Annual Report Summary

FY 2025–26

Pakistan Single Window (PSW), established under the PSW Act, 2021 and incorporated under Section 42 of the Companies Act, 2017, operates as Pakistan's national digital platform for facilitating cross-border trade. Oversight and monitoring of PSW is conducted by a Governing Council (GC), chaired by the Minister of Finance and Revenue. Recognized as an Essential State-Owned Enterprise, PSW is proud to present its seventh Annual Report for the financial year ended 30th June, 2026, highlighting another year of significant progress in trade facilitation, digital transformation, institutional collaboration, and financial sustainability.

Key Achievements

- **User Growth and Trade Volumes:** PSW subscribers reached 104,792, processing 1.66 million trade declarations and 1.07 million Licenses, Permits, Certificates, and Other authorizations (LPCOs) during the year.
- **Agency Integration:** Integration expanded with the addition of the Engineering Development Board (EDB), Chief Inspector of Boilers Sindh (CIBS), Ministry of Interior (MOI), Board of Revenue Sindh (BoRS), and Small and Medium Enterprises Development Authority (SMEDA).
- **Major System and Product Launches:**
    - ✓ PortVerse (Maritime Single Window) formally rolled out in July 2025 in collaboration with the Ministry of Maritime Affairs to facilitate vessel management, port clearances, and real-time data sharing across seaports.
    - ✓ Khizer AI Chatbot launched in October, 2025, in partnership with Sybrid (Private) Limited, providing round-the-clock query resolution through the PSW platform and Trade Information Portal (TIPP/TradeVerse).
    - ✓ Trade Lab launched in November, 2025, in collaboration with the Sustainable Development Policy Institute (SDPI), introducing Pakistan's first dedicated digital learning platform for cross-border trade.
    - ✓ Integrated Risk Management System (IRMS) achieved 86% operationalization across integrated Other Government Agencies (OGAs), strengthening coordinated risk assessment and regulatory oversight.
    - ✓ Development of the Airport Community System (ACS) formally commenced, with Minimum Viable Product (MVP) 1.0 targeted for June, 2027.
- **Digital Trade Connectivity:** Export declaration data-exchange integrations with Uzbekistan and Tajikistan were completed, alongside integration with the International Plant Protection Convention's (IPPC) e-Phyto Hub for electronic phytosanitary certificates.

Strategic Partnerships and International Collaboration

PSW strengthened its institutional and international partnerships through key agreements and collaborations with:

- National Tariff Commission (NTC) for automation and trade policy analysis.
- Export-Import Bank of Pakistan (Pak EXIM) to facilitate export credit and SME trade finance underwriting.
- National Information Technology Board (NITB) under the DEEP program.
- Trade Development Authority of Pakistan (TDAP) to promote trade facilitation and export development.
- Uzbekistan and Tajikistan for cross-border export declaration data exchange.

PSW also received the prestigious **Asia-Pacific Trade Facilitation Innovation Award 2026** for its Integrated Risk Management System (IRMS), presented by the Asian Development Bank (ADB) and United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) during Paperless Trade Week in Bangkok.

Financial Highlights

PSW maintained financial discipline and strong revenue growth while continuing to invest in digital infrastructure and institutional development.

Financial Indicator	FY 2024–25	FY 2025–26
Revenue (PKR)	2.73 billion	3.47 billion
Surplus / (Deficit) (PKR)	(22.54 million)	196.63 million

The company recorded revenue of PKR 3.47 billion and a net surplus of PKR 196.63 million during FY 2025–26, reflecting improved financial performance compared to the previous year. The Sponsor's Loan from Pakistan Customs stood at PKR 2.20 billion, comprising an unconditional, unsecured, and interest-free loan. The annual financial statements were audited by M/s Muniff Ziauddin & Co., Chartered Accountants.

Risk Management

PSW continued to strengthen its Enterprise Risk Management (ERM) framework, focusing on key areas including cybersecurity, digital resilience, financial sustainability, and stakeholder coordination. Continued emphasis on institutional oversight, effective risk assessment, and regulatory collaboration supported the secure and sustainable expansion of its digital trade infrastructure.

Corporate Social Responsibility

PSW continued its commitment to women empowerment, capacity building, and inclusive economic participation through various initiatives. The Khadijah Women Entrepreneurship Program expanded its outreach through sessions in Faisalabad and Sialkot, in collaboration with TDAP and local women chambers, increasing female subscribers to approximately 4,910 compared to 4,200 in the previous year. PSW also concluded the inaugural cohort of its NextTech Internship Program and organized SMElevate workshops, including a textile SME export-readiness workshop in Karachi, to strengthen entrepreneurial capabilities and promote participation in international trade.

The Way Forward

PSW remains committed to transforming Pakistan's cross-border trade ecosystem through innovation, digital integration, transparency, and institutional collaboration. With continued support from the government and key stakeholders, PSW aims to:

- Expand PortVerse across all major seaports to strengthen maritime trade facilitation.
- Advance the development of the Airport Community System (ACS) to digitalize air cargo operations.
- Deepen the integration of AI-driven solutions and intelligent risk management tools across the trade ecosystem.
- Extend international digital trade corridors and strengthen cross-border data exchange with regional and global partners.
- Further support FBR, EDF, NTC, and other government agencies in digital modernization and trade policy development.
- Promote SME participation in international trade through capacity-building initiatives, digital learning, and women entrepreneurship programs.

With sustained government support, strategic partnerships, and continued investment in technology, PSW shall continue to advance Pakistan's transition towards a more transparent, efficient, integrated, and digitally empowered trade ecosystem.