



PRESS RELEASE

PAKISTAN SINGLE WINDOW LAUNCHES OFFICIAL MOBILE APP TO DIGITALIZE TRADE MANAGEMENT

Pakistan Single Window (PSW) has officially launched its Mobile App as part of its continued commitment to enhancing digital access to cross-border trade facilitation services. The application is now available for download on both the Apple App Store and Google Play Store, extending the reach of the PSW platform by enabling the trading community to access essential trade services through a convenient and secure mobile experience.

Designed to complement PSW's existing digital ecosystem, the Mobile App provides importers, exporters and customs clearing agents with a flexible and user-friendly platform to stay connected with their trade activities anytime, anywhere. Users can conveniently monitor declaration progress, track regulatory compliance activities, and receive real-time updates on customs clearance directly from their smartphones.

Beyond status tracking, the application provides visibility into regulatory and financial certificates while enabling users to perform a range of time-sensitive actions and initiate system-based requests. These include declaration cancellation, dray-off requests, provincial cess exemption/waiver requests, bank guarantee release requests, and other operational services. The app also offers integrated payment management capabilities, allowing users to generate Payment Slip IDs (PSIDs), view paid and pending PSIDs, access payment details, and make payments through their linked Personal Deposit (PD) accounts.

By providing single-point mobile access to critical trade information and transaction updates, the PSW Mobile App reduces dependence on desktop-based operations and empowers business executives, logistics managers and supply chain teams to oversee trade activities without geographical or workplace constraints. Ready access to trade-related information enables stakeholders to respond promptly to regulatory requirements, complete pending actions in a timely manner, and improve operational planning, ultimately contributing to faster clearance of import consignments and export shipments.

The application also strengthens engagement between PSW and the trading community by providing built-in channels for customer support. Users can conveniently lodge complaints, submit feedback, and directly contact the PSW Call Centre through the app, ensuring quicker resolution of operational issues and improved service delivery.



The launch of the PSW Mobile App marks another important milestone in Pakistan's digital trade transformation journey. By extending trade facilitation services to mobile devices, PSW is equipping businesses with greater flexibility, transparency and operational efficiency while further strengthening the country's unified digital trade ecosystem that seamlessly connects regulatory authorities with the private sector.

For media inquiries, please contact:

PSW Communications

Mr. Waqas Aziz - VP Marketing Communications

Email: waqas.aziz@psw.gov.pk Phone: 051-9245605