



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

DRAP - EXPORT PERMIT

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1. Introduction

Pakistan Single Window (PSW) is an electronic portal that allows parties involved in cross border trade and transport to lodge standardized information and documents using a single-entry point to fulfill all import, export, and transit related regulatory requirements. The information is transmitted electronically and individual data elements for clearance and regulatory approvals need only to be submitted once. Use of the PSW portal is allowed to authorize users who have completed the subscription process. Once subscribed and registered with PSW, you can access the PSW to perform cross border trade and transit related activities including online payment of taxes and Other Government Agencies (OGA) fees.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the traders to apply for the Export Permit from the Drug Regulatory Authority of Pakistan (DRAP). The application for the same shall be received and processed through the PSW portal. Similarly, the sharing of messages and documents required for processing of regulatory approval requests shall be enabled by the PSW.

This new platform will automate all trade-related business processes of DRAP (phase-wise), including registrations. With the PSW system going live, there will be no DRAP office visits and manual submission of applications for the issuance of regulatory approvals. The processing of the application will be done online, where you can have a clear visibility of the action being performed on the same.



2. Background

Background As a signatory to the WTO's Trade Facilitation Agreement (2015), Pakistan has notified the establishment of a 'National Single Window' (NSW) as a 'Category C' commitment with effect from 22nd February 2017. To implement NSW the Government of Pakistan has promulgated the Pakistan Single Window Act, 2021 while declaring Pakistan Customs as the Lead Agency. Pakistan Customs has established a dedicated PSW Company (PSWC), as a not-for-profit Company under the Companies Act, 2017, to implement the PSW program. The PSWC has been designated as the Operating Entity under the PSW Act for developing and maintaining the PSW portal in collaboration with 77 different public sector entities involved in the regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities, related to the regulation of international trade. This will not only reduce the time and costs but also increase compliance and immensely benefit economic operators like importers, exporters, freight forwarders, clearing agents, shipping companies, transporters, etc. The implementation of the PSW program will also enhance government controls and transparency. By creating a national electronic trade and logistics platform the PSW will help Pakistan integrate better into the regional and global single window systems. It will facilitate integration into global value chains and enable Pakistan to become a hub for regional and international transit and trade.



3. Salient Features of DRAP Export Permit Request

- A complete solution for online filling and processing of applications.
- It caters to all the needs of DRAP related to processing Drug Export permit Request.
- A complete and comprehensive log of the activities on the trader's online request of registrations will be visible to the trader/custom agent in the system.
- The Dynamic User Management System provided to the DRAP will ensure proper performance monitoring against agreed performance benchmarks and key performance indicators.
- Communication between the officers and traders/custom agents will be done through the PSW system.

4. System Requirements

- To use PSW Portal on Windows®, the subscriber will require:
 - a. Google Chrome Browser.
 - b. Windows 7, Windows 8, Windows 8.1, Windows 10 or later
 - c. An Intel Pentium 4 processor or later that's SSE3 capable.
- To use PSW Portal on Mac®, the subscriber will need:
 - d. Google Chrome Browser
 - e. OS X El Capitan 10.11 or later.



5. Step by Step Business Process

5.1 User Login

- i. Please visit "www.psw.gov.pk" and click on the 'Login' button.

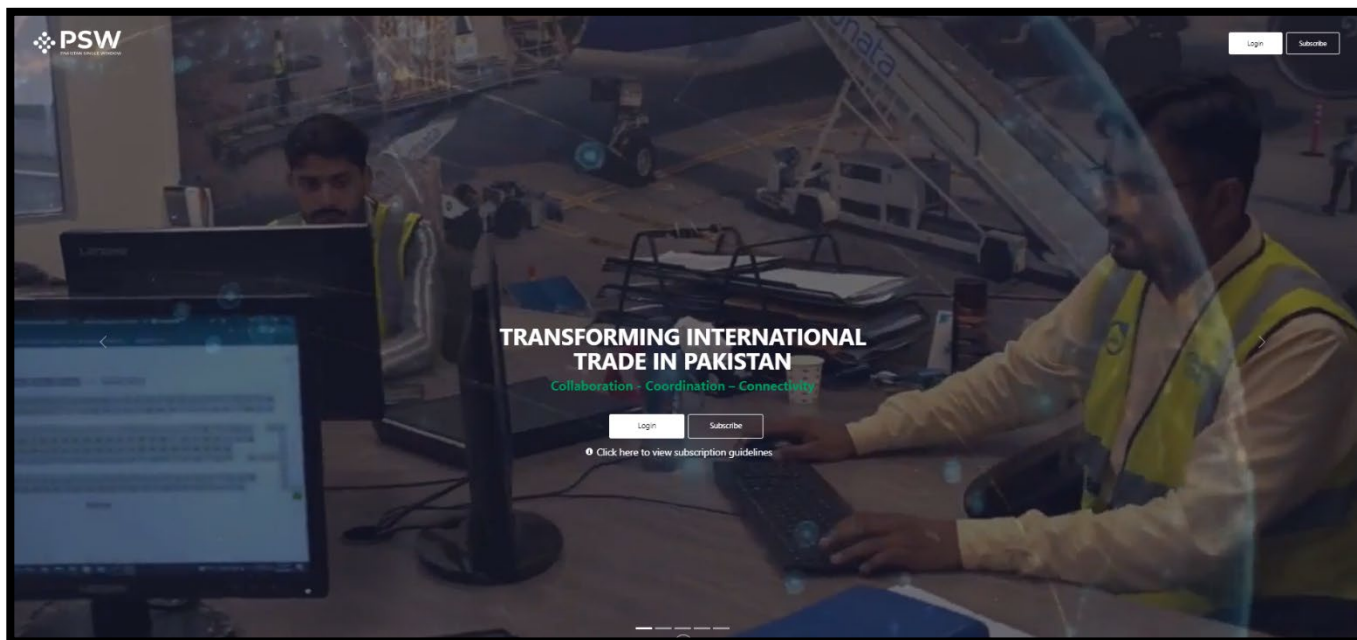


Figure 1

- ii. After clicking on the login button, User will be redirected to the login interface. Here, you will be required to enter login credentials.

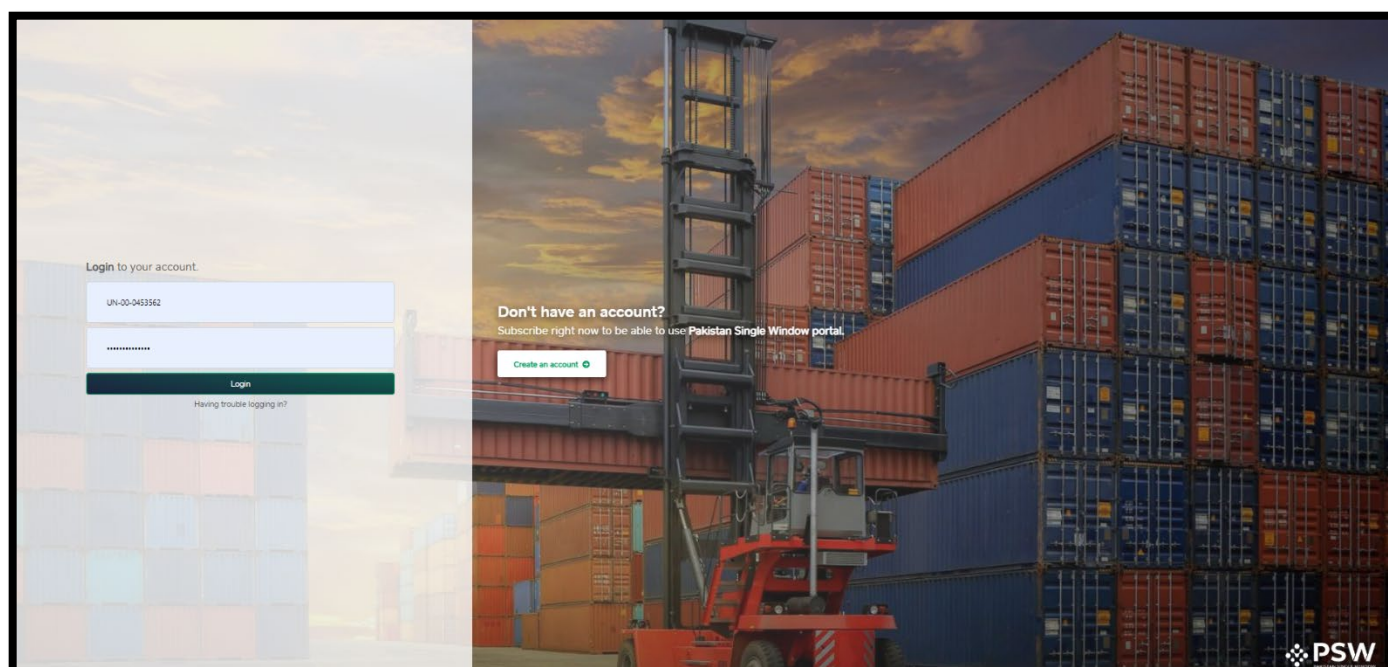


Figure 2

5.2 Export Permit Request

5.2.1 Create New Request

- i. Upon successful log-in, a dashboard will appear. At the Home Screen, click on the 'LPCO' button.

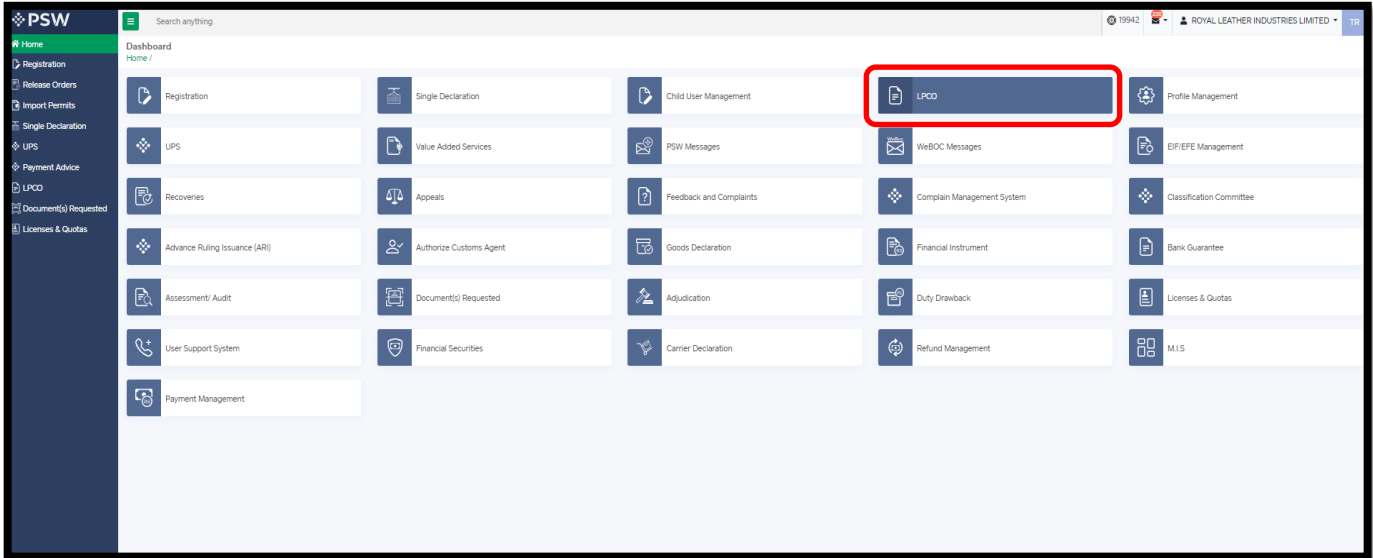


Figure 3

- ii. User shall click on 'Export Permits' tab.

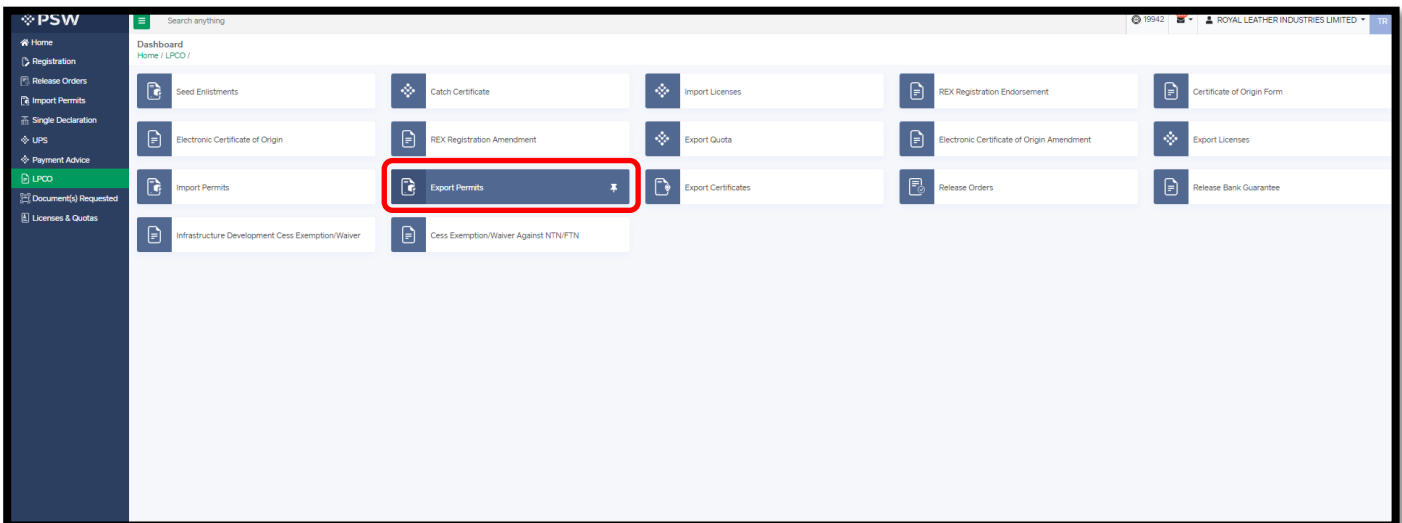


Figure 4

- iii. List of previous import license requests will appear; User shall click on 'Create Export Permit' tab.

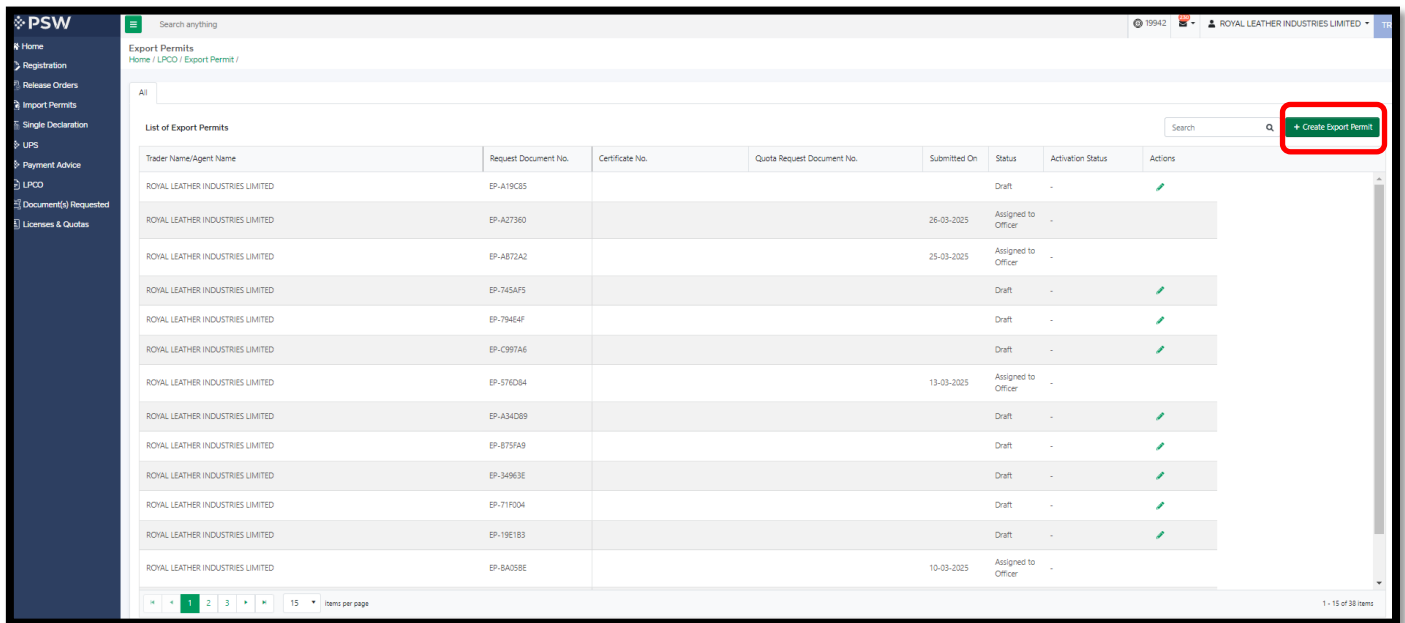


Figure 5

- iv. Select the agency "Drug Regulatory Authority of Pakistan" from the dropdown menu and press submit button.

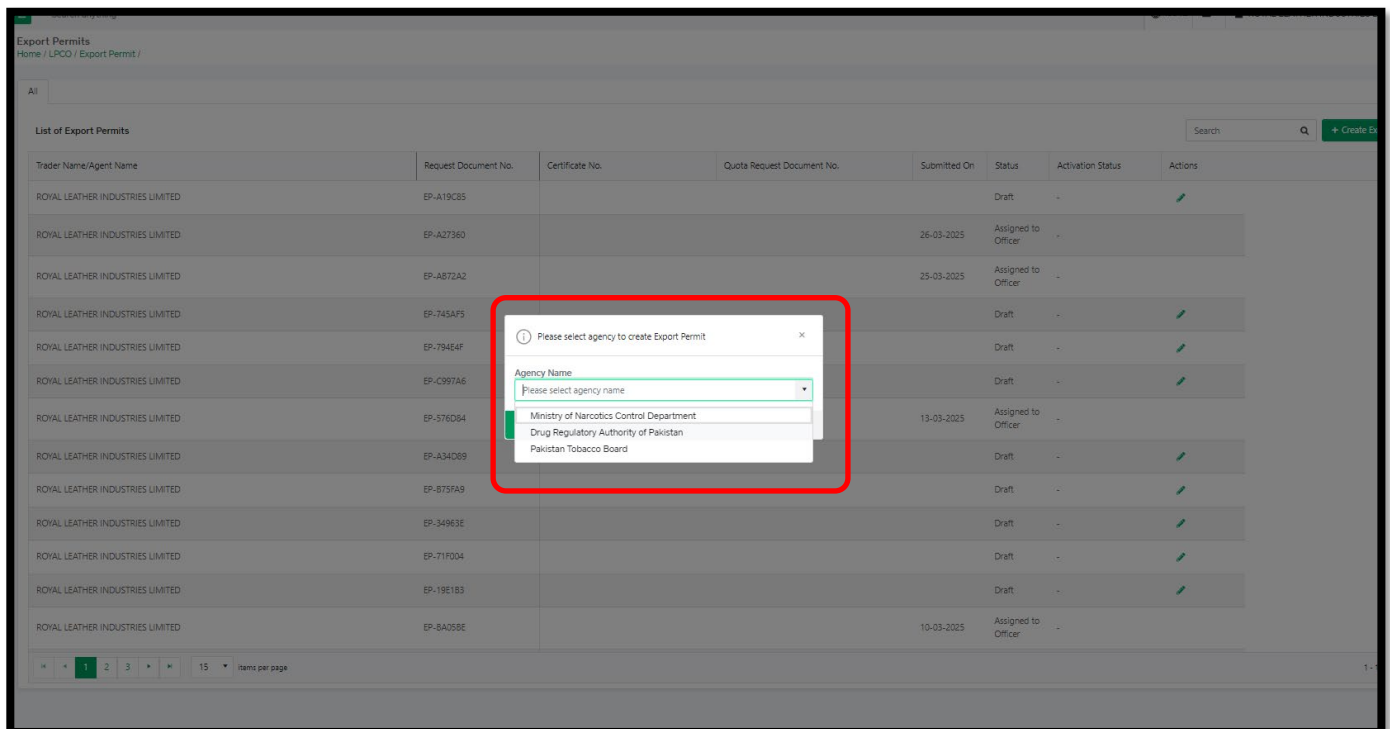


Figure 6



5.2.2 Basic Information

- i. After selecting an agency, a basic Information page will appear.

Step 1 of 3
Please complete all the steps to create an Export Permit. All Fields are mandatory except the ones marked as Optional.

Basic Information

Commodity Information
Document Information

Export Permit Type
Export Permit for Drugs

DRAP Field Office
City

Purpose
Purpose

Basic Information

NTN
0453562

Business Name
Please select any Business Name

Business Address
Please select any Business Address

Foreign Importer Information

Name of Foreign Importer
Name of Foreign Importer

Foreign Address
Foreign Address

Foreign Importing Country
Foreign Importing Country

Invoice Details

Invoice Number
Invoice Number

Amount
Amount

Invoice Date
day-month-year

Currency
Select Currency

Back Save & Proceed

Figure 7

- ii. User shall fill in all relevant details and press “Save & proceed” button to proceed further.

Step 1 of 3
Please complete all the steps to create an Export Permit. All Fields are mandatory except the ones marked as Optional.

Basic Information

Commodity Information
Document Information

Export Permit Type
Export Permit for Drugs

DRAP Field Office
Karachi

Purpose
Commercial

Basic Information

NTN
0453562

Business Name
ROYAL LEATHER INDUSTRIES LIMITED

Business Address
26-B ZAMAN PARK SUNDAR DAS ROAD

Foreign Importer Information

Name of Foreign Importer
Name of Foreign Importer

Foreign Address
Foreign Address

Foreign Importing Country
Antigua and Barbuda

Invoice Details

Invoice Number
35353535

Amount
13

Invoice Date
04-04-2025

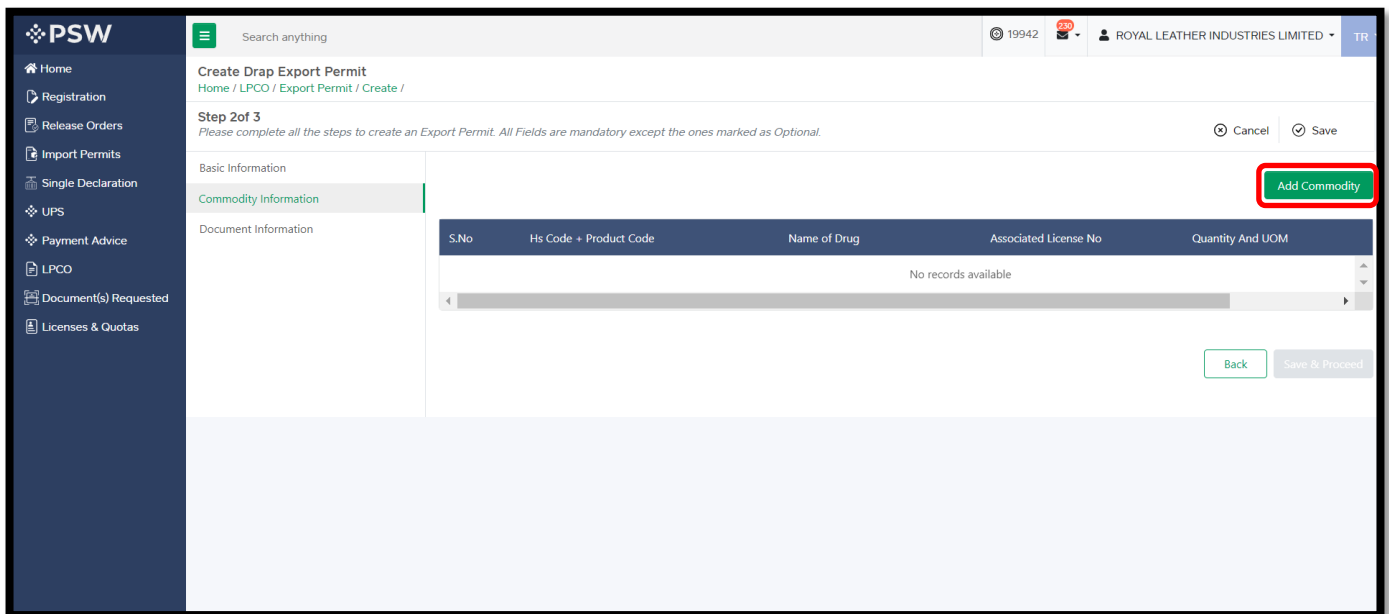
Currency
United States of America - United States Doll

Back Save & Proceed

Figure 8

5.2.3 Commodity Information

- i. After clicking on “Save & proceed” button, Commodity Information page will appear. Here User shall click on “Add Commodity” button.

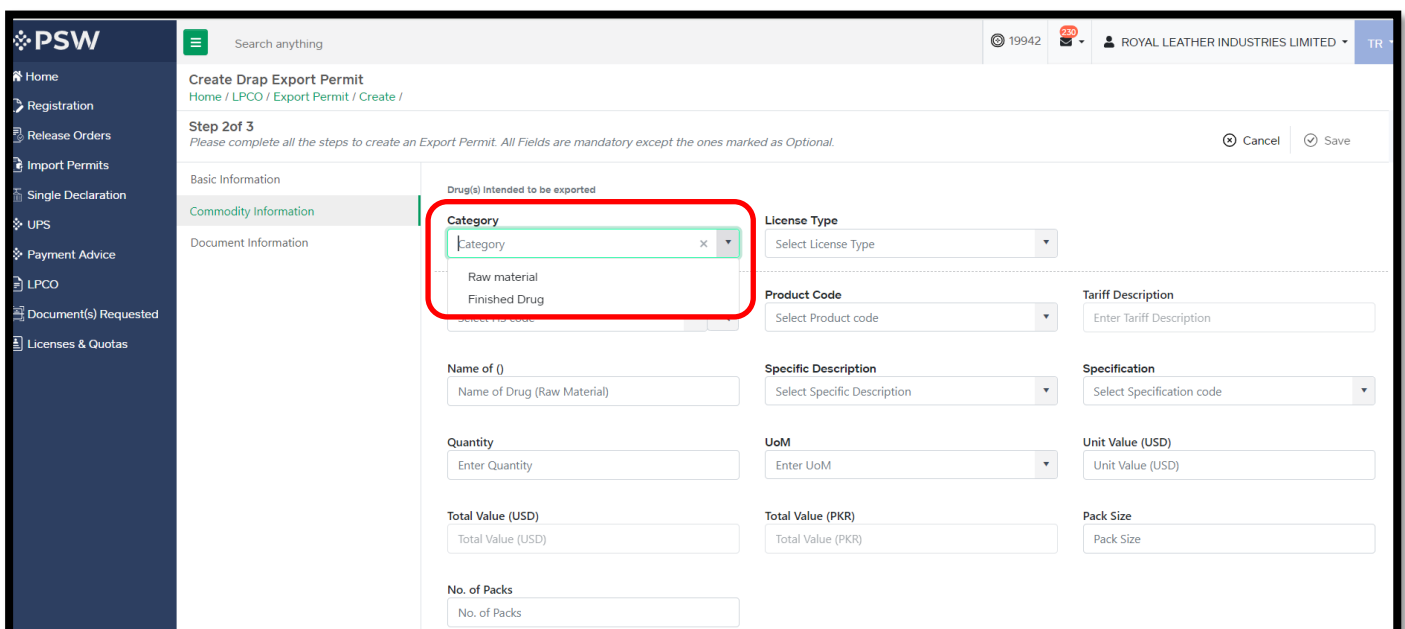


The screenshot shows the PSW (Pakistan Single Window) interface for creating an export permit. The user is at the 'Step 2 of 3' stage. The 'Commodity Information' tab is selected, and the 'Add Commodity' button is highlighted with a red box. The table below shows no records available.

| S.No | Hs Code + Product Code | Name of Drug | Associated License No | Quantity And UOM |
|----------------------|------------------------|--------------|-----------------------|------------------|
| No records available | | | | |

Figure 9

- ii. After clicking on “Add Commodity” button, Commodity Information page will appear. Here User shall select category e.g. Raw Material or Finished Drug from the dropdown menu. (As shown in the screenshot below)



The screenshot shows the PSW interface for creating an export permit. The user is at the 'Step 2 of 3' stage. The 'Commodity Information' tab is selected, and the 'Category' dropdown menu is open, showing options like 'Raw material' and 'Finished Drug'. The 'Add Commodity' button is highlighted with a red box.

| Drug(s) Intended to be exported | |
|--|--|
| Category Category | License Type Select License Type |
| Product Code Select Product code | Tariff Description Enter Tariff Description |
| Name of () Name of Drug (Raw Material) | Specific Description Select Specific Description |
| Quantity Enter Quantity | UoM Enter UoM |
| Total Value (USD) Total Value (USD) | Total Value (PKR) Total Value (PKR) |
| No. of Packs No. of Packs | Pack Size Pack Size |

Figure 10



iii. User shall select the required details from the dropdown menu.

Please complete all the steps to create an Export Permit. All Fields are mandatory except the ones marked as Optional. [Cancel] [Save]

Basic Information

Commodity Information

Document Information

Drug(s) Intended to be exported

Category: Finished Drug

License Type: Drugs Sale License

DSL No: DSLNew

HS Code: 3002.1500

Name of (Finished Drug): Name of (Finished Drug)

Drug Registration No: Select Drug Registration No

Name of Drug: Enter Name of Drug

Manufacturer: Manufacturer

Specific Description: Select Specific Description

Specification: Select Specification code

Quantity: Enter Quantity

UoM: Enter UoM

Unit Value (USD): Unit Value (USD)

Total Value (USD): Total Value (USD)

Total Value (PKR): Total Value (PKR)

Pack Size: Pack Size

No. of Packs: No. of Packs

Batch Details

Figure 11

iv. User shall type the correct product code and fill in all required details.

Please complete all the steps to create an Export Permit. All Fields are mandatory except the ones marked as Optional. [Cancel] [Save]

Basic Information

Commodity Information

Document Information

Drug(s) Intended to be exported

Category: Finished Drug

License Type: Drugs Sale License

DSL No: DSLNew

HS Code: 3002.1500

Product Code: 2000

Tariff Description: -- Immunological products, put up in measured dos

Name of (Finished Drug): Name of (Finished Drug)

Drug Registration No: Select Drug Registration No

Name of Drug: Enter Name of Drug

Manufacturer: Manufacturer

Specific Description: Select Specific Description

Specification: Select Specification code

Quantity: Enter Quantity

UoM: Enter UoM

Unit Value (USD): Unit Value (USD)

Total Value (USD): Total Value (USD)

Total Value (PKR): Total Value (PKR)

Pack Size: Pack Size

No. of Packs: No. of Packs

Batch Details

Figure 12



- v. Add batch details, User can add multiple batch details by clicking “Add” button.

Batch Details

Batch No: 01

Manufacturing Date: 01-04-2025

Batch Expiry Date: 05-11-2025

+ Add

| Batch No. | Batch Expiry Date | Manufacturing Date | Actions |
|----------------------|-------------------|--------------------|---------|
| No records available | | | |

Figure 13

- vi. User will be able to edit or delete the batch summary by clicking on edit or delete button.

Batch Details

Batch No: Batch No

Manufacturing Date: day-month-year

Batch Expiry Date: day-month-year

+ Add



| Batch No. | Batch Expiry Date | Manufacturing Date | Actions |
|-----------|-------------------|--------------------|---|
| 01 | 2025/11/05 | 2025/04/01 |   |

Figure 14



5.2.4 Document Information

- i. Upon completion of the Commodity Information page, Item level document required page will appear. User shall click on green arrow (highlighted) under the Action tab.

P.S Different set of documents may require depending on the product category.

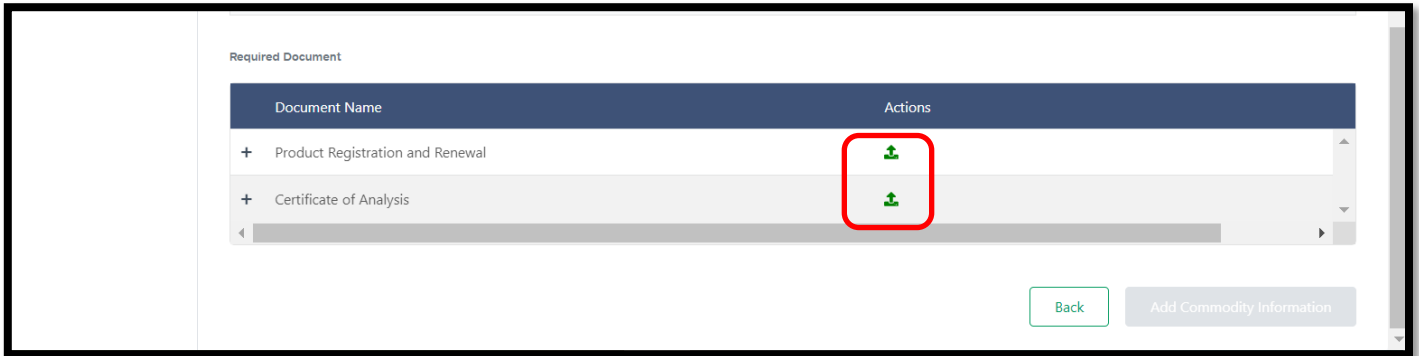


Figure 15

- ii. User shall attach all documents mentioned in the dropdown menu and click on "Submit" button.

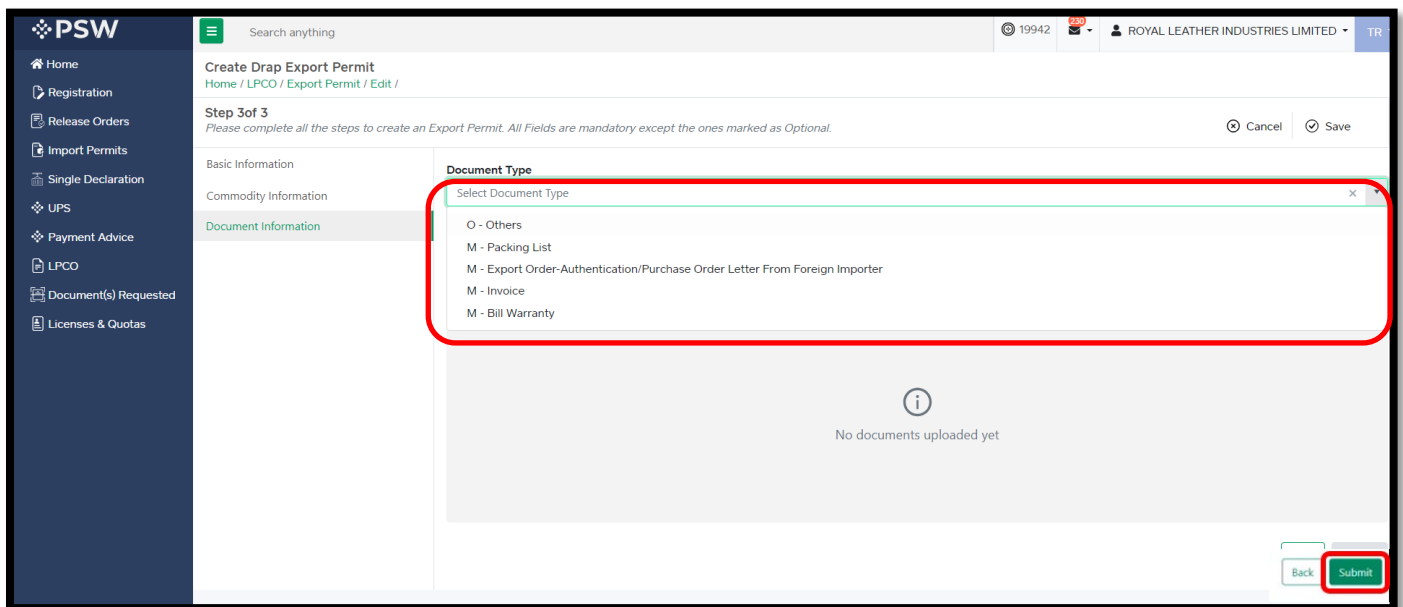


Figure 16

- iii. Upon click on “Submit” button, a declaration will appear. User shall press “Confirm” button to proceed further.

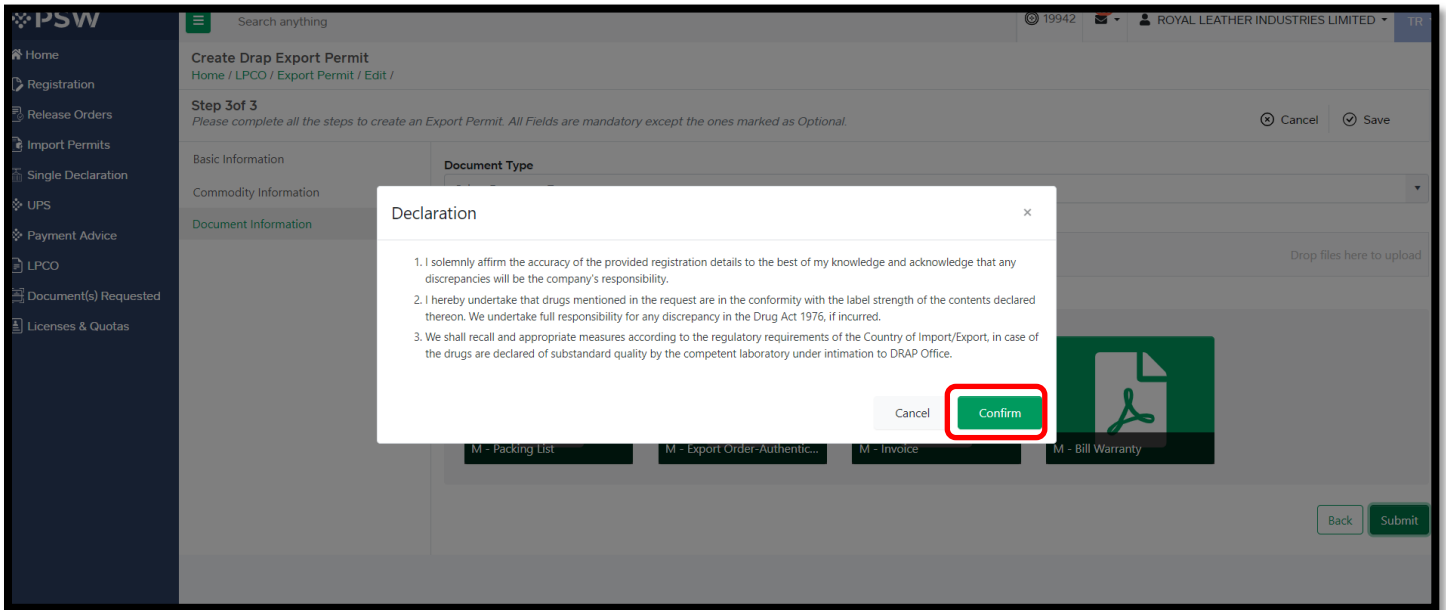


Figure 17

- iv. A request confirmation screen will appear, mentioning request has been submitted and PSID will be generated along with license fee.

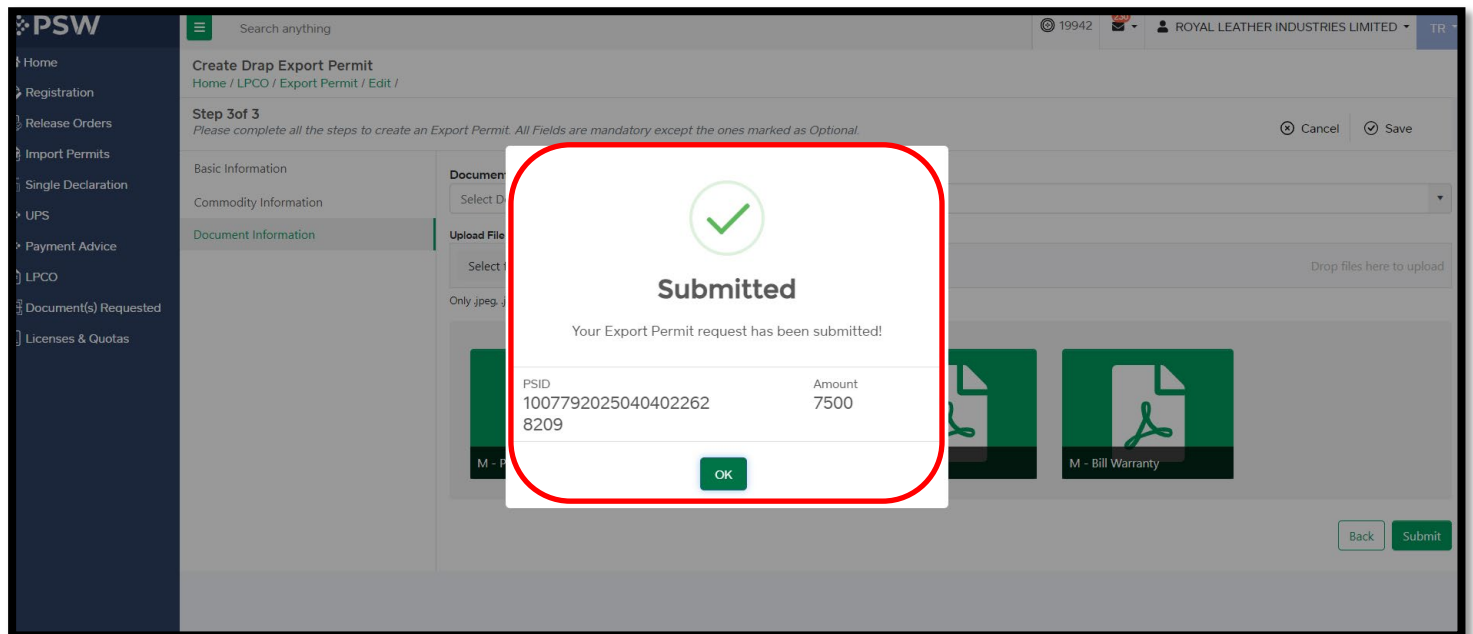


Figure 18

6. Payments

- i. User will login and select 'UPS' from the dashboard.

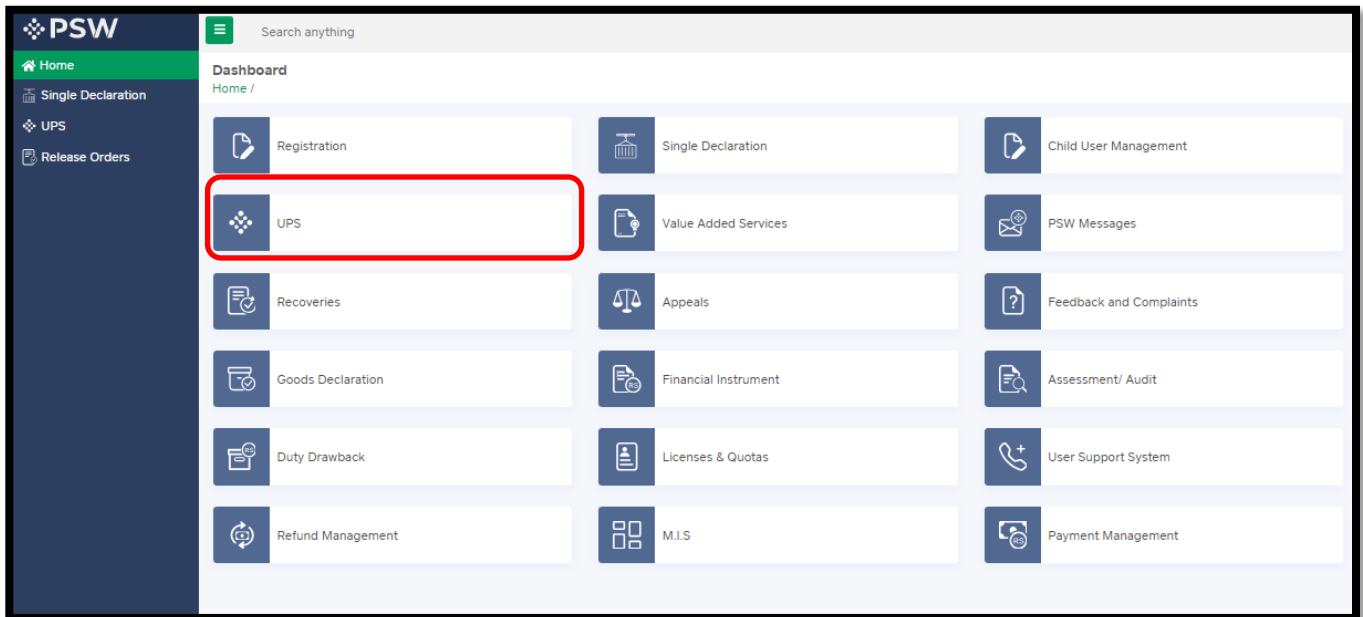


Figure 19

- ii. Upon clicking on the UPS option below screen will appear, the user will be able to search his request through PSID. User select the button under Action grid to view the payment screen.

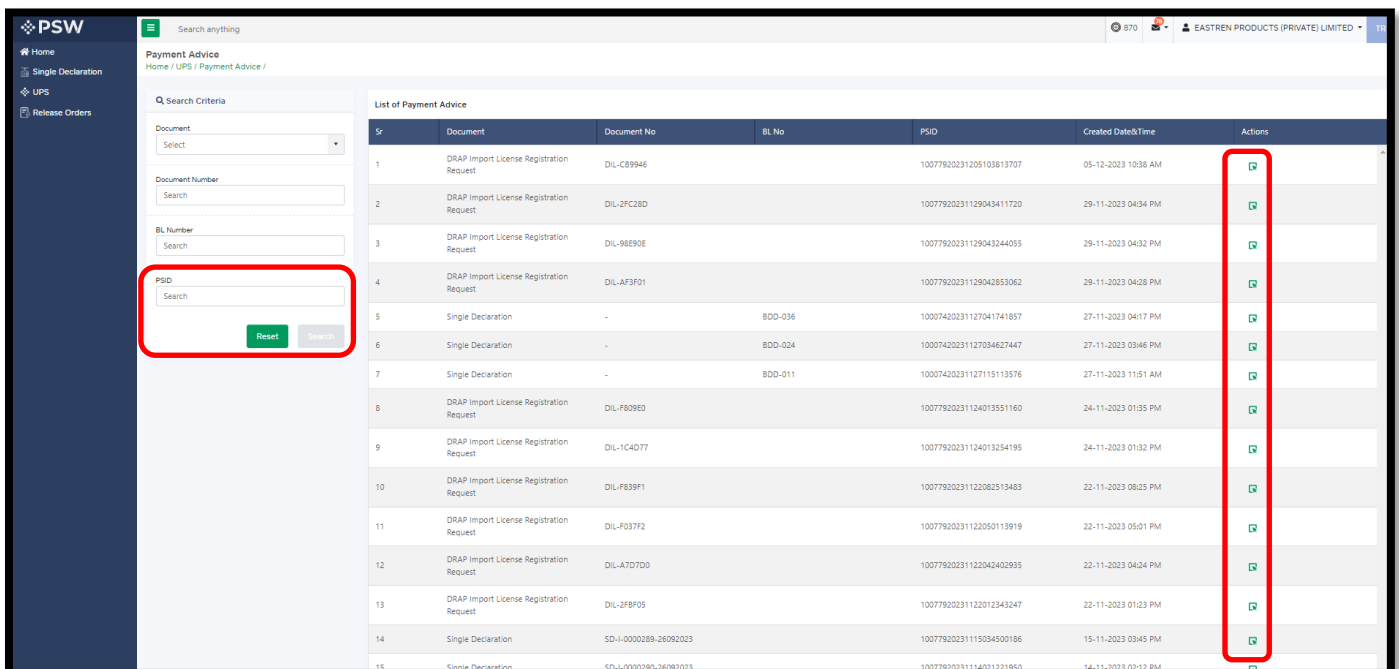


Figure 20

- iii. A payment details screen will appear. Payment can be processed through two options.
 - ADC (Alternate delivery Channel) – 1Link, banking app, online, ATM
 - PD Account (Personal Deposit) – PSW Deposit Account

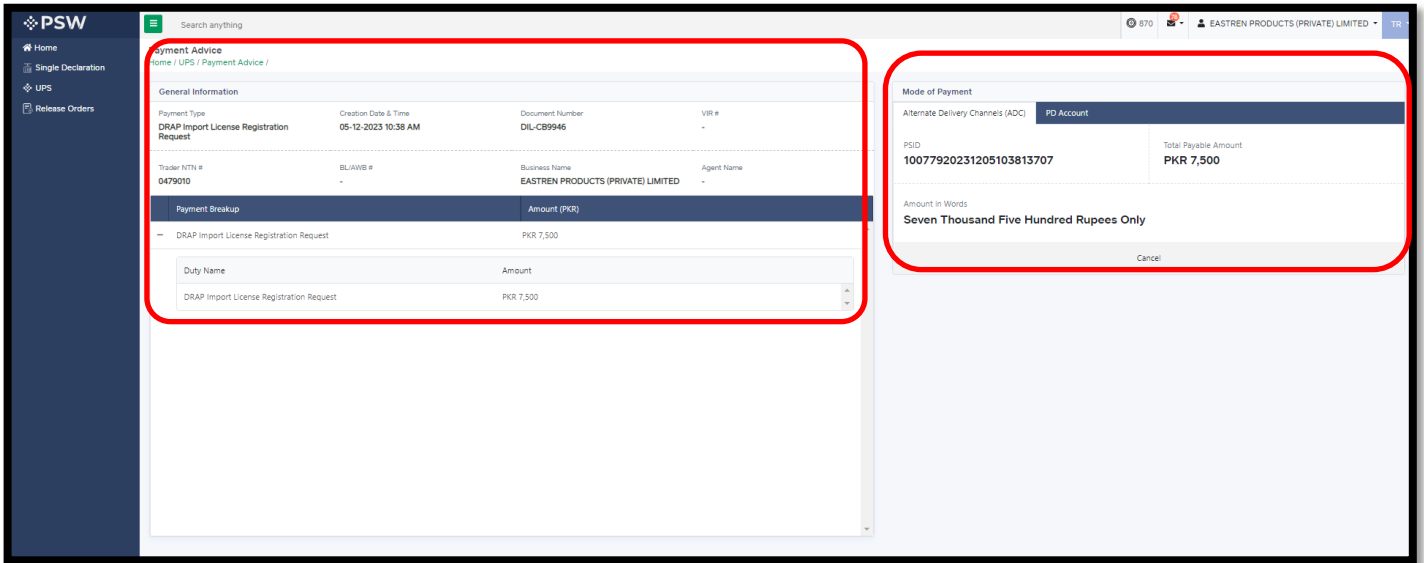


Figure 21

- iv. Once the payment has been made, the request status will be changed to 'Assigned to Officer'.

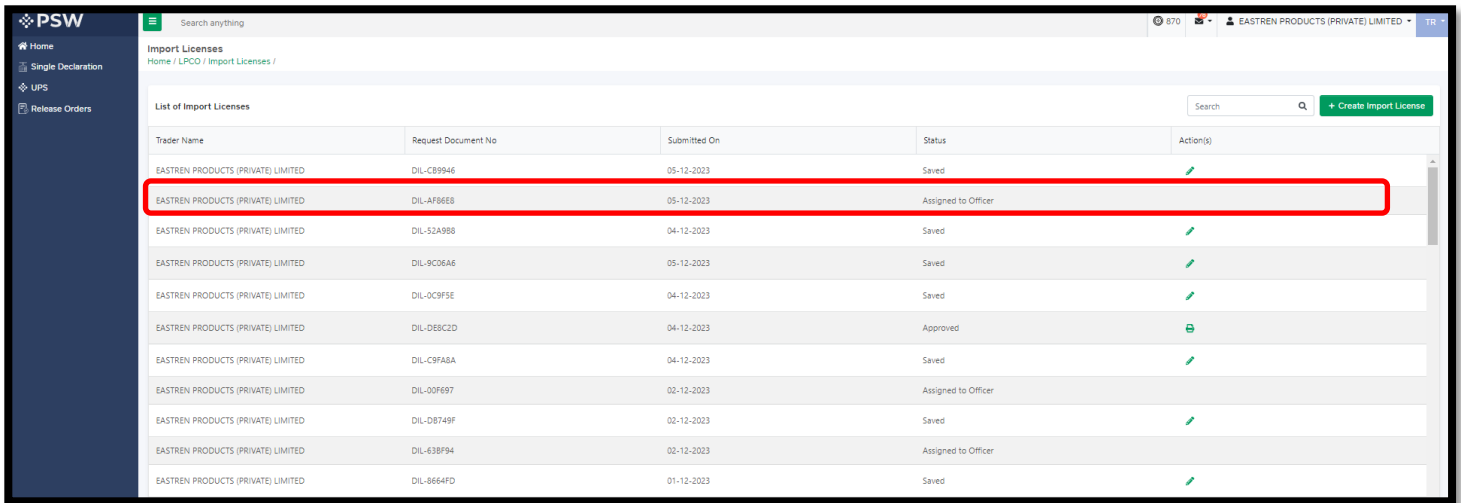


Figure 22

- v. Once the request is approved, status will show as 'Approved'. The user can download the certificate by clicking on the printer icon under the Action grid.

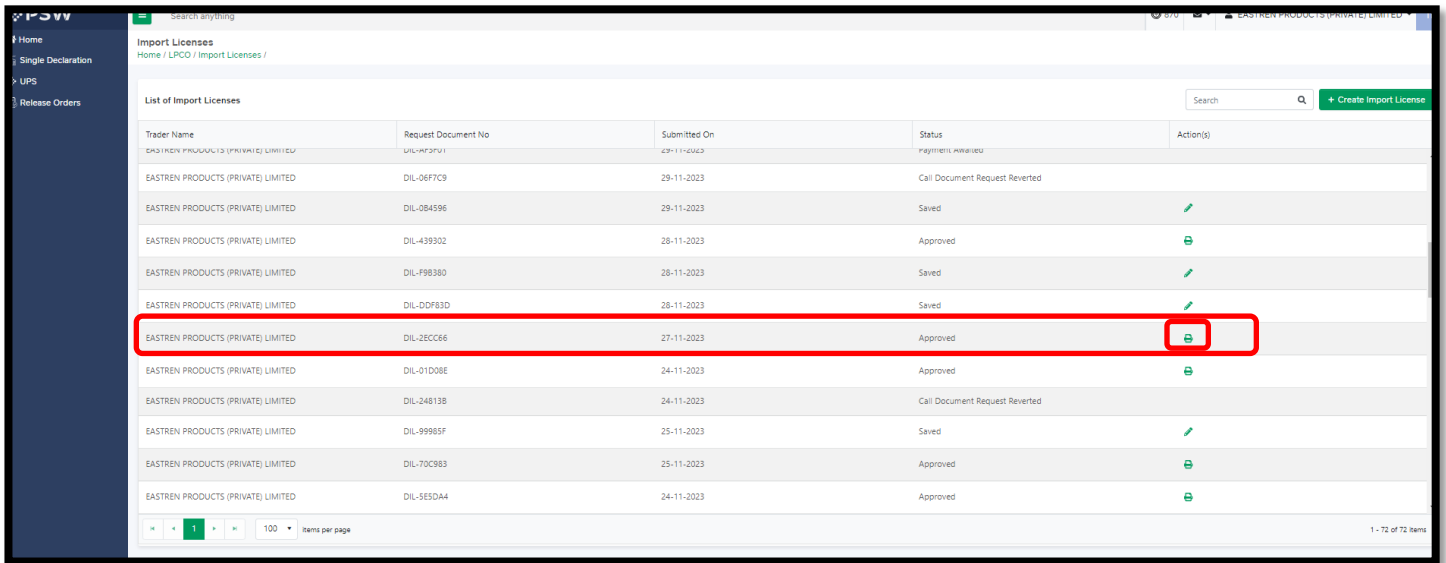


Figure 23

- vi. The user will have a view of the certificate, with a QR code.

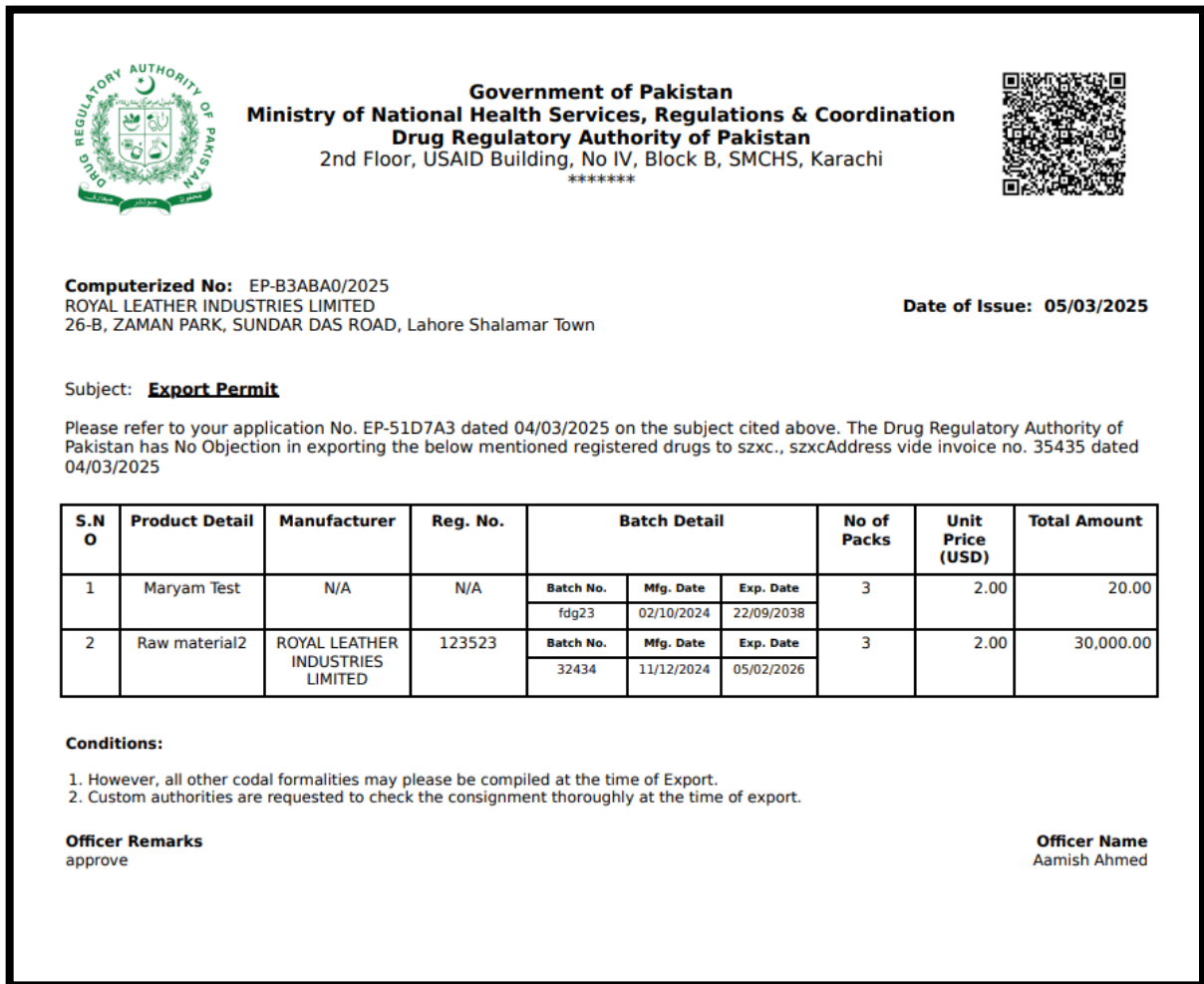


Figure 24



7. Contact Information

If you require any assistance, please feel

free to contact us as:

Email: support@psw.gov.pk

Phone: 021-111-1sss11-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk