



# PSW

PAKISTAN SINGLE WINDOW

## TRANSFORMING TRADE

Zaheer Abbas  
Domain Officer

## BACKGROUND

**A category 'C'  
commitment under  
the TFA  
(Article 10.4)**

**High trade  
transaction costs\***

**2.1 M LPCOs for  
2.4 M TEUs\*\***

**77 Regulators**

**Potential savings  
\$430 million per  
annum**

**Sponsors  
Government of  
Pakistan, Pakistan  
Customs, and  
Donors**

**Public and private  
sector collaboration**

**Lead Agency  
Pakistan Customs  
& Operating Entity  
PSWC**

**ONE WINDOW  
MANY DOORS**

\*World Bank Report on Ease of Doing Business - 2020

\*\*WeBOC 2017-2018

# IMPLEMENTATION JOURNEY



POLITICAL OWNERSHIP  
VISION ARTICULATION

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October 2017

June 2022

# LEGAL FRAMEWORK



Customs and 77 other regulatory agencies are required to integrate with the PSW platform.



Makes it mandatory for all participating agencies to align their laws, regulations, processes, procedures, and information requirements to the PSW



Has overriding powers



Provides a legal basis for the PSW system as well as its governance and operating model

REGISTERED No. M-302  
L-7646

**The Gazette of Pakistan**

EXTRAORDINARY  
PUBLISHED BY AUTHORITY

ISLAMABAD, WEDNESDAY, APRIL 14, 2021

PART I

Acts, Ordinances, President's Orders and Regulations

SENATE SECRETARIAT

Islamabad, the 13th April, 2021

No. F. 9(3)/2021-Legis.—The following Act of Majlis-e-Shoora (Parliament) received the assent of the President on 9th April, 2021 and is hereby published for general information:—

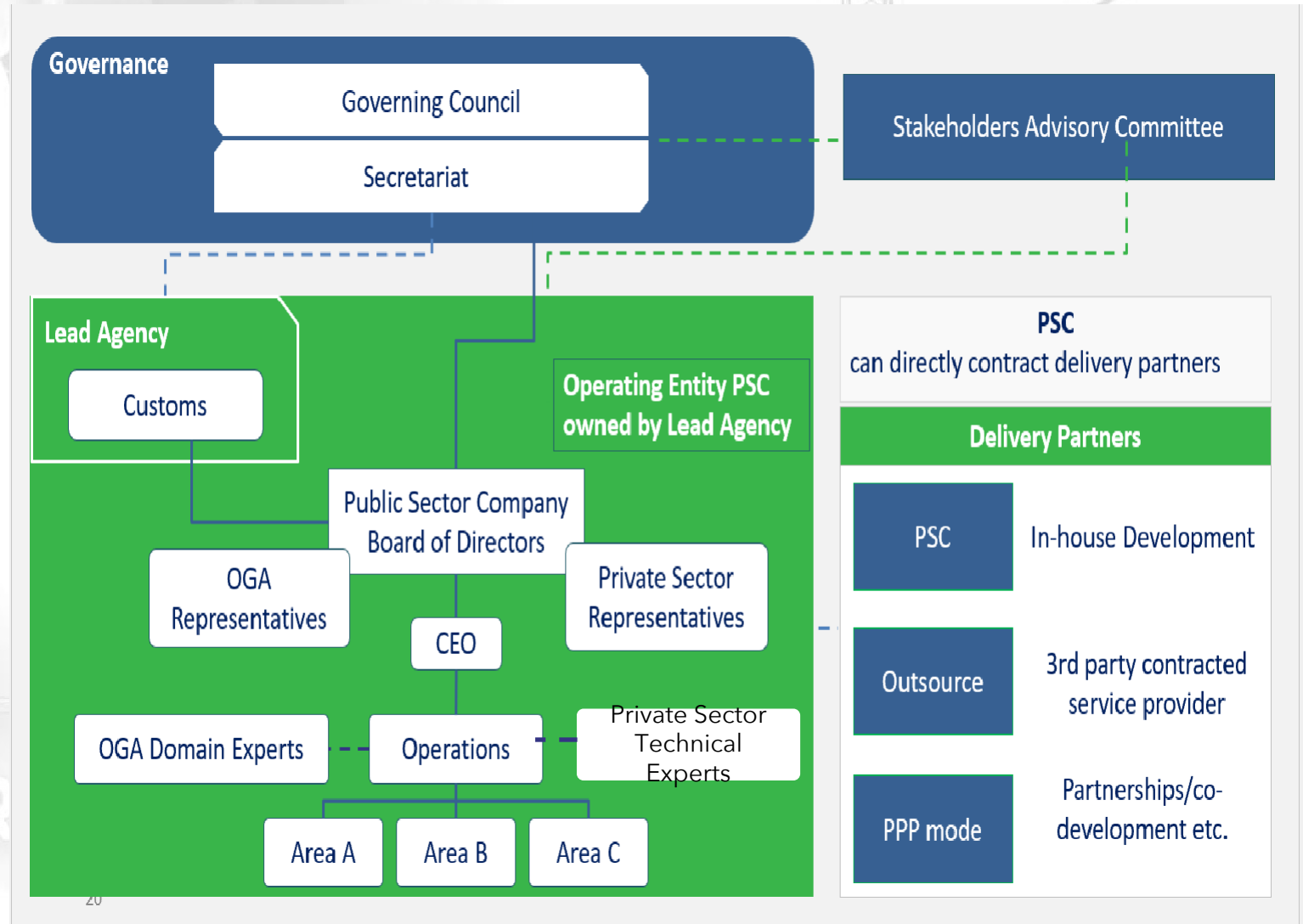
ACT No. III of 2021

*An Act to make provisions for the establishment of Pakistan single window*

In so far as relevant to the intent and objects of this Act and in order to ensure unhindered right to lawful trade as enshrined in Article 18 of the Constitution of the Islamic Republic of Pakistan it is necessary that an

# GOVERNANCE

- **Three-tiered governance and operating structure**
  - **Governing Council for system oversight and monitoring**
  - **Lead Agency (Customs) for effective implementation**
  - **PSW Company as the notified 'Operating Entity'**
- **Private sector participation**
  - **Private Members in the GC**
  - **Private Members in the Board of Directors**
- **Collaborative approach**
  - **OGAs representation in the company**
  - **Part of software design process**



## BPA

- Focal Persons
- Consultations
- Existing Business Process Mapping
- Problems Identification

## BPR

- Stakeholders Engagement
- Identification of Redundant Processes, Procedures, Documentation
- Business Process Reengineering
- Backend Automation

## SRS

- Capturing System Requirements
- Software Development
- User Acceptance
- Pilot Run

## CM

- Trainings
- Feedback
- Improvements

# BUSINESS PROCESS REFORMS & DATA STANDARDIZATION

No of Processes Re-engineered	Documents Replaced with Electronic Verification	Documents Replaced with Electronic Submission	No of Documents Eliminated	National Trade Dictionary
100	76	143	45	WCO data model and UNTDED

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# SERVICES

**Online Evidence of Identity**  
FBR, PMD, NADRA,  
Banks, SECP  
65,000 users

**Integration Of Commercial Banks**  
29

**E-Trade**  
DPP, AQD, FSCRD,  
PSQCA, EDF, Customs,  
MFD

**Single Declaration**

**Trade Information Portal**  
TFA Article 1.2

**Digital Payments**  
B2G, B2B

**PSI Companies**

**Trader Support Centre**  
Single point of  
contact for customs  
and trade

**Laboratories**

**International Integrations**  
China, Tajikistan,  
Uzbekistan, Egypt,  
IPPC

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# PIPELINE PROJECTS

## Port Community System

Software development in progress

## Airport Community System

Design phase initiated

## Integrated Risk Management System and Joint inspections

Phase 1 scheduled for roll out in June 2023

## OGA Integration

MMD, DRAP, NCD

## Digitization of bank guarantees, insurance guarantees

Stakeholder approval in progress

## Fumigation services

Process design completed

## Unified Transit Scheme and e-TIR

Review completed and shared with Customs

## Export Processing Zones

Situation Analysis completed

## Compliance Navigator

Guidance for Banks to meet FATF requirements

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## KEY CHALLENGES



- **Completely manual and paper-based systems riddled with redundancies**
- **Legal regime gaps and inadequacies**
- **Lack of understanding of automation and IT system operations**
- **Fear of losing turf and accountability**
- **Insufficient ICT infrastructure**
- **Interagency Coordination**
- **Documentary Approvals**

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## LESSONS LEARNT

- Consultation, collaboration, coordination
- Collaborative governance and operating model
- Legal framework (PSW Act, 2021)
- Digital transformation
- Incremental approach towards implementation
- Political ownership
- Champions of Change
- Effective communication

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## Q&A

# ONE WINDOW MANY DOORS