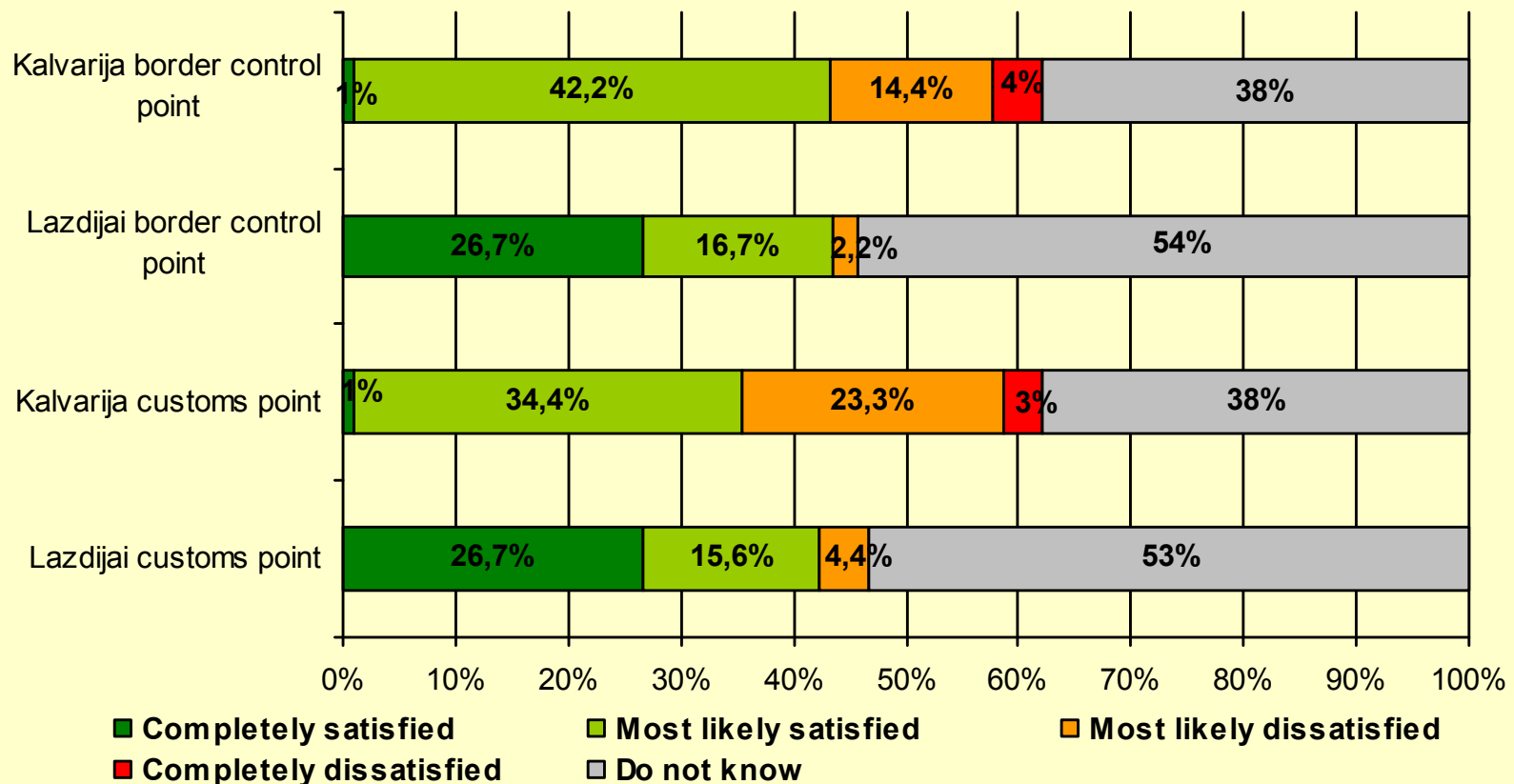
General evaluation of work of border control and customs points (1)

- While summarizing your experience, are you satisfied with the current regulations on crossing the Lithuanian-Polish border?



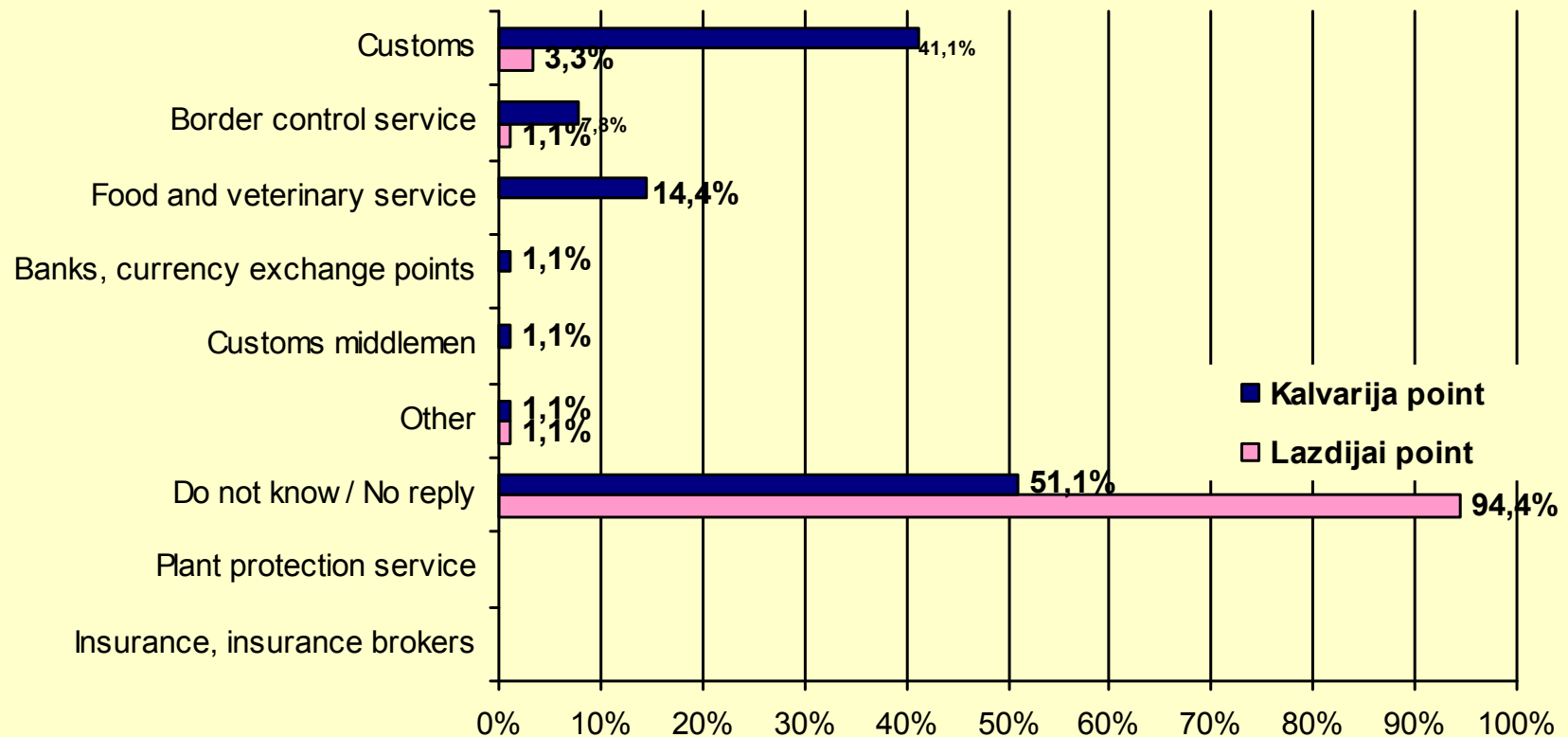
General evaluation of work of border control and customs points (2)

- Are you satisfied with the work of these services at a border control point?



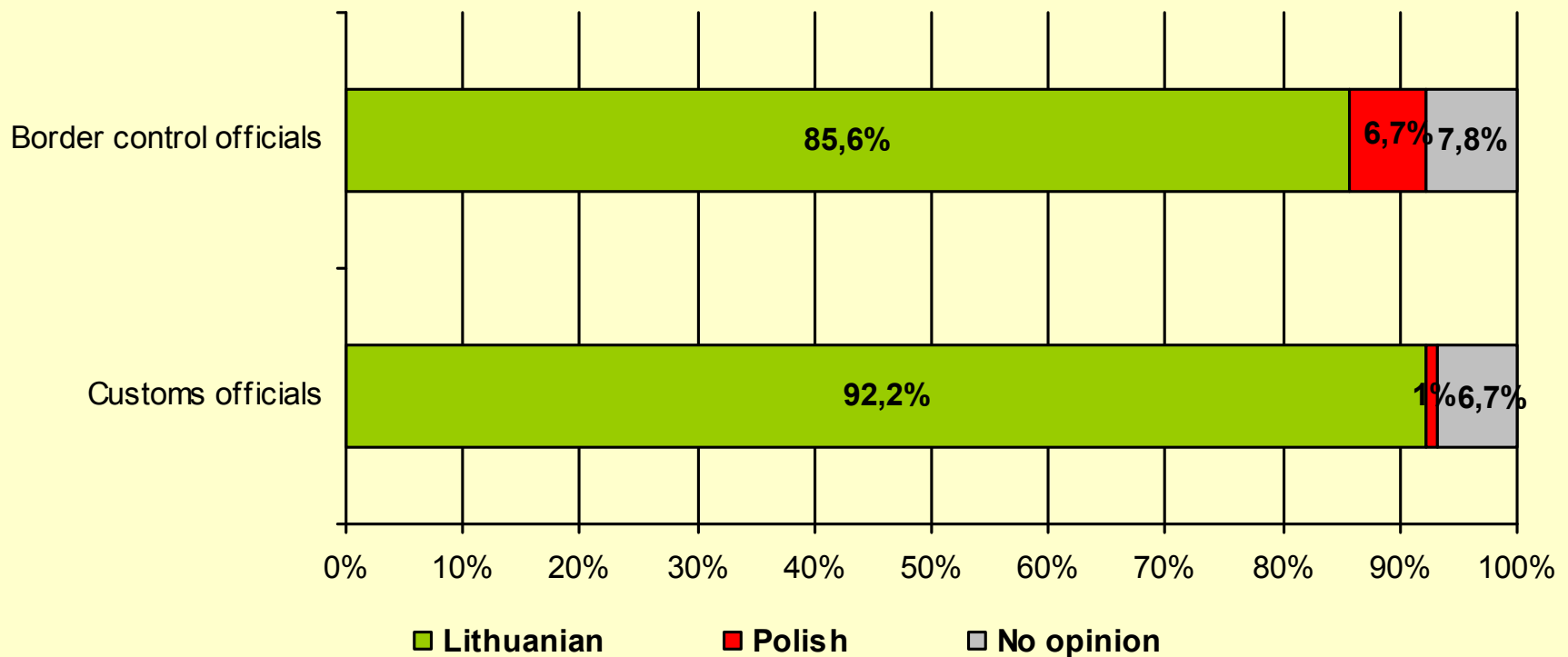
General evaluation of work of border control and customs points (3)

- While crossing Lithuanian-Polish border, which services caused most difficulties?



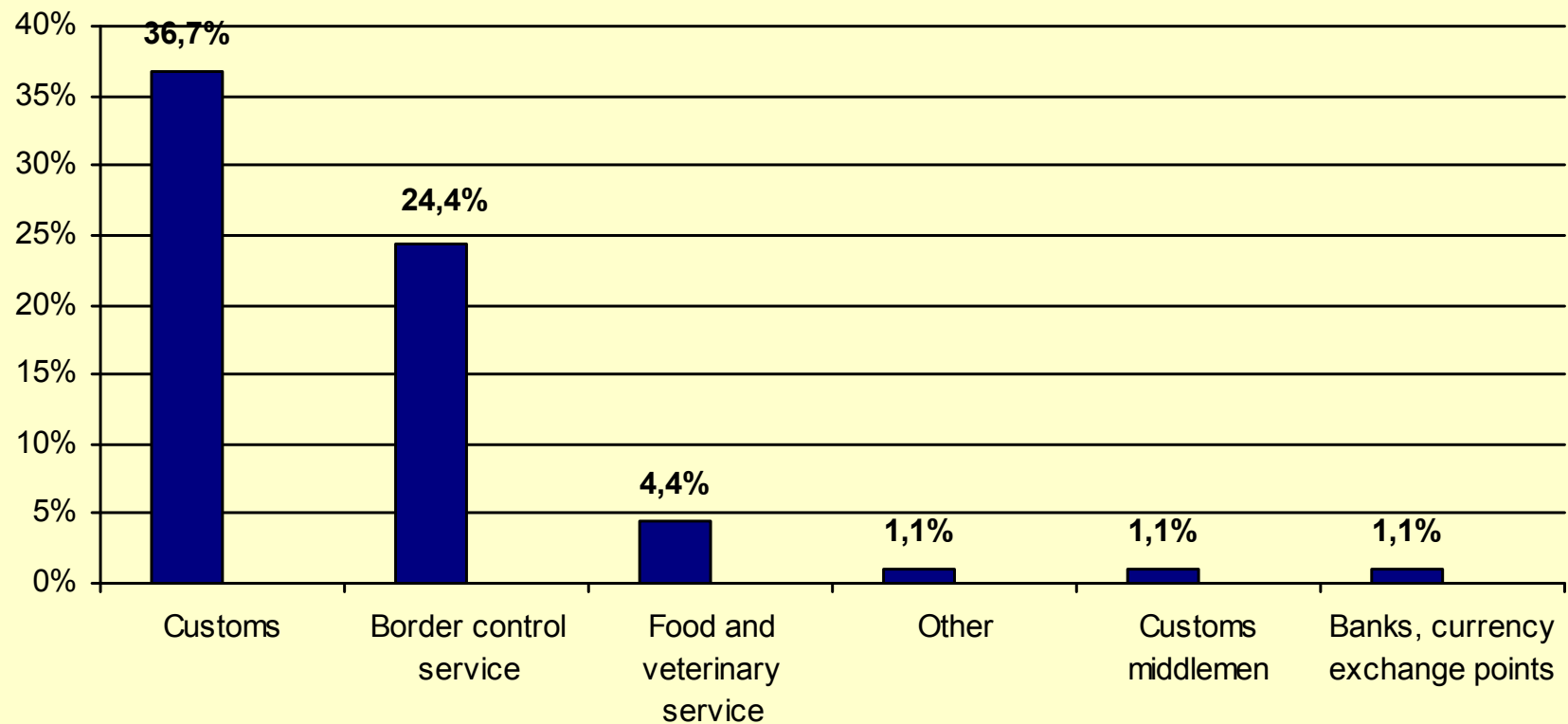
Evaluation of work of Lithuanian and Polish officials

- While crossing Lithuanian-Polish border, the work of which country's officials do you evaluate best?



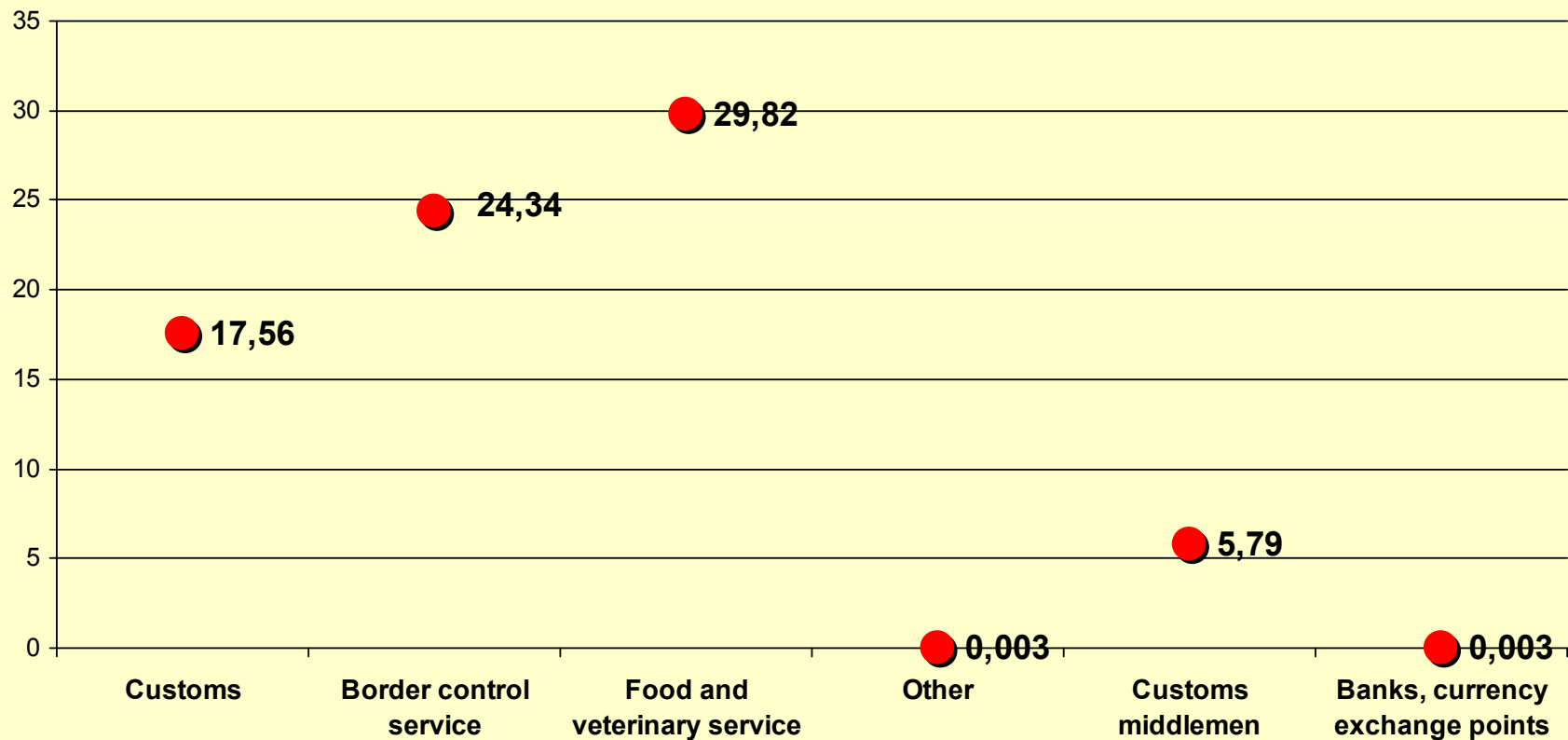
Bribe-giving while crossing the border (1)

- Did you have to pay (unofficially remunerate) officials while crossing the Lithuanian-Polish border at the Kalvarija point?



Bribe-giving while crossing the border (2)

- What sum of money on average did you have to pay per one payment to officials of these services as a “tribute” at the Kalvarija point? Mean in Euros:



CONCLUSIONS:

1. Results from the survey of customs officials

According to customs officials, violations usually occur due to:

- (26.6%) falsified personal or vehicle documents
 - (12.5%) Breach of goods export/import regulations
 - (9.4%) Smuggled goods
 - At the Kalvarija border point is more prominent is the problem of document falsification, while at the Lazdijai point – smuggling of goods

 - Customs officials lack information about changes to their service due to the EU membership:
 - 43.8% - almost not informed
 - 18% - would be interested in any information
 - 14% - would like to know whether they would keep their working places
 - 4.7% - were certain that with Lithuania joining the EU, they would be sacked
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2. Results of the survey of heads of companies

- 53.3% heads of companies paid a bribe while crossing the border at the Kalvarija border control point
 - 39.4% - to customs officials
 - 17.2% - to food and veterinary service officials
 - 41.7% - paid a bribe to the officials of the Lazdijai border point
 - 20% - to customs officials and food and veterinary service officials
 - 45% - paid a bribe while crossing the border with Poland
 - 20% - paid a bribe while crossing the border with Russia
 - Largest bribes were paid at the border points with Russia (65 Euros as an average smallest bribe; 258 Euros – as an average largest bribe; 1448 Euros – commonly, the largest bribe paid at borders with Belarus, Poland and Russia)
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3. Results of the survey of truck drivers

- According to truck drivers, they have not paid a bribe at the Lazdijai border point
 - 20% - had to pay a bribe at the Kalvarija border point
 - 37% - to customs officials
 - 24% - to border control officials
 - Largest bribes are paid to food and veterinary service officials (40 Euros on average; 24 Euros on average went to border control officials; 18 Euros – to customs officials)
 - Bribes are most frequently paid because of the lines at the border or seeking to have officials perform their direct duties
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