

**GOVERNMENT OF PAKISTAN
(REVENUE DIVISION)
CENTRAL BOARD OF REVENUE**

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C.NO.1 (I) PS-M(C)/06

Islamabad, the 7th August, 2006

CUSTOMS GENERAL ORDER No. 10 OF 2006

SUBJECT: FACILITATION AND CLEARANCE PROCEDURE FOR INTERNATIONAL PASSENGERS

In exercise of the powers conferred under section 223 of the Customs Act, 1969 (IV of 1969) and in supersession of the provisions of paras 107 and 108 of the Customs General Order No.12 of 2002 dated 15-6-2002, the Central Board of Revenue is pleased to lay-down the following procedure to facilitate passengers for their prompt and hassle-free passage and clearance from the international airports:

A. ARRIVALS:

- (i) For clearance of the passenger at all international airports, dual channel system i.e. a “Green Channel” and a “Red Channel”, shall be operative:
 - (a) Green Channel for passengers having with them no goods or only goods which can be admitted free of import duties and taxes and which are not subject to import prohibitions or restrictions; and
 - (b) Red Channel for other passengers.
- (ii) The passenger opting for the Green Channel shall not be subject to examination or scanning and they shall be allowed unhindered walk through the Customs area.
- (iii) The accompanied baggage of the passengers choosing the Green Channel shall neither be scanned nor checked in routine by the customs staff. However, the baggage may be selected for examination on reasonable suspicion or on an apparent misuse of the green channel. The baggage so selected would be first scanned and if the process of scanning gives support to the suspicion, then physically examined.
- (iv) The passengers carrying baggage in excess of their duty free allowances shall pass through Red Channel and their baggage shall be examined for assessment of duty and taxes.
- (v) To facilitate the operation of dual channel system, separate channels, Green and Red, will be provided with prominent indication in the form of sign boards displayed at the appropriate places so that the same are easily recognizable by the passengers. The sign boards shall be painted in green and red colours for the respective Channels.
- (vi) Baggage Rules, Import and Export restrictions and conditions, the amounts of duties and taxes payable on dutiable items and the rights and obligations of the passengers shall be prominently displayed inside the arrival halls all over the country in uniform design and size.
- (vii) A Help Desk, staffed by courteous and helpful officers, well conversant with the law and procedures, shall be located at prominent places inside the arrival halls for information and facilitation of all the passengers. The disabled, elderly, ladies and children shall be attended by these Desks on priority.
- (viii) In case of goods liable to duty and taxes, the same will be assessed by Customs on the Assessment Slip as per the format given at Annex-A (in triplicate). The duty and taxes so assessed shall be deposited by the passenger in foreign currency or equivalent amount in Pakistani rupees at the National Bank of Pakistan booths. One copy each of the Assessment Slip shall be retained by the Customs and the bank

whereas the third copy shall be handed over to the passenger. The calculation and amount of duties and taxes assessed, along with relevant provisions of law, shall be explained to the passengers by the customs staff for their satisfaction.

B. DEPARTURES:

- (i) The practice of hundred percent checking and examination of each outgoing passenger shall be discontinued immediately.
- (ii) The baggage and body of passengers shall be examined on the basis of specific information, risk profiling, suspicious behavior or any other reasonable doubt.
- (iii) Baggage Rules and applicable Export restrictions for outgoing passengers shall be prominently displayed inside the departure halls all over the country in uniform design and size.
- (iv) A Help Desk, staffed by courteous and helpful officials, located at a prominent place inside the departure halls shall be made available and fully functional for information and facilitation of all outgoing passengers. Priority shall be given to the disabled, elderly, women and children.

C. STAFFING:

- (i) An officer, not below the rank of an Assistant Collector, shall invariably be available at the time of the clearance of international flights.
- (ii) It shall be ensured that smart, well behaved and efficient staff is posted for passengers' facilitation.
- (iii) The number of Customs staff to be posted in different shifts shall be determined in a rational manner. Size of the shifts shall also be determined in accordance with the peak, normal and off-peak passenger rush hours.
- (iv) The staff posted at the airport shall be properly trained and well conversant with Customs laws and procedures, risk profiling, passengers facilitation, image management and inter personal communication skills. Short courses for the staff be arranged periodically focusing on the above areas.

<u>ANNEX-"A"</u>	
<u>ASSESSMENT SLIP</u>	
Customs station: _____	Date: _____
a) Name of the passenger:	_____
(b) Nationality	_____
(c) Passport No.	_____
(d) Flight No.	_____
(e) Scanning Machine No.: (if applicable)	_____
(f) Place of arrival:	_____
(g) No. of visit in the year:	_____
(h) Duration of stay abroad:	_____
(i) Address of the passenger:	_____

S. No.	Description of Goods	Assessed C&F Value	Customs Duty	Sales Tax	Misc	Total
Name, designation and stamp of the customs officer						

(MIRZA MUBASHIR BAIG)
SECRETARY (LAW & PROCEDURE)