

Key Performance Indicators

&

Job Description

of

Customs Officers

(Field formations)

FEDERAL BOARD OF REVENUE

Compiled By

HRM Wing

Federal Board of Revenue, Islamabad

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PREFACE

The Exercise for Job Description (JDs) and Key Performance Indicators (KPIs) was initiated by the HRM Wing with the objective to foster better accountability within FBR by providing an objective assessment tool. In the first phase KPIs for Inland Revenue field offices have been developed.

FBR has also decided to develop JDs & KPIs for Customs Officers from BS 17-21 of field formations and to link Performance Evaluation Reports (PER) with KPIs. Accordingly the exercise was started in May, 2015. The JDs/KPI's of the Customs Officers will be a good tool to be used by Customs Wing to track the Customs employees' performance against the stated job requirements and measurable outcomes tied to specific tasks for effective implementation of the JDs and KPIs.

(Khawaja Tanveer Ahmed)

Member (HRM)

ABBREVIATIONS

AFU	Air Freight Unit
AIB	Appraisement Intelligence Branch
CA	Civil Appeal /Clearing Agent
CPF	Common Pool Fund
CPLA	Civil Petition For Leave to Appeal
DAC	Departmental Accounts Committee
DRP	Determination of Reserved Price
FBR	Federal Board of Revenue
FED	Federal Excise Duty
FPCCI	Federation of Pakistan Chamber of Commerce & Industry
GD	Goods Declaration
HCA	High Court Appeal
ICA	Intra Court Appeal
IGM	Import General Manifest
LMS	Legal Management System
MCC	Model Customs Collectorate
MCD	Manifest Clearance Department
MIS	Management Information System
PAC	Public Accounts Committee
PRV	Post Release Verification
PCT	Pakistan Customs Tariff
PDP	Proposed Draft Para
PRAL	Pakistan Revenue Automation Limited
R&D	Research & Development

RMS	Risk Management System
SWH	State Where House
TNA	Training Need Assessment
WeBOC	Web Based One Customs
WHT	Withholding Tax

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KEY PERFORMANCE INDICATORS

Position Title	CHIEF COLLECTOR CUSTOMS, APPRAISEMENT (SOUTH), KARACHI	Grade:	BPS 21
Function	Appraisalment	Location	Custom House, Karachi
Position Reports to	Member (Customs)	Position supervises	MCC Appraisalment (West) MCC Appraisalment (East) MCC Port Qasim

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No.	Task	Key performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2	Revenue Targets	Achieving Collection targets as set by FBR Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
3	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
4	Revenue Collection through detection/audit	Number of cases detected by MCCs in his /her jurisdiction, number of audit conducted by MCCs.	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
5	Review of	Performance viz	Quarterly	

	current standards/ Benchmarks of clearance processes i.e. Dwell time, Documents calling, Lab testing, Examination referrals	standard benchmarks.	review	Baseline: Periodic review of performance Target: The performance viz standards/benchmarks is reviewed on quarterly basis.
6	Settlement of Audit Paras	(i) Monitor settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure (ii) Submission of working papers to the FBR before PAC/DAC meeting	Within 90 days 5 days	Baseline: Number of audit paras / PDPs received Target: Settlement with KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met – as reported by Internal Audit Function
7	Inter Collectorate coordination initiatives	Monthly meetings duly recorded	One meeting/ per month	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : At least 2 meetings per quarter are conducted and it is assured that all formations are on the same page on issues under discussion
8	References of Federal Board of Revenue	FBR's references are duly responded	90%	Baseline: to ensure that Board's references/ Other Departments correspondence are responded within given timeline. Target: Board's references/ Other Department's correspondence not responded within given timeline is less than 10% of total.
9	Proposals to FBR to update current procedures / processing	Formulate proposals suggestions for change / modification	Need based	Baseline: Timely submission of comprehensive proposals. Target: Issues are scrutinized in consultation with concerned Section Heads to formulate workable / pragmatic proposals for FBR
10	Coordination grievance redressal of trade/industry	Close liaison with FPCCI, other trade bodies for redressal of their grievances.	100%	Target: Meaningful/ regular communication with trade and industry representatives. Issues to be redressed within 5 working days.

Position Title	CHIEF COLLECTOR CUSTOMS, ENFORCEMENT/CENTRAL/NORTH	Grade:	BPS 21
Function	Monitoring & Enforcement	Location	Countrywide
Position Reports to	Member (Customs)	Position supervises	Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No.	Task	Key performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2	Revenue Targets	Achieving Collection targets as set by FBR Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
3	Revenue Collection through detection by mis-declaration	Number of cases detected by MCCs in his /her jurisdiction, number of audit conducted by MCCs.	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4	Anti smuggling measures	Revenue Collected (All taxes and duties)	20%	Baseline: Corresponding quarter of the previous year Target: Baseline + KPI
5	Settlement of	(i) Monitor settlement	Within 90	Baseline: Number of audit paras / PDPs

	Audit Paras	of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure (ii) Submission of working papers to the FBR before PAC/DAC meeting	days 5 days	received Target: Settlement with KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met – as reported by Internal Audit Function
6	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
7	Review of current standards/ Benchmarks of clearance processes i.e. Dwell time, Documents calling, Lab testing, Examination referrals	Performance viz standard benchmarks.	Quarterly review	Baseline: Periodic review of performance Target: The performance viz standards/ benchmarks is reviewed on quarterly basis.
8	Inter Collectorate coordination initiatives	Monthly meetings duly recorded	One meeting/ per month	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : At least 2 meetings per quarter are conducted and it is assured that all formations are on same page on issues under discussion
9	Anti smuggling coordination with external stakeholders (ANF, Coast Guard, Police etc)	Monthly meetings, duly recorded.	One meeting per month	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To optimize and synergize efforts of agencies entrusted/involved in Anti-smuggling/ enforcement functions.
10	References of Federal Board of Revenue	FBR's references are duly responded	90%	Baseline: to ensure that Board's references/ Other Departments correspondence are responded within given timeline. Target: Board's references/ Other Department's correspondence not responded within given timeline is less than 10% of total.

11	Proposals to FBR for updating of current procedures / processing	Formulate proposals suggestions for change / modification	Need based	<p>Baseline: Timely submission of comprehensive proposals.</p> <p>Target: Issues are scrutinized in consultation with concerned Section Heads to formulate workable / pragmatic proposals for FBR</p>
12	Grievance redressal of trade/industry	Close liaison with FPCCI, other trade bodies for redressal of their grievances.	100%	<p>Target: Meaningful/ regular communication with trade and industry representatives Issues to be redressed within 5 working days</p>

Position Title	COLLECTOR CUSTOMS, APPRAISEMENT	Grade:	BPS 20
Function	Appraisalment	Location	Karachi & Lahore
Position Reports to	Chief Collector / Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2	Revenue Targets	Achieving Collection targets as set by FBR Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
3	Revenue Collection through Administrative Measures	Number of cases detected by MCC, numbers of audit, conducted by MCC	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
5	Detection of mis-declaration, short assessment,	Number of cases detected by MCC	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year

	violation of concessionary regimes' SRO etc			Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
6	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
7	Settlement of Audit Paras	(i) Monitor settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure (ii) Submission of working papers to the FBR before PAC/DAC meeting	Within 90 days 5 days	Baseline: Number of audit paras / PDPs received Target: Settlement with KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met – as reported by Internal Audit Function
8	Responsiveness	Addressing taxpayers grievances , response/feedback to FBR and other concerned quarters	95%	Baseline: No of complaints/requests received during corresponding period of last year and references received from other concerned quarters. Target: Response to all as per given timelines and to maintain 'nil' pendency.
9	Redressal of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.

Position Title	COLLECTOR CUSTOMS, (EXPORT)	Grade:	BPS 20
Function	Export	Location	Custom House, Karachi
Position Reports to	Chief Collector / Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key performance Indicator	KPI	Guidelines
1	Monitoring of Clearance of export consignments at Ports/Airport	90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days	100%	Target : 90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days
2	Drawback claims	Timely processing of duty drawback claims	100%	Target: 90% of duty drawback claims to be processed within 14 days of filing 6% of duty drawback claims to be processed within 21 days of filing 4% of duty drawback claims to be processed within 30 days of filing
3	Temporary imports, DTRE Scheme, Manufacturing bonds, EPZ	Implementation of DTRE Scheme, Temporary imports, Manufacturing bonds and EPZ facility for export facilitation	100 %	Target: Issuance of licenses/permissions for DTRE Scheme, Temporary imports,, Manufacturing bonds and EPZ within 21 days of application.
4	Narcotics Interdiction	Effective strategy of narcotics interdiction through targeted examination of consignments and risk profiling of exporters; liaison with ANF and Drug Enforcement Cell	Monthly meetings with ANF/DEC and RMU.	Target: One meeting each month with ANF/DEC and RMU with proper agenda and review of progress.
5	Redressal of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed in an appropriate timeframe.

				Target: Response to all as per given timelines and to maintain 'nil' pendency.
6	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
7	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by MCC	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
8	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
10	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to the FBR before PAC/DAC meeting	Within 90 days 5 days before PAC/DA C meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5% cases then target not met Submission of working papers to the FBR 5 days before PAC/DAC meeting
11	Management of manpower resources	Effective placement of officers and staff	-	Placement to be based on matching of skills / competencies with specific position requirements
12	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
13	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business

		traders. Prompt disciplinary action to root out malpractices.		processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
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Position Title	COLLECTOR LAND CUSTOMS/COMPOSITE	Grade:	BPS 20
Function	Land Customs	Location	Countrywide
Position Reports to	Chief Collector /Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors

<p>Guidelines:</p> <ol style="list-style-type: none"> 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance
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S. No	Task	Key performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2	Revenue Targets	Achieving Collection targets as set by FBR Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
3	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by MCC	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4	Custom Clearance Time: Time taken by Custom Staff after filing of GD and excluding time taken by other stake holders (e.g. trader for	65% GDs – in one day 10% GDs- in two days 10% GDs- in Three days 10% GDs- after 4-7days	100%	Target : 65% GDs – in one day 10% GDs- in two days 10% GDs- in Three days 10% GDs- after 4-7days 04% GDs after 8-15 days 01% GDs after 15 days.

	responding and time taken by terminal for grounding of container etc)	04% GDs after 8-15 days 01% GDs after 15 days.		
5	Redressal of grievance/complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.
6	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
7	Anti smuggling measures (Auction+ SWHs)	Revenue Collected (All taxes and duties)	30%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
8	Anti smuggling coordination with external stakeholders (ANF, Coast Guard, Police etc)	Monthly meetings duly recorded.	One meeting per month	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To optimize and synergize efforts of agencies entrusted/involved in Anti-smuggling/ enforcement functions.
9	Detection of contrabands	Number of cases (Quantity, value) 1. Narcotics (a) Heroin (b) Chars (c) Opium etc 2. Gold and Silver and its Jewelry etc 3. Currency	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
10	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
11	Settlement of Audit Paras	(i) Monitor settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure (ii) Submission of	Within 90 days	Baseline: Number of audit paras / PDPs received Target: Settlement with KPI limit Actual: If time limit is exceeded on more than 5% cases then target not met – as reported by Internal Audit Function

		working papers to the FBR before PAC/DAC meeting	5 days	
12	Coordination with international agencies	Up gradation of enforcement assets and human resource development	One meeting per three months	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To optimize and synergize efforts of international agencies entrusted/involved in Anti-smuggling/enforcement coordination
13	Coordination with border customs authorities	Streamlining of clearance processes at borders, exchange of information and passenger facilitation	One meeting per three months	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To Streamline clearance processes at borders, exchange of information and passenger facilitation
14	Drawback claims	Timely processing of duty drawback claims	100%	Target: 90% of duty drawback claims to be processed within 14 days of filing 6% of duty drawback claims to be processed within 21 days of filing 4% of duty drawback claims to be processed within 30 days of filing
15	Temporary imports, DTRE Scheme, Manufacturing bonds, EPZ	Implementation of DTRE Scheme, Temporary imports, Manufacturing bonds and EPZ facility for export facilitation	100 %	Target: Issuance of licenses/permissions for DTRE Scheme, Temporary imports,, Manufacturing bonds and EPZ within 21 days of application.
16	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year

Position Title	COLLECTOR CUSTOMS, PREVENTIVE	Grade:	BPS 20
Function	Preventive	Location	Karachi & Lahore
Position Reports to	Chief Collector / Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2	Revenue Targets	Achieving Collection targets as set by FBR Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
3	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by MCC	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4	Anti smuggling measures (Auction+ SWHs)	Revenue Collected (All taxes and duties)	30%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
5	Anti smuggling coordination with external stakeholders	Monthly meetings duly recorded.	One meeting per month	Baseline: Areas of coordination to be identified and set for agenda of each meeting.

	(ANF, Coast Guard, Police etc)			Target : To optimize and synergize efforts of agencies entrusted/involved in Anti-smuggling/ enforcement functions.
6	Detection of contrabands	Number of cases (Quantity, value) 3. Narcotics (d) Heroin (e) Chars (f) Opium etc 4. Gold and Silver and its Jewelry etc 3. Currency	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
7	Passenger Facilitation	Effective implementation of Green Channel facility, expeditious clearance of baggage	100%	Target: Close monitoring of Departure/Arrival Lounges to ensure hassle free customs facilitation to passengers. Immediate clearance of bonafide accompanied baggage ; clearance of bonafide unaccompanied baggage within one day.
8	Monitoring of Clearance of import /export consignments at Ports/Airport	90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days	100%	Target : 90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days
9	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
10	Redressal of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.
11	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
12	Settlement of Audit Paras	(i) Monitor settlement of audit paras /PDPs after receipt of Report of	Within 90 days	Baseline: Number of audit paras / PDPs received Target: Settlement with KPI limit Actual: If time limit is exceeded on more than

		Revenue Receipts and Expenditure (ii) Submission of working papers to the FBR before PAC/DAC meeting	5 days	5% cases then target not met – as reported by Internal Audit Function
13	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year

Position Title	COLLECTOR (ADJUDICATION)		Grade: 20	
Function:	Adjudication	Location:	Countrywide	
Position Reports To:	Member (Customs)	Position Supervises: Additional / Deputy/ Assistant Collector		
Guidelines:				
<ol style="list-style-type: none"> 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance 				
S.No.	Task	Key performance Indicator	KPI	Guidelines
1	Interpretation and application of law	Judicious interpretation and application of law; independent evaluation of facts of the case.	100%	The order in original passed should legally be sustainable without any impropriety.
2	Disposal/sustainability of Adjudication cases.	All Adjudication cases should be decided one hundred and twenty days of the issuance of show cause notice or within such period extended by the Collector for which reasons shall be recorded in writing, but such extended period shall in no case exceed sixty days.	100%	At least 60% of the decision should be up held in first appeal.
3	Facilitation	Complaints filed by the taxpayers are decided within a week time.	60%	
4	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year

Position Title	ADDITIONAL COLLECTOR	Grade:	19
Function	ASSESSMENT	Location	Posted in an MCC
Position Reports to	Collector of Customs	Position supervises	Deputy Collectors In charge Group/Section Assistant Collectors In charge Group/Section

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No.	Task	Key performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2	Revenue Targets	Achieving Collection targets as set by FBR Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
3	Revenue Collection through Administrative Measures	Number of cases detected by MCC, Number of audit conducted by MCC,	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4	Detection of mis-declaration, short assessment, violation of concessionary regimes? SRO etc	Number of cases detected by MCC	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
5	Custom Clearance Time: Time taken	65% GDs – in one day 10% GDs- in two days	100%	Target : 65% GDs – in one day 10% GDs- in two days

	by Custom Staff after filing of GD and excluding time taken by other stake holders (e.g. trader for responding and time taken by terminal for grounding of container etc)	10% GDs- in Three days 10% GDs- after 4-7days 04% GDs after 8-15 days 01% GDs after 15 days.		10% GDs- in Three days 10% GDs- after 4-7days 04% GDs after 8-15 days 01% GDs after 15 days.
6	Redressel of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed in an appropriate timeframe. Target: Response to all as per given timelines and to maintain 'nil' pendency.
7	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
8	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Collector for sending to the FBR before PAC/DAC meeting	Within 90 days 7 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Collector 7 days before PAC/DAC meeting
9	Management of manpower resources	Effective placement of officers and staff	-	Placement to be based on matching of skills / competencies with specific position requirements
10	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year

Position Title	Additional Collector	Grade:	19
Function	EXAMINATION	Location	All over Pakistan.
Position Reports to	Collector of Customs	Position supervises	Deputy / Assistant Collectors Examination

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2.	Disposal	Timely examination of imported / exported consignment.	100%	Baseline: To ensure that containers marked for examination are examined expeditiously. Target: To ensure that single items and multiple items containers examined within 24 hours and 48 hours respectively. On average 90% of the grounded containers are examined the same day.
3	Physical Examination	Personal examination of consignments	Three high risk consignments per day	Target: At least three high risk consignments are personally examined per day
4	Supervised Examination	Examination reports through the user ID of AC/DC examination	98%	Baseline: Monitoring that AC/DC to examine the items required to be examined by them. Target: To ensure that examination reports of goods required to be examined by AC/DC are sent through his/her own user ID.
5	Dwell time in examination of import/ export goods	Timely examination of import / export goods	95%	Baseline: Close monitoring to ensure real time feeding of examination reports all along the day. Target: To ensure reports are fed on real time basis and the examining

				officers complete 95% of the assigned examinations before the close of day
6	Quality of examination reports	Monitoring quality of examination reports.	100%	Baseline: Monitoring that queries of examination order and structural description are fully answered. Target: To ensure that examination reports cover all aspects and images show all specifications.
7	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected through Examination in his/her jurisdiction	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
8	Detection of Misdeclarations	Early report of misdeclarations	95%	Baseline: Monitoring that instance of misdeclarations is reported timely and correctly. Target: To ensure that misdeclarations are duly reported fulfilling all codal formalities
9	Facilitation, Complaint redressal	Traders grievances are timely addressed	95%	Target: The instances of traders disagreeing with examination reports are kept at minimum and promptly attended within 24 hrs as and when arrived
10	Liaison with Terminal operator	Close liaison with the Terminal operator for matters relating to the customs matters	10%	Baseline: liaison with terminal operator for removal of bottlenecks, effective implementation of Collectorate's policies Target: Fortnight performance appraisal of Terminal Operators.
11	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year

Position Title	Additional Collector Customs (Export)	Grade:	BPS 19
Function	EXPORT	Location	Custom House, Karachi
Position Reports to	Collector	Position supervises	Deputy Collectors Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key performance Indicator	KPI	Guidelines
1	Monitoring of Clearance of export consignments at Ports/Airport	90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days	100%	Target : 90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days
2	Drawback claims	Timely processing of duty drawback claims	100%	Target: 90% of duty drawback claims to be processed within 14 days of filing 6% of duty drawback claims to be processed within 21 days of filing 4% of duty drawback claims to be processed within 30 days of filing
3	Temporary imports, DTRE Scheme, Manufacturing bonds, EPZ	Implementation of DTRE Scheme, Temporary imports, Manufacturing bonds and EPZ facility for export facilitation	100 %	Target: Issuance of licenses/permissions for DTRE Scheme, Temporary imports,, Manufacturing bonds and EPZ within 21 days of application.
4	Narcotics Interdiction	Effective strategy of narcotics interdiction through targeted examination of consignments and risk profiling of exporters; liaison with ANF and Drug Enforcement Cell	Monthly meetings with ANF/DEC and RMU.	Target: One meeting each month with ANF/DEC and RMU with proper agenda and review of progress.
5	Redressal of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given

				timelines and to maintain 'nil' pendency.
6	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
7	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected in his/her jurisdiction.	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
8	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
9	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Collector for sending to the FBR before PAC/DAC meeting	Within 90 days 7 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5% cases then target not met Submission of working papers to the Collector 7 days before PAC/DAC meeting
10	Management of manpower resources	Effective placement of officers and staff	-	Placement to be based on matching of skills / competencies with specific position requirements
11	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
12	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by

		disciplinary action to root out malpractices.		curtailing undue interaction with trade and minimizing unnecessary delays.
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Position Title	Additional Collector Customs (Land Customs/Composite)	Grade:	BPS 19
Function	LAND CUSTOMS/COMPOSITE	Location	Custom House, Karachi
Position Reports to	Collector	Position supervises	Deputy Collectors Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key performance Indicator	KPI	Guidelines
1	Revenue Targets	Achieving Collection targets as set by FBR Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
2	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by MCC	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
3	Anti smuggling measures (Auction+ SWHs)	Revenue Collected (All taxes and duties)	30%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
4	Anti smuggling coordination with external stakeholders (ANF, Coast Guard, Police etc)	Monthly meetings duly recorded.	One meeting per month	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To optimize and synergize efforts of agencies entrusted/involved in Anti-smuggling/ enforcement functions.
5	Detection of contrabands	Number of cases (Quantity, value) 5. Narcotics (g) Heroin (h) Chars (i) Opium etc 6. Gold and	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI

		Silver and its Jewelry etc 3. Currency		
6	Coordination with international agencies	Up gradation of enforcement assets and human resource development	One meeting per three months	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To optimize and synergize efforts of international agencies entrusted/involved in Anti-smuggling/enforcement coordination
7	Coordination with border customs authorities	Streamlining of clearance processes at borders, exchange of information and passenger facilitation	One meeting per three months	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To Streamline clearance processes at borders, exchange of information and passenger facilitation
8	Drawback claims	Timely processing of duty drawback claims	100%	Target: 90% of duty drawback claims to be processed within 14 days of filing 6% of duty drawback claims to be processed within 21 days of filing 4% of duty drawback claims to be processed within 30 days of filing
9	Temporary imports, DTRE Scheme, Manufacturing bonds, EPZ	Implementation of DTRE Scheme, Temporary imports, Manufacturing bonds and EPZ facility for export facilitation	100 %	Target: Issuance of licenses/permissions for DTRE Scheme, Temporary imports,, Manufacturing bonds and EPZ within 21 days of application.
10	Custom Clearance Time: Time taken by Custom Staff after filing of GD and excluding time taken by other stake holders (e.g. trader for responding and time taken by terminal for grounding of container etc)	65% GDs – in one day 10% GDs- in two days 10% GDs- in Three days 10% GDs- after 4-7days 04% GDs after 8-15 days 01% GDs after 15 days.	100%	Target : 65% GDs – in one day 10% GDs- in two days 10% GDs- in Three days 10% GDs- after 4-7days 04% GDs after 8-15 days 01% GDs after 15 days.
11	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.

12	Responsiveness	Addressing taxpayers grievances , response/feedback to FBR and other concerned quarters	95%	<p>Baseline: No of complaints/requests received during corresponding period of last year and references received from other concerned quarters.</p> <p>Target: Response to all as per given timelines and to maintain 'nil' pendency.</p>
13	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	<p>Baseline: Amount involved in undisputed arrears/encashable instruments.</p> <p>Target: 50 % of Baseline.</p>
14	Settlement of Audit Paras	<p>Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure</p> <p>Submission of working papers to Collector for sending to the FBR before PAC/DAC meeting</p>	<p>Within 90 days</p> <p>7 days before PAC/DAC meeting</p>	<p>Baseline: Number of audit paras / PDPs received</p> <p>Target: Settlement within KPI limit</p> <p>Actual: If time limit is exceeded on more than 5%cases then target not met</p> <p>Submission of working papers to the Collector 7 days before PAC/DAC meeting</p>
15	Redressel of grievance/ complaints	Addressing taxpayers grievances	100%	<p>Baseline: to ensure that all complaints are redressed within 5 working days.</p> <p>Target: Response to all as per given timelines and to maintain 'nil' pendency.</p>
16	Human Resource and Discipline Management	Discipline	100%	<p>Target: (i) Presence of Officers/Officials at 9:00 A.M</p> <p>(ii) To initiate all due PERs by 31st of July and to countersign all PERs by 31st August</p> <p>(iii) Completion of enquiries by 1st of July</p> <p>(iv).Completion of Asset declaration by 15th of August each year</p>
17	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	<p>Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.</p>

Position Title	Additional Collector Customs	Grade	19
Function	AIR PORT TRAFFIC / AFU	Location	Preventive Collectorates
Position reports to	Collector Customs (Preventive)	Position supervises	Assistant /Deputy Collectors (Air Port Traffic)

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No.	Task	Key performance Indicator	KPI	Guidelines
1	Revenue Targets	Achieving Collection targets as set by Collector Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
2	Passenger Facilitation	Effective implementation of Green Channel facility, expeditious clearance of baggage	100%	Target: Close monitoring of Departure/Arrival Lounges to ensure hassle free customs facilitation to passengers. Immediate clearance of bonafide accompanied baggage ; clearance of bonafide unaccompanied baggage within one day.
3	Monitoring of Clearance of import/export consignments at Ports/Airport	90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days	100%	Target : 90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days
4	Detection of mis-declaration, short assessment, violation of baggage rules etc in respect of accompanied / unaccompanied baggage /import and	Number of cases detected	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the

	export			financial year
5	Detection of contrabands	Number of cases (Quantity, value) 7. Narcotics (j) Heroin (k) Chars (l) Opium etc 8. Gold and Silver and its Jewelry etc 3. Currency	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
6	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
7	Responsiveness	Addressing taxpayers grievances, response/feedback to FBR and other concerned quarters	95%	Baseline: No of complaints/requests received during corresponding period of last year and references received from other concerned quarters. Target: Response to all as per given timelines and to maintain 'nil' pendency.
9	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
8	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Collector for sending to the FBR before PAC/DAC meeting	Within 90 days 7 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Collector 7 days before PAC/DAC meeting
9	Redressal of grievance/complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.
10	Coordination with other stakeholders	Meetings with other agencies operating at the Air Port	100%	Target: Meetings with the officers of ASF, ANF, FIA and Port Authorities every month

11	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
12	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.

Position Title	Additional Collector Customs, Preventive /Anti-smuggling	Grade:	BPS 19
Function	PREVENTIVE/ ANTI-SMUGGLING	Location	Custom House, Karachi
Position Reports to	Collector	Position supervises	Deputy Collectors Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key performance Indicator	KPI	Guidelines
1	Anti smuggling measures (Auction+ SWHs)	Revenue Collected (All taxes and duties)	30%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
2	Anti smuggling coordination with external stakeholders (ANF, Coast Guard, Police etc)	Monthly meetings duly recorded.	One meeting per month	Baseline: Areas of coordination to be identified and set for agenda of each meeting. Target : To optimize and synergize efforts of agencies entrusted/involved in Anti-smuggling/ enforcement functions.
3	Detection of contrabands	Number of cases (Quantity, value) 9. Narcotics (m) Heroin (n) Chars (o) Opium etc 10. Gold and Silver and its Jewelry etc 3. Currency	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
4	Redressal of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.
5	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts	Within 90 days	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5% cases then target not met

		and Expenditure Submission of working papers to Collector for sending to the FBR before PAC/DAC meeting	7 days before PAC/DAC meeting	Submission of working papers to the Collector 7 days before PAC/DAC meeting
6	Prosecution cases against smugglers / Narcotics dealers etc	Number of persons arrested and FIR registered	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
7	Successful defense of adjudication cases	Number of cases won	90%	Baseline: Number of cases decided in the period. Target: Number of cases won by the department
8	Investigations	Supervising investigations as assigned to officers on case to case basis.	90%	Baseline: Ensure timely completion of investigations and submission of challan / execution of warrants and specific Court's order within the specified period. Target: Within specified time.
9	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
10	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.

Position Title	Additional Collector Customs	Grade:	19
Function	ADMINISTRATION / ESTABLISHMENT /	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant Collector Deputy Collector

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key performance Indicator	KPI	Guidelines
1	Correspondence	Timely submission of all statements to FBR, DG I&I (Customs) etc	98%	Baseline: Board's references/ Other correspondence duly responded within given timeline. Target: Number of Board's references/ Other correspondence not responded within given timeline not to exceed 2% of total number.
2	Expenditure budget	Expenditure of budget grant strictly in accordance with PPRA Rules Meeting all the deadlines of expenditure budget i.e. submission of monthly expenditure statements duly reconciled with AGPR., submission of re-appropriation, request for additional grant etc.	98%	Target: All statements/correspondence within the given timeline and 98% transactions to be cleared by RRA.
3	General Administration	Assets management, procurements, attending treasury matters,	Smooth operation of Collectorate	Target: Development and enforcement of self-sustaining procedures & SOPs requiring least intervention
4	Common Pool Fund	Management of Common Pool Fund affairs	Optimal use of man and material resources of CPF	Target: No adverse audit observations.
5	Service Matters of Officers, staff	Leave, Pension, Gratuity, Promotions, Up gradation, Medical, Hiring etc		Target: Efficient, Indiscriminate and Transparent treatment of request
6	Coordination with CPF, SR Cells, Accounts, Cash Section	Timely monitoring and supervision of the matters relating to Common Pool Funds, SR Cell, Accounts - Cash Section.		Baseline: Proper allocation / deployment of man and material resources. Target: Processing of Reward cases, medical bills, housing etc

				within time line.
7	Revenue reconciliation process	Submission of prescribed periodic revenue statements to FBR.		Baseline: Timely submission of statements. Target: Submission of statements within given timeline.
8	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
9	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.

Position Title	Additional Collector Customs	Grade:	19
Function	AUCTION	Location	All over Pakistan.
Position Reports to	Collector of Customs	Position supervises	Assistant Collector Deputy Collector

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1.	Preparation of auction able lots	To monitor proper issuance of auction notices	98%	Baseline: Ensuring Notices under Section 82 are issued and lot numbers allotted within stipulated period Target: Monitor that Sec. 82 notices are issued within 20 days and lot number allotted within 30 days after expiry of stipulated time period in 98% cases.
2.	Examination of auction able lots	Expeditious completion of examination of all auction able lots after allotting lot number	95%	Baseline: Ensuring that examination of the auction able lots is completed expeditiously. Target: Examination is completed within 10 days after issuance of notice under section 82 in 95% cases..
3.	Determination of Reserved Price (DRP)	Liaison with the Assessment Groups for expeditious determination of Reserved Price (RP)	Within 15 days	Baseline: Timely fixation of reserve prices from respective Groups. Target: Ensuring R.Ps fixation from the concerned assessment groups within 15 days of examination in 95% cases.
4.	Liaison with Terminal Operator	Close liaison with the Terminal Operator / auctioneer for matters relating to the customs auction.	Within 1 st week of the month	Baseline: Provision of B-Book and allotment of lot numbers to auction able cargo by Terminal Operators (T.O). Target: B-Books and lot numbers are provided by T.O within the 1 st week of the month.
5.	Auction schedules	Issuance of Auction schedules in consultation with the Terminal Operators.	100%	Baseline: Ensure publication of Auction schedules in news papers, dispatching to chambers of commerce and uploading on FBR's website. Target: Issuance of Auction schedule advertisement, dispatch to respective chamber of commerce and FBR's website updating at

				least 7 days before commencement of auction.
6	Auction Process	Timely and transparent auction proceedings	10%	Baseline: No. of lots auctioned during the previous auction schedule. Target: lots disposed off vis-à-vis total auctionable lots may indicate an increase of 10% as compared to previous auction schedule.
7.	Approval / Rejection	Timely and clear recommendations.	97%	Baseline: Timely disposal, recommendation for auctioned cases. Target: Disposal, recommendation within 10 days of auction in 99% cases
8.	Re-assessment	Re-assessment and Re-appraisal of Reserved Prices of damaged, deteriorated goods.	Every month	Baseline: Ensure that revision, re-assessment cases are timely concluded. Target: Ensure that all such lots identified on monthly basis and prices be revised before issuance of next auction schedule.
9.	Destruction	Goods /Lots liable to destruction after fulfilling all legal formalities	Twice a year	Baseline: Ensure d timely destruction of expired goods. Target: Destruction of expired goods on quarterly basis
10.	Sales Proceeds to owners of goods	Disbursement of Sales Proceeds in terms of Section 201 of the Customs Act, 1969	Within 45 days	Baseline: Swift disposal of sales proceeds cases. Target: Approval or rejection of sales proceeds cases within 30 days.
11.	Sales Proceeds to Terminal Operators	Disbursement of Sales Proceeds in terms of Section 201 of the Customs Act, 1969	After every 3 month	Baseline: Disposal of sales proceeds cases of T.Os. Target: Quarterly payment of sales proceeds claim of T.Os
12.	Correspondence with HQ/FBR	Timely submission of requisite reports and correspondence with the HQ/FBR	By 5 th day of every month	Baseline: Timely submission of auction statements to FBR. Target: Submission of auction statement to FBR by 5 th day of every month.
13	Redressal of grievance/ complaints	Addressing grievances of auction participants	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.

Position Title	Additional Collector Customs	Grade:	19
Function	R & D / AIB	Location	All over Pakistan
Position Reports to	Collector of Customs.	Position supervises	Deputy / Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1.	Green Channel clearances	To monitor that Green Channel clearances are in accordance with law	100%	Baseline: Ensure that GDs cleared through Green Channels do not involve mis-declaration or avoidance of import regulations Target: Ensure that all Green Channel clearances are complete in all respect and do not involve leakage of revenue .At least 5% GDs are checked thoroughly by AIB/R&D every month..
2.	Sectoral Analysis	Supervising analysis of various sectors of economy, class of traders, origin etc	95%	Baseline: Number of sectoral analysis in corresponding previous period. Target: At least one sector is scrutinized every month.
3.	Informants	Cultivating Informers for improving effectiveness of operations	20%	Baseline: Number of information based detections during the corresponding period Target: The number of information based detections to increase by 20%
4	Over all detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by R&D	20%	Baseline: Number of case, quantity and value etc s in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
5	Market Surveys	Getting conducted market surveys of various commodities.	95%	Baseline: Periodic surveys to know ground facts/trends of sensitive commodities Target: At least one survey per week
6.	Workflow Analysis	Scrutiny of the process flows under various Modules to identify	98%	Baseline: Periodic reviews/scrutiny Target: At least one analysis per month

		potential weaknesses		
7	Issuance of Demand Notices	Preparation and issuance of Demands for short realized amount of duty / taxes on account of Post Release Scrutiny of the GDs.	100%	Baseline: Timely issuance of demand notices. Target: Within 24 hours of the detection.
8	Coordination with assessment groups	Overall coordination within the different assessment groups and sharing information on account of under invoiced items, wrong classifications, and any other matter relating to assessment / PRV / levy of duty / taxes. Statistical analysis thereof. Periodic scrutiny to major revenue spinners / high value / risky commodities	100%	Baseline: Regular issuance of assessment alerts to the groups. Target: Within 24 hours of the detection of phenomena of tax evasion.
9	Monthly statements	Preparation and submission of monthly statements showing performance of the PRV section and recovery made thereof.	98%	Baseline: Timely submission of reports. Target: By 7 th of each subsequent month.
10	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
11	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.

Position Title	Additional Collector Customs	Grade:	19
Function	LICENSING	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors Licensing

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1.	Awareness	To liaise with Directorate of Training for arranging workshops, seminars for customs agents.	At least one seminar per quarter	Baseline: Ensure that awareness seminars and workshops are conducted frequently Target: Ensure that at least one seminar/workshop is held quarterly.
2.	Ensure fulfillment of formalities by applicants	Dissemination of requirements of licensing to all applicants	100%	Target: To review applications and advice applicants, staff about any shortcomings in the application for corrective action at least 15 days before test .
3.	Overseeing the Licensing Exams	Liaison with Directorate for conducting examination	100%	Target: To ensure smooth and transparent examination is conducted duly attended by all potential candidates
4	License Renewal	To ensure fulfillment of all codal formalities	100%	Target: To ensure applicants are briefed advised about the Rules and Procedures/ requirement of codal formalities
5	Suspension of License	In case of violation of Licensing Rules	100%	Baseline: Expeditious suspension of licenses Target: Suspension proceedings be initiated within 24 hours of receipt of information of offence.
6	Violation of Licensing Rules	Initiation of penal provision under Rules for violation of provisions thereof	100%	Baseline: The delinquent licensee is proceeded against under the Rules Target: To ensure that show cause notice is issued to the licensee in case of violation of rules and proceedings finalized within 120 days.
7	Amendment in License Particulars	Approve Changes in License Particulars upon request of licensee	96%	Baseline: Timely approval of requests for changes in License details Target: Approval granted within 24 hours of fulfillment of requisite formalities
8	Liaison with the Association	Close Coordination with Representative Associations for quick implementation	100%	Baseline: Periodic meetings with the Office Bearers of the Representative Associations Target: At least one meeting each month.

Position Title	Additional Collector Customs	Grade:	19
Function	MIS (WEBOC)	Location	All Over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Redressal of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 2 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.
2	Liaison with PRAL / WeBOC Development Team of Directorate of R & A	Effective liaison with PRAL team for all system related matters, including generation and implementation of CRFs, retrieval of data, troubleshooting, user acceptance test etc.	100%	Baseline: As and when required. Target: KPI
3	Monitoring of disposal of requests for Amendments, Re-examinations, Un-sticking of GDs, Cancellation of TP / GD etc.	Effective monitoring of disposal of requests received by DC/AC MIS regarding amendments, Re-examinations, Un-sticking of GDs, Cancellation of TP / GD etc.	100%	Baseline: Timely review of the disposal of requests submitted by assessing officers / importers / clearing and shipping agents. Target: Within 24 hrs of receipt of MIS request
4	MIS Reports Review	To ensure that all MIS reports are reviewed on daily basis and anomalies reported to Collector.	100%	Target: Daily reviews.
5	RMS	To ensure that the risky PCTs are configured as per RMS settings in light of directives of competent authorities.		Baseline: Timely review. Target: Weekly reviews.

Position Title	Additional Collector Customs	Grade:	19
Function	LAW BRANCH /FTO / ADRC SUPERIOR COURTS/ TRIBUNAL	Location	All over Pakistan
Position Reports to	Collector of Customs MCC-Appraisalment-West	Position supervises	Assistant/Deputy Collectors
Guidelines: 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance			

S.No.	Task	Key Performance Indicator	KPI	Guidelines
1	Nomination of lawyers	Recommendations for appointment of suitable lawyers to defend the departmental cases.	100%	Baseline: Timely recommendations for appointment of lawyer. Target: Within one day of receipt of case intimation.
2	LMS System	Supervision of the feeding of cases in the LMS system.	95%	Baseline: Ensure timely feeding. Target: LMS is timely updated on weekly basis.
3	Reply in Court cases.	Monitoring and signing of replies in court cases, duly approved by the concerned Additional Collector, well within the stipulated time period.	96%	Baseline: Timely forwarding of case and receipt of comments. Target: Petitions / Appeals / Civil Suits etc. are forwarded within 48 hours of receipt to the concerned Section / Group and Para wise comments thereon are submitted before Court within time.
4	Filing of SCRA, HCA, ICA, CPLAs, CAs etc.	Submission of SCRA, HCA, ICA, CPLAs, CAs etc. before competent forum.	100%	Baseline: To ensure submission of SCRA, HCA, ICA, CPLAs, CAs etc Target: Submission of cases within legal timeframe.
5	Disposal of hearing notices	Disposal of hearing notices received from Honorable High Court, Collector Appeal, FTO Notices.	100%	Baseline: Ensure appropriate disposal of hearing notices. Target: To ensure that all hearing notices are forwarded to concerned group / section within 24 hours of receipt thereof.
6	Liaison with Lawyers	Close liaison with the lawyers nominated in major cases and pursuing of the same diligently.	95%	Baseline: Timely and effective communication with lawyers Target: Monthly meeting with leading lawyers representing Collectorate in major cases
7	Attendance in	Attendance before the High	90%	Baseline: To ensure timely and

	Courts	Court		proper attendance. Target: To ensure that no case is disposed of for non-prosecution on the part of Collectorate.
8	Periodic Statements / correspondences with Board	Reponses to the General correspondence, Court's notices, Standing Counsel's letters	98%	Baseline: Board's references/ Other correspondence duly responded within given timeline. Target: Number of Board's references/ Other correspondence not responded within given timeline not to exceed 2% of total number.
9.	Performance Appraisal, Updating of advocate panel	Individual performance of each advocate	90%	Baseline: Annual performance review. Target: By 31 st July

Position Title	Additional Collector Customs	Grade:	19
Function	EXTERNAL – INTERNAL AUDIT	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors Audit
Guidelines: 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance			

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Distribution of Schedules, Audit Reports, Paras.	Monitoring of the functioning of Internal/ External Audit Section	100%	Baseline: Coordination with Groups/ Sections/Branches for scheduled audits and timely dispatch of Audit observations/ reports Target: Within 3 days of receipt of Audit Report
2	Submission of working papers, annotated replies, settlement and verification	Supervision of consolidation of replies, working papers	100%	Baseline: Timely dispatch of replies to Internal Audit / CRA. Target: Consolidated replies should be sent within 48 hours of receipt of replies from relevant section / group and before the timeline set by Audit/FBR
3	Representation in the meetings	To ensure effective representation of the Collectorate in the meetings.	95%	Baseline: To ensure that Collectorate is effectively represented / defended. Target: 95% Audit Observations / Paras are settled in the meeting.
4	Follow up of Audit directives.	Follow up to ensure the DAC, Pre-MAC, PAC directives are duly responded by respective Groups, Branches	100%	Baseline: Timely circulation of DAC, Pre-MAC, PAC directives to the group / section and compilation of replies. Target: All un-attended/un-replied cases to be reported to Collector on weekly basis.
5	Submission of Monthly Reports/ replies etc	All reports are submitted in line with Board's directions	95%	Target: Monthly reports are submitted by the 5 th of every month.

Position Title	Additional Collector Customs	Grade:	19
Function	IMPORT SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors
Guidelines: 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance			

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Revenue Targets	Achieving Collection targets as set by Collector Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by Collector Target Q1, Q2 & Q3: $\text{Baseline} \times \text{KPI} \div 4$ Target Q4: Annual Target – 9 Months' Collection Actual: As per MPR
2	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by Additional Collector in his / her jurisdiction.	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Annual Target*. $\text{Baseline} \times \text{KPI}$ Actual: Cases detected and framed / proceedings started within the financial year *Round up to nearest whole number
3	Post clearance Audit	Number of audit conducted by Additional Collector in his / her jurisdiction.	10%	Baseline: Number of Post clearance audit conducted over the previous financial year Target Q1, Q2, Q3: $\text{Baseline} \times (1+\text{KPI}) \div 4$ Target Q4* : $(\text{Baseline} \times (1+\text{KPI}) - \text{Audits conducted in Q1, Q2, Q3})$ *Target for Q4 will be balance of audit target for the year $(\text{Baseline} \times (1+\text{KPI}))$
4	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Collector for	Within 90 days	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5% cases then target not met

		sending to the FBR before PAC/DAC meeting	7 days before PAC/DAC meeting	Submission of working papers to the Collector 7 days before PAC/DAC meeting
5	Management of manpower resources	Recommendations / advice to Collector for placement of officers and staff	-	Placement to be based on matching of skills / competencies with specific position requirements
6	Taxpayers Facilitation, Dispute Resolution/ Complaint Redressal etc	The grievances of the stakeholders are addressed in time and no issues are kept pending.	95%	Baseline: Timely resolution of complaints / day to day problems. Target: Resolution of complaints within 24 hours.
7	Monitoring of Imports related issues.	Ensuring appropriate and timely IGM filing, GD filing, Amendments, Reconciliation.	95%	Baseline: Timely action. Target: Daily disposal.
8	Monthly performance	Compilation / submission of monthly performance of Import Section	90%	Baseline: Timely submission of monthly reports. Target: Submission of monthly reports by 5 th day of subsequent month.
9	Liaison with Shipping Cos, Terminal Operators	Coordination to resolve matters regarding IGM filing, amendments thereof, reconciliation etc	95%	Baseline: Quarterly interaction. Target: Daily disposal
10	Correspondence with HQ / FBR	Timely submission of the correspondences received from FBR, Other Departments	95%	Baseline: Board's references/ Other correspondence duly responded within given timeline. Target: Number of Board's references/ Other correspondence not responded within given timeline not to exceed 2% of total number.

Position Title	Additional Collector Customs	Grade:	19
Function	RECOVERY	Location	All over Pakistan
Position Reports to	Collector of Customs.	Position supervises	Deputy / Assistant Collectors

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Maintenance of recovery records as per Recovery Rules	Updating recovery register showing pending arrears at the end of financial year	100%	
2	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
3	Coordination with Bank Guarantee and Law section.	Keep close liaison with Deputy / Assistant Collector In charge Bank Guarantee / Insurance Guarantee etc for encashment of the instruments in case of violation of the terms and conditions. close liaison with Law Branch to get update of stay orders by Courts.	Weekly meetings	Target: One weekly meeting with BG and Law Branch
4	Supervision of Recovery Proceedings.	To ensure practices followed in Recovery Section conforms with law, SOPs	100%	Target: Weekly meeting with AC/DC Recovery and PA Recovery to monitor progress of recoveries and to formulate strategy in all major cases.
5	Formulation of strategies for expediting recoveries	The strategies result into marked improvement over corresponding period	Weekly meetings	Target: One weekly meeting with Groups/ MIS/User ID
6	Coordination with Groups/Branches		95%	Ensure that Collectorate works as a cohesive unit and various Sections/Branches/Groups play their role towards liquidation of arrears
7	Recovery Notices	To issue Recovery Notices in sequential order as	95%	Baseline: Timely issuance of Recovery Notices and initiation of

		provided under section 202 of the Customs Act, 1969.		next step of Recovery proceedings. Target: Within specified period.
8	Nomination of Attachment Officer	To nominate Attachment Officers wherever warranted.	90%	Baseline: Timely nomination of Attachment Officers, for recovery of due amount. Target: Submission of monthly progress report on actions taken by Attachment Officers.
9	Warrant of attachment	Issuance of warrant of attachment upon recommendation of Attachment Officer	95%	Target: Within one day of receipt of recommendation
10	Blocking / De-blocking	Recommendations to the section / group concerned for blocking – de-blocking of defaulting importers / clearing agents	95%	Baseline: Timely issuance of notices and completion of proceedings. Target: Weekly disposal of 95 % cases
11	Maintenance of Record	All record pertaining to the Recovery be maintained in presentable manners.	100%	Baseline: Prescribed recovery register be maintained. Target: All entries in the register be completed on weekly basis.
12	Submission of Monthly Reports/ replies etc	All reports are submitted in line with Board's directions	95%	Baseline: Timely submission Target: Monthly reports are submitted by the 5 th of every month.

Position Title	Additional Collector Customs (Adjudication)	Grade: 19	
Function:	CUSTOMS ADJUDICATION	Location:	Countrywide
Position Reports To:	Collector Adjudication.	Position Supervises: Additional / Deputy/ Assistant Collector	

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S.No.	Task	Key performance Indicator	KPI	Guidelines
1	Interpretation and application of law	Judicious interpretation and application of law; independent evaluation of facts of the case. At least 60% of the decision should be up held in second appeal.	100%	
2	Disposal/sustainability of Adjudication cases.	All Adjudication cases should be decided one hundred and twenty days of the issuance of show cause notice or within such period extended by the Collector for which reasons shall be recorded in writing, but such extended period shall in no case exceed sixty days.	100%	At least 60% of the decision should be up held in first appeal.
3	Decision in appeals	Decision in appeals filed against the Order in original passed by the Deputy Collector Adjudication.	60%	
4	Facilitation	Complaints filed by the taxpayers are decided within a week time.	60%	
5	Human Resource.	Effective utilization of Human Resource. by monitoring of capacity building Targets met by the subordinates and performing objective performance appraisals of subordinate officers.	40%	

Position Title	DEPUTY ASSISTANT COLLECTOR CUSTOMS	Grade:	18 – 17
Function	ASSESSMENT	Location	All over Pakistan.
Position Reports to	Collector of Customs Additional Collector of Customs	Position supervises	Principal Appraiser / Appraiser

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S.No	Task	Key performance Indicator	KPI	Guidelines
1	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2	Revenue Targets	Achieving Collection targets as set by Collector regarding CD, Sales Tax, FED and WHT at import stage.	100%	Baseline: Target for revenue collection as set by Collector Target Q1, Q2, Q3 & Q4: Baseline x KPI ÷ 4 Actual: As per MPR
3	Revenue Collection through Administrative Measures	Number of cases detected by MCC, Number of audit conducted and valuation cases finalized	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4	Approval / Rejection of Examination requests.	Timely approval / rejection of the examination requests initiated by Assessment Staff.	Two hours	Baseline: Time taken in deciding request for examination by assessment staff. Target: Each request is decided within two hours.
5.	Calling Documents.	Timely Approval / Rejection of	Within two	Baseline: Time taken in deciding request for calling documents by

		documents calling requests initiated by Assessment Staff.	hour	assessment staff. Target: Each request is decided within one hour.
7.	Assessments / Second Reviews	All Second Reviews are timely disposed of.	95%	Baseline: Except in cases where personal hearing is necessary, number of Second Reviews disposed of within 24 hours. Target: Number of Second Reviews not disposed of within 24 hours not to exceed 5% of total number of Second Reviews filed
8.	Detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by the Group / Division / Section / Branch.	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Annual Target. Baseline x (1+KPI) Actual: Cases detected and framed / proceedings started within the financial year
9.	Scrutiny/ Audit of Clearances	Scrutiny/Audit conducted	10%	Baseline: No of clearances scrutinized/audited Target: In at least 5% cases, more revenue is collected than originally assessed
10.	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
11.	Sanction of Refund claims	Disposal of refund claim in respect of his / her jurisdiction	Within the prescribed limit	Baseline: Discouraging pendency. Target: Monthly closure.
12.	Provisional Assessments	Timely completion of provisional assessments	100%	Baseline: Number of Provisional Assessments finalized within the prescribed time limit. Target: 100% of Provisional Assessments (excluding Court cases or PCT classification, Board's references etc) are finalized within the prescribed time limit.
13.	Correspondence with FBR & other departments	Timely submission of replies.	98%	Baseline: Number of Board's references/ Other Departments correspondence duly responded within given timeline. Target: Number of Board's references/ Other Department's correspondence not responded within given timeline not to exceed 2% of total number.
14.	Settlement of Audit	Ensure settlement of	Within	Baseline: Number of audit paras /

	Paras	<p>audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure</p> <p>Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting</p>	<p>90 days</p> <p>8 days before PAC/DAC meeting</p>	<p>PDPs received</p> <p>Target: Settlement within KPI limit</p> <p>Actual: If time limit is exceeded on more than 5%cases then target not met</p> <p>Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting</p>
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Position	Deputy/Assistant Collector Customs	Grade	BPS-18/17
Function	AIR PORT (TRAFFIC/AFU)	Location	Air Ports Preventive Collectories
Position reports to	Additional Collector Customs Air Port	Position Supervises	Superintendents/ Dy. Superintendents / Inspectors/ Sepoys

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No.	Task	Key performance Indicator	KPI	Guidelines
1	Revenue Targets	Achieving Collection targets as set by Collector Customs, Sales Tax, FED and WHT.	100%	Baseline: Target for revenue collection as set by FBR Target Q1, Q2, Q3 and Q4: Baseline x KPI ÷ 4 Actual: As per MPR
2	Passenger Facilitation	Effective implementation of Green Channel facility, expeditious clearance of baggage	100%	Target: Close monitoring of Departure/Arrival Lounges to ensure hassle free customs facilitation to passengers. Immediate clearance of bonafide accompanied baggage ; clearance of bonafide unaccompanied baggage within one day.
3	Detection of mis-declaration, short assessment, violation of baggage rules etc in respect of accompanied / unaccompanied baggage /import and export	Number of cases detected	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4	Detection of contrabands	Number of cases (Quantity, value) 11. Narcotics (p) Heroin (q) Chars (r) Opium etc 12. Gold and Silver and	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI

		its Jewelry etc 3. Currency		
5	Refund claims in respect of Airport/AFU	Disposal of refund claim	Within prescribed time	Baseline: Number of refund claims received Target: Finalization within KPI
6	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
7	Responsiveness	Addressing taxpayers grievances, response/feedback to FBR and other concerned quarters	95%	Baseline: No of complaints/requests received during corresponding period of last year and references received from other concerned quarters. Target: Response to all as per given timelines and to maintain 'nil' pendency.
8	Recovery (Arrears, encashment of Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	Liquidation of undisputed arrears and recovery of encashable instruments.	50%	Baseline: Amount involved in undisputed arrears/encashable instruments. Target: 50 % of Baseline.
10	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Additional Collector for onward submission to FBR before PAC/DAC meeting	Within 90 days 8 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting
11	Redressal of grievance/complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain 'nil' pendency.
12	Coordination with other stakeholders	Meetings with other agencies operating at the Air Port	100%	Target: Meetings with the officers of ASF, ANF, FIA and Port Authorities every month
13	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August

				(iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
14	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.

Position	Deputy/Assistant Collector Customs	Grade	18/17
Function	BAGGAGE	Location	Preventive Collectorates of Customs
Position reports to	Additional Collector Customs	Position Supervises	Superintendent Baggage

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No.	Task	Key performance Indicator	KPI	Guidelines
1	Clearance of B.Ds	Timely processing and clearance of B.Ds	20%	Target: Average dwell time of total B.Ds during corresponding quarter of the previous year Baseline + KPI
2	Baggage examination	B.Ds are randomly examined by AC/DC baggage	20%	Target: 20% of the B.Ds filed every month are examined by AC/DC (Baggage)
3	Facilitation and redressal of complaints	Complaints are redressed within working hours	80%	Target: 80% of the complaints received are redressed within the same working day
4	Post-baggage clearance audit	No. of cases reviewed for audit	100%	Target: 50% cases of baggage clearance are reviewed/audited on monthly basis
5	Adjudication of the cases related to baggage violations	Cases are decided on time	100%	Target: 90% cases of baggage violations are summarily decided on the same day
6	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure. Submission of working papers to Additional Collector for	Within 90 days 8 days before PAC/D AC	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting

		sending to the Collector for onward submission to FBR before PAC/DAC meeting	meetin g	
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Position Title	Deputy – Assistant Collector Customs	Grade:	18 – 17
Function	EXAMINATION	Location	All over Pakistan.
Position Reports to	Collector of Customs Additional Collector of Customs	Position supervises	Principal Appraiser / Appraiser

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1.	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2.	Arrangement of Consignments for examination	Arrangement for timely de-sealing of the containers grounded for examination	100%	Baseline: To ensure grounded containers de-sealed forthwith and arranged for examination. Target: To ensure that all containers marked for examination de-sealed by 7 am under customs supervision and arranged for examination by 9:30.
3.	Revenue Collection through Administrative Measures	Number of cases of misdeclaration detected and revenue realized there from	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
4.	Disposal	Timely examination of imported / exported consignment.	100%	Baseline: To ensure that containers marked for examination are examined expeditiously. Target: To ensure that single items and multiple items containers examined within 24 hours and 48 hours respectively. On average 90% of the grounded containers are examined the same day.
5.	Physical	Personal examination	2	Target: At least 2 consignments are

	Examination	of consignments	consignments per day	personally examined per day
6.	Dwell time	Uploading / Completion of examination reports on real time basis	95%	Baseline: Close monitoring to ensure real time feeding of examination reports all along the day. Target: To ensure reports are fed on real time basis and the examining officers complete 95% of the assigned examinations before the close of day.
7.	Examination of containers	Examination reports through the user ID of AC/DC examination	98%	Baseline: examination reports of goods require to be examined by AC/DC are forwarded through user ID of AC/DC. Target: To ensure that examination reports of goods which are required to be examined by AC/DC are sent through his own user ID. Further, all re-examinations shall be conducted by the AC/DC examination.
8.	Detection of mis-declaration, fraud etc	Number of cases detected in his / her jurisdiction.	10%	Baseline: Number of cases, quantity and value etc in corresponding quarter of previous year Annual Target*. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year *Round up to nearest whole number
9.	Correctness of examination reports	Monitoring / Supervising of uploading of examination reports covering all aspects of goods.	90%	Baseline: examination reports are complete, covering all aspects of goods and uploading of images showing all specifications of goods. Target: To ensure that examination reports covers all aspects of the goods and the queries of examination order and structural description are fully answered.
10.	Dispatching of samples	Representative samples are forwarded to lab and assessment groups in time.	100%	Baseline: samples to lab shall be dispatched in time through AC/DC examination. Target: To ensure that samples are forwarded to lab and assessment groups with the forwarding letter of AC/DC port twice a day.
11.	Liaison with Terminal operator	Close liaison with the Terminal operator for matters relating to the customs matters	90%	Baseline: liaison with terminal operator for (I) expeditious grounding of containers marked for examination and (ii) submission of documents received by TO at gate out stage. Target: To ensure that containers

				marked for examination are grounded without any delay and the documents collected by terminal operator at gate out stage are submitted in the office of AC/DC port on the next day for verification from concerned authorities.
12.	Trade Facilitation	Addressing taxpayers grievances , response/feedback to FBR and other concerned quarters	95%	<p>Baseline: No of complaints/requests received during corresponding period of last year and references received from other concerned quarters.</p> <p>Target: Response to all as per given timelines and to maintain 'nil' pendency.</p>

Position Title	Deputy / Assistant Collector Customs	Grade: 18/17		
Function:	EXPORT/ BONDS /EPZ	Location:	Countrywide	
Position Reports To: Additional Collector		Position Supervises: Deputy/Assistant Collector		
<p>Guidelines:</p> <ol style="list-style-type: none"> 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance 				
S.No.	Task	Key Performance Indicator	KPI	Guidelines
1	Monitoring of Clearance of export consignments at Ports/Airport	90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days	100%	Target : 90% GDs – in one day 8% GDs- in two days 2% GDs- in Three days
2	Drawback claims	Timely processing of duty drawback claims	100%	Target: 90% of duty drawback claims to be processed within 14 days of filing 6% of duty drawback claims to be processed within 21 days of filing 4% of duty drawback claims to be processed within 30 days of filing
3	Temporary imports, DTRE Scheme, Manufacturing bonds, EPZ	Implementation of DTRE Scheme, Temporary imports, Manufacturing bonds and EPZ facility for export facilitation	100 %	Target: Issuance of licenses/permissions for DTRE Scheme, Temporary imports,, Manufacturing bonds and EPZ within 21 days of application.
4	Narcotics Interdiction	Effective strategy of narcotics interdiction through targeted examination of consignments and risk profiling of exporters; liaison with ANF and Drug Enforcement Cell	Monthly meetings with ANF/ DEC and RMU.	Target: One meeting each month with ANF/DEC and RMU with proper agenda and review of progress.
5	Redressal of grievance/ complaints	Addressing taxpayers grievances	100%	Baseline: to ensure that all complaints are redressed within 5 working days. Target: Response to all as per given timelines and to maintain ‘nil’ pendency.
6	Recovery (Arrears, encashment of	Liquidation of undisputed arrears and	50%	Baseline: Amount involved in undisputed arrears/encashable

	Bank Guarantee/ Post dated cheque/Insurance Guarantee etc)	recovery of encashable instruments.		instruments. Target: 50 % of Baseline.
7	Post Release Verification	Scrutiny of all GDs cleared under green channel.	100%	All GDs to be checked cleared under green channel.
8	Detection of mis- declaration, short assessment, over payment of duty drawback, violation of temporary export regime rules, SRO etc	Number of cases detected in his / her jurisdiction	10%	Baseline: Number of cases, quantity and value in corresponding quarter of previous year Annual Target*. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year *Round up to nearest whole number
9	Post clearance Audit	Number of audit conducted in his / her jurisdiction	10%	Baseline: Post clearance audit conducted over the previous financial year Target Q1,Q2, Q3: Baseline x (1+KPI) ÷4 Target Q4* : (Baseline x (1+KPI) – Audits conducted inQ1, Q2, Q3 *Target for Q4 will be balance of audit target for the year (Baseline x (1+KPI))
10	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting	Withi n 90 days 8 days before PAC/ DAC meetin g	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting
11	Management of manpower resources	Recommendations / advice to Collector for placement of officers and staff	-	Placement to be based on matching of skills / competencies with specific position requirements

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	AUCTION	Location	All over Pakistan.
Position Reports to	Collector of Customs Additional Collector of Customs	Position supervises	Principal Appraiser Appraiser

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Auction of Goods	To monitor / supervise and identify un-cleared / unclaimed indices and confiscated lots for auction within time frame given under the relevant provisions of section 82 of the Customs Act, 1969.	95%	Baseline: Substantial percentage increase in the number of lots disposed off through auction. Target: lots disposed off vis-à-vis total auction able lots may indicate an increase of 15% compared to previous year Actual: lots disposed off through auction during the financial year.
2	Collection of auction proceeds.	Achieving auction targets as set by the Collector (Customs, Sales Tax ,FED and WHT).	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
3.	Completion of auction process	To monitor / supervise the entire auction process and completion of the same well within the time frames as provided vide Section 82 of the Customs Act, 1969 read with Customs Auction Rules, 2001 (SRO 450(I)/2001).	95%	Baseline: Ensuring Section 82 notices are issued and lot numbers are allotted. Target: Notices under section 82 have been issued in 20 days and lot number allotted within 30 days as stipulated by Customs Act Actual: Actual number of Section 82 notices issued and lot numbers allotted.
4	Approval / Rejection	Timely submission of auction lots with clear recommendations for approval / competent authority.	98%	Baseline: Timely submissions of auctioned lots for approval and number of auctioned cases forwarded for approval. Target: Submissions of auctioned lots for approval within 10 days and number of lots approved. Actual: Number of lots forwarded for approval and time taken for submission of auctioned lots.
5	Examination of auction able lots	Expeditious completion of examination of all auction able lots after allotting lot	90%	Baseline: examination of the auction able lots shall be completed expeditiously after issuance of notice under section 82 of the

		number		<p>Customs Act, 1969.</p> <p>Target: Examination of the auction able lots shall be completed within 10 days after issuance of notice under section 82 of the Customs Act, 1969.</p> <p>Actual:</p>
6.	Determination of Reserved Price (DRP)	Liaison with the Assessment Groups for expeditious completion of process of Determination of Reserved Price (DRP)	Within 15 days	<p>Baseline: Timely fixation of reserve prices from respective Groups.</p> <p>Target: Ensuring R.Ps fixation from the concerned assessment groups within 15 days.</p> <p>Actual: Days taken for fixation of R.Ps.</p>
7.	Liaison with Terminal Operator	Close liaison with the Terminal Operator / auctioneer for matters relating to the customs auction.	Within 1 st week of the month	<p>Baseline: Provision of B-Book and allotment of lot numbers to auction able cargo by Terminal Operators (T.O).</p> <p>Target: B-Books and lot numbers are provided by T.O within the 1st week of the month.</p> <p>Actual: Time taken for issuance of B-Book and allotment of lot numbers.</p>
8	Auction schedules	Issuance of Auction schedules in consultation with the Terminal Operators.	90%	<p>Baseline: Issuance of Auction schedules and advertisement in news papers, dispatching to respective chamber of commerce and uploading on FBR's website.</p> <p>Target: Issuance of Auction schedule and advertisement in news papers, dispatching to respective chamber of commerce and uploading it on FBR's website 7 days in advance.</p> <p>Actual: Time taken for issuance of auction schedule, advertisement in news papers and dispatching to chamber of commerce and uploading it on FBR's website.</p>
9	Sales Proceeds	Processing / completion of files relating to Sales Proceeds in terms of Section 201 of the Customs Act, 1969, filed by original owner of the auctioned goods	Within 45 days	<p>Baseline: Swift disposal of sales proceeds cases.</p> <p>Target: Approval or rejection of sales proceeds cases within 30 days.</p> <p>Actual: Number of days taken for approval or rejection of sale proceeds.</p>
10.	Re-assessment	Re-assessment and Re-appraisal of Reserved Prices of damaged, deteriorated goods.	Every month	<p>Baseline: Number of cases forwarded for revision and re-assessment.</p> <p>Target: All such lots shall be identified on monthly basis and prices be revised before</p>

				issuance of next auction schedule. Actual: Time taken for revision of reserved price for damaged and deteriorated goods.
11	Destruction	Identification of goods/ items/ lots ripe for destruction and completion of destruction process twice in a financial year after fulfilling all cordial formalities and liaison with the local departments (Police, Environmental Protection Agency, PPRO etc.), for the purpose.	Twice a year	Baseline: Destruction of expired goods. Target: Destruction of expired goods on quarterly basis Actual: Number of destruction in a financial year.
12.	Sales Proceeds to owners of goods	Processing / completion of files relating to Sales Proceeds in terms of Section 201 of the Customs Act, 1969, filed by original owner of the auctioned goods	Within 45 days	Baseline: Swift disposal of sales proceeds cases. Target: Approval or rejection of sales proceeds cases within 30 days. Actual: Number of days taken for approval or rejection of sale proceeds.
13.	Sales Proceeds by Terminal Operators	Processing / completion of files relating to Sales Proceeds in terms of Section 201 of the Customs Act, 1969, filed by the Custodian of auctioned goods.	After every 3 months	Baseline: Disposal of sales proceeds cases of T.Os. Target: Quarterly payment of sales proceeds claim of T.Os. Actual: Time taken for disposal of sales proceeds claims from T.Os.
14.	Correspondence with HQ/FBR	Timely submission of requisite reports and correspondence with the HQ/FBR	By 5 th day of every month	Baseline: Timely submission of auction statements to FBR. Target: Submission of auction statement to FBR by 5 th day of every month. Actual: Time Taken for submission of auction statement by 5 th day of every month.
15	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting	Within 90 days 8 days before PAC/ DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5% cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	ADMINISTRATION / ESTABLISHMENT	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector Customs	Position supervises	Principal Appraiser, Appraisers, Examiners, Ministerial staff

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Performance Management	Ensure completion and submission of performance reports (PERs) from all officers officials.	Complete activity by 30 th Sept each year	Baseline: Timely response to the matters relating to Establishment Section. Target: Disposal within the given timeline.
2	Maintenance of discipline among officers and staff	Officers attendance, uniform, grooming	80%	Baseline: Total number of officers / staff. Target: Number of officers meeting standard of discipline
3	Coordinating disciplinary proceedings	Coordination for effective & timely conclusion of disciplinary cases by enquiry officers and authorized officers.	Disciplinary cases to be disposed off 100%	Baseline: Timely response to the matters relating to Confidential Section. Target: Disposal within the given timeline.
4	Correspondence	Timely submission of all statements to FBR, DG I&I (Customs) etc	95%	Target: As per given timelines.
5	Human Resource and Discipline Management	Discipline	100%	Target: (i) Presence of Officers/Officials at 9:00 A.M (ii) To initiate all due PERs by 31 st of July and to countersign all PERs by 31 st August (iii) Completion of enquiries by 1 st of July (iv).Completion of Asset declaration by 15 th of August each year
6	Expenditure budget	Meeting all the deadlines of expenditure budget i.e.	90%	Baseline: Monthly reconciliation and

		submission of monthly expenditure statements duly reconciled with AGPR., submission of re-appropriation, request for additional grant etc.		quantification of expenditure. Target: Completion of process of quantification / reconciliation by 7 th of the subsequent month.
7	Provision of material resources to field formations	Timely provision of allocated resources	90%	Baseline: Need assessment of resources for field units. Target: Resources actually supplied to field units.
8	Keeping the office premises fully operational	Provision of security. Uninterrupted utilities. Cleanliness of premises	90%	Baseline: Facilities of Custom House Target: Number of facilities which are fully operational.
9	Maintenance	Proper maintenance of the assets, transport, logistics etc.	90%	Baseline: Timely maintenance of the assets, transport, logistics etc within available resources. Target: To implement monthly maintenance schedule of assets.
10	Overall coordination	Overall coordination within the different divisions / sections of the Collectorate.	90%	Baseline: Proper allocation / deployment of man and material resources. Target: Disposal of requests received from different divisions / sections within 03 days.
11	General Administration	Assets management, procurements, attending treasury matters,	Smooth operation of Collectorate	Target: Development and enforcement of self-sustaining procedures & SOPs requiring least intervention
12	Common Pool Fund	Management of Common Pool Fund affairs	Optimal use of man and material resources of CPF	Target: No adverse audit observations.
13	Service Matters of Officers, staff	Leave, Pension, Gratuity, Promotions, Up gradation, Medical, Hiring etc	95%	Target: Efficient, Indiscriminate and Transparent treatment of request

14	Revenue reconciliation process	Submission of prescribed periodic revenue statements to FBR.	95%	<p>Baseline: Timely submission of statements.</p> <p>Target: Submission of statements within given timeline.</p>
15	Settlement of Audit Paras	<p>Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure</p> <p>Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting</p>	<p>Within 90 days</p> <p>8 days before PAC/DAC meeting</p>	<p>Baseline: Number of audit paras / PDPs received</p> <p>Target: Settlement within KPI limit</p> <p>Actual: If time limit is exceeded on more than 5%cases then target not met</p> <p>Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting</p>

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	LICENSING	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers,
<p>Guidelines:</p> <ol style="list-style-type: none"> 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance 			

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Grant of license	License is granted within reasonable time	95%	Baseline: No of applications received during the given time period. Target: Request is approved / rejected within 30 days of announcement of result of Customs Agents examination.
2	Timely response	Timely response to the matters relating to the Licensing Section like blocking, de-blocking, feeding of bonded carrier vehicles, issuance / refreshing of passwords.	90%	Baseline: No. of request letters received during the month. Target: All requests letters are responded within 36 hours on the average.
3	Interview	Timely arranging of interview of clearing agents.	95%	Baseline: No. of requests received per month. Target: All requests to be disposed of within 30 days of announcement of result of examination.
4	Renewal / Encashment of Securities.	Renewal and encashment of securities submitted by clearing agents and bonded carriers.	98%	Baseline: Timely renewal / encashment of all securities. Target: Renewal / encashment of all securities before expiry thereof.
5	Record	Preparation and compilation of all record pertaining to the Customs Agents Licensees / Sub-licensees.	95%	Baseline: Periodic updation of record. Target: All case files to be updated on quarterly basis.
6	Departmental proceedings	Initiation of departmental proceedings on violation of the Customs Agents Licensing Rules, 2001 (as amended from time to time).	98%	Baseline: Quick response to recommendation of suspension of license in the system. Target: Suspension in the system within 24 hours.

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	EXTERNAL – INTERNAL AUDIT (CRA / PCA)	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraiser, Appraisers,
<p>Guidelines:</p> <ol style="list-style-type: none"> 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance 			

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Audit observations / reports	Group wise segregation of the cases and forwarding thereof to the concerned group / section for preparation of annotated replies by group / section concerned.	100%	Baseline: timely segregation and dispatch. Target: Audit reports upon receipt are segregated and forwarded within 48 hours to Groups/Section concerned.
2	Consolidation of replies	The annotated replies are compiled along with annexure and forwarded Directorate General of Internal Audit / CRA.	95%	Baseline: Timely dispatch of replies to Internal Audit / CRA. Target: Consolidated replies should be sent within 48 hours of receipt of replies from relevant Section / Group.
3	Preparation for meetings	To ensure proper preparation for meetings (Pre-Mac, DAC, PAC etc)	98%	Baseline: To ensure that proper case files / folder complete in all respects are prepared <i>and to ensure that Collectorate is effectively represented / defended.</i> Target: to accomplish preparations at-least 24 hours before the scheduled meetings. <i>Maximum number of Audit Observations/ Paras are settled in the meeting.</i>
4	Representation in the meetings	To ensure effective representation of the Collectorate in the meetings.	95%	Baseline: To ensure that Collectorate is effectively represented / defended. Target: Maximum number of Audit Observations / Paras are settled in the meeting.
5	Liaison with all groups / sections regarding verification of Paras.	To ensure proper liaison. Follow up and circulation of DAC, Pre-MAC, PAC directives to all sections within time.	95%	Baseline: Timely dispatch of verification schedule and circulation of DAC, Pre-MAC, PAC directives to the group / section. Target: Within 24 hours.

6	Maintenance of Record	All record pertaining to the Recovery be maintained in presentable manners.	97%	<p>Baseline: Updating of prescribed data bank.</p> <p>Target: Monthly updation of each paras.</p>
7	Submission of Monthly Reports/ replies etc	All reports are submitted in line with Board's directions	95%	<p>Baseline: Timely submission</p> <p>Target Monthly reports are submitted by the 5th of every month.</p>
8	Correspondence	Board's/ Other Departments letters are appropriately responded	95%	<p>Baseline: Board's references/ Other correspondence duly responded within given timeline.</p> <p>Target: Number of Board's references/ Other correspondence not responded within given timeline not to exceed 2% of total number.</p>

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	IMPORTS/MCD SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S.No	Task	Key Performance Indicator	KPI	Guidelines
1	Import Section	Monitoring / Supervision of on-line filing of Import General Manifest by shipping companies and re-conciliation of data with Terminal Operators.	95%	Baseline: Timely reconciliation of IGM with the shipping line data and terminal operators. Target: In all short / excess landing cases, Show Cause Notices to be issued within seven days of filing of IGM.
2	Amendments / Corrections in Import General Manifest	Timely and prompt recommendations or approval for acceptance / rejection of requests regarding amendments, in respect of consignee name, address, destination etc.	97%	Baseline: Timely disposal of requests for amendments and corrections. Target: Disposal of amendment / correction requests within 24 hours of filing of application complete in all respects.
3	Monthly performance	Compilation / submission of monthly performance of Import Section	95%	Baseline: Timely submission of monthly reports. Target: Submission of monthly reports by 5 th day of subsequent month.
4	Correspondence with HQ / FBR	Timely submission of the correspondences received from FBR or headquarters.	98%	Baseline: Timely submission of auction statements to FBR. Target: Submission of statement to FBR by 5 th day of every month. Actual: Time Taken for submission of statement by 5 th day of every month.
5	Complaint re-dressal	On the spot decision on the complaints and to solve day to day problems	98%	Baseline: Timely resolution of complaints / day to day problems.

		of tax payers relating to import section.		Target: Resolution of complaints within 24 hours.
6	Decisions on IGM amendments	Adjudication of cases under section 43 & 45 of Customs Act, 1969.	120 days	Baseline: Swift decision of MCD cases. Target: Disposal within 48 hours. Actual: Time taken for disposal.
7	MCD Monthly Statement	Monthly statement of un-claimed indices to be forwarded to Collector.	10 th day of every month	Baseline: Submission of statement. Target: Submission of statement by 10 th day of every month. Actual: Time taken for submission of statement.
8	Intimation of un-claimed indices	Intimation of un-claimed indices to respective wharves to ensure issuance of noticed under section 82 of Customs Act, 1969.	Within 10 days	Baseline: Timely intimation of un-claimed indices to wharves. Target: Intimation for issuance of notices under section 82 of Customs Act, 1969 within 10 days. Actual: Time taken for intimation to respective wharves/sheds.
9	Adjudication of MCD cases	Adjudication of cases under section 43 & 45 of Customs Act, 1969.	120 days	Baseline: Swift adjudication of MCD cases. Target: Disposal within 120 days. Actual: Time taken for disposal.
10	MCD Monthly Statement	Monthly statement of un-claimed indices to be forwarded to Collector.	10 th day of every month	Baseline: Submission of statement. Target: Submission of statement by 10 th day of every month. Actual: Time taken for submission of statement.
11	Intimation of un-claimed indices	Intimation of un-claimed indices to respective wharves to ensure issuance of noticed under section 82 of Customs Act, 1969.	Within 10 days	Baseline: Timely intimation of un-claimed indices to wharves. Target: Intimation for issuance of notices under section 82 of Customs Act, 1969 within 10 days. Actual: Time taken for intimation to respective wharves/sheds.
12	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting	Within 90 days 8 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	ADJUDICATION	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Ministerial staff etc.
<p>Guidelines:</p> <p>1 Baseline: Denominator set for the measurement of KPI</p> <p>2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set</p> <p>3. Actual: Actual performance measure – to be compared with target set to identify performance</p>			

S.No	Task	Key Performance Indicator	KPI	Guidelines
1	Adjudication	Timely completion of adjudication proceedings in respect of cases assigned for adjudication, as per Section 43, 45, 82, 179(2) of the Customs Act, 1969 read with SRO 886(I)/2012 and instructions issued on the issue.	100%	Baseline: Timely completion of adjudication proceedings. Target: within specified period.
2	Issuance of Show Cause Notices / Contravention Report	Timely issuance of comprehensive Show Cause Notices in respect of contravention cases assigned for adjudication.	100%	Baseline: Timely issuance of show cause notices. Target: within specified period.
3	Issuance of Order in Originals	Orders in Original to be issued elaborating each and every aspect of the case analyzing the importers submission and conclusion thereof covering the four corners of law - procedure.	95%	Baseline: Timely completion. Target: within specified period.
4	Quality of Order-in-Originals	Cases stand the test of appeal before Collector (Appeals)	70%	Target: 70% of the cases decided by the officer stand the test of appeal at the level of Collector (Appeals)
5	Expeditious disposal of cases of summary adjudication	Cases of summary adjudication are decided promptly	90%	Target: Within 48 hours of the request received for summary adjudication
6	Monthly inspections	Regular inspection of record related to receipt of contravention cases, and dispatch of show cause notices, hearing notices and	100%	Target: Record is inspected every month by the officer

		Order-in-Originals		
7	Maintenance of Record / Monthly statements	All Order in Originals be serial numbered from the January 1 st every year and placed in a separate folder.	98%	Baseline: Timely completion. Target: within specified period.
8	Equitable Treatment	To ensure equitable and judicious treatment to the taxpayers in deciding cases.	100%	Baseline: Minimum number of appeals by the Department against Orders issued Target.
9	Disposal of requests in invoice not found cases	Timely disposal of the requests.	97%	Baseline: Timely disposal. Target: On the same day.
10	De-blocking of IGM	Imposition of fine as per Section 156(1) of the Customs Act, 1969.	95%	Baseline: Timely disposal. Target: On the same day.

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	MIS	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Traders facilitation	Timely and expeditious trade facilitation e.g. change of AO name, GD assignment, routing, conveying of message, de-blocking of bonded carriers, NTN blocking / de-blocking etc.	98%	Baseline: Number of requests submitted by importers / clearing agents. Target: Within 03 hours on the average.
2	Data procurement from WeBOC Development Team	Data on the prescribed format may be procured, as and when requested by the concern sectional head	95%	Baseline: As and when required by concerned section / branch. Target: Within 24 hours.
3	User ID creation / assignment of roles to the internal users	Timely creation of User ID / assignment of role.	97%	Baseline: Within 01 hour. Target: Within 01 hour of receipt of request.
4	Amendments	Permissible amendments, corrections in Bill of lading / manifest / correction of quantities after gate out in bulk cargo etc may be made with due diligent.	95%	Baseline: Target: Within 03 hours of the receipt of request.
5	Re-examination	The GDs called for re-examination be marked / assigned for re-examination on the specific approval by the sectional head.	98%	Baseline: Timely approval. Target: Within 01 hours of receipt of request.
6	Un-stick of GDs	Upon receipt of specific request from the sectional head, the GDs may be marked as “Un-stick”	95%	Baseline: Timely approval. Target: Within 01 hours of receipt of request.
7	Cancellation of TP / GD	Due diligence to be made for cancellation of TPs meant for out stations.	97%	Baseline: Timely approval. Target: Within 01 hours of receipt of request.

8	Processing of requests for removal of glitches in the system faced by the stakeholders	Glitches are removed promptly	80%	Target: 80% of the requests are disposed of within the same working day
9	Generation and analysis of weekly reports of import / export clearances, sanctioning of Refund & Rebate and Concessionary SRO's for ADC / Collector	Weekly reports are generated for the stakeholders	100%	Target: Standardized reports as agreed with the supervisory officer are generated well in time
10	Processing of requests for registration in the system	Requests are processed expeditiously	80%	Target: 80% of the requests are processed within two working days
11	Training and skill development of all stake holders through internal / external sources	Monthly well organized training sessions are held	100%	Target: One training session each month via internal or external sources
12	Processing of change requests	Every CRF is processed timely	100%	Target: Processing within 03 days of the receipt of the CRF
13	RMS	Risky PCTs to be configured as per RMS settings in the light of competent authorities directives.	100%	Baseline: Timely approval. Target: Within 01 hours of receipt of request.

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	R&D/AIB/PRV	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S.No	Task	Key Performance Indicator	KPI	Guidelines
1	Mobilization	Active supervision, monitoring, guidance and motivation of officials / subordinates to maximize seizures, contraventions, Detections, and mobilization of R&D / AIB.	96%	Baseline: Frequent meetings with R&D staff and surprise check of record. Target: Fortnightly meetings to assess overall performance and evaluate import trend.
2	Seizure / Contraventions	Scrutiny and follow up of seizure / contravention cases till finalization of adjudication / criminal proceedings.	95%	Baseline: Seizures / contraventions effected during the corresponding period of last year. Target: Increase by 20% of detection of evaded revenue as detected over the corresponding period.
3	Information sharing / cultivation	Gathering intelligence and collection of data from within and outside the department for analysis. Cultivation of information sources.	90%	Baseline: To build credible information network. Target: Increase in information based cases by 10% over the corresponding period.
4	Over all detection of mis-declaration, short assessment, violation of concessionary regimes' SRO etc	Number of cases detected by R&D/AIB/PRV	20%	Baseline: Number of cases , quantity and value etc in corresponding quarter of previous year Target. Baseline x KPI Actual: Cases detected and framed / proceedings started within the financial year
5	Human Resource	Effective utilization of Human Resource for maximizing the performance.	95%	Baseline: Equitable / expertise based distribution of work and monitoring of individual performance. Target: At least one contravention

				per month by each officer.
6	Investigations	Supervising investigations as assigned to officers on case to case basis.	90%	Baseline: Ensure timely completion of investigations and submission of challan / execution of warrants and specific Court's order within the specified period. Target: Within specified time.
7	Complaint redressal	To check the veracity and contents of any complaint and its disposal thereof while making contact with the complainant.	98%	Baseline: Timely and prompt response to the complaint and disposal thereof. Target: To check the veracity of a complaint within 03 days for further action.
8	Review of clearances	Review of GDs cleared through all channels with particular reference to sectoral imports for identification of patterns of evasions.	90%	Baseline: Identification and initiation of corrective measures to thwart syndicated evasions e.g. group under invoicing etc. Target: At-least one sector study per month.
9	Blocking – De-blocking	Blocking / De-blocking of NTN's to prevent loss to the exchequer.	95%	Baseline: Timely blocking / de-blocking. Target: Within one hour.
10	Close Liaison	Close liaison with the PRV section of the Collectorate for keeping the current consignments of known defaulters under scrutiny.	95%	Baseline: Performance during comparative period of last year. Target: Constant watch on daily basis and preparation of summary at the end of each day.
11	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting	Within 90 days 8 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	PREVENTIVE / ANTI SMUGGLING	Location	All over Pakistan
Position Reports to	Additional Collector of Customs	Position supervises	Officers and staff
<p>Guidelines:</p> <ol style="list-style-type: none"> 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance 			

S.No	Task	Key Performance Indicator	KPI	Guidelines
1.	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2.	Detection of contrabands	Number of cases (Quantity, value) <ol style="list-style-type: none"> 1. Narcotics (s) Heroin (t) Chars (u) Opium etc 2. Gold and Silver and its jewelry etc 3. Currency 	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
3.	Seizure of smuggled goods & vehicles seized	Value of seized goods & vehicles	100%	Baseline: Value of goods & vehicles seized last year Target: Value of goods & vehicles seized in current year
4.	Preparation of monthly anti-smuggling plan & other required reports	Detailed Anti Smuggling plan & other reports are forwarded each month to Collector	100%	Baseline: Number of plans/reports required to be prepared each month. Target: Reports prepared and presented in accordance with agreed timelines
5.	Anti smuggling	Revenue Collected (All taxes	40%	Baseline: Corresponding quarter of

	measures (Auction+ SWHs)	and duties)		previous year Target: Baseline + KPI
6.	Prosecution cases against smugglers / Narcotics dealers etc	Number of persons arrested and FIR registered	10%	Baseline: Corresponding quarter of previous year Target: Baseline + KPI
7.	Successful defense of adjudication cases	Number of cases won	90%	Baseline: Number of cases decided in the period. Target: Number of cases won by the department
8.	Keeping the anti-smuggling unit in operational readiness	Operational readiness of staff, vehicles, weapons & equipment	90%	Baseline: a) No. of ASO vehicles b) Quantity of weapons/equipments c) No. of required staff. Target: a) Vehicles which are road-worthy b) Weapons/equipment in good condition c) No. of staff ready for operations on 24/7 basis
9.	Human Resource	Effective utilization of Human Resource for maximizing the performance.	95%	Baseline: Equitable / expertise based distribution of work and monitoring of individual performance.
10.	Investigations	Supervising investigations as assigned to officers on case to case basis.	90%	Baseline: Ensure timely completion of investigations and submission of challan / execution of warrants and specific Court's order within the specified period. Target: Within specified time.
11.	Complaint redressal	To check the veracity and contents of any complaint and its disposal thereof while making contact with the complainant.	98%	Baseline: Timely and prompt response to the complaint and disposal thereof. Target: To check the veracity of a complaint within 03 days for further action.

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	LAW SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S.No	Task	Key Performance Indicator	KPI	Guidelines
1.	Integrity Management	Ensure transparency in processes and minimize interaction of customs functionaries with traders. Prompt disciplinary action to root out malpractices.	100%	Target: Counseling of delinquent officers/officials and report to FBR if improvement not observed. Prompt issuance of rewards where due. Placement of officers to important assignments to be conduct /performance based. Periodic review of business processes to ensure transparency by curtailing undue interaction with trade and minimizing unnecessary delays.
2.	Nomination of lawyers	Monitoring / appointment of suitable lawyers to defend the department cases.	100%	Baseline: Timely appointment of lawyer. Target: Within 03 days of receipt of case intimation.
3.	LMS System	Scrutinize the feeding of cases in the LMS system.	98%	Baseline: Ensure timely feeding. Target: LMS is updated immediately after receipt of fresh case, hearing proceedings, short / interim orders, judgment of the case within 48 hours.
4.	Para-wise comments	Monitoring, signing and submitting para-wise comments, duly approved by the concerned Additional Collector, well within the stipulated time period.	98%	Baseline: To ensure that petitions / appeals are forwarded for comments and received back well before hearing date. Target: Petitions / Appeals are forwarded within 48 hours of receipt to the concerned section / group and para wise comments thereon are received one week prior to the date of hearing.
5.	Counter affidavits, Filing of Constitution	Submission of Counter affidavits, comments to the Constitution Petitions	99%	Baseline: To ensure submission of counter affidavits. Target: Counter affidavits along with

	Petitions and Writ Petitions	and Writ Petitions, filed against the department.		para wise comments are submitted within 48 hours of receipt from the concerned group / section.
6.	Disposal of notices	Disposal of notices received from Honorable High Court , Collector Appeal, FTO Notices.	99%	Baseline: Timely disposal of hearing notices. Target: All hearing notices are forwarded to concern group / section within 24 hours of receipt thereof.
7.	Liaison	Close liaison with the lawyers nominated in major cases and pursuing of the same diligently.	95%	Baseline: Check on output. Target: Monthly performance review of lawyer.
8.	Attendance in Courts	Attendance before the High Court	90%	Baseline: To ensure timely and proper attendance. Target: To ensure that no case is disposed of for non-prosecution on the part of Collectorate.
9.	Periodic Statements / correspondences with Board		95%	Baseline: Preparation of prescribed statements. Target: Adherence to the given timelines.

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	BG CELL /SECURITIES SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S.No.	Task	Key Performance Indicator	KPI	Guidelines
1	Optimum encashment	Encashment of ripe Securities / Financial instruments / Guarantees etc.	98%	Baseline: Monitoring of timely encashment of ripe securities. Target: Presentation of instrument in Bank within 03 days of receipt of message.
2	Maintenance of securities and up-dating of record .	Monitor proper stacking of files and securities by the custodian.	95%	Baseline: Proper maintenance of record and securities. Target: At least two visits of BG Section per month and report regarding quality of maintenance / updating of record.
3	Acceptance of security Instruments	Ensuring acceptance of securities / guarantees / financial instruments etc which are complete in all respects.	97%	Baseline: Ensuring prompt acceptance of valid securities complete in all respect. Target: Acceptance of valid instruments within 24 hours of receipt of instructions.
4	Release of Securities	Release of securities recommended by the concerned group / section.	95%	Baseline: Ensuring prompt release of securities. Target: Release of instruments within 24 hours of receipt of instructions.
5	Correspondence with the Board	Timely and expeditious response to the official correspondences with Board / other departments.	98%	Baseline: Quick response. Target: To see on weekly basis that all given timelines have been followed.
6	Re-validation of securities	Issuance of notices to defaulting importers or banks for renewal of securities.	97%	Baseline: Ensure timely issuance of notices for renewal of securities. Target: 100% securities to be re-validated within time.

7	Stock taking of securities.	Reconciliation of security instruments stock on monthly basis.	90%	Baseline: To ensure monthly stock taking of securities. Target: Submission of report by 5 th of every month.
8	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting	Within 90 days 8 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17
Function	RECOVERY	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S.No	Task	Key Performance Indicator	KPI	Guidelines
1	Recovery	Compilation of Master Register for recoverable arrears vide Customs Recovery Rules, 2001 (SRO 450(I)/2001) upon reference from the group / section concerned.	98%	Baseline: Timely updation of referred cases for recovery in the Master Recovery Register. Target: Up-dation of Recovery Register within 48 hours of referral of cases.
2	Recovery Notices	To issue Recovery Notices in sequential order as provided under section 202 of the Customs Act, 1969.	95%	Baseline: Timely issuance of Recovery Notices and initiation of next step of Recovery proceedings. Target: Within specified period.
3	Nomination of Attachment Officer	To nominate Attachment Officers wherever warranted.	90%	Baseline: Timely nomination of Attachment Officers, for recovery of due amount. Target: Submission of monthly progress report on actions taken by Attachment Officers.
4	Warrant of attachment	Issuance of warrant of attachment upon recommendation of Attachment Officer	90%	Baseline: Timely issuance of warrant of attachment. Target: Within 24 hours
5	Blocking / De-blocking	Recommendations to the section / group concerned for blocking – de-blocking of defaulting importers / clearing agents	95%	Baseline: Timely issuance of notices and completion of proceedings. Target: Within 01 hour of the receipt of request.
6	Maintenance of Record	All record pertaining to the Recovery be maintained in presentable manners.	96%	Baseline: Updated position at all occasions. Target: To review on monthly basis that all related records are updated on daily basis.

7	Submission of Monthly Reports/ replies etc	All reports are submitted in line with Board's directions	95%	Baseline: Timely submission Target: Monthly reports are submitted by the 5 th of every month.
8	Formulation of strategies in Coordination with other sections for expeditious recovery	Follow up with the related sections/desks.	90%	Baseline: Focus on outstanding recoveries. Target: To achieve monthly target internally assigned by the Collector.
9	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts and Expenditure Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting	Within 90 days 8 days before PAC/DAC meeting	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI limit Actual: If time limit is exceeded on more than 5% cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting

Position Title	Deputy – Assistant Collector Customs	Grade:	18-17	
Function	WAREHOUSING	Location	All over Pakistan	
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.	
<p>Guidelines:</p> <ol style="list-style-type: none"> 1. Baseline: Denominator set for the measurement of KPI 2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set 3. Actual: Actual performance measure – to be compared with target set to identify performance 				
S.No	Task	Key Performance Indicator	KPI	Guidelines
1	Identification of overstayed goods	Preparation of monthly statement of overstayed goods in Bonded warehouses.	98%	Baseline: Timely preparation Target: By 5 th of every month.
2	Auction of overstayed goods	To conduct auction on monthly basis in accordance with relevant provisions of Customs Act, 1969.	95%	Baseline: All overstayed goods are timely auctioned. Target: Within specified period.
3	Processing the cases of Issuance / Renewal and enhancement of face values of License of Bonded Warehouse	Expeditious processing of the requests for issuance / renewal and enhancement of face values of license of Bonded Warehouse.	90%	Baseline: Timely submission of cases to the competent authority. Target: Within 7 days of completion of the requisite formalities.
4	Processing of cases of extension of warehousing periods	Expeditious processing of the requests for extension of warehousing period.	95%	Baseline: Timely submission of the cases to the competent authority. Target: Within 48 hours of completion of the requisite formalities.
5	Inspection of Bonded warehouses	Periodic inspections of Bonded warehouses, under jurisdiction.	90%	Baseline: Regular inspections Target: At-least two Bonded warehouses per month.
6	Stock taking	Supervision of stock taking exercise	97%	Baseline: Proper stock taking exercise to be carried out by AO-EO-Bonds. Target: at-least two Bonded warehouses per month.
7	Processing of ST Goods Declaration	To ensure that data of ST GDs is duly reconciled.	90%	Baseline: Timely reconciliation every month. Target: Before 5 th of every month.
8	Settlement of Audit Paras	Ensure settlement of audit paras /PDPs after receipt of Report of Revenue Receipts	Within 90 days	Baseline: Number of audit paras / PDPs received Target: Settlement within KPI

		and Expenditure Submission of working papers to Additional Collector for sending to the Collector for onward submission to FBR before PAC/DAC meeting	8 days before PAC/DAC meeting	limit Actual: If time limit is exceeded on more than 5%cases then target not met Submission of working papers to the Additional Collector 8 days before PAC/DAC meeting
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Position Title	STATISTICAL OFFICER	Grade	17
Function	Statistical Reports & Analysis	Location	HQ of each Collectorate
Position reports to	Collector of Customs Additional Collector Customs	Position supervises	Statistical Branch

Guidelines:

1. Baseline: Denominator set for the measurement of KPI
2. Target: To be decided with superior – expected number to be achieved given the baseline and KPI set
3. Actual: Actual performance measure – to be compared with target set to identify performance

S. No	Task	Key Performance Indicator	KPI	Guidelines
1	Preparation of statistical reports	Statistical reports are correct & sent on time	100%	Baseline: No. of statements required to be sent each year Target: No. of statements sent on time & correctly
2	Providing monthly performance analysis / projections	MPR & analysis report is prepared	100%	Target: Reports / projections to be provided by 3 rd of following months.
3	Preparing targets for MCC's internal units	Unit-wise targets for revenue collection.	100%	Target: Revenue targets are prepared by 2 nd of each month.
4	Preparing any required special reports	Special Report	100%	Target: Reports are provided by the deadline.

JOB DESCRIPTION (CUSTOMS)

Position Title	THE CHIEF COLLECTOR CUSTOMS, APPRAISEMENT (SOUTH), KARACHI	Grade:	BPS 21
Function	Appraisalment	Location	Custom House, Karachi
Position Reports to	Member (Customs)	Position supervises	MCC Appraisalment (West) MCC Appraisalment (East) MCC Port Qasim

MAIN PURPOSE OF THE JOB

The position of the Chief Collector is primarily responsible for supervising the performance of the Collectorates in his jurisdiction related to revenue collection viz assigned target of customs duty, sales tax, income tax and federal excise duties and other levies etc at import stage. The position is also responsible to monitor for efficient functioning and improvement in the quality of services delivery. He shall act as the focal person for implementation of all reforms initiatives and programs.

ROLES AND RESPONSIBILITIES

- Monitor achievement of assigned revenue targets customs duty, sales tax and federal excise etc to the Collectorates.
- Monitor timely disposal of references from FBR and FTO.
- Ensure uniform application of policies and practices across the Collectorates within his jurisdiction.
- Set standards periodically for collectors and subordinates to fulfill according to pre-determined timelines of all customs clearance processes i.e. filing of GDs, transshipment, warehousing, examination, assessment etc and monitor progress on a regular basis in order to ensure collection of due duty and taxes.
- Monitoring pending refund cases and its timely payment.
- Monitor all activities in the respective MCCs related to recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- Facilitate inter-Collectorate coordination for operational efficiency and effectiveness.
- Identify policy and procedural gaps for up-gradation /rationalization of current procedures and process.
- Resolve operational issues requiring senior level intervention.
- Monitor the progress of Collectorate in DAC/PAC related issues.
- Provide a forum for suggestions and grievance handling to the organizations/associations like FPCCI, KCCI and other such associations.
- Put in place a mechanism for gathering feedback from internal and stakeholders.
- Perform activities related to building and motivating high performance teams, and ensure that the number and quality of resources are consistent with requirement. Also participate in appraisals, hiring and promotions decisions per regulations followed at the Federal Board of Revenue.
- Any other duty assigned by the competent authority.

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Members	To enhance revenue collection, discuss revenue related cases, regular

	updates regarding progress, budget achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes.				
Member	To discuss targets and hurdles faced and strategize solutions.				
Collectors	To delegate tasks, receive updates and monitor progress.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Chief Commissioner / Commissioner	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 5 years' experience as Collector/Director/Chief (FBR) HQ will be a prerequisite for being considered for promotion to Chief Collector.</p>					

Position Title	THE CHIEF COLLECTOR CUSTOMS, ENFORCEMENT/CENTRAL/NORTH	Grade:	BPS 21
Function	Enforcement	Location	Countrywide
Position Reports to	Member (Customs)	Position supervises	Collectors
MAIN PURPOSE OF THE JOB			
<p>The position of the Chief Collector is primarily responsible for supervising the performance of the Collectorates in his jurisdiction related to revenue collection viz assigned target of customs duty, sales tax, income tax and federal excise duties and other levies etc at import and export stage and all activities related to anti smuggling, passenger's facilitation at Airport etc. The position is also responsible to monitor for efficient functioning and improvement in the quality of services delivery. He / She shall act as the focal person for implementation of all reforms initiatives and programs.</p>			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Monitor achievement of assigned revenue targets customs duty, sales tax and federal excise etc to the Collectorates. ○ Monitor timely disposal of references from FBR and FTO. ○ Ensure uniform application of policies and practices across the Collectorates within his jurisdiction. ○ Set standards periodically for collectors and subordinates to fulfill according to pre-determined timelines of all customs clearance processes i.e. filing of GDs , warehousing, examination, assessment etc and monitor progress on a regular basis in order to ensure collection of due duty and taxes. ○ Ensure compliance of provisions of baggage rules and set time lines for smooth clearance of accompanied/ unaccompanied baggage at ports, airports, air freight unit etc. ○ Monitoring export under DTRE, manufacturing bonds, EPZ rules and other temporary import cum export schemes and ensure compliance of conditions / restrictions provided under relevant SROs, Customs General Orders, Circular etc. ○ Monitor on weekly and or monthly basis the performance of all the anti-smuggling units in respect of seizure of contra-bonds, arrests FIR etc. ○ Monitor on monthly basis the disposal of goods seized and confiscated goods through auctions and the amount of revenue realized. ○ Monitor respective MCCs to conduct periodical stock taking of all state ware houses and take immediate action in case of any discrepancy. ○ Facilitate inter-Collectorate coordination for operational efficiency and effectiveness. ○ Identify policy and procedural gaps to upgrade and rationalize current procedures and process. ○ Monitoring pending duty drawback and refund cases and its timely payment. ○ Monitor all activities in the respective MCCs related to recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules. ○ Resolve operational issues requiring senior level intervention. ○ Monitor the progress of Collectorate in DAC/PAC related issues. ○ Provide a forum for suggestions and grievance handling to the organizations/associations like FPCCI, KCCI and other such associations. ○ Put in place a mechanism for gathering feedback from internal and stakeholders. ○ Perform activities related to building and motivating high performance teams, and ensure that the number and quality of resources are consistent with requirement. Also participate in appraisals, hiring and promotions decisions per regulations followed at the Federal Board of Revenue. ○ Any other duty assigned by the competent authority. 			

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Members	To enhance revenue collection, discuss revenue related cases, regular updates regarding progress, budget achievements, anti smuggling performance, export related issues, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes.				
Member	To discuss targets and hurdles faced and strategize solutions.				
Collectors	To delegate tasks, receive updates and monitor progress.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Chief Commissioner / Commissioner	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 5 years' experience as Collector/Director/Chief (FBR) HQ will be a prerequisite for being considered for promotion to Chief Collector.</p>					

Position Title	THE COLLECTOR CUSTOMS, APPRAISEMENT	Grade:	BPS 20
Function	Appraisement	Location	Custom House, Karachi
Position Reports to	Chief Collector / Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors

MAIN PURPOSE OF THE JOB

The position of the Collector is primarily responsible for supervising all activities related to revenue collection from Customs duty, Sales Tax, Income Tax and FE duties and other levies etc at import stage. The position is also responsible to monitor smooth working of all import processes. As the administrative head, the position is also responsible for managing the manpower resources (placements, transfers, performance management and motivation etc) and exercising control over available financial resources (i.e. expenditure budget, common pool fund etc).

ROLES AND RESPONSIBILITIES

- Making the Collectorate efficient, effective and responsive.
- Assign target to each Division / Group / Section / Branch and monitor progress.
- Monitor to achieve monthly, quarterly and annual revenue collection targets. Supervising activities relating to revenue collection and making efforts to ensure that targets of Customs duty, sales tax, income tax and federal excise duties assigned are met.
- Set standards periodically for subordinates to comply pre-determined timelines of all customs clearance processes i.e. filing of GDs, transshipment, warehousing, examination, assessment etc and monitor progress on a regular basis.
- Exercise oversight over correct application of tariff classification, valuation ruling etc and ensure assessment of duty and taxes in accordance with Customs Act, 1969 and rules made there under.
- Ensure compliance of provisions of import and export policy orders and other allied laws of import and export.
- Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures.
- Monitor all activities in the respect of recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- Ensure that MCC timely detects cases of mis-declaration, under invoicing, short assessment etc through effective intelligence and surveillance.
- As administrative head of department, managing the manpower resources (placements, transfers, performance management and motivation etc.) and managing available financial resources.
- Exercise financial controls through comprehensive internal financial control measures.
- Ensure that Collectorate is appropriately represented before different legal fora including superior courts, FTO, Tribunals and Special Courts and cases are effectively defended.
- Focus on developing and motivating high performance teams and to ensure that the available resources are consistent with requirement. Also participate in appraisals, hiring and promotions decision as per regulations followed at the Federal Board of Revenue.
- Review Monthly Progress Reports to monitor efficiency of the Collectorate on regular basis.
- To ensure that audit paras (RRA, DG Internal Audit, DG PCA) are addressed appropriately.
- Any other duty assigned by the competent authority

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Chief Collector	To enhance revenue collection, discuss revenue related matters, regular updates regarding progress, budget target achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Chief Commissioner / Commissioner IR	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To pursue cases of stuck up revenue				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders in revenue collection avenues, understand the external and internal environment and its impact on the working environment. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to its true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 5 years' experience as Additional Collector/Additional Director/Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Collector.					

Position Title	THE COLLECTOR CUSTOMS, PREVENTIVE	Grade:	BPS 20
Function	Preventive	Location	Custom House, Karachi
Position Reports to	Chief Collector / Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors

MAIN PURPOSE OF THE JOB

The position of the Collector is primarily responsible for supervising all activities related to revenue collection from Customs duty, Sales Tax, Income Tax and FE duties and other levies etc at import stage. The position is also responsible to monitor smooth working of all import processes. As the administrative head, the position is also responsible for managing the manpower resources (placements, transfers, performance management and motivation etc) and exercising control over available financial resources (i.e. expenditure budget, common pool fund etc).

ROLES AND RESPONSIBILITIES

- Making the Collectorate efficient, effective and responsive.
- Assign target to each Division / Group / Section / Branch and monitor progress.
- Monitor to achieve monthly, quarterly and annual revenue collection targets. Supervising activities relating to revenue collection and making efforts to ensure that targets of Customs duty, sales tax, income tax and federal excise duties assigned are met.
- Set standards periodically for subordinates to comply pre-determined timelines of all customs clearance processes i.e. filing of GDs, warehousing, examination, assessment etc and monitor progress on a regular basis.
- Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures.
- Ensure that MCC timely detects cases of mis-declaration, under invoicing, short assessment etc through effective intelligence and surveillance.
- Monitor on weekly and monthly basis, the performance of all the anti-smuggling units in respect of seizure of contra-bonds, arrests FIR etc.
- Monitoring type, mode, trend of smuggling, analysis of item wise seizure and forwarding monthly report to Chief Collector to share the information with anti smuggling units of other MCCs.
- Ensure that all units of anti smuggling / preventive divisions' timely interdict attempts of smuggling of contraband, drugs, currency, gold, IADs, arm and ammunition etc through effective intelligence / information gathering.
- Monitoring the feedback from Tracking Company and DG Transit, Karachi in respect of movement of forward and retrograde transit cargo through Karachi ports taking prompt action in case of discrepancy / violation.
- Ensure timely disposal of seized and confiscated goods through auctions and the amount of revenue realized.
- Monitor all activities in the respect of recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- As administrative head of department, managing the manpower resources (placements, transfers, performance management and motivation etc.) and managing available financial resources.
- To ensure that subordinate staff is imparted regular trainings in modern techniques regarding prevention of smuggling of drugs, currency, IADs etc as well as processes of appraisalment, valuation, examination etc.
- Exercise financial controls through comprehensive internal financial control measures.
- Ensure that Collectorate is appropriately represented before different legal fora including superior courts, FTO, Tribunals and Special Courts and cases are effectively defended.

- Focus on developing and motivating high performance teams and to ensure that the available resources are consistent with requirement. Also participate in appraisals, hiring and promotions decision as per regulations followed at the Federal Board of Revenue.
- Review Monthly Progress Reports to monitor efficiency of the Collectorate on regular basis.
- To ensure that audit paras (RRA, DG Internal Audit, DG PCA) are addressed appropriately.
- Any other duty assigned by the competent authority.

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Chief Collector	To enhance revenue collection, discuss revenue related matters, regular updates regarding progress, budget target achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Chief Commissioner / Commissioner IR	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To pursue cases of stuck up revenue				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders in revenue collection avenues, understand the external and internal environment and its impact on the working environment. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to its true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				

Teamwork	Ability to work in teams in a consultative process;			
Desired Academic and Experience Profile				
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification.</p> <p>Minimum of 5 years' experience as Additional Collector/Additional Director/Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Collector.</p>				

Position Title	THE COLLECTOR LAND CUSTOMS/COMPOSITE	Grade:	BPS 20
Function	Land Customs	Location	Countrywide
Position Reports to	Chief Collector /Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors

MAIN PURPOSE OF THE JOB

The position of the Collector is primarily responsible for supervising all activities related to revenue collection from Customs duty, Sales Tax, Income Tax and FE duties and other levies etc at import / export stage at Dry ports, Customs stations, AFU etc. The position is also responsible to monitor smooth working of all import / export processes and monitoring all activities relating to anti smuggling, passenger facilitation at Airport and other customs stations. As the administrative head, the position is also responsible for managing the manpower resources (placements, transfers, performance management and motivation etc) and exercising control over available financial resources (i.e. expenditure budget, common pool fund etc).

ROLES AND RESPONSIBILITIES

- Making the Collectorate efficient, effective and responsive.
- Assign target to each Division / Group / Section / Branch and monitor progress.
- Monitor to achieve monthly, quarterly and annual revenue collection targets. Supervising activities relating to revenue collection and making efforts to ensure that targets of Customs duty, sales tax, income tax and federal excise duties assigned are met.
- Set standards periodically for subordinates to comply pre-determined timelines of all customs clearance processes i.e. filing of GDs, warehousing, examination, assessment etc and monitor progress on a regular basis.
- Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures.
- Ensure that MCC timely detects cases of mis-declaration, under invoicing, short assessment etc through effective intelligence and surveillance.
- Monitor on weekly and monthly basis, the performance of all the anti-smuggling units in respect of seizure of contra-bonds, arrests FIR etc.
- Monitoring type, mode, trend of smuggling, analysis of item wise seizure and forwarding monthly report to Chief Collector to share the information with anti smuggling units of other MCCs.
- Ensure that all units of anti smuggling / preventive divisions' timely interdict attempts of smuggling of contraband, drugs, currency, gold, IADs, arm and ammunition etc through effective intelligence / information gathering.
- Monitoring the feedback from Tracking Company and DG Transit, Karachi in respect of movement of forward and retrograde transit cargo through Karachi ports taking prompt action in case of discrepancy / violation.
- Ensure timely disposal of seized and confiscated goods through auctions and the amount of revenue realized.
- Monitor all activities in the respect of recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- As administrative head of department, managing the manpower resources (placements, transfers, performance management and motivation etc.) and managing available financial resources.
- To ensure that subordinate staff is imparted regular trainings in modern techniques regarding prevention of smuggling of drugs, currency, IADs etc as well as processes of appraisalment, valuation, examination etc.
- Exercise financial controls through comprehensive internal financial control measures.

- Ensure that Collectorate is appropriately represented before different legal fora including superior courts, FTO, Tribunals and Special Courts and cases are effectively defended.
- Focus on developing and motivating high performance teams and to ensure that the available resources are consistent with requirement. Also participate in appraisals, hiring and promotions decision as per regulations followed at the Federal Board of Revenue.
- Review Monthly Progress Reports to monitor efficiency of the Collectorate on regular basis.
- To ensure that audit paras (RRA, DG Internal Audit, DG PCA) are addressed appropriately.
- Any other duty assigned by the competent authority.

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Chief Collector	To enhance revenue collection, discuss revenue related matters, regular updates regarding progress, budget target achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Chief Commissioner / Commissioner IR	To access required information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To pursue cases of stuck up revenue

DESIRED PERSON SPECIFICATION

Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders in revenue collection avenues, understand the external and internal environment and its impact on the working environment. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to its true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				

Teamwork	Ability to work in teams in a consultative process;			
Desired Academic and Experience Profile				
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification.</p> <p>Minimum of 5 years' experience as Additional Collector/Additional Director/Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Collector.</p>				

Position Title	THE COLLECTOR CUSTOMS, (EXPORT)	Grade:	BPS 20
Function	Export	Location	Custom House, Karachi
Position Reports to	Chief Collector / Member (Customs)	Position supervises	Additional Collectors Deputy Collectors Assistant Collectors
MAIN PURPOSE OF THE JOB			
<p>The position of the Collector is primarily responsible for supervising all activities related to export through Air Freight Unit, East Wharf, West Wharf, Port Qasim, QFS, KICT, QICT KEPZ. He is also responsible to monitor smooth working of all export processes under the system. As the administrative head, the position is also responsible for managing the manpower resources deployed (placements, transfers, performance management and motivation etc) and exercising control over financial resources available (i.e. expenditure budget, common pool fund).</p>			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Ensure clearance of export consignments under export policy order and in accordance with Customs Act 1969 and rules made there under, application of correct tariff classification, valuation. ○ Set standards periodically for subordinates to comply pre-determined timelines of all customs export clearance processes i.e. filing of GDs, examination, assessment etc and monitor progress on a regular basis. ○ Conduct field visits to meet prominent authorities. ○ Monitoring export under DTRE, manufacturing bonds, EPZ rules and other temporary import cum export schemes and ensure compliance of conditions / restrictions provided under relevant SROs, Customs General Orders, Circular etc. ○ Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures. ○ To ensure that the replies to all audit paras (RRA, DG Internal Audit, DG PCA) are timely furnished. ○ Monitoring pending duty drawback / refund cases and ensures timely payment through proper queue systems. ○ Monitor all activities in the respect of recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules. ○ Develop guidelines and implement effective measures to detect cases of short assessment, evasion and fraud. ○ Ensure that MCC timely detects cases of mis-declaration, over invoicing, short assessment etc export stage through effective intelligence and surveillance. ○ Provide guidance to subordinates officers regarding application of law and its interpretation. ○ Monitoring Legal Division regarding progress of pending cases in tribunal, High Courts and Supreme Court. ○ Conduct periodic meeting with all divisional heads and review performance of each Division, Group and Section. ○ Perform activities related to building and motivating high performance officers / subordinates staff. ○ Prepare Monthly Progress Reports on basis of feedback from all Divisions / Sections etc and send monthly to Chief Collector regarding analysis of pending duty drawback / refund claims and its payments, commodity wise export analysis in quantitative and in valuation terms and indicating constraints (if any) in smooth clearance of export cargo and other issues. ○ Any other duty assigned by the competent authority. 			

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Chief Collector	To enhance revenue collection, discuss revenue related matters, regular updates regarding progress, budget target achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Chief Commissioner / Commissioner IR	To access required information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To pursue cases of stuck up revenue

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders in revenue collection avenues, understand the external and internal environment and its impact on the working environment. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to its true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				

Desired Academic and Experience Profile

Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 5 years' experience as Additional Collector/Additional Director/Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Collector.

Position Title	COLLECTOR (ADJUDICATION)		Grade: 20		
Function:	Adjudication	Location:	Countrywide		
Position Reports To:	Member (Customs)	Position Supervises: Additional / Deputy/ Assistant Collector			
MAIN PURPOSE OF THE JOB					
<ul style="list-style-type: none"> • The position of Collector (Adjudication) is primarily responsible to adjudicate cases of Customs, under his jurisdiction. The position is also responsible to ensure equitable and judicious treatment to the taxpayers in deciding cases. The position also requires from its incumbent to create conducive work environment and provide leadership, motivation, and opportunities for development of team members and also monitor at regular intervals the performance of the adjudicating officers regarding disposal of cases. 					
ROLES AND RESPONSIBILITIES					
<ul style="list-style-type: none"> • To be Judicious in interpretation and application of law by observing independent evaluation of facts of the case • The Collector is required to regularly visit customs adjudication's electronic module to check number of cases in login and update the system regarding issuance of show cause and hearing notices and conduct adjudication proceedings and issuance of order in original.. • Make correspondence with superiors and subordinates related to adjudication. • Provide proper guidance to his subordinate officers and staff • Responsible for effective utilization of human resource available at his disposal by effectively placing the officers and staff assigned to him. • Recommending training & course for subordinate staff for enhancing their capacity • Responsible for team building & motivation of the subordinate staff to achieve better results. <ul style="list-style-type: none"> ▪ Any other responsibility assigned by the competent authority. ▪ Set standards periodically for subordinates to comply pre-determined timelines of all customs adjudication processes. ▪ Ensure timely disposal of all adjudication cases. ▪ Ensure redressal of complaints by public, traders, importers, exporters, clearing agent etc regarding matters related to adjudication. ▪ Provide guidance to departmental officers regarding application of law and its interpretation as well as subsequent amendments. ▪ Perform activities related to building and motivating high performance officers / subordinates staff. ▪ Prepare Monthly Progress Reports of adjudication cases and send monthly report to Member (Customs) regarding pendency/disposal of cases. ▪ Any other duty assigned by the competent authority. 					
INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Member Customs	To discuss the disposal and pending adjudication cases and issues involved (if any) in quick disposal of the cases.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4

Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 5 years' experience as Additional Collector/Additional Director/Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Collector.</p>					

Position Title	ADDITIONAL COLLECTOR	Grade:	19
Function	ASSESSMENT	Location	Posted in an MCC
Position Reports to	Collector of Customs	Position supervises	Deputy Collectors In charge Group/Section Assistant Collectors In charge Group/Section

MAIN PURPOSE OF THE JOB

The position of the Additional Collector is primarily responsible for implementing all the strategies related to revenue collection covering all aspects of Customs, Sales Tax, Income Tax and FE duties and other levies etc at import stage. The position is also responsible to ensure smooth working of all import processes under the system. The position is also responsible for recommending/ advice to the Collector for managing the man power resources (placements, transfers, performance management and motivation etc)

ROLES AND RESPONSIBILITIES

- To ensure that the targets assigned by the Collector to each Division / Group / Section / Branch are achieved through constant monitoring. To strive earnestly to meet the targets of Customs Duty, Sales tax, Income tax and Federal Excise Duty through close liaison with major revenue spinners.
- Ensure that assessment of duty and taxes done by the assessing officers is correct. There is proper application of tariff classification, valuation ruling and compliance of provision of import and export policy order and other allied laws.
- Early resolution of disputes arising out of assessment viz. classification of goods, admissibility of SRO/exemption etc.
- Review of reports, references, appeals and Para-wise comments before submission to Collector.
- To make sure that disposal by Assistant/Deputy Collectors is timely and correctly. Issues are not pending on frivolous objections and finalization of provisional assessments is made within the stipulated period.
- Mentoring and guidance to Assistant/Deputy Collectors and other departmental officers. Also keep abreast of progress of pending cases in Tribunals, High Court and Supreme Court.
- Monitor the performance of Officers/ Officials posted in the Group and recommend the names of outstanding Officers/ Officials for cash reward/ recognition on the basis of recommendation from In-charge of concerned section.
- To ensure that pre-determined timelines set by the Collector are met in respect of all customs clearance processes i.e. filing of GDs, transshipment, warehousing, examination, assessment etc and monitor progress on a regular basis.
- Monitoring in bonding and ex-bonding of goods and ensure early clearance of over stayed warehoused goods, unclear consignments at ports/stations.
- Monitor provisional assessment cases periodically and issue directions for finalization within the prescribed time and their recovery (where applicable).
- Ensure timely action in respect of perishable / non perishable seized goods liable to auction.
- Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures.
- Monitoring on regular basis pending refund cases and their timely payment.
- Monitor all activities in the respect of recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- Develop guidelines and implement effective measures to detect cases of short assessment, evasion and fraud.
- Monitoring/scrutiny of 5% GDs processed per day for quality assurance.
- To ensure that the replies to all audit paras (RRA, DG Internal Audit, DG PCA) are timely furnished.
- Provide guidance to subordinates officers regarding application of law and its interpretation.
- Oversee Legal Division regarding progress of pending cases in tribunal, High Courts and Supreme

<p>Court.</p> <ul style="list-style-type: none"> ○ Conduct periodic meeting with all divisional Group heads and review performance of each Division, Group and Section. ○ To advise Collector regarding motivating high performance officers / subordinates staff. ○ Prepare Monthly Progress Report on basis of feedback from all Divisions / Sections etc and send monthly report to Collector regarding analysis of revenue collections in respect of each division and the efforts to achieve the targets. ○ Any other duty assigned by the competent authority.
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Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Collector	To enhance revenue collection, discuss revenue related cases, regular updates regarding progress, budget achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Commissioner / Additional Commissioner	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and				

	take decisions in stressful situations and take ownership for decisions taken.			
Teamwork	Ability to work in teams in a consultative process;			
Desired Academic and Experience Profile				
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 5 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>				

Position Title	Additional Collector	Grade:	19
Function	EXAMINATION	Location	All over Pakistan.
Position Reports to	Collector of Customs	Position supervises	Deputy / Assistant Collectors Examination
MAIN PURPOSE OF THE JOB			
Examination of imported goods / consignments in terms of section 79-80 of the Customs Act, 1969.			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ General administration and supervision of examinations and related functions/procedures at the port/terminals ○ Daily examination of at least 5 containers and random inspection/examination of cargo ○ Monitoring of container/customs dwell time for ensuring speedy clearances and reduction of dwell time ○ Monitoring and reporting on the ACs/DCs performance ○ Early resolution of disputes arising out of examination viz. description, serviceability, Import Policy etc. ○ Issuance of roster for distribution of examination related work among Assistant/Deputy Collectors. ○ Ensuring thorough examination in line with laid down & Procedures I.E. Public Notices, Standing Orders, Office Orders etc to ensure disposal of daily grounded containers. ○ Coordination/liaison with ADCs of the Assessment Groups on examination related Issues and with stakeholders such as trade, clearing/shipping agents, terminal operators and other agencies etc. for facilitation and grievance redressal. ○ Timely submission of requisite reports and correspondences with the headquarters. ○ Liaison with the Directorate of Reforms and Automation for speedy implementation of CRFs and proposed changes communicated by the Collectorate. ○ Random inspection/examination of cargo on daily basis. ○ Timely submission of requisite reports and correspondences with the headquarters. 			

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To enhance revenue collection, discuss revenue related cases, regular updates regarding progress, budget achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Commissioner / Additional Commissioner	To access required information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal	To discuss cases in favor of revenue generation for the FBR to review or

Ombudsman	monitor the progress of on-going cases.
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Desired Person Specifications					
Competencies	Definition	Level			
		1	2	3	4
Leadership	To build a team of high achievers capable of delivering desired results				
Understanding Board's Objectives	Achieving assigned revenue targets and trade facilitation.				
Information gathering	Liaison with internal and external agencies.				
Problem Identification & Solving abilities	Troubleshooting in coordination with stakeholders to first isolate the issue, then to shortlist the remedial measures and finally the referral to appropriate authority, forum.				
Decision making	Early resolution of disputes				
Analytical Thinking	Critical analysis and out of box approach to bottlenecks in the process				
Communication Skills	All stakeholders encouraged to contribute by opening easily accessible channels of communication				
Team Work	Adopting motivational strategy.				
Result Orientation	Achieving assigned revenue targets and other objectives set out by Board by ensuring nil pendency, trade facilitation and speedy clearance.				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 5 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.					

Position Title	The Additional Collector Customs, Preventive	Grade:	BPS 19
Function	PREVENTIVE	Location	Custom House, Karachi
Position Reports to	Collector	Position supervises	Deputy Collectors Assistant Collectors

MAIN PURPOSE OF THE JOB

The position of the Additional Collector is primarily responsible for supervising all anti-smuggling activities in respective jurisdiction, passengers' facilitation at airports. Monitoring smooth working of all customs stations, ports and clearance of passengers, baggage / cargo at import as well as export. The position is also responsible for managing the manpower resources deployed (placements, transfers, performance management and motivation etc) under guidance of Collector and exercising delegated authority of Collector over financial resources available (i.e. expenditure budget, common pool fund).

ROLES AND RESPONSIBILITIES

- To ensure that monthly, quarterly and annual collection and budgetary targets allocated to each Divisions / Section / Branch is achieved through constant monitoring.
- Ensure that the field units conducts assessment of duty and taxes in accordance with Customs Act 1969 and rules made there under, applying correct tariff classification, valuation ruling and compliance of provision of Import and Export Policy Order and other allied laws.
- To ensure that pre-determined timelines are met in respect of all customs clearance processes i.e. filing of GDs, warehousing, examination, assessment at air freight units and customs stations and monitor progress on a regular basis.
- To check and evaluate the performance of all the anti-smuggling divisions in respect of seizure of contra-bonds, arrests FIR etc and issue necessary instructions.
- To ensure that the feedback from Tracking Company and DG Transit, Karachi in respect of movement of forward and retrograde transit cargo through Karachi ports and its flow through inland stations up to exit at export stations and taking prompt action in case of discrepancy / violation.
- To ensure that the investigation and prosecution branch timely files FIRs, challans and properly pursue the cases in courts and successfully obtain convictions of the culprits from the court.
- Ensure timely disposal of seized and confiscated goods through auctions and the amount of revenue realized.
- Ensure that periodical stock taking of all state ware houses is conducted and immediate action is taken in case of any discrepancy.
- Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures.
- Monitoring pending refund, duty drawback cases and its timely payment.
- Monitor all activities related to recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- Ensure redressal of complaints by public, traders, importers, exporters, clearing agent etc regarding all matters i.e. classification / valuation / interpretation of customs laws, SROs etc.
- Ensure that all units of anti smuggling / preventive divisions' timely interdict attempts of smuggling of contraband, drugs, currency, gold, IADs, arm and ammunition etc through effective intelligence / information gathering.
- Ensure that cases of mis-declaration, under invoicing over invoicing, violations of restrictions etc on imports / accompanied / unaccompanied baggage as well as export cargo through effective intelligence and surveillance.
- To ensure that the replies to all audit paras (RRA, DG Internal Audit, DG PCA) are timely furnished.

- Provide guidance to departmental officers regarding application of law and its interpretation as well as subsequent amendments. Also keep abreast of progress of pending cases in Tribunals, high Court and Supreme Court.
- To ensure that subordinate staff is imparted regular trainings in modern techniques regarding prevention of smuggling of drugs, currency, IADs etc as well as processes of appraisal, valuation, examination etc.
- Monitoring Legal Division regarding progress of pending cases in tribunal, High Courts and Supreme Court.
- Conduct periodic meeting with all divisional heads and review performance of each Division, Group and Section.
- Perform activities related to building and motivating high performance officers / subordinates staff.
- Prepare Monthly Progress Reports on basis of feedback from all Divisions / Sections etc and send monthly report to Collector regarding analysis of revenue collections against targets, difficulties constraints (if any) in achievement of assign targets and proposed measures to achieve the targets.
- Review and edit Monthly Progress Reports and others report prepared by junior officers and compare the performance of the department on a regular basis. Submit monthly report to Members after review.
- Any other duty assigned by the competent authority.

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Collector	To enhance revenue collection, discuss revenue related matters, regular updates regarding progress, budget target achievements, anti smuggling performance, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Chief Commissioner / Commissioner IR	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To pursue cases of stuck up revenue				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders in revenue collection avenues, understand the external and internal environment and its impact on the working environment. The ability to				

	take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to its true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>					

Position Title	The Additional Collector (Land Customs/ Composite)	Grade:	BPS 19
Function	LAND CUSTOMS/COMPOSITE	Location	Custom House, Karachi
Position Reports to	Collector	Position supervises	Deputy Collectors Assistant Collectors

MAIN PURPOSE OF THE JOB

The position of the Additional Collector is primarily responsible for supervising all anti-smuggling activities in respective jurisdiction, passengers' facilitation at airports. Monitoring smooth working of all customs stations, dry ports and clearance of passengers, baggage / cargo at import as well as export. The position is also responsible for managing the manpower resources deployed (placements, transfers, performance management and motivation etc) under guidance of Collector and exercising delegated authority of Collector over financial resources available (i.e. expenditure budget, common pool fund).

ROLES AND RESPONSIBILITIES

- To ensure that monthly, quarterly and annual collection and budgetary targets allocated to each Divisions / Section / Branch is achieved through constant monitoring.
- Ensure that the field units conducts assessment of duty and taxes in accordance with Customs Act 1969 and rules made there under, applying correct tariff classification, valuation ruling and compliance of provision of Import and Export Policy Order and other allied laws.
- To ensure that pre-determined timelines are met in respect of all customs clearance processes i.e. filing of GDs, warehousing, examination, assessment at air freight units and customs stations and monitor progress on a regular basis.
- To check and evaluate the performance of all the anti-smuggling divisions in respect of seizure of contra-bonds, arrests FIR etc and issue necessary instructions.
- To ensure that the feedback from Tracking Company and DG Transit, Karachi in respect of movement of forward and retrograde transit cargo through Karachi ports and its flow through inland stations up to exit at export stations and taking prompt action in case of discrepancy / violation.
- To ensure that the investigation and prosecution branch timely files FIRs, challans and properly pursue the cases in courts and successfully obtain convictions of the culprits from the court.
- Ensure timely disposal of seized and confiscated goods through auctions and the amount of revenue realized.
- Ensure that periodical stock taking of all state ware houses is conducted and immediate action is taken in case of any discrepancy.
- Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures.
- Monitoring pending refund, duty drawback cases and its timely payment.
- Monitor all activities related to recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- Ensure redressal of complaints by public, traders, importers, exporters, clearing agent etc regarding all matters i.e. classification / valuation / interpretation of customs laws, SROs etc.
- Ensure that all units of anti smuggling / preventive divisions' timely interdict attempts of smuggling of contraband, drugs, currency, gold, IADs, arm and ammunition etc through effective intelligence / information gathering.
- Ensure that cases of mis-declaration, under invoicing over invoicing, violations of restrictions etc on imports / accompanied / unaccompanied baggage as well as export cargo through effective intelligence and surveillance.
- To ensure that the replies to all audit paras (RRA, DG Internal Audit, DG PCA) are timely

- furnished.
- Provide guidance to departmental officers regarding application of law and its interpretation as well as subsequent amendments. Also keep abreast of progress of pending cases in Tribunals, high Court and Supreme Court.
 - To ensure that subordinate staff is imparted regular trainings in modern techniques regarding prevention of smuggling of drugs, currency, IADs etc as well as processes of appraisal, valuation, examination etc.
 - Monitoring Legal Division regarding progress of pending cases in tribunal, High Courts and Supreme Court.
 - Conduct periodic meeting with all divisional heads and review performance of each Division, Group and Section.
 - Perform activities related to building and motivating high performance officers / subordinates staff.
 - Prepare Monthly Progress Reports on basis of feedback from all Divisions / Sections etc and send monthly report to Collector regarding analysis of revenue collections against targets, difficulties constraints (if any) in achievement of assign targets and proposed measures to achieve the targets.
 - Review and edit Monthly Progress Reports and others report prepared by junior officers and compare the performance of the department on a regular basis. Submit monthly report to Members after review.
 - Any other duty assigned by the competent authority.

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Collector	To enhance revenue collection, discuss revenue related matters, regular updates regarding progress, budget target achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Chief Commissioner / Commissioner IR	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To pursue cases of stuck up revenue				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders in revenue collection avenues, understand the external and internal environment and its impact on the working environment. The ability to				

	take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to its true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>					

Position Title	The Additional Collector Customs (Export)	Grade:	BPS 19
Function	EXPORT	Location	Custom House, Karachi
Position Reports to	Collector	Position supervises	Deputy Collectors Assistant Collectors

MAIN PURPOSE OF THE JOB

The position of the Additional Collector is primarily responsible for supervising all activities related to export through Air Freight Unit, East Wharf, West Wharf, Port Qasim, QFS, KICT, QICT KEPZ. He is also responsible to ensure smooth working of all export processes under the system. The position is also responsible for managing the manpower resources deployed (placements, transfers, performance management and motivation etc) and exercising control over financial resources as delegated by the Collector (i.e. expenditure budget, common pool fund).

ROLES AND RESPONSIBILITIES

- Ensure clearance of export consignments under export policy order and in accordance with Customs Act 1969 and rules made there under, application of correct tariff classification, valuation.
- Ensure that the standards set by the Collector for subordinates to comply pre-determined timelines of all customs export clearance processes i.e. filing of GDs, examination, assessment etc are met and monitor progress on a regular basis.
- Conduct field visits to meet prominent authorities.
- To ensure compliance of conditions / restrictions provided under relevant SROs, Customs General Orders, Circular etc in respect of export under DTRE, manufacturing bonds, EPZ rules and other temporary import cum export schemes.
- Ensure smooth clearance under WeBoc / One Customs and recommend corrective measures in case of any problem / glitches.
- To ensure that the replies to all audit paras (RRA, DG Internal Audit, DG PCA) are timely furnished.
- To ensure timely payment of pending duty drawback / refund cases.
- To ensure recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules.
- To implement effective measures to detect cases of short assessment, evasion and fraud.
- Ensure that MCC timely detects cases of mis-declaration, over invoicing, short assessment etc export stage through effective intelligence and surveillance.
- Provide guidance to subordinates officers regarding application of law and its interpretation.
- Monitoring Legal Division regarding progress of pending cases in tribunal, High Courts and Supreme Court.
- Conduct periodic meeting with all divisional heads and review performance of each Division, Group and Section in his / her jurisdiction.
- Perform activities related to building and motivating high performance officers / subordinates staff.
- Prepare Monthly Progress Reports on basis of feedback from all Divisions / Sections etc and send monthly to Collector regarding analysis of pending duty drawback / refund claims and its payments, commodity wise export analysis in quantitative and in valuation terms and indicating constraints (if any) in smooth clearance of export cargo and other issues.
- Any other duty assigned by the competent authority.

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Collector	To enhance revenue collection, discuss revenue related matters, regular updates regarding progress, budget target achievements, duty draw back claims payment and pendency, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Chief Commissioner / Commissioner IR	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To pursue cases of stuck up revenue				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders in revenue collection avenues, understand the external and internal environment and its impact on the working environment. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to its true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>					

Federal Board of Revenue			
Job Description			
Position Title	Additional Collector (Preventive/Anti Smuggling)	Grade: 19	
Function:	PREVENTIVE/ANTI SMUGGLING	Location:	Countrywide
Position Reports To: Collector		Position Supervises: Deputy/ Assistant Collector	
MAIN PURPOSE OF THE JOB			
<p>The position of the Additional Collector is primarily responsible for supervising all anti-smuggling activities in respective jurisdiction, passengers' facilitation at airports. Monitoring smooth working of all customs stations, ports and clearance of passengers, baggage / cargo at import as well as export. The position is also responsible for managing the manpower resources deployed (placements, transfers, performance management and motivation etc) under guidance of Collector and exercising delegated authority of Collector over financial resources available (i.e. expenditure budget, common pool fund).</p>			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To ensure that monthly, quarterly and annual collection and budgetary targets allocated to each Divisions / Section / Branch is achieved through constant monitoring. ○ Ensure that the field units conducts assessment of duty and taxes in accordance with Customs Act 1969 and rules made there under, applying correct tariff classification, valuation ruling and compliance of provision of Import and Export Policy Order and other allied laws. ○ To ensure that pre-determined timelines are met in respect of all customs clearance processes i.e. filing of GDs, warehousing, examination, assessment at air freight units and customs stations and monitor progress on a regular basis. ○ To check and evaluate the performance of all the anti-smuggling divisions in respect of seizure of contra-bonds, arrests FIR etc and issue necessary instructions. ○ To ensure that the feedback from Tracking Company and DG Transit, Karachi in respect of movement of forward and retrograde transit cargo through Karachi ports and its flow through inland stations up to exit at export stations and taking prompt action in case of discrepancy / violation. ○ To ensure that the investigation and prosecution branch timely files FIRs, challans and properly pursue the cases in courts and successfully obtain convictions of the culprits from the court. ○ Ensure timely disposal of seized and confiscated goods through auctions and the amount of revenue realized. ○ Ensure that periodical stock taking of all state ware houses is conducted and immediate action is taken in case of any discrepancy. ○ Ensure smooth clearance under WeBoc / One Customs and constant monitoring for any problem / glitches and take corrective measures. ○ Monitoring pending refund, duty drawback cases and its timely payment. ○ Monitor all activities related to recovery of arrears from defaulters, enforcement of penalties and other modes of recovery under the Recovery Rules. ○ Ensure redressal of complaints by public, traders, importers, exporters, clearing agent etc regarding all matters i.e. classification / valuation / interpretation of customs laws, SROs etc. ○ Ensure that all units of anti smuggling / preventive divisions' timely interdict attempts of smuggling of contraband, drugs, currency, gold, IADs, arm and ammunition etc through effective intelligence / information gathering. ○ Ensure that cases of mis-declaration, under invoicing over invoicing, violations of restrictions etc on imports / accompanied / unaccompanied baggage as well as export cargo through effective 			

- intelligence and surveillance.
- To ensure that the replies to all audit paras (RRA, DG Internal Audit, DG PCA) are timely furnished.
- Provide guidance to departmental officers regarding application of law and its interpretation as well as subsequent amendments. Also keep abreast of progress of pending cases in Tribunals, high Court and Supreme Court.
- To ensure that subordinate staff is imparted regular trainings in modern techniques regarding prevention of smuggling of drugs, currency, IADs etc as well as processes of appraisal, valuation, examination etc.
- Monitoring Legal Division regarding progress of pending cases in tribunal, High Courts and Supreme Court.
- Conduct periodic meeting with all divisional heads and review performance of each Division, Group and Section.
- Perform activities related to building and motivating high performance officers / subordinates staff.
- Prepare Monthly Progress Reports on basis of feedback from all Divisions / Sections etc and send monthly report to Collector regarding analysis of revenue collections against targets, difficulties constraints (if any) in achievement of assign targets and proposed measures to achieve the targets.
- Review and edit Monthly Progress Reports and others report prepared by junior officers and compare the performance of the department on a regular basis. Submit monthly report to Members after review.
- Any other duty assigned by the competent authority.

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Collector	To give regular updates regarding performance of preventive divisions, policy matters and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss enforcement, anti-smuggling achievements and hurdles faced and strategize solutions
Collector	To delegate tasks, receive updates and monitor progress.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local	To share and acquire information as and when required.
DIG Police DG (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION

Competencies	Definition	Level			
		1	2	3	4

Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion Additional Collector.</p>					

Position Title	Additional Collector	Grade:	19
Function	ADMINISTRATION / ESTABLISHMENT /	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant Collector Deputy Collector
MAIN PURPOSE OF THE JOB			
The position of the Deputy / Assistant Collector is primarily responsible for effective coordination among all the Divisions / Units of the MCC and to ensure the implementation of all orders / circulars / instructions issued by Headquarter in all matters. He will work as spokesmen of the Collector on matters relating to administration / policy decisions regarding compliance of FBR guidelines. He will actively supervise, monitor and guide the officers and staff to create friendly environment for all taxpayers and also advise Collector and Additional Collector on placement of officers and staff in accordance with the specific job requirements			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To ensure that the revenue targets assigned by the Collector to each Division / Group / Section / Branch is properly communicated and periodically monitor through reminders to field formations. ○ To ensure that proper postings / transfers criteria as devised by the Collector / Additional Collector is implemented keeping in view the specific job requirements and on merits. ○ Maintain and update all the service related record of the officers and officials of the MCC regarding their qualifications, experience, leave, training, disciplinary action (if any) and other relevant record. ○ To ensure that the timelines for replies to FBR and other organizations are properly monitor and the replies must be made through headquarter duly approved by the Collector. ○ To ensure through constant monitoring that the disciplinary proceedings, enquiries etc are completed according to the prescribed procedure and the orders in pursuance of the disciplinary proceedings are properly implemented. ○ To ensure that all the queries by field formations / importers / exporters / traders and other stake holders are examined by the technical branch of MCC and suitable replies are given after approval by the Collector. ○ To ensure that the annual expenditure budget allocated by FBR is managed through effective supervisions on all spending in the relevant head of account and take up the matter with FBR (HQ) timely, in case of additional grant / re-appropriation . ○ Any other duty assigned by the competent authority. 			

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To enhance revenue collection, discuss revenue related cases, regular updates regarding progress, budget achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Commissioner /	To access required information

Additional commissioner	
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.

Desired Person Specifications					
Competencies	Definition	Level			
		1	2	3	4
Leadership	To build a team of high achievers capable of delivering desired results				
Understanding Board's Objectives	Achieving assigned revenue targets and trade facilitation.				
Information gathering	Liaison with internal and external agencies.				
Problem Identification & Solving abilities	Troubleshooting in coordination with stakeholders to first isolate the issue, then to shortlist the remedial measures and finally the referral to appropriate authority, forum.				
Decision making	Early resolution of disputes				
Analytical Thinking	Critical analysis and out of box approach to bottlenecks in the process				
Communication Skills	All stakeholders encouraged to contribute by opening easily accessible channels of communication				
Team Work	Adopting motivational strategy.				
Result Orientation	Achieving assigned revenue targets and other objectives set out by Board by ensuring nil pendency, trade facilitation and speedy clearance.				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion Additional Collector.</p>					

Position Title	Additional Collector	Grade:	19
Function	AUCTION	Location	All over Pakistan.
Position Reports to	Collector of Customs	Position supervises	Assistant Collector Deputy Collector
MAIN PURPOSE OF THE JOB			
Auction of goods under section 82 of the Customs Act, 1969 read with Auction Rules, 2001 (SRO 450(I)/2001 dated 18.06.2001).			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Auction of goods under section 82 of the Customs Act, 1969 read with Auction Rules, 2001 (SRO 450(I)/2001 dated 18.06.2001). ○ Overall supervision and monitoring of the auction process. ○ To monitor that the un-cleared/unclaimed indices and confiscated lots are put to auction within time frame given under the relevant provisions of Section 82 of the Customs Act, 1969. ○ Timely approval of the auctioned lots related to his/her pecuniary limits as per law/rules/procedure. ○ Timely submission of files requiring Collectors approval under the auction rules. ○ Monitoring and reporting on the ACs/DCs performance on auctions. ○ Timely submission of requisite reports and replies to correspondences between HQ/FBR/other departments, agencies. ○ Any other assignment given by the Collector. 			

Interaction with internal/external Organizations

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To enhance revenue collection, discuss revenue related cases, regular updates regarding progress, budget achievements, policy decisions and legal issues. Discuss progress on recoveries on account of auction, seizure, confiscations, stuck up arrears etc or other official purposes. To discuss targets and hurdles faced and strategize solutions.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Commissioner / Additional commissioner	To access required information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.

Desired Person Specifications					
Competencies	Definition	Level			
		1	2	3	4

Leadership	To build a team of high achievers capable of delivering desired results				
Understanding Board's Objectives	Achieving assigned revenue targets and trade facilitation.				
Information gathering	Liaison with internal and external agencies.				
Problem Identification & Solving abilities	Troubleshooting in coordination with stakeholders to first isolate the issue, then to shortlist the remedial measures and finally the referral to appropriate authority, forum.				
Decision making	Early resolution of disputes				
Analytical Thinking	Critical analysis and out of box approach to bottlenecks in the process				
Communication Skills	All stakeholders encouraged to contribute by opening easily accessible channels of communication				
Team Work	Adopting motivational strategy.				
Result Orientation	Achieving assigned revenue targets and other objectives set out by Board by ensuring nil pendency, trade facilitation and speedy clearance.				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>					

Position Title	Additional Collector	Grade:	19
Function	R & D / AIB	Location	All over Pakistan
Position Reports to	Collector of Customs.	Position supervises	Deputy / Assistant Collectors
MAIN PURPOSE OF THE JOB			
Intelligence and I based monitoring of imported cargo and relates customs procedures to ensure due collection of duties / taxes in compliance of all rules, regulations and legislature.			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To ensure smooth operation of AIB/R&D functions in tandem with the policy outlined by the senior authorities. ○ To ensure smooth operation of AIB/R&D/PRV functions in tandem with the policy outlined by the senior authorities. ○ To co-ordinate, intelligence gathering and its effective synthesis, analysis and dissemination. ○ To implement strategies for preventing leakage and evasion of revenue. ○ Coordinating intelligence and information sharing. ○ Ensuring implementation of information based policies to plug the revenue leakage. ○ Effective utilization of Human Resource. ○ Carry out daily/weekly meeting with the AC/DC (AIB/R&D/PRV) to ensure achievement of targets assigned. ○ Make regular review of all items identified as a “Risk” by the AIB/R&D/PRV section. ○ Review GDs which have been blocked by AC/DC or PA. <ul style="list-style-type: none"> i) Monitor the performance of officers/officials posted under his/her supervision through performance indicators. ii) Monitoring of the Criminal – Quasi judicial proceedings, Prosecution pending at different legal fora. ○ Fortnightly review of all Court Cases/Audit Paras / Recovery pertaining to R&D / AIB/PRV. ○ Carry out studies of sectors and overall procedures where violation or potential risk of misappropriation may exist. ○ Co-ordinate with Directorate of Reforms and Automation to address such lacunae. ○ To plan periodic audits of imports pertaining to major revenue spinners / high value / risky commodities in terms of revenue (weight, Nos.etc), value, tax structure through statistical analysis. ○ Tracking market trends of different commodities/sectors for minimizing the chances of mis-declaration, under-invoicing at import stage. ○ To ensure group-wise post verification, identify revenue leakage and ensuring corrective measures including creating recovery of the identified amount. ○ Work-flow analysis and suggest improvement in the current modules to ensure prompt clearances minimum revenue pilferage. ○ Suggest measures for the overall up-gradation of the automated system with a view to simplify procedures and plug any probable revenue leakage. 			

Interaction with Internal / External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To discuss revenue related cases, regular updates regarding progress, policy decisions and legal issues.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject

Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.				
NADRA	To acquire information as and when required.				
Commissioner / Additional Commissioner	To access required information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.					

Position Title	Additional Collector	Grade:	19
Function	LICENSING	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors Licensing
MAIN PURPOSE OF THE JOB			
To monitor / grant Licenses to the Customs Clearing Agents in terms of Section 207 of the Customs Act, 1969 read with Customs Agents Licensing Rules, 2001 (SRO 450(I)/2001).			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Approval for issuance / Reissuance, Revocation, Suspension of Clearing Agent Licenses being licensing authority. ○ Pursuing examination through DoT for selection of individuals for issuance of licenses to clearing agents. ○ Security deposits Substitution & Release / Forfeiture thereof. ○ Condonation of time in Renewal of Clearing Agent Licenses. ○ Adjudication for violation of Clearing Agent Licensing Rules / law. ○ Approval for inclusion / Deletion of Partners in Clearing Agent License and change in Directorship / address. ○ Signing of Clearing Agent Booklets for Renewal /Amendment / Duplicate Copies. 			

Interaction with Internal / External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To discuss revenue related cases, regular updates regarding progress, policy decisions and legal issues.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Commissioner / Additional Commissioner	To access required information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.

DESIRED PERSON SPECIFICATION

Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical				

	analysis.			
Problem Identification and Solving Abilities	Ability to identify and solve problems;			
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.			
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.			
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.			
Teamwork	Ability to work in teams in a consultative process;			
Desired Academic and Experience Profile				
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>				

Position Title	Additional Collector	Grade:	19
Function	MIS (WEBOC)	Location	All Over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors

MAIN PURPOSE OF THE JOB

Ensuring the WeBOC Modules conform to the Act & Rules and are duly updated to respond to the requirement of the Users, both Internal and External

ROLES & RESPONSIBILITIES

- Ensuring that in coordination / consultation with the Directorate of Reforms & Automation WeBOC Modules conform to the Act & Rules and are duly updated to respond to the requirement of the Users, both Internal and External.
- Supervision of the work relating to DC/AC MIS
- MIS report generation
- Correspondences with Directorate General of Reforms and Automation for improving Weboc modules.
- Review of RMS behavior
- Monitoring of cancellation of TP and other GDs.
- Monitoring of risky PCTs for actions under RMS.

Interaction with Internal / External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Collector	To discuss revenue related cases, regular updates regarding progress, policy decisions and legal issues.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Commissioner / Additional Commissioner	To access required information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.

DESIRED PERSON SPECIFICATION

Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and	Ability to identify and solve problems;				

Solving Abilities				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.			
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.			
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.			
Teamwork	Ability to work in teams in a consultative process;			
Desired Academic and Experience Profile				
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>				

Position Title	Additional Collector	Grade:	19
Function	LAW BRANCH /FTO / ADRC SUPERIOR COURTS/ TRIBUNAL	Location	All over Pakistan
Position Reports to	Collector of Customs MCC-Appraisalment-West	Position supervises	Assistant/Deputy Collectors

MAIN PURPOSE OF THE JOB

To undertake tasks pertaining to effective monitoring of subjudice cases pending before the Superior Courts, Tribunals and to monitor institution of penal proceedings initiated by the Collectorate.

ROLES & RESPONSIBILITIES

- The Officer shall supervise functioning/ working of Law Branch and intervene, whenever required, to ensure its smooth operations. In this regard, the Officer shall carry out meetings with the AC/DC / PA (Law Branch) on regular basis to ensure achievement of assigned targets for disposal of pending cases.
- Monitoring filing of CPLA'S, SCRA'S, Appeals before Tribunal / Collector Appeal within the stipulated time period.
- Keep an eye on the major cases wherein huge amount of revenue is involved and advise steps/ measures to concerned officers for improvement when ever felt necessary.
- Monitor the performance of nominated Lawyers in the cases subjudice before the honorable Supreme / High Court and at other foras.
- Monitoring the speedy and proper feeding of cases pertaining to honorable Supreme Court/ High Courts in LMS system.
- Filing / Signing of SCRA'S before the honorable High Court of Sindh.
- Examining the legality of case before approving the contravention.
- Performance Monitoring of lawyers / initiation of cases to FBR for inclusion of new lawyers in panel.
- Liaison with administrative authorities of Courts / Tribunal / FTOs / Appeals / Adjudication Collectorate.
- Any other duty assigned by the competent authority.

Interaction with Internal / External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Collector	To discuss revenue related cases, regular updates regarding progress, policy decisions and legal issues.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information.
NADRA	To acquire information as and when required.
Commissioner / Additional Commissioner	To access required information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.					

Position Title	Additional Collector	Grade:	19
Function	EXTERNAL – INTERNAL AUDIT	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors Audit
MAIN PURPOSE OF THE JOB			
To maintain close coordination with the Internal – External Audit authorities and to ensure submission of timely replies to the audit observations, audit Paras and directives of the PAC by effectively presenting the stance of the department at Pre-MAC, DAC and Pre-PAC level.			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To maintain close coordination with the Internal – External Audit authorities and to ensure submission of timely replies to the audit observations, audit Paras and directives of the PAC by effectively presenting the stance of the department at Pre-MAC, DAC and Pre-PAC level. ○ Supervision of the functioning / working of the Pre-Audit section and intervene, whenever required, to ensure its smooth operations. ○ Carry out meetings with the in-charge of various sections on regular basis to ensure speedy compliance and disposal of Audit Paras / observations and PAC directives etc. ○ To ensure timely submission and verification of audit relates recoveries from concern audit authorities for settlement of audit paras. ○ Keep an eye on the working of the section and advice steps/ measures to concerned Officers for improvement, whenever felt necessary. ○ Monitor the performance of Officers/ Officials posted in the section and recommend the names of outstanding Officers/ Officials for cash reward/ recognition on the basis of recommendation from In-charge of concerned section 			

Interaction with Internal / External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE							
Function/ Department		Subject					
Collector		To discuss revenue related cases, regular updates regarding progress, policy decisions and legal issues.					
INTERACTIONS WITH EXTERNAL ORGANIZATIONS							
External Organization		Subject					
Chamber of Commerce & Industry		For the facilitation of taxpayers and acquiring information.					
NADRA		To acquire information as and when required.					
Commissioner / Additional Commissioner		To access required information					
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.		To coordinate timely clearance of import / export cargo and other related matters.					
High Court & Federal Ombudsman		To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.					
DESIRED PERSON SPECIFICATION							
Competencies		Definition		Level			
				1	2	3	4
Understanding Board's Objectives		Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current		1	2	3	4

	position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>					

Position Title	Additional Collector	Grade:	19
Function	IMPORT SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Assistant/Deputy Collectors
MAIN PURPOSE OF THE JOB			
Matters relating to the Import Section			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Supervision of the overall working of import section and intervene, whenever required, to ensure its smooth operations. In this regard. ○ Guidance / Advice to the A.C/D.C, in case of any ambiguity related to import section working, if asked. ○ Monitoring and compilation of monthly statements related to import section. ○ Meetings with AC/DC import section, to discuss various issues of the section and to advise steps/measures to improve the overall working of the section, whenever deemed necessary. ○ Accord approval on all such matters where ADC is the competent authority under the act, rules, public notice or standing order. ○ Implementation of corrigendum to public notice no5/2000 dated 10.3.2000 issued on 22.5.2000. ○ Accord approval, in exceptional circumstances and for reasons to be recorded in writing, for substitution of HC GD to WAREHOUSING GD and vice versa, under Sec 79(2) of Custom Act, once he gets satisfied, in the light of documents placed on file and clear recommendation given by AC/DC Import, that the rate of custom duty is not adversely affected and that there was no intention to defraud. ○ Monitor the performance of officers/officials posted in import section and recommend the names of outstanding officials for cash reward/recognition on the basis of recommendation from the AC/D.C. ○ Any other duty assigned by the competent authority. 			

Interaction with Internal / External Users

INTERACTIONS WITHIN FEDERAL BOARD OF REVENUE							
Function/ Department		Subject					
Collector		To discuss revenue related cases, regular updates regarding progress, policy decisions and legal issues.					
INTERACTIONS WITH EXTERNAL ORGANIZATIONS							
External Organization		Subject					
Chamber of Commerce & Industry		For the facilitation of taxpayers and acquiring information.					
NADRA		To acquire information as and when required.					
Commissioner / Additional Commissioner		To access required information					
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.		To coordinate timely clearance of import / export cargo and other related matters.					
High Court & Federal Ombudsman		To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.					
DESIRED PERSON SPECIFICATION							
Competencies		Definition		Level			
				1	2	3	4
Understanding	Board's	Capacity to identify key stakeholders and revenue		█			

Objectives	generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.					

Position Title	Additional Collector	Grade:	19
Function	RECOVERY	Location	All over Pakistan
Position Reports to	Collector of Customs.	Position supervises	Deputy / Assistant Collectors

MAIN PURPOSE OF THE JOB			
To monitor recoverable pending revenues and arrears under the relevant provisions of Section 202 of the Customs Act, 1969 and Recovery Rules made there-under.			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To monitor recoverable/pending revenues and arrears under the relevant provisions of Section 202 of the Customs Act, 1969 and Recovery Rules made there-under. ○ To supervise the functioning / working of Recovery in each Group and intervene, whenever required, to ensure its smooth operations. ○ To carry out meetings with the AC/DC (Recovery)/ PA (Recovery) on regular basis to ensure disposal of pending recoveries in Group. ○ Mobilize resources of the operational units to achieve assigned goals / targets. ○ Actively supervise, monitor, guide and motivate officers/ officials / subordinates staff to optimize productivity and quality of the unit output. ○ Monitor performance of Officers/ Officials posted in the Recovery Section and recommend the names of outstanding Officers/ Officials for cash reward/ recognition on the basis of recommendation from In-charge of concerned section ○ Ensure proper collection of levied duties and taxes in the areas of Recoveries ○ Any other duty assigned by the competent authority. 			

Interaction with internal/external Organizations

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				

Teamwork	Ability to work in teams in a consultative process;			
Desired Academic and Experience Profile				
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Minimum of 7 years' experience as Deputy Collector/Deputy Director/Second Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Additional Collector.</p>				

Job Description			
Position Title	Additional Collector (Adjudication)	Grade: 19	
Function:	ADJUDICATION	Location:	Countrywide
Position Reports To:	Collector (Adjudication)	Position Supervises: Deputy/ Assistant Collector (Adjudication)	
MAIN PURPOSE OF THE JOB			
<ul style="list-style-type: none"> The position of Additional Collector Adjudication is primarily responsible to adjudicate cases of Customs, under his jurisdiction. The position also requires the incumbent to have requisite knowledge of Relevant Acts, Rules, Laws and procedures, Import export policies, Case – Laws., Legal Processes and Business Processes. The position is also responsible to ensure equitable and judicious treatment to the taxpayers in deciding cases. The position also require from its incumbent to create conducive work environment and provide leadership, motivation, and opportunities for development of team members. 			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> To be Judicious in interpretation and application of law by observing independent evaluation of facts of the case. Be Fair, decisive, firm, judicious and a good time manger. The Collector is required to regularly visit customs adjudication’s electronic module to check number of cases in login and update the system regarding issuance of show cause and hearing notices and conduct adjudication proceedings and issuance of order in original.. Make correspondence with superiors and subordinates related to adjudication. Provide proper guidance to his subordinate officers and staff. Responsible for effective utilization of human resource available at his disposal by effectively placing the officers and staff assigned to him. Recommending training & course for subordinate staff for enhancing their capacity. Responsible for team building & motivation of the subordinate staff to achieve better results. Set standards periodically for subordinates to comply pre-determined timelines of all customs adjudication processes. Ensure timely disposal of all adjudication cases assigned by the collector Adjudication. Ensure redressal of complaints by public, traders, importers, exporters, clearing agent etc regarding matters related to adjudication Provide guidance to departmental officers regarding application of law and its interpretation as well as subsequent amendments. Perform activities related to building and motivating high performance officers / subordinates staff. Prepare Monthly Progress Reports of adjudication cases and send monthly report to the Collector (Adjudication) regarding disposal of pending cases. Any other duty assigned by the competent authority 			
INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE			
Function/ Department	Subject		
Collector	To discuss the disposal and pending adjudication cases and issues involved (if any) in quick disposal of the cases.		

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification.</p> <p>Minimum of 5 years' experience as Additional Collector/Additional Director/Secretary (FBR) HQ will be a prerequisite for being considered for promotion to Collector.</p>					

Position Title	Additional Collector Customs	Grade	19		
Function	AIR PORT TRAFFIC /AFU	Location	Preventive Collectorates		
Position reports to	Collector Customs (Preventive)	Position supervises	Assistant /Deputy Collectors (Air Port Traffic)		
MAIN PURPOSE OF THE JOB					
<ul style="list-style-type: none"> • Supervision, monitoring, guidance and motivation of Assistant/Deputy Collectors and other senior officials • Coordination and meetings with other agencies to ensure better inter-agency relations • To ensure timely redressal of complaints from passengers • To ensure that mechanism for maximum facilitation to the incoming and outgoing passengers is in place and to constantly review it • To ensure that optimum balance is maintained between facilitation and deterrence 					
ROLES & RESPONSIBILITIES					
<ul style="list-style-type: none"> ▪ Supervision and monitoring of the work of ACs/DCs and other senior officials posted at Airport and taking steps for their capacity building ▪ Liaison with other Agencies working at the Air Port ▪ Keep on analyzing facilitation measures/mechanism and taking steps to constantly improve them ▪ Randomly supervising customs clearance of passengers and accompanied baggage ▪ To decide/recommend cases detected at Air Port for initiation of criminal proceedings 					
Interaction with internal/external organizations					
Internal		ACs/DCs, Air Port Additional Collector/AC (I&P) Collector Chief Collector			
External		Passengers , Directorate (I&I) FIA / ANF/ ASF/ Civil Aviation Authority/Airlines ,Intelligence Agencies Internal /external Audit Organizations Media			
Desired Person Specifications					
Competencies	Definition	Level			
		1	2	3	4
Leadership	The ability to take key decisions timely. Motivate and guide the anti smuggling staff.	✓			

Understanding Board's objectives	Capacity to take effective measures regarding prevention of smuggling.	✓			
Information gathering	Ability to gather key information.		✓		
Problem Identification & Solving abilities	Ability to identify key problems and to solve them effectively.	✓			
Decision making	To weigh pros and cons and take critical decisions of paramount significance.	✓			
Analytical Thinking	Ability to inquire and analyze critically.		✓		
Communication Skills	Ability to effectively communicate with the staff and higher authorities.		✓		
Team Work	Ability to work and lead a team through consultation.	✓			
Result Orientation	Ability to remain focused towards achieving end results.		✓		

Desired Academic and Experience Profile

Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Should have completed at least a training course on cross-border movement and risk profiling.

Position Title	DEPUTY ASSISTANT COLLECTOR	Grade:	18 – 17
Function	ASSESSMENT	Location	All over Pakistan.
Position Reports to	Collector of Customs Additional Collector of Customs	Position supervises	Principal Appraiser / Appraiser
MAIN PURPOSE OF THE JOB			
The position of the Assistant /Deputy Collector Assessment is primarily responsible for implementing all the strategies related to revenue collection covering all aspects of Customs, Sales Tax, Income Tax and FE duties and other levies etc at import stage. The Assistant /Deputy Collector Assessment is required to ensure genuine taxpayers are facilitated without compromising the controls.			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Responsible for correct assessment / valuation of imported goods / consignments for collection of duties / taxes. ○ To carry out meetings with the Principal Appraiser / Appraiser (Assessment) on regular basis to ensure achievement of assigned targets and proper collection of duties / taxes. ○ Scrutiny of the Goods Declarations requiring reassessments once such GDs have already been finalized by the Principal Appraiser / Appraiser (Assessment) ○ To keep update on the major revenue spinners of the concerned Assessment Group and suggest steps / measures to concerned Officials for improvement of the assessments. ○ Ensure finalization and timely disposal of provisional assessment cases, through coordination with the Directorate General of Customs Valuation and other concern offices, where required. ○ Ensure implementation of relevant rules, regulations pertaining to the Importability, PCT, description, classification and application of correct Valuation Rulings issued under section 25-A of the Customs Act, 1969 and application of indicative data base values for the relevant period. ○ Prompt response to the correspondences relating to FBR, FTO and other departments for the group related issues; ○ To evaluate the performance of Officers / Officials posted in the Group and recommend the names of outstanding Officers / Officials for cash reward/ recognition on the basis of recommendation from In-charge of concerned section. ○ Over all in charge of the Group/Section and respective for effective performance thereof. ○ Monitoring/scrutiny of 10% GDs processed per day for quality assurance ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Licensing Section including number of pending application, issued licenses and strategy for effective and efficient processing.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local	To share and acquire information as and when required.

Police					
Deputy Director HQ (I&A), Customs	To share and require information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18 – 17
Function	EXAMINATION	Location	All over Pakistan.
Position Reports to	Collector of Customs Additional Collector of Customs	Position supervises	Principal Appraiser / Appraiser
Main Purpose of the Job			
Examination of imported goods / consignments in terms of section 79-80 of the Customs Act, 1969.			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Administration and supervision of examinations and related functions/procedures at the port/terminals ○ Conducting timely examination and ensuring feeding of examination reports on the same day for speedy clearances of the imported goods and reduction of dwell time. ○ To improve the quality of examination and feeding of particulars covering all aspects of goods imported including complete description, make, model, part – art numbers, origin, number of pieces, weight per piece, packing and any other detail required for making correct assessment and determination of importability of the goods. ○ Determination of quantum of net weight in respect of goods requires assessment on weight basis. ○ Reporting on the quality of examination work being done by Principal Appraiser – Appraiser – Examiners. ○ Issuance of roster for distribution of examination related work among Examination staff. . ○ To ensure thorough examinations in line with the existing Law, Procedures, Standing orders and SOPs to ensure disposal of daily grounded containers. ○ To make ensure that imported goods are properly arranged for examination. ○ Coordination/liaison with Deputy / Assistant Collector, In-charge, Assessment Groups on examination related Issues and with stakeholders such as trade, clearing/shipping agents, terminal operators and other agencies etc. for facilitation and grievance redressal. ○ Day to day monitoring of the containers grounded and arranged for examination by container terminal operator; ○ Through inspection/examination of imported cargo ○ Timely submission of requisite reports and correspondences with the headquarters. ○ To ensure availability of transport, equipments, labor, surveyor to the examination staff; ○ To ensure sealing – de-sealing of the containers arrived for examination in presence of examination staff; ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Licensing Section including number of pending application, issued licenses and strategy for effective and efficient processing.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.

Coast Guard / ANF / Local Police	To share and acquire information as and when required.				
Deputy Director HQ (I&A), Customs	To share and require information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	AUCTION	Location	All over Pakistan.
Position Reports to	Collector of Customs Additional Collector of Customs	Position supervises	Principal Appraiser Appraiser
MAIN PURPOSE OF THE JOB			
Auction of goods under section 82 of the Customs Act, 1969 read with Auction Rules, 2001 (SRO 450(I)/2001 dated 18.06.2001.			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Conducting regular auction of goods and supervision thereof; ○ To ensure that un-cleared/unclaimed indices and confiscated lots are put to auction within time frame given under the relevant provisions of Section 82 of the Customs Act, 1969. ○ Timely submission of auction files for approval of the auctioned lots related to his pecuniary limits as per law/rules/procedure ○ Timely submission of files requiring ADC/Collectors approval under the Customs Auction Rules, 2001 ○ To ensure continuous reporting on the Auction performances to optimize revenue from auctions. ○ Timely submission of requisite reports and replies to correspondences between HQ/FBR/other department's agencies. ○ Supervision of auction deliveries and to ensure delivery of only those goods for which all dues are paid and prescribed formalities has been compiled with. ○ To ensure security measures with the concerned terminal / auction yard management to avoid theft etc. ○ Any other assignment given by the Collector 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Licensing Section including number of pending application, issued licenses and strategy for effective and efficient processing.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	ADMINISTRATION / ESTABLISHMENT	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector Customs	Position supervises	Principal Appraiser, Appraisers, Examiners, Ministerial staff
MAIN PURPOSE OF THE JOB			
Attend matters relating to Administration / Establishment of the Collectorate			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Ensuring operational efficiency in the Collectorate through proactive initiation and effective coordination among all divisions/sections/groups. ○ Create taxpayer friendly environment through implementation of planned facilitation initiatives. ○ Active supervision, monitoring, guidance and motivation of officials / subordinates staff to optimize productivity and quality of the unit output. ○ Ensuring proper maintenance and utilization of the assets and providing logistical support to the officers of Collectorate. ○ To supervise and ensure the performance of Common Pool Fund, SR Cell, Accounts - Cash Section. ○ Close liaison with the Chief Accounts Officer for timely reconciliation of revenue figures and collection thereof on monthly, quarterly and yearly basis with the Bureau of Statistics, State Bank of Pakistan. ○ Submission of prescribed reports to the relevant forums. ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Licensing Section including number of pending application, issued licences and strategy for effective and efficient processing.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	LICENSING	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers,
MAIN PURPOSE OF THE JOB			
To monitor / grant Licenses to the Customs Clearing Agents in terms of Section 207 of the Customs Act, 1969 read with Customs Agents Licensing Rules, 2001 (SRO 450(I)/2001).			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ Initiation of process for seeking approval of the licensing authority for issuance / Reissuance, Revocation, Suspension of Clearing Agent Licenses. ○ Pursue with DoT for conducting examination for selection of individuals for issuance of licenses to clearing agents and arranging refresher courses at Directorate General of Customs Training. ○ Safe custody of Security deposits, substitution & release / forfeiture thereof. ○ Submission of files to the Licensing authority for con-donation of time in renewal of Clearing Agent Licenses. ○ Initiation of adjudication for violation of Clearing Agent Licensing Rules / law. ○ Seeking approval for inclusion / deletion of partners in Clearing Agent License and change in directorship / address. ○ Submission of Clearing Agent Booklets for renewal /amendment / duplicate copies to the concerned Licensing authority. ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Licensing Section including number of pending application, issued licences and strategy for effective and efficient processing.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	EXTERNAL – INTERNAL AUDIT (CRA / PCA)	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraiser, Appraisers,
MAIN PURPOSE OF THE JOB			
To maintain close coordination with the Internal – External Audit authorities and to ensure submission of timely replies to the audit observations, audit Paras and directives of the PAC by effectively presenting the stance of the department at Pre-MAC, DAC and Pre-PAC level.			
ROLES & RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To ensure proper functioning / working of the Pre-Audit section and intervene, whenever required, to ensure its smooth operations. ○ Conduct meetings with the Deputy – Assistant Collectors, in-charge respective sections on regular basis to ensure speedy compliance and disposal of Audit Paras / observations and PAC directives etc on case to case basis. ○ To ensure timely collection of verification reports of audit related recoveries from concerned sections of the Collectorate for onward submission to the audit authorities for settlement of audit Paras. ○ To ensure proper working of the section and suggest steps/ measures to concerned Officers for improvement in recoveries whenever felt necessary. ○ To ensure performance of Officers/ Officials posted in the section and recommend the names of outstanding Officers/ Officials for cash reward/ recognition on the basis of recommendation from In-charge of concerned section ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Audit Section including number of audit forum, update of replies and amounts involved and strategy for effective representation of Collectorate before Court.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal	To discuss cases in favor of revenue generation for the FBR to review or

Ombudsman	monitor the progress of on-going cases.				
DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	IMPORTS/MCD SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Main Purpose of the Job

Attend on priority the matters relating to the Import Section

Roles & Responsibilities

- To ensure proper working of import section for smooth operations
- Suggestions / Guidance / Advice to the staff of Import Section for effective performance anomaly observed in the working of import section.
- Compilation and submission of monthly statements related to import section and Meetings with the staff of Import Section to discuss various issues of the section and to advise steps/measures to improve the overall as well as day to day working of the section.
- Submission of files / matters for approval on all such matters where ADC is the competent authority under the act, rules, public notice or standing order.
- Submission of files for approval, in exceptional circumstances and for reasons to be recorded in writing, for substitution of HC GD to WAREHOUSING GD and vice versa, under Sec 79(2) of Custom Act, once the authority gets satisfied, in the light of documents placed on file and clear recommendation that the rate of custom duty is not adversely affected and that there was no intention to defraud the government exchequer.
- Monitor the performance of officers/officials posted in import section and recommend the names of outstanding officials for cash reward/recognition on the basis of recommendation from the AC/D.C.
- Any other duty assigned by the competent authority.

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Import Section including number of litigations, type, issues and amounts involved and strategy for effective representation of Collectorate before Courts.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal	To discuss cases in favor of revenue generation for the FBR to review or

Ombudsman	monitor the progress of on-going cases.				
DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	ADJUDICATION	Location	All over Pakistan
Position Reports to	Collector of Customs	Position supervises	Ministerial staff etc.
MAIN PURPOSE OF THE JOB			
The position of the Deputy / Assistant Collector Adjudication Section is responsible for ensuring lawful and expeditious disposal. The position requires close liaison with Assessment Groups to ensure their representation.			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To ensure that case is adjudicated in the Collectorate and does not fall within the jurisdiction of the Collectorate of Adjudication. ○ To ensure transparent, expeditious, and judicious disposal of contraventions ○ Suggestions / guidance / advice to the staff of MIS Section indicating any ambiguity or anomaly observed in the working of the Section. ○ Compilation and submission of monthly statements related to Adjudication section. ○ Meetings with the staff of Adjudication Section to discuss various issues of the section and to advise steps/measures to improve the overall as well as day to day working of the section. ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Collector	To give regular updates regarding all related matters regarding MIS Section including number of litigations, type, issues and amounts involved and strategy for effective representation of Collectorate before Courts.				
Additional Collector	To delegate tasks, receive updates and monitor progress.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.				
Coast Guard / ANF / Local Police	To share and acquire information as and when required.				
Deputy Director HQ (I&A), Customs	To share and require information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and	1		3	4

	potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	MIS	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.
MAIN PURPOSE OF THE JOB			
The position of the Deputy / Assistant Collector MIS Section is responsible for ensuring expeditious and effective addressing of System related issues faced by both internal and external users. The position requires close liaison with PRAL development team for quick remedial actions.			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To ensure that job listed in WeBOC module for AC/DC MIS are done effectively and efficiently. ○ Compilation and submission of MIS reports to Collector. ○ Ensuring that in coordination / consultation with the Directorate of Reforms & Automation WeBOC Modules conform to the Act & Rules and are duly updated to respond to the requirement of the Users, both Internal and External. ○ Supervision of the work relating to DC/AC MIS ○ MIS report generation ○ Correspondences with Directorate General of Reforms and Automation for improving Weboc modules. ○ Review of RMS behavior ○ Monitoring of cancellation of TP and other GDs. ○ Monitoring of risky PCTs for actions under RMS. ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding MIS Section including number of litigations, type, issues and amounts involved and strategy for effective representation of Collectorate before Courts.
Additional Collector	To delegate tasks, receive updates and monitor progress.
INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	R&D/AIB/PRV	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.
MAIN PURPOSE OF THE JOB			
<p>The position of the Deputy / Assistant Collector R&D/AIB/PRV Section is responsible for ensuring effective representation of Department in all litigation matters and to liaise with other Sections/Groups for their updating and input on matters relating to the Section/Groups pending before Courts. The position actively supervises monitors and guides the officers and staff to use all available sources and implement all provisions of Customs Act and Rules 2001 to safeguard the interest of the Collectorate in litigations.</p>			
ROLES AND RESPONSIBILITIES			
<ul style="list-style-type: none"> ○ To ensure smooth operation of AIB/R&D functions in tandem with the policy outlined by the senior authorities. ○ To ensure smooth operation of AIB/R&D/PRV functions in tandem with the policy outlined by the senior authorities. ○ To co-ordinate, intelligence gathering and its effective synthesis, analysis and dissemination. ○ To implement strategies for preventing leakage and evasion of revenue. ○ Coordinating intelligence and information sharing. ○ Ensuring implementation of information based policies to plug the revenue leakage. ○ Effective utilization of Human Resource. ○ Carry out daily/weekly meeting with the AC/DC (AIB/R&D/PRV) to ensure achievement of targets assigned. ○ Make regular review of all items identified as a “Risk” by the AIB/R&D/PRV section. ○ Review GDs which have been blocked by AC/DC or PA. ○ Monitor the performance of officers/officials posted under his/her supervision through performance indicators. ○ Monitoring of the Criminal – Quasi judicial proceedings, Prosecution pending at different legal fora. ○ Fortnightly review of all Court Cases/Audit Paras / Recovery pertaining to R&D / AIB/PRV. ○ Carry out studies of sectors and overall procedures where violation or potential risk of misappropriation may exist. ○ Co-ordinate with Directorate of Reforms and Automation to address such lacunae. ○ To plan periodic audits of imports pertaining to major revenue spinners / high value / risky commodities in terms of revenue (weight, Nos.etc), value, tax structure through statistical analysis. ○ Tracking market trends of different commodities/sectors for minimizing the chances of mis-declaration, under-invoicing at import stage. ○ To ensure group-wise post verification, identify revenue leakage and ensuring corrective measures including creating recovery of the identified amount. ○ Work-flow analysis and suggest improvement in the current modules to ensure prompt clearances minimum revenue pilferage. ○ Suggest measures for the overall up-gradation of the automated system with a view to simplify procedures and plug any probable revenue leakage. ○ Any other duty assigned by the competent authority. 			

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE					
Function/ Department	Subject				
Collector	To give regular updates regarding all related matters regarding Law Section including number of litigations, type, issues and amounts involved and strategy for effective representation of Collectorate before Courts.				
Additional Collector	To delegate tasks, receive updates and monitor progress.				
INTERACTIONS WITH EXTERNAL ORGANIZATIONS					
External Organization	Subject				
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.				
Coast Guard / ANF / Local Police	To share and acquire information as and when required.				
Deputy Director HQ (I&A), Customs	To share and require information				
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.				
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.				
DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	PREVENTIVE / ANTI SMUGGLING	Location	All over Pakistan
Position Reports to	Additional Collector of Customs	Position supervises	Officers and staff

MAIN PURPOSE OF THE JOB

The position of the Deputy / Assistant Collector (Preventive) / (Anti Smuggling) is primarily responsible for supervising anti-smuggling activities in his jurisdiction. This position also requires filing of FIR against smugglers and their facilitator / financers. The position is also responsible to manage the manpower resources deployed.

ROLES AND RESPONSIBILITIES

- Anti Smuggling carried out through effective intelligence and information.
- Preventing flow of contraband / non duty paid smuggle goods through coordinated efforts with other organizations i.e. coast guard, rangers, local police, customs intelligence etc.
- To ensure deposit of seized goods in state warehouse in accordance with the procedures and orders issued from time to time and submission of seizure reports to adjudicating officer.
- The position is also required to file FIR against the smugglers / facilitators and pursue the cases in the court for successful prosecutions.
- To monitor the performance of all the anti smuggling units in his / her jurisdiction and furnish report showing comparative positions with corresponding period of previous year regarding number of seizure cases, quantity / value of goods etc.
- To ensure that the feedback from Tracking Company and DG Transit, Karachi in respect of movement of forward and retrograde transit cargo through Karachi ports and its flow through inland stations up to exit at export stations and taking prompt action in case of discrepancy / violation.
- Ensure timely disposal of seized and confiscated goods through auctions and the amount of revenue realized.
- Ensure redressal of complaints by public, traders etc.
- Ensure that all units of anti smuggling / preventive divisions' timely interdict attempts of smuggling of contraband, drugs, currency, Gold, IADs, arm and ammunition etc through effective intelligence / information gathering.
- To ensure that subordinate staff is imparted regular trainings in modern techniques regarding prevention of smuggling of drugs, currency, IADs etc as well as processes of appraisalment, valuation, examination etc.
- Any other duty assigned by the competent authority.

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Additional Collector	To give regular updates regarding all related matters regarding Law Section including number of litigations, type, issues and amounts involved and strategy for effective representation of Collectorate before Courts.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A),	To share and require information

Customs	
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION

Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				

Desired Academic and Experience Profile

Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	LAW SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

MAIN PURPOSE OF THE JOB

The position of the Deputy / Assistant Collector Law Section is responsible for ensuring effective representation of Department in all litigation matters and to liaise with other Sections/Groups for their updating and input on matters relating to the Section/Groups pending before Courts. The position actively supervises monitors and guides the officers and staff to use all available sources and implement all provisions of Customs Act and Rules 2001 to safeguard the interest of the Collectorate in litigations.

ROLES AND RESPONSIBILITIES

- The Officer shall supervise functioning/ working of Law Branch and intervene, whenever

required, to ensure its smooth operations. In this regard, the Officer shall carry out meetings with the AC/DC / PA (Law Branch) on regular basis to ensure achievement of assigned targets for disposal of pending cases.

- Monitoring filing of CPLA’S, SCRA’S, Appeals before Tribunal / Collector Appeal within the stipulated time period.
- Keep an eye on the major cases wherein huge amount of revenue is involved and advise steps/ measures to concerned officers for improvement when ever felt necessary.
- Monitor the performance of nominated Lawyers in the cases subjudice before the honorable Supreme / High Court and at other fora.
- Monitoring the speedy and proper feeding of cases pertaining to honorable Supreme Court/ High Courts in LMS system.
- Filing / Signing of SCRA’S before the honorable High Court of Sindh.
- Examining the legality of case before approving the contravention.
- Performance Monitoring of lawyers / initiation of cases to FBR for inclusion of new lawyers in panel.
- Liaison with administrative authorities of Courts / Tribunal / FTOs / Appeals / Adjudication Collectorate.

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE	
Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Law Section including number of litigations, type, issues and amounts involved and strategy for effective representation of Collectorate before Courts.
Additional Collector	To delegate tasks, receive updates and monitor progress.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS	
External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION		Level			
Competencies	Definition	1	2	3	4
		Understanding Board’s Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.		
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical				

	analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	BG CELL /SECURITIES SECTION	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

MAIN PURPOSE OF THE JOB

The position of the Deputy / Assistant Collector Recovery is primarily responsible for ensuring the safe keeping of securities, their expeditious release, revalidation and for timely liquidations thereof as and when required. The position actively supervises monitors and guides the officers and staff to use all available sources and implement all provisions of Customs Act and Rules 2001 to recover the dues payable by the defaulting taxpayers.

ROLES AND RESPONSIBILITIES

- To ensure overall performance of BG Cell / Securities Section for smooth operations
- Suggestions / Guidance / Advice to the staff of BG Cell / Securities Section indicating any ambiguity or anomaly observed in the working of the Section.
- Compilation and submission of monthly statements related to BG Cell / Securities section and
- Meetings with the staff of BG Cell / Securities Section to discuss various issues of the section and to advise steps/measures to improve the overall as well as day to day working of the section.
- Submission of files / matters for approval on all such matters where ADC is the competent authority under the act, rules, public notice or standing order.
- Before encashment or release of any security, it will be ensured that all the prescribed processes and legal requirements have been completed.
- To ensure that all Public Notices, CGOs, Office Orders etc on BG Cell / Securities matters are being followed in letter and spirit by all concerned.
- Monitor the performance of officers/officials posted in BG Cell / Securities Section and recommend the names of outstanding officials for cash reward/honorarium etc.

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding BG Cell/Securities Section including number of securities, type, amount involved and strategy for early liquidation
Additional Collector	To delegate tasks, receive updates and monitor progress.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.

DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	RECOVERY	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

Attend on priority the matters relating to the Bond Section

MAIN PURPOSE OF THE JOB

The position of the Deputy / Assistant Collector Recovery is primarily responsible for effective coordination among all the Divisions / Units of the MCC and to ensure the realization of outstanding dues by the defaulting taxpayers. The position actively supervises monitors and guides the officers and staff to use all available sources and implement all provisions of Recovery Rules 2001 to recover the dues payable by the defaulting taxpayers.

ROLES AND RESPONSIBILITIES

- To ensure efficient performance of Recovery Section.
- Suggestions / guidance / advice to the staff of Recovery Section.
- Compilation and submission of monthly statements related to Recovery section.
- Meetings with the staff of Recovery Section to discuss various issues of the section and to advise steps/measures to improve the overall as well as day to day working of the section.
- Submission of files / matters for approval on all such matters where ADC is the competent authority under the act, rules, public notice or standing order.
- Implementation of the provisions of the Customs Act, 1969 and Chapter XI of Customs Rules 2001 regarding Recovery.
- To ensure that all Public Notices, CGOs, Office Orders etc on Recovery matters are being followed in letter and spirit by all concerned.
- Monitor the performance of officers/officials posted in Recovery Section and recommend the names of outstanding officials for cash reward/honorarium etc.

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Collector	To give regular updates to ADC/Collector on regarding all related matters regarding Recovery Section including updated position of arrears and the strategies adopted for recovery thereof etc.
Additional Collector	To delegate tasks, receive updates and monitor progress.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal	To discuss cases in favor of revenue generation for the FBR to review or

Ombudsman	monitor the progress of on-going cases.				
DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy – Assistant Collector	Grade:	18-17
Function	WAREHOUSING	Location	All over Pakistan
Position Reports to	Collector of Customs, Additional Collector of Customs	Position supervises	Principal Appraisers, Appraisers, Ministerial staff etc.

MAIN PURPOSE OF THE JOB

The job of AC/DC Warehousing is to attend on priority the matters relating to the Bond Section The position of the Deputy / Assistant Collector Warehousing is primarily responsible for effective and smooth removal of goods into and from the Public and Private Warehouses by ensuring the implementation of all orders / circulars / instructions issued by Board and Collectorate in all matters. The position requires the incumbent to advise Additional Collector / Collector on matters relating to administration / policy decisions regarding compliance of FBR guidelines. The position actively supervises monitors and guides the officers and staff to create friendly environment for all taxpayers and also advise Collector and Additional Collector on placement of officers and staff in accordance with the specific job requirements.

ROLES AND RESPONSIBILITIES

- To ensure efficient overall performance of Bond Section.
- Suggestions / guidance / advice to the staff of Bond Section to increase their efficiency and output.
- Compilation and submission of monthly statements showing overstayed goods.
- Meetings with the staff of Bond Section to discuss various issues of the section and to advise steps/measures to improve the overall as well as day to day working of the section.
- Submission of files / matters for approval on all such matters where ADC is the competent authority under the act, rules, public notice or standing order.
- Implementation of the provisions of the Customs Act, 1969 and Chapter XV of Customs Rules 2001 regarding warehousing.
- To ensure that all Public Notices, CGOs, Office Orders etc on Warehousing are being followed in letter and spirit by all concerned.
- Monitor the performance of officers/officials posted in Bond Section and recommend the names of outstanding officials for cash reward/honorarium etc.

Interaction with Internal/External Users

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Collector	To give regular updates regarding all related matters regarding Bond Section including licensing renewal/issuance, overstayed goods etc.
Additional Collector	To delegate tasks, receive updates and monitor progress.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local Police	To share and acquire information as and when required.
Deputy Director HQ (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim Pakistan Railway etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.

DG Training	To coordinate training of officers & officials in respective field.				
DESIRED PERSON SPECIFICATION					
Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the Board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. .					

Position Title	Deputy / Assistant Collector (Export)	Grade: 18/17
Function:	EXPORT/ BONDS /EPZ	Location: Countrywide
Position Reports To:	Additional Collector	Position Supervises: Deputy/Assistant Collector

MAIN PURPOSE OF THE JOB

To ensure application of national laws on exportable goods, maintain effective control without compromising the trade facilitation., supervise the physical inspection/examination of goods made by Examining Officers/Appraising Officers (EOs / AOs) working under his jurisdiction, random countercheck of the same and to ensure on-sport feeding of the reports and uploading of images by the EO/AO in the System and maintain effective communication with the different agencies working on port like Plant Protection and Quarantine. ANF and DIT, EPZA and ensure verification of E forms where required.

ROLES AND RESPONSIBILITIES

- To supervise the working of examination and assessment staff and periodically examine goods himself / herself, checking folders of EOs /AOs to countercheck the contents of ERs written, wherever possible and issue necessary instructions to improve ER.
- To process assigned GDs and physically examine the goods marked to him for verification to crosscheck all the aspects including description, quantity and countercheck scanned documents;
- To ensure to send sample to lab (where required) and monitoring the procedure of drawl of samples.
- To monitor quota of different goods.
- Ensure that cases of mis-declaration, over invoicing, short assessment etc at export stage are timely detected through effective intelligence and surveillance.
- To ensure quick processing of DTRE Applications and timely audit of all ripe approvals and also to conduct annual audit of all the Bonds / EOUs.
- Effective liaison with all relevant agencies and trade bodies.
- To provide technical opinion to the lawyers for effective pursuit of cases in Courts and personally appear in Courts where necessary.
- Vacation of stay orders against recovery.

INTERACTIONS WITH IN FEDERAL BOARD OF REVENUE

Function/ Department	Subject
Additional Collector	To give regular updates regarding export clearance, policy matters and legal issues. Discuss progress on cases of misdeclaration, audit paras etc.

INTERACTIONS WITH EXTERNAL ORGANIZATIONS

External Organization	Subject
Chamber of Commerce & Industry	For the facilitation of taxpayers and acquiring information regarding problems, complaints etc.
Coast Guard / ANF / Local	To share and acquire information as and when required.
Police DG (I&A), Customs	To share and require information
Karachi Port authorities i.e. KPT, QIC, Port Qasim etc.	To coordinate timely clearance of import / export cargo and other related matters.
High Court & Federal Ombudsman	To discuss cases in favor of revenue generation for the FBR to review or monitor the progress of on-going cases.
DG Training	To coordinate training of officers & officials in respective field.

DESIRED PERSON SPECIFICATION

Competencies	Definition	Level			
		1	2	3	4
Understanding Board's Objectives	Capacity to identify key stakeholders and revenue generation avenues, understand the external and internal environment and its impact on the board. The ability to take initiative, assess gaps between current position and potential future goals and work towards bridging that gap.				
Leadership	The ability to delegate, monitor occasionally and coach and mentor taskforce to their true potential.				
Analytical Thinking	Capacity for inquiry, abstract logical thought, and critical analysis.				
Problem Identification and Solving Abilities	Ability to identify and solve problems;				
Result Orientation	Setting objectives in line with targets, develops plan to achieve goals, ensures standards are met and remains committed towards end results.				
Communication Skills	The ability to effectively communicate formally and informally through verbal and written methods.				
Decision Making	The ability to gather information, weigh pros and cons and take decisions in stressful situations and take ownership for decisions taken.				
Teamwork	Ability to work in teams in a consultative process;				
Desired Academic and Experience Profile					
Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification.					

Position	Deputy/Assistant Collector Customs	Grade	BPS-18/17
Function	Air Port (Traffic)	Location	Air Ports Preventive Collectorates
Position reports to	Additional Collector Customs Air Port	Position Supervises	Superintendents/ Dy. Superintendents / Inspectors/ Sepoys

MAIN PURPOSE OF THE JOB

- Timely clearance of incoming and outgoing passengers and their accompanied baggage
- Effective operation of rummaging/patrolling for prevention of smuggling
- Expeditious disposal of the complaints of passengers and other agencies
- Inter-agency coordination at airport
- To ensure that legal formalities covering entire cycle of seized goods be followed

ROLES & RESPONSIBILITIES

- Supervision, monitoring, motivation, guidance and placement of customs staff
- Information gathering and intelligence networking
- On spot redressal of complaints from passengers
- Preparation and follow up of seizure cases till finalization of adjudication/litigation
- To ensure that SOPs in place for customs clearance at Airport are followed in letter and spirit

Interaction with internal/external organizations

<u>Internal</u>	Superintendents, Deputy Superintendents , Inspectors ACs/DCs AFU ACs / DCs (SWH,I&P,ASO) Additional Collector Collector
<u>External</u>	Passengers AC/DC (Adjudication) Collector (Appeals), Appellate Tribunal Directorate (I&I) ASF/ANF/CAA/FIA Intelligence Agencies Airlines

Desired Person Specifications

Competencies	Definition	Level			
		1	2	3	4
Leadership	The Ability to take key decisions timely. Motivate and guide the staff about technicalities/issues	✓			
Understanding Board's guidelines	All guidelines are properly implemented with displays and follow up through monthly reports			✓	
Information gathering and results	Ability in gathering key information timely and their success	✓			
Identification of issues and	Ability to identify key problems and		✓		

their solution	solution effectively				
Decision making	To weigh pros and cons and take critical decisions of paramount significance in quick session.		✓		
Analytical Thinking	Ability to inquire and analyze critically		✓		
Communication Skills	Effective communication with the staff and higher authorities	✓			
Team Work	Ability to work as a team and lead the same team with consultation.	✓			
Result Orientation	Focused on agendas / Risk elements for achieving end results		✓		

Desired Academic and Experience Profile

Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Should have completed a training course on risk profiling of passengers. At least 02 years service completed.

Position	Deputy/Assistant Collector Customs	Grade	18/17
Function	BAGGAGE	Location	Preventive Collectorates of Customs
Position reports to	Additional Collector Customs	Position Supervises	Superintendent Baggage
Main Purpose of the Job			
<ul style="list-style-type: none"> • Speedy clearance of baggage /personal effects of passengers • Monitoring of staff for proper and speedy processing/clearance of baggage declarations • To ensure implementation of legal and procedural formalities regarding clearance of baggage 			
Roles & Responsibilities			
<ul style="list-style-type: none"> ▪ Supervision and monitoring of staff posted in Baggage Section ▪ Timely redressal of complaints ▪ To ensure proper implementation of baggage rules ▪ To discourage any commercial activity and get proper duties and taxes as per I.T.P and Tariff 			

Interaction with internal/external organizations	
Internal	AC (Traffic)AC/ DC (Groups)Anti-Smuggling Additional Collector, Collector
External	Passengers, Adjudication, Collector (Appeals), Directorate (I&I) ,Business Bodies/ Professionals Tribunal, Consolidators

Desired Person Specifications					
Competencies	Definition	Level			
		1	2	3	4
1. Leadership	The Ability to take key decisions timely. Motivate and guide the staff			✓	
2. Understanding Board's objectives	Capacity to take effective measures for implementing Board's orders	✓			
3. Information gathering	Ability to gather key information		✓		
4. Problem Identification & Solving abilities	Ability to identify key problems and solve them effectively		✓		
5. Decision making	To weigh pros and cons and take critical decisions of paramount significance		✓		
6. Analytical Thinking	Ability to inquire and analyze critically		✓		
7. Communication Skills	Ability to effectively communicate with the staff and higher authorities			✓	
8. Team Work	Ability to work and lead a team through consultation		✓		
9. Result Orientation	Ability to remain focused towards		✓		

	achieving end results				
Desired Academic and Experience Profile					
<p>Minimum 14 years of formal education or graduate degree awarded by a recognized institution followed by successful completion of all applicable requirements of the Civil Service of Pakistan (CSS) examinations. Preference may be given to those with higher academic or professional qualification. Should have undergone a training course/session on Baggage Rules. At least one year service completed.</p>					

Position Title	STATISTICAL OFFICER	Grade	17
Function	Statistical Reports & Analysis	Location	HQ of each Collectorate
Position reports to	Collector of Customs Additional Collector Customs	Position supervises	Statistical Branch

Main Purpose of the Job

- Compilation of daily, monthly & annual revenue reports
- Preparation of all statistical reports
- Assisting the Collector in assignment of targets to units within MCCs
- Analysis of revenue collection including ascertaining reasons for improvement or shortfall

ROLES & RESPONSIBILITIES

- Coordinating with all sections for timely collection of data
- Ensuring that all reports are compiled correctly & sent on time
- Carrying out analysis of import & export data each month
- Identifying & reporting any abnormalities in statistical information

Interaction with Internal/External Users

Internal:	All unit heads within MCC, Officer-in-charge PRAL in MCC, DC (MIS), CAO
External:	Relevant statistical section in FBR

Desired Person Specifications

Competencies	Definition	Level			
		1	2	3	4
Leadership					✓
Understanding Board's objectives				✓	
Information gathering		✓			
Problem Identification & Solving abilities			✓		
Decision making					✓
Analytical Thinking		✓			
Communication Skills					
Team Work			✓		
Result Orientation			✓		

Desired Academic and Experience Profile

- Degree in statistics
- Basic Training about Customs terminology & PRAL computer systems
