

**Pakistan Customs (Federal Board of Revenue) - Pakistan**  
**7 May 2020**

In order to facilitate the Customs procedures and support all stakeholders (including importers, exporters, Customs agents, and freight forwarders, etc.) at the ports/airports/land customs-stations in Pakistan and to mitigate the detrimental economic/industrial effects in the Country because of lock-down owing to spread of Corona Virus (COVID-19), Pakistan Customs (Federal Board of Revenue) has ensured implementation of the following actions.

Provision of the said services is deemed highly desirable not only in view of the current emergency situation but also to duly facilitate the regional and international trade. Pakistan Customs assures the World Customs Organization (WCO) and world trade community about further actions, which would be taken in due course, as part of its on-going trade facilitation measures.

<b>1. Measures aiming to Facilitate the Cross-border Movement of Relief and Essential Supplies</b>
<b>1.1.</b> Expedious clearance of medicines, food items, and equipment pertaining to treatment of Corona Virus has been ensured. <b>1.2.</b> The government has waived off all duties and taxes on the import of essential materials and equipments necessary for containing and combating the COVID-19 outbreak.
<b>2. Measures aiming at Supporting the Economy and Sustaining Supply chain Continuity</b>
<b>2.1.</b> 24/7 clearance of Cargo at Ports/Airports and land borders stations. <b>2.2.</b> Dedicated email has been notified for single contact facility to accommodate all trade related queries/grievances for redressal by the Customs Authorities. <b>2.3.</b> The government has extended date of filling for goods declarations (GDs). <b>2.4.</b> Pakistan Customs Service has provided web-based customs clearance services to all clients enabling them to declare, pay and request for many other services without visiting Customs stations. <b>2.5.</b> Customs is notified as an essential service to enable it to continue its core functions of protecting social/economic interests of the people.
<b>3. Measures aiming at Protecting Customs administration's Staff</b>
<b>3.1.</b> The Customs formations have been provided extra budget to facilitate the staff for protection against the COVID-19 outbreak by provision of Masks, Sanitizers and other essentials as instructed by the local health authorities. <b>3.2.</b> Screening and sanitizing facilities have been made available at all the work places.

- 3.3.** Staff rotation has been introduced in the wake of restricted movement by the Government. However, staff has been allowed to work from home electronically to facilitate trade.
- 3.4.** Meetings are being held through videoconference or other means of remote communication to visit the crowding of people and reducing the likelihood of transmission of the virus.
- 3.5.** Only desirable numbers of people/customs agents are allowed to visit the customs field formations.

**4. Measures aiming at Protecting Society**

- 4.1.** The Federal and Provincial Governments have also notified dedicated helplines for the general public as well as the businessmen.
- 4.2.** The customs authorities have been sensitized to the possible import/ supply of counterfeit medical supplies and fake medicines in the wake of COVID-19 spread.
- 4.3.** Actions taken in this regard will be shared using the common platform i.e. CEN.comm.

**5. Other Measures.**