

GOVERNMENT OF PAKISTAN
DIRECTORATE GENERAL OF CUSTOMS VALUATION
CUSTOM HOUSE KARACHI

STANDING ORDER NO. 02/2010 (Valuation)

File No. Misc/12/2010-PCVaG/

4th March 2010

Subject: Formulation and implementation of policy guidelines for overall design, operation, maintenance, updation and administration of the Website and Valuation Database

The Federal Board of Revenue (Customs Wing) vide Customs General Order (CGO) No.01/2010 dated 24-02-2010 (Annex-A) has determined roles and responsibilities so as to ensure smooth and effective functioning of (PCVaG) and NVDB.

2. In compliance with para 2(A) of the above stated CGO, the following policy guidelines are formulated for overall design, operation, maintenance, updation and administration of the Pakistan Customs Valuation Gateway (PCVaG) and National Valuation Database (NVDB). All concerned are directed to ensure effective, efficient and speedy implementation of these policy guideline. This Standing Order may be read in conjunction with the said CGO and in case of any ambiguity, the contents of the CGO shall prevail.

3. **Design**

The following shall be ensured in the design and architecture of the PCVaG Software application and NVDB :-

- i) It covers standard protocols and formats consistent with proven standards in all aspects, but not limited to input validation, authentication, authorization, configuration management, sensitive data, session management, cryptography, security, exception management, tracking the user, auditing and logging and the software system is built around valuation databases designed to comply with WCO data models and guidelines on the development and use of a national valuation database as a risk assessment tool.
- ii) Functionalities in the system are capable to facilitate operational tasks and improve decision making speed for the users. The intelligence in the system is built which can generates proactive dashboards, alerts and alarms which flag

potential losses in duties and taxes, abnormal prices and price trends. The system is capable of incorporating a number of quick searches, enabling selection of records of the same HS code, same country of supply and item description etc. Access controls are based on the minimum necessary and least privilege principles.

- iii) The application has multilayer user authentication and security options, capability to registers different type of users and is able to cater to different standards, accessibility and functionalities for different classes of users. Capacity to record logs of all accesses, generate tags, user identification through (Internet Protocol) IP address, passwords etc, time of event occurred and action performed, capacity of customized communications to various users or class of users either in their inbox, or to a third party server for further communication as SMS etc.
- iv) That system has direct keying in through Graphic User Interface (GUI) as well as uploading data using other file formats again through GUI .It has adequate security features on the front end so that there should be no downloads, printing or saving mechanisms etc operating and as such the misuse of this information is minimized or eliminated. The application has the capacity of capturing scanned images and it has a mechanism to validate that correct and formatted data is entered in the database relevant to the user role.
- v) The system is capable of exception handling, has audit trails, securely stored and having clipping levels (threshold for an activity) to trigger any alarming situation.
- vi) The system supports concurrent access to the application by a multiple number of users, is flexible and capable of easy expansion.
- vii) The website/pages are designed to have user-friendly interface which facilitates and encourages efficient and effective human-computer interactions, minimizes the time required to download a Web site's pages, enable authorized users to access the homepage from any other page on the site, use frames when certain functions must remain visible on the screen as the user accesses other information on the site, navigation scheme and features allow users to find and access information effectively and efficiently, all pages have navigational options, sequential menus are used for simple forward-moving tasks, site maps are used along with appropriate page layout to eliminate the need for users to scroll horizontally, fast scrolling is facilitated and longer scrolling pages are used wherever required, drop down menus are available and lists and tasks are arranged in an order that best facilitates efficient and successful user performance. The format meets standards, especially related to navigation, content, and organization. The data tables have clear, concise, and accurate row

and column headings with sorting facility. Text, labels, colour, page layout, form structure, icons, navigation bar, search, controls are in accordance to facilitate user centered design. The website will have clearly demarcated public and official areas.

- viii) The NVDB is developed in accordance with best international practice and have standard capabilities but not limited to integration with the third party

Valuation/prices databases and with that of One Customs and PaCCS. The integration/EDI has to be through text messaging, XML or any other universally accepted format. The back end will be fully protected and no updation to any table will be done through the back end access and the restricted data will only be available to those who are authorized and authenticated.

4. Operation & Maintenance

- i) M/s PRAL shall ensure provision of maintenance and support to the entire structure and support in the operation of the relevant software to the relevant custom personals.
- ii) All possible measures compliant with ensuring effective management of a high-performing, business-critical web application shall be undertaken by M/s PRAL to ensure smooth functioning of PCVAG/ NVDB and for this purpose an effective application performance management strategy shall be developed under intimation to the Directorate General Valuation.
- iii) A replication site to be used as disaster recovery site will be developed by M/s PRAL. Data backup procedures, business continuity planning and DR procedures will be put in place to preserve the business in the event of major disruptions.
- iv) Any changes to IT resources by M/s PRAL shall be done considering the impact on confidentiality, integrity, availability, recoverability and auditability.
- v) Post-implementation system audit shall be performed by M/s PRAL using international best practices and standards including but not limited to performing risk assessment and identifying security vulnerabilities, reviewing existing internal controls and their adequacy, both internal to the system and for its operations, review of system's performance against the desired objectives, implementation effectiveness and operational security.
- vi) M/s PRAL shall incorporate appropriate measures to mitigate IT operational and security risks in the system and any other activity identified to strengthen the internal controls framework for the system and its operations as and when required.

- vii) **M/s PRAL shall ensure that the application/databases shall be kept up-to-date with the latest patches, upgrades etc.**
- viii) **M/s PRAL shall ensure diagnosis of application problems and availability/delivery of essential data for resolving problems swiftly.**
- ix) **Documentation will be done by M/s PRAL reflecting the current physical and logical state for all times.**
- x) **The record of any change in the system or in the data shall be maintained and be made retrievable.**

5. Updation

- i) **The data to be included in the database shall be the ‘input data’ as defined in the CGO 01/2010. As a principal, data in the database should be recent and should be compliant with Pakistan Customs laws and rules framed there under and the database should be updated as and when required.**
- ii) **The PRAL shall define procedures for creating, altering, transmitting and storing Data/Restricted data in conformity with International best practice under intimation to the Directorate General of Valuation. The updation unit in PRAL shall be properly notified and it shall be ensured that the relevant officials are properly informed of their responsibilities regarding legal use of software/ updation of databases. M/s PRAL shall formally authorize and document Data Users in the updation unit who access, create, alter or delete Data/Restricted data.**
- iii) **If case, loss or unauthorized exposure of Restricted Data is discovered, the incident must be immediately reported to the Directorate General of Valuation.**
- iv) **The Director shall issue a mutually agreed SOP in accordance with para 2C(c) of the CGO.**
- v) **Comprehensive arrangements shall be made in the Directorate, in addition to the measures already prescribed in the CGO, for securing the integrity and accuracy of the input data presented to the authorized users in the system.**

6. Administration

- i) **The technical team of the Directorate of Valuation shall conduct training sessions for the capacity building of the relevant stakeholders on usage of PCVaG & NVDB.**

- ii) The Collectors/Directors authorized by the Directorate of Valuation will be issued userids by M/s PRAL in consultation with the 'Focal Person' as elaborated in the CGO 01/2010. The focal person shall be responsible to keep a record of the IDs given. This ID for a particular Collector/Director along with other functionalities will have the role of activating/deactivating, resetting passwords of all the other userids provided to that particular Collectorate/Directorate. As such they will be responsible for the management of all the other userids issued to that particular Collectorate/Directorate whereas the functionality of activation/deactivation, resetting passwords of Collectors/Director will be provided in the ID of 'Focal Person'. All the users of the system will be required to edit their profiles in the system as and when warranted. If additional ids are required by any of the Collectorate/Directorate, they will inform the 'Focal Person' in writing and the 'Focal Person' shall in collaboration with M/s PRAL provide the same within 3 days of such request.
- iii) Only duly approved users by the Collectorate/Directorate shall use the application and on their transfer from the particular position, for which the ID was issued, shall not use the application and the relevant Collector/Director shall ensure that the access is deactivated as soon as the relevant officer is removed from the position where access to the application was given.
- iv) No user shall attempt to download, print or copy any information/data contained in NVDB and disseminate such information in any way to any unauthorized person.
- v) Users from within the department shall inform the Director Valuation in writing of any discrepancy noted in the information/data provided in PCVaG/NVDB, and the Director shall initiate remedial measures as soon as such information is received.
- vi) The Director Valuation in collaboration with M/s PRAL prepare and issue a user manual on the functionalities available in PCVaG/NVDB. This manual will be placed on the website of PCVaG and shall be updated by M/s PRAL in consultation with Directorate of Valuation as and when required.
- vii) Director Valuation in coordination with the Board will arrange funds for smooth operation of PCVaG and NVDB as and when required.

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Director General

Copy for information and necessary action to;

- i) PS to Member (Customs), Federal Board of Revenue, Islamabad.

- ii) **Mr.Irfan-ur-Rehman, Secretary (Customs Valuation), Federal Board of Revenue, Islamabad with reference to Board CGO 01/2010 dated 24-02-2010.**
- iii) **Director Customs Valuation, Karachi to implement policy guidelines provided in the above Standing Order.**
- iv) **Mr.Humayun Zafar, Director Operation, M/s PRAL, Head Office 5th floor, Hall No.506, Evacuee Trust Complex, Agha Khan Road, F-5/1, Islamabad for necessary action as per direction contained in the said CGO.**
- v) **Mr.Muhammad Ali, Senior Manager Operation, M/s PRAL, 9th floor, Custom House, Karachi for similar action.**
- vi) **Additional Director Customs Valuation-I, Karachi.**
- vii) **Assistant/Deputy Director Valuation (HQ), Karachi.**

(Agha Saeed Ahmed)
Deputy Director (HQ)