

Message from the CEO

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03.

PSW Partners with Magta

Commercial

Banks

As we step into April, I extend my heartfelt Eid Mubarak wishes to you all. May this time of

celebration bring joy, peace, and prosperity to you and your family. At Pakistan Single Window (PSW), we remain committed to driving digital transformation in Pakistan's trade ecosystem. Our ongoing efforts focus on streamlining processes, fostering transparency, and ensuring seamless cross-border trade through cutting-edge solutions. Among our latest milestones is the DRAP Clearance Gateway, which will enhance transparency and efficiency in pharmaceutical trade. Similarly, the Airport Community System (ACS) will revolutionize air cargo management, improving coordination among stakeholders and expediting clearance processes. Read More

Syed Aftab Haider

CEO Pakistan Single Window

Key Highlights

01.

Digital Transformation in

Current number of **PSW Subscribers**

Pharma: Launch of DRAP Community System (ACS) to **Technologies to Enhance Digital Trade Clearance Gateway** Streamline Air Cargo **Operations** 05. 04. 06. **PSW-STZA Integration: A Empowering Women PSW Showcased as a Leading** Major Leap in Digital Entrepreneurs in Case Study at the Asia-Pacific **Trade Facilitation Conference**

02.

PSW Launches Airport

Trade Facilitation Peshawar: PSW's Commitment to Inclusive 2025 **Trade** PSW Surpasses 88,000 Subscribers, Driving Digital **Transformation in Trade**

Declarations 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. Read More **PSW EXCELLENCE** پی ایس ڈبلیو ایکسی لینس

Digital Transformation in Pharma: DRAP Clearance Gateway Goes Live PSW and the Drug Regulatory Authority of ❖ PSW Pakistan (DRAP) officially launched the DRAP Clearance Gateway, marking a significant step towards digitalizing regulatory processes in the pharmaceutical

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to Streamline Air Cargo

In a major step toward modernizing Pakistan's

air cargo sector, PSW hosted the National Workshop on the Airport Community System

(ACS), marking the formal launch of ACS

project. The workshop brought together key

public and private sector stakeholders to

international best practices, and the challenges

system's

Operations

discuss

facing the air cargo sector.

For User Manuals, Visit:

www.psw.gov.pk

SERVICE CATALOGUE

PSW has launched a new Service Catalogue on

its website, providing a centralized hub for

traders, businesses, and stakeholders to access trade-related

PSW Launches Ticket

Tracker for Real-Time

CUSTOMER SUPPORT - TICKET TRACKER

To enhance customer experience and improve service efficiency, PSW has introduced the Ticket Tracker feature on its website, enabling

users to monitor the status of their support

Support Monitoring

essential

sector.

Strengthening User Security on **PSW Hosts National PSW Platform** Workshop on the Airport **Community System (ACS)**

PSW

www.psw.gov.pk

every 60 days.

To enhance the security of the PSW User

Management System, new measures are being

introduced to safeguard user accounts and ensure a

secure trading environment. One of the key updates

is the implementation of a password expiration

policy, requiring users to update their passwords

KEY FEATURES

development,

Read More Read More INTRODUCING ENHANCEMENTS IN PSW'S TDAP MODULE

Electronic Certificate of Origin

(E-CO), Feature for Export

Processing Zone (EPZ) Entities

Enhancing Trade Efficiency: PSW Introduces E-CO for EPZs &

EU-REX Registration

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. Read More **PSW Introduces Service Enhancing Customer Experience: Catalogue for Seamless CSAT Scoring for Email Support Access to Trade Information**

PSW

NOW

INTRODUCING CUSTOMER

SATISFACTION

mww.psw.gov.pk

Masud

economic growth.

PSW

TO PSW

STREAMLINING TRADE: A STEP-

BY-STEP GUIDE

SUBSCRIPTION

Watch Now

PSW

(CSAT) SCORING

Rate Your Experience Instantly!

Trade Talks Season 2 Finale:

Insights from Sayyed Ahmad

TRADE TALKS, THE PSW PODCAST - SEASON 2 SEASON FINALE

Revolutionizing Pakistan's Startup Ecosystem: Pathways to Growth in Pakistan's Economy

MR. SAYYED AHMAD MASUD

The final episode of Trade Talks featured Sayyed

Ahmad Masud, Director of NIC Islamabad and

Founder & CEO of Change Mechanics Pvt Ltd,

sharing his expertise on Pakistan's startup ecosystem, trade-focused incubators, and the potential of

freelancing and handmade industries in driving

PSW has entered into a strategic partnership with Maqta Technologies, the digital arm of AD Ports Group, to accelerate the digital transformation of cross-border trade. This collaboration aims to

TRANSFORMING CROSS-BORDER

TRADE FACILITATION FOR

NEW INVESTORS

www.psw.gov.pk

PSW and **EDF** Unite to

Support Export Growth

PSW and Sybrid Private Limited have formalized

their long-standing collaboration through a

Memorandum of Understanding (MoU) signing

ceremony. This partnership reinforces Sybrid's role

in providing advanced customer support solutions to

PSW, ensuring seamless user experiences through

integrated CRM systems, automated call handling,

and innovative tools like Computer Telephony

Integration (CTI) and Interactive Voice Response

Entrepreneurs in Peshawar: PSW's

پی ایس ڈبلیو گلوبل

Commitment to Inclusive Trade

PSW and the Export Development Fund (EDF) have joined forces to strengthen Pakistan's export sector through a strategic collaboration aimed at streamlining support services for

Simplify Trade and

exporters.

RATE YOUR SATISFACTION:

effortlessly. This latest enhancement aligns PSW has introduced Customer Satisfaction (CSAT) with PSW's ongoing commitment to digital Scoring for email support, reinforcing its innovation and service optimization, ensuring commitment to service excellence and user greater transparency and ease of access for satisfaction. This initiative allows customers to users. provide direct feedback on their support experience, helping PSW refine its services and enhance response quality. Read More Read More

inquiries in real time. This self-service tool empowers traders by reducing reliance on the helpline and ensuring quicker resolutions, significantly improving customer experience. Read More Simplifying Trade Operations: Trade Insights Episode 106

Episode 106 of Trade Insights provides a

comprehensive walkthrough of the PSW portal subscription process, enabling

businesses to seamlessly file permits,

documents online, eliminating the need for

physical visits to Other Government

interventions and reducing administrative delays. By streamlining workflows between

businesses, regulatory authorities, and

customs officials, this initiative creates a more business-friendly environment for

existing enterprises as well as new investors operating within Special

Recognizing the critical role of small and

medium enterprises (SMEs) in Pakistan's

economic growth, PSW and the Small and

Medium Enterprises Development Authority

(SMEDA) have formed a strategic partnership

to enhance digital trade facilitation. This

collaboration aims to simplify trade

procedures, provide SMEs with access to

digital tools and market intelligence, and

promote e-commerce adoption, ultimately

enabling them to compete more effectively in

international markets.

Read More

Growth

PSW GLOBAL

SMElevate Sialkot:

Empowering Apparel

Industry SMEs for Global

Technology Zones (STZs).

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Agencies (OGAs).

Watch Now

other

trade-related

PSW COLLABORATION پی ایس ڈبلیو کی شراکت داری

PSW Partners with Maqta Technologies to Enhance

Digital Trade

integrate cutting-edge technologies such as Al, Blockchain, IoT, and predictive analytics to streamline trade processes, reduce delays, and enhance transparency. Read More **PSW-STZA** Integration: A Major Leap in Digital Trade **Facilitation** In a significant step towards modernizing trade facilitation, PSW has integrated with PSW the Special Technology Zones Authority (STZA) to automate the exemption process for capital goods imports. This integration PSW × 57Z enhances efficiency, transparency, and eliminating

Read More **Driving SME Growth: PSW Transforming Customer Support: PSW** and Sybrid Formalize and SMEDA Join Forces **Collaboration** for Digital Trade **Facilitation**

(IVR).

Read More

Empowering Women

As part of its ongoing efforts to foster women's Following the success of SMElevate in Karachi, economic empowerment, Pakistan Single Window PSW, in collaboration with Alibaba.com, (PSW), in collaboration with LMKT and the National extended its initiative to Sialkot, focusing on Incubation Center, Peshawar (NIC Peshawar), the apparel industry. The event provided SMEs conducted a specialized session for the Khadijah with essential knowledge, tools, and strategies Women Entrepreneurship Program in Peshawar. to strengthen their export capabilities and navigate global markets more effectively. Read More Read More

Asian Development Bank (ADB) Headquarters in Manila, Philippines. Representing PSW, Muhammad Asim Awan, Domain Officer, participated in the session titled "From Legacy to Leading-Edge: Modernizing the National Single Window for Today's Trade Needs." Read More **PSW IN THE NEWS** پی ایس ڈبلیو خبروں میں Ministry revitalizing maritime sector through key initiatives The Ministry of Maritime Affairs (MoMA) advanced Pakistan's maritime sector in 2024 by modernizing

> port operations and enhancing logistics efficiency. A key initiative was the integration of digital services, including Pakistan Single Window (PSW) and the development of a Port Community System, streamlining trade and improving transparency.

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Pakistan Encourages Private-Sector Participation in the

PSW Designated as FBR's Technology Partner for the

Digitalization of Trade

transformation of Pakistan's

trade system.

Read More

WeBOC System

enhancing operational efficiency.

to Streamline Import &

To enhance regulatory compliance and trade efficiency, PSW held an introductory meeting

with the Ministry of Defence Production

(MODP) in Rawalpindi. The session, led by

Umair Mahmood, Domain Officer at PSW, focused on mapping MODP's import and

export-related processes in alignment with the

Import & Export Policy Order.

PSW Initiates Time

Release Study (TRS) to

Enhance Trade Efficiency

PSW Engages with PHMA

Transformation in Trade

PSW engaged with the Pakistan Hosiery

Manufacturers & Exporters Association

(PHMA) in an interactive session. The

discussion focused on digital transformation

in trade, PSW's evolving ecosystem, and key

personal branding, self-awareness, and leadership development. The session featured thought-provoking discussions and interactive exercises, including the IKIGAI framework for purpose alignment and strategies to navigate workplace

challenges.

Read More

❖ PSW

aimed

Read More

initiatives

processes

efficiency.

at simplifying export

enhancing operational

to Drive Digital

Read More

Export Processes

The government is prioritizing private sector involvement in the digital

ecosystem. In a recent meeting with the Galaxefi delegation, CEO Aftab Haider reiterated PSW's commitment to a paperless, fully automated cross-border

PSW has been officially designated as the technology partner for the Federal Board of Revenue (FBR) to modernize the Web-Based One Customs (WeBOC) system. This milestone reinforces PSW's role in driving the digital transformation of Pakistan's customs clearance process. As FBR's technology partner, PSW will integrate AI, machine learning, and advanced risk management tools into WeBOC, minimizing human intervention and

PSW Showcased as a Leading Case Study at the Asia-Pacific **Trade Facilitation Conference 2025**

PSW was prominently featured at the Asia-Pacific Trade Facilitation Conference 2025, held at the

Read More **PSW Trade Connect** پی ایس ڈبلیو ٹریڈ کنیکٹ **PSW Engages with MODP PSW Showcases Digital**

Transformation in Agri-Food Trade

at FOODAg Manufacturing Expo &

PSW participated in the FOODAg Manufacturing

Expo & Conference at Expo Center Lahore,

highlighting its pivotal role in digitizing and streamlining Pakistan's agri-food trade sector. The

event brought together industry leaders,

policymakers, SMEs, exporters, and trade professionals to explore emerging trends and

innovative solutions aimed at enhancing trade

PSW Engages FPCCI & WCCI in

Session on Subscription & LPCO

PSW and **PPAF** Collaborate to

PSW engaged in productive discussions with the

Pakistan Poverty Alleviation Fund (PPAF) to explore

strategic opportunities for SME growth and export

facilitation. Both organizations exchanged insights on

their systems, key initiatives, and shared goals for

PSW's Ramadan Ration

Drive: A Commitment to

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Pakistan Single Window - PSW

fostering economic development.

Read More

Empower SMEs and Expand

Export Opportunities

efficiency and transparency.

Read More

Issuance

Conference

As part of Pakistan's commitments under Article 7(6) of the WTO Trade Facilitation In a step towards fostering inclusive trade Agreement, Pakistan Single Window (PSW) has facilitation, PSW conducted a session with members initiated a Time Release Study (TRS) at major of the Federation of Pakistan Chambers of customs stations, including seaports, airports, Commerce & Industry (FPCCI) and the Women and border crossings. The study is designed to Chamber of Commerce & Industry (WCCI) to guide analyze clearance times, identify procedural women entrepreneurs on PSW subscription and the delays, and enhance trade efficiency by issuance of Licenses, Permits, Certificates, and Other assessing processes involving Customs, Other Documents (LPCOs). Government Agencies (OGAs), and private sector stakeholders. Read More Read More

Company Updates Empowering Women: PSW Celebrates International Women's Day **PSW** commemorated International Women's Day with an engaging session led by Carnelian, centered on goal setting,

Fostering Inclusion: Sustainable Development Read More Designed, Managed, and Published by PSW Marcom Department

Inclusivity & Social BRIDGING THE GAP: Responsibility RAMADAN RATION DRIVE As part of its Corporate Social FOR OUR DEDICATED Responsibility (CSR) initiatives, Pakistan **SUPPORT STAFF** METRO Single Window (PSW) organized a Ramadan Ration Drive to honor and support its dedicated support staff. In alignment with SDG Goal 8 (Decent Work & Economic Growth) and SDG Goal 10 (Reduced Inequalities), PSW distributed Ramadan Hampers as a token of appreciation for their invaluable contributions.

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