

Pakistan Customs Embarks on Digital Transformation Journey

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Pakistan Customs has initiated a comprehensive transformation project aimed at modernizing its operations and enhancing trade facilitation. The project, supported by the World Bank, will see the implementation of cutting-edge technology solutions to replace the existing WeBOC system and streamline customs processes.

A recent three-day workshop, attended by senior customs officials and international experts from Maersk and KGH, focused on designing the future strategy for Pakistan Customs. The workshop built upon the success of the previous business process mapping exercise conducted in June 2024.

Recognizing the evolving global trade landscape and the need to adapt to technological advancements, Pakistan Customs is committed to transforming its role from a traditional border control agency to a strategic partner in facilitating trade and economic growth. The project aims to align customs operations with international best practices, as outlined in the WTO Trade Facilitation Agreement.

Key components of the transformation project include:

- **Digitalization:** Implementing advanced technology solutions to replace the existing WeBOC system with a risk management-based and AI-enabled platform.
- **Process Re-engineering:** Streamlining customs processes to minimize human intervention and improve efficiency.
- **Risk Management:** Enhancing risk assessment capabilities to target high-risk shipments and facilitate legitimate trade.

- **Trade Facilitation:** Reducing trade barriers and improving the ease of doing business.

The project is overseen by a Steering Committee headed by the Finance Minister to ensure its successful implementation.