ANNUAL MONITORING AND EVALUATION REPORT 2024-25

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Pakistan Single Window

Annual Monitoring Report FY2024-25

Contents

Executive Summary

To ensure smooth operations and effective monitoring of the Pakistan Single Window, a monitoring and evaluation framework with quarterly, biannual, and annual benchmarks has been established and approved by the Governing Council of Pakistan Single Window (PSW). This is the annual report of PSW activities for FY 2024-25.

This year, multiple OGAs rolled out successfully for PSW services, as per the rollout plan of Phase IV – FY 2024-25 OGAs, including the Aviation Wing Ministry of Defense (AWMOD), Chief Inspector of Boilers - Punjab (CIBP), Drug Regularity Authority of Pakistan (DRAP) Exports.

Furthermore, during FY 2024-25, the Integrated Risk Management System (IRMS) has been enhanced, and the Deductive Rule Engine has been completed. IRMS is also integrated with three additional government organizations, including the Marine Fisheries Department (MFD), the Mercantile Marine Department (MMD), and the Drugs Regulatory Authority of Pakistan (DRAP), bringing the number of government agencies implementing IRMS to seven. While the Inductive Rule Engine and its simulation to be deployed in July 2025.

In FY 2025–26, PSW will further integrate cross-border, trade-related processes of additional OGAs, including the Engineering Development Board (EDB), the Pakistan Airport Authority (PAA), the Chief Inspector of Boilers – Sindh (CIBS), the Ministry of Interior (MOI), Pakistan Telecommunications Authority (PTA), Pakistan Electronic Media Regulatory Authority (PEMRA), integration with NACTA, the Integrated Trade Tariff (ITT) Phase-2, and will complete the integration of remaining processes of DRAP (Medical Devices), among others. Additionally, the Department of Plant Protection's product registrations, Treatment Providers Registrations, and Warehousing and Export Facilitation Scheme will also be targeted for FY25–26, alongside supporting Pakistan Customs in developing the new version of WeBOC.

In terms of global integrations, this year, PSW has successfully completed the regional or international integration project related to the Tajikistan Single Window. At the same time, China National Single Window, Uzbekistan, and Iran International Integrations for Data Exchange are also underway. Additionally, several other initiatives, including digitizing marine insurance policies, bank guarantees, and integrating with private sector service providers, are in progress. During FY 25-26 , PSW will also roll out its flagship Port Community System (Traverse) and will continuously add new features, services, and modules to it.

Date of submission: 25th July 2025

1. Expected vs. actual progress for the year

Key for Traffic Lights rating:

🟩 Indicator on track with expected

🟨 Indicator slightly off track

🟥 Indicator significantly below expected progress

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
1.1 - # of OGAs integrated with PSW	77	17	17	🟩	MoU Agreement document with OGA	OGA (DPP, FSC&RD, EDF, AQD, PSQCA, MFD, MMD, MNC, ET&NC, DRAP, TDAP, PRA, SET&NC, PTB, STZA, AWMOD, CIBP) has been successfully integrated with PSW in FY21-25.
1.2 - # of OGAs in phase 2 under process	N/A	5	5	🟩	PSW reporting	OGA (MFD, MMD, MNC, ET&NC, DRAP Phase I) has been successfully integrated with PSW by Jun 2023. DRAP-Phase I now Operationalized in FY22-23.
1.3 - # of OGAs in phase 3 under process	N/A	5	5	🟩	PSW reporting	DRAP- Phase II, TDAP, PRA, PTB, and STZA has been successfully integrated with PSW in FY23-24.
1.3 a) - # of OGAs in phase 4 under process	N/A	4	4	🟩	PSW reporting	AWMOD, CIBP, EDB, DRAP EXPORT has been successfully integrated with PSW in FY24-25.
1.4 - # of Stakeholder Advisory Committee Meetings held	At least 1 Meeting per year	1	N/A	🟩	Meeting minutes	Pertains to the GC Secretariat. Although the Stakeholder Advisory Committee has been notified by the Secretariat, no meeting has yet been called.
1.5 - # of Value Added Services added	2	2	2	🟩	PSW reporting	FTSL was already live in May-2024 and development of ECO is completed in June-25 and will GO-Live in July-25
1.6 - # of posts on Twitter	20 posts per week	N/A	331	🟩	PSW Twitter Profile	PSW Twitter got over 29K Post Impressions and saw a 169% increase in views on the videos posted on the channel during FY24-25
1.7 - # of videos/tutorials uploaded on YouTube	120	N/A	299 by Jun 2025	🟩	PSW YouTube Channel	PSW got a total of 174.4K views on PSW videos, with a watch time of 2.1K hours. PSW subscribers increased by 153% during FY24-25

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
1.8 - # of Time Release Studies completed	2 reports per year	Ongoing	N/A	🟩	Time Release Study `Report	PSW has initiated a Time Release Study (TRS) project at eighteen trading ports of Pakistan, and a contract with the vendor "Trees Technologies" has been completed. The project spans three years and in three phases. Each phase will be implemented at six ports in a year. The expected duration of the project is from February 2025 to March 2028.
2.1 - % of LPCOs issued through the PSW system for integrated OGAs	90%	N/A	71.43%	🟩	System reports from PSW portal and customs reports stating total LPCOs issued	71.43% of LPCOs are issued through the PSW system for integrated OGAs in FY24-25.
2.2 - # of calls received on PSW helpline	N/A	N/A	59,789	🟩	PSW Customer Support Report	Total 59,789number of Calls handled/received by L1 (Tier 1) Support in FY24-25.
2.3 - # of support requests received on helpdesk email	N/A	N/A	87,441	🟩	PSW Customer Support Report	Total 87,441number of emails handled/received by L1 (Tier 1) Support in FY24-25.
2.4 - % of support requests from helpdesk email that are resolved	Above 90%	Ongoing	99.53%	🟩	PSW Customer Support Report	99.53% Maximum support requests from helpdesk emails are resolved in FY24-25
2.5 - % of (email) queries resolved at tier 1	60%	Ongoing	71.41%	🟩	PSW Customer Support Report	Total 71.41% of emails resolved by L1 (Tier 1) Support in FY24-25.
2.6 - % of (email) queries resolved at tier 2	40%	Ongoing	28.74%	🟩	PSW Customer Support Report	Total 28.74% of emails resolved by L2 (Tier 2) Support in FY24-25.
2.7 - # of seminars/conferences etc. on which PSW is presented or represented	10	Ongoing	150	🟩	Invites, minutes, notes etc. as appropriate	150 seminars / conferences etc. on which PSW is presented or represented in FY24-25.
2.8 – Establishment of dedicated PSW Data center	Established	N/A	Established	🟩	PSW Reporting	The PSW Data Centre was established in August 2024 and has been fully operational since then.
2.9 - Data Governance Policy is approved	Approval of Policy	N/A	N/A	🟩	Data Governance Policy Document and notification of approval.	The Data Governance policy has been approved by the ITSC.
2.10 - Information Security Management System is created	ISMS design created	Dec 2025	In Progress	🟩	Information Security Management System design report	Key ISMS documents are under development.
3.1 - # of workshop, seminars or trainings held with ministries of the governing	Average 20 sessions per month	240 sessions per Year	264	🟩	Training reports	264 workshops, seminars, or training held with ministries of the governing council, OGAs,

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
council, OGAs and other relevant audiences as agreed with the governing council						and other relevant audiences as agreed in FY24-25.
3.2 - # of engagements with Associations	Minimum 6 per year	6 Per Year	218	🟩	Invites, minutes, notes etc. as appropriate	218 Change Management sessions organized at different chambers in FY24-25.
4.1 - Review of Integrated Risk Management System takes place and updates are shared with governing council	4 meetings per year	4 meetings per year	0	🟩	IRMS update report	A phased implementation approach has been adopted for IRMS and meetings are continually being held with the OGAs being onboard. However, no updates have been shared with the GC as the system is still evolving.
4.2 - % of integrated OGAs that have operationalized Integrated Risk Management System	80%	80%	86%	🟩	IRMS update report	IRMS on OGAs (DPP, FSC&RD, AQD, PSQCA, MMD, MFD) has been operationalized while implementation of IRMS on DRAP is in process.
4.3 - % of consignments cleared using IRMS	60%	60%	**AQD** o Export Certificate: 99% in FY24-25 o Release Order: 41% in FY24-25 **DPP** o Import Permit: 99% in FY24-25 o Export Certificate: 99% in FY24-25 **PSQCA** o Release Order: 97% in FY24-25	🟩	IRMS update report	

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
			FSC&RD Release Order: 41% in FY24-25 **MMD** Export Certificate: 36% in FY24-25 **MFD** Export Certificate: 30% in FY24-25			
4.4 - % of consignments going through the IRMS green channel	20%	20%	**DPP** o Import Permit: 82% o Export Certificate: 4% **AQD** o Export Certificate: 2% o Release Order: 0% **PSQCA** o Release Order: 0% **FSC&RD** Release Order: 0% **MMD** Export Certificate: 0% **MFD**		IRMS update report	

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
			Export Certificate: 0%			
4.5 - # of PSW Company IRMS committee meetings held	8 per year	ongoing	15 Meetings	🟩	IRMS update report	Meetings are being continually held with the OGA Committees for the onboarding of OGAs into IRMS.
5.1 - # of logistics partners (shipping lines, terminals, banks, transport partners licensed with OGA etc.) integrated into the Port Community System. Overall 243 Integrations with Banks, Terminals and Shipping Lines	37 Bank 7 Terminals 200 Shipping Lines	Integration with 5 Banks and 1 Terminal	1 Bank & 1 Terminal has been integrated	🟨	Engagement agreements with partners	Terminal and Banks, and OGA are onboarded for pre-arrival vessel management processes. Remaining 4 banks were delayed due to development at the banks end. Remaining 4 out of 5 terminals are in UAT Shipping Line is currently in requirement phase
5.2 - Design of Airport Community System	1	50%	In progress	🟨	Design Document	**Key Updates** The integration architecture design document has been shared by Integration Consultant. However, application architecture design still need to be developed. Blocked due to Solution Architect hiring.
5.3 – Development of Airport Community System	N/A	Development Initiated	In Progress	🟨	10% Development of ACS achieved	**Key Updates** SME and Integration are selected, and the project has kicked off. SME submitted the BRS and reviewed it by business. SME prepared the FSD and it's in review and revision phase. Integration experts share the integration design document which will be endorsed and finalized by PSW team. **Next Steps** Hiring of SVP Hiring of Solution Architect Finalization of FSD. Finalization of integration Design Document. Development of POC using MOC APIs.
6.1 - # of technical issues occurring in the system	<6 per year	N/A	24,342	🟩	PSW Reporting	
6.2 - Time taken to resolve technical issues in the system	<24 hours	N/A	25:41:33	🟩	PSW Reporting	

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
7.5 - Average OGA processing time (hours)	72 Hrs.	72 Hrs.	**AQD** Export Certificate: 35.23 Hrs. Release Order: 189.13 Hrs. **DPP** Export Certificate: 15.07 Hrs. Release Order: 68.07 Hrs. Import Permit: 13.51 Hrs. **FSC&RD** Release Order: 77.09 Hrs. **MFD** Export Certificate: 1.47 Hrs. **PSQCA** Release Order: 1286.99 Hrs. **MMD** Export Certificate: 18.24 Hrs. **MNC** Import Permit: 46.60 Hrs. Export Permit: 55.84 Hrs. **DRAP** Release Order: 43.55 Hrs. Import Permit: 365.44 Hrs.	🟩	PSW Reporting	

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
			Export Permit: 35.75 Hrs. DIL: 61.32 Hrs.			
9.1 - % of goods declarations filed through PSW	60%	60%	21%	🟨	Systems data	21% goods declarations filed through PSW in FY24-25

2. Progress and Next Steps on Priority Areas

2.1 Integration of OGAs with PSW

# of OGAs fully integrated with PSW:

- o (17) OGAs have been successfully integrated with PSW.

# of OGAs in the process of integration with PSW:

- o OGAs include Pakistan Airport Authority, Engineering Development Board (EDB) Phase-2, Chief Inspector of Boiler – Sindh (CIBS), Ministry of Interior (MOI), Pakistan Telecommunications Authority (PTA), Pakistan Electronic Media Regulatory Authority (PEMRA), and DRAP Medical Devices are in the process of integration with PSW.

 # Average OGA processing time:

Statistics as pre the recent quarter:

PSW
PAKISTAN SINGLE WINDOW

LPCO Processing Detail Report (1st April , 2025 - 30th June, 2025)

Agency	Import Permit	Import Permit Avg Hours	Export Certificate	Export Certificate Avg Hours	Release Order	Release Order Avg Hours	Export Permit	Export Permit Avg Hours	DIL	DIL Avg Hours
AQD	0	0.00	37,953	29.85	4,469	171.36	0	0.00	0	0.00
Aviation Wing - Ministry of Defence	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
DPP	27,335	12.49	141,168	14.69	48,208	70.00	0	0.00	0	0.00
Drug Regulatory Authority of Pakistan	34	365.44	0	0.00	31,011	43.85	1340	35.75	25585	62.45
FSC&RD	0	0.00	0	0.00	2,349	79.38	0	0.00	0	0.00
Marine Fisheries Department	0	0.00	20,848	1.55	0	0.00	0	0.00	0	0.00
Mercantile Marine Department	0	0.00	2,532	17.25	0	0.00	0	0.00	0	0.00
Ministry of Narcotics Control Department	114	113.78	0	0.00	0	0.00	38	53.95	0	0.00
Pakistan Standard Quality and Control Authority	0	0.00	0	0.00	21,086	1,270.29	0	0.00	0	0.00
Pakistan Tobacco Board	0	0.00	0	0.00	0	0.00	276	24.00	0	0.00
Total	27,483		202,501		107,123		1654		25585	

Key Updates

- o Below OGAs and integrations have been successfully completed by June 2025.
  - ✓ DRAP Exports
  - ✓ Aviation Wing of the Ministry of Defense (AWMOD)
  - ✓ Chief Inspector of Boilers – Punjab (CIBP)
  - ✓ IRMS v3.0 Deductive Rule Engine

Jul 2024- Jun 2025

✓ IRMS is also integrated with 3 more government organizations including Marine Fisheries Department (MFD), Mercantile Marine Department (MMD), Drugs Regularity Authority of Pakistan (DRAP).

Next Steps

o Below, OGAs and integrations are targeted to be completed by June 2026.
1. Pakistan Airport Authority (PAA)
2. Chief Inspector of Boilers – Sindh (CIBS)
3. Engineering Development Board (EDB) Phase-2
4. Ministry of Interior (MOI)
5. DRAP (Medical Devices)
6. Pakistan Telecommunications Authority (PTA)
7. Pakistan Electronic Media Regulatory Authority (PEMRA)
8. Integration with NACTA
9. Integrated Trade Tarif (ITT) UI
10. Department of Plant Protection's product registrations
11. Treatment Providers Registrations
12. SD Warehousing
13. Export Facilitation Scheme

2.2 Trade Information Portal (TIPP)

Key Updates

o 13,000 users visited the portal during the period from Apr'25 to Jun'25.
o Total product names till June 2025 are 40,000+ at TIPP.
o 52,000 users visited the portal during the period from FY 2024-25.
o Core activities such as data updates and focal point engagement continued for data/information validation.
o Trade Data transfer has been integrated, and within the first week of every month, Trade Data is updated on TIPP. As of now, Trade Data is available till June 2025.
o All the export destinations for Pakistan have been linked with the ITC market access page for displaying the export market requirement.
o Flow charts for new live OGAs were created, and a B2C process for e-commerce has been created.

Next Steps

o Tariff updates as per the budget 2025-26.
o Reviewing procedures and measures for the LIVE OGAs.
o Migration to Toolkit 3 for TIPP will be initiated once quotations from the vendor are formally received.

2.3 Integrated Risk Management System (IRMS)

Key Updates

o By the year 2023, IRMS module successfully went live, and OGAs onboarding took place throughout the past years. Following OGAs have been onboarded.
• DPP (Import Permit, Export Certificate)

- AQD (Export Certificate, Release Order)
- FSC&RD (Release Order)
- PSQCA (Release Order)
- MFD (Export Certificate)
- MMD (Export Certificate)
- DRAP in progress.

- o Deductive Rule Engine enhancement has been deployed in Production in March 2025.
- o The post-issuance audit for documents processed through the Green Channel of IRMS has been implemented.

Next Steps

- o Inductive Rule Engine, Simulation (Deductive + Inductive) and MIS Reports modules planned for go live in July 2025.
- o During FY 2025–26, PSW will further advance the operationalization of the IRMS governance structure, which will include fully functional RMS Committees at the OGA level and continued institutional strengthening of the PSW Centre of Excellence (CoE), as outlined in the approved IRMS roadmap. The PSW CoE will continue to provide technical support to OGAs for the development, implementation, and refinement of risk rules, as well as for system upgrades, data analytics, and targeted research. The CoE will also facilitate the ongoing integration of feedback mechanisms, performance monitoring, and capacity-building activities to ensure the sustainability and effectiveness of risk-based controls across all participating agencies.
- o Strengthening post clearance audit capacity of OGAs A robust post clearance audit is a pre-requisite for any risk management system to work effectively. Other than customs, most OGAs do not have post clearance audit mechanisms in place. PSW will be providing technical support to all OGAs being integrated with the PSW system through capacity building sessions, seminars, and technical training.

2.4 Change Management and Communication
Key Updates

Throughout the last year, the Change Management Team has made a significant increase in outreach to diverse stakeholders. Some of the key highlights are listed below: Some of the key highlights are listed below:

- o A collaboration was established with Alibaba.com for the capacity building of SMEs across Pakistan, particularly in the 7 top-performing sectors.
- o Trade and Investment Counsellors from various countries were engaged in capacity-building efforts to ensure the optimum utilization of the TIPP program.
- o Pakistan Single Window continues to conduct at least three sessions at the chamber premises to engage with members and understand their needs and concerns.
- o In collaboration with TDAP, SMEs were engaged in various sessions across multiple cities and nearby small towns throughout Pakistan
- o Pakistan Single Window conducted a series of engagement sessions, including two online sessions and one onsite session at various universities. These sessions aimed to engage young entrepreneurs and students, integrating them into the cross-border trade

ecosystem. By providing comprehensive insights into the PSW platform and its pivotal role in facilitating international trade, these sessions serve to empower the next generation of professionals.

o PSW completed a thorough online survey to assess the impact of its change management initiatives. The insights gained from this survey will offer valuable perspectives on the effectiveness of change management strategies, enabling the PSW Change Management Team to make well-informed decisions for future enhancements and improvements. In addition, PSW has conducted two onsite sessions across different cities, engaging with a wide range of stakeholders to gather diverse insights and feedback.

Specifically, during the fourth Quarter of 2024-25, the Change Management Team has made a significant increase in outreach to diverse stakeholders. Some of the key highlights are listed below:

o Pakistan single window engaged over 2,899 stakeholders across 69 sessions tapping 8 cities. There has been a consistent upward trend in stakeholder engagement each quarter.
o PSW conducted Change Management sessions with 8 academic institutions across Pakistan, fostering awareness and collaboration within the academic community.
o PSW conducted 54 Onsite Stakeholder engagement sessions during this quarter. Notably, this is the highest-ever number of chamber and association engagements this year.
o PSW participated in SMElevate, HEMS Expo, and the PPAF Conference (which included a speaker session and a dedicated booth), as well as a seminar for exporters and customs officials organized by TDAP.

Next Steps

o Execution of PSW led SME Elevate.
o Collaboration with the NICs of Pakistan for SME Elevate.
o Engagement with the members of the chambers and associations at least twice per month.

Marketing & Communication

o **Stakeholder Feedback Survey:**
To ensure information dissemination and address any potential confusion within the trade community, the team spearheaded a Quarterly Stakeholder Feedback Survey campaign in April. Distributed in both English and Urdu, the surveys yielded valuable insights from the respondents. The findings from these surveys are meticulously reviewed and integrated into organizational processes by the PSW Customer Experience Committee, comprised of members from the Operations & Support team. This collaborative approach guarantees that stakeholder feedback directly influences PSW's operations, driving continuous organizational improvement.

Below is the data on the last Feedback Survey:

Recipients	71,816
Open Rate	38.07%

- **The View: Monthly Newsletter:**
  PSW successfully distributed "The View" monthly newsletters in April and May 2025, ensuring consistent and transparent communication with a diverse range of stakeholders. The newsletter served as a key communication tool for PSW, delivering timely updates on the organization's latest developments, new integrations, strategic partnerships, collaborative sessions, and platform features.

  Key metrics from the campaign included:

April 2025	
Open Rate	39.8%
Recipients	78,712
May 2025	
Open Rate	38.73%
Recipients	77,750

- **Media Appearances:**

  As always, most recently, PSW was represented by our senior officials on Pakistan's leading news channels. The following Media Appearances were also actively promoted over all social media channels:

  Mr.Aftab Haider, CEO of PSW, recently appeared on an insightful podcast hosted by Talha Ahad. In this conversation, Mr. Aftab provided key insights into how PSW is transforming Pakistan's cross-border trade ecosystem through cutting-edge digital solutions. He spoke about PSW's role in eliminating procedural bottlenecks, enhancing inter-agency collaboration, and reducing the cost and time associated with trade compliance.

  Podcast Link: https://youtu.be/vKTqndBAYlc

  In a recent interview with City21 TV, Mr. Naveed Abbas Memon, Chief Domain Officer at PSW, discussed the platform's transformative impact on Pakistan's trade landscape. Mr. Naveed highlighted how PSW has streamlined trade processes by integrating 15 OGAs, reducing costs by 20%, and cutting processing time by two-thirds through electronic payments and digital certifications

  Interview with City21 News: https://youtu.be/730S9aOTnh8
  City@10 Morning Show: https://youtu.be/ge2gelhV79w

- **News Coverage:**
  PSW's accomplishments received extensive promotion through press releases and articles on various news platforms throughout the year.

  The following news mentions were from Q4:

  PSW, DRAP launch First-Ever digital COPP to increase pharmaceutical exports.

In its continued efforts to enhance Pakistan's export competitiveness by digitalizing cross-border trade processes and information flows, the Pakistan Single Window (PSW), in collaboration with the Drug Regulatory Authority of Pakistan (DRAP), has launched the Digital Certificate of Pharmaceutical Product (COPP), required by importing countries for the export of pharmaceutical goods.

The News	https://www.thenews.com.pk/amp/1302429-psw-drap-launch-digital-copp-to-increase-pharmaceutical-exports
Business Recorder	https://www.brecorder.com/news/amp/40358243
Profit	https://profit.pakistantoday.com.pk/2025/04/18/psw-drap-launch-digital-certificates-to-boost-pharmaceutical-exports/
Express Tribune	https://tribune.com.pk/story/2540624/psw-launches-e-certification-for-pharma-exports?amp=1
Tech Juice	https://www.techjuice.pk/pakistan-launches-digital-copp-to-strengthen-pharmaceutical-exports/amp/
The Pakistan Ambassador	https://thepakambassdor.blogspot.com/2025/04/psw-launches-digital-copp-certificate.html
Tribune World	https://tribuneworldpk.blogspot.com/2025/04/psw-launches-digital-copp-certificate.html
Recorder News	https://rcordernews.blogspot.com/2025/04/psw-launches-digital-copp-certificate.html

PSW and AKS-iQ Join Hands to Advance TBML Compliance and Promote Fintech Innovation

Pakistan Single Window (PSW) has signed a collaboration agreement with AKS-iQ, a Pakistani RegTech company specializing in AI solutions for banking the industry, to provide access to PSW's trade data for the development of advanced data analytics tools. These tools will assist commercial banks in verifying the pricing of goods in international trade contracts, thereby supporting compliance with the State Bank of Pakistan's Framework for Managing Risks of Trade-Based Money Laundering (TBML) and Terrorist Financing (TF).

UrduPoint	https://www.urdupoint.com/en/business/psw-aks-iq-collaborate-to-strengthen-tbml-co-1967325.html
Associated Press of Pakistan	https://www.app.com.pk/business/psw-aks-iq-collaborate-to-strengthen-tbml-compliance-and-fintech-innovation/
The Patriot	https://dailythepatriot.com/epaper/
Proasiatic	https://proasiatic.pk/psw-and-aks-iq-join-hands-to-advance-tbml-compliance-and-promote-fintech-innovation/

Customs Today	https://customstoday.media/psw-aks-iq-collaborate-to-strengthen-tbml-compliance-and-fintech-innovation/
Capital News Point	https://capitalnewspoint.com/business/57090/
The Destination	https://dailythedestination.com/wp-content/uploads/2025/04/AJK-DATED-FOR-21-APRIL-2025.pdf
Business Plus	https://businessplus.com.pk/psw-aks-iq-collaborate-to-strengthen-tbml-compliance-and-fintech-innovation/

CARE Pakistan and Mastercard Center for Inclusive Growth partner with PSW

Pakistan Single Window (PSW), CARE Pakistan, and Mastercard Centre for Inclusive Growth (MCIG) have signed a memorandum of understanding (MOU) to empower women entrepreneurs in Pakistan through digital skill-building and network strengthening. This initiative will help women-led small businesses grow and access cross-border trade opportunities.

Associated Press Pakistan	https://www.app.com.pk/national/psw-mcig-sign-mou-to-support-women-entrepreneurs/ https://urdu.app.com.pk/urdu/%DA%A9%DB%8C%D8%A6%D8%B1-%D9%BE%D8%A7%DA%A9%D8%B3%D8%AA%D8%A7%D9%86%D8%8C-%D9%85%D8%A7%D8%B3%D9%B9%D8%B1-%DA%A9%D8%A7%D8%B1%DA%88-%D8%A7%D9%88%D8%B1-%D9%BE%D8%A7%DA%A9%D8%B3%D8%AA%D8%A7%D9%86-%D8%B3/
The News	https://www.thenews.com.pk/print/1306991-mou-signed-to-empower-women-entrepreneurs
The AZB	https://theazb.com/pakistan-single-window-care-pakistan-and-mastercard-center-for-inclusive-growth-mcig-join-forces-to-support-women-led-small-businesses/
The World News	https://worldnewsam.com/story/60294
Urdu Point	https://www.urdupoint.com/en/pakistan/psw-mcig-sign-mou-to-support-women-entrepren-1972441.html
Startup Pakistan	https://startuppakistan.com.pk/pakistan-single-window-care-pakistan-and-mastercard-center-for-inclusive-growth-mcig-join-forces-to-support-women-led-small-businesses/

PSW's Khadijah Programme empowers women entrepreneurs for global trade

The Pakistan Single Window (PSW), under its flagship Khadijah Women Entrepreneurship Programme, successfully conducted its fifth onsite training event in Multan, aimed at strengthening the role of women entrepreneurs in international trade.

Associated Press Pakistan	https://www.app.com.pk/domestic/psws-khadijah-programme-empowers-women-entrepreneurs-for-global-trade/
Business Bulletin	https://businessbulletin.info/
The Public Purview	https://thepublicpurview.com/
Daily The Spokesman	https://dailyspokesman.net/live/wp-content/uploads/2025/06/Daily-The-Spokesman-June-04-2025-PDF.pdf
Dunya News	https://e.dunya.com.pk/index.php?e_name=ISL&edate=2025-06-03&page=2
Daily Pakistan	https://dailypakistan.pk/epaper/regions/%d9%85%d8%b8%d9%81%d8%b1%d8%a2%d8%a8%d8%a7%d8%af/
Daily Aaj	https://epaper.dailyaaj.com.pk/epaper/pages/2df2bab1de230cbf9c82c1aa1685bbd8.jpg

Next Steps

- ○ Following the success of the Trade Talks series, the MarCom team is planning to launch Season 3. PR has been initiated, and potential guests and topics are being shortlisted to deliver fresh and relevant conversations on trade and digital transformation.
- ○ The Marcom team is actively preparing for the PortVerse launch. This includes comprehensive event management, strategic media relations, and PR efforts aimed at generating widespread awareness. A targeted social media campaign will be developed to engage audiences across platforms, alongside a TVC and launch animation created to visually promote the initiative.

  Furthermore, the team continues to invest in professional development as part of the Learning & Development initiative. Regular training programs are being shortlisted for each team member to equip them with the latest industry trends, communication techniques, and best practices for utilizing the newly acquired resources. This ensures the team stays ahead of the curve and maximizes the impact of PSW's marketing and communications efforts.

2.5 Seaport Community System
Key Updates

- ○ Since December 2024, the PCS Project has been fully transitioned from the external vendor to PSW's internal technical team, which is now solely responsible for driving all remaining deliverables to completion.

o Following this transition, the project structure was reorganized into two key focus areas, the PCS Core Application and PCS External Integrations, to ensure more effective management and delivery.
o Overall, the project continues to advance according to the delivery roadmap approved by the CTO, with significant milestones achieved under the release management plan through June 2025.
o From an application perspective, core modules covering system administration, pre-arrival, arrival & port stay, and most post-arrival processes have been successfully deployed on production. Additional delivery order functionalities for containerized cargo have been developed and are being aligned with the upcoming integration rollouts.
o Integration progress includes live connections with WeBOC for vessel processing and manifest activities, production integrations with QICT terminal, and user testing underway with other major terminals. Initial work with banking partners for endorsement processes is in progress, though subject to resolution of some connectivity challenges.

Next Steps

o Establish quarterly delivery planning cycles, aligned with priorities set by the Domain Team, to drive all upcoming deliverables.
o Focus on quality improvements across existing processes, including:
  o System administration functions for shipping lines and ship agent associations
  o Pre-arrival cargo declarations (FAL 2)
  o Post-arrival waste disposal workflows
o Complete integration of port clearance processes with FBR and terminal systems.
o Develop the remaining delivery order workflows for shipping lines, traders, and customs agents, along with integrations across customs, banks, terminals, and shipping lines.
o Implement additional process areas such as RORO and break-bulk handling.
o Enhance overall reporting, dashboards, data analytics, and statistical insights to support better operational and management decisions.
o Begin implementation of the IMO compendium through data element mapping.
o Continue integration rollouts in line with the functionalities prioritized for development.

2.6 Dry Port Community System
Key Updates

o This project will commence once the Seaport community system is operationalized, and reporting will be done once its development work starts.

Next Steps

o Upon completion of Seaport Community System, analysis will begin.

2.7 Airport Community System
Key Updates

o PSW facilitated engagement sessions in March 2025 to help domain experts understand air cargo operations firsthand.
o Legal changes required for the ACS system have been completed.
o Key business and functional documents for ACS have been submitted and are under review.

- o System design options and integration architecture have been proposed and are being evaluated internally.
- o Project milestones are progressing, with adjustments made to optimize delivery timelines.
- o Coordination with airlines for system integration is underway, including a planned Proof of Concept with select carriers.
- o Draft technical documentation has been prepared and reviewed; a demo has been developed to support upcoming airline engagements.

Next Steps

- o Leadership and technical hiring for the Airport Community System (ACS) is in progress.
- o Work on the next integration milestones is underway and being monitored through regular reviews.
- o A Proof of Concept is being developed in collaboration with international and local airlines.
- o Engagements with airline partners are planned for July to advance integration efforts.
- o Key technical and functional documents are nearing finalization to support the next project phase.

2.8 Time Release Study

Key Updates

- o The TRS Steering Committee meeting was held on June 5, 2025, in Islamabad for discussions on pre-study details. The project inception report was presented by TRS Team.
- o Quantitative Research Data Instruments (Import, Exports) for SAPT have been developed by the TRS Team. These have been circulated to the TRS steering Committee and PSW-IT. The TRS relevant data from PSW is required for ports and priority OGAs at two stages.

  - ✓ Preliminary Stage: Sample clearance data for April 2024 and April 2025 is required from PSW, Terminal Operators, select banks, and relevant OGAs (with any data systems) to support study design and focus the survey team.
  - ✓ Post-Survey Requirement: Full datasets will be needed again for 45 days per port— covering 15 days before, 10 days during, and 15 days after the TRS survey—to ensure complete cargo clearance and release cycle coverage.
  - ✓ Templates for data acquisition were discussed in a meeting held on 1st July between the TRS Team and PSW Data Management Team. Following the data requirement discussions between Trees Solution and the Data Management Team, several queries were raised with the vendor regarding the requested data. To finalize and refine the requirements, multiple review sessions will be conducted between the Data Management Team and the vendor.

- o Quantitative Research Data Instruments for Terminal Operator (SAPT) have also been prepared; not shared yet, will be sent once PSW-IT provides pre-study stage WeBOC/PSW Data is finalized.

Next Steps

- o July-Aug 2025: The TRS Team will be working on QICT, SAPT, and on-site TRS implementations.

3. Key Achievements

Throughout the year 2024-25, multiple significant achievements were made:

- o PSW proudly co-sponsored the 5th CAREC Institute Annual Research Conference 2025, held in Islamabad under the Peer Learning Initiative. This flagship event brought together leading policymakers, researchers, and trade professionals to discuss the future of connectivity, trade facilitation, and sustainable development across the Central Asia Regional Economic Cooperation (CAREC) region
- o PSW's participation was marked by strategic engagement at the highest level. In the plenary session, Aftab Haider, CEO of PSW, joined Federal Minister for Planning and Special Initiatives, Ahsan Iqbal Chaudhary, to welcome delegates and highlight Pakistan's role in advancing cross-border digital cooperation. Mr. Aftab emphasized PSW's pivotal efforts to modernize trade infrastructure and foster seamless data exchange across regional economies through a single-window environment. He reiterated PSW's commitment to facilitating inclusive and efficient trade processes that align with CAREC's vision for greater regional connectivity.
- o As part of its ongoing mission to streamline and digitalize Pakistan's cross-border trade ecosystem, PSW successfully onboarded the Aviation Wing, Ministry of Defence to its digital platform. This strategic integration introduces a fully paperless, digitalized process for the enlistment of public and private aircraft operators, significantly simplifying the import of aviation equipment, machinery, and related components. The new digital workflow enables real-time exchange of information between Pakistan Customs, Civil Aviation Authorities, airlines, freight forwarders, and other relevant stakeholders.
- o The Pakistan Single Window (PSW) and the Drug Regulatory Authority of Pakistan (DRAP) officially launched the DRAP Clearance Gateway in a ceremony held in Islamabad. Dr. Luo Dapeng, a World Health Organization (WHO) Representative, graced the occasion as the Chief Guest which was attended by representatives from various government organizations, international development partners, and the pharmaceutical industry
- o The PSW has reached a significant milestone, with its subscriber base surpassing 88,417 businesses and Other Government Agencies (OGAs). This growth reflects the increasing trust in PSW's digital platform as a game-changer for enhancing trade efficiency and transparency. Among these subscribers, 4,219 are female traders, underscoring PSW's commitment to fostering inclusivity and empowering women entrepreneurs in the trade ecosystem.
- o The Integrated Risk Management System (IRMS) developed by PSW began rolling out in FY 2024-25. Adopting a phased implementation approach, as of now selected LPCOs of DPP, AQD, FSC&RD, PSQCA, MNC, MMD have been onboarded in the IRMS while implementation of IRMS on DRAP is in process with more OGAs and LPCOs to follow.
- o In a significant leap toward digitalizing pharmaceutical exports, PSW, in collaboration with the Drug Regulatory Authority of Pakistan (DRAP), has issued the country's first-ever Digital Certificate of Pharmaceutical Product (COPP) through the DRAP Clearance Gateway. This marks a historic milestone in modernizing regulatory practices and aligning Pakistan's

pharmaceutical industry with international export standards. Additionally FSC Certificate and GMP Certificate have also been integrated.

o PSW participated in the Paperless Trade Week 2025, held in Bangkok, as part of the official Pakistan delegation. The event, jointly organized by the United Nations ESCAP and the Islamic Development Bank (IsDB), brought together regional leaders to accelerate cooperation on cross-border digital trade.

o Aligned with national priorities for digital trade facilitation, the PNSC will undergo a comprehensive digital transformation, integrating platforms like the Pakistan Single Window (PSW) and implementing advanced Vessel Traffic Management Systems (VTMS) to improve operational efficiency and regulatory coordination. In addition, the corporation is set to embrace green shipping practices by adopting cleaner fuels and retrofitting vessels to reduce emissions and conserve energy.

o The State Bank of Pakistan (SBP) has revised the Export Undertaking/Declaration format to be processed through the Pakistan Single Window (PSW) platform, further streamlining export compliance and foreign exchange monitoring. By integrating this declaration into PSW's unified digital interface, the move modernizes how exporters submit required documents, reduces manual paperwork, and enhances regulatory transparency. This development underscores PSW's growing role in digitalizing and simplifying cross-border trade processes, helping Pakistan's trade ecosystem become more efficient, secure, and aligned with international best practices.

o PSW continues to drive digital transformation in trade facilitation with the introduction of the Electronic Certificate of Origin (E-CO) for Export Processing Zone (EPZ) entities through the TDAP module. This significant enhancement streamlines certification processes, eliminating the need for manual paperwork and reducing processing time for exporters operating within the Export Processing Zones Authority (EPZA). By digitalizing this essential certification, PSW is enabling faster approvals and minimizing trade bottlenecks.

o To further its efforts in promoting seamless trade facilitation, PSW in collaboration with the Islamabad Chamber of Commerce and Industry (ICCI), organized an engaging session focused on the digitalization of cross-border trade processes. The session aimed to enhance awareness within the business community about the benefits of a unified digital platform that reduces procedural delays and operational costs. Participants were briefed on the system's key features, integration with regulatory bodies, and the registration process. Such sessions reflect PSW's continued commitment to modernizing trade operations and fostering a more efficient, transparent, and competitive trade environment in Pakistan.

o PSW has launched the new Ticket Desk feature on its website, a more efficient and transparent way for stakeholders to seek support, raise technical or procedural queries, and monitor the resolution process

o The PSW Trade Insights series continues to play a vital role in empowering businesses with essential information and resources necessary for navigating the complex landscape of international trade. By providing timely updates and insightful analyses, Trade Insights equips traders and stakeholders with the knowledge they need to make informed decisions, optimize their operations, and adapt to evolving market demands. The latest episodes explain the step-by-step process of filing a Single Declaration (SD) for imports using the innovative PSW platform.

o As part of its continuous efforts to improve digital accessibility and user experience, PSW has rolled out a redesigned Main Menu on its official website. This update is a strategic step toward creating a more user-centric platform that aligns with global standards in digital

accessibility and interface design.

(a) Enhanced Customer Experience
o Implementation of Global Ticket Tracking Over the PSW Website.
o CSAT Score Implementation over Ticket Closure Email.
o Register a Ticket Feature on PSW Website – Launched, including IVR Prompts on Helpline on Hold/Queue.
o PCS Support started on Level 1 and Level 2 and designed dedicated Helpdesk for PCS users
o Implementation of Global Ticket Tracking Over the PSW Website.
o VAPT, Secure Code review of AI Chat bot is completed and ready for launch.

(b) Change Management
o PSW conducted several sessions and engaged over 11,109 stakeholders across 265 sessions.
o PSW collaborated twice with Alibaba.com for the capacity building of SMEs in Sialkot.
o PSW collaborated with the IBA incubation centre for the capacity building of startups.

(c) Marketing & Communication
o In Q3 FY24-25, PSW is leveraging the power of podcasts to educate the public on various topics that serves as an educational tool, offering viewers a deeper understanding of PSW's initiatives, industry trends, and the broader landscape of trade facilitation. PSW has a monthly podcast that keeps our stakeholders abreast with the latest information and updates. As part of their Trade Talks series - Season 5, the MarCom team hosted the podcast featuring Mr. Faisal Butt, Private Sector Specialist at PSW. He sheds light on the transformative power of strategic partnerships between PSW and private sector entities in revolutionizing cross-border trade in Pakistan. Through collaboration with various stakeholders, PSW is spearheading the digitization of the trade ecosystem, enhancing critical services such as trade finance, logistics, and data analytics. These partnerships are not only improving the efficiency of trade-related processes but also creating a more transparent and competitive environment for Pakistan in the global market.
o In Q4 FY24-25, the Marcom team rolled out a dedicated social media campaign and press release, focusing on the transformative impact of Pakistan's first fully digital Certificate of Pharmaceutical Product (COPP) on export transparency and efficiency

(d) Network & Infrastructure
o All environments of PSW, PCS, TIPP, CRF, and associated websites have been successfully migrated to the new PSW Data Centre.
o The PSW and WeBOC reporting systems have been migrated and integrated to enable unified reporting. This includes the establishment of the Oracle BI infrastructure across all environments, as well as the setup of a Data Warehouse within the PSW Data Centre.
o Office 365 has been migrated to the Business Premium plan, which includes integrated features for information security and endpoint management.

(e) Information Security
o The vulnerability assessment and penetration testing of the PCS (QA) website and PCS Application (UAT) PSW application, CRF, and TIPP are performed,
o ECO Secure Code review and VAPT are performed, and identified issues were fixed and revalidated before deployment in production.

- o 27 baseline documents and 18 procedures have been developed and approved in line with ISO 27001 standards. An ongoing gap assessment is also being done to ensure that existing documents and practices meet ISO 27001 requirements.
- o Implemented continuous PSW system monitoring and tracking, particularly on Public Holidays, to reduce the threat landscape
- (f) HR & Admin
- o 91% of the total headcount of FY 24-25 was achieved, ensuring business continuity of the PSW digital system.
- o HR concluded the leadership training for senior leaders to enhance their capabilities in driving strategic goals. Additionally, e-learning courses focused on building interpersonal skills are currently ongoing, providing employees across various levels with the opportunity to strengthen their communication, collaboration, and conflict resolution abilities, contributing to overall team effectiveness.
- o A centralized HR ticketing system has been implemented to streamline internal employee requests and enhance the efficiency of HR service delivery.

4. Project Management

4.1 Funding

- o PSW continues to strengthen automation and financial transparency. Integration between Oracle NetSuite and the PSW Core System has gone live effective July 1, 2025, enabled automated daily revenue recording and streamlined financial reporting processes.
- o The lack of expected cash inflows against receivables from WeBOC & Sindh ETNC, besides no assistance from PSDP or the 50% GD Fee Share, highlights the need for careful financial planning, especially with significant investments in infrastructure and technological upgrades in the pipeline – estimated cost around USD 40 million.
- o As already mentioned in previous reports, PSW may need to increase its SD Fee soon, since actual revenue is close to 25% of the originally forecasted amount in the PC-1 for PSW due to lower fees and exempt GDs.
- o PSW and OGA Revenue Reporting & Reconciliation portals are functional and operational for B2G ADC Transactions. Planning to integrate B2B and PD Account reconciliation reports is during FY24–25.

4.2 Legal

- o Pakistan Single Window has signed agreement with AKS iQ for collaboration on the provision of data analytics to improve Trade Based Money Laundering (TBML) compliance.

4.3 HR & Admin

- o Learning & Development: Culmination Post-leadership training presentations have been completed along with the evaluations taken from C-Suites. Additionally, e-learning courses focused on building interpersonal skills are currently ongoing, providing employees across various levels with the opportunity to strengthen their communication, collaboration, and conflict resolution abilities, contributing to overall team effectiveness.

- o Learning & Development: Inspire@PSW was launched to foster learning through exposure to industry leaders, featuring guest speaker sessions for PSW employees. In addition, ongoing e-learning courses focused on interpersonal skills are providing employees at all levels with the opportunity to enhance their communication, collaboration, and conflict resolution abilities, strengthening overall team effectiveness.
- o The Mat2Work program has been launched to support female employees in transitioning smoothly from maternity leave back to the workplace. It offers flexible working hours and a hybrid work arrangement for a duration of three months, helping employees balance their professional responsibilities with personal well-being

4.4 Other
- o N/A

5. Risks and Opportunities

Risks

(a) Network & Infrastructure
- o WeBOC Data Center Operations - WeBOC DC operations are under the management of PRAL while the WeBOC software development team is under the management of PSW. The divided management is posing a major risk for maintaining smooth operations of WeBOC and PSW since PSW applications are also co-located in the same data center. Because of no control of PSW over its own and WeBOC infrastructure, it solely relies on the infrastructure of PRAL which is mostly either old or without the support. Any incident will cause a major outage to both applications. This risk is being monitored and under mitigation.
- o No DR of PSW and WeBOC - Both applications are running primarily from the PRAL data center at Custom House with no DR site. PSW has established its DR with limited functionality (only services independent of WeBOC can run). WeBOC has no functional DR. This is a major risk for both applications. This risk is being monitored and under mitigation.

(b) Technology
- o Challenges related to employee turnover and the recruitment of appropriately skilled resources could potentially cause delays in achieving certain planned objectives.

  Data Warehouse & Business Intelligence

- o Data quality issues: Poor data quality can significantly impact the accuracy and reliability of analytics results. Incomplete or inaccurate data can lead to incorrect or misleading insights, which can in turn lead to poor decision-making.
- o Integration issues: Integrating different systems and data sources can be challenging, and issues such as compatibility problems or data format inconsistencies can hinder progress.

(c) Integrated Risk Management Strategy (IRMS)
- o OGAs will take some time to develop an understanding of the system and the process of defining risk rules which may entail slowing down of implementation of IRMS.

(d) Legal
  o The 3-year performance benchmarks for PSW are awaiting approval from the Governing Council (GC).

(e) HR & Admin
  o Recruiting and retaining techno-functional resources of the PSW digital system is crucial for its success. However, resources management may face risks such as a shortage of qualified candidates, difficulty in retaining key talent, and the cost of recruitment and training.

(f) Finance
  o Revenue Concentration: PSW's income remains narrowly focused on a few cost-recovery streams, posing sustainability concerns for expansion and capital-intensive initiatives.
  o Commercial Risk Exposure: Absence of diversified, commercial revenue sources could lead to funding gaps if initiatives like PCS monetization or expanded service offerings are delayed.
  o Scalability Constraints: Operational dependence on non-commercial reimbursements constrains investment capacity for future growth and technology upgrades.
  o Strategic Funding Gap: An urgent need exists to implement the revised enhanced SD Fee to cover operational inflation and capital needs together with approval of the revised PC-1, ensuring alignment of strategic funding with medium- to long-term growth objectives.

Opportunities

(a) Seaport Community System
  o Port Community System (PCS) will be an electronic platform, which will connect multiple systems for the centralized submission of data. PCS will enable a secure electronic exchange of information, which will improve the efficiency and competitive position of national ports. Thus, optimizes, manages, and automates port and logistics processes.

6. Report on Off-Track Targets
  o N/A

PSW

PAKISTAN SINGLE WINDOW