

Implementation of Customs Single Window: Experiences and Lessons Learnt



Pakistan Customs Computerized System

Web Based One Customs (WeBOC)

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Evolution of Customs Single Window

- In Aug 2002, a document “The Vision” was prepared by R&D cell of Pakistan Customs for modernization (single window & paperless)
- The software Pakistan Customs Computerized System (PaCCS) was designed by customs team launched in March, 2005 - developed by a foreign IT company M/s Agility Micro Clear
- Agreement terminated with M/s Agility which demanded 100 million dollar for the soft ware and services
- Pakistan Revenue Automation Ltd (PRAL)- private company owned by Federal Board of Revenue – started development in 2009 of:
WeBOC (Web based One Customs), a home grown customs single window paperless system, developed in less than \$ one million
- April 2012 WeBOC rolled out as pilot at one terminal of Karachi port
- November, 2011 work expansion started - WeBOC – rolled out in two terminal – in total covering 70% of imports/exports of country

Pre – SWI Problems (Prior to 2005)

- Each Goods Declaration 34 signatures & 62 verifications
- Multiple copies & multiple mandatory documents
- Documents had to be carried from desk to desk by the declarant
- For shipping lines 27 documents to 8 government departments including 3 Customs offices
- Multiple Customs offices depending on whether Imports, temporary imports, baggage, exports etc.
- Average Customs clearance time minimum 3 days

Objectives of Customs SWI

- Increase Customs Efficiency and efficient deployment of resources
- Minimize Dwell Time (clearance time at port till clearance -- under 24 Hours)
- Minimize Customs Processing Time (Under 04 Hours)
- Paperless and single window environment (at customs level and then at national level)
- Reduced cost of doing business (less demurrages, no non-receipted expenses, less clearing/handling charges, JIT possible, better cash flows)
- Simplified procedures (No of steps reduced, no duplications)
- Transparency and Integrity (no surprises for trade, less interaction with the customs and less discretion of customs)
- Correct Revenue (strict controls, RMS, post release verifications)

Salient Features of Pakistan Customs SWI

- Cargo information received before vessel arrives
- On-line manifest filing by shipping lines
- Communication with terminal operators through EDI messaging
- Web-Based GD filing, online interaction and on line payment of duty and taxes
- Risk Management System (maximum processing in Green and Yellow (only online assessment - no examination/inspection) channel
- All routine custom processes performed online by customs without involvement of trader or agent:
 - Assessment
 - Examination/ inspection conducted round the clock (attaching of photograph)
- Loading and gate out events computerized
- Automation of manifest clearance

SWI Components

SWI comprises of four essential components:

- ACCESS (Automated Customs Clearance System)
- TARIP (Tariff & Integrated Policy)
- ECHO (Enhanced Cargo Handling & Port Optimization)
- INTRA (Integrated Regulatory Authorities)

ACCESS (Automated Customs Clearance System)

■ ACCESS covers a number of modules for automated customs processes **such as:**

Automated
Custom
Clearance

Tariff &
Integrated
Policy

Enhanced
Cargo
Handling &
Port
Optimization

Integrated
Regulatory
Authorities

- Carrier declaration
- Goods declaration
- e-Payments
- Inspection and Examination
- Risk Management System
- Assessments
- Clearance and release
- Status Reporting
- Law and Adjudications
- Tariff Management
- Statutory Regulatory Order Management
- Valuation Ruling monitoring System
- Post Clearance Audit
- User Management
- Refund and Rebate
- Quota Management
- Recovery **etc**

TARIP (Tariff & Integrated Policy)

TARIP is the complete picture of Pakistan's regulations for import or export of cargo. Following details are linked with each HS code:

- The Import Tariff rates. This includes all import levies like customs duty, regulatory duty, sales tax, additional sales tax, excise duty, withholding income tax, anti-dumping duty, countervailing duty, various surcharges & cess etc
- The export drawback rates
- Details of Import & export restrictions of import policy and imposed by other departments (quarantine, drug, agriculture, livestock, defence, nuclear)
- Controls of banned items
- Details of exemptions
- Details of documentary requirements
- List of declaration requirements
- Linkage of all exemptions, concessions, certifications, restrictions

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