

# **TradeTech for Trade Facilitation and Regional Integration: Pakistan Single Window (PSW) Initiative**

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**7<sup>th</sup> CAREC Think Tanks Development Forum**  
**Urumqi-People's Republic of China**

## BACKGROUND

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

High trade  
transaction costs\*

77 Regulators

2.1 M LPCOs  
for 2.4 M  
TEUs\*\*

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

2017



POLITICAL OWNERSHIP  
VISION ARTICULATION

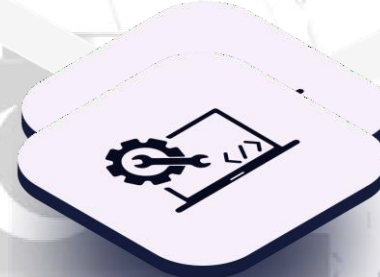
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2018-2020

FOUNDATIONAL STUDIES

2021



GOVERNANCE &  
OPERATING STRUCTURE

2022



PHASE 1 ROLL OUT

October 2017

June 2022

# SERVICES

**Online Evidence of Identity**

**FBR, PMD, NADRA,  
Banks, SECP  
57,000 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**

**International  
Integrations**

**China, Tajikistan,  
Uzbekistan, Egypt,  
IPPC**

**Trader Support  
Centre**

**Single point of  
contact for customs  
and trade**

**Laboratories**

**PSI Companies**

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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

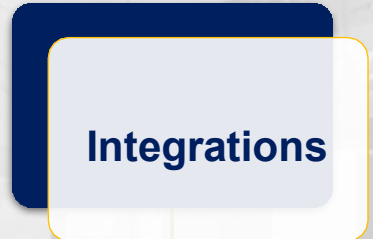
## Export Processing Zones

Situation Analysis completed

## Compliance Navigator

Guidance for Banks to meet FATF requirements

# INTERNATIONAL INTEGRATIONS



**China Single Window**

**Tajikistan Single Window**

**Uzbekistan Single Window**

**Egypt Single Window**

**Global e-Phyto Hub**

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# LEGAL FRAMEWORK



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



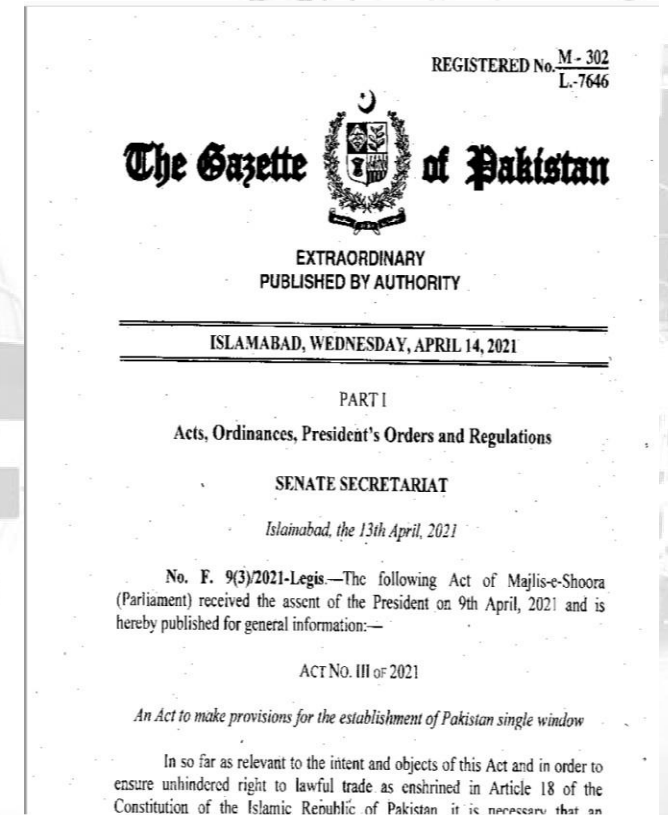
Makes it mandatory for all participating agencies to align their laws, regulations, processes, procedures, and information requirements to the PSW



Has overriding powers



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



## BPA

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

## BPR

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

## SRS

- Capturing System Requirements
- Software Development
- User Acceptance

## CM

- Trainings
- Feedback
- Improvements

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# 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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**PSW**  
PAKISTAN SINGLE WINDOW

50980

12345

12000345

## 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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1234

## 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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**Thanks  
Q&A**

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<https://www.psw.gov.pk/>