

# User Manual for Traders and Customs Agents

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## PSQCA – Release Order

September 2022

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## **Abstract**

Welcome to the Pakistan Single Window Module for PSQCA Release Order User Manual!

This Pakistan Single Window (PSW) user manual for traders and customs agents, is your step-by-step guide on how to obtain Release Order from Pakistan Standards and Quality Control Authority through the PSW portal. This user manual provides a background of the PSW system while describing its key features. It also outlines some responsibilities and obligations of the PSW users while using the PSW portal.

## **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 authorized 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.

Currently, most OGAs dealing in cross border trade are performing their related functions manually. Even the OGAs using electronic means lack integration with the customs clearance system. All the internal users correspond through emails, phone calls, and messages which causes a delay in the operational processes and approvals.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the trader/customs agent with online applications for Release Order by the PSQCA. The application for the same shall be received and processed through the PSW portal. Similarly, sharing of messages and documents required for processing regulatory approval requests shall be enabled by the PSW.

With the PSW system going live, there will be no PSQCA 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 clear visibility of the action being performed on the same. For example, if, during the processing of the application for the Single Declaration-Imports, the PSQCA officer requests any document required for a consignment, then a notification will be generated automatically by the PSW system which will appear in the trader dashboard.

With the help of this platform, the communication between you and the PSQCA officer will be visible robust, and transparent. For more to know about PSW please visit our website [www.psw.gov.pk](http://www.psw.gov.pk)

## **2. 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 PSQCA LPCO Module**

- a) A complete solution for online filling and processing of applications.
- b) It caters to all the needs of PSQCA related to the processing of Release Order.
- c) A complete and comprehensive log of the activities on the trader's online request for a Release Order will be visible to the trader/custom agent in the system.
- d) Communication between the officer and trader/custom agent will be done through the PSW system.
- e) Facilitates compliance with trade regulations through the system relying on HS code/Product Code based description.
- f) Allows efficient clearance of consignments from the port through automation of the processing of LPCO.
- g) Digital transactions through online payments of LPCO fees thus saving time and costs and promotion of digital transactions.
- h) Clarity and precision in determining LPCO requirements on items being imported through the ITMS based product codes.

#### **3.1. Pre-requisites for availing PSQCA PSW LPCO Services**

- i. The trader/custom agent must register in PSW.
- ii. The trader/custom agent must have a valid bank account and bank profile registered with the Authorized Dealer.

#### **3.2. System Requirements**

- i. 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
- ii. To use PSW Portal on Mac®, the subscriber will need:
  - a. Google Chrome Browser
  - b. OS X El Capitan 10.11 or later.

## 4. Step by Step Process

### 4.1. User Login

- i. Please visit “www.psw.gov.pk” and click on the ‘**Login**’ option.

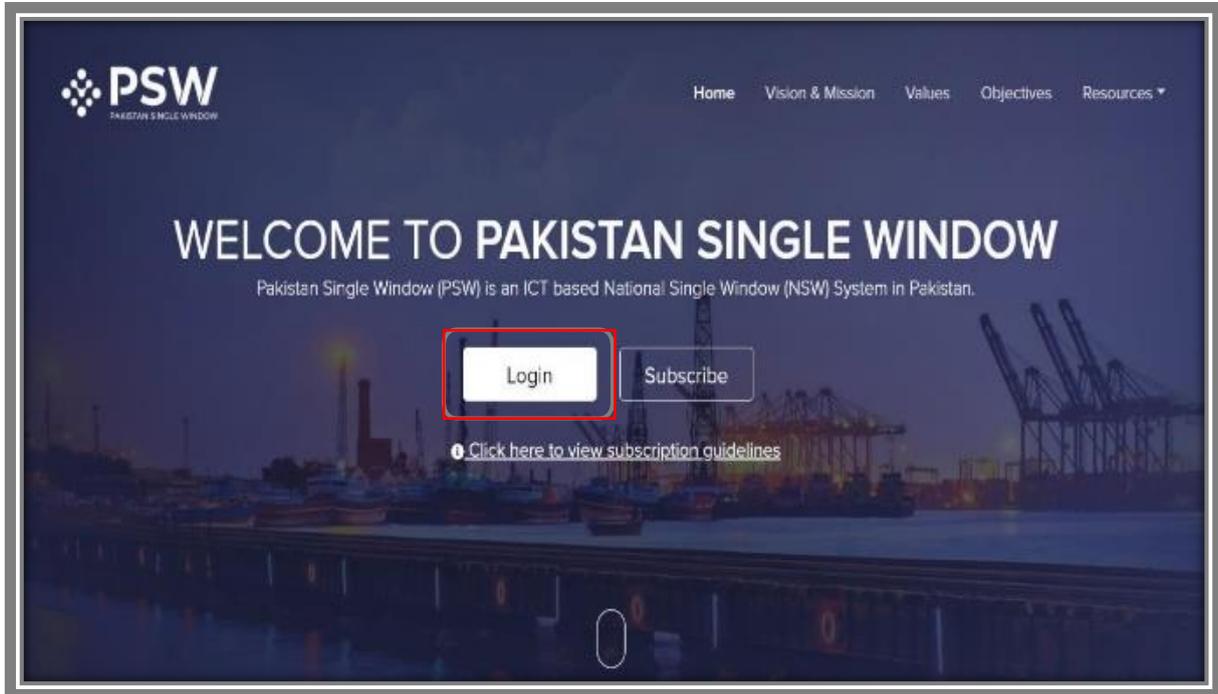


Figure 1

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

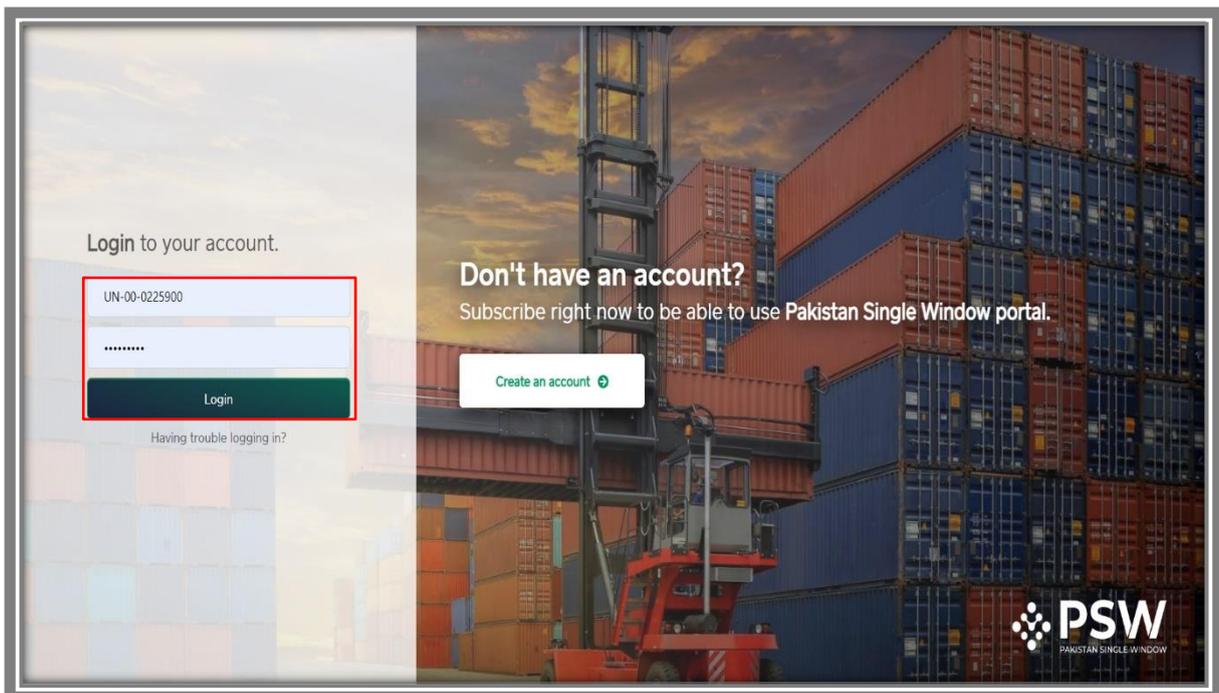


Figure 2

## 4.2. User Dashboard

### 4.2.1. User Dashboard – Trader

- i. Once the login credentials are validated, you will be redirected to the Dashboard. Here, you will click on the “Single Declaration option.”

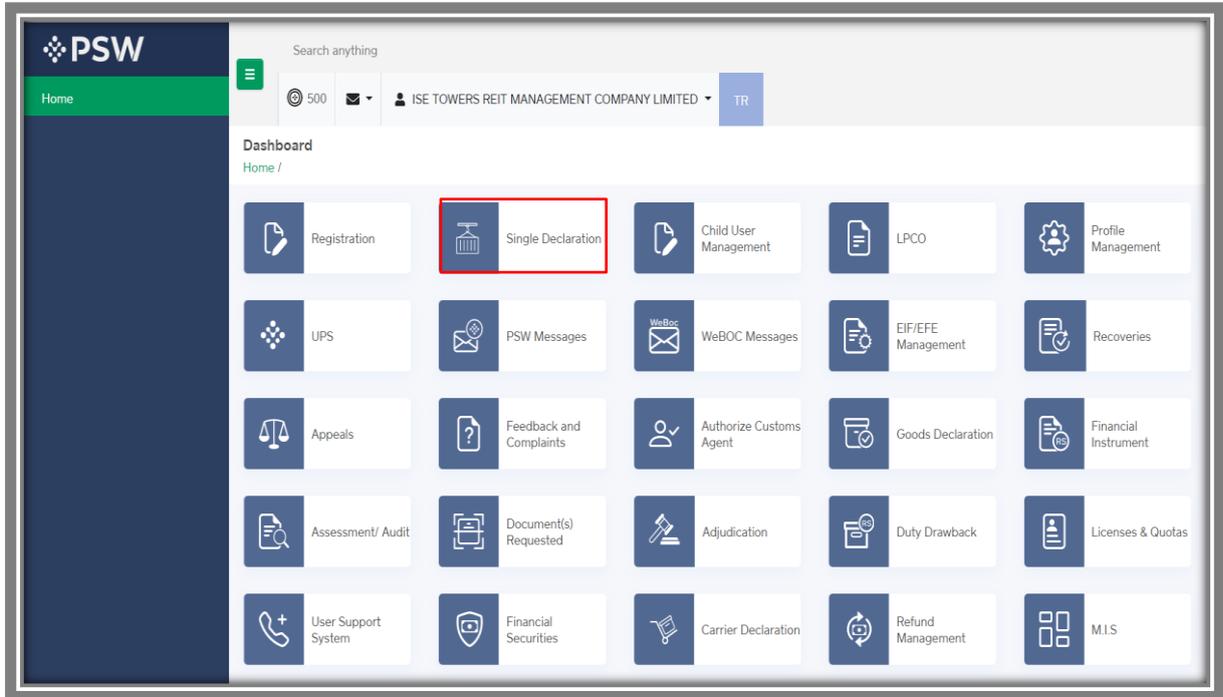


Figure 3

### 4.2.2. User Dashboard – Custom Agent

- i. Once the login credentials are validated, you will be redirected to the Dashboard. Here, you will click on the “Single Declaration option.”

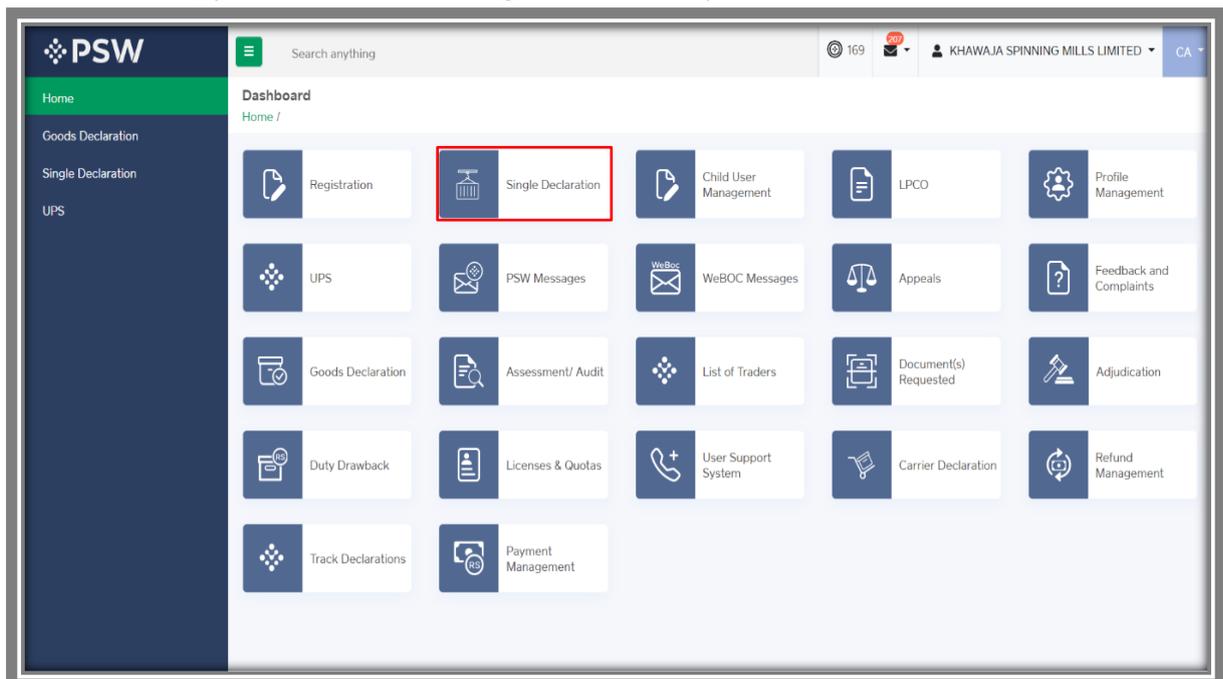


Figure 4

## 5. Single Declaration - Imports

### 5.1. Filling of New Single Declaration

#### Trader View

- i. Upon hovering 'Single Declaration Import', click on 'Create Declaration'.

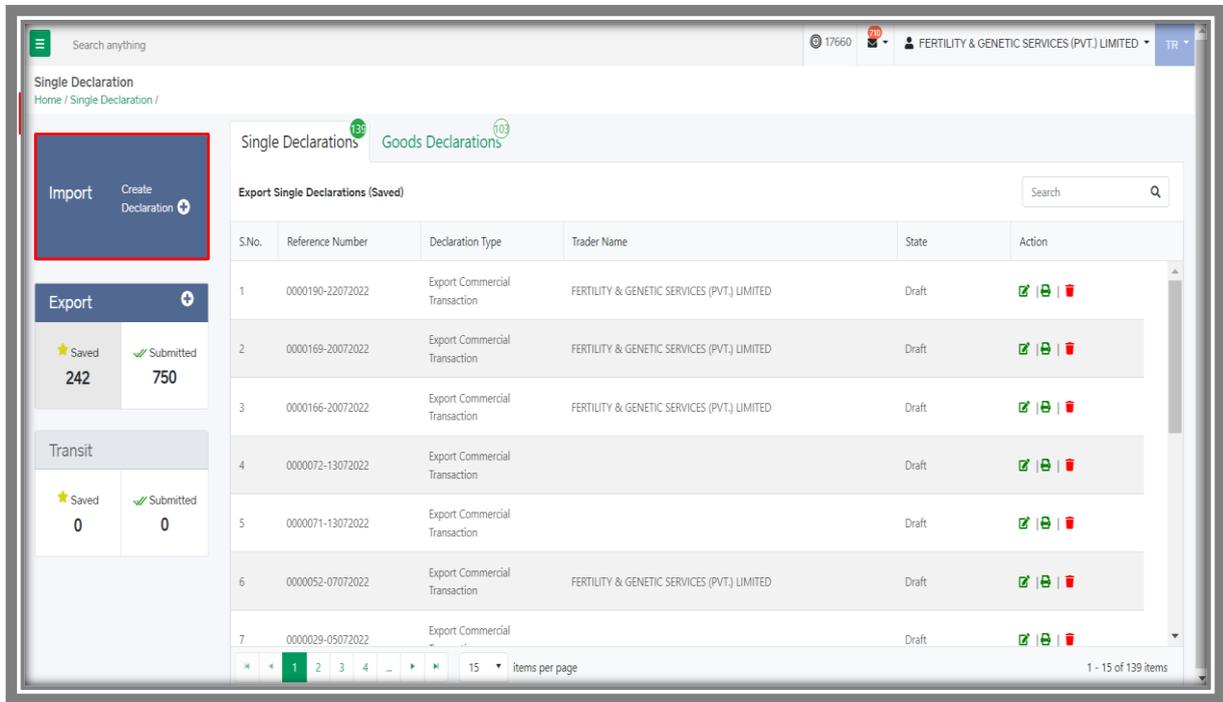


Figure 5

- ii. Select the consignment category and declaration type.

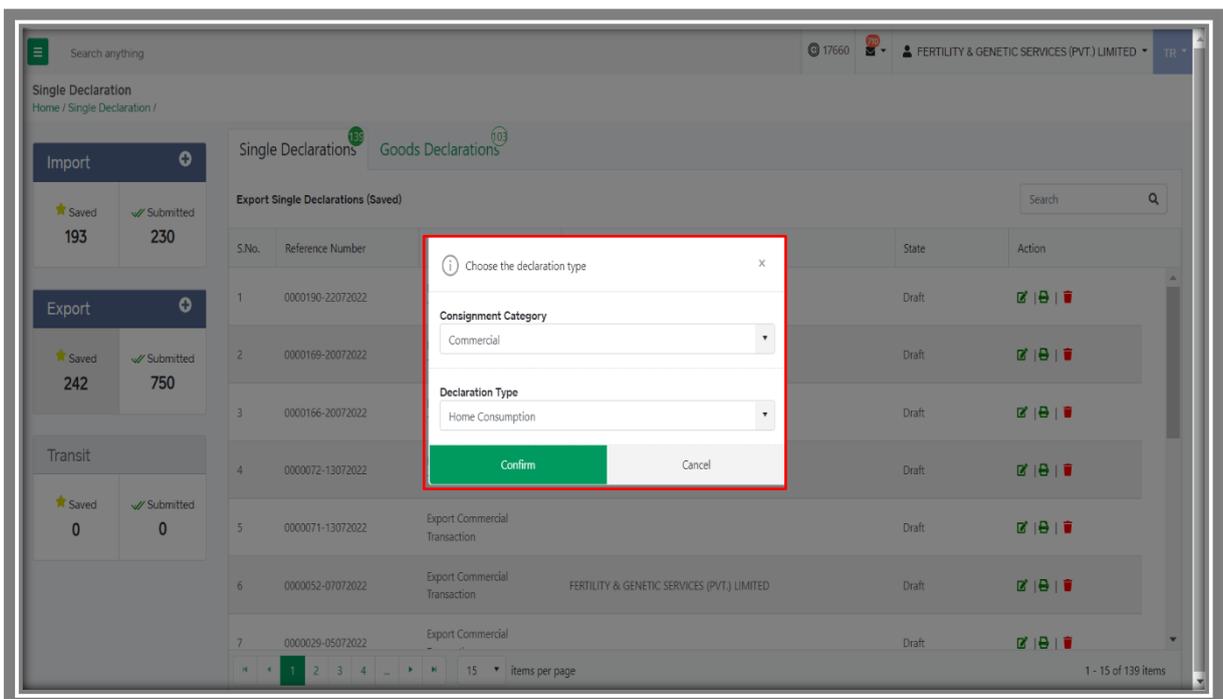


Figure 6

## 5.2. Consignment Information

- i. As you will confirm the declaration type, the consignment information Screen will appear. Provide the NTN number, BL Number, BL Date and select the VIR number.

**Step 1 of 6**  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Financial Information: NTN / FTN / EPZ: 0656910, BL Number: BL-73A11AA767, BL Date: 02-08-2022

Documents: VIR Number: KPPI-0371-18072022

Port of Shipment: Port of shipment from manifest

Collectorate: Please select collectorate

Shed / Location: Shed / location from manifest

Consignee Name: Select consignee name

Consignee Address: Select consignee address

Consignor Name: Please enter consignor name

Consignor Address: Please enter consignor address

Consignment Mode: Air LCL

Gross Weight (MT): 0.0, Net Weight (MT): 0.0

Dangerous Goods Hazard Class (Optional): Please select dangerous goods hazard class

Flash point (Optional): Please enter flash point

Marks: Please enter marks

Buttons: Back, Save, Save & Proceed, Get IGM Info

Figure 7

- ii. Click on the relevant VIR number.

**Step 1 of 6**  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Financial Information: NTN / FTN / EPZ: 0656910, BL Number: BL-73A11AA767, BL Date: 02-08-2022

Documents: VIR Number: Please enter VIR number or select from list

VIR Selection	S.No.	Vessel/Vehicle Name	VIR Number	Terminal	ETA	ETD
Vessel Name	1	Js Yuugiri D D 153	KPPI-0371-18072022	QICT	19/07/2022 23:3	20/07/2022 23:51

Buttons: Back, Save, Save & Proceed, Get IGM Info, Close

Page: 1 - 1 of 1 items

Figure 8

iii. Click on the 'Get IGM Info' button.

**Step 1 of 6**  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Financial Information: NTN / FTN / EPZ: 0656910, BL Number: BL-73A11AA767, BL Date: 02-08-2022

Commodity Information: [Empty]

Documents: VIR Number: KPPI-0371-18072022

Review And Validate: [Empty]

Payment Procedure: [Empty]

Port of Shipment: Port of shipment from manifest

Collectorate: Please select collectorate

Shed / Location: Shed / location from manifest

Consignee Name: Select consignee name

Consignee Address: Select consignee address

Consignor Name: Please enter consignor name

Consignor Address: Please enter consignor address

Consignment Mode: Air LCL

Gross Weight (MT): 0.0

Net Weight (MT): 0.0

Dangerous Goods Hazard Class (Optional): Please select dangerous goods hazard class

Flash point (Optional): Please enter flash point

Marks: Please enter marks

**Get IGM Info** (highlighted)

Figure 9

iv. The system will auto-fetch the highlighted data, verify the details and provide the other information, where required.

**Step 1 of 6**  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Financial Information: NTN / FTN / EPZ: 0656910, BL Number: BL-73A11AA767, BL Date: 02-08-2022

Commodity Information: [Empty]

Documents: VIR Number: KPPI-0371-18072022

Review And Validate: [Empty]

Payment Procedure: [Empty]

Port of Shipment: Karachi

Collectorate: Port Qasim (Imports), Karachi

Shed / Location: Qasim International Container Terminal

Consignee Name: FERTILITY & GENETIC SERVICES (PVT) LIMITED

Consignee Address: 38-EAST DANHOOR PLAZA, JINNAH AVENUE BLUE AREA, Islamabad Islamabad Urban

Consignor Name: Macc

Consignor Address: Macc

Consignment Mode: Containerized

Gross Weight (MT): 0.033

Net Weight (MT): 0.033

Dangerous Goods Hazard Class (Optional): Please select dangerous goods hazard class

Flash point (Optional): Please enter flash point

Marks: Text 1245

**Get IGM Info** (highlighted)

S.No.	No. of Package	Package Type
1	10	BAG

S.No.	Container No.	Container Type	Seal No.	Vehicle No.	Vehicle Status
-------	---------------	----------------	----------	-------------	----------------

Figure 10

**Custom Agent View**

- i. Following will be the view if Custom Agent is filing a Single declaration. Custom Agent will enter the NTN number of the relevant client.

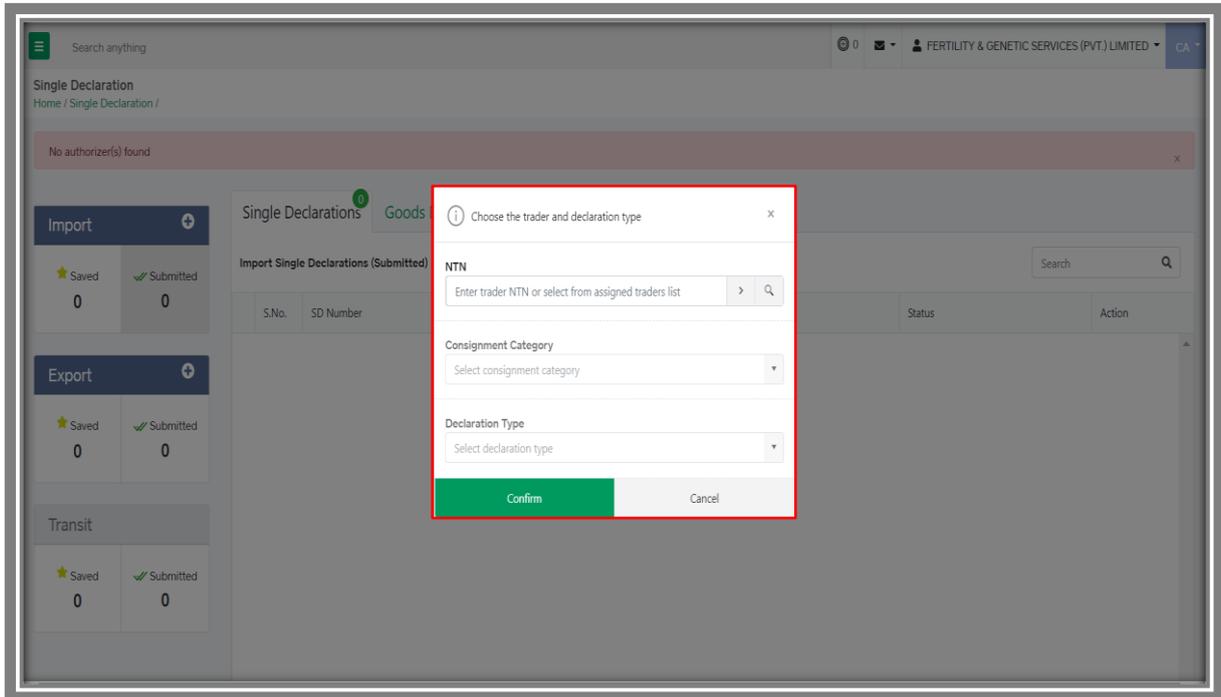


Figure 11

### 5.3. Commodity Information – Trader/Custom Agent

- i. Click on the 'Add Commodity' button.

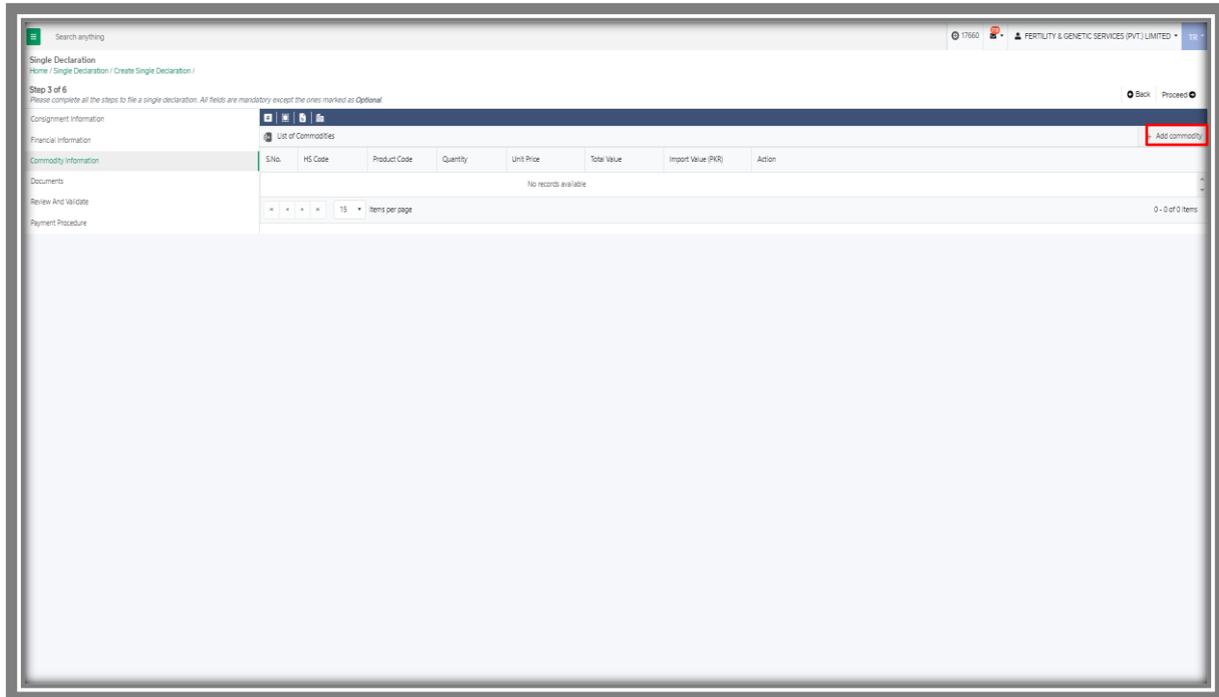


Figure 12

#### 5.3.1. Commodities searching – Trader/Custom Agent

- i. You will be able to search and identify the specific commodity HS code and Product code by clicking on the 'Search' tab in the Product Code field.

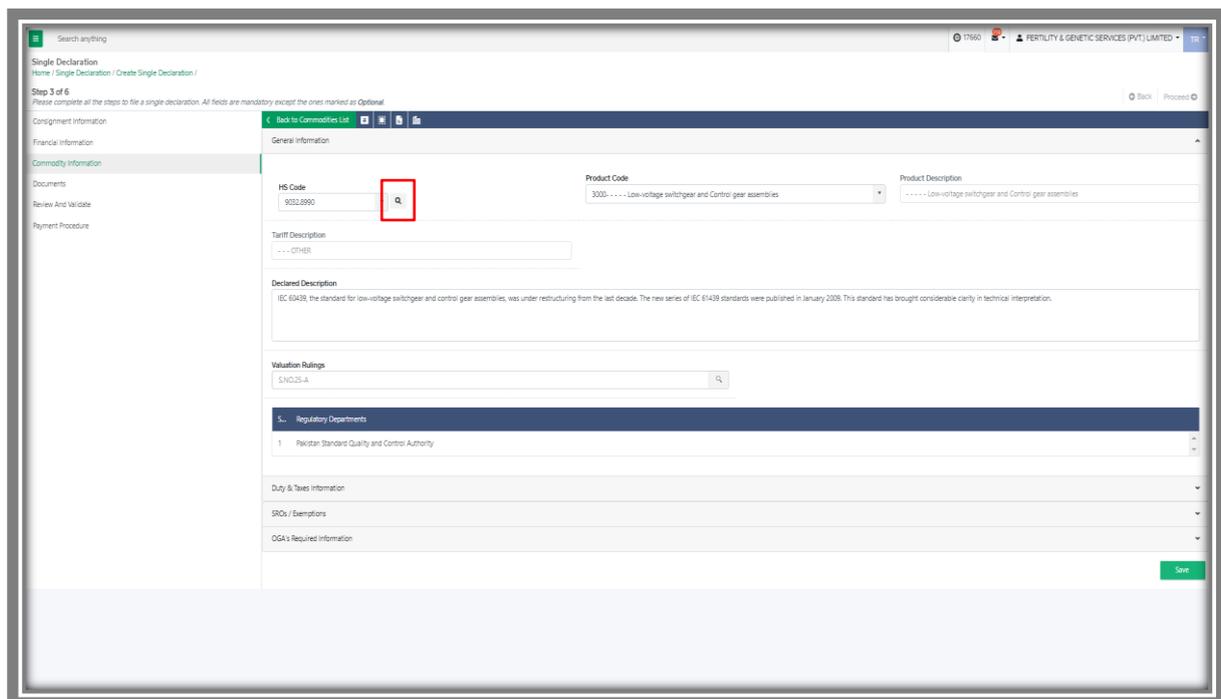


Figure 13

a. You can search the items by HS Code, Item Description, and Unit of Measurement Code.

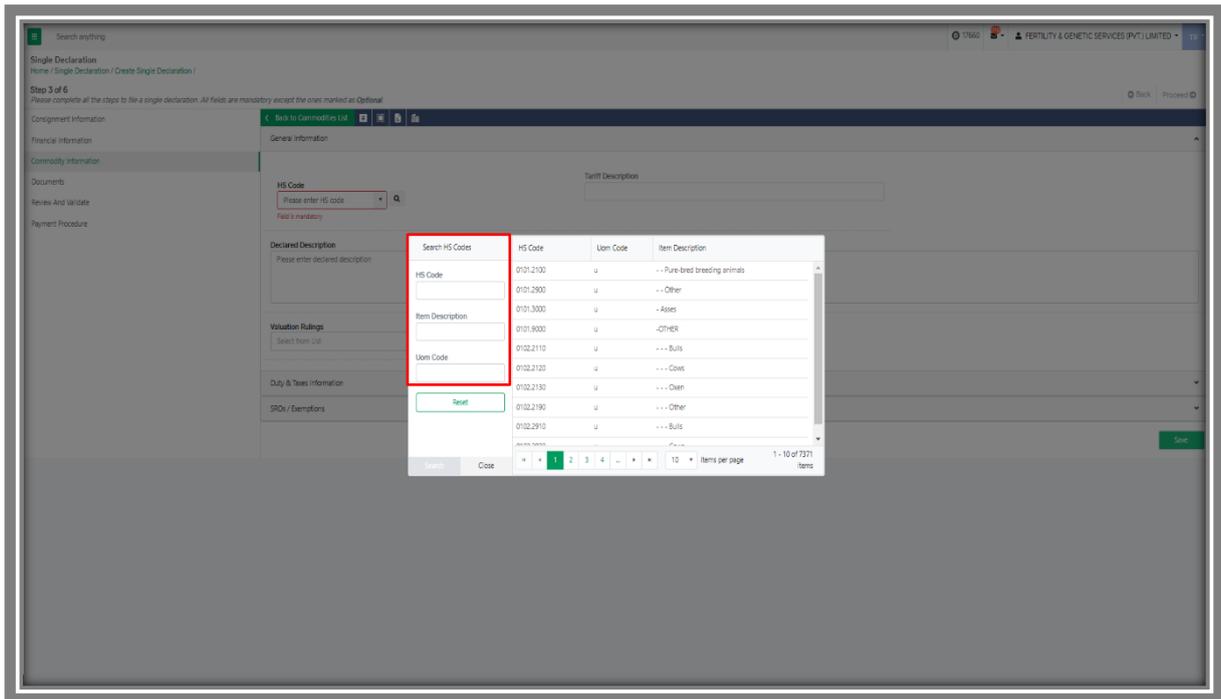


Figure 14

b. You can also click on the 'Reset' button to reset the search.

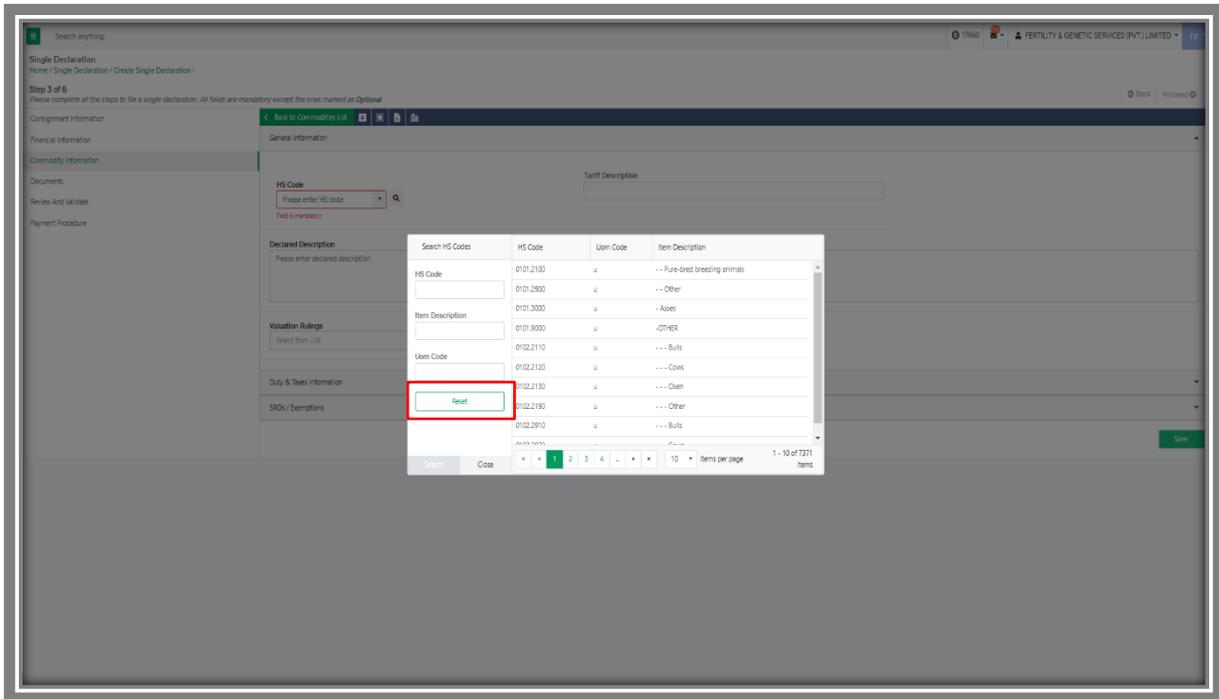


Figure 15

ii. Select the relevant HS Code and Product Code.

The screenshot shows the 'Single Declaration' form at 'Step 3 of 6'. The 'Commodity Information' section is active, and a red box highlights the 'HS Code' and 'Product Code' fields. The 'HS Code' is set to '9032.8990' and the 'Product Code' is '3000 - - - - Low-voltage switchgear and control gear assemblies'. The 'Product Description' is '----- Low-voltage switchgear and control gear assemblies'. Below these fields, there are sections for 'Tariff Description', 'Declared Description', and 'Valuation Rules'. The 'Regulatory Departments' section is expanded, showing a list with '1 Pakistan Standard Quality and Control Authority' highlighted. A 'Save' button is visible at the bottom right.

Figure 16

iii. You can now view the concerned regulatory department under the Regulatory Departments.

This screenshot is identical to Figure 16, but the red box highlights the 'Regulatory Departments' section. The list shows '1 Pakistan Standard Quality and Control Authority' selected. The 'Save' button remains at the bottom right.

Figure 17

- iv. Under the section of 'Duty and Taxes Information', provide the details of the quantity, unit price and other information.

The screenshot shows the 'Duty & Taxes Information' section of the PSW Single Declaration form. The form is titled 'Step 3 of 6' and includes a 'Back to Commodities List' button. The 'Duty & Taxes Information' section is highlighted with a red box and contains the following fields:

Unit Of Measure (Assessment Purpose)	Quantity (Assessment Purpose)	Unit Of Measure (Statistical Purpose) (Optional)	Quantity (Statistical Purpose)
kg	5	Cage	5
Unit Of Measure (International Traded) (Optional)	Quantity (International Traded) (Optional)	Unit Value (USD)	Total Value
Cage	0	0.28	1.4
Import Value (PKR)	Unit Value (As per invoice)	Item Import Type	Origin
320	0	Commercial	United Arab Emirates

Below the 'Duty & Taxes Information' section, there are sections for 'SROs / Exemptions' and 'OGA's Required Information'. A 'Save' button is located at the bottom right of the form.

Figure 18

- v. You can attach the relevant SROs / Exemptions in the 'SRO Attachment' field.

The screenshot shows the 'SROs / Exemptions' section of the PSW Single Declaration form. The section is highlighted with a red box and contains a table with the following columns: Order No, Serial, Duties, and Action. The table is currently empty, with the text 'No records available' displayed below it. A search button labeled 'SRO Attachment' is located at the top right of the table. The 'Duty & Taxes Information' section is visible above the 'SROs / Exemptions' section.

Figure 19

a. You can also view the SRO/Exemptions list by clicking the SRO attachment button.

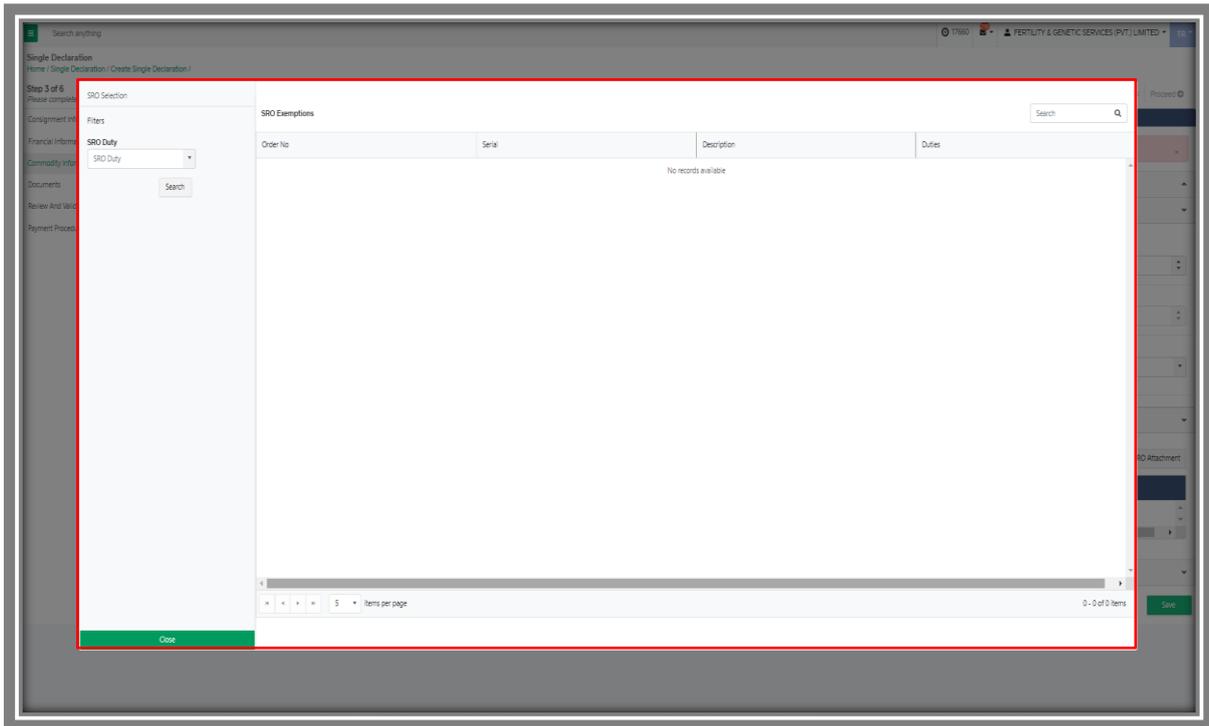


Figure 20

vi. Under the OGA required information tab, click on the 'Get Documentary Requirement' button.

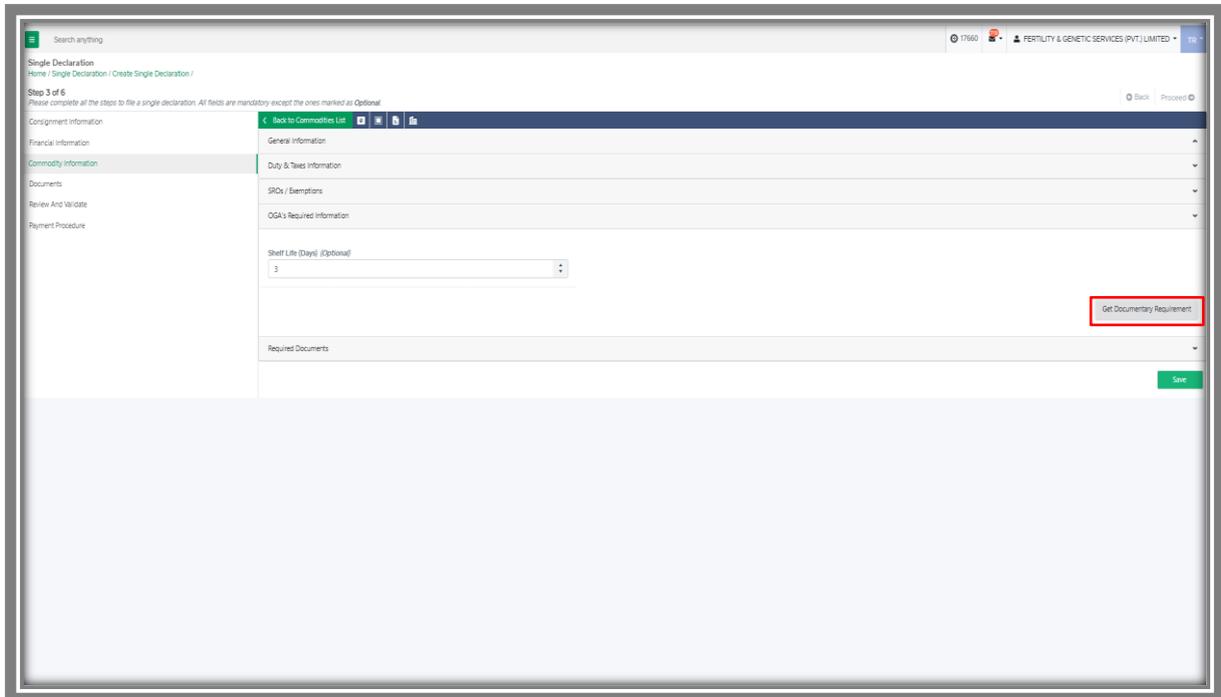


Figure 21

vii. Now you can view the list of required documents.

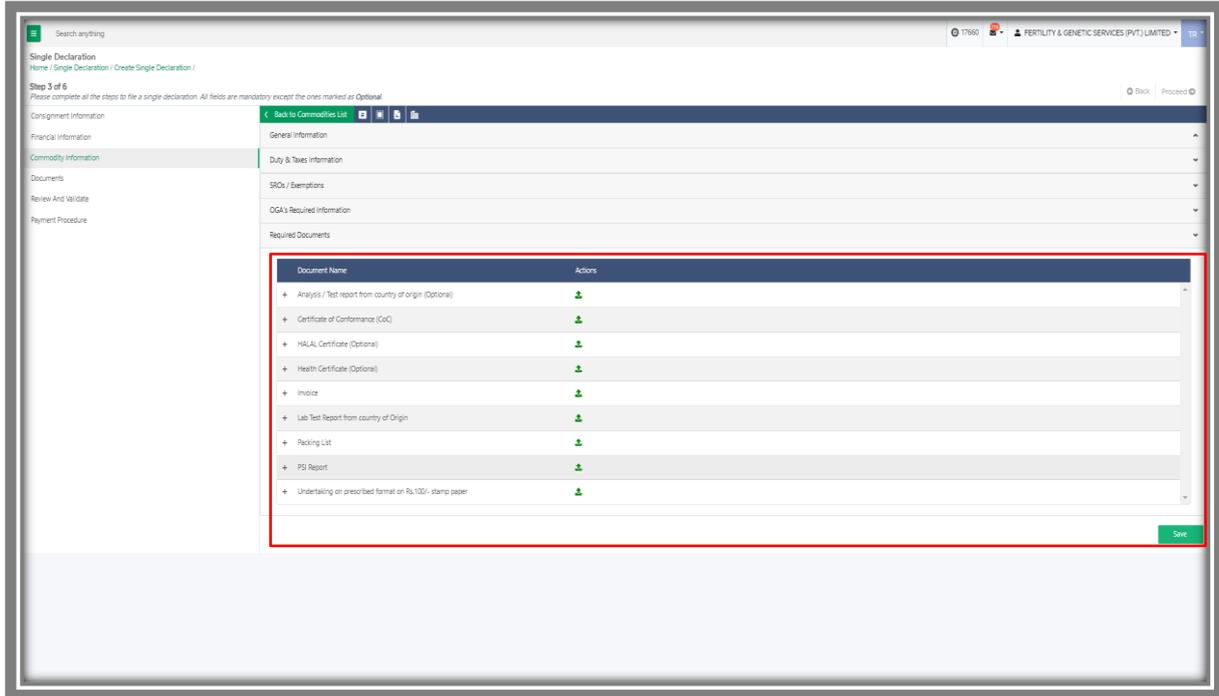


Figure 22

viii. You can upload documents one by one by clicking on the 'Upload' button. After uploading the documents, click on the 'save' button to proceed further.

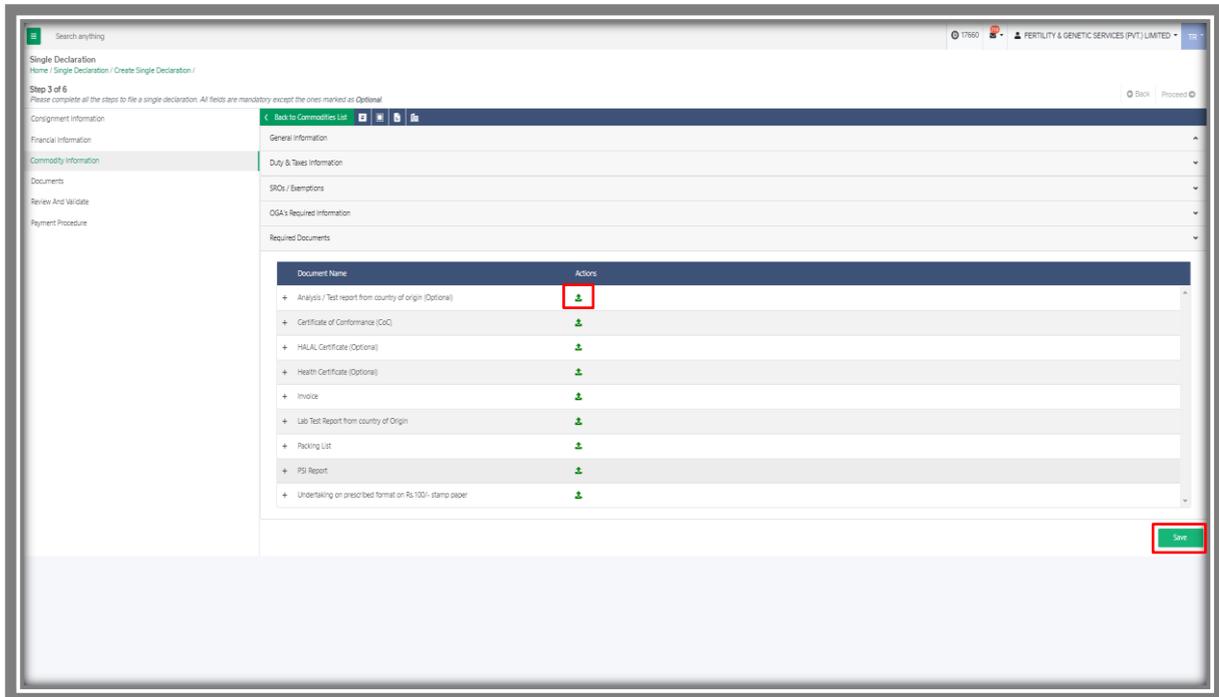


Figure 23

- ix. Once you upload all the required documents, the commodity will be added successfully to the list.

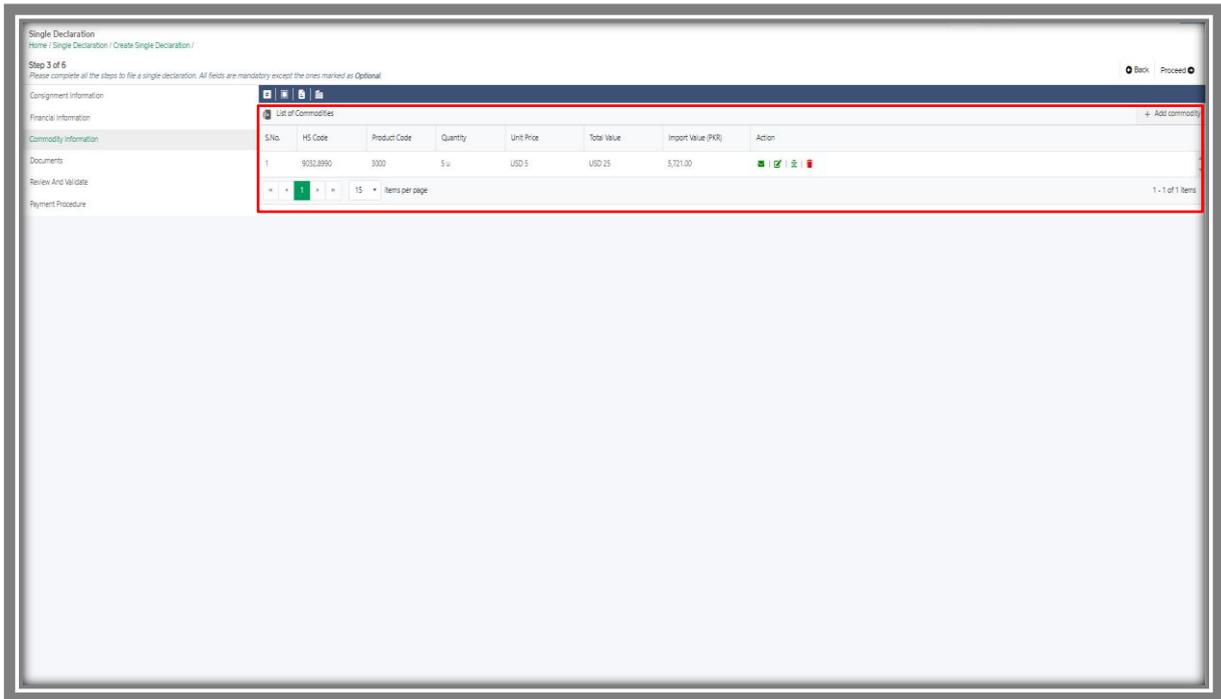


Figure 24

- x. Under the Action column, click on the envelope icon to view the item structure list.

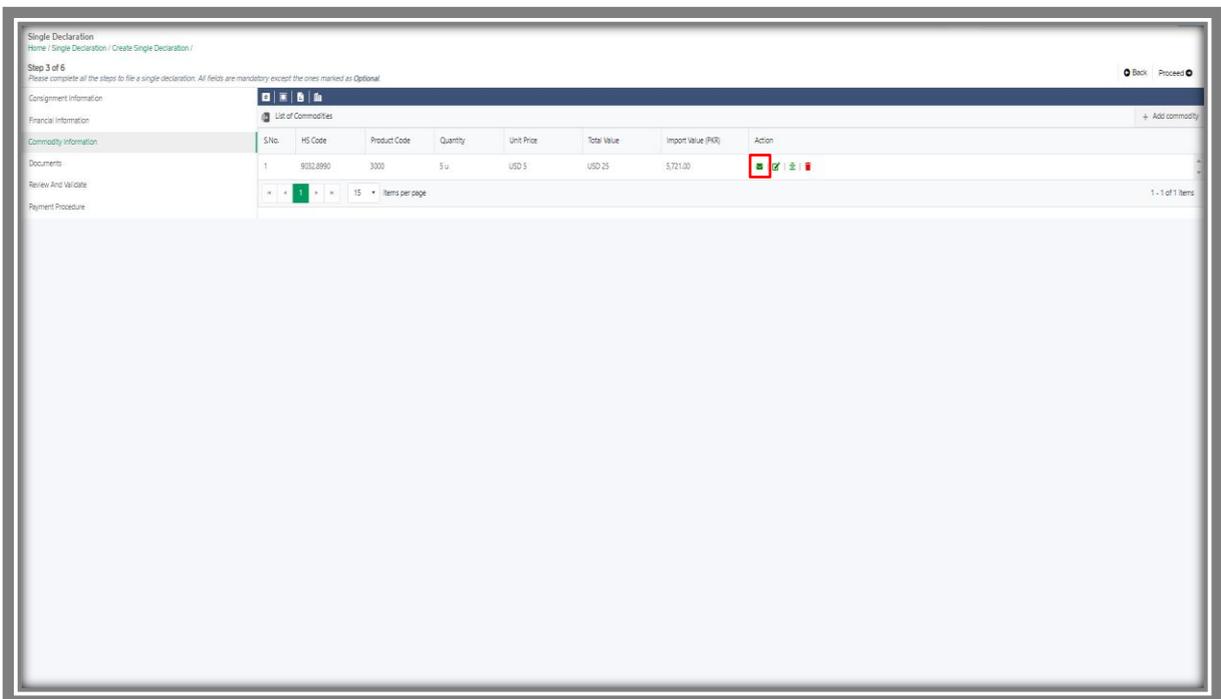


Figure 25

- xi. Check on the items and click on the 'Submit' button.

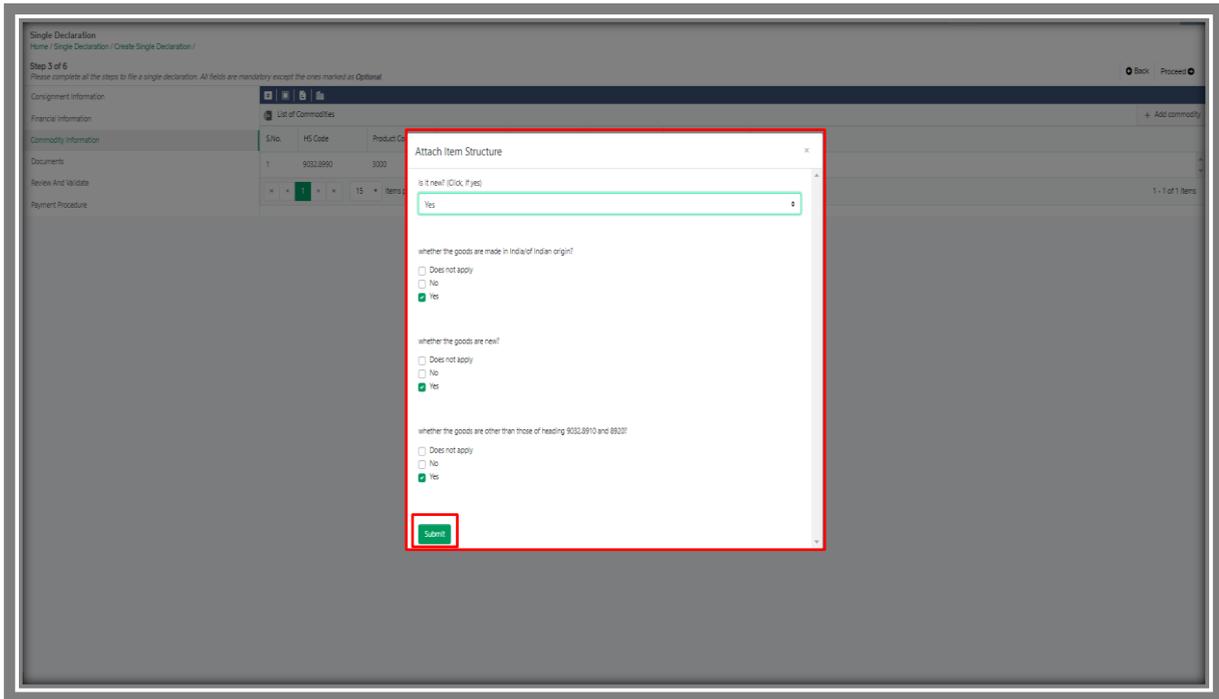


Figure 26

### 5.4. Review and Validate – Trader/Custom Agent

- i. Provide details of warehouse information and then review and validate the information.

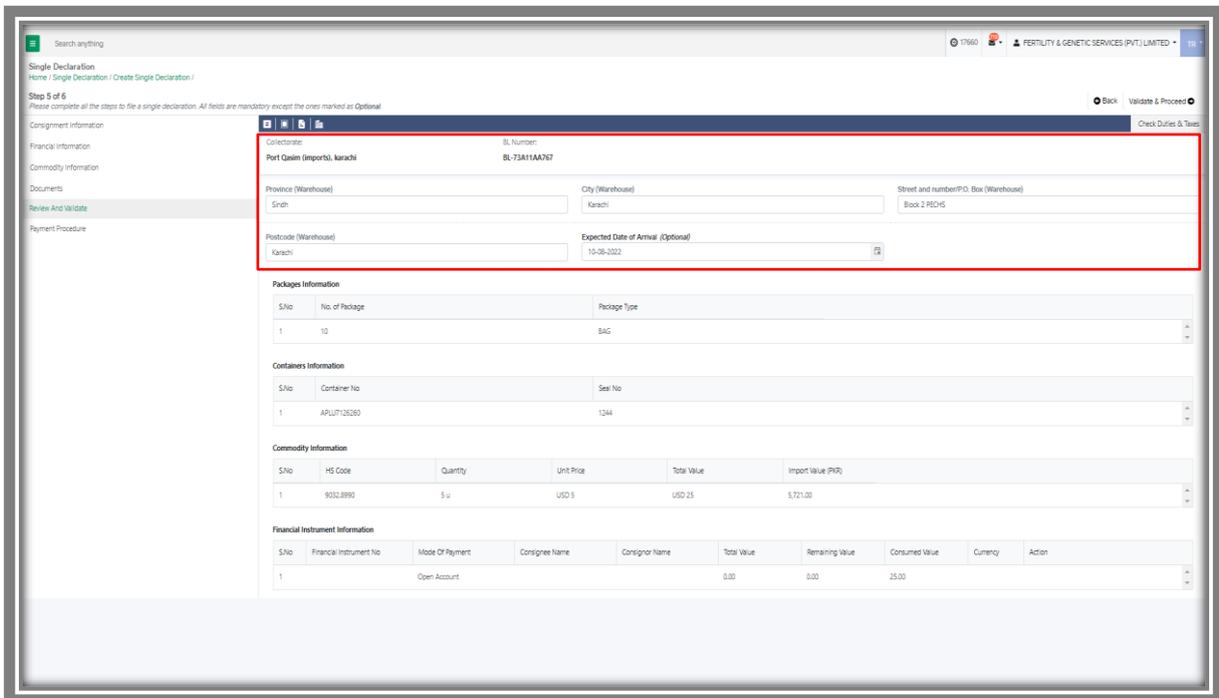


Figure 27

ii. Click on the 'Validate and Proceed' button.

Search anything

Single Declaration  
Home / Single Declaration / Create Single Declaration /

Step 5 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Consignment Information  
Financial Information  
Commodity Information  
Documents  
Review And Validate  
Payment Procedure

Collectorate: Port Qasim (Imports), Karachi BL Number: BL-73M11AA787

Province (Warehouse): Sindh City (Warehouse): Karachi Street and number/P.O. Box (Warehouse): Block 2 PCHS

Postcode (Warehouse): Karachi Expected Date of Arrival (Optional): 10-08-2022

**Packages Information**

S.No	No. of Package	Package Type
1	10	BAG

**Containers Information**

S.No	Container No	Seal No
1	APLU7102600	1344

**Commodity Information**

S.No	HS Code	Quantity	Unit Price	Total Value	Import Value (PKR)
1	9032.8990	5 u	USD 5	USD 25	5,721.00

**Financial Instrument Information**

S.No	Financial Instrument No	Mode of Payment	Consignee Name	Consignor Name	Total Value	Remaining Value	Consumed Value	Currency	Action
1		Open Account			0.00	0.00	25.00		

Back Validate & Proceed Check Duties & Taxes

Figure 28

iii. Click on the 'OK' button to proceed further.

Search anything

Single Declaration  
Home / Single Declaration / Create Single Declaration /

Step 6 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Consignment Information  
Financial Information  
Commodity Information  
Documents  
Review And Validate  
Payment Procedure

Payment Advice

NTN: 0656910 Trader Name: FERTILITY & GENETIC SERVICES (PVT.) LIMITED Trader Address: 38-EAST, ZAHOOR PLAZA, JINNAH AVENUE BLUE AREA, Islamabad Islamabad Urban

Fee Name	Amount (PKR)	Fee Name	Amount (PKR)
Customs Duty	PKR 343.00	PIQCA Reverse Order	PKR 16,000.00
Sales Tax			
Additional Sales Tax			
Income Tax			
Additional Custom Duty			
Sindh CESS			
Stamp Duty			
<b>Total</b>	<b>PKR 5,262.00</b>	<b>Total</b>	<b>PKR 16,000.00</b>
<b>Grand Total</b>			<b>PKR 21,262.00</b>

Validated!  
Your SD is validated successfully

OK

Figure 29

### 5.5. Payment Procedure – Trader/Custom Agent

- i. Payment advice will be appeared, showing the details of all the PSQA fees, duties, and taxes.

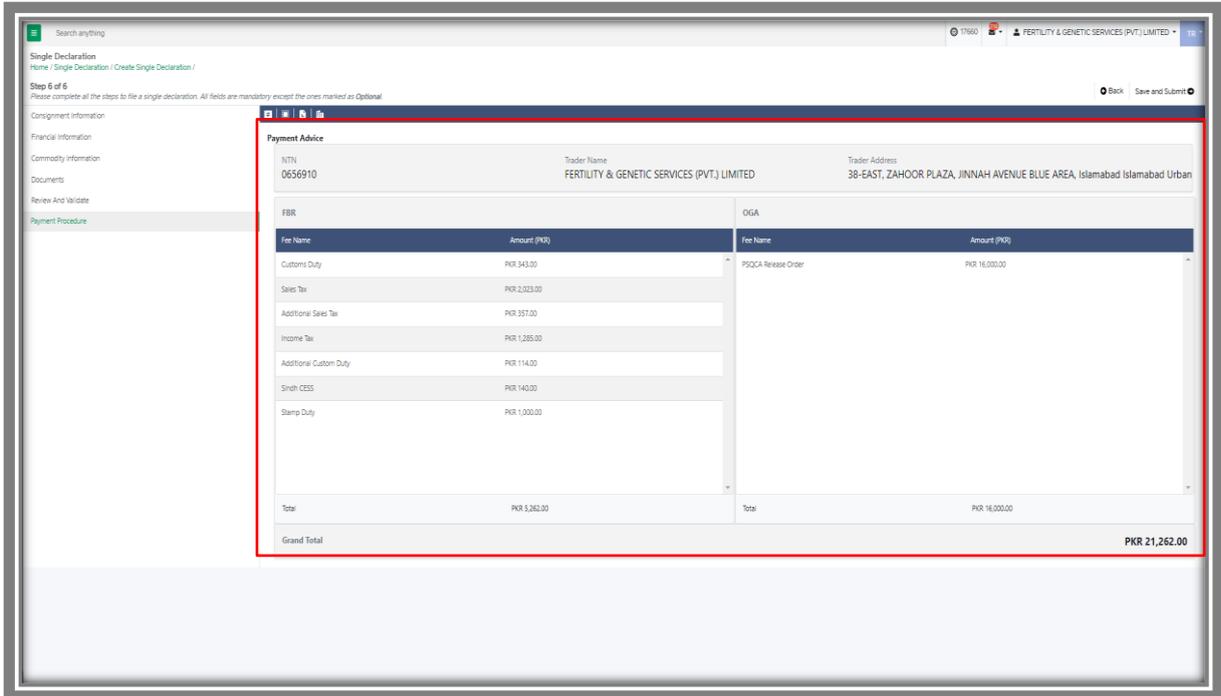


Figure 30

- ii. You can now select the mode of payment. Use the PSID to pay the charges by using alternate delivery channel i.e., Online banking mobile banking, etc.

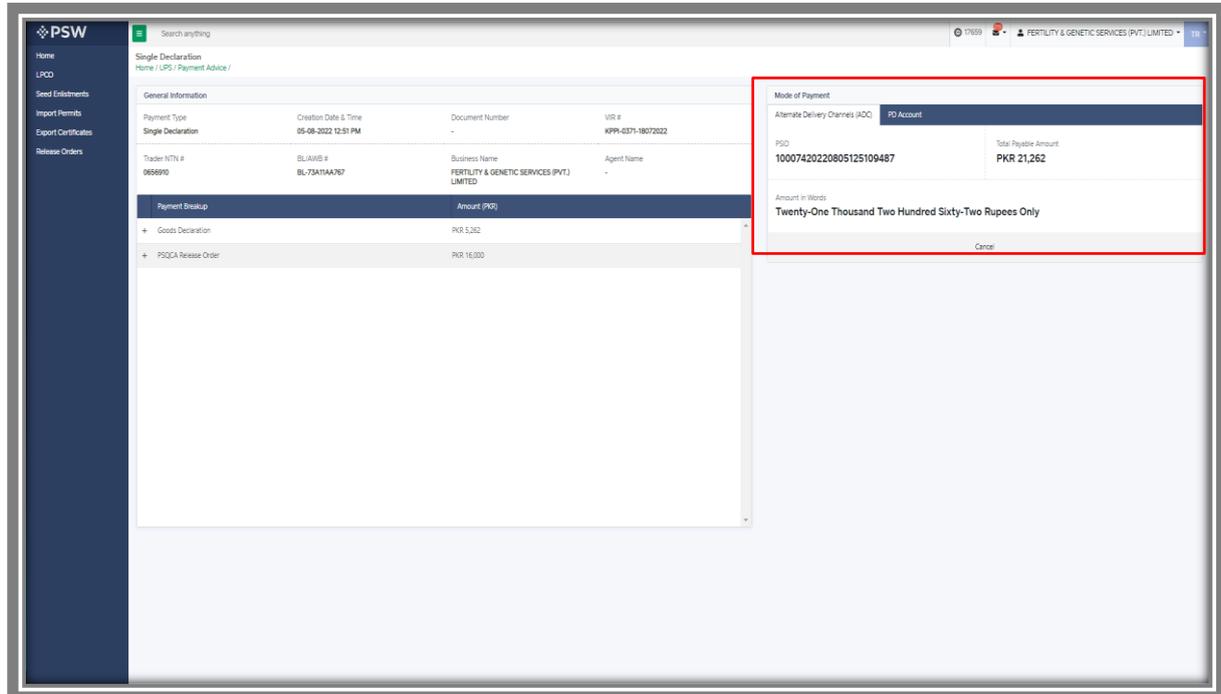


Figure 31

iii. You can also pay the fees by using the PD account.

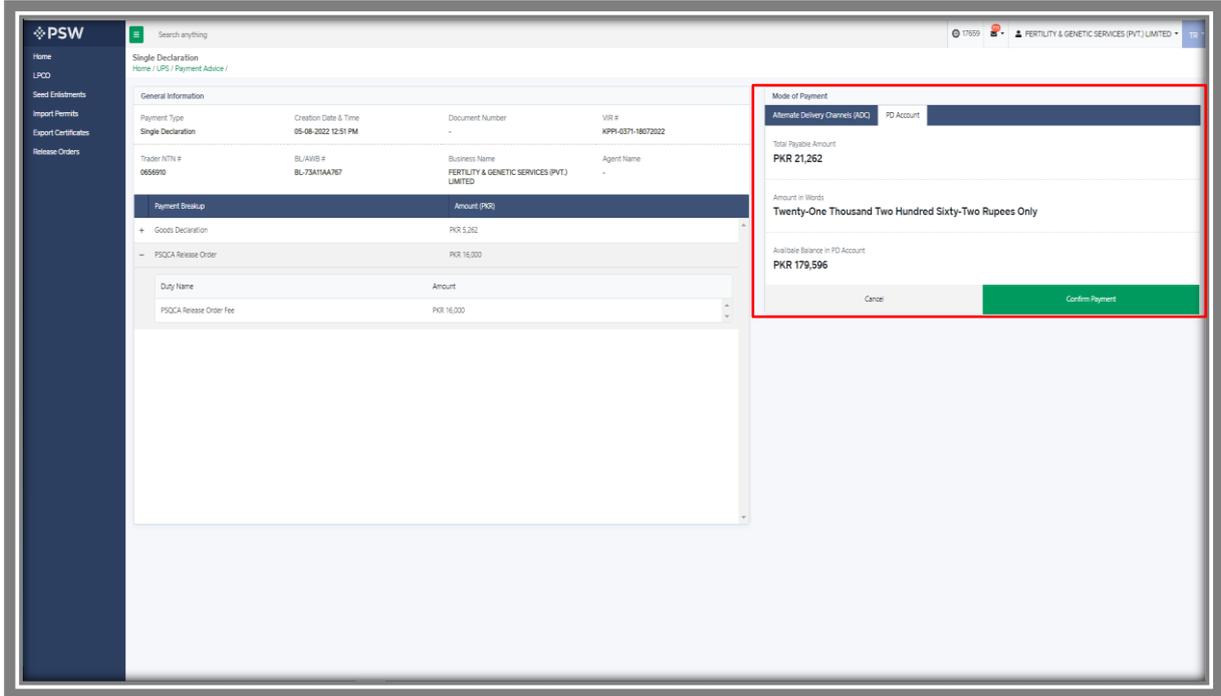


Figure 32

iv. After selecting the mode of payment, click on the 'confirm' button to proceed further.

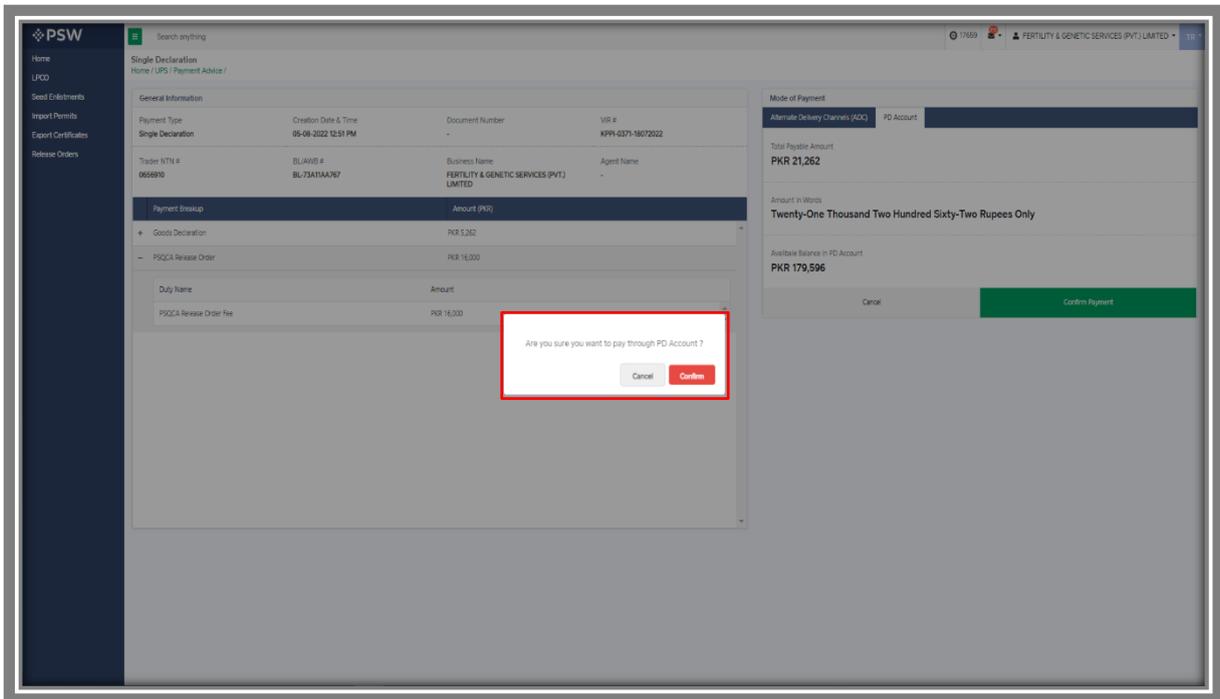


Figure 33

v. Your payment has been done successfully.

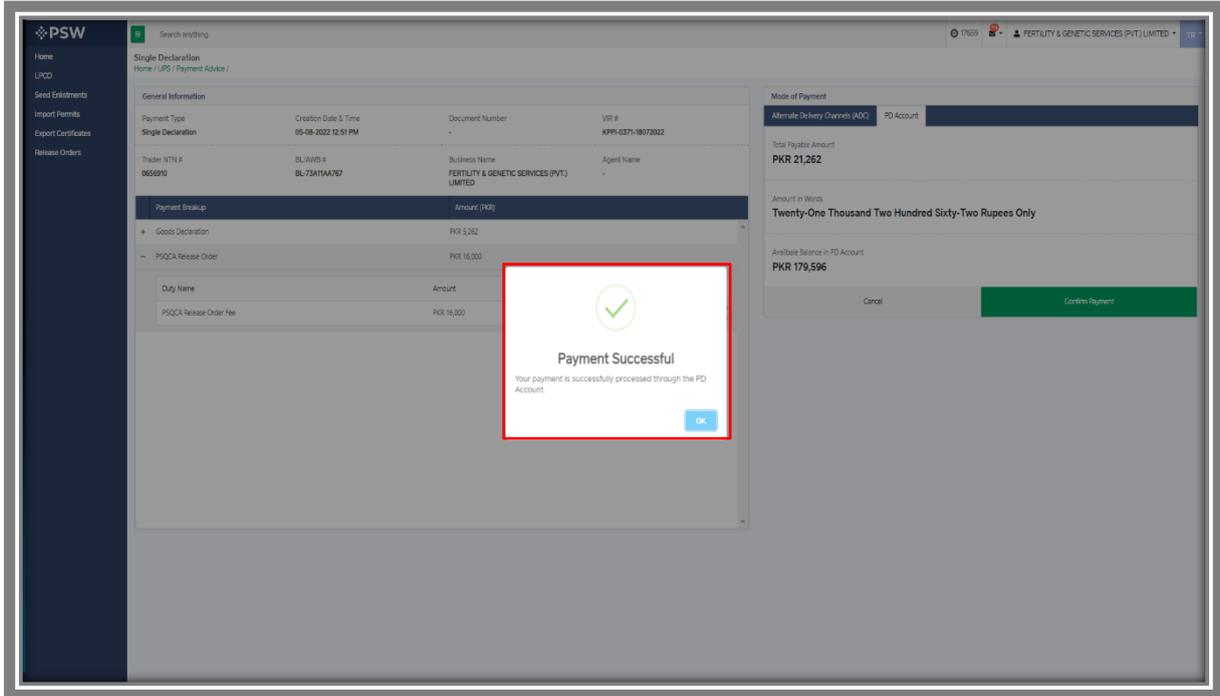


Figure 34

## 6. Release Orders

### 6.1. View Release Order

Once the Single Declaration process has been completed, click on the LPCO Button to view the status of the Release Order Request.

*Note: All the requests for Release Orders will be automatically generated upon submission of Single Declaration-Imports.*

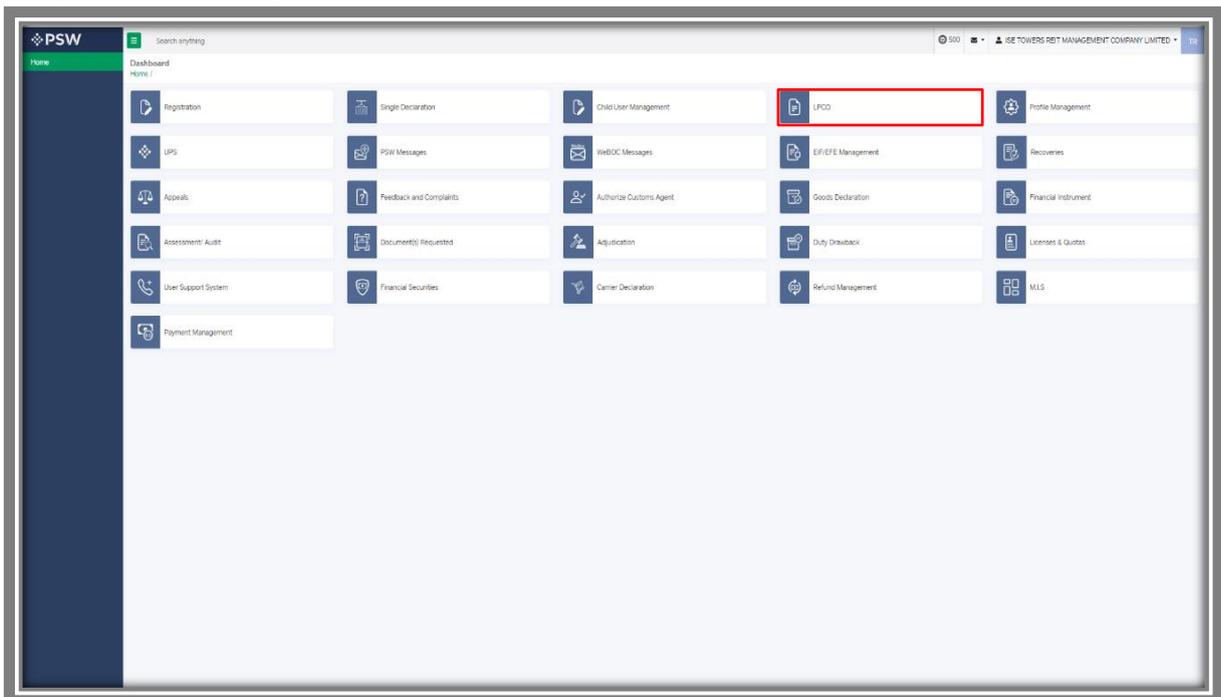


Figure 35

i. Select the 'Release Order' button.

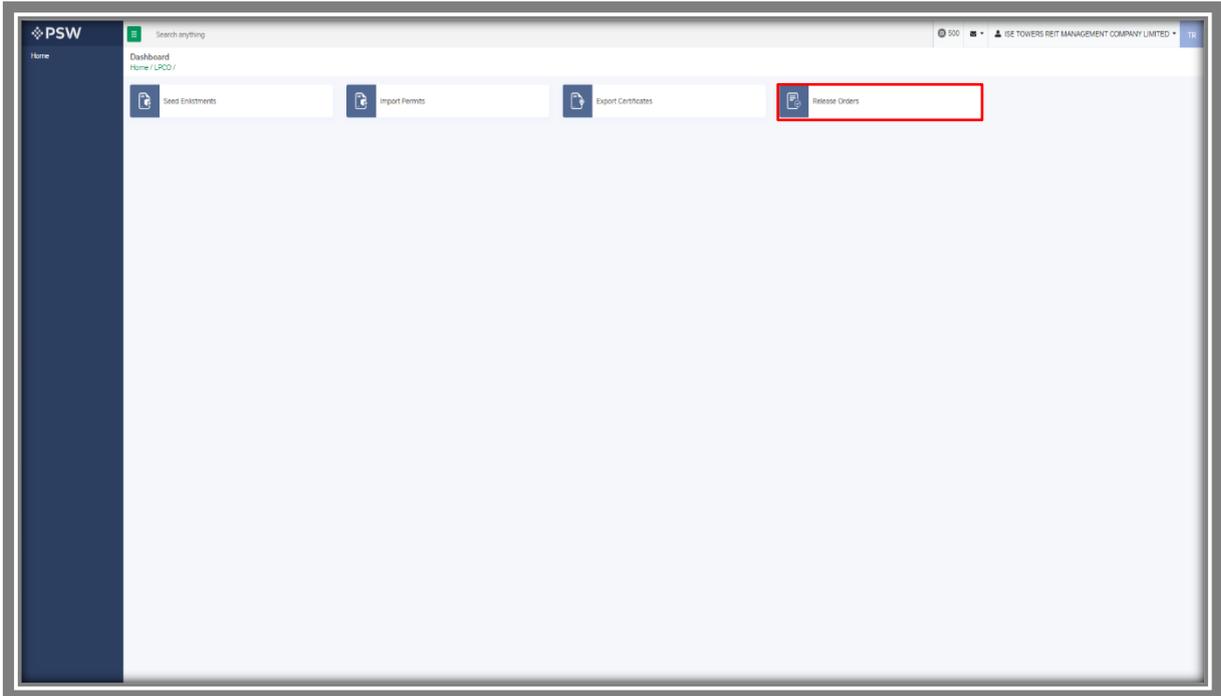


Figure 36

ii. Select the relevant Release Order from the list.

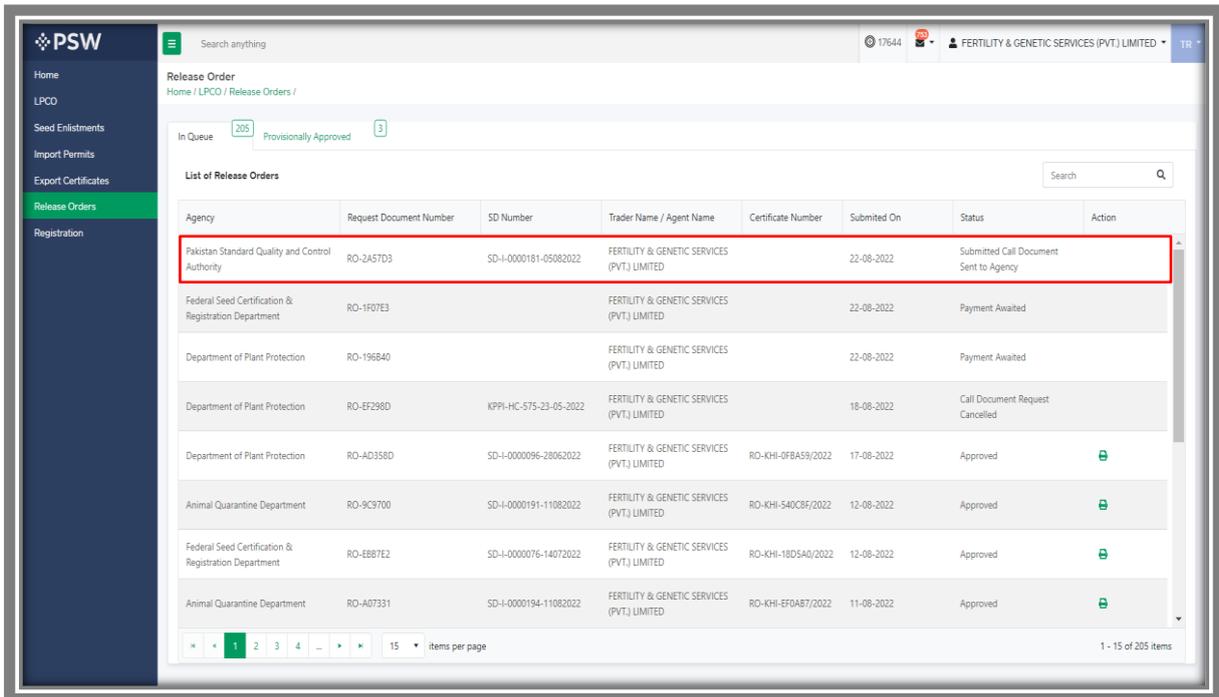


Figure 37

- iii. The request will be validated by the relevant department and request for Release Order will be assigned to the agency. You can also view the relevant Release Order by searching it from the search box.

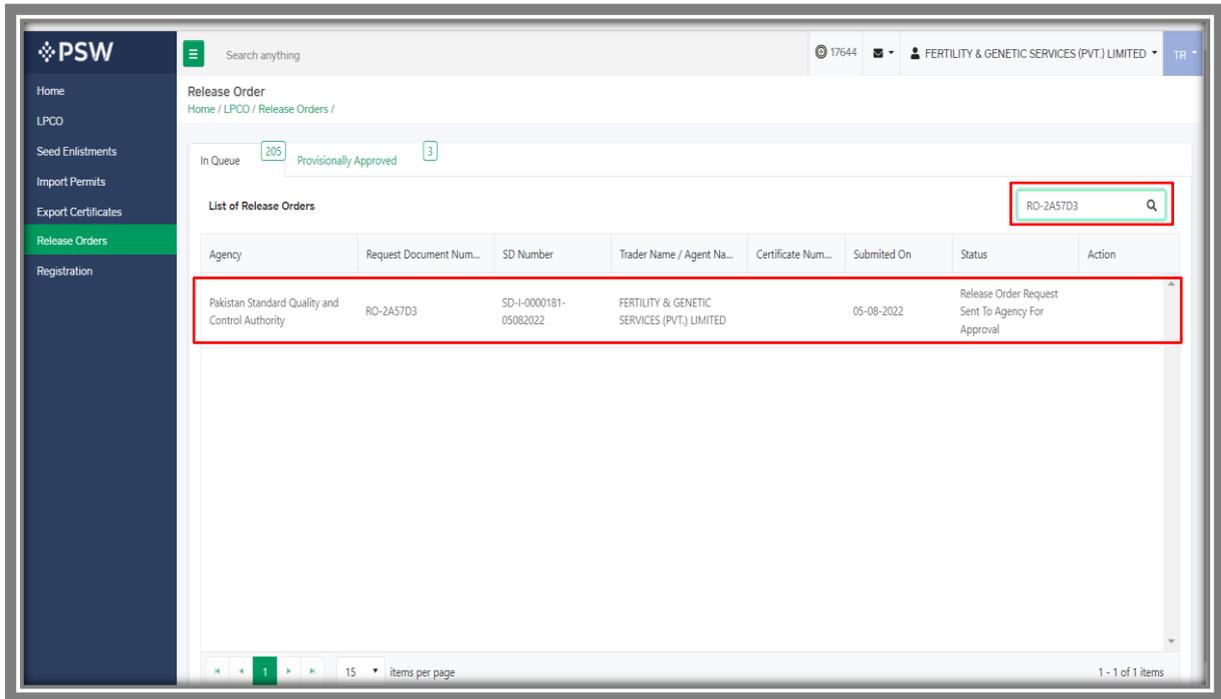


Figure 38

- iv. Click on the Release Order, you can view the status of your request has now been changed to 'Release Order Request Sent to Agency for Approval'.

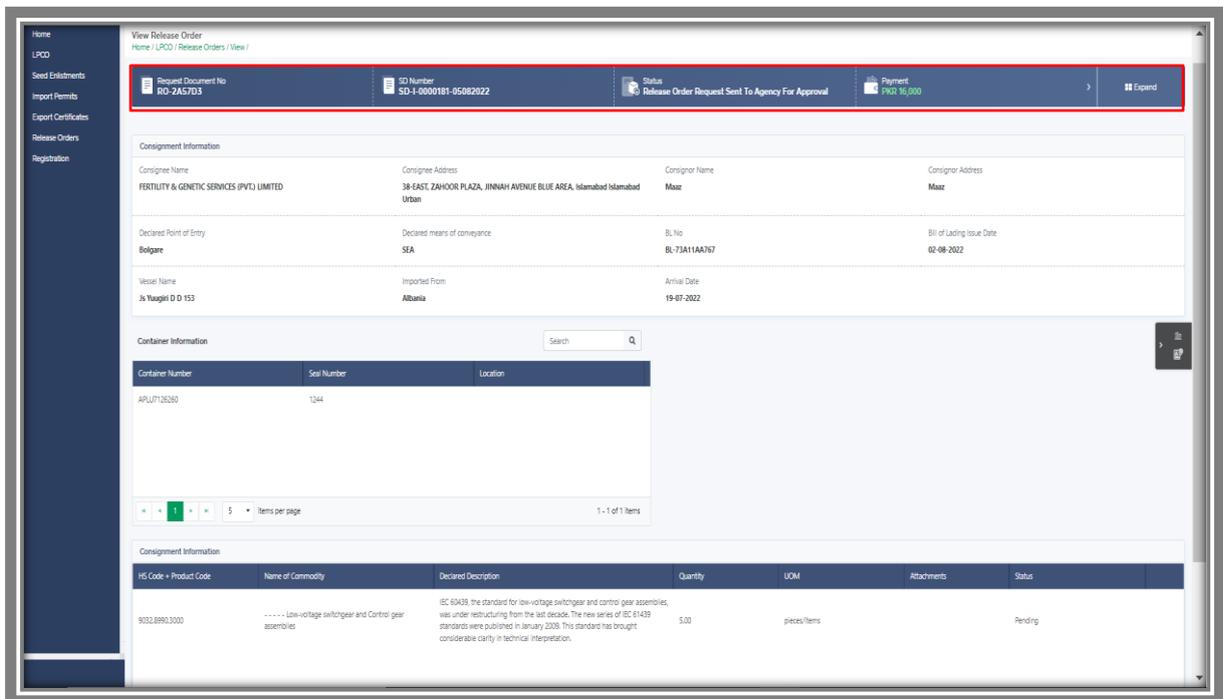


Figure 39

- v. You can also review your request details along with the updated status.

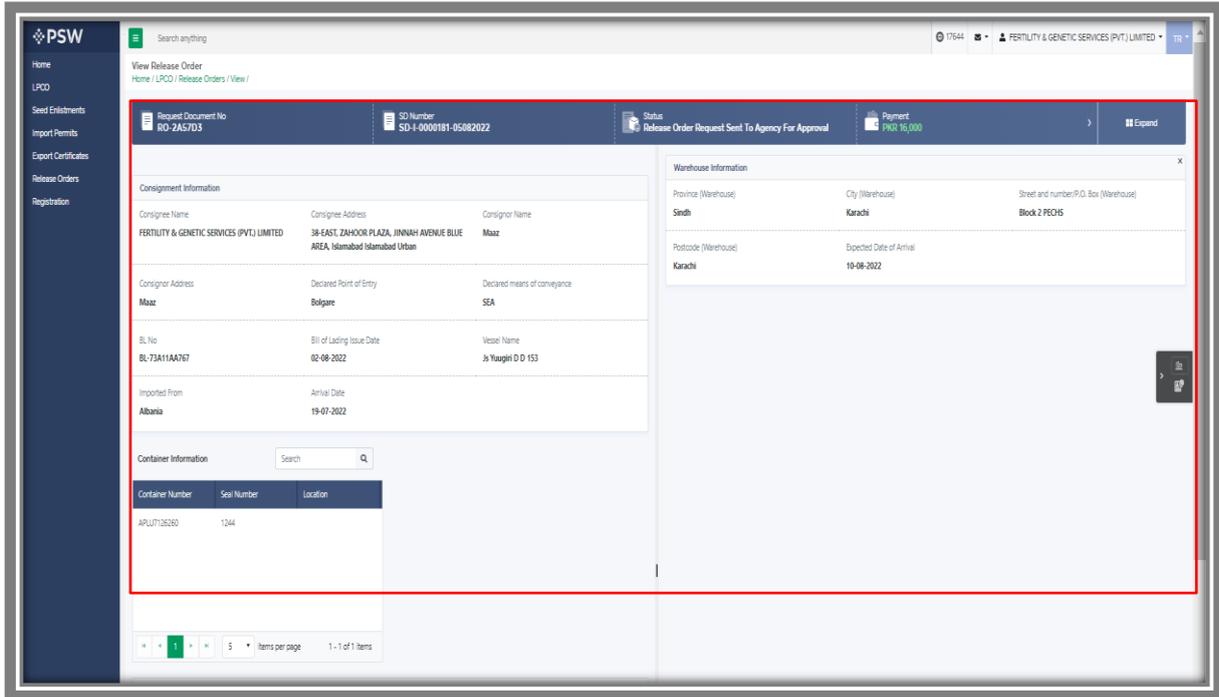


Figure 40

## 6.2. Call Documents

- i. If the PSQCA officer requests any additional document, a notification will appear in the notification bar. You will click on the notification button appearing at the top right side of the window.

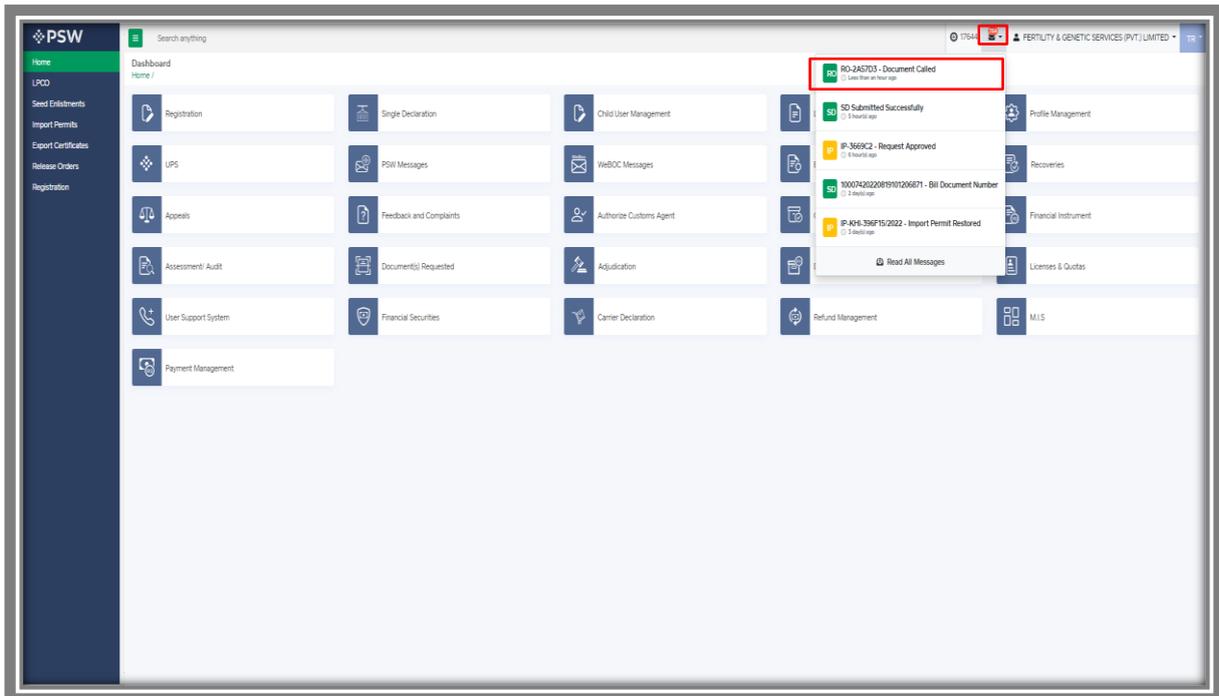


Figure 41

- ii. Click on the Document Called notification. You will be redirected to the inbox.

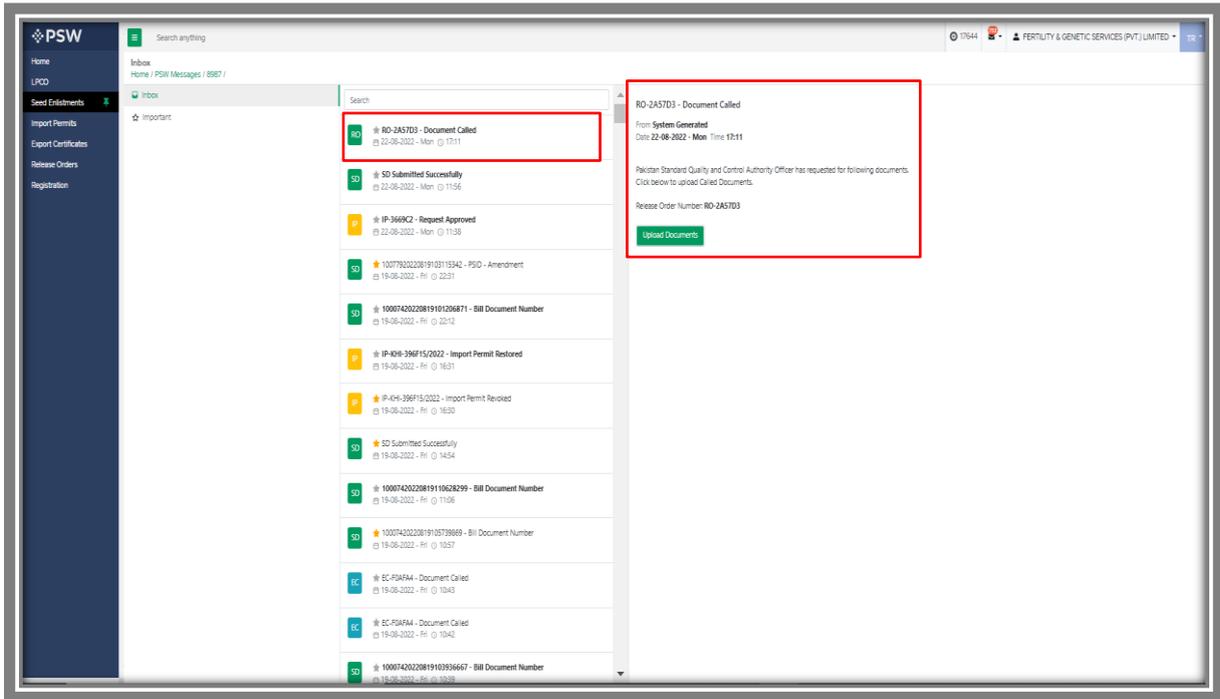


Figure 42

### 6.2.1. Upload Call Documents

- i. Click on 'Upload Documents' to attach the required documents.

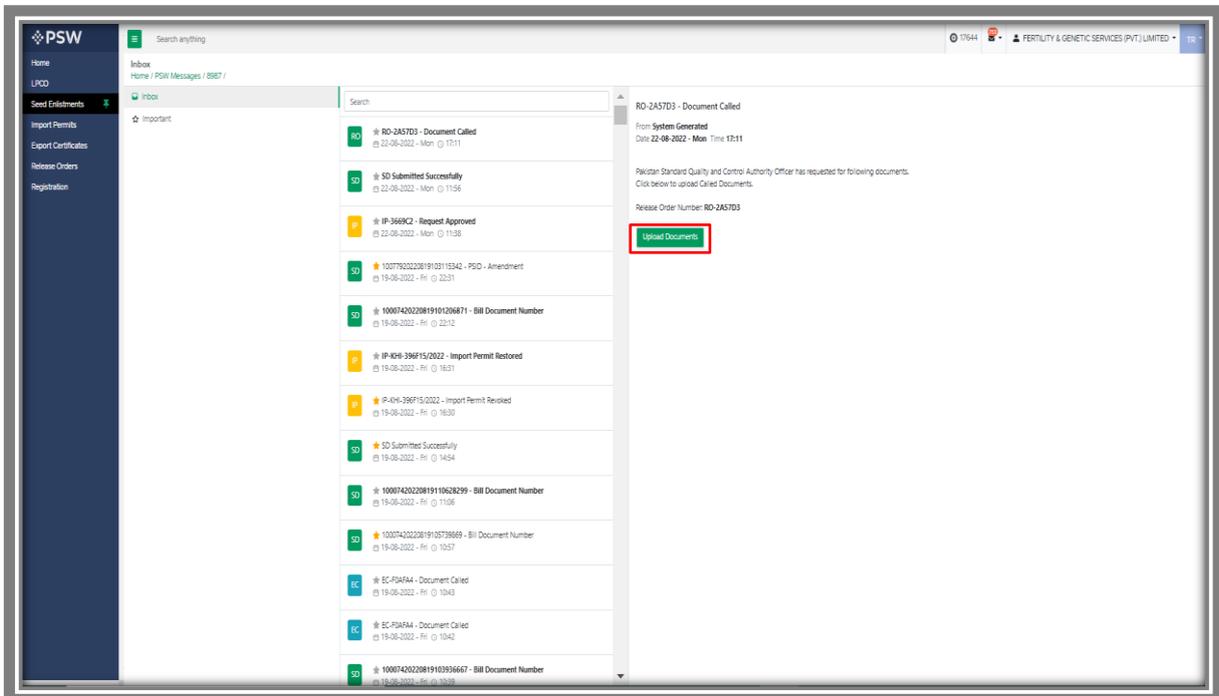


Figure 43

- ii. The 'Document Called' screen will be opened, here you can view and upload the required document.

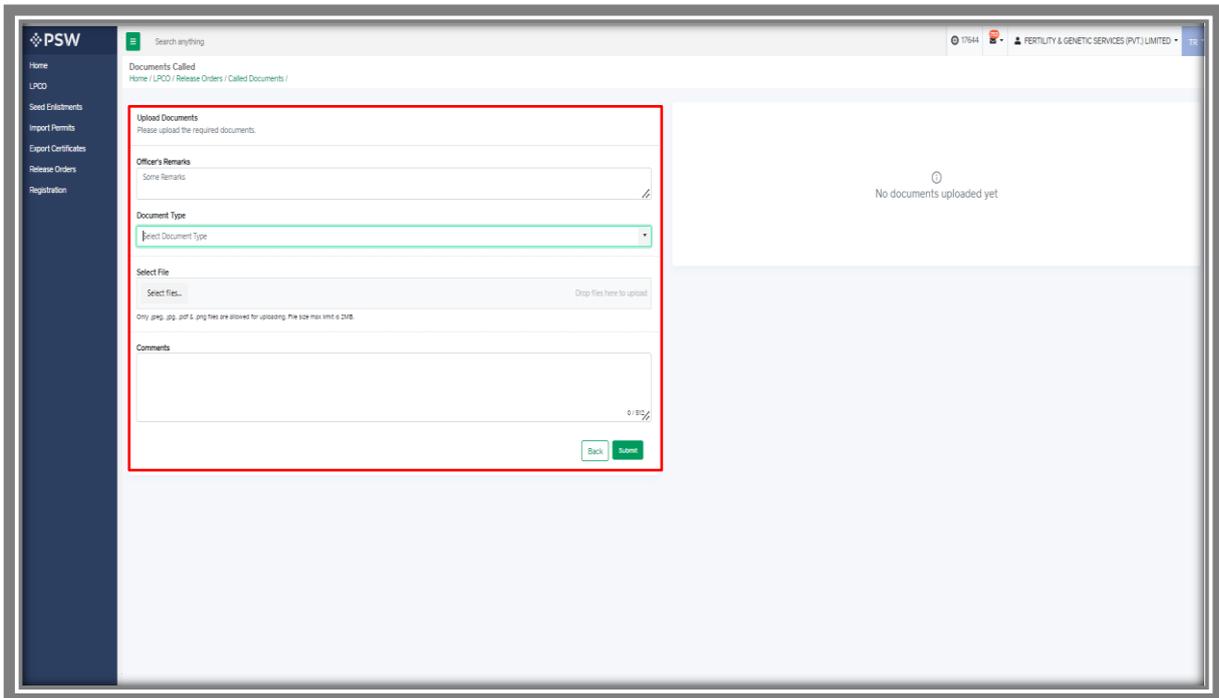


Figure 44

- iii. Click on 'Document Type' and then select the document from the dropdown list.

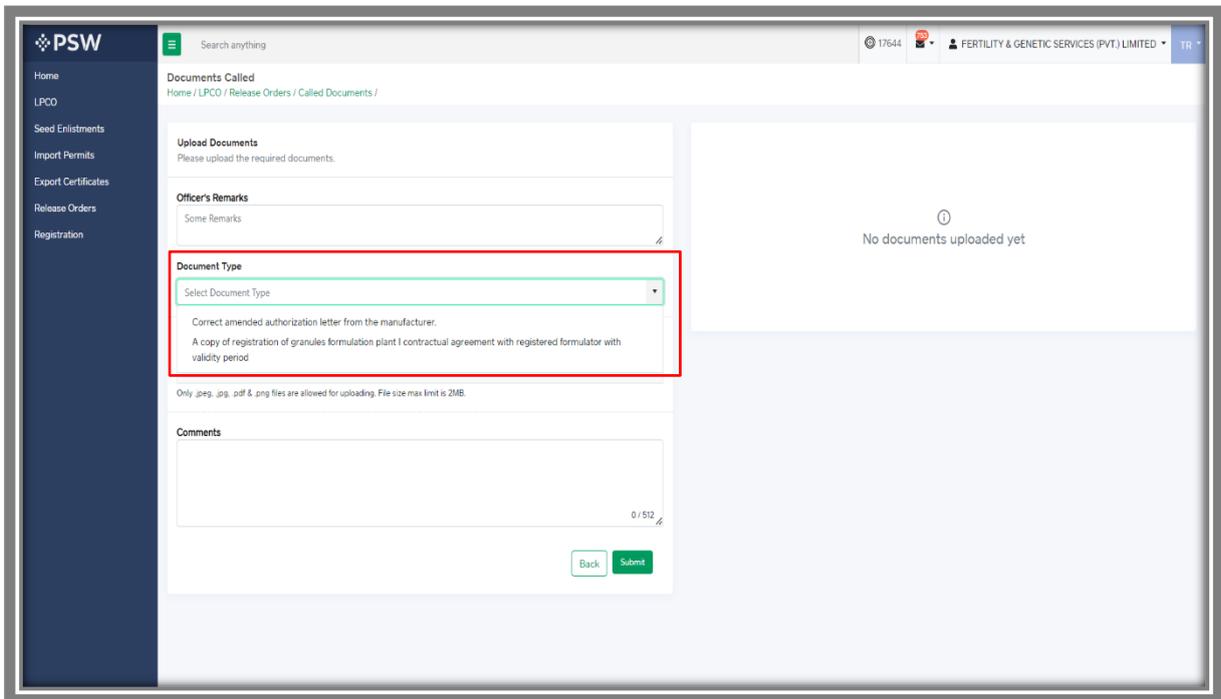


Figure 45

iv. Now click the 'select file' button and upload the required document.

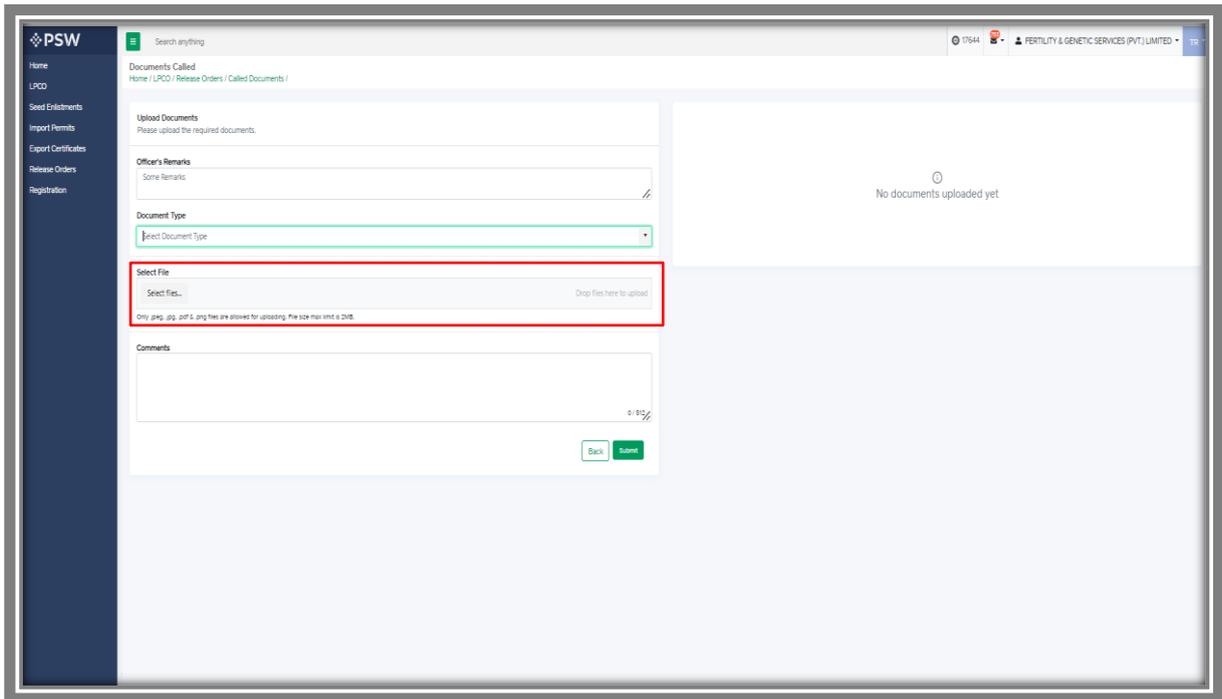


Figure 46

v. You can review the attached document by clicking on the document preview. Now click the 'Submit' button to proceed further.

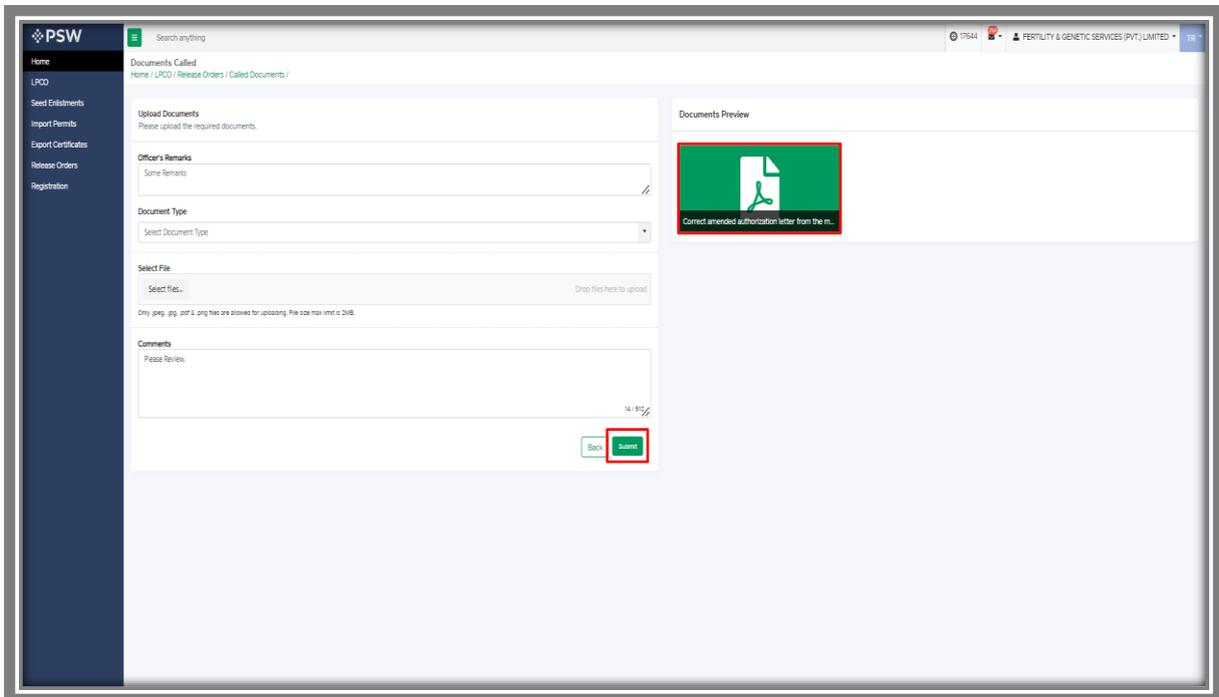


Figure 47

- vi. Upon clicking on the 'Submit' button, a pop-up message will appear. Click on the 'OK' button to proceed further.

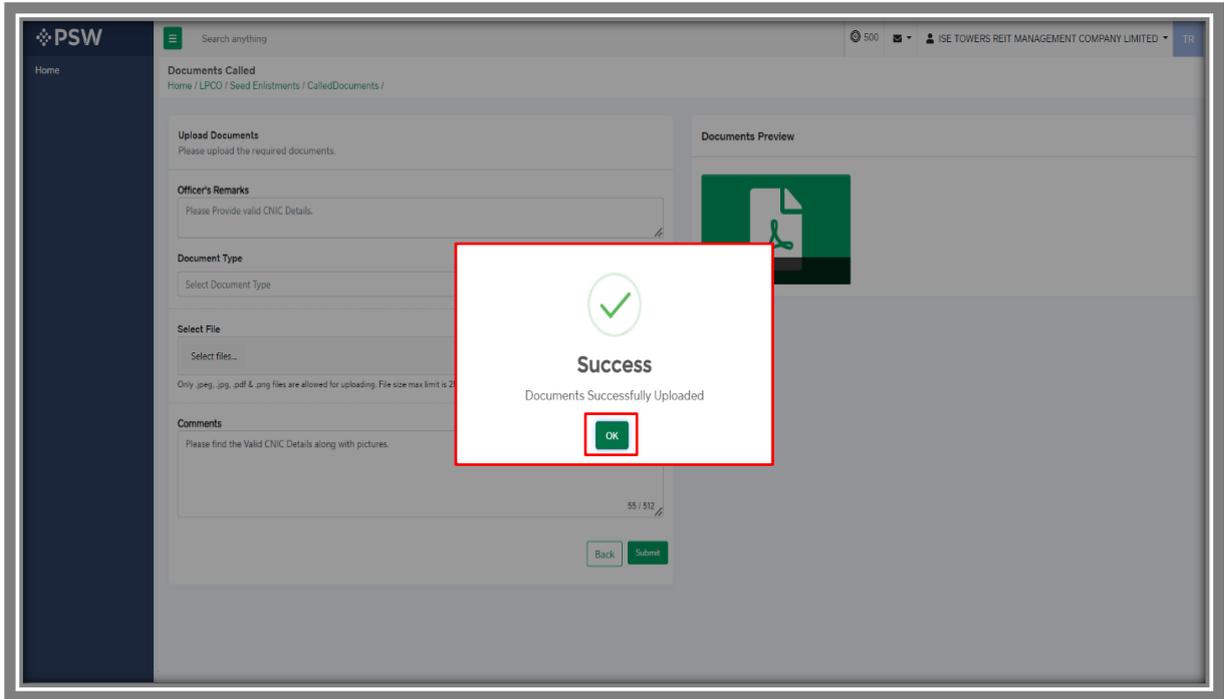


Figure 48

- vii. In the 'Release Order In-Queue List', you can view the status of your submitted single declaration requests. Click on the relevant request.

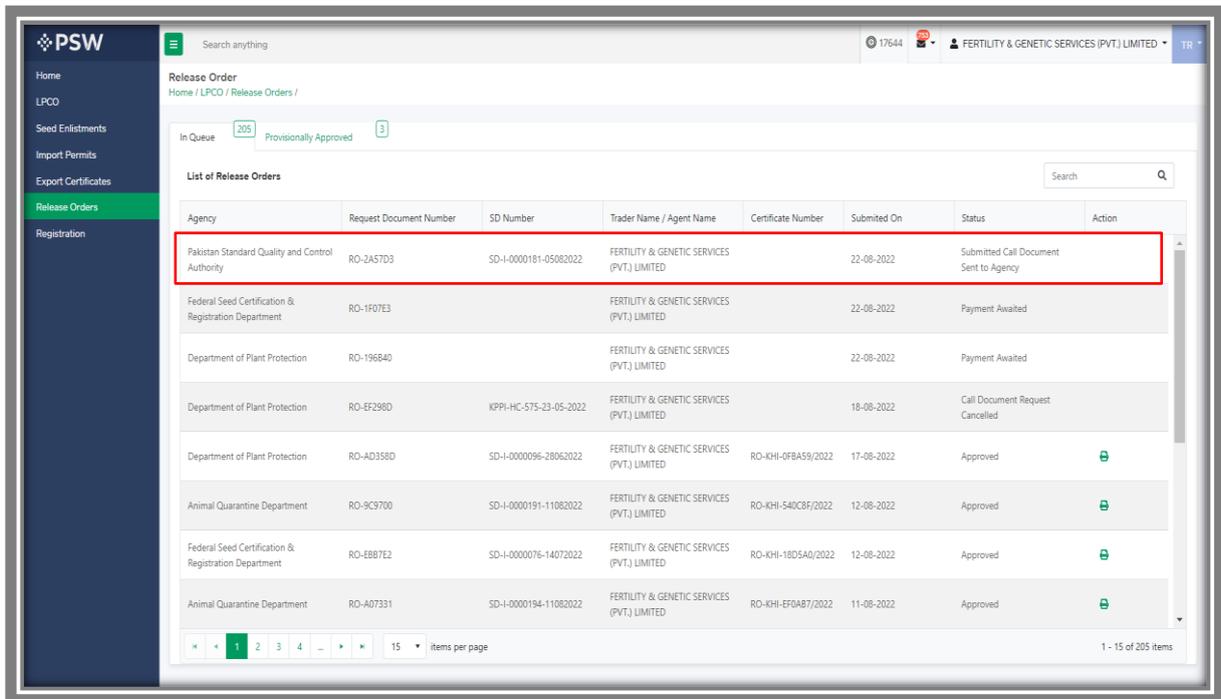


Figure 49

- viii. Once you will open the request, you can view the status of your submitted request has now been changed to “Submitted Called Documents sent to Agency.”

The screenshot shows the 'View Release Order' interface. At the top, the status is 'Submitted Called Document Sent to Agency', which is highlighted with a red box. Below this, the 'Consignment Information' section includes details for FERTILITY & GENETIC SERVICES (PVT.) LIMITED, consignee address in Islamabad, and consignee name 'Maz'. It also lists the declared point of entry as 'Bolqare', vessel name 'Ji Yaogui D D 153', and arrival date '19-07-2022'. The 'Container Information' table shows one container with number 'APLU7126260' and seal number '1344'. The 'Commodity Information' table below shows a single entry for 'Low-voltage switchgear and Control gear assemblies' with a quantity of 5.00 and status 'Pending'.

Figure 50

- ix. You can also review the ‘Call Documents History’ and submitted call documents.

The screenshot shows the 'Call Documents History' section, which is highlighted with a red border. It contains a table with the following data:

Requested On	Call Document Status	Applicant Name	Documents
22-08-2022	Uploaded	FERTILITY & GENETIC SERVICES (PVT.) LIMITED	
	Applicant Comments: Please Review.	Uploaded On: 22-08-2022	
	Officer Name: N/A	Officer Comments: Some Remarks	

Figure 51

### 6.3. Notification of Lab Test

- i. You will receive the notification if PSQA Officer will call the 'Lab Test'. Click on the notification to view the details.

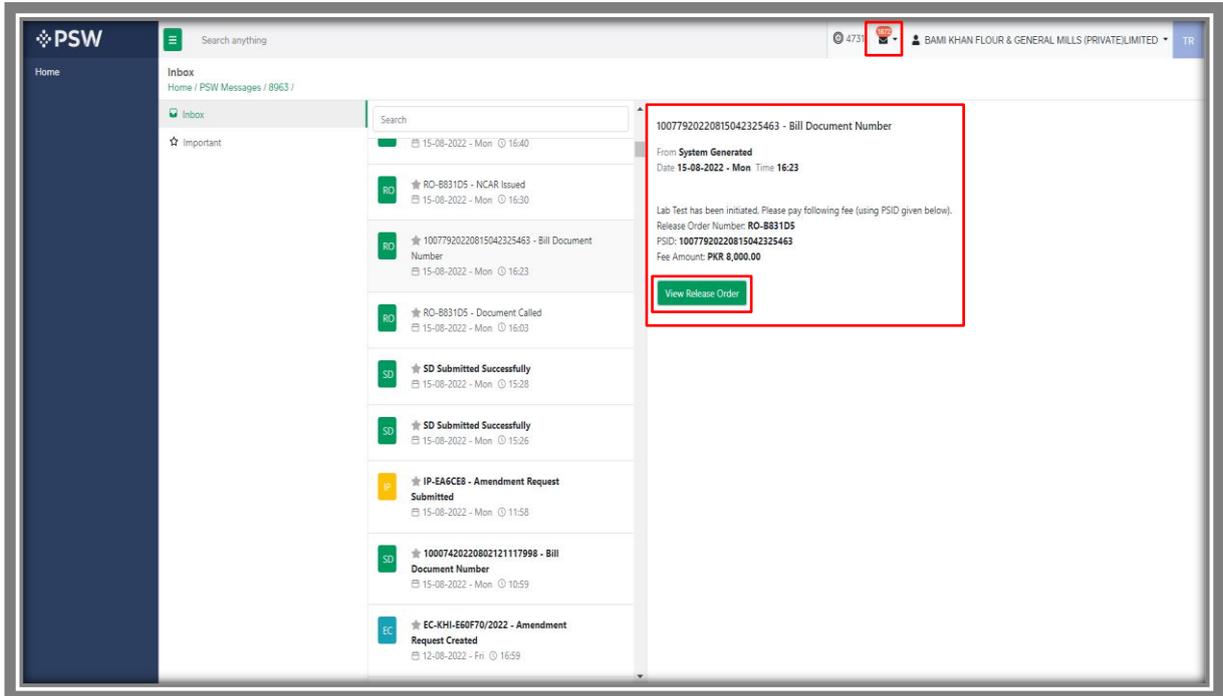


Figure 52

- ii. Once you will click the view release order, Lab payment advice will appear.

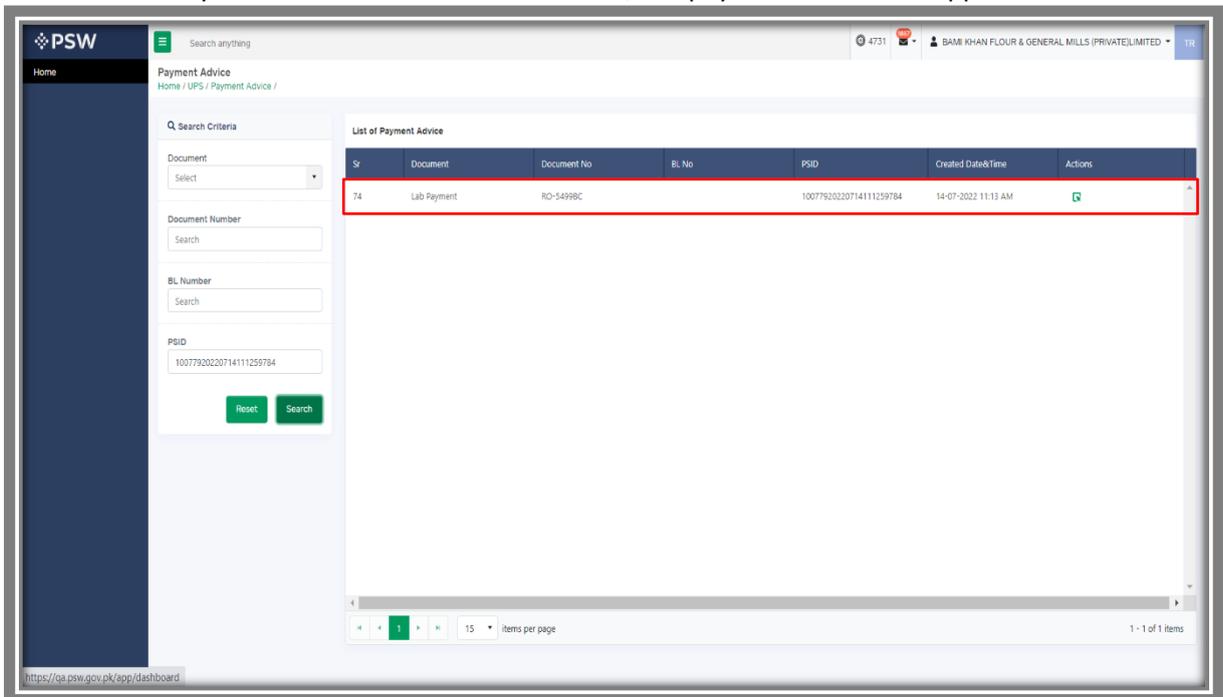


Figure 53

iii. Click on the action button to pay Lab Charges.

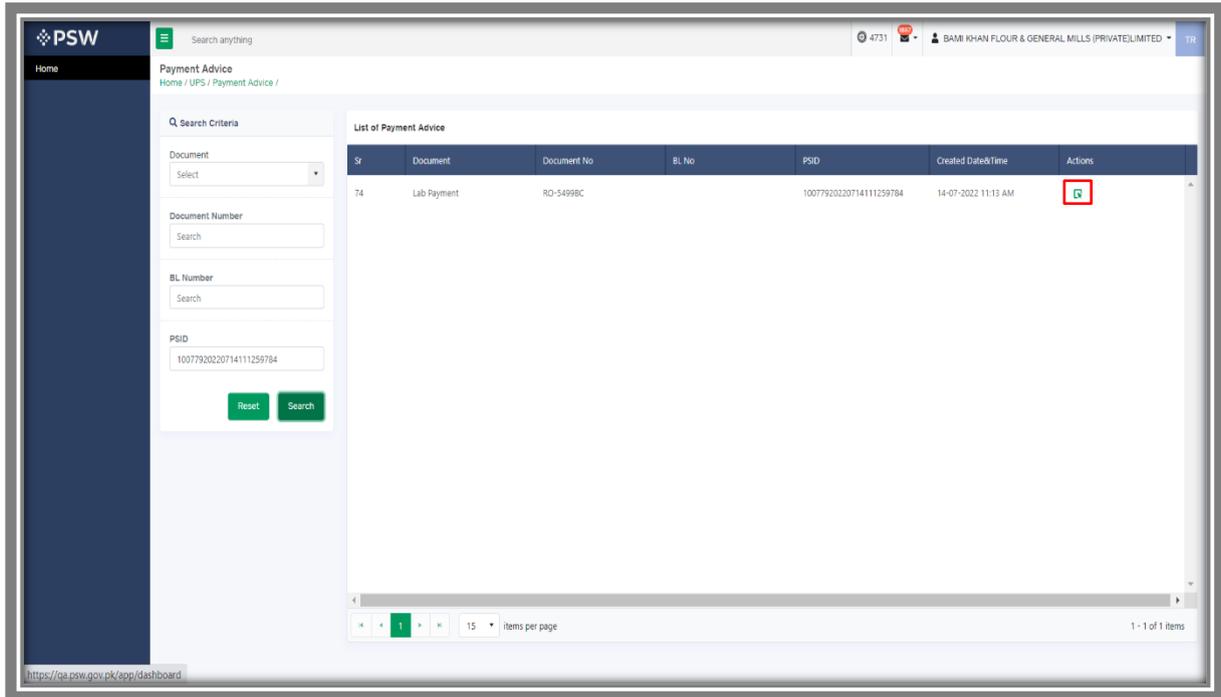


Figure 54

iv. You can pay the lab charges using PSID through the PD account or Alternate Delivery Channel.

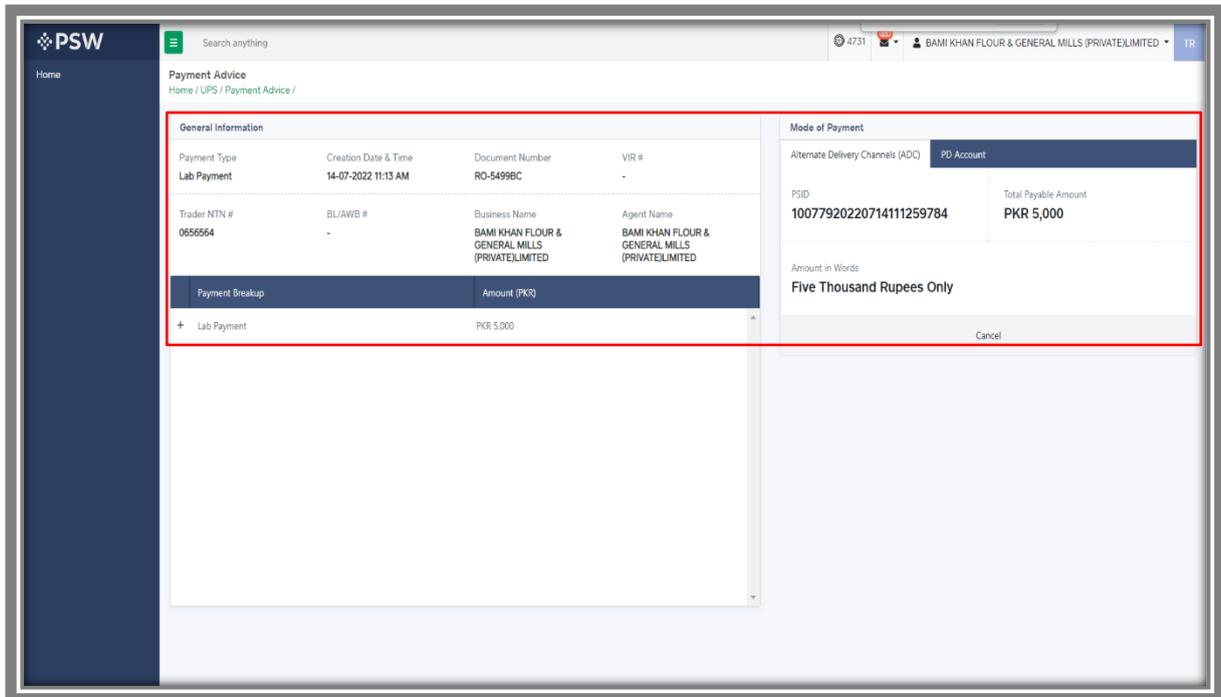


Figure 55

- v. Once payment is done, you will receive a pop-up message for 'Payment Successful'.

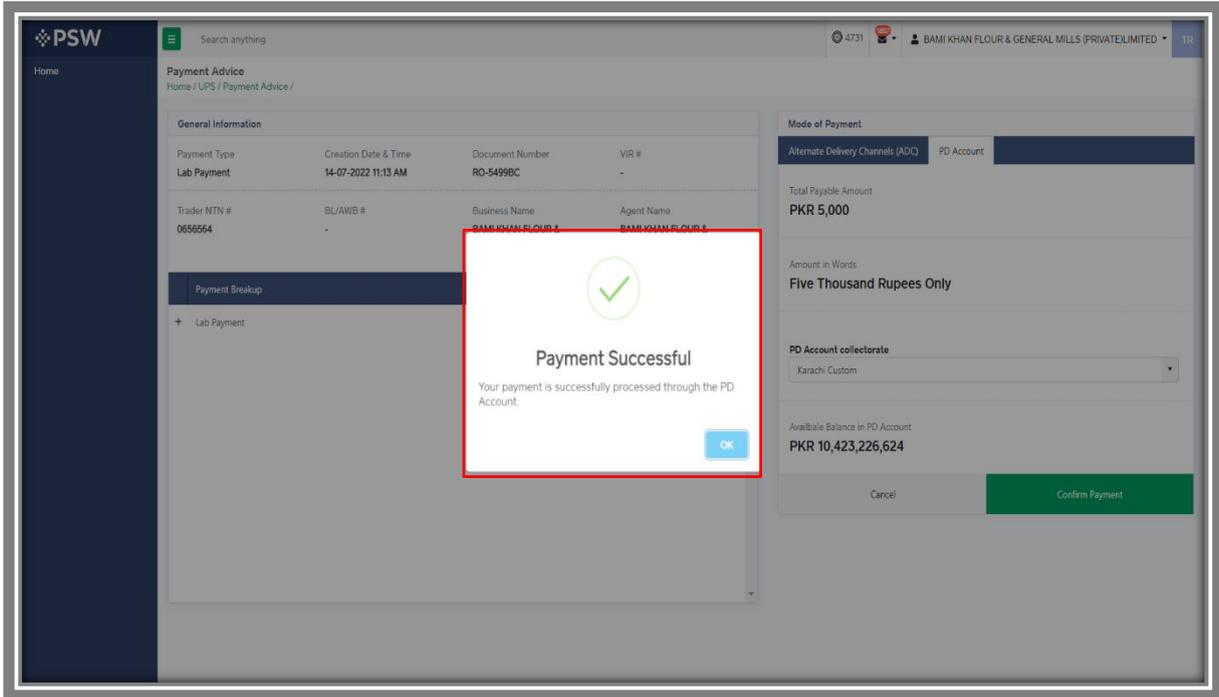


Figure 56

- vi. You can also review your request details along with the updated status.

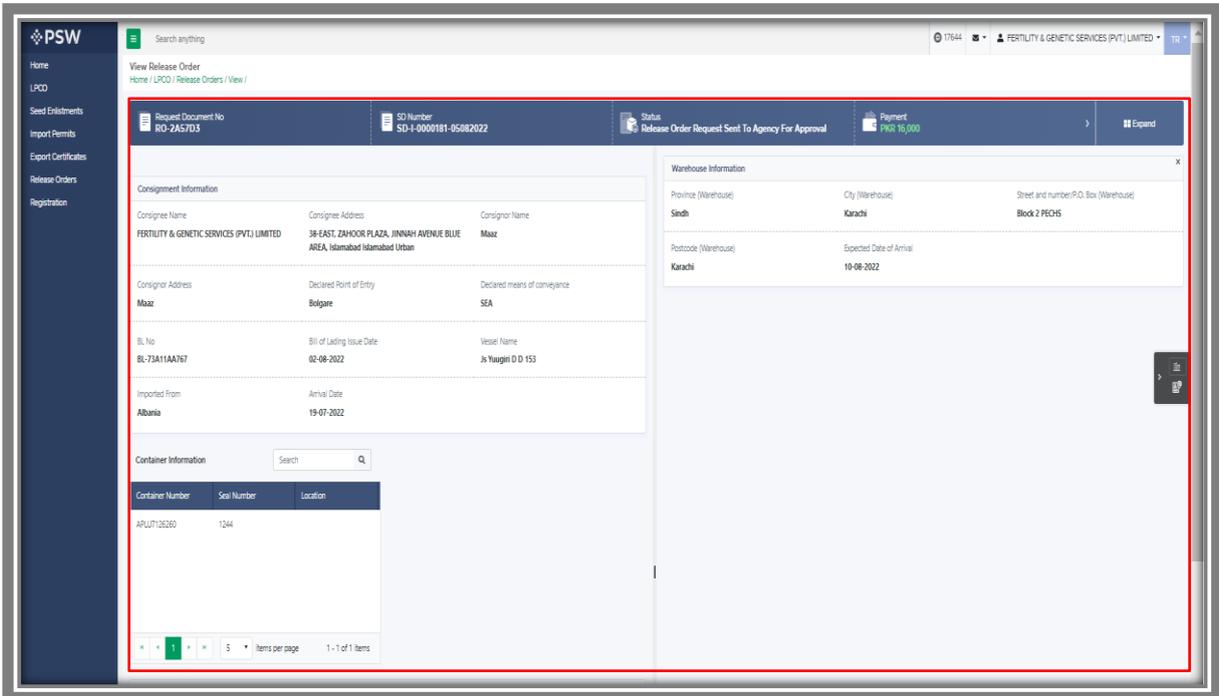


Figure 57

## 6.4. Notification of Physical Inspection

- i. You will receive the notification if PSQA Officer will call 'Physical Inspection'. Status of the request will be changed to 'Waiting for Arrangement of Examination'

Agency	Request Document Number	SD Number	Trader Name / Agent Name	Certificate Number	Submitted On	Status	Action
Pakistan Standard Quality and Control Authority	RO-1EBCE7	SD-I-0000236-29082022	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED		29-08-2022	Lab Payment Awaited	
Pakistan Standard Quality and Control Authority	RO-8D7C13	SD-I-0000234-25082022	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED		25-08-2022	Waiting for Arrangement of Examination	
Pakistan Standard Quality and Control Authority	RO-D5213A	SD-I-0000233-25082022	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED / KHAWAJA SPINNING MILLS LIMITED		25-08-2022	Release Order Request Sent To Agency For Approval	
Federal Seed Certification & Registration Department	RO-58E43B	SD-I-0000024-04072022	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED / ARJI INDUSTRIES LIMITED		24-08-2022	Assigned to officer	
Pakistan Standard Quality and Control Authority	RO-D19675	SD-I-0000226-23082022	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED		23-08-2022	Approved	
Pakistan Standard Quality and Control Authority	RO-93C678	SD-I-0000224-23082022	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED		23-08-2022	Approved	
Animal Quarantine Department	RO-D6A6B4	SD-I-0000225-23082022	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED		23-08-2022	Assigned to officer	

Figure 58

- ii. You can also view the status of the request from submitted Single Declarations

S.No.	OGA Name	Request Number	Request Status
1	Pakistan Standard Quality and Control Authority	RO-836D7E	Examination In-Progress
2	Customs	KPPI-HC-375-05-09-2022	Examination Calling In Process

Figure 59

## 6.5. Issuance of Temporary Release Order (TRC)/CAR/RC

- i. You will receive the notification if Temporary Release Order (TRC)/Conformity Assessment Report (CAR) is issued by the PSQCA. Click on the notification to view the details.

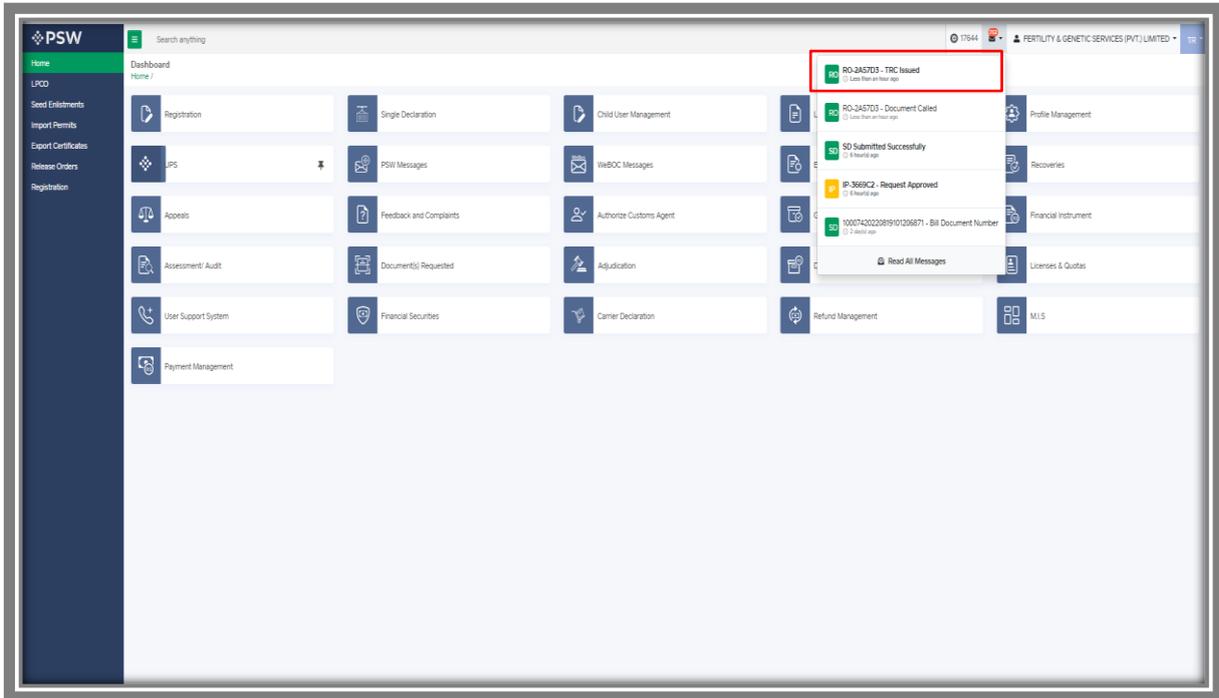


Figure 60

- ii. You will be redirected to the inbox screen. Click on 'View Release Order'.

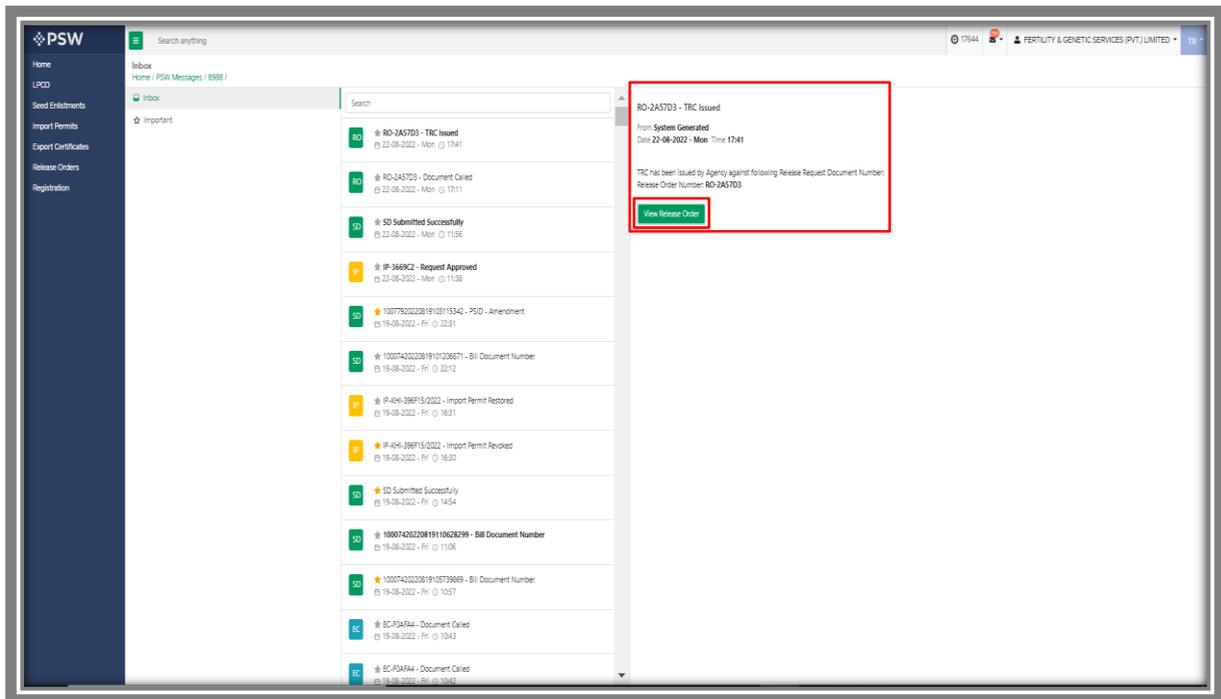


Figure 61

- iii. You can view the Temporary Release Order (TRC)/Conformity Assessment Report (CAR) by clicking on the relevant Release Order.

The screenshot displays the PSW web interface. On the left is a dark blue navigation sidebar with options: Home, LPDD, Seed Enrollments, Import Permits, Export Certificates, Release Orders (highlighted in green), and Registration. The main content area is titled 'Release Order' and shows a breadcrumb 'Home / LPDD / Release Orders /'. Below this, there are filters for 'In Queue' (254) and 'Provisionally Approved' (4). A search bar is present. The main section is a table titled 'List of Provisionally Approved Release Orders'. The table has columns: Agency, Request Document Number, SD Number, Trader Name / Agent Name, Certificate Number, Submitted On, Status, and Action. The first row is highlighted with a red border. At the bottom, there is a pagination control showing '1' of 4 items and '15' items per page.

Agency	Request Document Number	SD Number	Trader Name / Agent Name	Certificate Number	Submitted On	Status	Action
Pakistan Standard Quality and Control Authority	RD-2A5703	SD-4-0000181-05902022	FERTILITY & GENETIC SERVICES (PVT.) LIMITED		22-08-2022	Provisional Release Certificate	
Animal Quarantine Department	RD-C3758E	SD-4-0000164-02082022	FERTILITY & GENETIC SERVICES (PVT.) LIMITED / KHAWAJA SPINNING MILLS LIMITED	RD-ED36A9/2022	02-08-2022	Provisional Release Certificate	
Animal Quarantine Department	RD-396477	SD-4-0000117-22072022	FERTILITY & GENETIC SERVICES (PVT.) LIMITED	RD-0D4821/2022	24-07-2022	Call Document Request Cancelled	
Animal Quarantine Department	RD-299C58	SD-4-0000098-22072022	FERTILITY & GENETIC SERVICES (PVT.) LIMITED	RD-DE8877/2022	20-07-2022	Waiting for Arrangement of Examination	

Figure 62

- iv. Upon clicking, a PDF of Temporary Release Certificate will be automatically downloaded.

		<b>Pakistan Standards &amp; Quality Control Authority</b> <b>Government of Pakistan</b> <b>(Ministry of Science and Technology)</b>	
Assistant / Deputy Collector: KPQI			
PAKISTAN CUSTOMS KARACHI			
Ref. No. 22		Date: 8/16/2022	
<b>SUBJECT: TEMPORARY RELEASE CERTIFICATE</b>			
<p>The consignment under reference may be released for the safe custody by the importer within the premises of OFFICE # 1, PLOT # 407, INDUSTRIAL AREA, Islamabad as per terms and conditions contained in their Undertaking and will not be disposed off / sold / traded upon further till issuance of the Conformity Assessment Report with embossed PSQCA Conformance Mark. In case of Non- Conformity, it would consider as seized.</p> <p>In case of violations against the undertaking, the Authority has right to take legal action as per law. The details of Item/Brand are mentioned below</p>			
S.NO.	NAME OF IMPORTER	PRODUCT	B/L NO.
1	BAMI KHAN FLOUR & GENERAL MILLS (PRIVATE)LIMITED	-- NOT DECAFFEINATED	BL-8050688315

Figure 63

- v. Upon clicking, a PDF of Conformity Assessment Report will be automatically downloaded.

		<p align="center"><b>Pakistan Standards &amp; Quality Control Authority</b>  <b>Government of Pakistan</b>  <b>(Ministry of Science and Technology)</b></p>	
Assistant / Deputy Collector: KPQI			
PAKISTAN CUSTOMS KARACHI			
Ref. No. 10		Date: 6/27/2022	
<b>SUBJECT: CONFORMITY ASSESSMENT REPORT</b>			
i. The above test results pertain to the samples collected by Field Officer of SDC, PSQCA of below mentioned consignment.			
ii. In case of over typing, erasing or doubtful results, the matter may be referred to the Director (SDC / PSQCA), Karachi.			
iii. Original report will bear embossed punch of Conformance Mark.			
iv. This certificate refers to the request made by M/s. KHAWAJA SPINNING MILLS LIMITED			
v. The Quality of this product is checked/monitored by PSQCA under Para 5(B)(i), of Import Policy Order.			
The Product/Brand under reference may not be imported in Pakistan as one time certified product. This certificate is valid only for above cited consignment.			
<b>S.NO.</b>	<b>NAME OF IMPORTER</b>	<b>PRODUCT</b>	<b>B/L NO.</b>
1	KHAWAJA SPINNING MILLS LIMITED	-- OTHER	BL-71076691121
2	KHAWAJA SPINNING MILLS LIMITED	-- OTHER	BL-71076691121

Figure 64

## 6.6. Issuance of Non-Conformity Assessment Report (NCAR)

- i. You will receive the notification if Non-Conformity Assessment Report (NCAR) is issued by the PSQCA. Click on the notification to view the details.

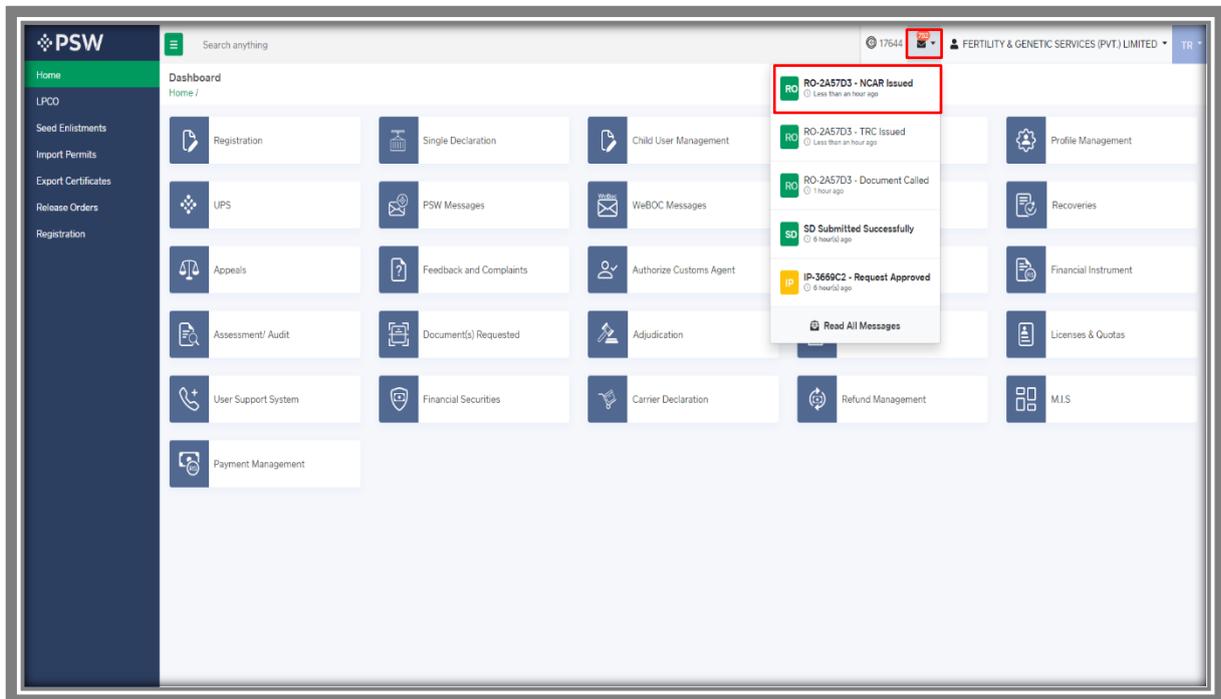


Figure 65

- ii. You will be redirected to the inbox screen.

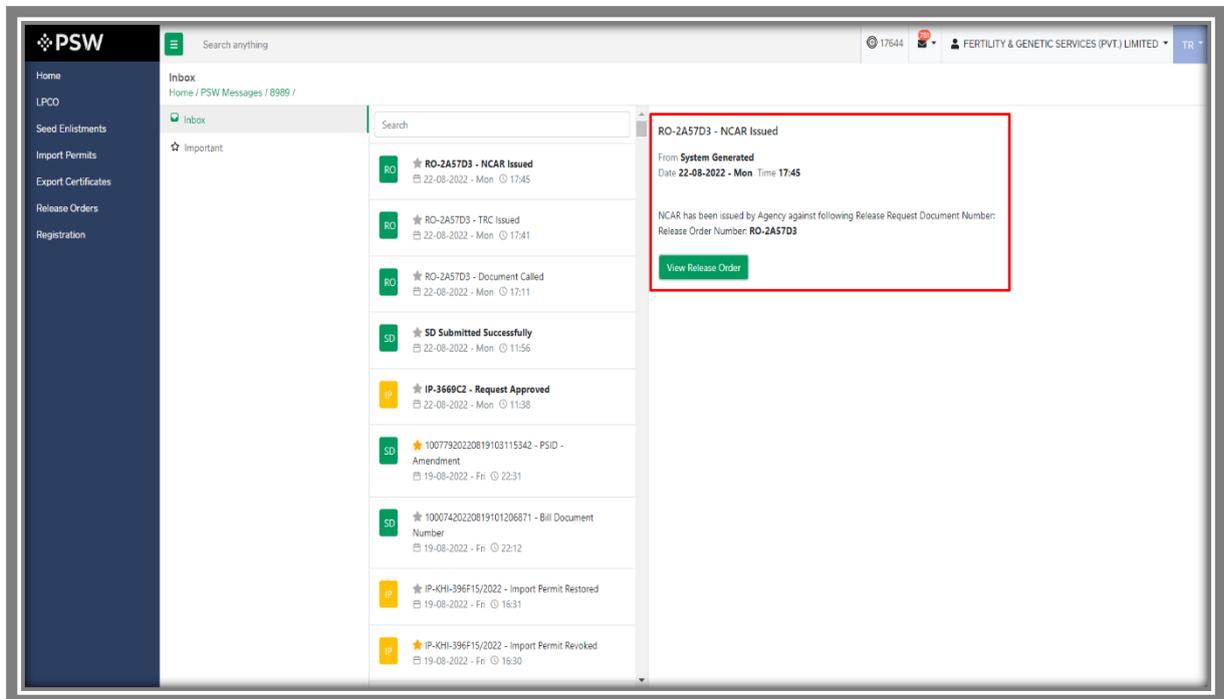


Figure 66

iii. Click on the 'View Release Order' Button.

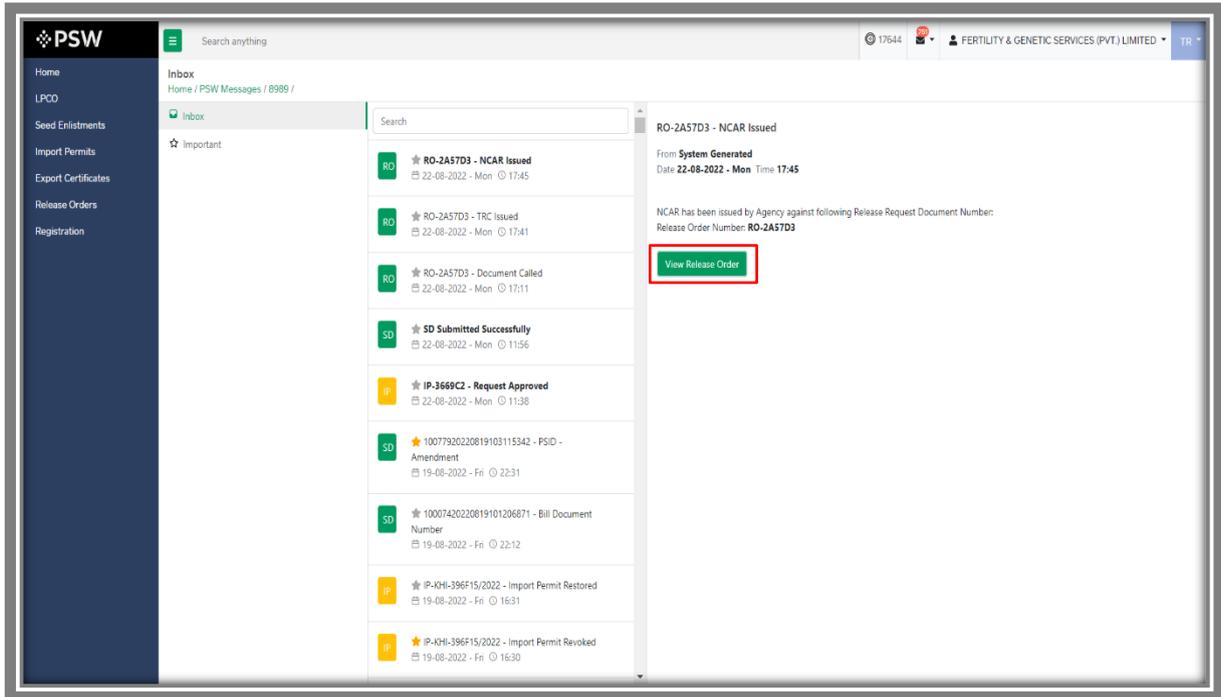


Figure 67

iv. Once you have received NCAR, you can view the details and request for review by clicking on the 'submit' button.

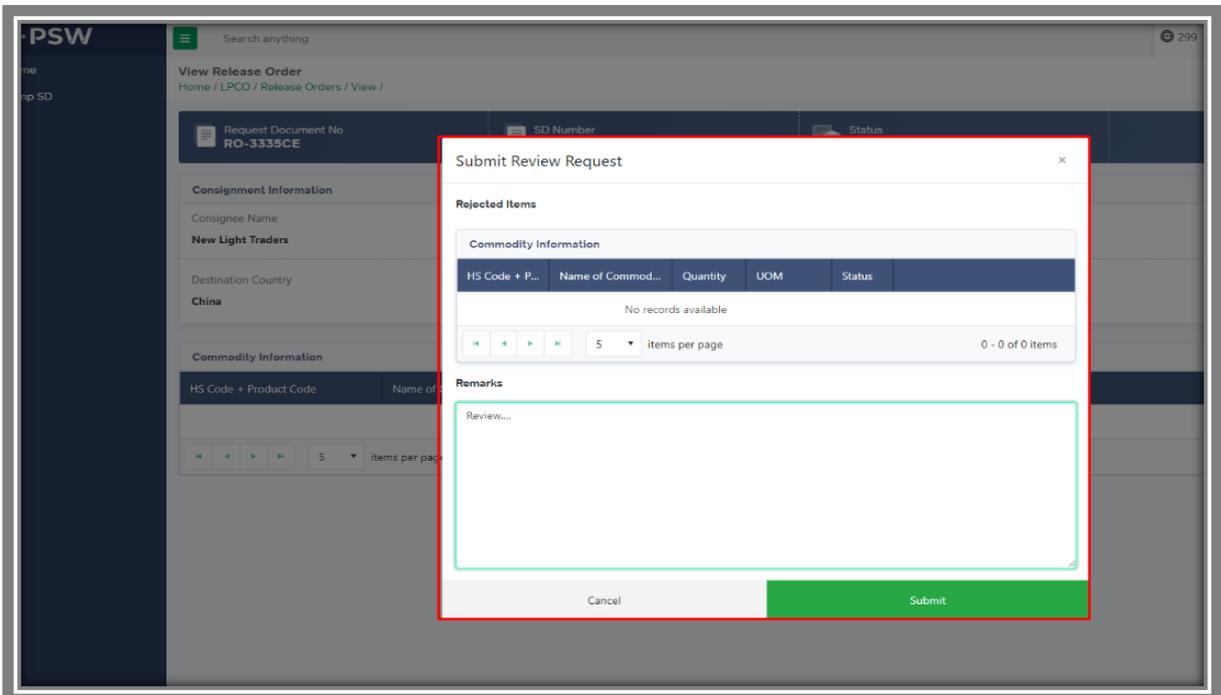


Figure 68

## **7. Acronyms & Abbreviations**

<b>S. No.</b>	<b>Acronyms</b>	<b>Definition</b>
1.	EC	Export Certificate
2.	IP	Import Permit
3.	LPCO	License, Permits, Certificates, and Others
4.	NSW	National Single Window
5.	OGA	Other Government Agency
6.	PSW	Pakistan Single Window
7.	SD	Single Declaration

## **8. Contact Information Need any assistance?**

Please feel free to contact us as:

Email: [support@psw.gov.pk](mailto:support@psw.gov.pk)

Phone: 021-111-111-779