



**PSW**  
PAKISTAN SINGLE WINDOW



# USER MANUAL

## DRAP - FOR RELEASE ORDER OF RAW MATERIAL & FINISHED DRUGS

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## 1. Introduction

Pakistan Single Window (PSW) is an electronic portal that allows parties involved in cross border trade and transport to lodge standardized information and documents using a single-entry point to fulfill all import, export, and transit related regulatory requirements. The information is transmitted electronically and individual data elements for clearance and regulatory approvals need only to be submitted once. Use of the PSW portal is allowed to authorized users who have completed the subscription process. Once subscribed and registered with PSW, you can access the PSW to perform cross border trade and transit related activities including online payment of taxes and Other Government Agencies (OGA) fees.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the trader/customs agent to apply for the Entity registration, Drugs Sales License, Drugs Manufacturing License, Drugs Import License, and Release Order from the Drug Regulatory Authority of Pakistan (DRAP). The application for the same shall be received and processed through the PSW portal. Similarly, sharing of messages and documents required for processing of regulatory approval requests shall be enabled by the PSW.

This new platform will automate all trade-related business processes of DRAP (phaseswise), including registrations. With the PSW system going live, there will be no DRAP office visits and manual submission of applications for the issuance of regulatory approvals. The processing of application will be done online, where you can have a clear visibility of the action being performed on the same.



## 2. Background

Background As a signatory to the WTO's Trade Facilitation Agreement (2015), Pakistan has notified the establishment of a 'National Single Window' (NSW) as a 'Category C' commitment with effect from 22nd February 2017. To implement NSW the Government of Pakistan has promulgated the Pakistan Single Window Act, 2021 while declaring Pakistan Customs as the Lead Agency. Pakistan Customs has established a dedicated PSW Company (PSWC), as a not-for-profit Company under the Companies Act, 2017, to implement the PSW program. The PSWC has been designated as the Operating Entity under the PSW Act for developing and maintaining the PSW portal in collaboration with 77 different public sector entities involved in the regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities, related to the regulation of international trade. This will not only reduce the time and costs but also increase compliance and immensely benefit economic operators like importers, exporters, freight forwarders, clearing agents, shipping companies, transporters, etc. The implementation of the PSW program will also enhance government controls and transparency. By creating a national electronic trade and logistics platform the PSW will help Pakistan integrate better into the regional and global single window systems. It will facilitate integration into global value chains and enable Pakistan to become a hub for regional and international transit and trade.



### 3. Salient Features of DRAP Module

- A complete solution for online filling and processing of applications.
- It caters to all the needs of DRAP related to processing Release Order for Raw Material and Finished Drugs.
- A complete and comprehensive log of the activities on the trader's online request of registrations will be visible to the trader/custom agent in the system.
- The Dynamic User Management System provided to the DRAP will ensure proper performance monitoring against agreed performance benchmarks and key performance indicators.
- Communication between the officers and traders/custom agents will be done through the PSW system.

### 4. System Requirements

- To use PSW Portal on Windows®, the subscriber will require:
  - a. Google Chrome Browser.
  - b. Windows 7, Windows 8, Windows 8.1, Windows 10 or later
  - c. An Intel Pentium 4 processor or later that's SSE3 capable.
- To use PSW Portal on Mac®, the subscriber will need:
  - d. Google Chrome Browser
  - e. OS X El Capitan 10.11 or later.



## 5. Step by Step Business Process

### 5.1 User Login

- i. Please visit "[www.psw.gov.pk](http://www.psw.gov.pk)" and click on the 'Login' button.

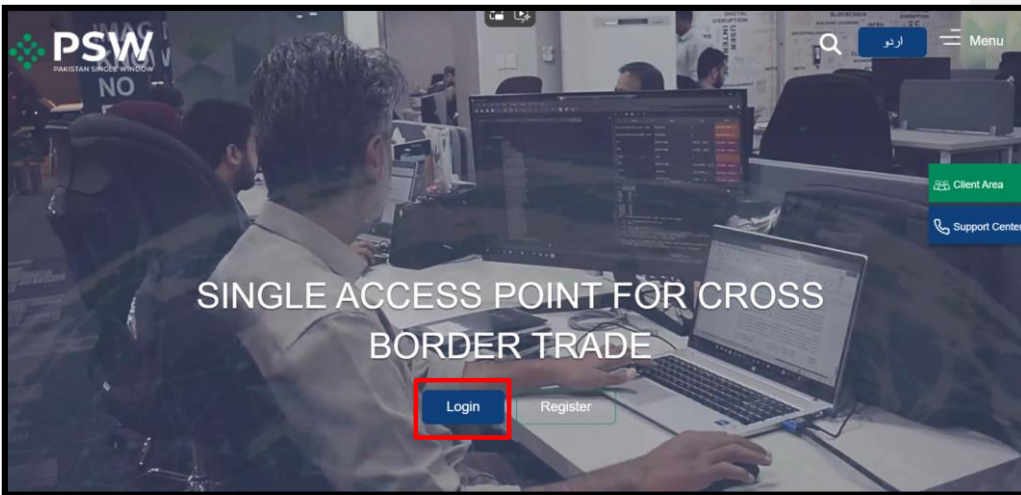


Figure 1

- ii. After clicking on the login button, User will be redirected to the login interface. Here, you will be required to enter login credentials.

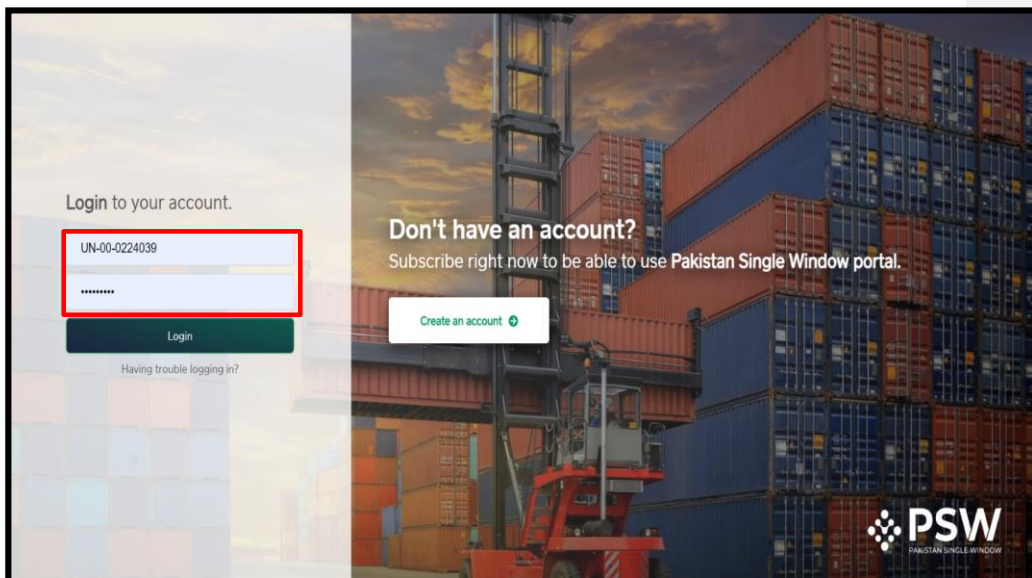


Figure 2

## 5.2 Release Order for Raw Material

### 5.2.1 Single Declaration

- i. Upon successful log-in, a dashboard will appear. At the Home Screen, click on the 'Single Declaration' button.

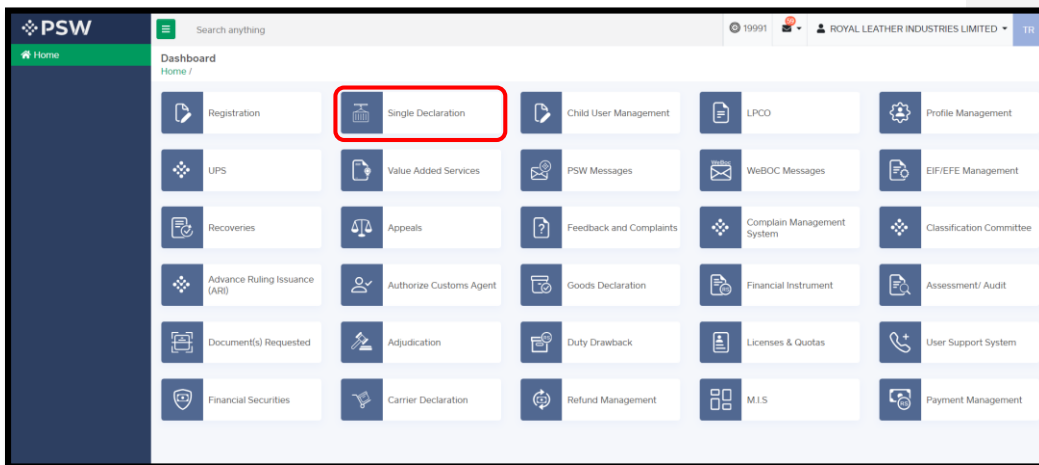


Figure 3

- ii. List of previous declaration will appear, click on 'Create Declaration' in Import tab.

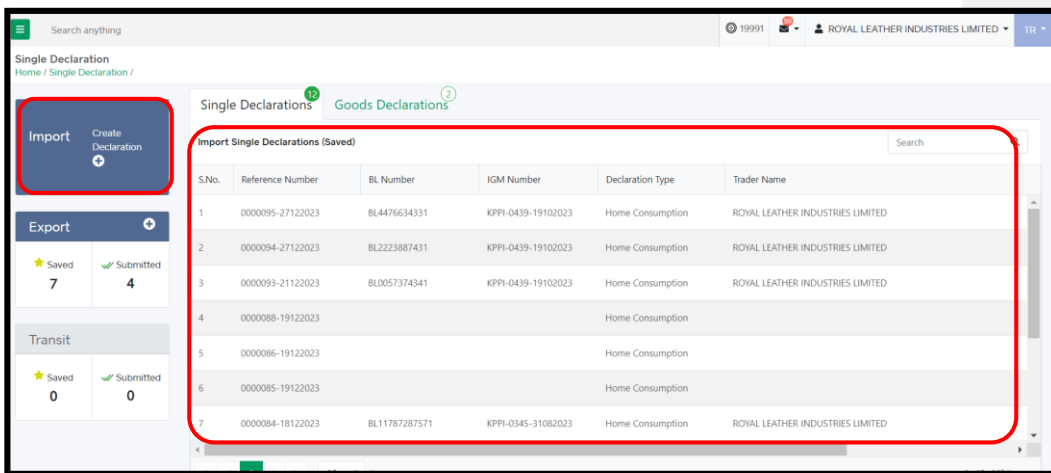


Figure 4



- iii. User Shall select Consignment Category and Declaration Type from the dropdown menu.

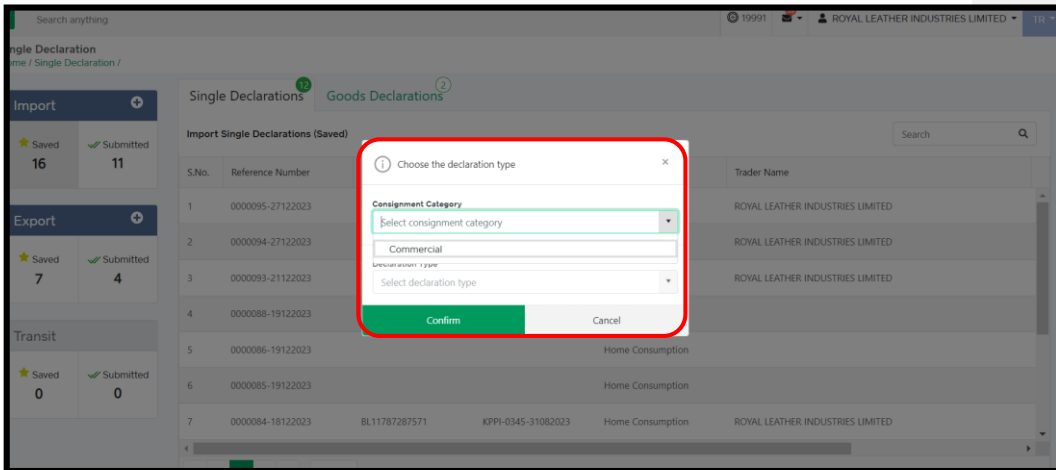


Figure 5

- iv. Consignment Information page will be displayed, enter all required details,
  - BL Number/Airway Bill Number
  - BL Date
  - VIR Numberthen press 'Get IGM Info' button, details will be auto fetched provided in BL, then press 'Save & Proceed' button.

Formatted: Underline

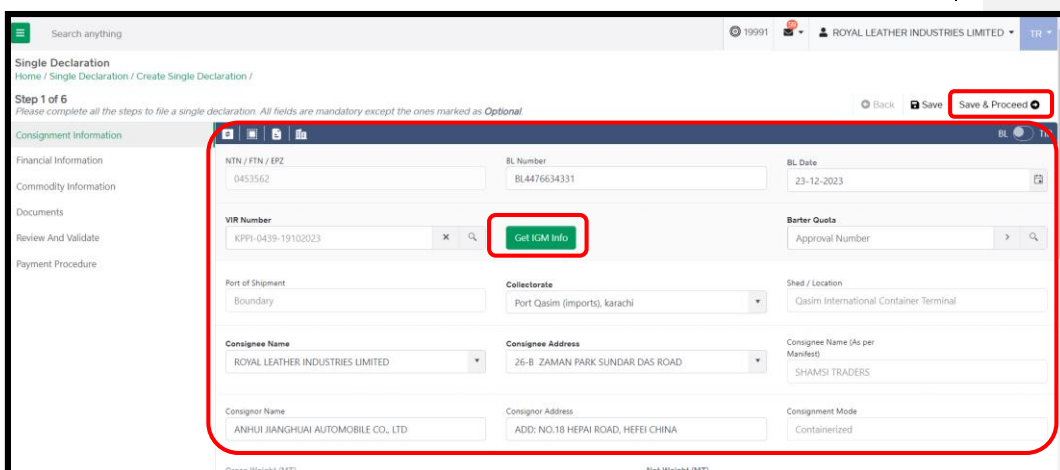


Figure 6





- v. Here, the user will add financial information, once required fields are filled, user shall press 'Save and Proceed' button to proceed further.

The screenshot shows a web application interface for 'Single Declaration'. The page title is 'Single Declaration' and the breadcrumb is 'Home / Single Declaration / Create Single Declaration /'. The current step is 'Step 2 of 6' with the instruction 'Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional'. The interface includes a search bar, a user profile for 'ROYAL LEATHER INDUSTRIES LIMITED', and a navigation menu on the left with items like 'Consignment Information', 'Financial Information', 'Commodity Information', 'Documents', 'Review And Validate', and 'Payment Procedure'. The 'Financial Information' section is highlighted with a red box and contains the following fields: Currency (United States Dollar), Exchange Rate (302.95), Delivery Term (Cost And Freight (CFR)), Bank Name (Dubai Islamic Bank Pakistan Ltd), IBAN (Please select IBAN), Mode of Payment (Please select Mode of Payment), Invoice Number, Invoice Date (day-month-year), and Financial Instrument No (Enter Financial Instrument number or select from list). A 'Save and Proceed' button is highlighted in red in the top right corner. Below the form is a table with columns: S.No., Financial Instrument No, Mode Of Payment, Consignee Name, Consignor Name, Total Value, Remaining Value, and Consumed Value. The table contains one row with values: 1, Open Account, 4.0000, 4.0000, 4.0000.

S.No.	Financial Instrument No	Mode Of Payment	Consignee Name	Consignor Name	Total Value	Remaining Value	Consumed Value
1		Open Account			4.0000	4.0000	4.0000

Figure 7



User will be able to add two types of commodities:

- Raw Material/Packing Details/Controlled Medicines
- Finished Drugs

### 5.2.1.1 Raw Material

- User will add 'Commodity Information' by clicking 'Add Commodity button.

The screenshot shows the 'Single Declaration' interface for 'ROYAL LEATHER INDUSTRIES LIMITED'. It is at 'Step 3 of 6'. The 'Commodity Information' section is active, displaying a table of commodities. A red box highlights the '+ Add commodity' button in the top right corner of the table area. Another red box highlights the 'Commodity Information' tab in the left sidebar.

S.No.	HS Code	Product Code	Quantity	Unit Price	Total Value	Import Value (PKR)	Action
1	3003.1000	0000	2 KG	USD 2	USD 4	1,212.00	✓   ✕   🔄   🗑️

Figure 8

- ii. User will click on search button and select relevant HS Code from the list, then select product code from the dropdown menu. Details will be auto populated based on selected HS & Product Code.

The screenshot shows the 'Single Declaration' form at 'Step 3 of 6'. The 'Commodity Information' section is active. The 'HS Code' field contains '2806.1000' and has a search icon. The 'Product Code' dropdown menu is open, showing '0000- Hydrogen chloride (hydrochloric acid)' selected. The 'Product Description' field contains 'Selected product code description'. The 'Tariff Description' field contains '-HYDROGEN CHLORIDE (HYDROCHLORIC ACID)'. The 'Declared Description' field is empty. The 'Valuation Rulings' field contains 'Select from List'.

Figure 9

- iii. Add details of the declared description. Regulatory agency will be automatically selected based on product code.

The screenshot shows the 'Single Declaration' form at 'Step 3 of 6'. The 'Commodity Information' section is active. The 'HS Code' field contains '2806.1000' and has a search icon. The 'Product Code' dropdown menu is open, showing '0000- Hydrogen chloride (hydrochloric acid)' selected. The 'Product Description' field contains '- Hydrogen chloride (hydrochloric acid)'. The 'Tariff Description' field contains '-HYDROGEN CHLORIDE (HYDROCHLORIC ACID)'. The 'Declared Description' field is highlighted with a red box and contains 'Declared Description'. The 'Valuation Rulings' field contains 'Select from List'. The 'Regulatory Departments' dropdown menu is open, showing '1 Drug Regulatory Authority of Pakistan' selected.

Figure 10



iv. User will fill in all required supporting information.

Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Financial Information

Commodity Information

Documents

Review And Validate

Payment Procedure

Supporting Information

Unit Of Measure (Assessment Purpose) Quantity (Assessment Purpose) Unit Of Measure (Statistical Purpose) (Optional) Quantity (Statistical Purpose)

KG 0 Please select Unit Of Measure (Stat... 0

Unit Of Measure (International Traded) (Optional) Quantity (International Traded) (Optional) Unit Value (USD) Total Value

Please select Unit Of Measure (Inter... 0 0 0

Import Value (PKR) Unit Value (As per Invoice) Item Import Type Origin

0 0 Item Import Type Origin

Security Request Publication Price  The device does not have a SIM card

Publication Price

SROs / Exemptions

OGA's Required Information

Save

Figure 11

v. User shall fill OGA's required information and click on 'Get Documentary Requirement'.

Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

SROs / Exemptions

OGA's Required Information

Purpose Please select purpose Specific Description Please select specific description Name of Drug Please enter name of drug

Commercial Test Analysis Packaging Batch no

Please enter reason of import Please enter packaging Please enter batch no

Batch Manufacturing Date IGM Date Batch Expiry Date

day-month-year day-month-year day-month-year

Shelf Life Duration Total Shelf Life Value Import Authorization No

Please select shelf life duration 0 Please enter import authorization no

Get Documentary Requirement

Save

Figure 12

Note: For controlled medicines import authorization number is mandatory.

- vi. User shall upload and attach all required documents.



Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as **Optional**

Publication Price

SROs / Exemptions

OGA's Required Information

Required Documents

Document Name	Actions
+ Batch Certificate	📄
+ Certificate of Analysis	📄
+ DRAP Import License Registration	📄
+ Import Authorization Certificate	📄
+ Master Formula	📄
+ Undertaking Form 3	📄

Save

Figure 13

Note: Kindly select correct HS Code, Product code, Purpose of Import and specific description as per the license that user shall associate with single Declaration.

- vii. Upon clicking on action icon against DRAP Import License Registration from Required Document list, User shall attach relevant Drug Import License.

Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as **Optional**

Publication Price

SROs / Exemptions

OGA's Required Information

Search Import License

Import License number

Search

Reset

Close

S.No.	Document Name	Actions
+ 1	DIL-C-42230B	📄
+ 2	DIL-C-A51BD4	📄
+ 3	DIL-C-307DF0	📄
+ 4	DIL-C-22AB0A	📄

1 - 4 of 4 items

15 items per page

Save

<https://ust.psw.gov.pk/app/SD/Import/Create#>

Figure 14



- viii. User shall expand Drug Import License by clicking on '+' icon and click on the desired HS Code detail to associate the import license.

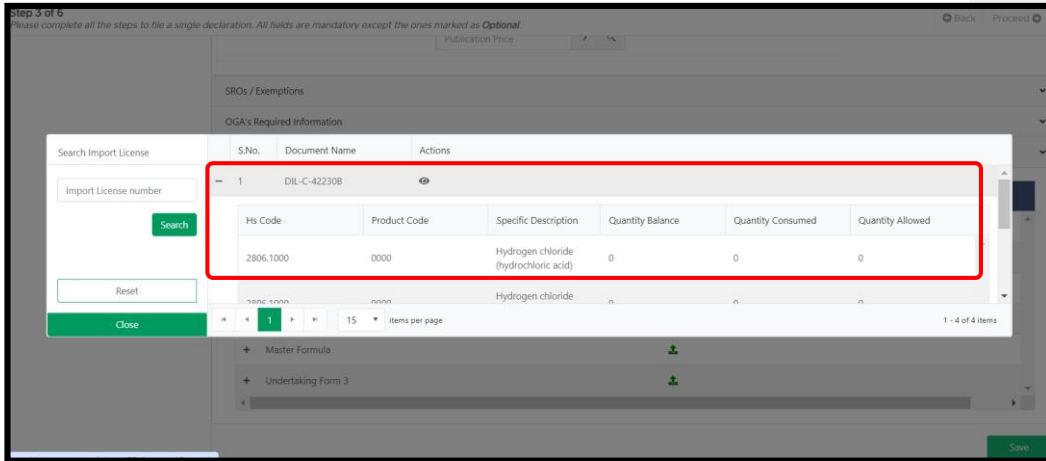


Figure 15

- ix. After attaching Drug Import License and uploading all documents, User shall press save button to add the commodity.

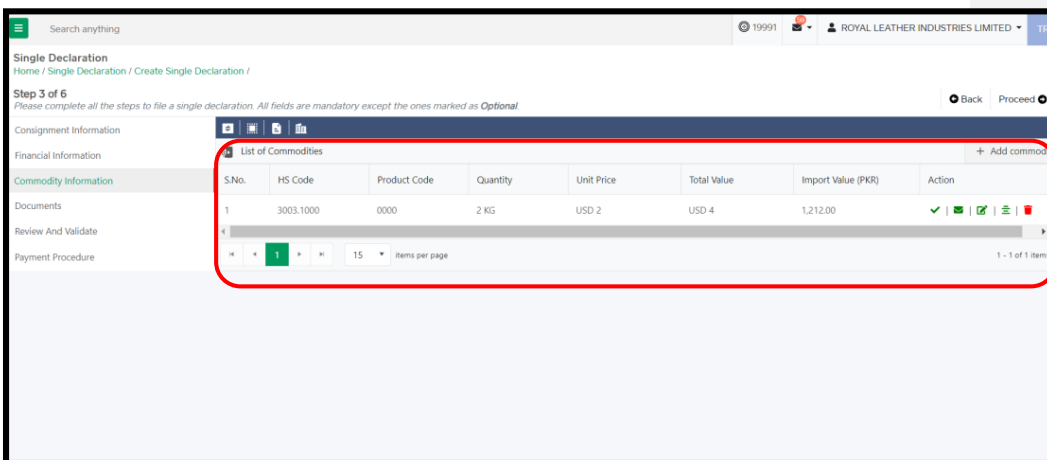


Figure 16



### 3.1. Finished Drug

- i. User will add 'Commodity Information' by clicking 'Add' Commodity button.

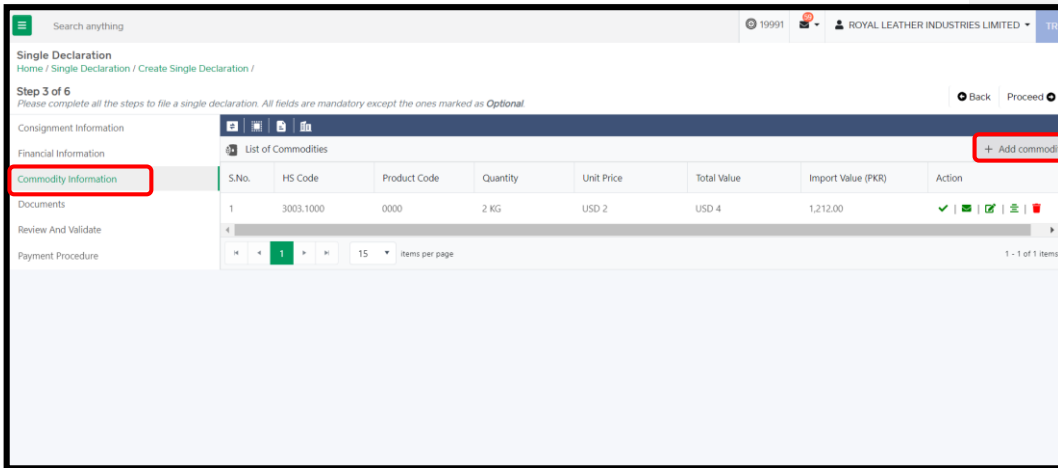


Figure 17

- ii. User will click on search button and select relevant HS Code from the list, then select product code from the dropdown menu.

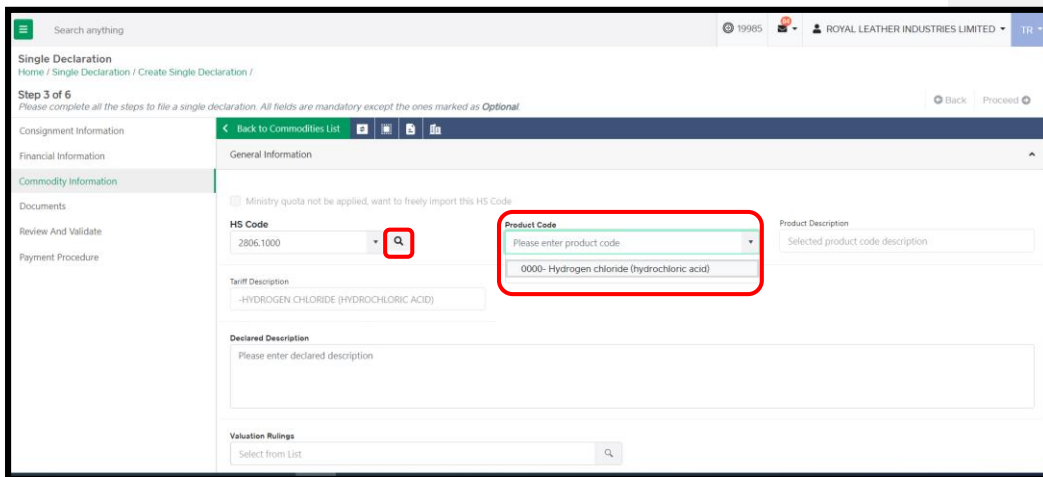


Figure 18

- iii. Add details of the declared description. Regulatory agency will be automatically selected based on product code.



Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

General Information

Ministry quota not be applied, want to freely import this HS Code

HS Code: 2806.1000 | Product Code: 0000- Hydrogen chloride (hydrochloric acid) | Product Description: - Hydrogen chloride (hydrochloric acid)

Tariff Description: -HYDROGEN CHLORIDE (HYDROCHLORIC ACID)

Declared Description: Declared Description

Valuation Rulings: Select from List

Regulatory Departments: 1. Drug Regulatory Authority of Pakistan

Figure 19

- iv. User will fill in all required supporting information.

Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as Optional.

Supporting Information

Unit Of Measure (Assessment Purpose): 0 | Unit Of Measure (Statistical Purpose) (Optional): Please select Unit Of Measure (Stat...) | Quantity (Statistical Purpose): 0

Unit Of Measure (International Traded) (Optional): Please select Unit Of Measure (Inter...) | Quantity (International Traded) (Optional): 0 | Unit Value (USD): 0 | Total Value: 0

Import Value (PKR): 0 | Unit Value (As per invoice): 0 | Item Import Type: Item Import Type | Origin: Origin

Security Request | Publication Price: Publication Price |  The device does not have a SIM card

SROs / Exemptions

OGA's Required Information

Save

Figure 20



- v. User shall fill OGA's required information and click on 'Get Documentary Requirement'.



Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*

SROs / Exemptions

OGA's Required Information

**Purpose**  
Please select purpose  
Commercial  
Test Analysis  
Please enter reason of import

**Specific Description**  
Please select specific description

**Name of Drug**  
Please enter name of drug

**Packaging**  
Please enter packaging

**Batch no**  
Please enter batch no

**Batch Manufacturing Date**  
day-month-year

**IGM Date**  
day-month-year

**Batch Expiry Date**  
day-month-year

**Shelf life Duration**  
Please select shelf life duration

**Total Shelf Life Value**  
0

**Import Authorization No**  
Please enter import authorization no

Get Documentary Requirement

Save

Figure 21

- vi. User shall upload and attach all required documents.

Step 3 of 6  
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*

Publication Price

SROs / Exemptions

OGA's Required Information

Required Documents

Document Name	Actions
+ Batch Certificate	📄
+ Certificate of Analysis	📄
+ DRAP Import License Registration	📄
+ Import Authorization Certificate	📄
+ Master Formula	📄
+ Undertaking Form 3	📄

Save

Figure 22



- vii. Upon clicking on DRAP Drug Registration, the User shall search and select for DDR number.

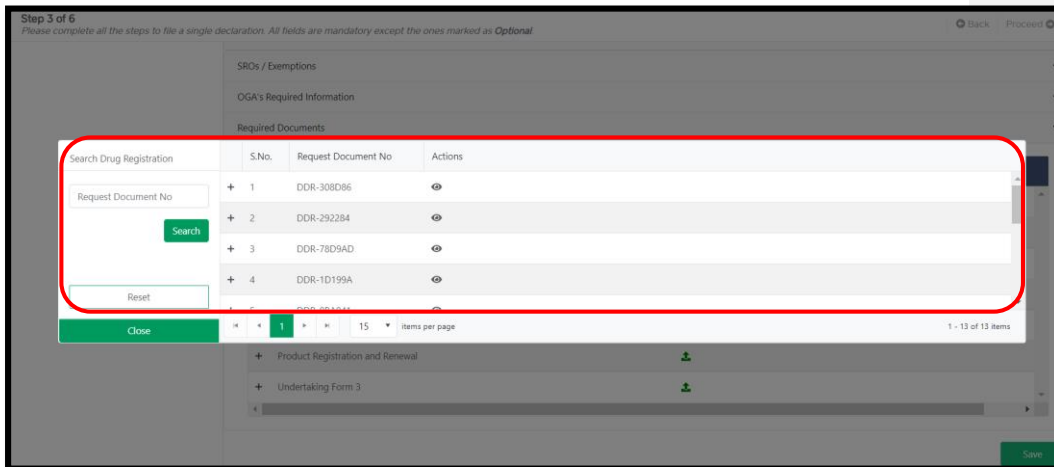


Figure 23

- viii. User shall select Drug Sale License number.

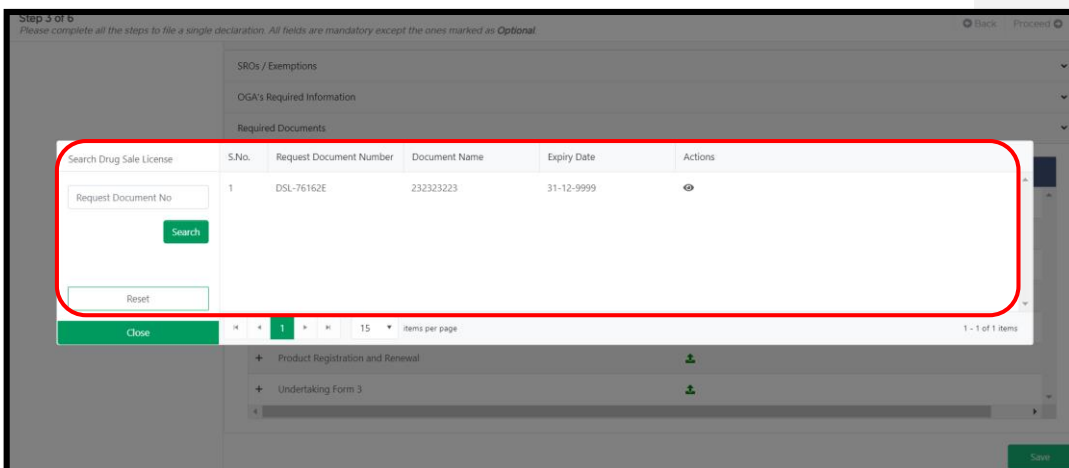


Figure 24



- ix. Commodity will be added, similarly user can add multiple commodities through same process.

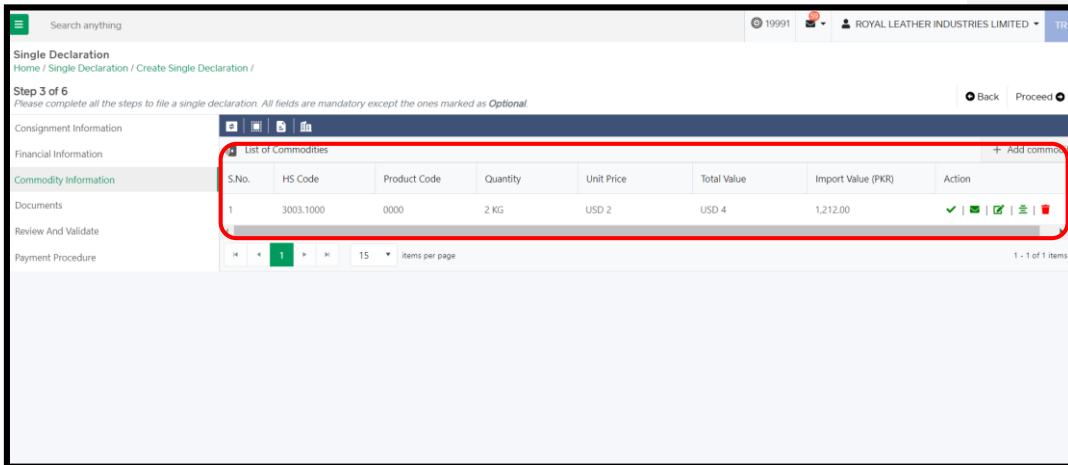


Figure 25

- x. Once a commodity is added, the user will have to upload all relevant documents.

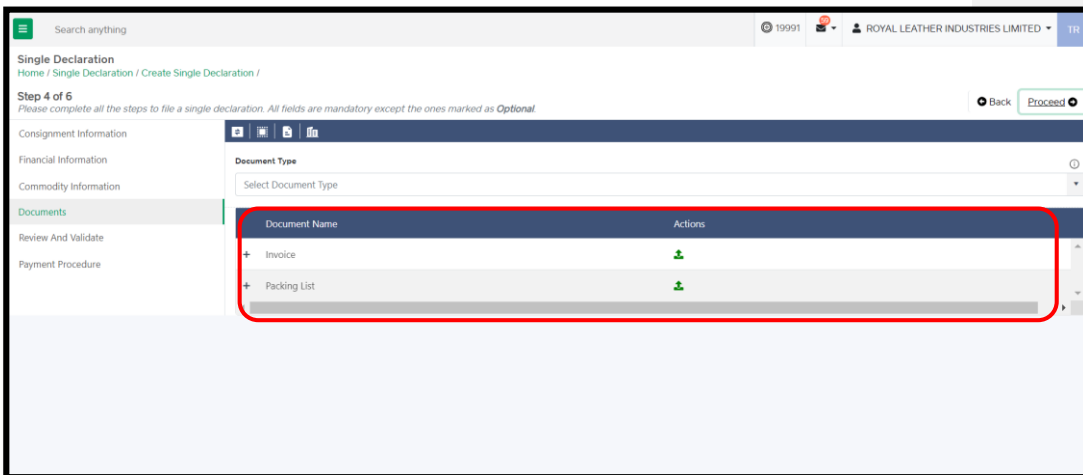


Figure 26

- xi. Upon uploading documents, the user shall validate all information provided. Then press the 'Validate & Proceed' button.

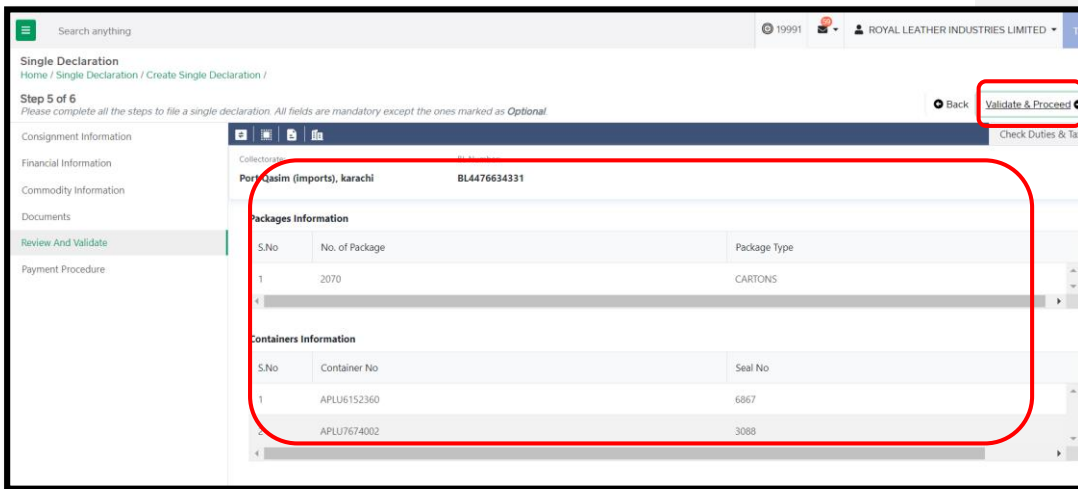


Figure 27

- xii. A pop-up will appear as 'Validated' and your SD is validated successfully.

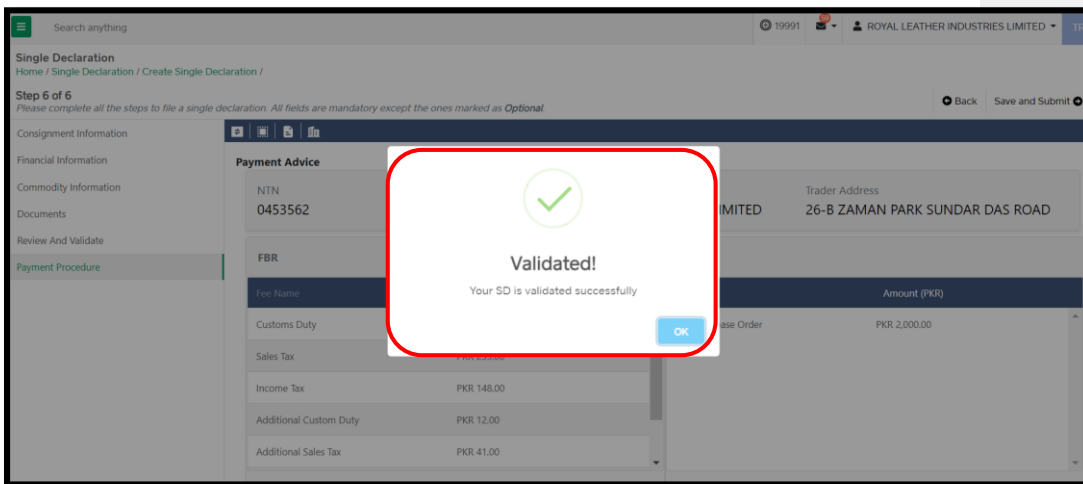


Figure 28



## 5.2.2 Payments

- i. Once the SD is filled, a payment screen will appear on the screen, the User can make payment through ATM, bank applications, online, 1-link or PD Account.

PSW  
Home

Search anything

19991 ROYAL LEATHER INDUSTRIES LIMITED

### Single Declaration

Home / UPS / Payment Advice /

**General Information**

Payment Type	Creation Date & Time	Document Number	VIR #
Single Declaration	27-12-2023 11:34 AM	-	KPPI-0439-19102023

Trader NTN #	BL/AWS #	Business Name	Agent Name
0453562	BL4476634331	ROYAL LEATHER INDUSTRIES LIMITED	ROYAL LEATHER INDUSTRIES LIMITED

Payment Breakup	Amount (PKR)
+ Goods Declaration	PKR 1,587
- DRAP Release Order	PKR 2,000

**Mode of Payment**

Alternate Delivery Channels (ADC): PD Account

PSID	Total Payable Amount
10007420231227113433669	PKR 3,587

Amount in Words  
**Three Thousand Five Hundred Eighty-Seven Rupees Only**

Cancel

Figure 28



### 5.2.3 Status of Release Order

- i. Once the payment is done, the request will be assigned to relevant DRAP officer and status of the request will show as 'Assigned to Officer'.

The screenshot shows the PSW Release Order interface. At the top, there is a search bar and navigation links. Below, there are filters for 'In Queue' (5) and 'Provisionally Approved' (0). The main section is titled 'List of Release Orders' and contains a table with the following data:

Ref No.	SD Number	GD Number	BL Number	Trader Name / Agent No.	Certificate No.	Submitted On	Status	Action
	SD-I-000029-27122023	KPPI-HC-645-27-12-2023	BL4476634331	ROYAL LEATHER INDUSTRIES LIMITED		27-12-2023	Assigned to officer	
	SD-I-000027-20122023	KPPI-HC-643-20-12-2023	BL-555344221	ROYAL LEATHER INDUSTRIES LIMITED		20-12-2023	Payment Received	
	SD-I-000026-19122023	KPPI-HC-642-19-12-2023	BL-444667771	ROYAL LEATHER INDUSTRIES LIMITED		19-12-2023	Assigned to officer	
	SD-I-000025-19122023	KPPI-HC-641-19-12-2023	BL-555344221	ROYAL LEATHER INDUSTRIES LIMITED		19-12-2023	Assigned to officer	
	SD-I-000024-18122023	KPPI-HC-640-18-12-2023	BL11787287571	ROYAL LEATHER INDUSTRIES LIMITED	RO-91F2ED/2023	18-12-2023	Approved	
	SD-I-000023-	KPPI-HC-639-18-12-	BL3487374741	ROYAL LEATHER		18-12-2023	Payment Received	

Figure 29

## 6. Contact Information

If you require any assistance, please feel

free to contact us as:

Email: [support@psw.gov.pk](mailto:support@psw.gov.pk)

Phone: 021-111-1sss11-779





+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk