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**GOVERNMENT OF PAKISTAN  
(REVENUE DIVISION)  
PAKISTAN SINGLE WINDOW SECRETARIAT**

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

I am directed to refer to the subject cited above and to say 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 18<sup>th</sup> June, 2021 (**Annex-I**) has notified regulations for deputation/ secondment of Civil Servants to Pakistan Single Window Company under SRO 901(I)/2021 dated 7<sup>th</sup> July, 2021 (**Annex-II**).

2. I am further directed to enclose copies of PSW Company's letter No. PSW/Admin/GC/1955 and No.PSW/Admin/GC/1956 both dated 4<sup>th</sup> June, 2024 alongwith Job Descriptions/ TORs of Domain Officers (**Annex-III & Annex-IV**) and to state that list of suitable officers (BS-17 to BS-19) who are interested to be deputed/ seconded to PSW Company may be forwarded, alongwith their CVs/ Resumes, to this office after obtaining No Objection Certificate (NOC) of the competent authority.

**Encl: As Above**

*✓ 20/06/24*  
**(Dr Kaukab Farooq)**  
Additional Director (PSW)  
Ph: 051-9204043

✓ **Chief Customs (Operations), Customs Operations Wing, FBR, Islamabad**  
PSW's U.O.No. 2(15)PD(PSW)/Secondment/CDO/2021/98955-R Islamabad the 20<sup>th</sup> June, 2024

Copy to the CEO, PSW Company, 2<sup>nd</sup> Floor, NTC (HQs)Building , Sector G-5/2, Islamabad with reference to letter mentioned above.

*R J* *mtb* *J* *PO* *get* *APB*

*QAD*

**S. R. O. 791(I)/2021.**— (1) In exercise of the powers conferred under sub-section (1) of section 5 of the Pakistan Single Window Act, 2021 (Act III of 2021) hereinafter referred to as the Act, the Federal Government is pleased to designate Pakistan Customs as the Lead Agency for the purposes of the Act.

(2) Member (Customs Operations) of the Federal Board of Revenue shall act as the *ex-officio* Secretary to the Governing Council of Pakistan Single Window. He in his capacity as the Secretary, Governing Council, shall *inter alia* perform the following functions:—

- (a) Head the secretariat to the Governing Council;
- (b) Support the Governing Council in discharging its functions under the Act and rules made thereunder;
- (c) Convene meetings of the Governing Council, with prior approval of the Chairperson and after giving a timely notice to the members of the Governing Council;
- (d) Maintain records of proceedings of the Governing Council and timely communicate the same to the relevant other Government Agencies (OGAs), Pakistan Customs, Operating Entity, any government departments, individuals and entities concerned;
- (e) Furnish annual performance reports to the Governing Council;
- (f) Place before the Federal Government any matter that the Chairperson of the Governing Council may direct; and
- (g) any other function assigned by the Governing Council or the Minister-in-Charge under the Act or the rules made thereunder.

(3) Nothing in this notification shall be construed to derogate or expropriate the powers vested in the Federal Government to substitute or replace Pakistan Customs as the Lead Agency with any other Division, Department, Organization or Entity under the provisions of the Act.

**S. R. O. 792(I)/2021.**— (1) In exercise of the powers conferred under sub-section (1) of section 6 of the Pakistan Single Window Act, 2021 (Act III of 2021) hereinafter referred to as the Act, the Lead Agency is pleased to designate Pakistan Single Window, incorporated under the Companies Act, 2017 (XIX of 2017) (CUIIN: 0150222) as the Operating Entity for the purpose of the Act.

(2) The Operating Entity shall perform such functions and be entrusted with such responsibilities as are assigned to it under the Act, rules and

Annex-II  
306-

Annex-II  
78-

REGISTERED NO. M - 302  
L.-7646

# The Gazette of Pakistan



EXTRAORDINARY  
PUBLISHED BY AUTHORITY

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ISLAMABAD, FRIDAY, JULY 9, 2021

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## PART II

### Statutory Notifications (S. R. O.)

GOVERNMENT OF PAKISTAN  
MINISTRY OF FINANCE AND REVENUE  
(Revenue Division)

### NOTIFICATION

*Islamabad, the 7th July, 2021*

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.

1407(1—4)

Price : Rs. 06.00

[973(2021)/Ex. Gaz.]

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 subsection (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.

Annex - III  
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Incorporated under section 42  
of the Companies Act, 2017

Ref: PSW/Admin/GC/1955

Islamabad, the 4<sup>th</sup> June 2024

The Chairman,  
Federal Board of Revenue,  
Islamabad.

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

05 JUN 2024  
PD (PSW)

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 18<sup>th</sup> June 2021 has notified regulations for deputation/secondment of civil servants to Pakistan Single Window Company under. SRO No. 901(I)/2021 dated 7<sup>th</sup> July 2021 (Annex-I).

2. To support customs-related digitization and reform efforts, PSW is establishing a dedicated Digital Customs Unit in the company to work exclusively on digitization of customs processes, procedures, and operations handled through the WeBOC system. Qualified domain experts in BPS 17 to 19 from Pakistan Customs are being invited to apply for the positions of Domain Officers, in the Pakistan Single Window Company. These officers will be responsible for requirement elicitation of the various customs modules assigned to them, business process mapping, analysis and reengineering of the existing processes to align them with the PSW system in addition to other responsibilities assigned to them as per the 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 21<sup>st</sup> June, 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

SL  
06/06/24

PD PSW Office  
FBR's e-BOX By No. 06-05-024  
Received on 06-06-2024

- 1) The Member Customs (Operations), Federal Board of Revenue, Islamabad.
- 2) Chief Executive Officer – PSW, G-5/2, Islamabad
- 3) Secretary PSW Secretariat EBR
- 4) Office Copy

GOVERNMENT OF PAKISTAN  
MINISTRY OF FINANCE AND REVENUE  
(REVENUE DIVISION)  
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ANNEX-I

Islamabad, the 07<sup>th</sup> 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.

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(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 criterions 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.

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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.

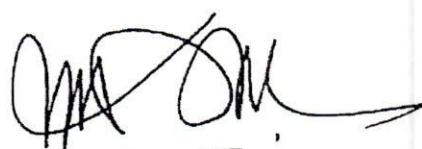
(5) An officer may of his own volition opt to request repatriation to his parent department at any time. Operating Entity may however, retain such officer for the period till their replacement is provided.

(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.

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



(S. M. Tariq Huda)  
Additional Secretary

## Annex-II

### Pakistan Single Window (PSW)

#### Job Descriptions/Terms of Reference for Domain Officers (Digital Customs)

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.

In order to support customs related digitization and reform efforts, PSW is establishing a dedicated Digital Customs Unit in the company and requires the services of Domain Officers deputed from Pakistan Customs to work exclusively on digitization of customs processes, procedures, and operations handled through the WeBOC system. In addition, the Domain Officers will also be leading the WeBOC transformation process being undertaken with the assistance from the World Bank under the ‘Pakistan Raises Revenue (PRR)’ project. Working under the supervision and guidance of the Chief Domain Officer PSW, the Domain Officers shall be responsible for requirement elicitation of the various customs modules assigned to them, business process mapping, analysis and reengineering of the existing processes and recommend best practices, and service/feature enhancement of the WeBOC system and development of new modules under transformation project. The Domain Officers will be tasked with organizing consultation/validation meetings with the stakeholders for development of the WeBOC 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 all matters related to WeBOC 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.

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- ii. Determine 'To-be' process flows in the WeBOC/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 Customs 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 related WeBOC modules.
  - v. Organize consultation/validation and User Acceptance Testing sessions with Customs and other concerned users.
  - vi. Help develop technical reference information, including user guides, training manuals, and system requirements.
  - vii. Help identify policy interventions for smooth implementation of WeBOC's reengineered processes.
  - viii. Monitor and evaluate requests for new services/change requests and if required, provide recommendations to the Change Request Committee of the Directorate General of Reforms and Automation (Customs).
  - ix. Coordinate with and assist the Directorate General of Reforms & Automation (Customs) when required on WeBOC/PSW related matters.
  - x. Act as liaison officer and focal persons for coordination between PSW and Customs.
  - xi. Coordinate with relevant units of the PSW to develop and implement change management, communication, and IT development plan.
  - xii. Perform any other task assigned by the Chief Domain Officer or the CEO.

**Qualifications/Experience:**

- Only eligible candidates from Pakistan Customs 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.
- At least 5 years of relevant progressively responsible experience in Customs.
- Demonstrated experience and knowledge of customs/ trade laws, regulatory procedures, documentary requirements, international shipping and logistics or specialized experience in the fields related to Customs.
- Candidates having prior experience of leading and implementing reform initiatives, business process engineering, and designing of workflows 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.

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**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.

Annex - IV  
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FBR-1



Incorporated under section 42  
of the Companies Act, 2017

Ref: PSW/Admin/GC/1956

Islamabad, the 04<sup>th</sup> June 2024

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The Chairman,  
Federal Board of Revenue,  
Islamabad.

**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 18<sup>th</sup> June 2021 has notified regulations for deputation/secondment of civil servants to Pakistan Single Window Company under. SRO No. 901(I)/2021 dated 7<sup>th</sup> 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](mailto:careers@psw.gov.pk) latest by 21<sup>st</sup> June, 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

- PD (PSW) Office  
FBR's e-DOX Dy.No: 98755  
Received on 25-06-2024
- 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) Office Copy
- Put & P.D.  
05/07/2024*

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GOVERNMENT OF PAKISTAN  
MINISTRY OF FINANCE AND REVENUE  
(REVENUE DIVISION)  
\*\*\*\*\*

ANNEX-I

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Islamabad, the 07<sup>th</sup> 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:-

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(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:

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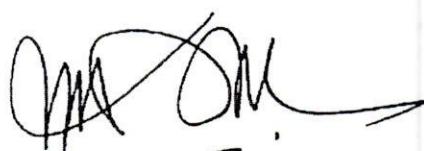
Provided that no officer shall be repatriated without apprising him of the reasons for such repatriation.

(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

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### Annex-II

#### 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.

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- 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

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**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.