

Key Highlights

- **Pakistan Single Window (PSW) Phase 1 Roll Out**
- **MOU signing with Sir Syed University of Engineering & Technology**
- **Media Appearance At 'World This Morning' – PTV World**
- **Media Dialogue - 'Developing an Enabling Media Network Towards International Trade Facilitation.'**
- **PSW intends to signed MOU with AIOU**
- **MOU Signing with Trade Foresight**
- **Bank Integrations to Eliminate EIF/EFE**

Message from the CEO

Greetings everyone!

This newsletter goes out to you as we achieve a very significant milestone in the Pakistan Single Window journey and that is the completion of the phase 1 rollout of the PSW system. On June 30, 2022, we completed the deployment of the Department of Plant Protection, Animal Quarantine Department, Federal Seed Certification & Registration Department, and the Pakistan Standards & Quality Control Authority in addition to Pakistan Customs not only achieving the performance benchmarks agreed with the government but also fulfilling Pakistan's international commitment under Article 10.4 of the World Trade Organization's Trade Facilitation Agreement. This is indeed a proud moment for all of us and I want to commend and congratulate each and every one of you for your untiring efforts and immense contribution to making this happen.

You all are true heroes!

As we move forward, we would be looking at expanding the range and scope of our services to include more departments and provide value-added services through partnerships with private sector companies. We also plan to initiate the software development for the Port Community System in this quarter which inshallah will be another significant contribution to the ports and logistics sector. We have the vision to make PSW the leading trade tech company not only in Pakistan but also globally. After

successfully integrating with the IBM Maersk owned trade lens, we are looking forward to our collaboration with China customs on single window integration and are also planning a regional event with the central Asian republics on data exchange through the single window. We are also planning on more international trips and exposure visits for company employees for training, capacity building, and transfer of knowledge purposes.

Despite the challenging times, we at PSW are indeed feeling very positive for the future. We sincerely believe that PSW is a truly transformative initiative, and we can see how the reforms in other government agencies are now increasingly being centered around themes and concepts pioneered by PSW. With your support and commitment, we hope to build on PSW's success and make it a true hub of digital innovation and creativity in the country.



Warmly,

Syed Aftab Haider
CEO Pakistan Single Window

Pakistan Single Window (PSW) Phase 1 Roll Out



The **Pakistan Single Window (PSW)** celebrates 30th June 2022 as a significant day in the PSW story as we achieve the historic milestone of rolling out of the Pakistan Single Window on time as per Pakistan's international commitment to the World Trade Organization (WTO) Trade Facilitation Agreement (TFA).

The **roll out of Phase-I of PSW program** commenced from July 2021 & completed in June 2022. An overview of the progress made by PSW during this roll out phase is as under:

- Online Customs Registration using PSW KYC Protocols
- Online exchange of financial information through 29 integrated banks
- Electronic processing of the Department of Plant Protection
- Electronic processing of the Animal Quarantine Department
- Electronic processing of the Federal Seed Certification & Registration Department
- Electronic processing of the Pakistan Standard & Quality Control Authority
- Data visibility to the Export Development Fund on EDS collected on exports
- Single Declaration for imports and exports for customs and regulatory clearance
- Trade Information Portal, a single access point for all trade-related information
- Cross-border trade-related payments through PSW e-payment system
- PSW Trader Support Centre/Helpdesk (021-111-111-779)

On this special occasion **Mr. Aftab Haider (CEO PSW)** congratulated the staff & encouraged tremendous efforts of **PSW** workforce towards a national cause. **PSW** is on its way to unlock its potential in becoming a hub for international trade and transit in Pakistan. In order to prevent any disruption to trade, the system is being gradually rolled out on selected HS codes and selected locations.



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Bank Integrations to Eliminate EIF/EFE

Pakistan Single Window is focused to establish a connected network of all trade bodies & stakeholders to facilitate traders & entrepreneurs. As a part of this venture, PSW has successfully integrated 29 banks. The traders are no longer required to obtain electronic import & export forms (EIF/EFE) for clearing consignments in Pakistan. This is a huge achievement for Pakistan Single Window & a proud moment as the bank integrations have been completed during Phase 1 of the PSW rollout.



PSW Exclusive Support Center is facilitating Business Community

PSW offers an encouraging climate of inclusion and ease of doing business being an online portal & aims to make it easier for traders & business owners to enter the supply chain worldwide. Considering this aspect, Pakistan Single Window's exclusive support center for business enthusiasts is providing 24/7 assistance via a helpline +92 21 111 111 779. Traders & entrepreneurs can address their queries and can access a wide range of resources for trade & business via this helpline.





Stakeholder Consultation Session for Localization of HI-Tech Parts in PAAPAM

Pakistan Single Window (PSW) conducted a stakeholders' consultation session on Engineering Development Board's (EDB) business process validation & digitalization. The session was held at the Pakistan Association of Automotive Parts and Accessories Manufacturers (PAAPAM), Lahore & at the Pakistan Automotive Manufacturers Association (PAMA) Karachi. It was attended by several auto parts manufacturers & EDB officials.

The participants were briefed about how the digitalization of the Engineering Development Board (EDB) will help in reducing the time and cost involved in trade-related business processes of EDB, providing ease of doing business to stakeholders like manufacturers & assemblers. The session provided relevant stakeholders with information about the validation of business processes like EDB quota registration, revalidation, addition, amendment, and issuance of quota certificates to assemblers and manufacturers. PSW representatives gave a presentation on the digitalization of the whole process & validated the Business Requirement Specifications from the focal persons of the EDB.

The participants appreciated the session, and they welcomed the new changes that PSW integration would bring. The PSW representatives addressed the questions raised during the session regarding the Business Requirement Specifications (BRS) of the Engineering Development Board (EDB).



MOU signing with Sir Syed University of Engineering & Technology

Pakistan Single Window (PSW) has signed a Memorandum of Understanding (MoU) with Sir Syed University of Engineering & Technology, Karachi. Engr. Syed Sarfraz Ali (Registrar SSUET) & Usman Mahboob (People & OD Manager PSW) signed the agreement.

Under this MOU, partner organizations agreed to support research opportunities, including joint research projects, short-term placement of university faculty members at PSW and vice versa for better appreciation of the industrial and education environment. Also, PSW aims to facilitate the youth of Pakistan by providing employment and internship opportunities, especially to the students of Sir Syed University of Engineering & Technology SSUET).





Development Partners briefed on Pakistan Single Window implementation

Pakistan Single Window (PSW) organized a donor's meeting at the PSW Islamabad headquarters to brief them on the implementation of the Single Window system. The meeting was attended by officials from the **United States Agency for International Development (USAID)**, the **USAID funded Pakistan Regional Economic Integration Activity (PREIA)**, and the **International Finance Corporation**.

The participants were briefed on the implementation status of the **Pakistan Single Window** and were also given a walkthrough of the recently launched **Trade Information Portal of Pakistan (TIPP)**. The briefing was followed by an interactive Q&A session focusing on **PSW's** implementation strategy, financial sustainability, and future plans.

The CEO of PSW Aftab Haider thanked the donor community for their significant support to **PSW** and said, "**PSW** has tremendously benefited from multi donor support and collaboration who have provided technical and financial assistance on various components of the **PSW**. He said that strong program management by the **PSW** team has ensured that donor support to PSW development and implementation remains well coordinated and in sync."

The participants appreciated the efforts of **PSW**, and the inclusive approach taken towards the implementation of the Single Window System. They also took a keen interest in the **TIPP** which provides a single point of access for all import, export, and transit related information for the guidance of traders, investors, and other stakeholders engaged in cross border trade with Pakistan.



PSW conducted nationwide Training Sessions to bridge the gap between stakeholders

Pakistan Single Window held a **Series of Training & Awareness Sessions on SD Exports and the DPP LPO Module**. The trainings were conducted at Karachi DPP Head office, Karachi Airport, Lahore Dry port & Airport, Islamabad Dry port and Airport, Peshawar Dry Port and Airport, and Torkham.

These training sessions were attended by the related Traders, Customs Officers, DPP officials, and Clearing Agents. The attendees were given live demo sessions on how to file single declarations and how to obtain a phytosanitary certificate.

Other than these sessions, training sessions with various trade associations related to DPP such as Rice Exporters Associations Pakistan, All Pakistan Fruits & Vegetable Exporters (PFVA), APSEA and Clearing Agents Associations were also held in hybrid model where Karachi-based traders attended in person and traders from all over Pakistan attended through Zoom.

PSW aims to bridge the communication & information gap between stakeholders with the help of these nation-wide training sessions.

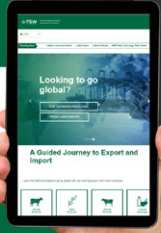


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The Trade Information Portal of Pakistan (TIPP) Naming Contest

One of the biggest achievements of Pakistan Single Window is the launch of **TIPP (The Trade Information Portal of Pakistan)**. TIPP is a portal that displays the latest and complete regulatory information related to imports, exports, and transit for any item/HS code as well as useful statistical data for international trade.

TIPP is for everyone; the management of **Pakistan Single Window** held a naming competition for the **Trade Information Portal of Pakistan** for prospect users. This naming competition was open for all & an engaging digital campaign as many end-users have suggested creative English & Urdu names for **TIPP**. The management also announced prize for the winner.



PSW promotion through prime Radio Channels

Pakistan Single Window (PSW) aired radio ads on **FM-101 & FM-107.4** for **PSW** promotion in major business and trade cities of Pakistan including Karachi, Lahore, Bahawalpur, Islamabad, Faisalabad, Peshawar, & Sialkot. The ad ran for 5 days during the prime time to capture maximum listenership.



Behind The Scenes at PSW

To create awareness and spread a positive image of **Pakistan Single Window**, **PSW** Communication & Marketing Team conducted a cheering session '**Behind the Scenes at PSW**' at Islamabad & Karachi Office. In this session the employees were asked a general question 'What's the motivation for people at PSW to work for the change and transformation of the Trade Systems in Pakistan?' & the staff had a lot to say.

PSW team gave a variety of opinions but as one could have guessed, what went on behind the scenes was funnier. The staff ended up laughing at the answers as they were performing the scenes.



PSW celebrates International Human Resource Day 2022

International Human Resources Day is celebrated as an occasion to provide recognition to the dedicated and hardworking people of Human Resource Departments who are vital for the functioning of all industries across the world. It's a great way to provide recognition and honor to HR professionals while thanking them for their contribution to society.

On 20th May 2022, **PSW** celebrated **International Human Resource Day** to pay tribute to the achievements of HR individuals working at **Pakistan Single Window**. We are proud to have such hardworking, professional, and dedicated HR professionals at **PSW**. The management of **PSW** held a cake-cutting ceremony at Islamabad Office to honor & acclaim the services of HR professionals.

PSW believe Human Resources is its strength & the company cannot attain the strength without the assistance of HR team.



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Media Appearance at 'World This Morning' – PTV WORLD



Pakistan Single Window (PSW) aims to facilitate cross-border trade across Pakistan. To highlight the core benefits of PSW, **Mr. Aftab Haider (CEO – Pakistan Single Window)** & **Mr. Athar Fahim (Digital Strategy Advisor – Pakistan Single Window)** made a media appearance at Pakistan's Hybrid English Language Global National Channel – **PTV World**.

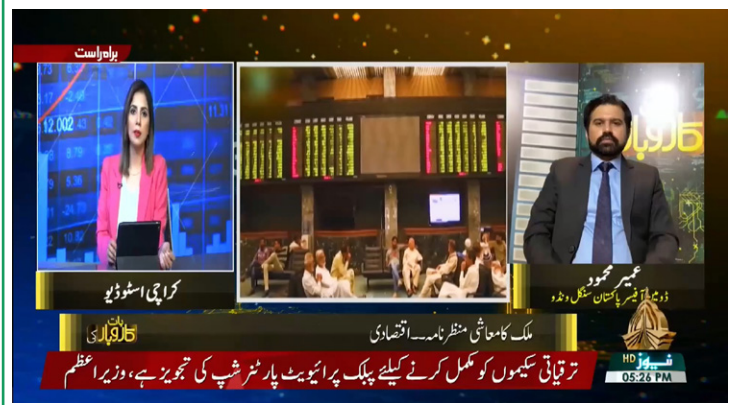
In the live TV show '**World This Morning**', the CEO **Pakistan Single Window** highlighted the benefits of digitalizing cross-border trade & elaborated on how **PSW** is playing a part in making trade easy and secure for everyone. He mentioned that rolling out **PSW** is a wonderful journey & connecting all trade-related regulatory authorities & stakeholders with the PSW system was a huge achievement.

Furthermore, he explained how **PSW** has minimized human interaction by digitizing cross-border trade operations and providing a single access point for all import/export operations. **Mr. Athar Fahim** discussed how the PSW ecosystem is growing stronger with the effective incorporation of the latest technology.

During this interactive session, **Mr. Aftab Haider** called attention to the **Trade Information Portal Pakistan (TIPP)** & shared the key features of TIPP for traders, entrepreneurs, & business community. He expressed that based on the feedback from our stakeholders, the PSW ecosystem is becoming more customer centric.



Media Appearance at 'Baat Karobar Ki' – PTV News



The evolutionary concept of the **Pakistan Single Window (PSW)** is making trade easy from every perspective & in this regard, the concerned authorities of **PSW** has launched the **Trade Information Portal Pakistan (TIPP)** to provide procedural and regulatory information related to the trade of Pakistan.

TIPP is a central repository of trade-related information & to bring attention to the key benefits of TIPP, **Mr. Umair Mehmood (Domain Officer - Pakistan Single Window)** joined the segment of '**Baat Karobar Ki**' at **PTV News** where he discussed the role of the Trade Information Portal of Pakistan in the trade ecosystem and highlighted its benefits for the business community.

The key benefits of TIPP highlighted in the live session were:

- Trade Bodies and Regulators
- Trade in Goods
- Guides to Trade
- Pakistan's Access to The Global Market
- Information Desk for Overseas Pakistani

MEDIA DIALOGUE 'Developing an Enabling Media Network Towards International Trade Facilitation.'

Pakistan Single Window (PSW) organized a Media Dialogue titled '**Developing an Enabling Media Network Towards International Trade Facilitation.**' The event was held at **Serena Hotel Islamabad** which provided a forum for the PSW team and media professionals to reflect on the media's role in generating and promoting trade facilitation initiatives in collaboration with other public and private sector stakeholders forming the cross-border trade ecosystem.

During the event, the participants were given an overview of the **Pakistan Single Window** and the **Trade Information Portal of Pakistan (TIPP)** and how **PSW** offers an encouraging climate of inclusion and ease of doing business being an online portal. The participants were also enlightened on how **PSW** aims to facilitate SMEs and women-led businesses for joining the international supply chain.

Mr. Aftab Haider (CEO – Pakistan Single Window) elaborated that the **Pakistan Single Window** is a step closer to a digital Pakistan that will help the country achieve faster, inclusive, and sustainable economic growth. Renowned media representatives appreciated the **PSW** initiative and its role to facilitate international trade.



PSW intends to sign MOU with Allama Iqbal Open University for digitalizing PSW training programs

PSW intends to sign a Memorandum of Understanding (MOU) with Allama Iqbal Open University for Trade Tech Training Programs.

Mr. Aftab Haider (CEO – Pakistan Single Window) & Mr. Athar Fahim (Digital Strategy Advisor – Pakistan Single Window) had the pleasure to meet Dr. Zia-ul-Qayyum (Vice-Chancellor AIOU) & Mr. Tanveer Ahmed (Head of Digital Transformation PMO AIOU). During the visit, the representatives proposed PSW- AIOU collaboration on:

- PSW Training for PSW Customers, Partners, and Stakeholders
- Developing Training Content for relevant stakeholders
- Digitalizing PSW Training Programs through the implementation of the Online Training Portal
- Certification / Diploma certificate program on Trade Tech, Customs, PSW etc.



PSW is committed to providing a safe & comfortable work environment



Pakistan Single Window (PSW) is an organization that encourages equality-based work culture and is committed to providing a safe and comfortable work environment to all employees.

In this regard, PSW-Human Resource Department held a training session regarding the **Harassment Policy at The Workplace** in the Karachi office to provide workplace harassment prevention training to employees to promote a positive work culture. The purpose of this training was to highlight the key aspects of workplace harassment behaviors, reporting mechanisms, and company policy related to harassment so that the PSW workforce can have a safe & secure work environment.

PSW employees rolled up sleeves for Blood Donor Day 2022



Pakistan Single Window (PSW) has always been playing a key role in the well-being of society as a part of social responsibility.

On 14th June 2022, in pursuance of World Blood Donor Day, PSW Human Resource Department organized a **Blood Donation Camp** at Islamabad Head Office, in collaboration with Sundas Foundation affiliated with the Pakistan Thalassemia Centre. PSW Staff participated in the blood donation activity with zeal & zest.

The enthusiasm of PSW staff toward this noble cause was exemplary & PSW appreciates Sundas Foundation's contribution and service to society.



'Trade Talks' – PSW Exclusive Podcast Series

Pakistan Single Window (PSW) has commenced a Podcast series '**Trade Talks**' to highlight how PSW is bringing a quantum jump of automation from paper-based management of Pakistan's external trade involving 77+ different government departments responsible to regulate different aspects of imports, exports, and transit trade. As a part of this endeavor, PSW released episode 2 of 'Trade Talks'.

In this exclusive episode, Dr. Vaqar Ahmed, Joint Executive Director at Sustainable Development Policy Institute (SDPI) analyses Pakistan's Budget for the FY 2022 – 2023. He provides insights from a private sector perspective and shows how the budget can help Pakistan's trade prospects. Dr. Vaqar also shed light on economic growth and inflation in the country.

Listen Now:

https://youtu.be/f3ZrEdV1_rw



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MOU Signing with Trade Foresight for Technical Training & Education

Pakistan Single Window (PSW) is striving to facilitate traders, entrepreneurs, and stakeholders of the trade industry via the PSW system. In this respect, a Memorandum of Understanding (MOU) was signed between the Pakistan Single Window (PSW), Trade Foresight (TF), and Trioca Ventures Private Limited (TVPL) for collaboration on trainings and capacity building of traders and other stakeholders.

This will enable the traders and stakeholders to use the single window system and benefit from its different features. The partnership is also aimed at providing training and technical skills to various groups of PSW users, including Pakistan's traders; government officials; businesses; entrepreneurs; and micro, small, and medium-sized enterprises (MSMEs), focusing specifically on women-led ventures and intends to connect more Pakistani businesses to the international supply chain.

As per the agreement, PSW and TF will collaborate on designing, developing, and delivering training programs using blended learning methodologies. TVPL will provide support in developing and monitoring the program's key performance indicators and promptly communicate any deficiencies and deviations in program implementation.

Syed Aftab Haider, CEO PSW said of the partnership, "We are excited to have entered in our first partnership arrangement with a private sector company. At PSW we have always believed in public and private sector collaboration for maximizing PSW offerings to the public and hope this MoU will pave the way for a deeper, more impactful engagement with other stakeholders."

The MoU marks the first collaboration between the PSW and a private sector firm and is expected to extend the PSW's reach for training and capacity-building initiatives to a diverse group of stakeholders across various cities. It builds on the PSW leadership's vision to leverage the private sector's expertise and resources for better service delivery to the users.

PSW launched an Intra-Net "PSW Connect"

Pakistan Single Window has launched an **intra-network** for employees with the name 'PSW Connect'.

The PSW staff has been developing internal policies and platforms; to ensure their accessibility and security, the IT Department of PSW has been working on launching a 'Share Portal' for staff as a secure place to store, organize, share, create workflows, and access information from any device.

After completing internal working on 'Share Portal' the management of PSW held a naming contest for employees to name the portal. The portal is named 'PSW Connect' & it is successfully facilitating internal staff.



Fun-Filled Award activity at PSW

Pakistan Single Window (PSW) is always looking for creating memorable moments for its employees. The HR Department organized a **Fun-Filled Awards Activity** in which the PSW staff nominated their work buddies for the titles they wanted to give them depending upon the qualities they possess other than their work talent.

The award categories were:

- "The Busy Bee"
- "The Stand-up Comedian"
- "The Foodie"
- "The Well-groomed Employee"
- "The Energizer Bunny"

This **Fun-Filled Award Activity** was held at both Karachi & Islamabad office & all the employees participated in the fun activity. The winners were presented gift hampers from the PSW management & it was a cheerful gathering.