ANNUAL REPORT SUMMARY
FY 2024-25

Pakistan Single Window (PSW), established in April, 2020, under the Companies Act, 2017, was designated by the federal government as the operating entity for the PSW system under the PSW Act, 2021. Oversight and monitoring of PSW is conducted by a Governing Council (GC), chaired by the Minister of Finance and Revenue, comprising federal secretaries from key ministries involved in cross-border trade regulation, alongside four private sector representatives. PSW has been declared as an "Essential State-Owned Enterprise" vide the Federal Government's notification No. 2(38)S(IT)/2024 dated 25th October, 2024. PSW is proud to present its sixth Annual Report for the financial year ended 30th June, 2025, highlighting another year of progress in trade facilitation, digital transformation, and institutional strengthening.

Key Achievements

- **System Expansion:** Integration expanded to 23 government agencies, including the Drug Regulatory Authority of Pakistan (DRAP), provincial revenue authorities, and others.

- **User Growth:** PSW subscribers exceeded 93,000, processing 1.25 million trade declarations and 797,000 LPCOs during the year.

- **Process Digitalization:** 173 business processes digitalized and 104 redundant processes eliminated, significantly simplifying cross-border trade.

- **Major Launches:**
    - PSW Data Vault established in Karachi.
    - DRAP Clearance Gateway launched for pharmaceutical trade facilitation.
    - Maritime Single Window rolled out as part of the Port Community System.

Strategic Partnerships

PSW signed key collaborations with:

- **FBR** for modernization of the WeBOC system.

- **Alibaba Group** to develop an e-commerce platform.

- **Maqta Technologies** (Abu Dhabi Port Group) for AI and blockchain integration.

- **CAREC Institute and Export Development Fund** to promote regional connectivity and digital exports.

Financial Highlights

Year	Revenue (PKR)	Surplus/ (Deficit) (PKR)
2024	1.66 billion	480 million surplus
2025	2.73 billion	22 million deficit

Despite a modest deficit due to expansion, core operations remained self-sustaining with strong revenue growth.

Risk Management

Key risks such as funding delays, capacity constraints, and Other Government Agency (OGA) integration challenges were mitigated through improved stakeholder coordination, flexible IT strategies, and revenue diversification.

Corporate Social Responsibility

Initiatives focused on women empowerment, staff welfare, diversity and inclusion (DEI) training, and trade capacity-building programs nationwide.

The Way Forward

PSW remains committed to transforming Pakistan's cross-border trade ecosystem through innovation, transparency, and inclusivity, positioning the country as a digitally empowered trading nation. PSW aims to:

- **Expand** integration with national and international trade partners.
- **Strengthen** digital tools and analytics for transparency.
- **Enhance** collaboration with FBR, EDF, and other agencies.
- **Support** SME participation in e-commerce through global platforms.

With strong government and stakeholder support, PSW shall be transforming Pakistan's trade ecosystem into a transparent, efficient, and digitally empowered environment.