



PSW
PAKISTAN SINGLE WINDOW

ANNUAL MONITORING AND EVALUATION REPORT 2025-26



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Pakistan Single Window

Annual Monitoring Report FY2025-26

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Executive Summary

To ensure effective oversight and continuous improvement of the Pakistan Single Window (PSW), a comprehensive Monitoring and Evaluation Framework with quarterly and annual performance benchmarks has been established and approved by the PSW Governing Council. This annual report presents the key achievements and progress made during FY 2025–26 against these approved objectives.

During the year, PSW significantly expanded Pakistan's digital trade ecosystem by onboarding multiple government organizations under the Phase-V rollout, including CIBS, MOI, BoRS, SMEDA, and several regulatory services related to DRAP, DPP, SD Warehousing, and the Integrated Trade Tariff (ITT) Phase-II. These initiatives streamlined regulatory processes, enhanced inter-agency collaboration, and improved the efficiency of cross-border trade.

PSW was honored as one of the winners of the Asia-Pacific Trade Facilitation Innovation Awards 2026 for the Integrated Risk Management System (IRMS), recognizing Pakistan's progress in adopting technology-driven approaches to trade facilitation.

Significant enhancements were also made to the Integrated Risk Management System (IRMS), further improving its analytical capabilities and operational effectiveness. During FY 2025–26, PSW completed the Inductive Rule Engine, introduced simulation capabilities for both Deductive and Inductive Rule Engines, implemented Management Information System (MIS) reporting, enhanced audit logging, and introduced Random Channel Assignment within the Deductive Rule Engine to support more effective and intelligent risk assessment.

PSW also achieved important milestones in regional digital connectivity by successfully completing cross-border Single Window integrations with Tajikistan and Uzbekistan, reinforcing Pakistan's commitment to regional trade facilitation and digital cooperation. During the year, PSW launched its flagship Port Community System, PortVerse, marking a major step towards modernizing maritime trade and port operations. The platform will continue to evolve through the introduction of additional features, services, and modules during FY 2026–27.

Looking ahead, FY 2026–27 will focus on onboarding additional regulatory authorities and expanding international digital connectivity through strategic cross-border integration initiatives. The Airport Community System (ACS) Program achieved a key milestone with the approval of its Business Requirements Specification (BRS). Development of the Software Requirements Specification (SRS), detailed solution design, and implementation activities are progressing as planned, with the delivery of ACS MVP 1.0 targeted for June 2027.

Overall, FY 2025–26 marked another year of significant progress for Pakistan Single Window, with continued expansion of digital services, stronger inter-agency collaboration, enhanced risk management capabilities, and deeper regional integration. These achievements reinforce PSW's role as a key enabler of Pakistan's trade modernization agenda and provide a strong foundation for further innovation, efficiency, and economic competitiveness in the years ahead.

Date of submission: 3rd August 2026

1. Expected vs. actual progress for the year

Key for Traffic Lights rating:

-  Indicator on track with expected
-  Indicator slightly off track
-  Indicator significantly below expected progress

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
1.1 - # of OGAs integrated with PSW	77	N/A	32		MoU Agreement document with OGA	During FY2021–FY2026, the Pakistan Single Window (PSW) successfully integrated 32 Other Government Agencies (OGAs), strengthening inter-agency collaboration and enabling seamless digital trade facilitation.
1.2 - # of OGAs integrated in phase-V	N/A	4	4		PSW reporting	Chief Inspector of Boilers Sindh (CIBS), Ministry of Interior (MOI), Board of Revenue Sindh (BoRS), Small and Medium Enterprises Development Authority (SMEDA) have been successfully integrated with PSW in FY25-26.
1.3 - # of Stakeholder Advisory Committee Meetings held	At least 1 Meeting per year	1	0		Meeting minutes	Pertains to the PSW Secretariat. Although the Secretariat has notified the Stakeholder Advisory Committee, no meeting has been called yet.
1.4 - # of Value Added Services added	2	2	3		PSW reporting	FTSL AKS-iQ Electronic Certificate of Origin (for Non-Preferential Trade)
1.5 - # of posts on Twitter	20 posts per week	N/A	315		PSW Twitter Profile	
1.6 - # of videos/tutorials uploaded on YouTube	120	N/A	377 by June 2026		PSW YouTube Channel	
1.7 - # of Time Release Studies completed	2 reports per year	Ongoing	In-progress		Time Release Study Report	Finalization of SAPT, NLCCT, AFU, IMO, Dry Port Azakhel Interim & Final Reports by Aug 2026

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INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
2.1 - % of LPCOs issued through the PSW system for integrated OGAs	90%	N/A	100%		System reports from PSW portal stating total LPCOs issued	PSW has eliminated manual data processes through automation for all the integrated OGA's with respect to LPCO's.
2.2 - # of calls received on PSW helpline	N/A	N/A	111,288		PSW Customer Support Report	Total 111,288 calls handled/received by L1 (Tier 1) Support in FY25-26.
2.3 - # of support requests received on helpdesk email	N/A	N/A	122,243		PSW Customer Support Report	Total 122,243 emails handled/received by L1 (Tier 1) Support in FY25-26.
2.4 - % of support requests from helpdesk email that are resolved	Above 90%	Ongoing	94.75%		PSW Customer Support Report	94.75% of support requests from helpdesk emails are resolved in FY25-26
2.5 - % of (email) queries resolved at tier 1	60%	Ongoing	75.47%		PSW Customer Support Report	Total 75.47% of queries resolved by L1 (Tier 1) Support in FY25-26.
2.6 - % of (email) queries resolved at tier 2	40%	Ongoing	24.53%		PSW Customer Support Report	Total 24.53% of emails resolved by L2 (Tier 2) Support in FY25-26.
2.7 - # of seminars/conferences etc. on which PSW is presented or represented	40	Ongoing	369		Invites, minutes, notes etc. as appropriate	369 seminars / conferences etc. on which PSW is presented or represented in FY25-26.
2.8 - Establishment of dedicated PSW Data center	Established	N/A	Established		PSW Reporting	The PSW Data Centre was established in August 2024 and has been fully operational since then.
2.9 - Data Governance Policy is approved	Approval of Policy	N/A	Approved		Data Governance Policy Document and notification of approval.	
2.10 - Information Security Management System is created	ISMS design created	Dec 2025	Completed		Information Security Management System report	
3.1 - # of workshop, seminars or trainings held with ministries of the governing council, OGAs and other relevant audiences as agreed with the governing council	Average 20 sessions per month	240 sessions per Year	415 Sessions per year		Training reports	415 workshops, seminars, or training held with ministries of the governing council, OGAs, and other relevant audiences as agreed in FY25-26.
3.2 - # of engagements with Associations	Minimum 6 per year	6 Per Year	46 Sessions per year		Invites, minutes, notes etc. as appropriate	46 Change Management sessions organized at different associations in FY25-26.

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INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
4.1 - Review of Integrated Risk Management System takes place, and updates are shared with governing council	4 meetings	2 meetings per year	1		IRMS update report	
4.2 - % of integrated OGAs that have operationalized Integrated Risk Management System	80%	80%	86%		IRMS update report	IRMS on OGAs (DPP, FSC&RD, AQD, PSQCA, MMD, MFD) has been operationalized while implementation of IRMS on DRAP is in process.
4.3 - % of consignments cleared using IRMS	60%	60%	AQD - Export Certificate: 99% in FY25-26 - Release Order: 99% in FY25-26 DPP - Import Permit: 99% in FY25-26 - Export Certificate: 99% in FY25-26 - Release Order: 99% in FY25-26 PSQCA - Release Order: 98% in FY25-26 FSC&RD - Release Order: 100%		IRMS update report	

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
			in FY25-26 MMD Export Certificate: 100% in FY25-26 MFD Export Certificate: 100% in FY25-26			
4.4 - % of consignments going through the IRMS green channel	20%	20%	DPP - Import Permit: 76% - Export Certificate: 0% - Release Order: 0% AQD - Export Certificate: 1% - Release Order: 0% PSQCA - Release Order: 0% FSC&RD Release Order: 0% MMD Export Certificate: 0%		IRMS update report	

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
			MFD Export Certificate: 0%			
4.5 - # of PSW Company IRMS committee meetings held	8 per year	ongoing	30 Meetings held during FY 25-26		IRMS update report	Regular meetings with participating Other Government Agencies (OGAs), including Risk Management Committee members and senior management, were conducted to ensure the smooth operationalization of the Integrated Risk Management System (IRMS), strengthen coordination, address implementation challenges, and support effective system adoption.
5.1 - # of logistics partners (shipping lines, terminals, banks, transport partners licensed with OGA etc.) integrated into the Port Community System. Overall 243 Integrations with Banks, Terminals and Shipping Lines	37 Bank 7 Terminals 200 Shipping Lines	Integration with 15 Banks and 5 Terminals	15 banks & 5 terminals have been integrated		Engagement agreements with partners	15 banks integrated; onboarding of the remaining banks depends on their development priorities and timelines. 5 cargo terminals integrated with PCS. Shipping Lines / Off-Dock / Bulk Terminals: Stakeholder engagement completed; integration onboarding is in progress.
5.2 - Design of Airport Community System	1	50%	In progress		Design Document	The ACS Program has completed a significant design milestone through the approval of the Business Requirements Specification (BRS), with the Software Requirements Specification (SRS) and detailed design activities progressing in line with the planned implementation approach.
5.3 - Development of Airport Community System	N/A	Development Initiated	In Progress		10% Development of ACS achieved	The ACS Program is progressing in line with the draft implementation roadmap, with implementation and integration workstreams advancing in parallel towards the planned delivery of ACS MVP 1.0 by June 2027.

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INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
6.1 - # of technical issues occurring in the system	<6 per year	N/A	7		PSW Reporting	
6.2 - Time taken to resolve technical issues in the system	<24 hours	N/A	11:38:57		PSW Reporting	
7.5 - Average OGA processing time (hours)	72 Hrs.	72 Hrs.	AQD Export Certificate: 6.71 Hrs. Release Order: 61.71 Hrs. DPP Export Certificate: 14.82 Hrs. Release Order: 72 Hrs. Import Permit: 10.75 Hrs. FSC&RD Release Order: 81.76 Hrs. MFD Export Certificate: 2.27 Hrs. PSQCA Release Order: 53.12 Hrs. MMD Export Certificate: 20.24 Hrs. MNC Import Permit: 77.12 Hrs. Export Permit: 64.63 Hrs. DRAP		PSW Reporting	

INDICATOR	OVERALL TARGET	ANNUAL TARGET	CURRENT VALUE	TRAFFIC LIGHT RATING	MEANS OF VERIFICATION	REMARKS
			Release Order: 37 Hrs. Import Permit: 60.11 Hrs. Export Permit: 57.81 Hrs. DIL: 62.87 Hrs.			
9.1 - % of goods declarations filed through PSW	60%	60%	100%		Systems data	100% of Single Declarations (SDs) for goods were filed through the Pakistan Single Window (PSW) during FY2025-26

2. Progress and Next Steps on Priority Areas

2.1 Integration of OGAs with PSW

of OGAs fully integrated with PSW:

- (32) OGAs have been successfully integrated with PSW.

of OGAs in the process of integration with PSW:

- Below are the OGAs in progress:
 - Pakistan Telecommunications Authority (PTA), Pakistan Airport Authority (PAA), Pakistan Electronic Media Regulatory Authority (PEMRA), Ministry of Climate Change (National Ozone Unit), Wildlife and Forestry Wing, Pakistan Environmental Protection Agency.

Average OGA processing time:

Statistics as per the Quarter 4 FY 2025-26:



LPCO Processing Detail Report (1st April 2026 - 30th June 2026)

Agency	Import Permit	Import Permit Avg Hours	Export Certificate	Export Certificate Avg Hours	Release Order	Release Order Avg Hours	Export Permit	Export Permit Avg Hours	Business Registration	Business Registration Avg Hours	Drug Import License	Drug Import License Avg Hours
Animal Quarantine Department	0	0.00	5,825	5.27	1,262	73.60	0	0.00	0	0.00	0	0.00
Chief Inspector of Boilers Sindh	11	212.90	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Department of Plant Protection	4,588	14.76	23,270	18.96	10,573	72.23	0	0.00	2	1,747.00	0	0.00
Drug Regulatory Authority of Pakistan	10,160	65.46	0	0.00	49	308.33	1713	60.10	44	121.46	3619	65.35
FSC&RD	0	0.00	0	0.00	351	99.77	0	0.00	0	0.00	0	0.00
Marine Fisheries Department	0	0.00	4,258	2.16	0	0.00	0	0.00	0	0.00	0	0.00
Mercantile Marine Department	0	0.00	870	20.38	0	0.00	0	0.00	0	0.00	0	0.00
Ministry of Narcotics Control Department	23	77.99	0	0.00	0	0.00	9	46.42	0	0.00	0	0.00
Pakistan Standard Quality and Control Authority	0	0.00	0	0.00	7,898	56.88	0	0.00	0	0.00	0	0.00
Pakistan Tobacco Board	0	0.00	0	0.00	0	0.00	277	37.63	16	41.07	0	0.00
Total	14,782		34,223		20,133		1999		62		3619	

Key Updates

Jul 2025 - Jun 2026

- Below OGAs and integrations have been successfully completed and live in FY2025-26.
 - ✓ Chief Inspector of Boilers Sindh (CIBS)
 - ✓ Ministry of Interior (MOI)
 - ✓ Board of Revenue Sindh (BoRS)
 - ✓ Small and Medium Enterprises Development Authority (SMEDA)
 - ✓ Treatment Providers Registrations
 - ✓ Integrated Tariff for Trade UI (ITT UI)
 - ✓ DPP- Product Registration Form 16,1 & 17
 - ✓ DRAP Imports – Medical Devices
 - ✓ PSI Companies
 - ✓ Tajikistan Single Window Integration
 - ✓ Uzbekistan Integration

Next Steps

- Below, OGAs and integrations are targeted to be completed by June 2027.
 - ✓ Revamp of EDB SRO 656
 - ✓ Pakistan Telecommunications Authority (PTA)
 - ✓ Pakistan Electronic Media Regulatory Authority (PEMRA)
 - ✓ Pakistan Environmental Protection Agency (PAK EPA)
 - ✓ Wildlife and Forestry Wing
 - ✓ Digitization of Bank Guarantees
 - ✓ DPP - PEQ Certificates
 - ✓ Integration with NACTA (Depends on department approval)
 - ✓ Pakistan Airport Authority (PAA) (Depends on department approval)
 - ✓ SD Warehousing
 - ✓ EFS SD Filing in PSW
 - ✓ Pakistan Engineering Council (PEC) (Depends on department approval)

2.2 Trade Information Portal (TIPP)

Key Updates

Data Verification & HS Code Synchronization

TIPP expanded coverage by finalizing data for key trade agreements and initiating updates across major regional FTAs and PTAs.

- ✓ WeBOC Record Alignment: Conducted a comprehensive verification cycle to directly update HS Code descriptions and tariff data structures to ensure perfect alignment with official WeBOC records
- ✓ 12-Digit HS Code Expansion: Successfully synchronized and updated more than 1,000 specific 12-digit HS Codes and their corresponding descriptions across 4 distinct OGAs, using their relevant ITT sheets to eliminate cross-departmental compliance gaps.

Trade Policy and Legal Integration

Legal updates were incorporated in line with recent S.R.Os and ongoing alignment of trade policy documents with updated IPO and EPO files.

- ✓ Incorporated 25+ new trade regulations, including multiple S.R.Os.

- ✓ Updated 15+ downloadable files for improved public access.

Platform Engagement

Tradeverse – TIPP continues to grow in visibility and usage, reflecting its role as a trusted national platform for trade-related information.

- ✓ Over 785,000 users visited the TIPP portal during the April–June 2026 quarter.
- ✓ The platform now has a growing community of more than 2,200 members.

User Experience and Visual Improvements

To enhance accessibility and engagement, key updates were made to the platform interface and visual tagging system to improve user experience.

- ✓ Around +46,000 product tags are added in TIPP, for easier search and categorization.
- ✓ Home page layout and navigation refreshed for better usability and clarity.

TK-3 Tool Kit System Training

Completed extensive system-wide content and operational training on the upcoming TK-3. Formally transitioned into the UAT phase, executing rigorous system validation sessions to systematically test live environments and isolate operational workflows. Successfully identified, documented, and logged technical and functional issues during testing. Maintained close, active coordination pipelines with the Cyberia Team to communicate these system anomalies, track debugging progress, and systematically validate resolutions before deployment.

Stakeholder Coordination

Coordination with stakeholders was strengthened through routine communications, analytics submissions, and document support

- ✓ Continuous engagement through emails with Focal Persons (FPs) reminding them to update data in compliance with current SROs.

Tariff Concession Explorer

Developed and integrated a dedicated Tariff Concession Explorer feature within the portal. This module explicitly maps out international partner countries holding active Free Trade Agreements (FTAs) and Preferential Trade Agreements (PTAs) with Pakistan, displaying the specific HS codes that qualify for exemptions on exports from Pakistan to those countries, with the HS code lists mapped for both nations.

Trade Data FY:2025-26

TIPP has updated its trade statistics to include data for the fiscal year 2025–26, enabling users to analyze the most recent trends in Pakistan’s import and export performance.

- ✓ Trade data for FY 2025–26 has been successfully added to the TIPP platform.
- ✓ Users can now access the latest import and export figures across all major sectors.

Next Steps

- Conduct training sessions for focal people on the new Tradeverse UI, including guidance on utilizing relevant features effectively.
- Introduce the enhanced UI for trade data (2021–2026) to further improve accessibility and usability.
- Conclude TK-3 Sign-off: Complete the final phases of User Acceptance Testing for the upcoming TK-3 system upgrades, ensuring all identified operational bugs are resolved and validated.
- Execute CMS Focal Person Training: Design and roll out dedicated Content Management System (CMS) training sessions for departmental Focal Persons (FPs) to empower them to directly update, manage, and maintain their respective regulatory portfolios on the portal.
- New legal documents, processes, and compliance measures to support updated regulatory frameworks.

2.3 Integrated Risk Management System (IRMS)

Key Updates

- IRMS module successfully went live, and OGAs onboarding took place throughout the previous years. The following OGAs have been onboarded.
 - DPP (Import Permit, Export Certificate)
 - AQD (Export Certificate, Release Order)
 - FSC&RD (Release Order)
 - PSQCA (Release Order)
 - MFD (Export Certificate)
 - MMD (Export Certificate)
 - DRAP in progress.
- During FY 2025–26, PSW advanced IRMS implementation and governance by operationalizing IRMS across participating OGAs, including DPP, FSC&RD, AQD, PSQCA, MMD, and MFD, while progressing implementation for DRAP. The PSW Centre of Excellence (CoE) strengthened OGA adoption through senior management capacity-building workshops and provided support in risk rule development, system enhancements, data analysis, and performance monitoring. IRMS capabilities were further enhanced through the transition towards random channel selection for all OGAs, enhanced the DPP payload structure by incorporating the PSI data field, improving risk-based decision-making and operational efficiency. These achievements contributed to IRMS receiving the APTFF Trade Facilitation Innovation Award 2026, recognizing Pakistan's technology-enabled approach to modern trade facilitation.

Next Steps

- Predictive and AI-driven risk-based capabilities are currently under development, with ongoing efforts to enhance the accuracy, efficiency, and effectiveness of risk-based decision-making.

2.4 Change Management and Communication

Key Updates

- A Pakistan Single Window engaged 18,383 stakeholders through 415 engagement sessions, representing a 65% increase in stakeholder outreach and a 56% increase in total sessions compared to last FY.
- PSW strengthened its strategic stakeholder network by establishing 42 new collaborations while sustaining 10 existing partnerships with government organizations, development partners, financial institutions, academia, and the private sector.
- PSW strengthened its engagement with the business community by collaborating with 47 Chambers of Commerce, 46 Trade Associations, and 7 NGOs, further expanding its institutional outreach nationwide.
- PSW successfully launched SMElevate, its flagship capacity-building initiative aimed at empowering SMEs and artisans to enhance export readiness. During the year, 77 SMElevate sessions were conducted through collaborations with 17 private-sector organizations, 18 public-sector organizations, and 4 international partners, exceeding the annual target by 1,050%.
- PSW significantly expanded its engagement with academia by conducting 30 awareness and capacity-building sessions across universities, incubation centers, and executive education institutions, surpassing the annual target of 25 sessions.
- PSW conducted 19 women-centric engagement sessions in collaboration with chambers, universities, financial institutions, and development partners, exceeding its annual target by 111%.
- PSW participated as a speaker in 19 national conferences and seminars across Pakistan, strengthening its thought leadership in trade facilitation and digital transformation.
- PSW established its presence through 13 exhibition booths at major national and international conferences and exhibitions, including an international event in Bangkok, exceeding the annual target by 117%.
- PSW conducted its Biannual Stakeholder Survey, receiving responses from 114 stakeholders. The survey recorded an overall satisfaction rate of 71.9% and a 78.1% positive rating regarding the practical implementation of PSW initiatives, providing valuable insights for continuous improvement.
- Through the Trade Lab initiative, PSW trained more than 200+ learners, strengthening industry capacity for digital trade facilitation.

Next Steps

- Lead the nationwide Change Management strategy for the implementation of the Pakistan Automated Customs Ecosystem (PACE) by ensuring stakeholder readiness through structured communication, capacity-building, and adoption initiatives across all user groups.
- Enhance Trade Lab by introducing role-based learning pathways, sector-specific training modules, and advanced analytics to improve learner engagement and training outcomes.
- Expand PSW's engagement with universities, incubation centers, and executive education institutions to cultivate future trade professionals and promote awareness of digital trade facilitation among students and young entrepreneurs.

- Increase participation in national and international conferences, exhibitions, and trade events to strengthen PSW's visibility, promote Pakistan's digital trade ecosystem, and establish strategic partnerships with regional and international stakeholders.

Marketing & Communication

- **Stakeholder Feedback Survey:**

To ensure information dissemination and address any potential confusion within the trade community, the team spearheaded a Stakeholder Feedback Survey campaign in each quarter of FY 2025-26. Distributed in both English and Urdu, the surveys yielded valuable insights from the respondents. The findings from these surveys are meticulously reviewed and integrated into organizational processes by the PSW Customer Experience Committee, comprised of members from the Operations & Support team. This collaborative approach guarantees that stakeholder feedback directly influences PSW's operations, driving continuous organizational improvement.

Below is the data from the last Feedback Survey:

Recipients	88,375
Open Rate	37.99%

- **The View: Monthly Newsletter:**

PSW successfully distributed "The View" monthly newsletters each month, ensuring consistent and transparent communication with a diverse range of stakeholders. The newsletter served as a key communication tool for PSW, delivering timely updates on the organization's latest developments, new integrations, strategic partnerships, collaborative sessions, and platform features.

Key metrics from the Q4 FY2025-26 campaign are included below:

April 2026	
Recipients	85,619
Open Rate	34.95%
May 2026	
Recipients	85,442
Open Rate	34.01%
June 2026	
Recipients	85,194
Open Rate	29.18%

- **Media Appearances:**

Chief Executive Officer Aftab Haider was featured in The Express Tribune, where he mentioned about the launch of Trade Lab.

He stated: "The launch of Trade Lab is a strategic leap in our mission to drive digital transformation in Pakistan's trade ecosystem. Knowledge is the key to unlocking the potential of our traders."

[Cross-border trade: govt hopes to empower startups, entrepreneurs with 'Trade Lab' - Startup Record...](#)

In an interview with Dawn News, Naveed Abbas Memon, Chief Domain Officer at PSW, highlighted PortVerse, Port Community System of Pakistan. He explained how the platform enhances maritime trade by streamlining workflows, improving coordination among stakeholders, and promoting efficiency and transparency.

<https://www.youtube.com/live/oZDYIVrYglY?si=cl8Vr3wAmtVvzJ80>

○ **Ask Media Series**

The PSW Marcom team published two more testimonials for the Ask Media series to bring forward media insights on its initiatives that transform Pakistan's trade landscape. The series highlights how PSW is streamlining import and export procedures and helping reduce procedural delays and improve overall efficiency through a unified digital platform.

Tahir Khalil: <https://youtu.be/FvdbEh7ZML8>

Tariq Aziz: https://youtu.be/R_wOePt-zbU

○ **Trade Talks - The PSW Podcast – Season 3**

The team published episode 4 of Season 3 of PSW's Trade Talks podcast, with Naveed Abbas Memon, Chief Domain Officer at PSW, where he discussed how PortVerse by PSW and integrated digital trade systems are helping create a more connected, efficient, and competitive maritime ecosystem. The conversation also explored the opportunities emerging from shifting regional trade routes and what they could mean for Pakistan's ports and logistics sector.

Episode 3: <https://youtu.be/wA15ua3YIOU>

○ **News Coverage:**

PSW's accomplishments received extensive promotion through press releases and articles on various news platforms throughout the year.

The following news mentions were published during Q4 FY 2025-26:

Pakistan Single Window wins prestigious Asia-Pacific Trade Facilitation Innovation Award 2026

In a historic achievement for Pakistan's digital transformation and trade facilitation, Pakistan Single Window (PSW) has been declared one of the three winners of the prestigious Asia-Pacific Trade Facilitation Innovation Awards 2026.

Startup Pakistan	https://startuppakistan.com.pk/pakistan-single-window-wins-prestigious-asia-pacific-trade-facilitation-innovation-award-2026/
Business Recorder	https://www.brecorder.com/news/40426034/psw-wins-at-asia-pacific-trade-facilitation-innovation-awards-2026
Pakistan Observer	https://epaper.pakobserver.net/popup.php?newssrc=issues/2026/2026-06-18/44359/6.jpg
Dawn News	https://www.dawn.com/news/2009864/company-news
The News	https://www.thenews.pk/print/1421451-psw-wins-asia-pacific-trade-facilitation-innovation-award
Profit	https://profit.pakistantoday.com.pk/2026/06/20/pakistan-single-window-wins-asia-pacific-trade-facilitation-innovation-award
Associated Press of Pakistan	https://www.app.com.pk/business/psw-wins-prestigious-asia-pacific-trade-facilitation-innovation-award-2026/
Pro Pakistani	https://propakistani.pk/2026/06/17/pakistan-single-window-wins-prestigious-asia-pacific-trade-facilitation-innovation-award-2026/

Pakistan Single Window (PSW), NTC sign agreement to digitise tariff and trade processes.

Pakistan Single Window (PSW) and National Tariff Commission (NTC) signed an agreement for real-time data sharing and integrating tariff functions with the PSW digital landscape and Federal Board of Revenue's customs department.

TechJuice	https://www.techjuice.pk/psw-ntc-sign-agreement-to-automate-tariff-system/
Business Recorder	https://www.brecorder.com/news/40425761
The Nation	https://www.nation.com.pk/16-Jun-2026/agreement-signed-ntc-psw-digitalisation-push
Nawa-e-Waqt	https://www.nawaiwaqt.com.pk/E-Paper/islamabad/2026-06-16/page-8
Express Tribune	https://tribune.com.pk/epaper/news/Karachi/2026-06-17/MDNhZDQ3NmM5YTg0NDcxNDhmYjVmZTdhZWYxMWIyNjEuanBIZw
Sub News	https://dailysubnews.com/news-300539/
ABN News	https://youtu.be/POUleC9wdJs

Profit	https://profit.pakistantoday.com.pk/2026/06/16/ntc-pakistan-single-window-sign-agreement-to-digitise-tariff-and-trade-processes
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PSW, NITB Join Forces to Fast-Track Pakistan's Digital Public Services.

In a major move to strengthen Pakistan's digital transformation agenda, Pakistan Single Window and National Information Technology Board have signed a Memorandum of Understanding (MoU) to jointly advance citizen-centric digital services under the Digital Economy Enhancement Project.

The AZB	https://theazb.com/psw-nitb-join-forces-to-fast-track-pakistans-digital-public-services/
PCN News	https://pcn58.com.pk/index.php/2026/05/18/pakistan-single-window-and-national-information-technology-board-sign-mou-to-advance-digital-public-services-under-deep/
Whattech	https://wattech.com.pk/index.php/2026/05/18/pakistan-single-window-and-national-information-technology-board-sign-mou-to-advance-digital-public-services-under-deep/
Spin Pakistan	https://spinpk.com/index.php/2026/05/18/pakistan-single-window-and-national-information-technology-board-sign-mou-to-advance-digital-public-services-under-deep/
B99 News	https://bnews99.com.pk/index.php/2026/05/18/pakistan-single-window-and-national-information-technology-board-sign-mou-to-advance-digital-public-services-under-deep/
New Update Times	https://newsupdatetimes.com/psw-and-nitb-sign-mou-to-advance-digital-public-services-under-deep/

PSW, Pak EXIM link up to boost digital trade finance.

The Pakistan Single Window (PSW) and the Export-Import Bank of Pakistan (Pak EXIM) have signed a memorandum of understanding (MoU) to strengthen data-driven trade finance and support export growth

Peak Point	https://www.peakpoint.pk/en/2026/05/21/psw-and-pak-exim-sign-mou-to-strengthen-digital-trade-finance-framework/
PakRevenue	https://pkrevenue.com/psw-and-pak-exim-bank-partner-to-enhance-trade-finance/
TechJuice	https://www.techjuice.pk/psw-and-pak-exim-sign-mou-to-strengthen-digital-trade-finance-framework/

Mettis Global	https://mettisglobal.news/PSW-Pak-EXIM-partner-to-boost-export-financing-60638
News Update Times	https://newsupdatetimes.com/psw-and-pak-exim-sign-mou-to-strengthen-digital-trade-finance-framework/
The World News	https://worldnewsam.com/story/98828
The News	https://www.thenews.pk/print/1416651-psw-pak-exim-link-up-to-boost-digital-trade-finance https://e.thenews.pk/detail?id=483700

Trade Lab launched to boost export readiness.

The Pakistan Single Window (PSW), in collaboration with the Sustainable Development Policy Institute (SDPI), has launched 'Trade Lab', Pakistan's first dedicated e-learning platform for cross-border trade, aimed at improving exporters' technical capacity and easing entry into global markets

The News	https://www.thenews.pk/print/1411901-trade-lab-launched-to-boost-export-readiness#:~:text=KARACHI%3A%20The%20Pakistan%20Single%20Window,easing%20entry%20into%20global%20markets
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Next Steps

- Execute the PSW Digital Experience Campaign: Roll out the phased communication campaign for the revamped PSW Website, PSW Portal, PortVerse Website, and TradeVerse (TIPP) Website, beginning with teaser and announcement posts, followed by dedicated platform-specific campaigns showcasing the new user experience, features, and enhancements.
- Launch the PSW Mobile App Campaign: Implement a comprehensive campaign announcing the availability of the PSW Mobile App through teaser posts, followed by feature-focused content highlighting key functionalities. Support the launch with a press release and targeted outreach to major print, digital, and broadcast media outlets to maximize visibility through video and animations.
- Strengthen PSW's Media Presence: Expand PSW's representation across mainstream television, digital media, and business publications by proactively engaging with leading media outlets and identifying senior leadership and subject matter experts for interviews, panel discussions, podcasts, and expert commentary on trade facilitation and digital transformation. Also organizing Media Dialogues/Discussions so that there is greater awareness regarding PSW and improve its role and perception in the media community.

2.5 Seaport Community System

Key Updates

- The Delivery Order functionality is fully operational across the application interface. However, the bank endorsement integration has been divided into two phases. Phase 01 (Bank Endorsement) is live on production and is integrated with 15 banks, while Phase 02 (File Sharing) has been initiated and is currently in the kickoff stage.
- Following this transition, Shipping Lines/Agents, Clearing/Custom Agents, Traders, Terminals, Port Authorities and OGAs have been provided with access to the platform.
- User Authentication/Subscription from PSW and verification of license from WeBOC has been in place for Shipping and Customs Agents.
- From an application perspective, VIR, Berthing Events, Maritime Single Window, Port Clearance, along with OGA Payments, and electronic Delivery Order, are fully operational in PCS, and WeBOC is no longer accepts manual entries of VIRs.

Next Steps

- Establish seamless cross-application release coordination to eliminate delays caused by inter-application dependencies.
- Integrate the system with FBR, Shipping Lines, Off-Dock Terminals, and Bulk Terminals.
- Onboarding of Off-Dock Terminals, Yard and Freight Forwarder Users.
- Implementation of PD Account functionality
- Implementation of Discharge and Load List functionality for containerized and non-containerized vessels
- Implementation of Ship Recycling
- Implementation of Ports Service Provider Licensing (Ship Chandlers Services)
- Development of PCS Exports Booking modules along with its associated features and functionalities.
- Enhance Overall Reporting, Dashboards, Data Analytics, and Statistical insights to support better operational and management decisions.
- Bank Integration for Banks Endorsement Phase 02 (File Sharing).

2.6 Airport Community System

Key Updates

- The ACS Program has progressed into the implementation phase following the onboarding of the Solution Architect and technical delivery team.
- The Business Requirements Specification (BRS) has been completed and approved by the business. Development of the Software Requirements Specification (SRS) is currently in progress.
- Core technical planning activities, including solution architecture, integration architecture, technical proposal, and development environment readiness, have been completed to support implementation.
- API documentation and business use case mapping have been completed to facilitate system integration.
- Development has commenced for the ACS User Management System (UMS), WeBOC 2.0 Customs Declaration for Air, Advance Cargo Declaration, and supporting integration services.
- Requirements validation and engagement with Airlines and Ground Handling Agents (GHAs) are ongoing to support phased implementation and integration planning.
- The ACS MVP 1.0 roadmap and delivery plan have been established to guide program execution.

Next Steps

- Complete the Software Requirements Specification (SRS) and remaining functional and technical documentation.
- Continuing development of all capabilities within the approved ACS MVP 1.0 scope.
- Complete integration development with WeBOC 2.0 and other external stakeholder systems.
- Continue stakeholder validation and onboarding with Airlines and Ground Handling Agents (GHAs).
- Progress the program through System Integration Testing (SIT), User Acceptance Testing (UAT), and production readiness activities in line with the approved implementation roadmap.

2.7 Data Management Office

Key Updates

- Developed and implemented a custom Enterprise Data Warehouse (DWH) on Oracle.
- Established automated data extraction from WeBOC to Oracle with Change Data Capture (CDC) enablement.
- Designed and developed business intelligence dashboards for Customs and OGAs, including Dwell Time (Import GD), RO Analysis (DPP & AQD), Import Permit DPP, FSC&RD, SMEDA, and Centralized Price Verification Portal (CPVP).
- Approval of Data Governance Policy, along with the establishment of SOPs and Frameworks to operationalize governance.
- Establishment of Data Governance Council. Conducted multiple sessions across the organization for the appointment of data custodians and stewards.

Next Steps

- Advance the enterprise Data Governance program by expanding data lineage, business glossary, enriching metadata, data privacy, data catalog capabilities, and operationalizing governance through the onboarding of Data Stewards and Data Custodians to ensure sustained ownership, accountability, and data quality.
- Development of the enterprise data model to move the organization from ad-hoc to productionized data services.
- CI/CD enablement for automated deployments is currently under evaluation and planning.
- Multiple strategic projects across diverse business domains are currently in progress.

2.8 Time Release Study

Key Updates

- AFU and IMO site surveys were conducted at the site at Karachi Airport.
- Site Surveys of AFU Imports and exports were conducted over the period.
- Site Surveys of IMO and their processes at present have been carried out.
- SAPT Interim Report is an update from the vendor based on PSW Team Feedback.

Next Steps

- Finalization of SAPT, NLCCT, AFU, IMO, Dry Port Azakhel Interim & Final Reports by Aug 2026

3. Key Achievements

Throughout the year 2025-26, multiple significant achievements were made:

- PSW has been named one of the three winners of the Asia-Pacific Trade Facilitation Forum (APTFF) Trade Facilitation Innovation Awards 2026 for the successful development and implementation of its Integrated Risk Management System (IRMS). The award recognizes PSW's efforts in introducing smarter, data-driven risk management that strengthens regulatory oversight while making cross-border trade faster and more efficient. By enabling better risk assessment, reducing unnecessary interventions, and improving transparency across government agencies, IRMS has transformed the way trade is managed in Pakistan. This international recognition reinforces Pakistan's growing position as a leader in digital trade facilitation and acknowledges PSW's continued efforts to modernize the country's trade ecosystem.
- Gwadar Port Goes Live on PortVerse: Successfully processed the first vessel through PortVerse (Pakistan's Port Community System) at Gwadar Port, marking a major milestone in Pakistan's maritime digital transformation and expanding the country's integrated digital port ecosystem.
- Aviation Wing Integration with PSW: Successfully onboarded the Aviation Wing, Ministry of Defence onto the PSW platform, enabling a fully paperless process for aircraft operator enlistment and the import of aviation equipment through seamless digital collaboration among key stakeholders.
- In a notable development for the country's trade sector, Pakistan has been featured in the UNECE–UN/CEFACT Single Window Journey Series for its experience in developing and implementing the PSW system. This feature recognizes the country's progress in advancing digital trade facilitation through internationally aligned standards, robust legal frameworks, and coordinated implementation across government institutions. It also highlights the importance of building interoperable and scalable digital public infrastructure to support the evolving needs of global trade. As Pakistan's National Single Window, PSW remains committed to driving innovation, strengthening cross-border trade, and delivering a more connected, transparent, and efficient trade ecosystem.
- At the Asia-Pacific Trade Facilitation Forum x Paperless Trade Week 2026 in Bangkok, PSW participated in the regional session on Single Window Interoperability co-organized by UNESCAP and the Islamic Development Bank. Representing PSW, Domain Officer Muhammad Asim Awan presented Pakistan's Country Readiness Assessment Report, which confirmed the platform's technical maturity and robust foundations for secure cross-border data exchange with regional partners. The PSW delegation also actively contributed to the project's Expert Group and Steering Committee meetings, collaborating on governance arrangements, roadmaps, and upcoming pilot initiatives to accelerate paperless trade across the region.
- Pakistan's digital trade ecosystem continues to grow as more businesses and government agencies adopt the PSW platform for cross-border trade. PSW now serves 108,059 registered subscribers, including 5,392 women users, reflecting broader participation across the trading

community. The platform has facilitated over 1.7 million Goods Declarations and processed more than 1.2 million Licenses, Permits, Certificates, and Other Documents (LPCOs), demonstrating the increasing reliance on digital processes for regulatory compliance and trade facilitation. As adoption continues to expand, PSW remains focused on delivering faster, more transparent, and integrated trade services that strengthen Pakistan's competitiveness in global trade.

- To support women-led businesses in trade and business development, PSW has constituted an Advisory Board for the WTO's award-winning Khadijah Women Entrepreneurship Program. Comprising distinguished leaders from public and private sectors, the Board will provide strategic direction, policy expertise, and capacity-building support to advance women-led businesses. By combining regulatory experience and financial inclusion knowledge, this initiative aims to strengthen program design, deepen stakeholder engagement, and improve cross-border trade opportunities for women entrepreneurs. Ultimately, this milestone reinforces PSW's commitment to fostering an inclusive trade ecosystem that drives sustainable economic development.
- At the WCO 27th Regional Heads of Customs Conference in Hong Kong, Pakistan signed a milestone MoU to join the pilot run of the blockchain-based ValidAP project, becoming the first country among 35 WCO Asia Pacific members to volunteer. Signed by PSW's Chief Domain Officer, Mr. Naveed Abbas Memon, and Member Customs (Operations), Mr. Syed Shakeel Shah, this initiative enables secure cross-border validation of compliance certificates and ensures faster verification of export documents. By implementing this advanced technology, PSW continues to drive Pakistan's digital trade transformation, improving regulatory connectivity and enhancing global export competitiveness.
- Pakistan's digital trade reform agenda was showcased at the WCO Asia/Pacific Regional Heads of Customs Administrations Conference, where PSW's delegation presented the country's progress in customs modernization and trade facilitation. The presentation highlighted PSW's role in advancing regulatory integration, transparency, and technology-driven border management, while also showcasing the broader digital transformation initiatives being implemented by Pakistan Customs. The recognition of Pakistan's reform efforts strengthened the country's engagement with WCO member administrations and contributed to Pakistan's successful election to the World Customs Organization (WCO) Policy Commission for the 2026–2028 term, further reinforcing its growing role in shaping the future of international customs cooperation.

(a) Enhanced Customer Experience

- Launch of an enhanced Live Chat and AI Chatbot solution with advanced features to improve customer support, user experience, and service efficiency.

(b) Change Management

- Pakistan Single Window engaged 18,383 stakeholders through 415 engagement sessions, representing a 65% increase in stakeholder outreach and a 56% increase in total sessions compared to FY 2024-25.

(c) Network & Infrastructure

- The implementation of Privileged Access Management (PAM) has been completed to enhance and safeguard the overall security posture of the PSW system.
- Readiness of the development environment for WeBOC 2.0, including Oracle 23AI RAC databases.

- Significant cost savings achieved by migrating the Trade Statistics dashboard from Google BigQuery to the Microsoft Power BI platform.
- Achieved significant cost savings by replacing the VMware virtualization platform with Oracle KVM, reducing the 5-year infrastructure cost from USD 1.9 million to USD 400,000, resulting in total savings of USD 1.5 million.
- (d) Information Security
 - Established an Information Security Management System (ISMS) to strengthen organizational readiness, enhance PSW's information security posture, align with international best practices, and prepare the organization for ISO/IEC 27001 certification.

4. Project Management

4.1 Funding

- The revised SRO for the Single Declaration (SD) Fee, implemented in December 2025, continues to support improved revenue realization and short-term liquidity for the PSW system during the reporting period. Initial trends following implementation indicate improved monthly revenue stability and better alignment between operational expenditure and fee recovery. The SD fee is structured strictly on an operational cost-recovery basis and remains sufficient only to meet routine operations and maintenance requirements. In the absence of recurring funding from PSDP allocations or the earlier 50% share of GD fee, the current model provides limited capacity to finance capital investments.
- SRO for the Port Community System (PCS), which integrates into the National Single Window initiative, is expected imminently. Once finalized, this will enable an additional revenue stream and funding source for the PSW System.
- The PSW system was established through a hybrid financing approach, whereby initial seed funding combined with SD-fee revenue enabled system go-live at an estimated cost of USD 5.5 million. Core infrastructure, primarily data center-related, was separately financed through donor support of approximately USD 10 million. This financing structure aligns with international best practice, under which operating costs are recovered through user fees while capital expenditure is supported through public or donor funding, as the broader economic, compliance, and trade facilitation benefits accrue to the State.

4.2 Legal

- Agreement signed with the Ministry of Commerce to enable Pakistan Single Window (PSW) to securely share trade data with the Ministry of Commerce (MoC) for trade policy analysis and data analytics, while ensuring confidentiality, proper attribution, and compliance with applicable data-sharing rules.
- MOU signed with University of Peshawar to establish a collaborative framework to empower the youth of Khyber Pakhtunkhwa through digital trade awareness, capacity building, startup support, and trade facilitation initiatives.

4.3 HR & Admin

- During Q-4 FY 2025-26, PSW sustained a strong and stable human resource base, reflecting a well-established staffing position across all key functions. The current workforce stands at 360 employees, with a balanced distribution across technical, operational, and support areas, aligned with evolving business and operational requirements.
- This stability is complemented by a noticeable reduction in the employee turnover rate from 2% to 1.2% compared to the previous quarter, a positive outcome of PSW's progressive HR policies focused on employee engagement, performance-based rewards, and career development opportunities

4.4 Other

- N/A

5. Risks and Opportunities

Risks

(a) Network & Infrastructure

- WeBOC Data Center Operations - WeBOC DC operations are under the management of PRAL while the WeBOC software development team is under the management of PSW. The divided management is posing a major risk for maintaining smooth operations of WeBOC and PSW since PSW applications are also co-located in the same data center. Because of no control of PSW over its own and WeBOC infrastructure, it solely relies on the infrastructure of PRAL which is mostly either old or without the support. Any incident will cause a major outage to both applications. This risk is being monitored and under mitigation.
- No DR of PSW and WeBOC - Both applications are running primarily from the PRAL data center at Custom House with no DR site. PSW has established its DR with limited functionality (only services independent of WeBOC can run). WeBOC has no functional DR. This is a major risk for both applications. This risk is being monitored and under mitigation.

(b) Integrated Risk Management Strategy (IRMS)

- OGAs will take some time to develop an understanding of the system and the process of defining risk rules, which may entail slowing down the implementation of IRMS.

(c) Legal

- The 3-year performance benchmarks for PSW are awaiting approval from the Governing Council (GC).

(d) Finance

- The PSW system's operational revenue continues to rely predominantly on a single source, namely the SD fee, which creates sustainability risks for system expansion and capital-intensive initiatives. While the revised SD fee has improved short-term liquidity conditions, it does not address medium- to long-term capital funding requirements.

- The absence of diversified or commercial revenue streams may result in funding gaps if alternative initiatives are delayed, while reliance on non-commercial reimbursements limits financial flexibility for timely technology upgrades and innovation. In addition, delays in approval and implementation of the revised PC-1 could constrain alignment of funding with the system's medium- to long-term infrastructure and growth requirements.
- This single source reliance is dependent on regional and trade route stability, with recent regional geopolitical events having a negative effect on trade and therefore the system's operational revenue.

Opportunities

(a) Finance

- This Implementation of the revised SD Fee provides improved operational stability and creates an opportunity to strengthen long-term financial sustainability through better alignment of service costs and revenue recovery. In addition, potential approval of the revised PC-1 and engagement with development partners could enable financing of critical infrastructure upgrades, including advanced data analytics, cybersecurity, and digital trade facilitation capabilities. These developments would support PSW's continued evolution in line with global standards and enhance its role in improving Pakistan's trade efficiency and regulatory transparency.

6. Report on Off-Track Targets

(a) No. of Stakeholder Advisory Committee Meetings held:

- This indicator pertains to the PSW Secretariat's reporting to the Governing Council.

(b) Number of Time Release Studies Completed:

- The Time Release Studies have been completed. One study report has been submitted and is currently under review.

(c) Percentage of consignments going through the IRMS green channel:

- The IRMS functionality has been successfully developed and deployed by PSW. However, progress against this indicator has been slower than anticipated due to delayed responses and pending actions from the concerned Other Government Agencies (OGAs). Despite multiple follow-up communications from PSW, the required responses are still awaited. In line with the decisions of the last Governing Council meeting, capacity-building sessions have been conducted for all relevant OGAs. Furthermore, letters, along with the relevant data and required information, have been sent to the Secretaries of the concerned OGAs to facilitate their engagement and expedite implementation.

(d) Design of Airport Community System:

- Progress was delayed due to slow responses and delayed input from the consultants onboarded through the FCDO-funded REMIT program.

(e) Development of Airport Community System:

- As outlined above, progress on the development of the Airport Community System (ACS) was delayed due to delayed responses from the consultants engaged through the FCDO-funded REMIT program. However, the development phase has now commenced, with the delivery of ACS Minimum Viable Product (MVP) 1.0 planned for June 2027.



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