

ANNUAL REPORT SUMMARY

FY 2023-24

Pakistan Single Window (PSW), established in April, 2020, under the Companies Act, 2017, was designated by the federal government as the operating entity for the PSW system under the PSW Act, 2021. Oversight and monitoring of PSW is conducted by a Governing Council (GC), chaired by the Minister of Finance and Revenue, comprising federal secretaries from key ministries involved in cross-border trade regulation, alongside four private sector representatives. PSW has been declared as an “Essential State-Owned Enterprise” vide the Federal Government’s notification No. 2(38)S(IT)/2024 dated 25th October, 2024.

PSW’S JOURNEY: Transforming Trade Facilitation in Pakistan

Incorporated in 2020, PSW is in its third year of operations during FY 2023–24. Over these years, PSW has consistently achieved key performance benchmarks set by its GC and has significantly expanded its operational footprint. The PSW System, its flagship product, began rolling out in July, 2021, and achieved Phase 1 completion in June, 2022, aligning with Pakistan’s commitments under the World Trade Organization’s (WTO) Trade Facilitation Agreement (TFA).

As of June, 2024, the PSW System integrates Customs and 15 Other Government Agencies (OGAs), 29 commercial banks, and multiple other public and private sector entities involved in cross-border trade. It offers fully electronic services, including online customs registration, electronic processing of licenses, permits, certificates, other documents, and digital payments. Real-time integration with the Federal Board of Revenue (FBR), Securities & Exchange Commission of Pakistan (SECP), National Database & Registration Authority (NADRA), and Pakistan MNP Database (PMD) ensures robust Know-Your-Customer (KYC) protocols.

PSW has also expanded to digitize Business-to-Business (B2B) services, successfully integrating laboratories, pre-shipment inspection companies, and treatment providers into its system, with ongoing efforts to include marine insurance, bank guarantees, and more. By the end of FY 2023–24, PSW had surpassed 80,000 subscribers and covered 71% of Pakistan’s trade, eliminating 155 paper-based documents through digital submissions and streamlining procedures to enhance ease of doing business.

Additionally, PSW has integrated with the global e-phyto hub to facilitate the electronic exchange of phytosanitary certificates between National Plant Protection Organizations (NPPOs). It also supports Pakistan Customs in linking with the Customs/SW systems of China, Tajikistan, and Uzbekistan, further enhancing regional trade facilitation.

The company has consistently met the performance benchmarks agreed with the Government regarding delivery of the different components of the system and has been successfully executing its business and operational plans. The Board has a vision to make PSW the top-tier company in the digitalization of cross-border trade not only within the country but also internationally. A summary depicting PSW’s performance benchmarks’ status for FY 2023-24 is tabulated below:

PSW – GC PERFORMANCE BENCHMARKS

FY 2023-24

Sr. No.	Component	Benchmark	Status
1	Business	Integration of commercial banks with PSW- Phase 2 (Dec. 2023)	Partially Achieved <i>Design document is complete from PSW’s end. Dependent on PCS integration with shipping lines and terminals</i>

2	Business	<p>PSW OGAs Rollout Phase III (June 2024) <i>(MMD, DRAP-II, NCD, TDAP, BOI, MOC, Provincial Authorities, PTA)</i></p>	Achieved
3		<p>Port Community System (PCS) implementation and roll out-Phase 2 (June 2024) <i>Port Community System development and roll out at 3 major seaports of the country</i></p>	Achieved
4		<p>Design of the Airport Community System (Dec. 2023) <i>Design of the Airport Community System to cover business, system, and legal requirements</i></p>	Achieved
5		<p>Support in BPM and BPR of all core processes of Customs (Dec 2023) <i>Supporting business process mapping and analysis of core processes of Pakistan Customs under the PRR program</i></p>	<p>Partially Achieved - Ongoing <i>FBR has contracted Maersk as the consultant for the activity under the WB-funded PRR project. PSW is the designated implementation partner for the activity and is providing all requisite support to Customs and the consultants for the timely execution of this project</i></p>
6		<p>Replacement of WeBOC with a new system (June 2024) <i>Phase 1 of the development of the new Customs Management System completed to gradually replace the WeBOC system</i></p>	<p>Partially Achieved - Ongoing <i>PSW has set up the core IT team for software development and is currently working on the transition and implementation strategy. However, software development for WeBOC's new version is on hold due to a delay in the onboarding of the international consulting firm by FBR under the World Bank-funded PRR project and the lack of a Service Level Agreement between PSW and FBR which inter alia shall also provide a payment mechanism for reimbursement of PSW service costs</i></p>
7		Technology	<p>Business Intelligence and Data Warehouse-Phase 1 (June 2024) <i>Plans to address the need of data analytics and business intelligence solution</i></p>

8	Technology	<p>Establishment of physical DR site (Dec 2023) <i>Setting up PSW's DR site using co-location approach</i></p>	<p>Partially Achieved <i>PSW intends to convert the existing site in the FBR data centre at Karachi Customs House to DR site once its primary data centre is fully operational in July 2024. The existing infrastructure will be reconfigured to a full-scale DR</i></p>
9	Legal	<p>Air Community System (June 2024) <i>Define and implement legal changes in Air Community System</i></p>	<p>Partially Achieved <i>Legal changes to support the ACS have been identified by PSW and shall be shared with the relevant government authorities after they have been vetted/validated by foreign experts intended to be onboarded with FCDO's assistance under the ReMIT program</i></p>
10		<p>WeBOC Transformation (June 2024) <i>Define and implement legal changes in WeBOC transformation</i></p>	<p>Delayed - Relates to Pakistan Customs <i>One of the outcomes of the WeBOC transformation project is the identification of legal changes required to support the new process design</i></p>
11		<p>Conclude MOUs with OGAs (Jan 2024) <i>Conclude MoUs with OGAs integrated with PSW till 2024</i></p>	<p>Achieved <i>MoUs with all OGAs integrated with PSW till June 2024 have been agreed and signed</i></p>

EXPANDING HORIZONS: The Way Forward

PSW envisions a bright and prosperous future. Following the directives of the honorable Prime Minister of Pakistan, PSW's scope will be expanded nationwide. PSW has embarked on a mission to establish itself as a key player in global trade. With a data-centric approach, PSW aims to forge connections with countries such as Tajikistan, Uzbekistan, and Egypt for seamless integration. Additionally, PSW is engaging with international e-commerce platforms like Ali Baba to expand its footprint in the e-commerce sector and create a launching pad for Pakistan's Small and Medium Enterprises (SMEs), facilitating their access to global markets.