



PSW

PAKISTAN SINGLE WINDOW



USER MANUAL FOR TRADERS & CUSTOMS AGENTS

PSW Mobile App – Release Order

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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 PSW Mobile App extends this experience to your phone, giving subscribed and registered PSW users on-the-go access to key trade information and actions — using the same credentials as the PSW web portal.

The Mobile App is designed for quick visibility and action while you're away from your desk. It puts the tools you rely on most into your pocket, so you're never far from your trade activity. It allows Traders, Customs Agents, and other authorized users to view and track Goods and Single Declarations, check the status of licenses, permits, and certificates (LPCOs), manage payments and financial instruments, and stay informed through messages and complaint tracking — all from a single dashboard that adapts to your role.

With the PSW Mobile App, you get real-time visibility into your trade activity — from declarations and approvals to payments and support requests — keeping you informed and in control wherever you are. For more information about PSW, please visit our website www.psw.gov.pk.



2. System Requirements

- To use PSW Mobile App on Android device, the subscriber will require:
 - a. Android smartphone.
 - b. Android 11 or later.
 - c. Stable internet connection (Wi-Fi or mobile data).
- To use PSW Mobile App on iPhone, the subscriber will require:
 - a. iOS 15.0 or later.
 - b. Stable internet connection (Wi-Fi or mobile data).



3. Access Release Order

1. Log in to the PSW Mobile App using valid credentials.

PSW
PAKISTAN SINGLE WINDOW

Welcome Back!
Please login to your account.

Username*
e.g. UN-00-3339320

Password* 

☒ Remember me.

Login

QA/ v1.3.0(126)

Figure 1

2. From the Dashboard, tap on '**Regulatory Compliance**'.

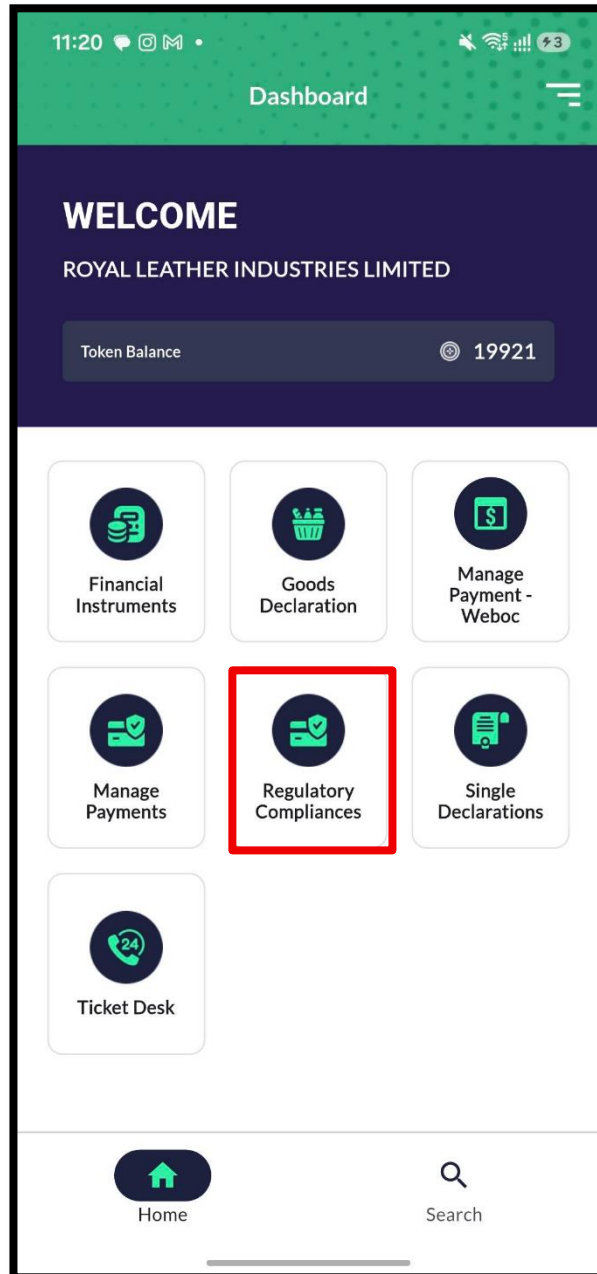


Figure 2

3. On the **Regulatory Compliance** dashboard, tap on '**Release Orders**'. This navigates to the Release Orders list screen.

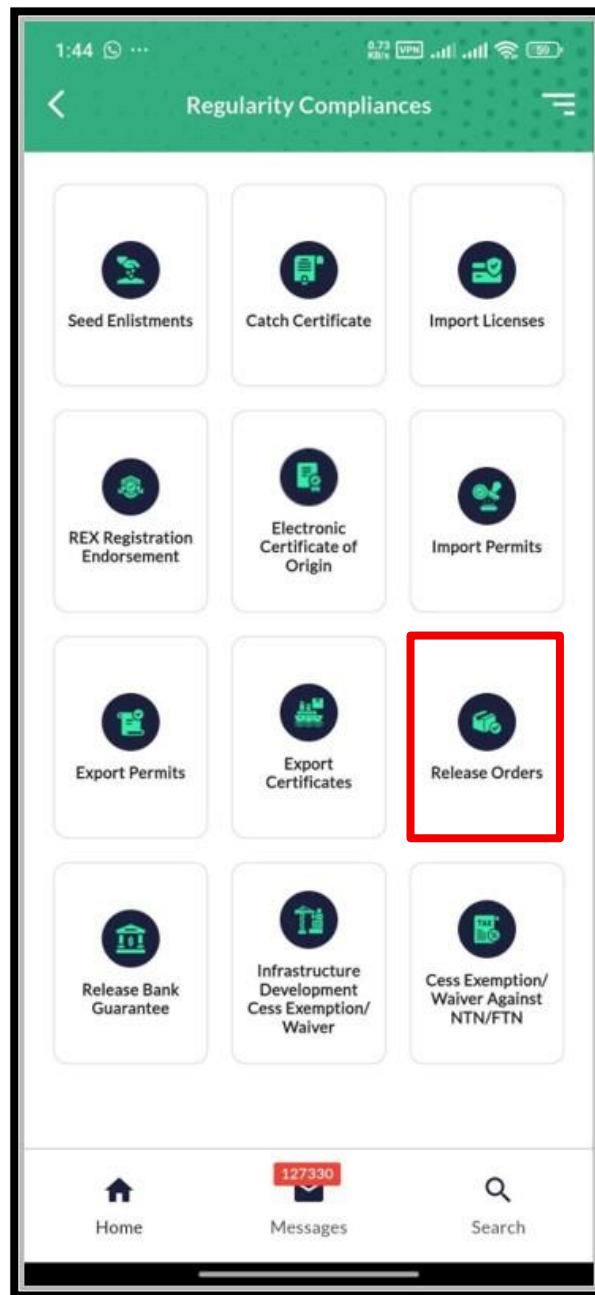
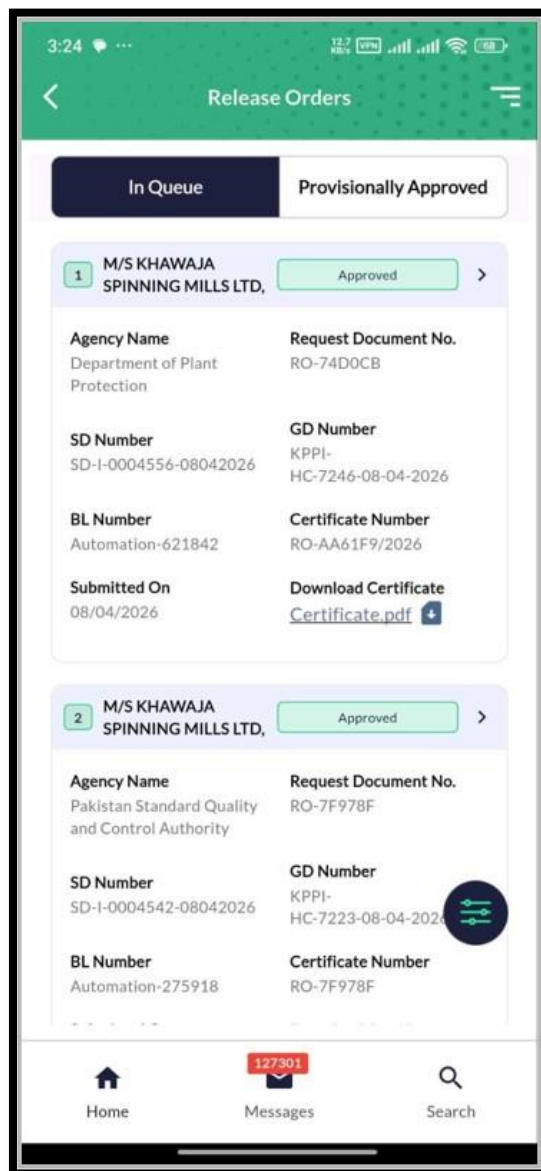


Figure 3

4. View Release Orders List

1. On the list screen, Release Orders are displayed as cards with summary details and status.
2. The **In Queue** tab is open by default and displays Release Orders that



are currently in queue.

Figure 4

3. Tap on the **'Provisionally Approved'** tab to view provisionally approved Release Orders.

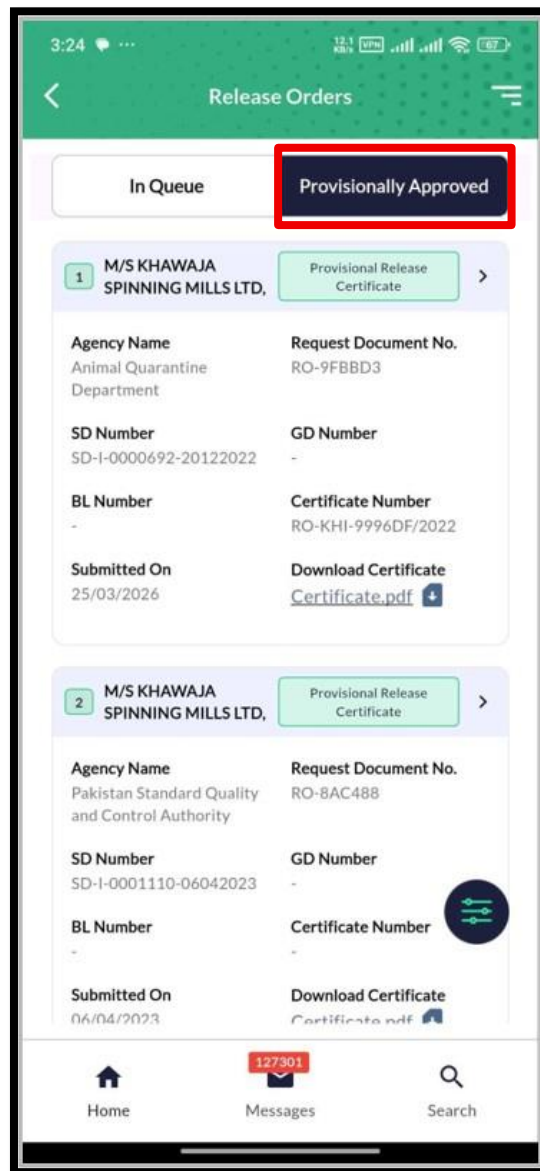


Figure 5

5. View Certificate from List Screen

1. On list items where a certificate is available, tap on the document link shown under Download Certificate. This opens the document for viewing.

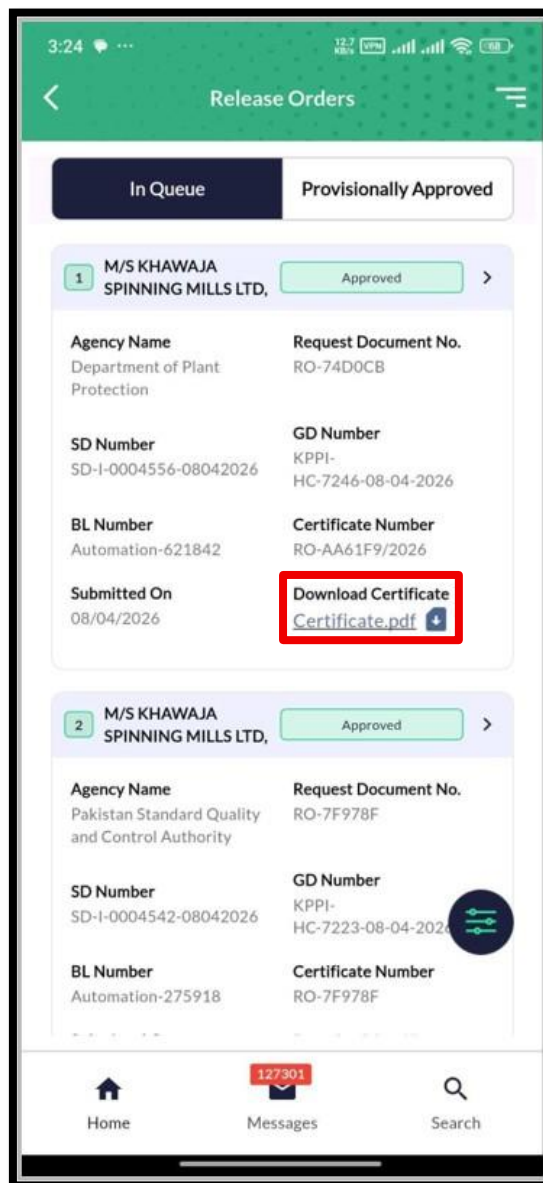


Figure 6

- 3:25

Kilobytes per second

57.6 KB/s

VPN

67%

<Release Orders>

RO-AA61F9/2026

X

DPO Form 23
HSE-CD-EN-2017-1A-WF-FIT-111



GOVERNMENT OF PAKISTAN
MINISTRY OF NATIONAL FOOD SECURITY & RESEARCH
DEPARTMENT OF PLANT PROTECTION
(PLANT QUARANTINE DIVISION)

BIOSECURITY CLEARANCE ORDER OR PLANT PROTECTION RELEASE ORDER



RCINL NO. BBAA61F9/2026
Date of Issue: 06/04/2026 Place of Issue: Rawalpindi

In accordance of the powers conferred under rules 49(2), 50(3), 54, 56(3)(ii)(c), 101 of the Pakistan Plant Quarantine Rules, 2019 issued under sub-section (1) (2) and (3) of section 4 and section 5 and section 10 of the Pakistan Plant Quarantine Act 1976, the following management of plant or plants products or regulated goods or article referred to this station has been inspected/intended/uninspected or treated and the same has been accorded biosecurity clearance or plant protection release order or provisional quarantine clearance for growing in an approved pest entry quarantine facility, as detailed below.

1. Name and Address of Importer (Consignor)	2. Name and Address of Exporter (Consignee)
M/S EXCHANGE SPRING WELLS LTD. 161, GUJARBI, G MAIN FEROZPUR ROAD, LAHORE	Akumation Akumation Address PESH
3. Description of Plant or Plant Product or Regulated Goods or Articles	
(1). Botanical Name or Official name: Potatoes, fresh or dried seed Potato Seed Saver Random HSC code 2,000,00 kilograms	
4. Consignment / Scientific Name	
(1). Potatoes	(2). Quantity (Net weight)
(3). Name of Vessel or Vay / Flight or Vehicle Information: NAD10642	(1). 2000,0000 Kilograms
5. Container No's (TCL / UCL) Hatch No's As per Declaration: SD + 0004136+2814270N QD Number: KPM-HC-7248-SB-04-2026	6. Name of Shipping Company or Airline or Transport Sub:
7. Foreign Port of Shipment: Akumation	8. Point or Port of Arrival in Pakistan: Karachi
9. Inspectory Marking (if any) As per Declaration: SD + 0004136+2814270N QD Number: KPM-HC-7248-SB-04-2026	10. Country of Origin or Re-Export: United Arab Emirates
11. Date of Arrival of Shipment: 09-04-2026	12. Bill of Entry No. / Shipping or Airway Bill No. / Bill of Lading No.: Akumation 621842
13. Date of Inspection: Yes	14. Date of Laboratory Report (if applicable): Yes
15. Date of Treatment: Yes	16. Date of Declaration of Authorized Officer: Noted At (Plant Quarantine Officer)
17. Signature and Stamp of Authorized Officer	

Note: This is a system generated document and does not require any signature. This document can be verified electronically/online through the QR code available on the document.

1 / 1

Download

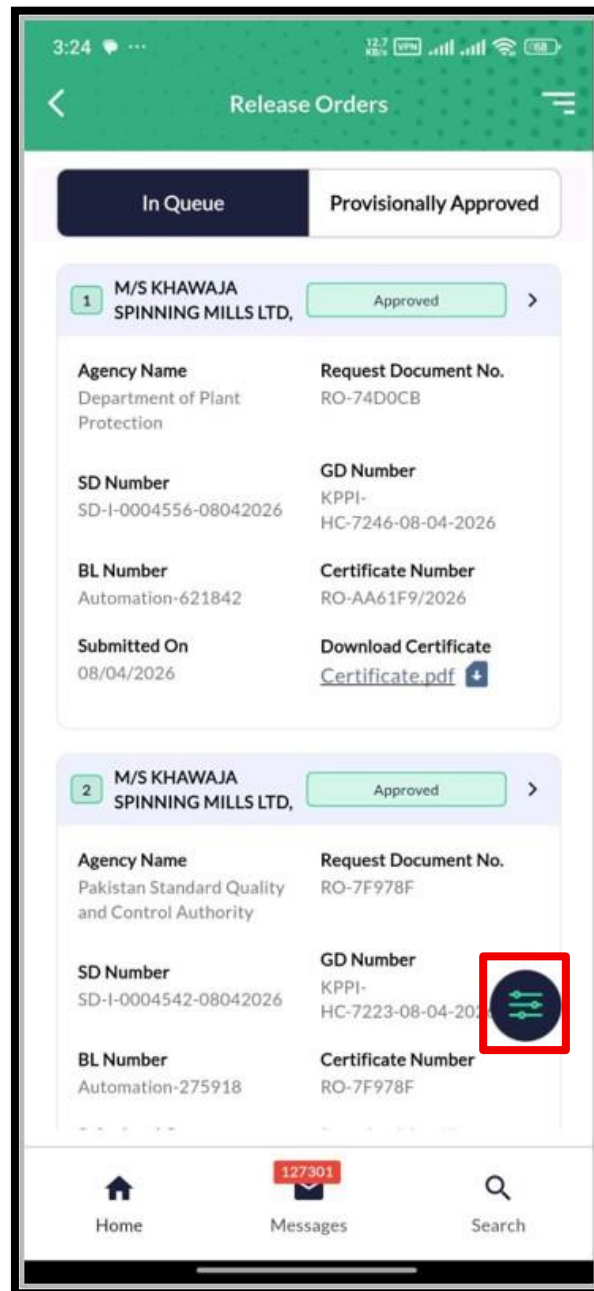
Home

Messages

Search

11

7. Search Release Orders



1. Tap on the filter icon on the Release Orders list screen to open the search.

Figure 8

2. Enter keywords in the search field and tap on Search. This filters and displays matching Release Orders.
3. All fields from a Release Order summary card can be used for search.

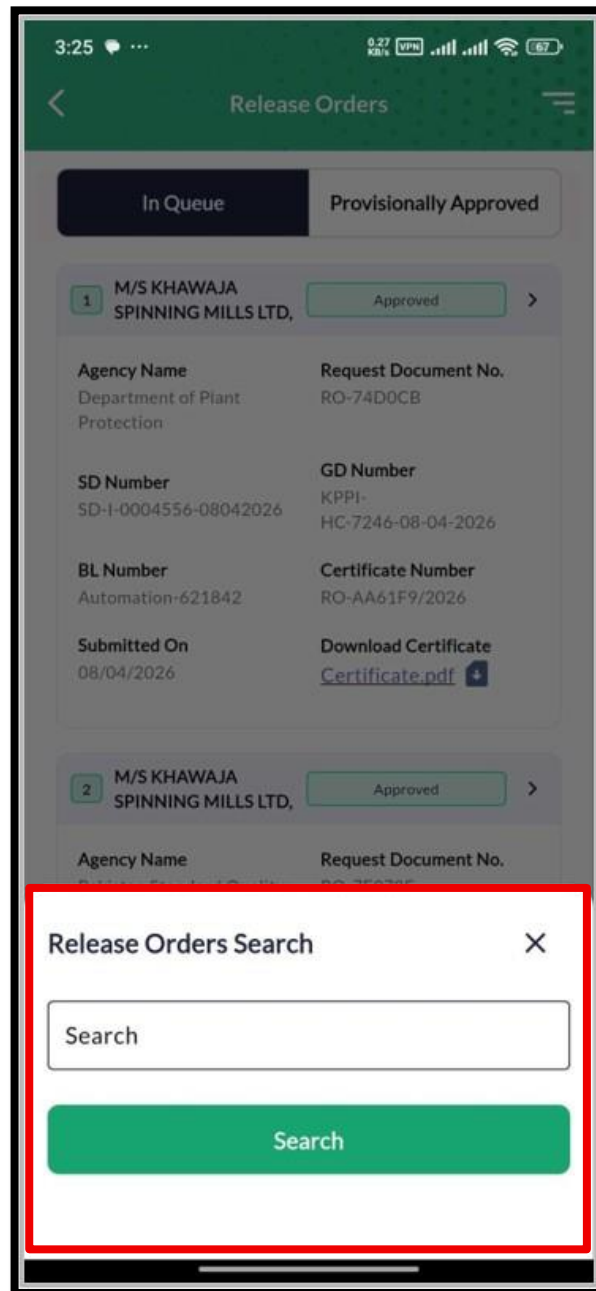
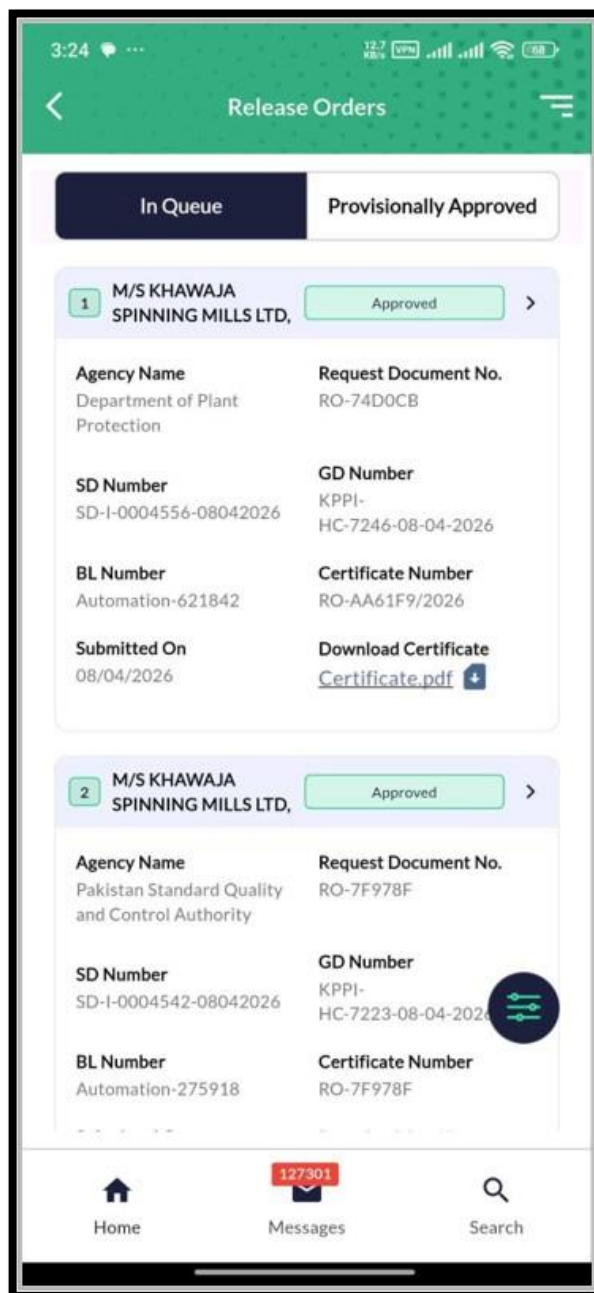


Figure 8

8. View Release Order Details



1. Tap on a list item card to navigate to the Release Order detail screen.

Figure 9

2. On the detail screen, the first section is open by default.
3. Other sections can be expanded as needed.

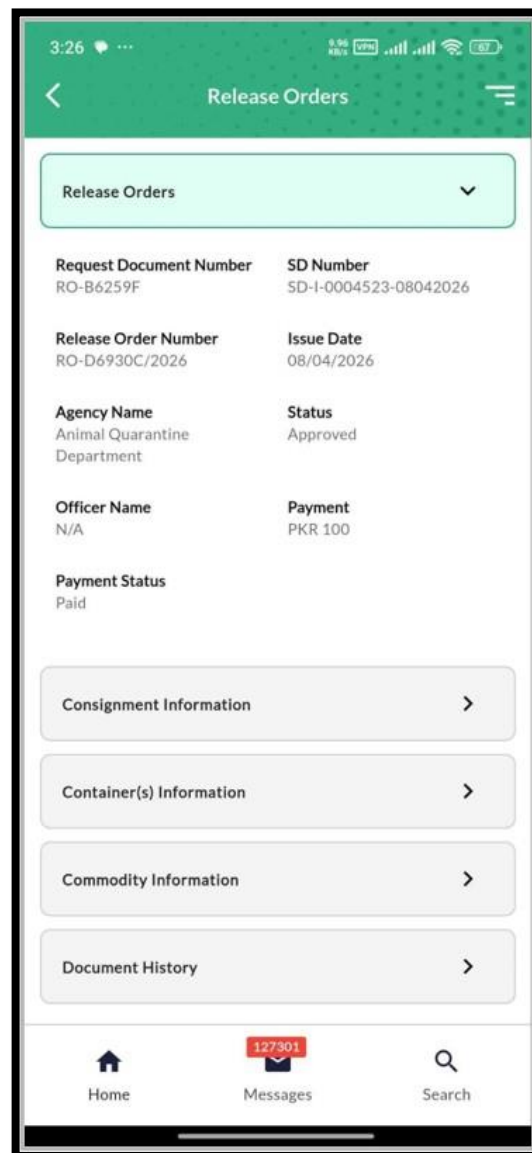
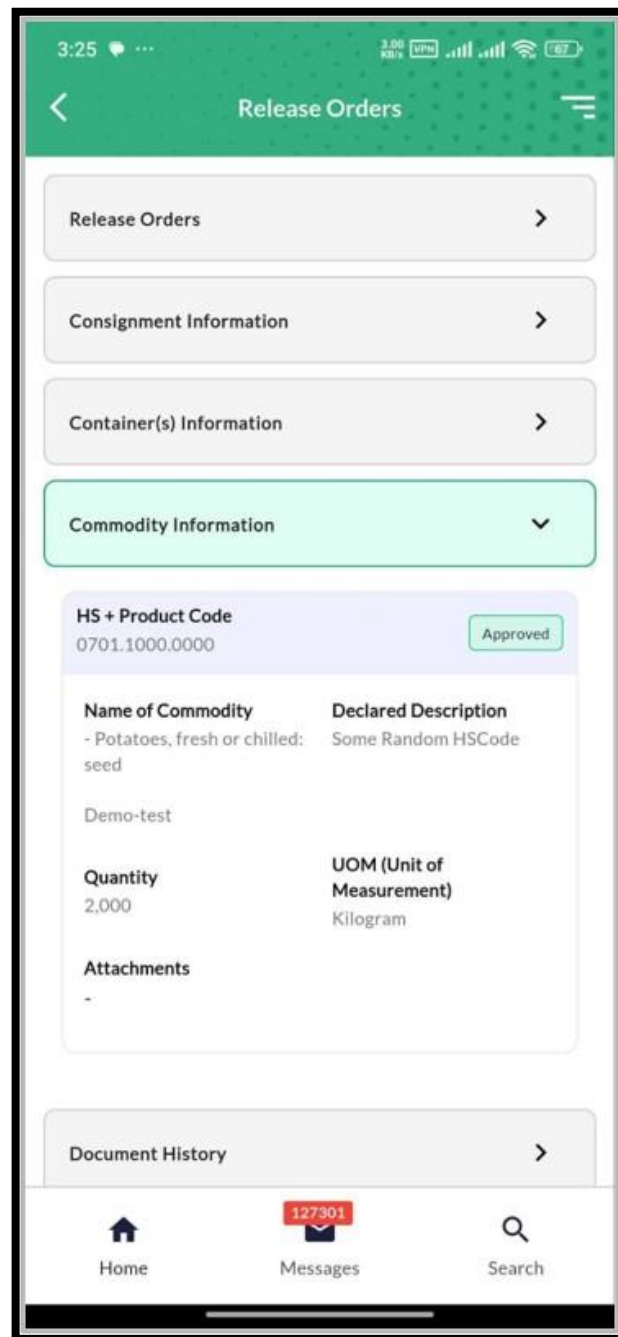


Figure 10

4. In case of multiple commodities, tap on a commodity card from the Commodity Information section to view detailed information of the selected



commodity item in a popup.

Figure 11

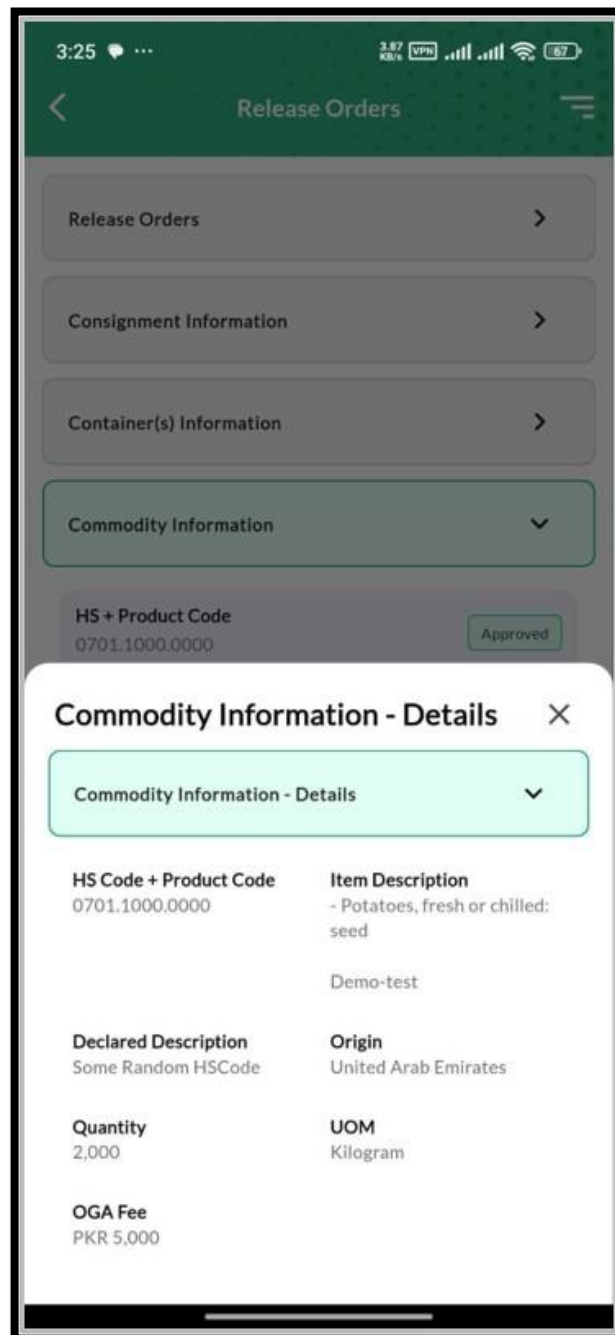
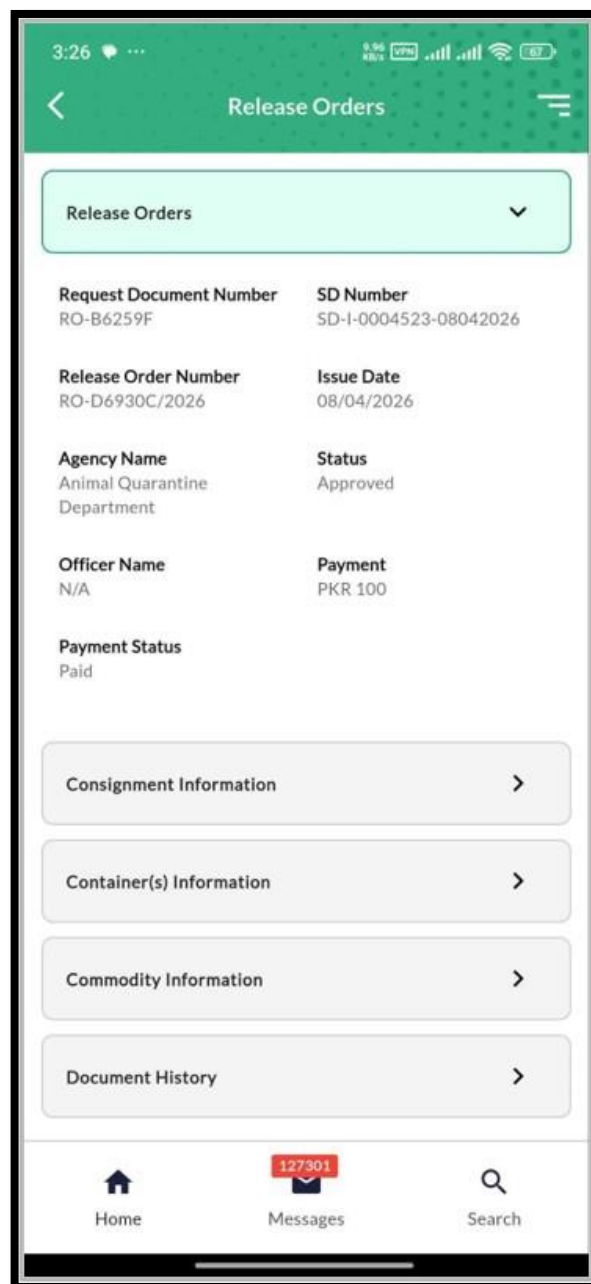


Figure 12

9. Animal Quarantine Department — Release Order

1. Release Orders for the Animal Quarantine Department can be identified from the Release Order summary card details and by searching with the agency name.



The screenshot shows a mobile application interface for 'Release Orders'. At the top, there is a green header with a back arrow, the title 'Release Orders', and a menu icon. Below the header is a light green box with the text 'Release Orders' and a downward arrow. The main content area displays the following details:

Request Document Number RO-B6259F	SD Number SD-I-0004523-08042026
Release Order Number RO-D6930C/2026	Issue Date 08/04/2026
Agency Name Animal Quarantine Department	Status Approved
Officer Name N/A	Payment PKR 100
Payment Status Paid	

Below the details are four expandable sections, each with a right-pointing arrow:

- Consignment Information
- Container(s) Information
- Commodity Information
- Document History

At the bottom is a navigation bar with three icons: a house for 'Home', an envelope with a red notification badge '127301' for 'Messages', and a magnifying glass for 'Search'.

Figure 13

10. Department of Plant Protection — Release Order

1. Release Orders for the Department of Plant Protection can be identified from the Release Order summary card details and by searching with the agency

The screenshot displays a mobile application interface for 'Release Orders'. At the top, there is a green header bar with a back arrow, the title 'Release Orders', and a menu icon. Below the header is a light green card with a dropdown arrow. The main content area shows a summary card with the following details:

Request Document Number RO-74D0CB	SD Number SD-I-0004556-08042026
Release Order Number RO-AA61F9/2026	Issue Date 08/04/2026
Officer Name N/A	Payment PKR 5,000
Payment Status Paid	Agency Name Department of Plant Protection
Status Approved	Post Issuance Activity by Officer -

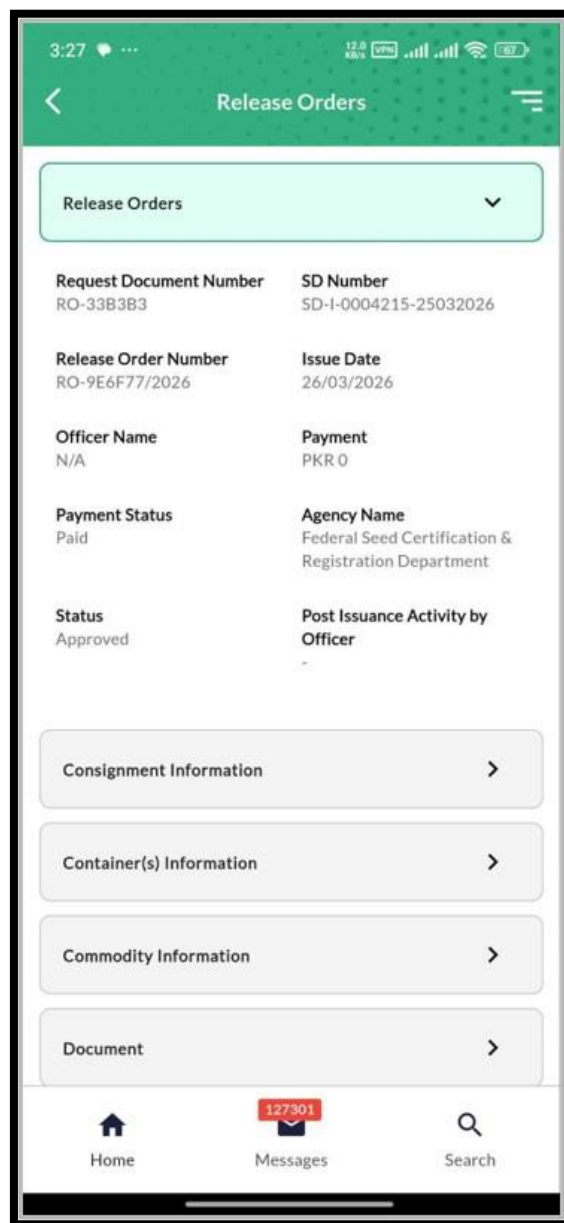
Below the summary card are four expandable sections: 'Consignment Information', 'Container(s) Information', 'Commodity Information', and 'Document History', each with a right-pointing arrow. At the bottom is a navigation bar with three icons: 'Home' (house icon), 'Messages' (envelope icon with a red badge showing '127301'), and 'Search' (magnifying glass icon).

name.

Figure 14

11. Federal Seed Certification and Registration Department — Release Order

1. Release Orders for the Federal Seed Certification and Registration Department can be identified from the Release Order summary card details

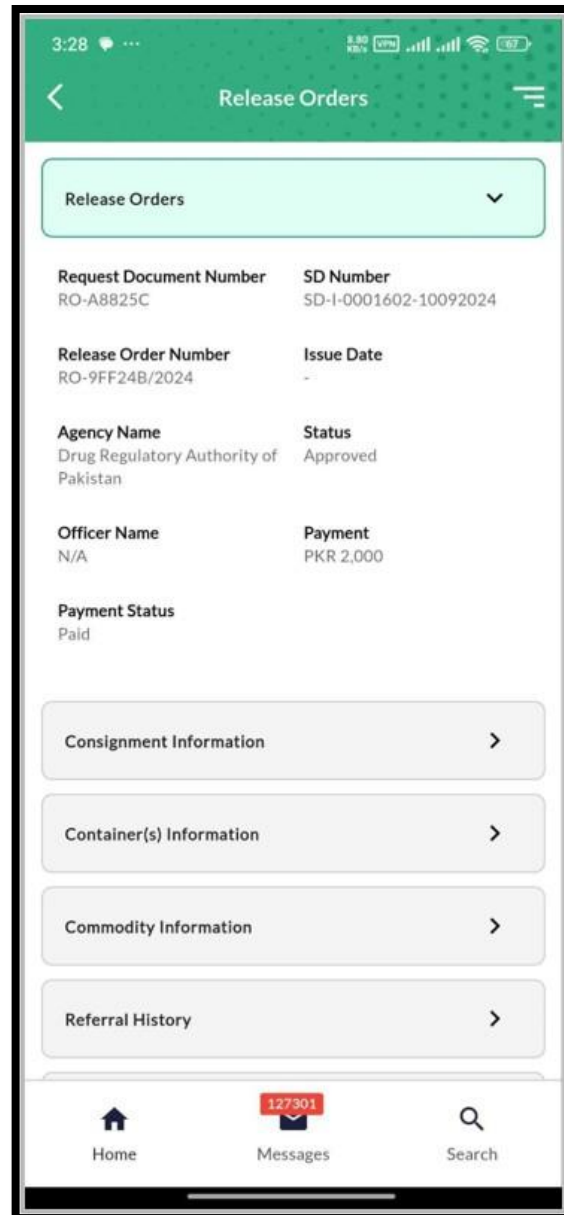


and by searching with the agency name.

Figure 15

12. Drug Regulatory Authority of Pakistan — Release Order

1. Release Orders for the Drug Regulatory Authority of Pakistan can be identified from the Release Order summary card details and by searching



with the agency name.

Figure 16

13. Pakistan Standard Quality and Control Authority — Release Order

1. Release Orders for the Pakistan Standard Quality and Control Authority can be identified from the Release Order summary card details and by searching with the agency name.

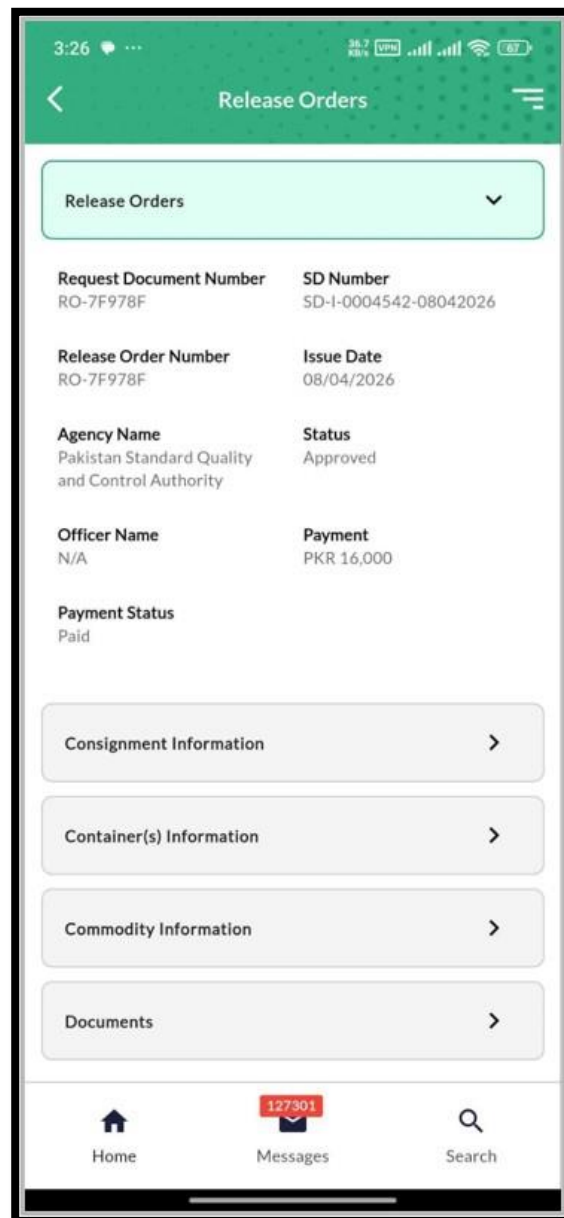


Figure 17



14. Contact Information Need any assistance?

Please feel free to contact us as:

Email: support@psw.gov.pk

Phone: 021-111-111-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk