



## PAKISTAN SINGLE WINDOW AND NATIONAL INFORMATION TECHNOLOGY BOARD SIGN MOU TO ADVANCE DIGITAL PUBLIC SERVICES UNDER DEEP



In a significant step toward accelerating Pakistan’s digital transformation agenda, Pakistan Single Window (PSW) and the National Information Technology Board (NITB) today signed a Memorandum of Understanding (MoU) to collaborate on the digitalization and integration of citizen-centric services under the Digital Economy Enhancement Project (DEEP).

The signing ceremony, held in Islamabad, marks the beginning of a strategic partnership aimed at leveraging the technical expertise, digital infrastructure, and institutional capabilities of both organizations to deliver seamless, accessible, and citizen-focused digital services.

Under this collaboration, NITB, as the technology partner for DEEP, will work closely with PSW to identify, design, digitize, and integrate selected services into Pakistan’s unified citizen services platform. The partnership will focus on service integration, workflow optimization, API enablement, interoperability, and user-centric service delivery.

Syed Aftab Haider, CEO of Pakistan Single Window, commented, “At PSW, our mission has always been to build digital trust and eliminate the silos that restrict economic growth. Through this partnership with NITB under the DEEP project, we are taking the lessons learned from transforming international trade and applying them to the wider digital economy. By reinforcing our focus on interoperability and user-centric design, we are contributing to the development of a digital public infrastructure that makes government services simple and available on a click.”



Faisal Mumtaz, Project Director from DEEP, also commented “This partnership reflects our shared commitment to building a connected and citizen-centric digital ecosystem in Pakistan. Through DEEP, we are enabling government institutions to modernize service delivery by promoting interoperability, secure data exchange, and seamless digital experiences for citizens. Collaboration with PSW brings valuable implementation expertise that will help accelerate the integration of high-impact public services into a unified digital platform, ultimately improving accessibility, efficiency, and public trust in digital governance.”

This collaboration is a significant milestone in the DEEP initiative, a World Bank funded project aimed at enhancing the digital economy through integrated government-to-citizen (G2C) services. By combining PSW’s implementation agility with NITB’s federal reach, Pakistan is setting a regional benchmark for digital governance and inclusive economic growth.

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