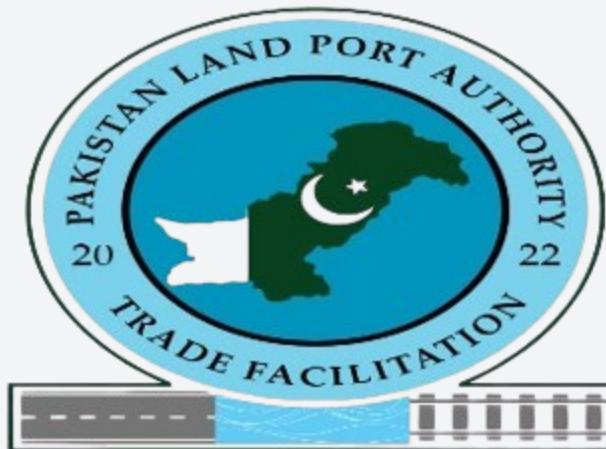


PLPA Vision & Mission Statement

“The Pakistan Land Port Authority aims at making trade through land ports a preferred option for local and international clients through facilitation and coordination thereby creating social and economic value”.



“The Pakistan Land Port Authority's mission is to promote inter-agency coordination for seamless movement of goods and transport, achieve port efficiency and effectiveness, reduce business costs, and improve port infrastructure at land border crossings”.

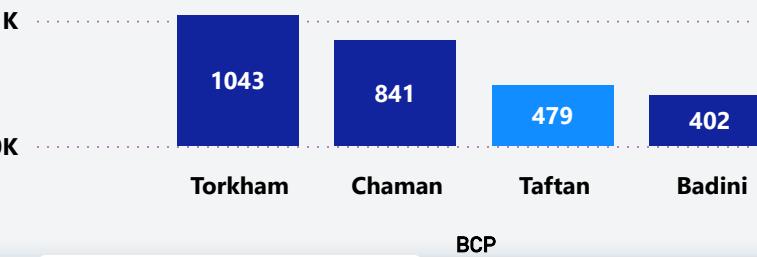
Pakistan Land Port Authority (PLPA) Dashboard



Trade Volume by BCP

IMPORT_EXPORT ● Import ● Transit

Trade Volume (Millions)



Border Control Point

Chaman

Torkham

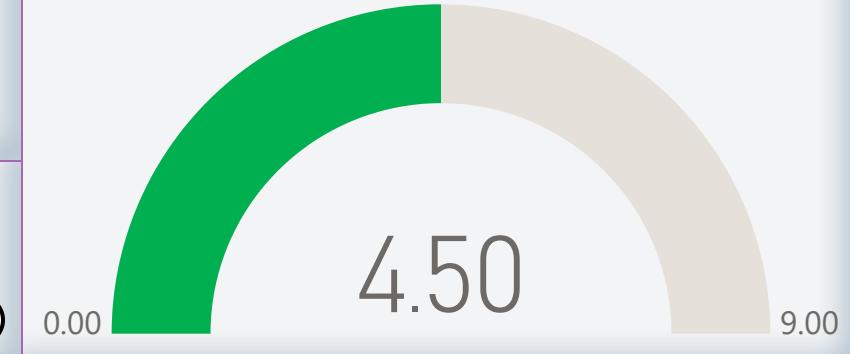
Wahga

Date Range

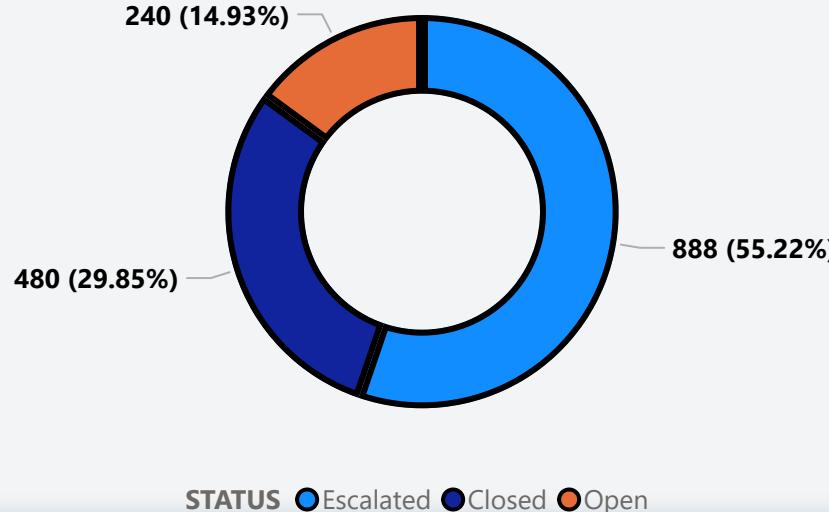
7/1/2023

6/1/2024

Avg Environmental Score



SLA Issue Status



Total Trade Value (USD)

Value in Millions

4,203.95

Total Volume Proxy
173K

Total TEUS
218K

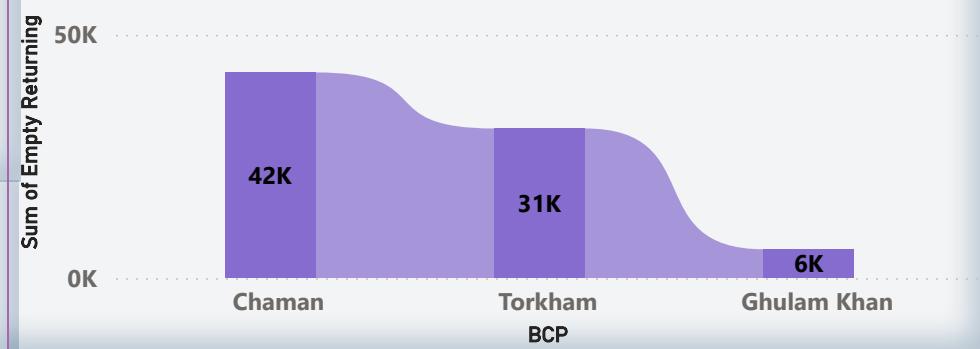
Average SLA Downtime (Hours)

45.94

- Torkham maintains strong trade & environmental metrics.
- Chaman shows reverse flow spikes and moderate SDG scores.
- Recommend audit on reverse flow and maintenance SLA.

Reverse Logistics

Shows return/waste volume per border



BCP Infrastructure & Operational Readiness

Evaluating facilities, coordination hours, and technology across borders.

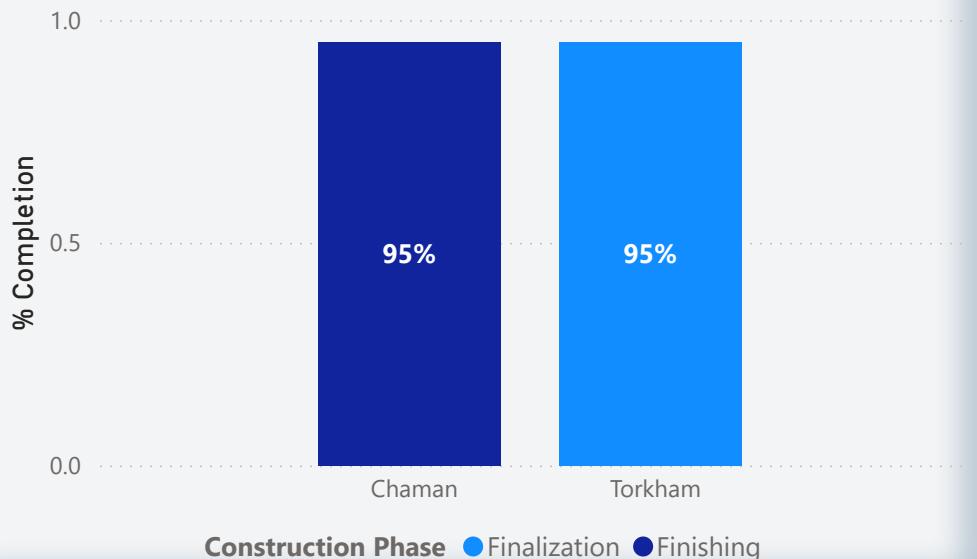


Border Control Point

Chaman

Torkham

% Completed by Construction Phase and BCP



BCP	Construction Phase	Issues Encountered	Project Status	% Completion	Days Remaining
Chaman	Finishing	Scanner delays	⚠ Delayed	95%	-166
Torkham	Finalization	Delays due to coordination	⚠ Delayed	95%	-256

Starting Date

3/1/2023

Target Completion Date

12/31/2024

Days Remaining by BCP

-256

✓ **Torkham shows high completion** and strong infrastructure KPIs, but project is overdue. Delays stem from inter-agency coordination.

⚠ **Chaman remains incomplete** with scanner-related delays. Approaching risk window despite nearing 95% completion.

➡ Recommend targeted action:

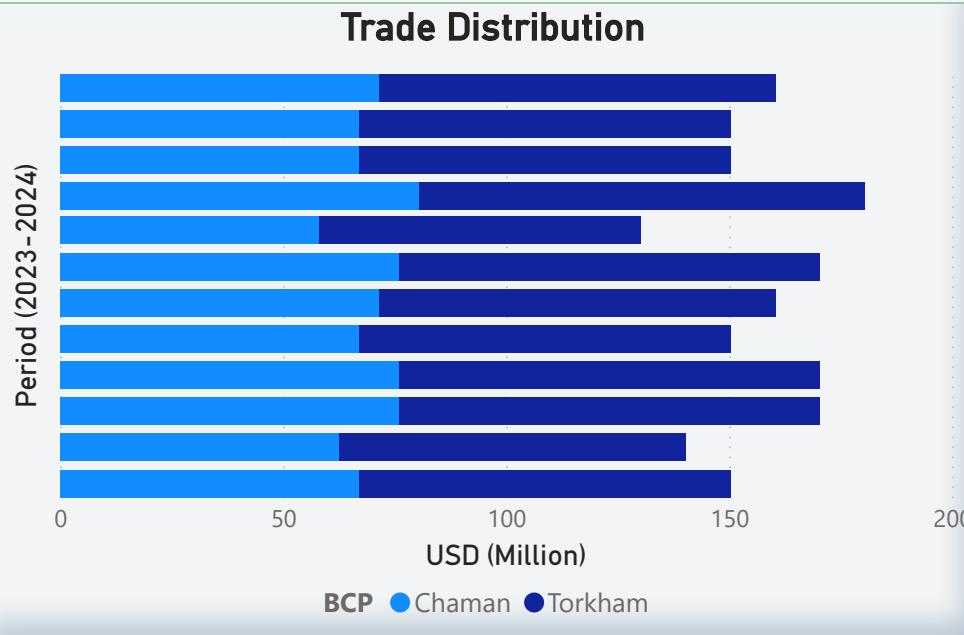
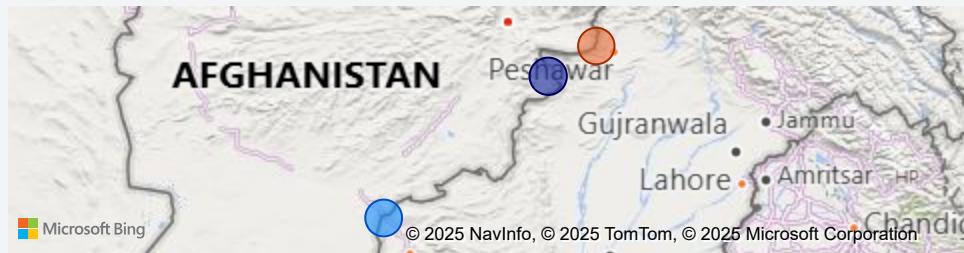
- Audit on Torkham's post-deadline coordination bottlenecks
- Fast-track scanner procurement and integration at Chaman
- SLA compliance monitoring for both sites
- Infrastructure dashboard provides actionable insight for PLPA oversight and ADB reporting.

Trade Activity & Logistics Flow

Directional trade trends, TEU movement, and spatial border activity



MONTH	Avg TEUs per Container	Commodity
Saturday, July 01, 2023	1.26	Vegetable Ghee
Tuesday, August 01, 2023	1.26	Vegetable Ghee
Monday, April 01, 2024	1.26	Vegetable Ghee



Import Vehicles 28164 **Export Vehicles** 51060

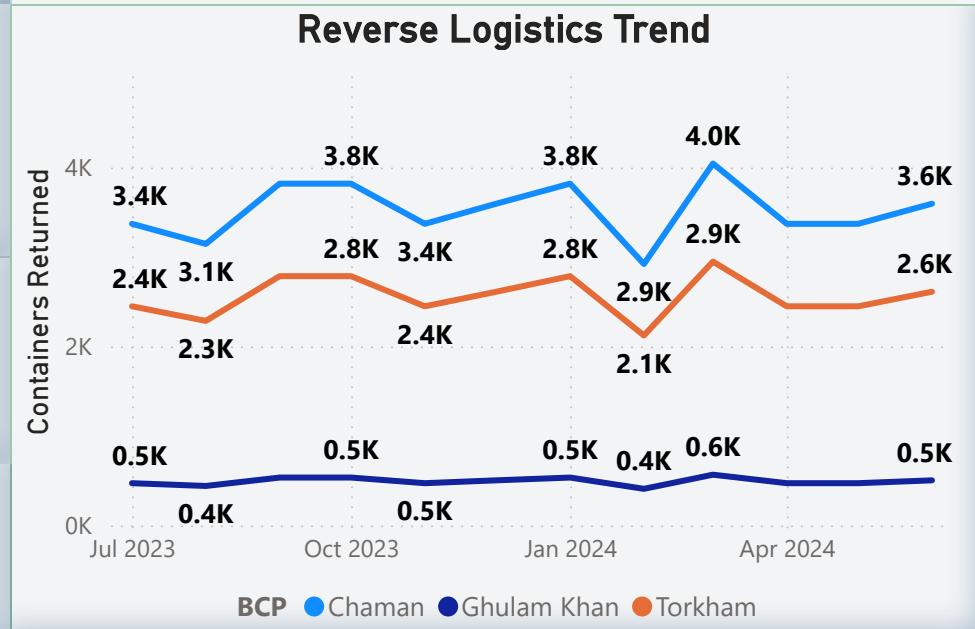
Transit Share % 74% **Reverse Transit** 8748

Forward Transit 81K **Empty Returning** 79K

Avg TEUs per Container 1.26 **Reverse Flow %** 52%

Top Commodity (Trade Value)
Vegetable Ghee

Angoor Adda	Gabd	Sost
Badini	Ghulam Khan	Taftan
Chaman	Kharlachi	Torkham



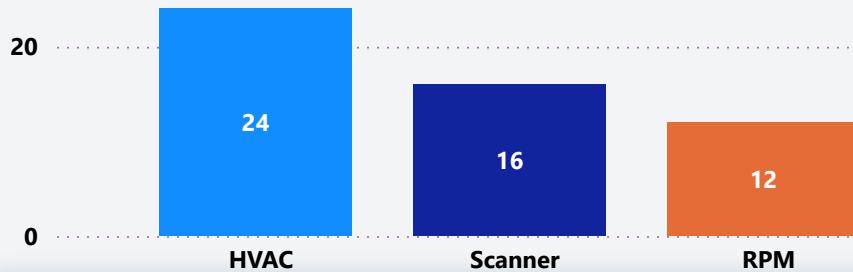
SLA Compliance & Maintenance

Issue tracking, escalation rates, and downtime monitoring across BCPs

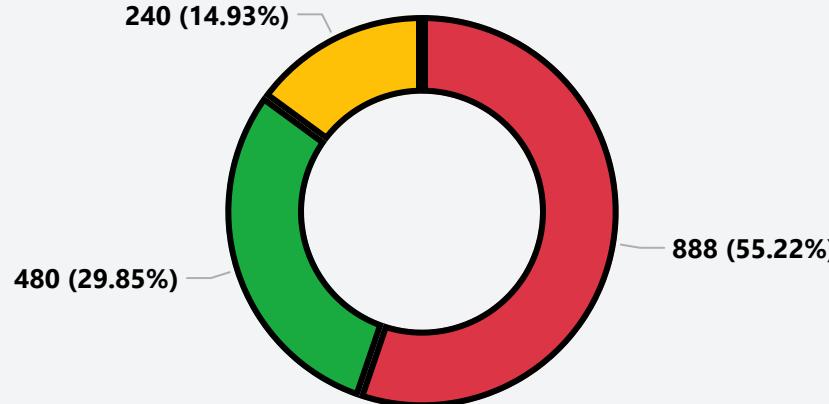


SLA Issues by Type

EQUIPMENT ● HVAC ● Scanner ● RPM



SLA Issue Status



STATUS ● Escalated ● Closed ● Open

Border Control Point

Chaman Torkham Wahga

7/1/2023 6/1/2024

Status
Closed Escalated Open

Total SLA
Issues

52

% Issues
Resolved

36.54%

% Escalated

46.15%

Average SLA Downtime (Hours)

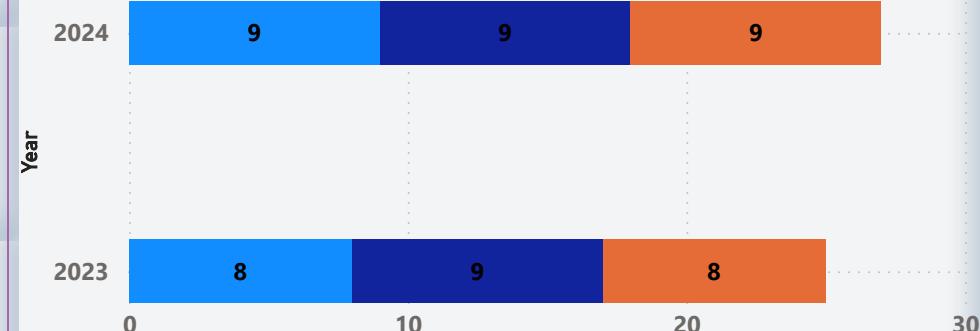
45.94

Year	Month	BCP	Issue	Downtime (Hrs)	Status
2023	September	Chaman	Scanner	48.00	Closed
2023	October	Chaman	Scanner	72.00	Closed
2023	December	Chaman	RPM	24.00	Closed
2024	February	Chaman	HVAC	24.00	Closed
2023	July	Torkham	HVAC	24.00	Closed
2023	November	Torkham	Scanner	72.00	Closed
2024	January	Torkham	HVAC	24.00	Closed

✓ SLA resolution rate is low at 34.29%, with over half of issues escalated — indicating service delivery challenges at the operational level.

⚠ Scanner-related issues dominate the volume (14 cases), followed by HVAC and RPM. highlighting recurring

SLA Issues Over Time



Environmental Sustainability & SDG Scorecard

SDG Theme

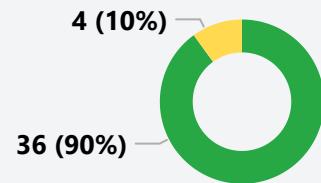
Biodiversity and Land Use



Adequate lighting and ventilation are ensured in all operational area



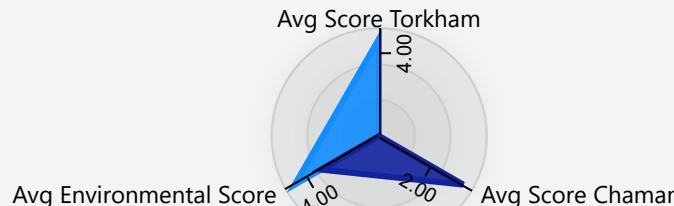
Indicator Maturity Status



MATURITY ● Available ● In Progress

Spider (Radar) Chart – SDG Readiness

BCP ● Torkham ● Chaman



Avg Audit Score

4.50

SDG17 Audit Indicators

4

SDG Code

Select all | SDG11 | SDG12 | SDG13 >

Avg Environmental Score

4.50

% Indicators Rated Green

(Score ≥ 5)

52.50%

% Indicators “In Progress”
(Maturity)

10.00%

Red Flag Count (Score ≤ 2)

Critical Indicators

1

SUSTAINABLE DEVELOPMENT GOALS



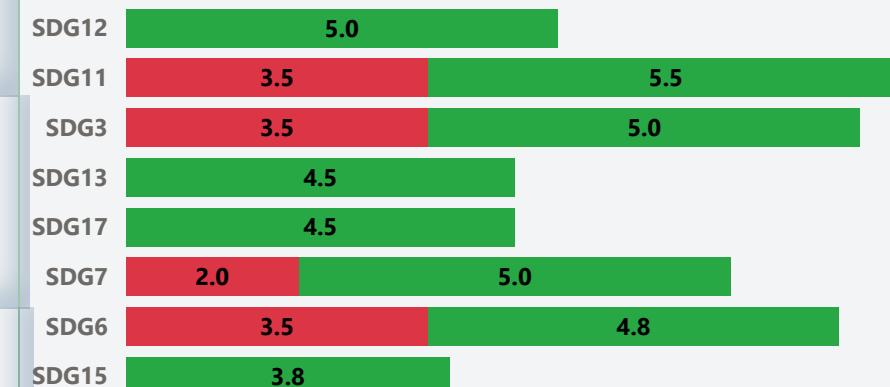
Available

In Progress

Chaman

Torkham

Avg SDG Score by SDG Code

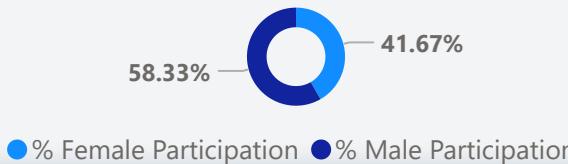


BCP ● Chaman ● Torkham

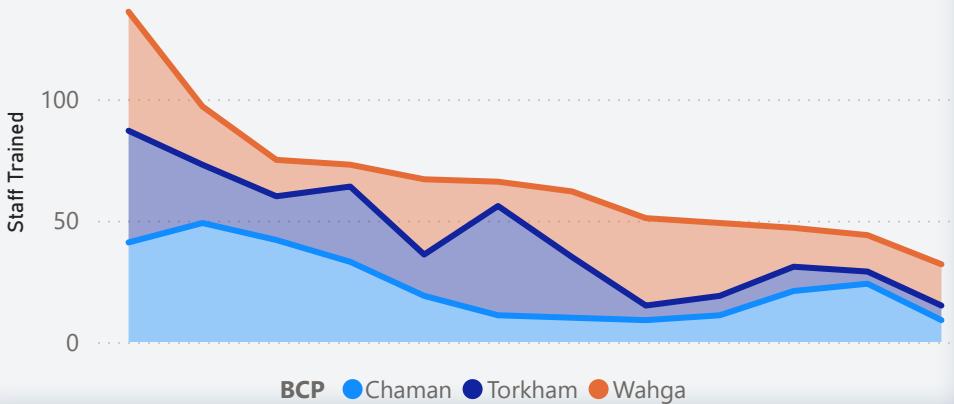
Institutional Capacity & Accountability

Training effectiveness, gender inclusion, and grievance redress mechanisms at border control points

% Female vs Male Participation



Trainings over Time (Month vs BCP)



Staff Trained by Topic + Gender



Agency | Mandatory | Staff Trained | Topic

Agency	Mandatory	Staff Trained	Topic
Customs	Yes	106.00	Scann
ANF	Yes	98.00	WeBC
Customs	No	82.00	WeBC
		—	—

Complaint Type	Staff	Trader	Total
Corruption	2	5	7
Delay	5	3	8
Scanner Malfunction	6	3	9
Total	13	11	24



Chaman Torkham >

Training participation shows a male-dominant pattern, with only 41.7% female involvement, despite steady engagement across WeBOC Ops, Scanning, and SLA topics.

ANF trainings reported the highest inclusion, while Customs-led sessions lagged in gender balance.

Complaint resolution dipped in early 2024, aligned with a spike in scanner malfunctions and delays.

A recovery trend emerged by March, supported by resumed SLA training and stronger grievance handling at Chaman and

Total Staff Trained

799.00

% Female Participation

41.67%

Average Trainings per Month

3.00

Total Complaints Logged

24

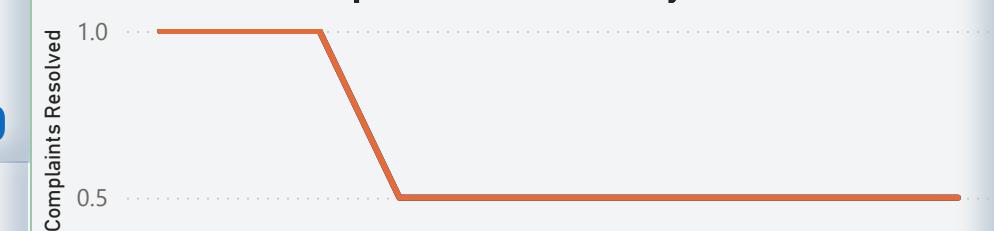
% Complaints Resolved

58.33%

Avg Resolution Time (Days)

2.95

% Complaints Resolved by Month



Complaints by Type

