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GOVERNMENT OF PAKISTAN
(REVENUE DIVISION)
FEDERAL BOARD OF REVENUE
(CUSTOMS WING)

Notification

In order to upgrade and transform Pakistan Customs' core functions through comprehensive Business Process Mapping & Re-engineering while finalizing system requirement specifications for development of new customs digital management system to replace WeBOC, the Board is pleased to notify the following working groups with their respective chairpersons and focal persons to coordinate, oversee and validate output of consultants prior to adoption of systemic changes:

Sr. No.	Work Stream	Processes	Working Group
1	Appraisalment	Carrier Declaration and Manifest clearance including international Transshipment	1. Collector, Collectorate of Customs-Appraisalment, West, Karachi (Chairperson)
		Pre-arrival/ Pre-clearance/Prior Release/Immediate Clearance	2. Mr. Javed Sarwar Sheikh, ADC, Collectorate of Customs-Appraisalment, West, Karachi (Focal Person)
		All types of Goods Declaration including Vehicle Baggage GD, TP-GD, Courier, Bulk, POL, Embarkation and allied agencies, GPO/IMO, Ship breaking etc. - (imports, re-imports etc)	3. ADD-Hqrs, Directorate of Transit Trade, Karachi (for TP related scenarios).
		Financial Instrument/Form-I and issuance of BDA	4. DC, Collectorate of Customs- Appraisalment, East, Karachi
		Calculation, Payment/e-payment and reconciliation of duties and taxes including PD account, Provincial Cess	5. DC, Collectorate of Customs, Port Qasim, Karachi (for POL products)
		Physical examination of cargo/Joint inspection	6. DC, Collectorate of Customs, AFU, Islamabad
		Assessment/ virtual assessment	7. DC, Collectorate of Customs Appraisalment, West, Lahore (scrap, GD TP Scenario)
		Provisional release of goods and Guarantee/securities management	8. DC, Collectorate of Customs (Appraisalment), Peshawar (Land border station)
		Warehousing	9. DC, Collectorate of Customs Enforcement, Lahore (Wagha Border single permit-Land border station)
		Release/ Clearance system/Container Management System	10. DC, Collectorate of Gilgit Baltistan, Sost Land border station, Sost
		Frustrated/Abandoned cargo	11. DC, Collectorate of Customs, Gawadar, Ship breaking yard- Gadani
		Temporary importation	12. Any other officer/Staff required by the Chairperson on need basis.
		Clearance of bulk cargo	
		Post Release verification	
		Advance Rulings	
		E-Commerce related imports	
		Labs including Customs House Lab- Management and operational work-related activities	
		Refunds/withdrawals from PD account	
		Any other related activity	
	TP/IP/Safe Transportation	Movement of Cargo from one port to other port, from Dock terminal to off-dock terminal and from seaport to private warehouse in case of Safe Transportation	
		Air TP	
		Movement of cargo to EPZ	
	Recoveries	Complete Recovery process including blocking/deblocking functionalities	

2	Preventive including Anti-smuggling Confiscation and auctions related Operations	Rummaging, arrival & departure of vessels/airplanes/trucks/conveyance	1. Collector, Collectorate of Customs, Enforcement, Karachi (Chairperson) 2. Mr. Muhammad Daud Pirzado, ADD, Collectorate of Customs, Enforcement, Karachi (Focal Person) 3. DC, Collectorate of Customs, Enforcement, Lahore 4. DC, Collectorate of Customs AFU, Karachi. 5. DC, Collectorate of Enforcement, Quetta 6. DC, Collectorate of Enforcement, Peshawar 7. DC, Collectorate of Customs-Appraisalment, West, Karachi (for auction) 8. Any other officer/Staff required by the Chairperson on need basis.
		Auction of smuggled goods, goods at ports, goods at bonded warehouses, auctions related to recovery module/work stream and port sweeping etc.	
		Disposal of banned/leftover, perishable goods	
		Unaccompanied Baggage	
		Port Control Units	
		Currency declaration forms and recording- type of currency and the amount of declared currency	
		Detention/Seizure processes/Manual Contraventions	
		State warehouses (Customs, FC etc.)	
		Any other related activity	
3	Exports and Quota Management	All types of Export Goods Declaration including GD for samples, re-export	1. Collector, Collectorate of Customs, Exports, Custom House, Karachi (Chairperson) 2. Mr. Kaleemullah Wagan, ADC, Collectorate of Customs, Exports, (Focal Person) 3. DC, Collectorate of Customs, Exports, Sialkot 4. DC, Collectorate of Customs, Exports, PMBQ (US cargo, EPZ) 5. DC, Collectorate of Customs, IIA, Islamabad 6. DC, Collectorate of Customs, AFU, Karachi dealing with IMO and e-Commerce 7. DD, Directorate of IOCO, Karachi 8. DC, Collectorate of Customs Appraisalment, Chaman, Quetta 9. Any other officer/Staff required by the Chairperson on need basis.
		Duty drawback/ Rebate	
		Courier, E-Commerce B2C Exports and Re-exports	
		Export Facilitation Schemes and temporary imports for re-exports	
		IOCO working, EPZ working	
		Financial Instrument, Form-E, BCA	
		Import & Export of Gold & Jewelry	
		Export of general goods to Ship Stores	
		All types of quota- NTN based quota, quantity based quota	
		Quota Issuance by IOCO, Board, RTO/LTU etc.	
4	Transit	International transit including Afghan Transit, Uzbek, CDP Carne De passages en Douane	1. Director, Directorate of Transit Trade, Karachi (Chairperson) 2. Mr. Abdul Haye Sheikh, ADD, Directorate of Transit Trade, Karachi (Focal Person) 3. ADD, Directorate of Transit Trade, Peshawar 4. DD, Directorate of Transit Trade, Quetta 5. DC (Wagha), Collectorate of Customs Enforcement, Lahore 6. DC (Torkham), Collectorate of Customs Enforcement, Peshawar 7. Any other officer/Staff required by the Chairperson on need basis.
		TIR/e-TIR /ATA Carnet	
		Sealing/De-sealing/tracking/IP Management/scanned throughput reconciliation at entry/exit gate operations related work	
		In-land Transshipment	
		International Transshipment	
		Any other related activity	
5	Criminal Proceedings	I&P, Customs Court/Challan etc.	1. Director, Directorate of Law & Prosecution, Karachi (Chairperson) 2. Mr. Faisal Saeed Bukhari, ADD, Directorate of Law & Prosecution (Focal Person) 3. DD, Directorate of Law & Prosecution, Karachi
		FTO, ADRC Complaint Management	
		Customs offenders database	

	Case management functions	Import/export/transit/IPR related Adjudication	4. DC, Collectorate of Customs-Adjudication, Karachi 5. DC, Collectorate of Customs, Appraisement, East, Lahore 6. DD, Directorate General of Intelligence & Investigation, Islamabad 7. Any other officer/Staff required by the Chairperson on need basis.
		Smuggled goods seizure and adjudication	
		Appeals at all for-a	
6	Post Clearance Audit	Complete Post Clearance Audit related functions including Survey based / Quota based audits, audits of Manufacturing Bonds, desk audit, Audits related to Exports Facilitation Schemes etc.	1. Director, Directorate of Post Clearance Audit, Karachi (Chairperson) 2. Mr. Asadullah Larik, ADD, Directorate of PCA, Karachi (Focal Person) 3. DD, Directorate of Post Clearance Audit, Karachi 4. DD, Directorate of Post Clearance Audit, Lahore 5. DD, Directorate of Post Clearance Audit, Islamabad 6. Any other officer/Staff required by the Chairperson on need basis.
		Audit methodology, Selectivity criteria and mechanism, Use of AI tools & robotic processing arm in PCA linked with compliance strategy Access to data element, utilization of integrated Risk Management system to measure compliance	
7	Valuation	All processes and functions related to valuation, integration with HS Codes and risk indicators related to value declaration including banking data on cross border trade remittances	1. Director, Directorate of Valuation-Customs, Karachi (Chairperson) 2. Mr. Amir Rashid, ADD, Directorate of Valuation (Customs), Karachi (Focal Person) 3. DD, Directorate of Valuation (Customs), Karachi 4. DC, Collectorate of Customs, Appraisement East, Karachi 5. DC, Collectorate of Customs, Appraisement, Peshawar 6. DD, Directorate of Valuation (Customs), Lahore 7. Any other officer/Staff required by the Chairperson on need basis.
8	Technology	Identification of country wide technology needs of Customs to augment Customs operations including NII (Non-Intrusive Inspections like Scanners, X-ray, detectors), Internet of Things IoT, weigh bridges, use of drones for surveillance, Customs Lab, tracking, sealing, etc with related infrastructure specifications, numbers, funding needs, HR requirements, work flows and business model etc. The on-going activities in this context will be accounted for.	1. Mr. Rahmatullah Vistro, Director, NNDA, (Chairperson) 2. Mr. Salman Chaudhary, DD(HQ), Directorate of Transit, Karachi (Focal Person) 3. DC, Collectorate of Customs (Appraisement), Peshawar 4. DC, Appraisement (West), Karachi 5. DC(HQ), Customs Enforcement, Quetta 6. Any other officer/Staff required by the Chairperson on need basis.
		Assistance to filed formations for procurement of equipment/ infrastructure, Solution Design document etc.	
9	Risk Management	Trade profiles including Registered users (trader, Clearing agent, shipping lines/Airlines, terminal operators/GHAs, banks etc), departure ports, risky goods/HS Codes, risky stages of clearance process, risk rules, risk engine, international data exchange and its usage etc.	1. Director, Risk Management Unit, Karachi (Chairperson) 2. Mr. Shahzad Ali, AD, Risk Management Unit, Karachi (Focal Person) 3. DC, Collectorate of Customs, AFU, Karachi. 4. DC, Collectorate of Customs, Exports, Karachi 5. DC, Collectorate of Customs (Appraisement), East, Karachi 6. DC, Collectorate of Customs-Appraisement, West, NLC, Lahore 7. DD, Directorate of Post Clearance Audit, Karachi 8. DD, Directorate General of Transit, Quetta 9. Any other officer/Staff required by the Chairperson on need basis.
		Risk approaches	
		Central Risk Management having all data elements and information coming from different core functions/modules/trade profiles etc, for enriching system based predictive and deductive analysis of risks to determine ways for treating declarations related to pre-arrival, pre-clearance, clearance, and post clearance	
		Any other related activity	

10	Customs Registry & Licensing	All User ID Management work including user ID security, privileges management etc.	<ol style="list-style-type: none"> Collector, Collectorate of Customs-Appraisalment, East, Karachi (Chairperson) Mr. Amjad Aman, ADC, Collectorate of Customs-Appraisalment, East, Karachi (Focal Person) DC, Collectorate of Customs, Preventive (HQ), Karachi. DC, Collectorate of Customs, AFU, Karachi. DC, Collectorate of Customs, Exports, Karachi DD, Directorate of Transit Trade, Karachi DD, Collectorate of Customs, Appraisalment, East, Lahore Any other officer/Staff required by the Chairperson on need basis.
		Registration (PSW registration) of Trader, Clearing Agent, Afghan trader, Banks, Warehouse, Airlines, Shipping lines, Internal User, Bonded carrier & vehicles, External User, TO/GHA, AEO etc.	
		Authorization of (AEO)	
		Registration of Bonded carrier	
		EFS Authorization	
		Notification of Land Customs station, ports, Airports, Terminal Operator, warehouses etc.	
		Registration data elements linked with Central RMS, any other related activity	
11	Customs Tariff Management	Tariff Management, SRO Management, IPO/EPO provisions	<ol style="list-style-type: none"> Chief (Customs Budget), Federal Board of Revenue (Chairperson) Mr. Tauseef Aman Gurchani, Secretary (Customs Budget), Federal Board of Revenue (Focal Person) Any other officer/Staff required by the Chairperson on need basis.
		Levies, Exemptions, Concessions	
		Levy of Anti-Dumping Duty by National Tariff Commission	
		Any other related activity	
12	Integrations	EDI-Electronic Data Interchange with Terminals	<ol style="list-style-type: none"> Director, Directorate of R & A (Digitalization), Karachi (Chairperson) Mr. Mushtaq Shahani, ADD, Directorate of R & A, Karachi (Focal Person) DC MIS, Collectorate of Customs, Exports, Karachi DC MIS, Collectorate of Customs (Appraisalment), East, Karachi DD MIS, Directorate of Transit Trade, Karachi DD (HQ), Directorate of PCA, Karachi Secretary (Customs Budget), Customs Wing, FBR DD(HQ), Directorate of IOCO, Islamabad Secretary Customs Operations, FBR Any other officer/Staff required by the Chairperson on need basis.
		Integration with PSW and OGAs	
		EDE with China Customs	
		National Targeting Centre for online recording of offense against any NTN	
		EDI Integration of GDs, Form I/E, BCA/BDA with State Bank of Pakistan	
		Integration with PTA	
		Border Management	
13	MIS reports	MIS reports/Dashboards covering reports for all formations including imports, exports, recoveries, guarantees, Transits, TP, IOCO, Quota debiting & reconciliation reports, reports for PCA, I & I, FBR HQ etc., Archiving of data	<ol style="list-style-type: none"> Chief Customs (Legal), FBR, Islamabad (Chairperson) Mr. Muhammad Ibrahim, DC, Collectorate of Customs, Port Qasim, (Focal Person) All Focal Persons of various workstreams Any other officer/Staff required by the Chairperson on need basis.
		Revenue analysis and forecasting tools	
		Business Intelligence Tools, Artificial Intelligence, Management of Big Data and Machine learning	
		Trader revenue accounting	
14	Legal and Regulatory Change Management	Review of legal, policy and procedural changes proposed by various working groups as well as gap analysis in legal and operational framework	<ol style="list-style-type: none"> Chief Customs (Legal), FBR, Islamabad (Chairperson) Mr. Muhammad Ibrahim, DC, Collectorate of Customs, Port Qasim, (Focal Person) All Focal Persons of various workstreams Any other officer/Staff required by the Chairperson on need basis.
		Alignment of law, regulations, and procedures etc. with re-engineered processes	

15	Change Management and Communication	Supporting consultants in all change management and awareness related activities for internal and external stakeholders	1. Additional Director, PMO, PSW, Karachi (Chairperson) 2. Ms. Shalra Ashfaq Khan, Additional Director, Directorate General of I & I, Islamabad (Focal Person) 3. All Focal Persons of respective workstreams 4. Any other officer/Staff required by the Chairperson on need basis.
		Adoption of customs communication policy and related activities	
		Any other related activity	
16	HR Management	Re-deployment of resources as per re-engineered processes and structure proposed by consultants while identifying surpluses and gaps	1. Chief Customs HRM, FBR, Islamabad (Chairperson) 2. Mr. Pirzada Muhammad Omar Qasmi, Secretary HRM, FBR, Islamabad (Focal Person) 3. ADD, Customs Academy of Pakistan, Karachi 4. Any other officer/Staff required by the Chairperson on need basis.
		Capacity Building and training	
		Integrity Management (Arusha Declaration), Key performance Indicators at each level of Hierarchy, Delegation of Authority, Accountability and Responsibility Assignment Framework	
		Rewards, Promotions, Career Development, deputation & Rotation policy	

2. The ToRs of the working groups and focal persons are enclosed (**Annex-I**). The Director General Reforms and Automation -Customs will oversee performance of focal persons who shall be attached with Pakistan Single Window Company against special allowances for specified period.

 27/12/23
(Ubaidullah)

Secretary (Reforms & Automation)

Distribution:-

1. SA to Secretary, Revenue Division, Chairman, FBR.
2. Member (Customs-Operation), FBR, Islamabad.
3. All Chief Collectors / DGs.
4. Chief (R&A), FBR, Islamabad
5. CEO, PSW, Islamabad.
6. All concerned Officers / Officials.
7. Web Master, FBR for placement on FBR's website.
8. Office File.

Terms of Reference for Working Groups

In order to transform operations of Pakistan Customs, FBR has hired international consultants for comprehensive business process analysis and development of artifacts for new digital system to replace WeBOC. The consultancy also involves changes in laws and procedures as well as change management. The Board has already notified a Project Implementation Committee (PIC) to oversee this important consultancy.

In order to support the PIC, Working Groups have been notified for various workstreams of Pakistan Customs. The primary objective of the Working Groups is to make an operational technical assessment of the business requirement specification document developed by the consultants as well as their recommendations pertaining to their specific assigned work stream. The TORs of working groups shall also include:

- i. Apply subject expertise during evaluation of 'As-is' business operations, processes, and data requirements by the consulting firm for respective stream and provide needed input before finalization of related documents.
- ii. Critically examine and evaluate the 'To-be' process flows suggested by the consultants and provide timely feedback before finalization of related documents and proposals.
- iii. Evaluate interventions suggested by the consulting firm.
- iv. Validate the output of consultancy in respective workstream.
- v. Perform any other task assigned by the PIC.

Terms of Reference for Focal Persons

The primary objective of appointment of focal persons for each workstream is to ensure close coordination between the consulting firm and Customs. Whereas the consultants are expected to bring knowledge, experience, and exposure to globally accepted best practices, they will require substantial input from Customs to fully understand the policy, regulatory, and operational framework to suggest an appropriate model and solution design. Moreover, the activity will benefit from having active local counterparts to facilitate meetings with different stakeholders, ensure timely provision of information and requisite data to the consulting firm, expedite the review and approval process within Customs, and advise the senior management on various issues related to the implementation of the activity. While these focal persons will be attached with PSW Company against allowances, their performance will be managed by the PIC. Their specific TORs shall include:

- i. Facilitate consultants in correctly and comprehensively capturing 'As-Is' position including access to relevant information and practices.
- ii. Apply subject expertise during evaluation of 'As-is' business operations, processes, and data requirements by the consulting firm and provide guidance/advice during assessment phase.
- iii. Provide subject matter expertise and advice to the relevant working group and the PIC in validation of the output of consultant at mapping and re-engineering stage.
- iv. Sign-off documents related to output of consultancy including As-Is and To-Be processes with prior approval of respective Working Group.
- v. Organize and facilitate consultation/validation sessions with Customs and other stakeholders/concerned users.
- vi. Provide support in holistic review of policy as well as legal and procedural changes.
- vii. Act as liaison officer for effective coordination between Customs and the consulting firm in their respective workstreams.
- viii. Coordinate with relevant stakeholders to implement change management, and communication, plans pertaining to their respective workstreams.
- ix. Assistance to PIC for resolving the issue of duplication or overlapping of work streams among different working groups.
- x. Perform any other task assigned by the PIC.