



# PSW

PAKISTAN SINGLE WINDOW

**TRANSFORMING  
TRADE**

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## 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**

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

\*\*WeBOC 2017-2018

# IMPLEMENTATION JOURNEY

2017



## Assessment

- Political Ownership
- Vision Articulation

2017-2020



## Foundational Studies

- Time Release Study
- Project Design Document
- Business Process Mapping
- Legal Framework

2021



## Governance & Operating Structure Software Design & Development

- PSW Act
- PSW Company
- Subscription Module
- Integration of Banks
- OGA Integration
- PCS Design
- ACS Assessment
- TIPP Development

2022



## Phase 1 Roll Out

- DPP
- AQD
- FSC&RD
- PSQCA
- EDF
- Pakistan Customs
- Commercial Banks
- Trade Information Portal
- PCS Development

2023



## Phase 2 Roll Out

- Lab Management System
- Integration of PSI Companies
- IRMS
- MNC
- DRAP
- MFD
- MMD
- Sindh ET&NC

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# LEGAL FRAMEWORK



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



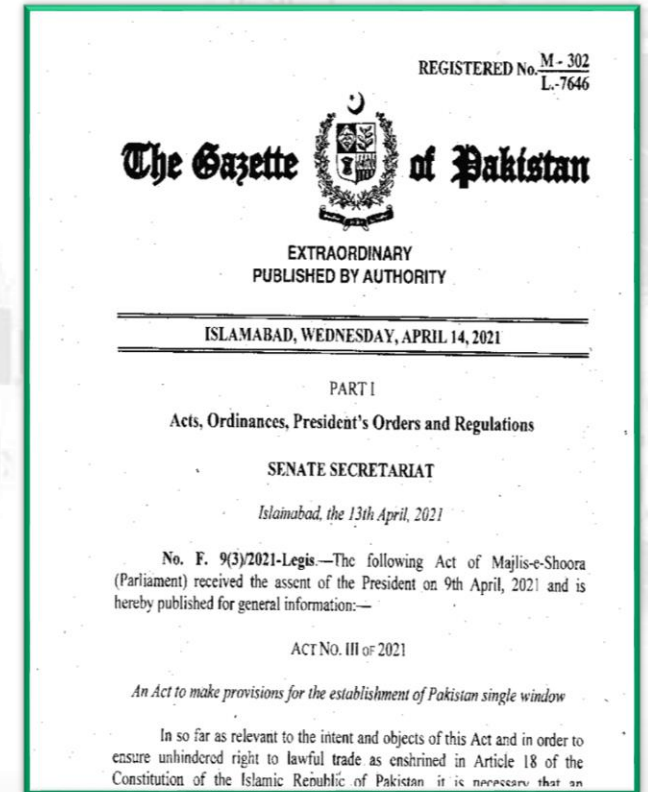
Makes it mandatory for all participating agencies to align their laws, regulations, processes, procedures, and information requirements to the PSW



Has overriding powers



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



# GOVERNANCE

- **Three-tiered governance and operating structure**

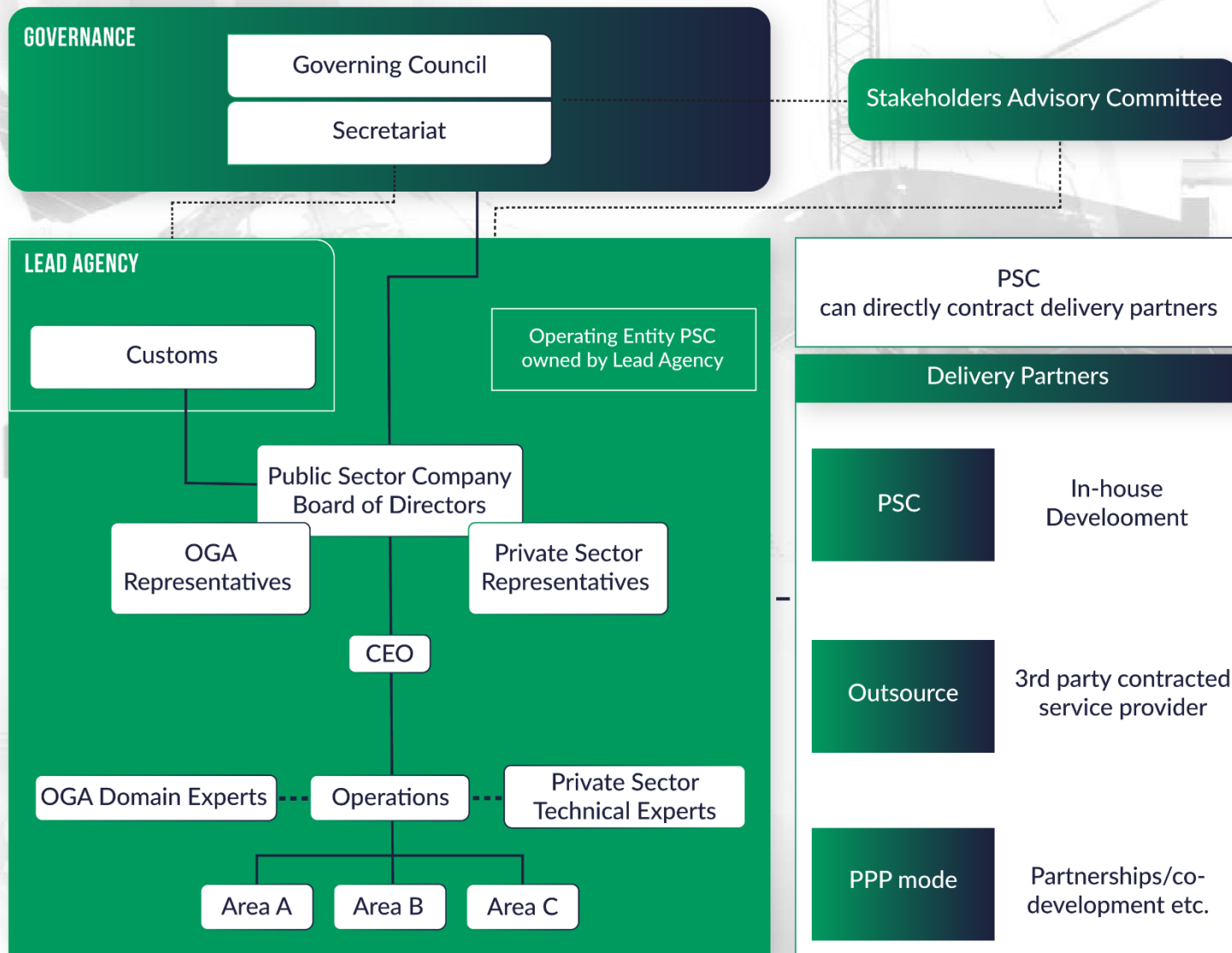
- **Governing Council for system oversight and monitoring**
- **Lead Agency (Customs) for effective implementation**
- **PSW Company as the notified 'Operating Entity'**

- **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



## SERVICES

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### 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

## 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

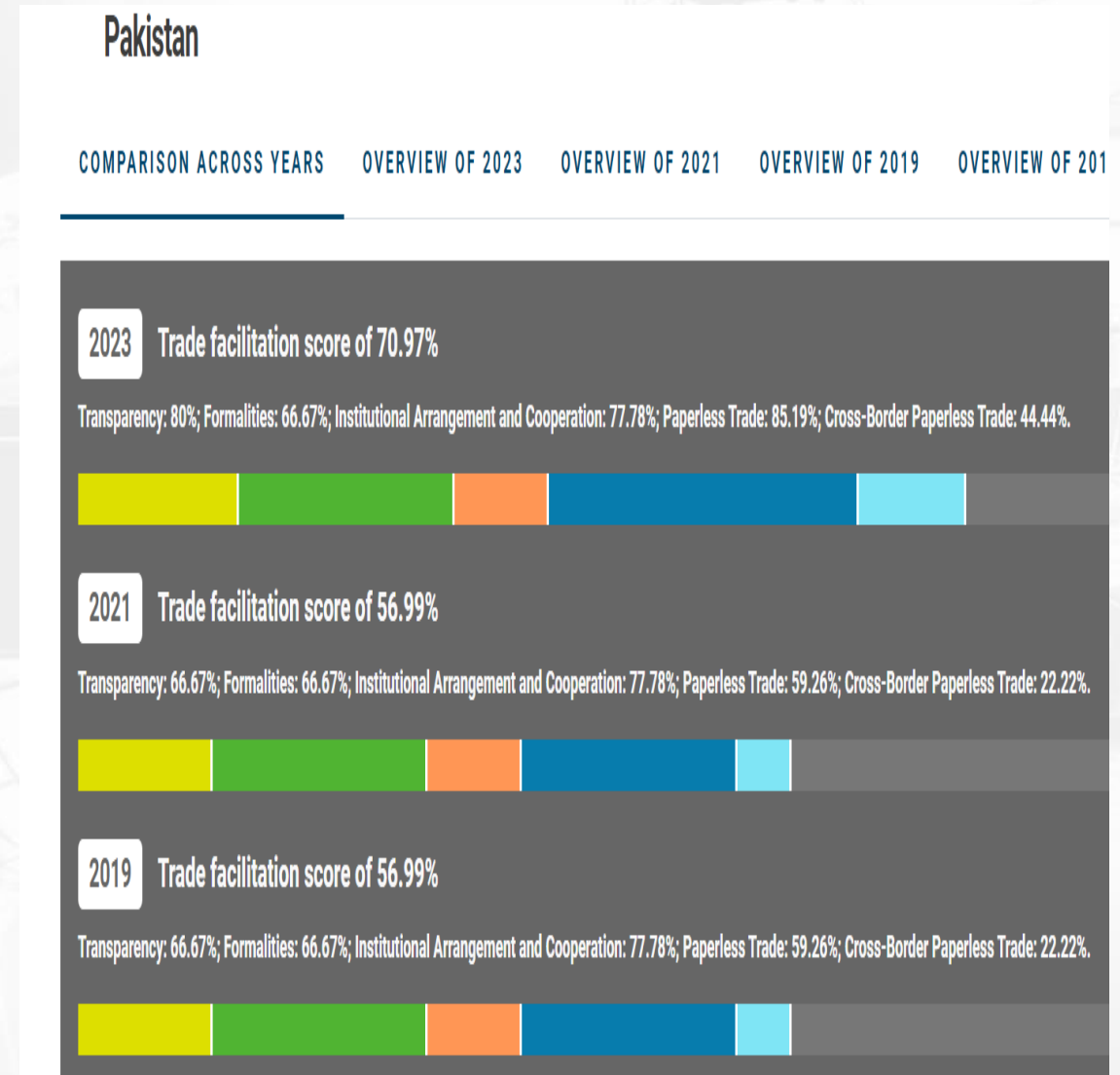


- **Consultation, collaboration, coordination**
- **Collaborative governance and operating model**
- **Legal framework (PSW Act, 2021)**
- **Digital transformation**
- **Incremental approach towards implementation**
- **Political ownership**
- **Champions of Change**
- **Effective communication**

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# GLOBAL RECOGNITION OF PSW

- PSW implementation in 2022 caused Pakistan's score in the UN Survey on Digital and Sustainable Trade Facilitation, 2023 to jump from 56.9% to 70.9%.
- Pakistan showed highest growth in South Asia
- PSW team was invited by the WTO to share its Perspectives in 2023 at its public forum.
- PSW also was invited by WTO to represent Pakistan on WTO Trade Facilitation Committee meeting in October 2023





# Q&A

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