Government of the people’s Republic of Bangladesh
National Board of Revenue, Dhaka

A Presentation on
ASYCUDA World Implementation
( AW Managerial Side)

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Outlines……

• IT Organization structure in Customs overall structure
• ICT Personnel at National Board of Revenue and in Field offices
• Recurring cost and Financing strategy
• Retaining of IT Professional
• Support Mechanism
• Interfaces with other Stakeholders
• Strategy for Sustainability
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• Strategy for Technology transfer and internalization reform
• Benefits from ASYCUDA World Cont.
• AW Project Implementation at a glance
### IT Organization structure in Customs overall structure

- Ministry of Finance (Custom Head Quarter)
- IRD (Internal Resource Division)
- Chairman NBR (National Board of Revenue) Grade-1

#### Customs
- System Manager (SM) Grade-3
- Senior System Analyst (SSA) Grade-4
- Sr. Programmer/Systems Analyst (SA) Grade-5
- Programmer Grade-6
- Maintenance Engineer (ME) Grade-6
- Assistant Programmer (AP) Grade-9
- Hardware Engineer (HE) Grade-9
- Computer Operator (CO) Grade-11
- Data Entry Operator (DEO) Grade-14

#### VAT
- System Manager (SM) Grade-3
- Senior System Analyst (SSA) Grade-4
- Sr. Programmer/Systems Analyst (SA) Grade-5
- Programmer Grade-6
- Maintenance Engineer (ME) Grade-6
- Assistant Programmer (AP) Grade-9
- Hardware Engineer (HE) Grade-9
- Computer Operator (CO) Grade-11
- Data Entry Operator (DEO) Grade-14

#### Income Tax
- System Manager (SM) Grade-3
- Senior System Analyst (SSA) Grade-4
- Sr. Programmer/Systems Analyst (SA) Grade-5
- Programmer Grade-6
- Maintenance Engineer (ME) Grade-6
- Assistant Programmer (AP) Grade-9
- Hardware Engineer (HE) Grade-9
- Computer Operator (CO) Grade-11
- Data Entry Operator (DEO) Grade-14

### ICT Personnel at National Board of Revenue and in Field offices.

<table>
<thead>
<tr>
<th>Designation</th>
<th>Allowed Post</th>
<th>Present Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>SM</td>
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<td>1</td>
</tr>
<tr>
<td>SSA</td>
<td>3</td>
<td>0</td>
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<tr>
<td>SA</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>Sr. Programmer</td>
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<td>2</td>
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<tr>
<td>Programmer</td>
<td>15</td>
<td>3</td>
</tr>
<tr>
<td>Maintenance Engineer</td>
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<tr>
<td>AP</td>
<td>82</td>
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<td>0</td>
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<tr>
<td>CO</td>
<td>25</td>
<td>11 (NBR)</td>
</tr>
<tr>
<td>DEO</td>
<td>57</td>
<td>43 (NBR)</td>
</tr>
</tbody>
</table>
Recurring cost and Financing strategy

- There are some outsourcing company named by Bangladesh Telecommunication Co. Ltd. (BTCL), Fibre@home etc to whom NBR has to pay the recurring for their supports.
- All the recurring cost are mitigated by the Government of Bangladesh.
- Total Annual Tentative cost will be 22 Crore BD Taka($ 2750000)
- The tentative annual recurring cost will be 10 Crore Tk ($ 1250000) for ASMA, 10 Crore Tk ($ 1250000) for Oracle, 1 Crore Tk ($ 1250000) for Bandwidth (BW) and 1 Crore Tk ($ 1250000) for Data centre.
- NBR(National Board of Revenue) places its requisition to Finance Ministry and they allocate the required fund accordingly.

Retaining of IT Professional

- ICT professionals are recruited by public service Commission (PSC) of Bangladesh.
- ICT positions are permanent as per recruitment rules.
- After certain period ICT personal are promoted. But the promotion takes long times due to less higher positions.
- NBR is planning for ICT personnel Career Path.
- Separate ICT wing will be established under NBR.
- The top most position will be Grade -2 level and it will be under direct supervision of Chairman.
Support Mechanism

- Local Support: For ExaData, Storage and Network issues NBR takes support from local vendor (Spectrum).
- For permanent supports for Networking and Hardware issues NBR is going for SLA (Service Level Agreement) with vendors.
- Support from Oracle: For permanent support NBR is going for SLA with Oracle Local vendor. By this way NBR will get support from Oracle.
- ASMA (ASYCUDA Support Mechanism for Asia and Pacific Region): Within the next couples of month ASMA agreement will be signed between NBR and UNCTAD.

Interfaces with other Stakeholders

- The port Authorities in Bangladesh gets manifest/Bill of Entry information from ASYCUDA World System.
- Bangladesh Navy approves Dangerous Cargo using AW system.
- Bangladesh Bank gets Bills of Entry/Export Information from AW system.
- NBR (AW) gets LC information from Bangladesh Bank System.
- AW system gets BIN information from VAT offices.
- Sonali Bank gets daily payment information from AW system.
Strategy for Sustainability

- NBR has taken redundant bandwidth connectivity from to separate sources like BTCL and Fiber @ home.
- For major communication with NBR and Chittagong Custom House, It has been taken 50 Mbps internet line and 30 Mbps for data connectivity.
- A local vendor has been engaged to ensure network connectivity.
- NBR decided to make a team for network support from their own personnel and accordingly they will be locally and abroad also.
- Centralized operation is risky, To mitigate the risk NBR established a DR centre at Chittagong.
- To ensure further security NBR has planned to make another DR center in Jessore (separate earth quake zone).

Major Activities done under AW Project

- On line manifest submission.
- Integration of manifest with Bill of Entry which is a very important need from Customs side.
- On line Bill of Entry/Export submission.
- C&F Agents, Shipping Agents, FF’s have trained to use AW system.
- Introduced AW system to CCH, DCH, ICD, BCH, Mongla, Pangaon custom houses.
- AW system introduced in Remote customs stations (Teknaf, Burimari, Bomra, Hily, Sonamosjeed, Banglabandha)
Strategy for Technology transfer and internalization reform

- Training(Local): NBR has adopted a plan to train ICT personnel in various fields like Programming language (java), Network, and Database.

- Training(Foreign): NBR has adopted a plan for need-based foreign training. For example, ASYCUDA technical and development training will be held at Kuala Lumpur.

- The ICT personnel of NBR will work with local UNCTAD experts for hands-on training.

Benefits from ASYCUDA World

- Online submission of Manifest and Bills of Entry/Export.
- 10,000-12,000 Bills of Entry/Export processed centrally per day.
- Introduced Central Tariff System.
- Assessed Value of Items of various Custom Houses and LC stations.
- Customs Houses could be verified centrally.
- Management Report could be viewed from all Custom Houses/Custom Stations, NBR, and other offices.
- Importers/Exporters get messages regarding Bills of Entry/Export.
- Shipping Agent/FF/C & F Agent can view required information for necessary actions.
AW Project Implementation at a glance

Implemented in 11 Customs Offices

6 Custom House:
- Custom House, Chittagong
- Custom House, Dhaka
- Custom House, Mongla
- Custom House, Pangaon
- Custom House, Benapole
- Custom House, Benapole

5 Land Custom Station:
- Teknaf LC Station
- Hili LC Station
- Burimari LC Station
- Sonamasjid LC Station
- Banglabandha LC Station

Build up 2(Two) Data Centre
- Data Centre, NBR, Dhaka
- Disaster Recovery(DR) Site (CCH)

Interfacing
- Bangladesh Bank
- Sonali Bank
- Port Authority
- Bangladesh Navy

Capacity Building
- Customs Officials
- IT Officials
- Public Sector
- Private Sector

Establishment of NBRNet
- Nationwide Optical Fibre Backboned WAN
- Bangladesh Bank
- Sonali Bank
- Port Authority
- Bangladesh Navy

Technical Assistance
- Feeder Operator
- Shipping Agents
- Freight Forwarders
- Air Lines Operator

Training: 4000 Peoples
- 6 Categories of ToT Training
- Customs Officials
- Port Officials
- Bangladesh Navy
- Feeder Operator
- Shipping Agents
- C&F Agents
- Air Lines Operator
- Air Express Operator

Procurement
- Hardware
- Software
- Network
- Power

Development of Web Portal
- www.customs.gov.bd

Thank You