

GOVERNMENT OF PAKISTAN
MINISTRY OF COMMERCE

No. 5 (2)2024-Admn-I/HR-I

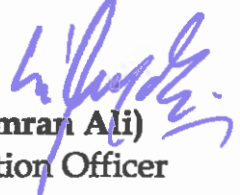
Islamabad, the 10th September, 2024

CIRCULAR

**SUBJECT: THE PAKISTAN SINGLE WINDOW (DEPUTATION/
SECONDMENT OF CIVIL SERVANTS) REGULATIONS, 2021**

Please find enclosed herewith copies of self explanatory letter No. Ref: PSW/Admin/GC/2028, dated 2nd September, 2024 along with enclosures received from Pakistan Single Window (Incorporated under section 42 of the companies Act, 2017), on the above mentioned subject for placing on the website of the Ministry of Commerce for information, please.

Encl: As Above


(Imran Ali)
Section Officer

**Database Administrator,
Ministry of Commerce,
Islamabad**

Ref: PSW/Admin/GC/2028

Islamabad, the 2nd September 2024

Mr. Jawad Paul
Secretary (Ministry of Commerce),
Ministry of Commerce,
Block - A, Pak Secretariat,
Islamabad.

AS // 11
JS (HRM) 04/9/24
DS (HRM) 5/9/24

SUBJECT: - THE PAKISTAN SINGLE WINDOW (DEPUTATION/SECONDMENT OF CIVIL SERVANTS) REGULATIONS, 2021

I am directed to refer to the subject captioned above and to inform that Pakistan Customs being the notified lead agency under section (5) of the Pakistan Single Window Act, 2021 read with SRO 791(I)/2021 dated 18th June 2021 has notified regulations for deputation/secondment of civil servants to Pakistan Single Window Company under. SRO No. 901(I)/2021 dated 7th July 2021 (Annex-I).

2. The qualified domain experts, preferably in BPS 17 to 19, from relevant public sector organisations are being invited to apply for the positions of Domain officer, in the Pakistan Single window company (pswc). These officers will be required to support in the business process design as per enclosed terms of reference (Annex-II).

3. In view of the above, suitable officers who are interested to be deputed/seconded to PSW may kindly be requested to forward their CV/Resume after obtaining consent or NOC of the competent authority on careers@psw.gov.pk latest by 2nd October, 2024. It is pertinent to mention that during their deputation period the selected officers will also be entitled to the PSW allowance notified under subsection (3) of section (6) of the PSW Act, 2021.

Encl: As above


Syed Sohaib Hassan
Chief Human Resource Officer

- 1) The Member Customs (Operations), Federal Board of Revenue, Islamabad.
- 2) The Project Director, Program Management Office, Pakistan Single Window, Federal Board of Revenue, Islamabad.
- 3) Secretary PSW Secretariat FBR
- 4) DG Export Development Fund (EDF)
- 5) DG Trade Development Authority (TDAP)
- 6) Office Copy

Islamabad, the 07th July, 2021

NOTIFICATION

S.R.O. 901 (I)/2021.—In exercise of the powers conferred under sub-section (3) of section 6 read with section 22 of the Pakistan Single Window Act, 2021 (III of 2021), Pakistan Customs, as the designated Lead Agency, is pleased to make the following regulations, namely: -

1. Short Title, Extent and Commencement.—(1) These regulations shall be called the Pakistan Single Window (Deputation/ Secondment of Civil Servants) Regulations, 2021.

(2) They shall extend to Pakistan Customs and all Other Government Agencies.

(3) They shall come into force at once.

2. Definitions.—(1) In these regulations, unless there is anything repugnant in the context or subject:-

(a) "Act" means the Pakistan Single Window Act, 2021 (III of 2021);

(b) "Chief Executive Officer" means the Chief Executive Officer of the Operating Entity;

(c) "Chief Domain Officer" means a serving officer from Pakistan Customs deputed to the Operating Entity to whom all the Domain Officers shall report;

(d) "Domain Officer" means a serving officer from Pakistan Customs or Other Government Agencies who is deputed to Operating Entity and is well conversant with relevant laws, procedures and practices;

(e) "Operating Entity" means the Pakistan Single Window Company established by Pakistan Customs under section 6 of the Act;

(2) Any other words or expressions used in these regulations but not defined, shall have the same meanings as assigned to them under the Act and rules made thereunder.

3. Deputation/ Secondment of officers from Lead Agency and OGAs.—(1) The Chief Executive Officer through the Human Resource Department of the Operating Entity shall invite applications from among the officers of Pakistan Customs and OGAs for selecting most

suitable candidates for deputation/secondment to the Operating Entity as the Chief Domain Officer or Domain Officers.

(2) Amongst other things as specified in the qualification criteria for the role, the service profile of the applicants, their domain knowledge, interpersonal skills and ability to work in a paperless automated environment shall be considered for selection of the candidates.

(3) The Chief Executive Officer shall prepare and maintain uniform criteria based on merit-cum-fitness for selecting candidates whose services would be requisitioned.

(4) The policies of the Operating Entity shall apply on the Chief Domain Officer and all Domain Officers.

(5) Civil officers wishing to apply for the Operating Entity positions shall obtain consent or NOC of the competent authority of Pakistan Customs or OGAs, as the case may be, prior to applying.

(6) The officer shall be deputed/seconded to the Operating Entity for a period of three years extendable by two years in consonance with the deputation Policy of the Federal Government:

Provided that an officer shall not be deputed/seconded to the PSWC more than twice in the same grade.

(7) The Chief Domain Officer shall be selected from the serving officers of Pakistan Customs.

4. Procedure for deputation/secondment of officers.—(1) Upon selection of the candidate the Chief Executive Officer shall forward the requisition for deputation/secondment to the Establishment Division or the concerned authorized entity, as the case may be, for necessary notification.

(2) Upon issuance of the notification, the Operating Entity shall determine the terms and conditions of the deputed Officers.

(3) The Pakistan Single Window Allowance as admissible under sub-section (3) of section 6 of the Act, shall be determined, on case-to-case basis, by the Board of Directors or its Human Resource Committee on the recommendation of the Chief Executive Officer (CEO) keeping in view the experience, qualification, and skills of each officer:

Provided that the Pakistan Single Window Allowance shall remain discontinued during such leave period that exceeds thirty days with exception of leave on medical grounds of such officers or in case of failure to deliver the required output. The amount of initially determined allowance may be enhanced or reduced depending upon recommendation of the CEO by the Board of Directors or its Human Resource Committee.

5. Key performance indicators and repatriation. —(1) During their deputation with the Operating Entity, the government officers shall be subject to the Operating Entity's performance appraisal system against respective Key Performance Indicators:

Provided that the relevant supervisory officer of Operating Entity shall track and monitor the performance of every officer against such indicators.

(2) The Operating Entity shall initiate and record the performance of each officer against the Key Performance Indicators on bi-annual basis.

(3) Performance reports shall be shared with the concerned officer for feedback and for improvement in service delivery.

(4) Based on two unsatisfactory performance reports, the Operating Entity may repatriate an officer to his parent department or organization before the expiry of his deputation period. However, repatriation of Chief Domain Officer shall be subject to concurrence by Head of the Lead Agency:

Provided that no officer shall be repatriated without apprising him of the reasons for such repatriation.

(5) An officer may of his own volition opt to request repatriation to his parent department at any time. Operating Entity may however, retain such officer for the period till their replacement is provided.

(6) An officer may be repatriated if he is found involved in violation of any law, rules, regulations, policy etc:

Provided that an officer accused of any such violations, shall have a right to file a review application before the Governing Council.

[C.No.4 (1) S/2020(PSW)]



**(S. M. Tariq Huda)
Additional Secretary**

Pakistan Single Window (PSW)
Job Descriptions/Terms of Reference Domain Officers (PSW)

The Pakistan Single Window (PSW) initiative aims at reducing the time and cost of doing business by digitizing cross border trade and eliminating paper based manual processes. The Pakistan Single Window Company incorporated under section 42 of the Companies Act, 2017 by Pakistan Customs has been notified as the 'operating entity' of the PSW system by the Federal Government under the provisions of Pakistan Single Window Act, 2021. The software development for the PSW system began in October 2020 and implementation milestone was achieved in June 2022 in line with Pakistan's commitment under the Trade Facilitation Agreement.

The Company has its offices in Islamabad and Karachi. The company runs on hybrid model comprising human resource from both public and private sectors. While majority of the human resource pertains to the IT sector responsible for designing, developing, operating, and maintaining the PSW system and its allied components, Domain Officers deputed from Customs and Other Government Agencies (OGAs) lead the software design and implementation of the various components of the PSW system and support change management and stakeholder consultations.

Domain Officers shall perform as subject matter specialists selected from Customs and Other Government Agencies (OGAs) to provide functional knowledge on the cross-border trade regulatory laws, clearance procedures and all allied matters. Working under the supervision and guidance of the Chief Domain Officer, the Domain Officers shall be responsible for requirement elicitation pertaining to the modules assigned to them, business process mapping, analysis and reengineering of the existing processes to align them with the PSW system. The Domain Officers will be tasked with organizing consultation/validation meetings with the stakeholders for development of the technical documents and will provide support to the Chief Domain Officer in monitoring the development and implementation of the solution. In addition, the Domain Officers will act as liaison officers for the OGAs assigned to them for all matters related to PSW including change requests, MIS reports, data retrieval, etc.

Duties/responsibilities:

- i. Apply subject expertise in evaluating 'As-is' business operations, processes, and data requirements and identifying areas/processes/ documentary requirements where digitalization of processes/documents would improve service delivery.
- ii. Determine 'To-be' process flows in the PSW environment and help develop technical documentation such as Business Requirement Specifications, Software Requirement Specifications, and other necessary documents for software development in consultation with the OGA and business analysts.
- iii. Provide subject matter expertise and guidance to IT developers during the software development life cycle.
- iv. Oversee the development, testing, and implementation of assigned PSW modules.
- v. Organize consultation/validation and User Acceptance Testing sessions with OGAs and other concerned users.
- vi. Help develop technical reference information, including user guides, training manuals, and system functional guidelines.

- vii. Help identify policy interventions for smooth implementation of PSW's processes.
- viii. Receive and evaluate requests for new services/change requests and provide recommendations to the PSW Change Request Committee.
- ix. Support the assigned OGAs in maintaining/revising/updating the Integrated Tariff for Trade (ITT) and the Trade Information Portal of Pakistan (TIPP).
- x. Provide necessary support to the assigned OGAs in developing and implementing risk rules as part of Integrated Risk Management System (IRMS).
- xi. Coordinate with and assist the OGA focal persons when required on PSW related matters.
- xii. Act as liaison officer and focal person for coordination between PSW and assigned OGAs.
- xiii. Coordinate with relevant units of the PSW to develop and implement change management plan.
- xiv. Perform any other task assigned by the Chief Domain Officer or the CEO.

Qualifications/Experience:

- Only eligible candidates from Pakistan Customs and relevant OGAs from among those listed in the Schedule to the Pakistan Single Window Act, 2021 shall be considered for these positions.
- Bachelor's degree in Business Administration/Public Administration, International Development, International Trade, Economics, Law, Computer Sciences, Engineering, Strategic Management or other ICT related disciplines or a specialized degree related to the functions of the relevant OGAs.
- At least 5 years of relevant progressively responsible experience in Customs and/or OGAs.
- Demonstrated experience and knowledge of customs/ trade laws, regulatory procedures, documentary requirements, international shipping and logistics or specialized experience in the fields related to the OGAs etc.
- Candidates having prior experience of leading and implementing reform initiatives, business process engineering and development of automated system in their respective departments shall be preferred.
- Knowledge about international instruments on trade standards, trade facilitation etc. and awareness about national and international conventions, treaties and standards etc would be an advantage.
- Strong communication, and representation skills required to interact with stakeholders.
- Candidates must have the ability to work under tight timelines.

Employment term: 3 years extendable by two years.

Location: Karachi

Terms and Conditions:

- The policies of the PSW company shall apply on all domain officers during the period of their deputation in terms of SRO 901(I)/2001 dated 07.07.2021. During the period of their deputation, the domain officers shall be eligible for the PSW allowance as determined vide SRO 1124(I)/2021 dated 02.09.2021 as revised from time to time.