



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

PAKISTAN TOBACCO BOARD
(Export Quota & Permit)

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ABSTRACT

Welcome to the Pakistan Tobacco Board User Manual!

The Pakistan Single Window (PSW) - Pakistan Tobacco Board User Manual is your step-by-step guide on how to request for Export Quota and Export Permit from PTB using the PSW portal. This user manual also provides background of the PSW system while describing its key features.



1. INTRODUCTION

The 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 fulfil all import, export, and transit related regulatory requirements. The information is transmitted electronically and individual data elements for clearance and regulatory approval need only to be submitted once. Use of the PSW portal is allowed to authorize users who have completed the subscription process (in cases where a subscription has expired, users must initiate and complete the renewal process). Once subscribed and registered with PSW, you can access the portal to engage in cross border trade and transit related activities, including online payment of taxes and OGA fees.

The PSW aims to simplify your cross-border trade and transport experience. This module will facilitate the trader/customs agent to apply online for Export Quota and to obtain Export permits from the Pakistan Tobacco Board. The application for the same shall be received and processed through the PSW portal. Similarly, PSW enables the sharing of documents required for processing regulatory approval requests.

Presently, many OGAs engaged in cross-border trade rely on manual processes. Even those using electronic methods lack integration with the customs clearance system. Internal communication among users primarily involves emails, phone calls, and messages, contributing to delays in operational processes and approvals. This new platform will automate all trade-related business processes of the Pakistan Tobacco Board, including the processes for approval and rejection of Export Quota and Export Permit.

With the PSW system going live, there will be no Pakistan Tobacco Board office visits and manual submission of applications for the approval of permits, quota and payments. The processing of application will be done online, where you can have clear visibility of the action being performed on the same. Moreover, communication between you and the PTB officer will be visible, robust, and transparent. For more to know about PSW please visit our website www.psw.gov.pk.



2. 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 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 regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities related to regulation of cross-border 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 hub for regional and international transit and trade.



3. SALIENT FEATURES OF PTB LPCO MODULE

- An all-in-one online solution for submitting, processing, and managing approvals and rejections of Export Permits and Quotas from the Pakistan Tobacco Board.
- Provides a comprehensive solution for all Pakistan Tobacco Board requirements related to Permit and Quota processing.
- A detailed activity log for the trader's online requests for Export Permit and Quota allocation will be accessible to the trader or customs agent within the system.
- Communication between the officers and traders/custom agents will be done through the PSW system.
- Electronic applications and processing help save time and costs.
- Facilitates compliance of trade regulations through the PSW system.

4. SYSTEM REQUIREMENTS

- To use PSW Portal on Windows®, the subscriber will require:
 - a. Google Chrome Browser.
 - b. Windows Edge.
 - c. Firefox.
 - d. Opera.
 - e. Windows 7, Windows 8, Windows 8.1, Windows 10. Window 11 or later.
- To use PSW Portal on Mac®, the subscriber will need:
 - a. Google Chrome Browser
 - b. Safari
 - c. OS X El Capitan 10.11 or later.



5. STEP BY STEP PROCESS

5.1. USER LOGIN

- i. Please visit "www.psw.gov.pk" and click on the 'Login' option.

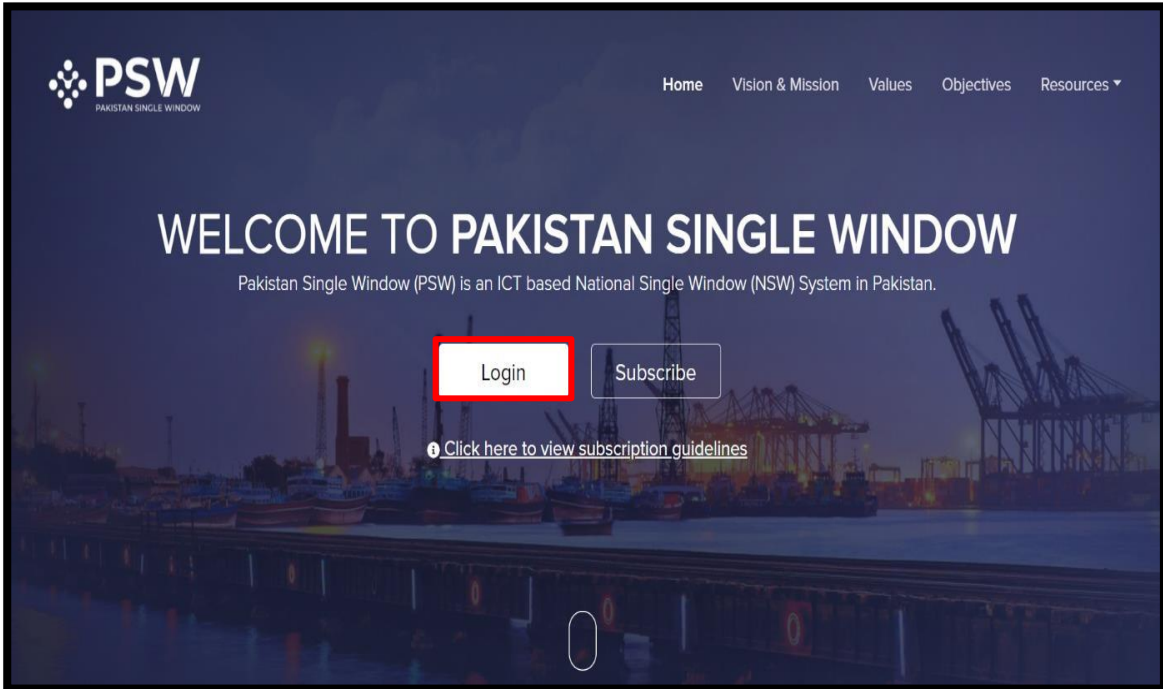


Figure 1

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

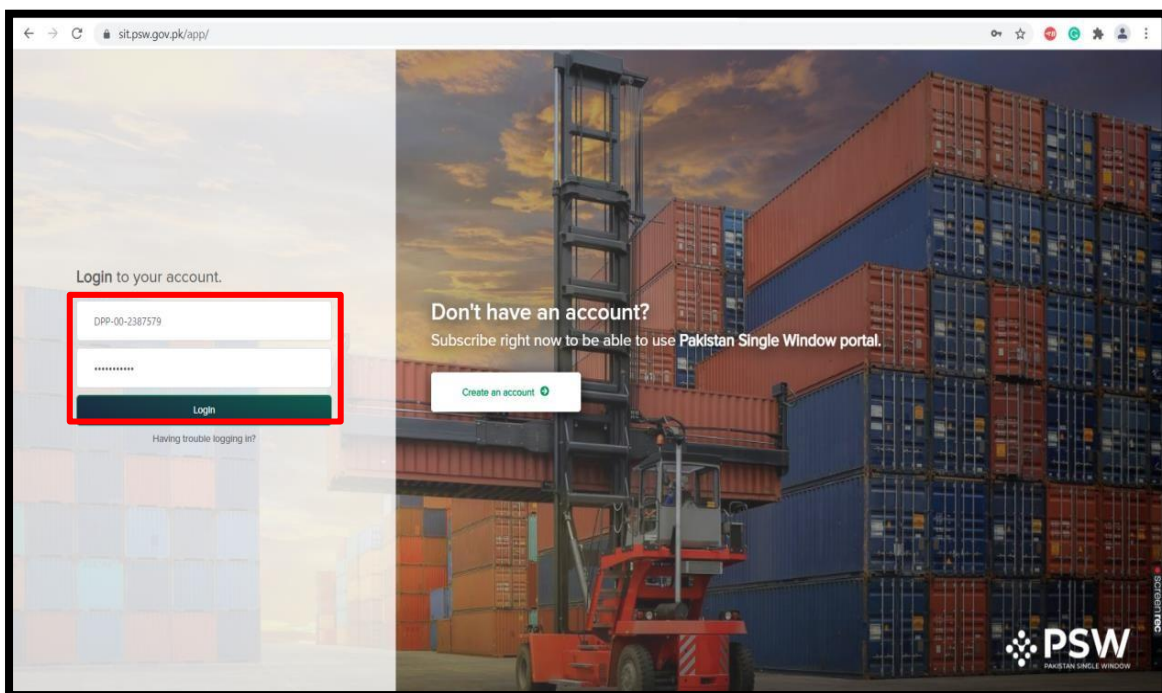


Figure 2

5.2. PROCESS FOR EXPORT QUOTA REQUEST:

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

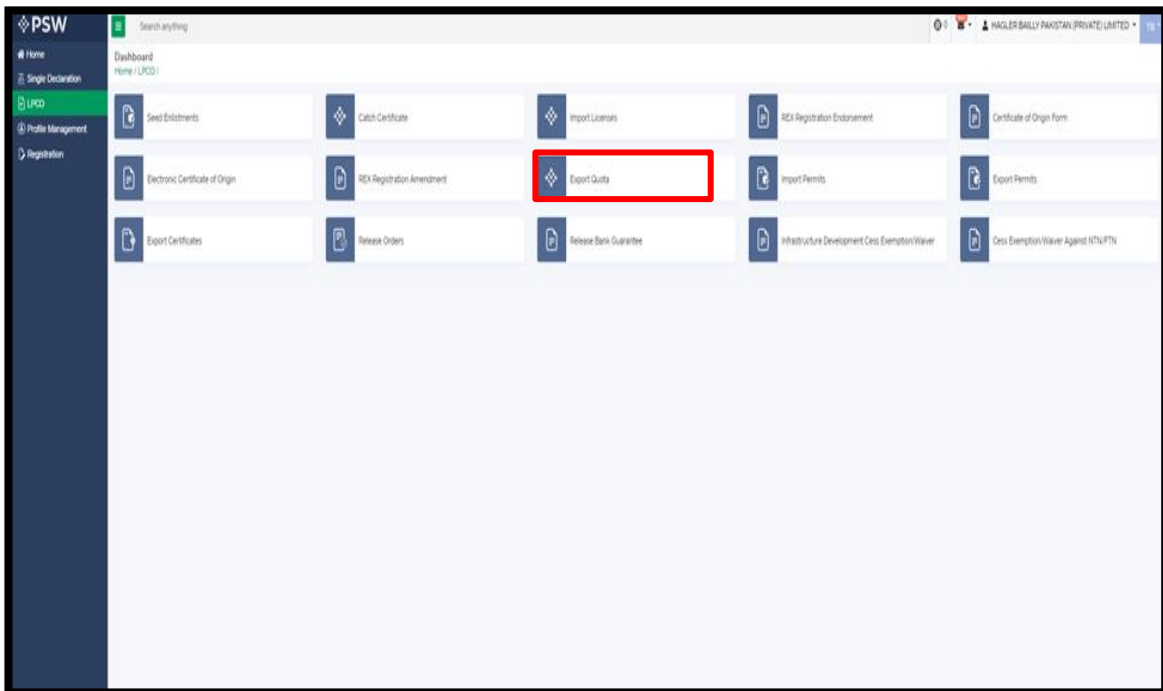


Figure 3

- ii. Click the 'Create Export Quota' button to submit a new quota allocation request. A list of all Export Quotas (Approved/Rejected/Draft) will also be available under this tab.

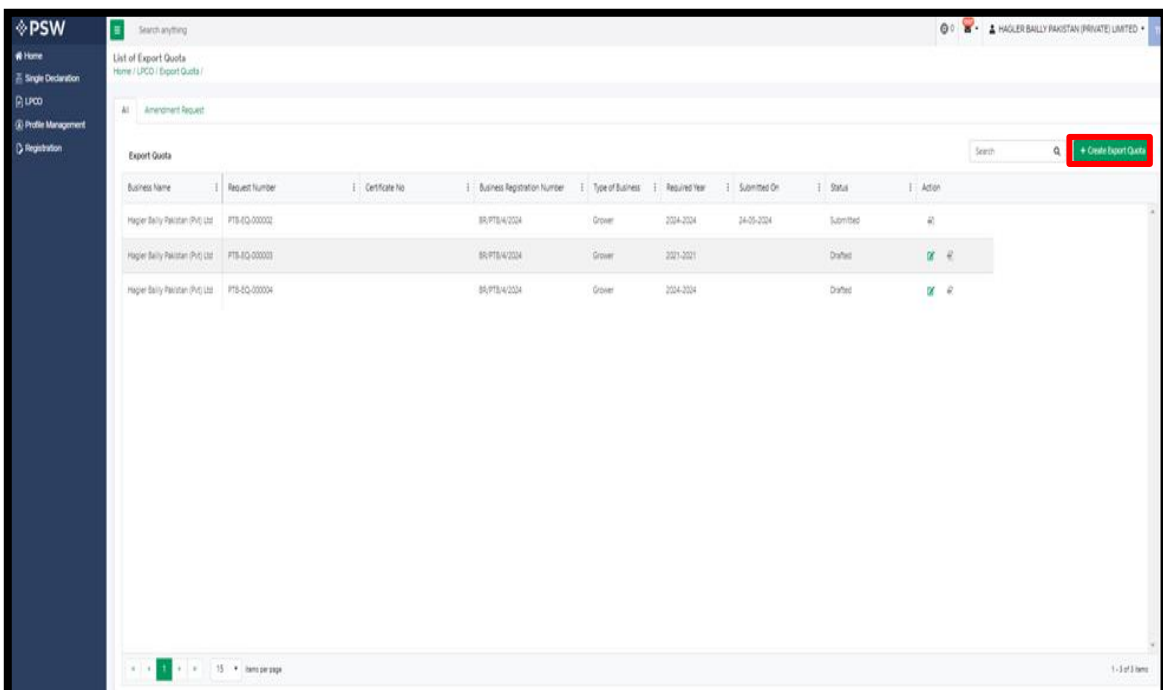


Figure 4



- iii. Enter your business details under the 'Basic Info' tab, then click 'Save and Proceed'.

Figure 5

- iv. Under the 'Commodity Details for Export Quota' tab, click the 'Add Commodity' button to add a new commodity, then click 'Save and Proceed.' A list of previously added commodities will also be displayed under this tab

Figure 6



- v. After selecting 'Add Commodity', a new screen will appear. Enter the relevant H.S. code and other details, then press 'Add' button to proceed further.

Figure 7

- vi. Under the Document Information tab, select the relevant documents, upload them by clicking on the 'Select files' and press the 'Submit' button.

Figure 8



vii. Your export quota request has been successfully submitted.

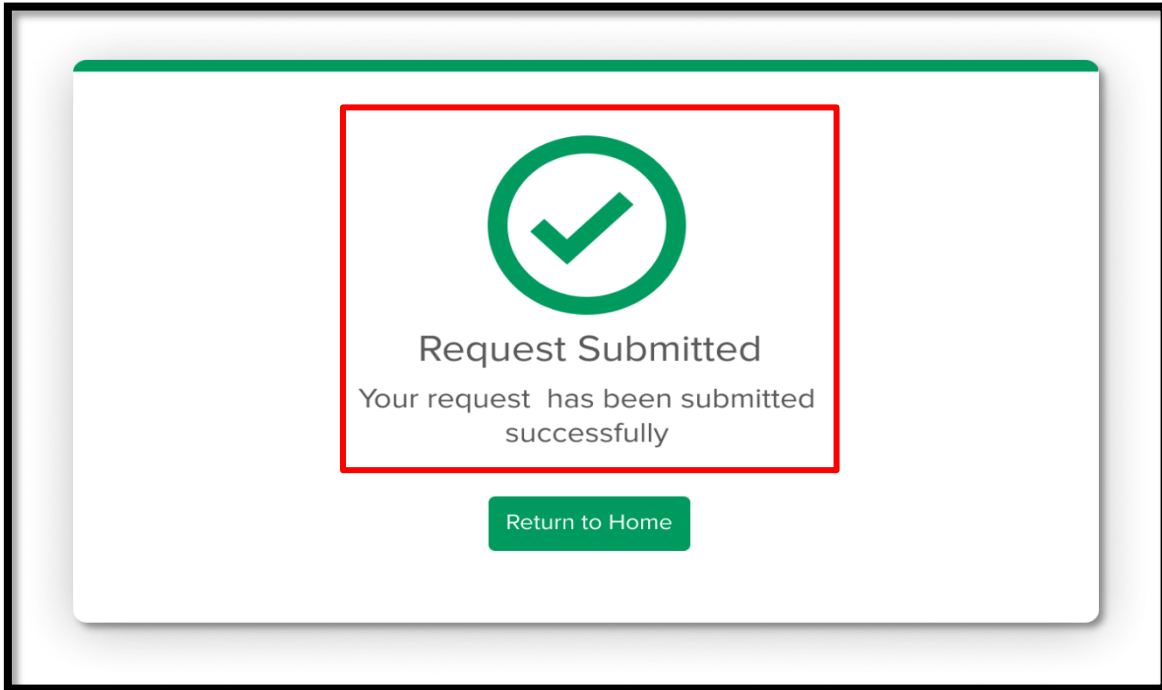


Figure 9

viii. Your request for export quota has been assigned to the relevant PTB officer for further processing.

Business Name	Certificate No	Business Registration Number	Type of Business	Required Year	Submitted On	Status	Action
M/S KHAWAJA SPINNING MILLS LTD.	BSS/DEA/12/2024	BSS/DEA/12/2024	Grower	2025-2026	04-09-2024	Assigned to Officer	
M/S KHAWAJA SPINNING MILLS LTD.	PTB/EQ/015/2024	BSS/DEA/12/2024	Grower	2024-2025	04-09-2024	Approved	
M/S KHAWAJA SPINNING MILLS LTD.		BSS/DEA/12/2024	Grower	2024-2025		Drafted	
M/S KHAWAJA SPINNING MILLS LTD.		BSS/DEA/12/2024	Grower	2024-2025		Drafted	

Figure 10



- ix. You can also view the submitted details of the export quota request by clicking on the relevant request from the above list.

Search anything 5321 KHAWAJA SPINNING MILLS LIMITED TR

View Export Quota
Home / LPCO / Export Quota / View /

Request Document No
PTB-EQ-000223

Status
Assigned to Officer

Business Registered
M/S KHAWAJA SPINNING MILLS LTD,

Expand

Applicant Details

Registered As	NTN	CNIC	Name
Dealer	0225900	3520038164777	KH.MUHAMMAD SALEH
Mobile Number	Email Address	Official Phone	Postal Address
00923130000000	khawajaspinning@hotmail.com	+926546576886	123

Permanent Address as per CNIC
12412asddas

Business Details

Registration Number	Name of Business	Business Address	Type of Business
BSS/DEA/12/2024	M/S KHAWAJA SPINNING MILLS LTD,	10-L GULBERG III MAIN FEROEZPUR ROAD ,LAHORE	Grower

Tobacco Quota Year Range
2025-2026

Figure 11

Place of Businesses in Pakistan

S.No	Address	Province
1	Test 2	Sindh

Place of GLT's

S.No	Address	District	Province
1	Test 2	ZXC	Sindh

Commodity Details

HS Code + ...	Declared De...	Product Name	U...	Quantity Re...	Quantity Ap...	Type of Tob...	Sta...
0602.1000.1...	ASD	-UNROOTED CUTTINGS AND SLIPS	KG	1	0	Other	Pe...

Figure 12



Validity

Tobacco Quota Year Range: 2024-2025

Total Export Quantity Requested in KG: 1

Officer Remarks

Back

Figure 13

5.3. EXPORT QUOTA AMENDMENT REQUEST

- i. After logging into PSW portal click on the 'Export Quota' button on the dashboard.

Search anything

5321 KHAWAJA SPINNING MILLS LIMITED

List of Export Quota

Home / LPCO /

Seed Enlistments	Catch Certificate	Import Licenses	REX Registration Endorsement	Certificate of Origin Form
Electronic Certificate of Origin	REX Registration Amendment	Export Quota	Electronic Certificate of Origin Amendment	Import Permits
Export Permits	Export Certificates	Release Orders	Release Bank Guarantee	Infrastructure Development Cess Exemption/Waiver
Cess Exemption/Waiver Against NTN/FTN				

Figure 14



- ii. Under the Export Quota tab, select the request you want to amend from the list, and click the Edit icon in the Action column,

Business Name	Business Registration Number	Type of Business	Required Year	Submitted On	Status	Action
M/S KHAWAJA SPINNING MILLS LTD,	BSS/DEA/12/2024	Grower	2024-2025	05-09-2024	Rejected	
M/S KHAWAJA SPINNING MILLS LTD,	BSS/DEA/12/2024	Grower	2024-2025	04-09-2024	Rejected	
M/S KHAWAJA SPINNING MILLS LTD,	BSS/DEA/12/2024	Grower	2024-2025	04-09-2024	Rejected	
M/S KHAWAJA SPINNING MILLS LTD,	BSS/DEA/12/2024	Grower	2024-2025	04-09-2024	Approved	
M/S KHAWAJA SPINNING MILLS LTD,	BSS/DEA/12/2024	Grower	2024-2025	04-09-2024	Rejected	

Figure 15

- iii. You can edit the export quantity here. As per PTB regulations, you are only allowed to edit the export quantity.

Registered As	NTN	CNIC	Name			
Company	0453600	3520214773560	NARGIS AYUB KHAN			
Mobile Number	Email Address	Official Phone	Postal Address			
00923132348894	asad@trustshoes.net	+923142831275	ASD			
Permanent Address as per CNIC adsd						
Business Details						
Registration Number	Name of Business	Business Address	Type of Business			
BSS/COM/28/2024	TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	47-B, HBFC Housing Society, Lahore, Lahore Cantonment	Manufacturer			
Tobacco Quota Required for year	Purpose of Tobacco Quota Requirement					
2019	ASD					
Commodity Details						
HS Code	Product Code	Product Name	Type of Tobacco	UCM	Quota Quantity Approved	Quota to be exported
0602.1000	1000	-UNROOTED CUTTINGS AND SLIPS	Other	KG	2000	2,000
Validity						
Total Export Quantity in KG						
2,000						

Figure 16



- iv. Provide the remarks against the amendment request and click on the 'Submit' button to proceed further.

Upload Documents

Document Type
Document Type

Upload File
Select files... Drop files here to upload

Only .pdf files are allowed for uploading. File size max limit is 2MB.

No documents uploaded yet

Amendment Remarks

0 / 512

Back Submit

Figure 17

- x. Your export quota amendment request has been successfully submitted.

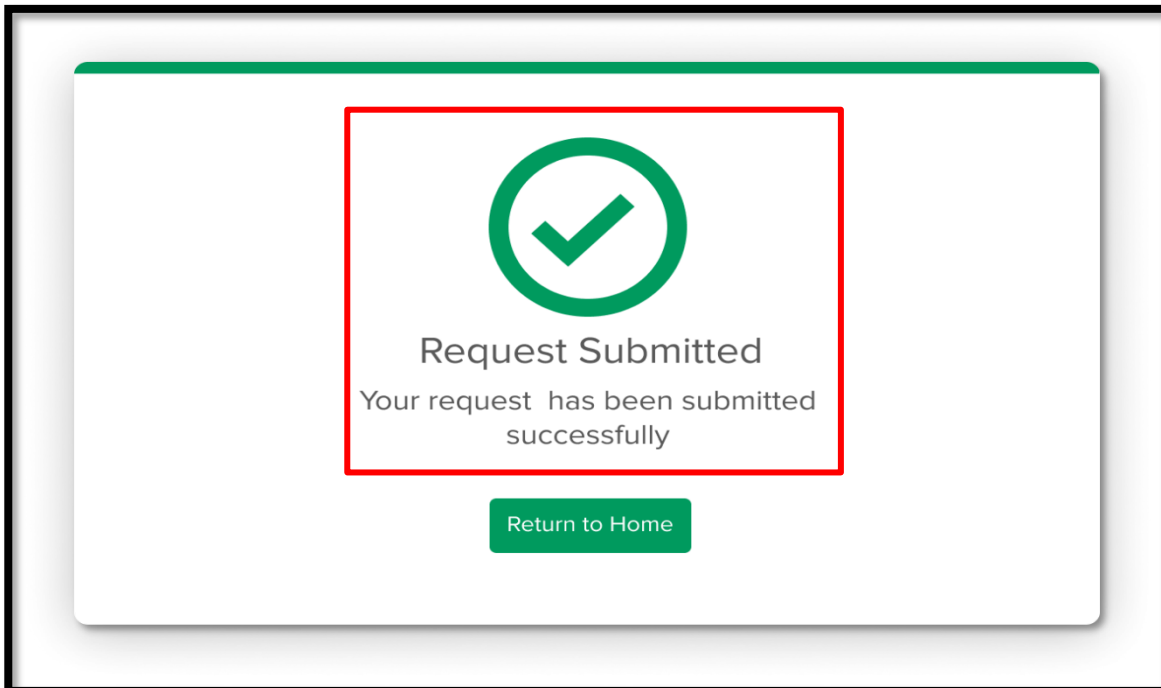


Figure 18

- v. Your request for export quota amendment has been assigned to the relevant PTB officer for further processing.

Business Name	Certificate No	Business Registration Number	Type of Business	Required Year	Submitted On	Status	Action
M/S KHAWAJA SPINNING MILLS LTD.		BSS/DEA/12/2024	Grower	2025-2026	04-09-2024	Assigned to Officer	
M/S KHAWAJA SPINNING MILLS LTD.	PTB/EQ/015/2024	BSS/DEA/12/2024	Grower	2024-2025	04-09-2024	Approved	
M/S KHAWAJA SPINNING MILLS LTD.		BSS/DEA/12/2024	Grower	2024-2025		Drafted	
M/S KHAWAJA SPINNING MILLS LTD.		BSS/DEA/12/2024	Grower	2024-2025		Drafted	

Figure 19

5.4. EXPORT PERMIT

- i. Upon successfully logging in, a dashboard will appear. On the Home Screen, click the 'Export Permit' button.

Seed Enlistments	Catch Certificate	Import Licenses	REX Registration Endorsement	Certificate of Origin Form
Electronic Certificate of Origin	REX Registration Amendment	Export Quota	Electronic Certificate of Origin Amendment	Import Permits
Export Permits	Export Certificates	Release Orders	Release Bank Guarantee	Infrastructure Development Cess Exemption/Waiver
Cess Exemption/Waiver Against NTN/FTN				

Figure 20

- ii. Click the 'Create Export Permit' button to submit a new export permit request. A list of all Export Permits (Approved/Rejected/Expired) will also be available under this tab.

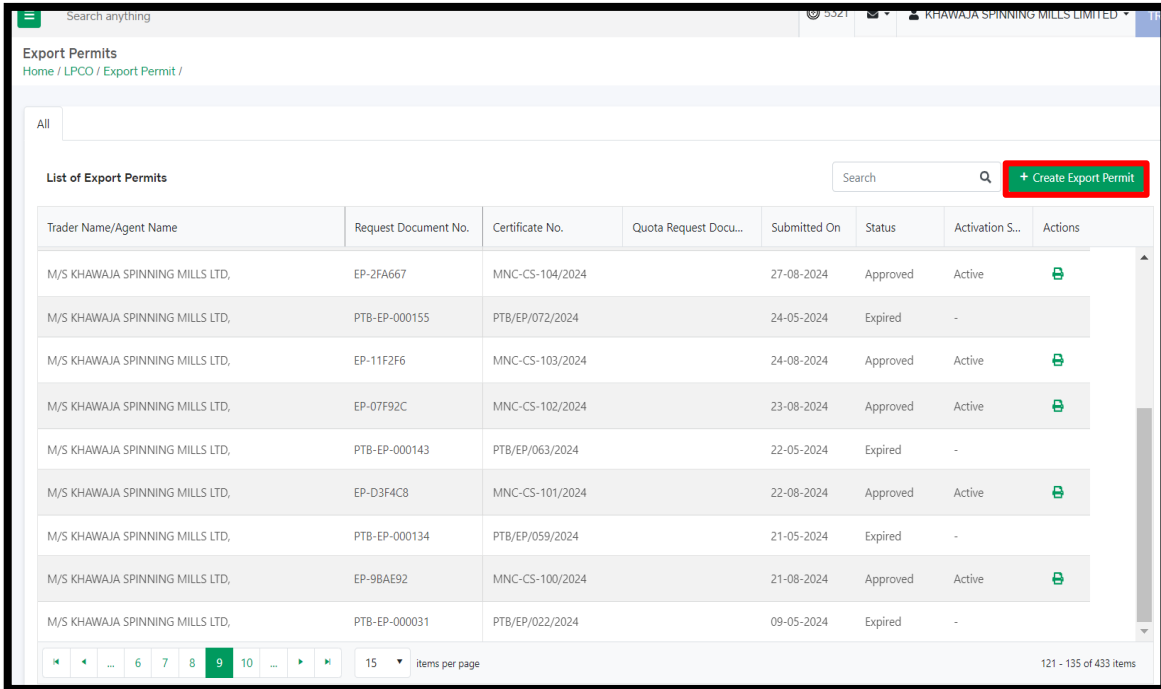


Figure 21

- iii. A pop-up window will appear. Select 'Pakistan Tobacco Board' as the agency for the export permit request, then click the 'Submit' button to proceed further.

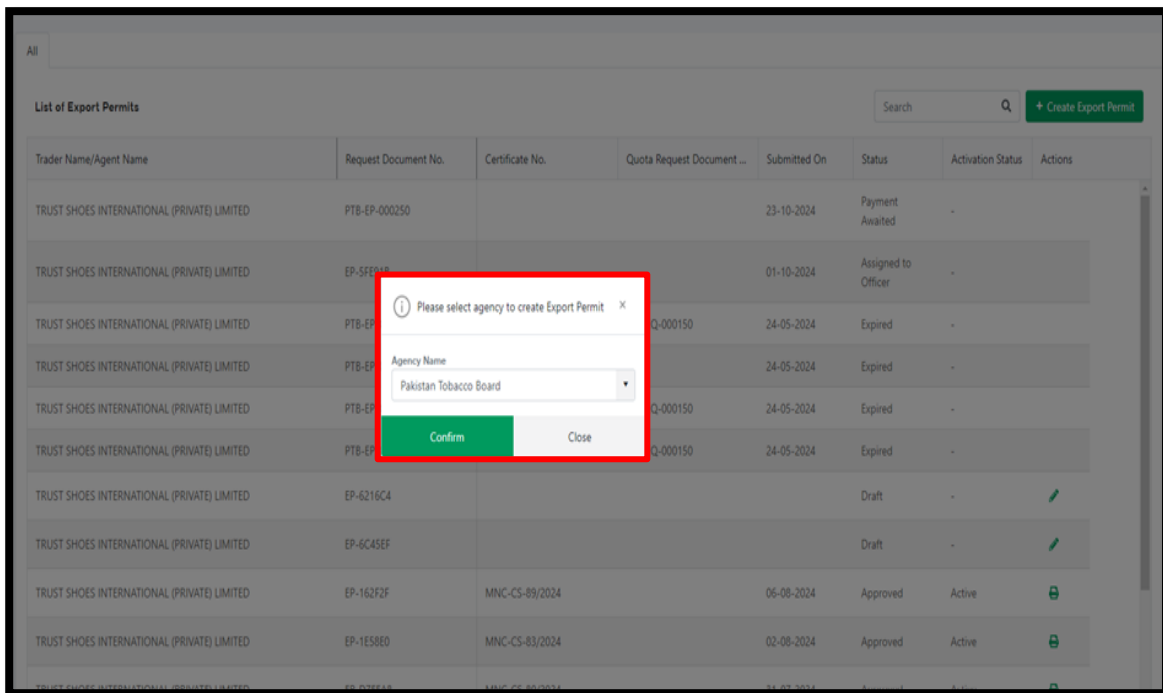


Figure 22



- iv. In the Basic Info tab, choose the request type for the export permit, either 'With Export Quota' or 'Without Export Quota.' Provide your business details, and then click the 'Save and Proceed' button.

Step 1 of 3
Please complete all the steps to create a Export Permit. All fields are mandatory except the ones marked as Optional

Basic Info

Export Permit request against
 Export Quota Without Export Quota

Applicant Details

Please Select Business Registration: BSS-000037-01042024
Registered As: Company
NTN: 9453500

CNIC Number: 33202-1477356-0
Name: NARGIS AYUB MRS
Mobile Number: 0092313348884

Email address: nargis@trustshoes.net

Business Details

Business Name: TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED
Business Address: 47-B, HBFC Housing Society, Lahore, Lahore Cantonment
Type of Business: Manufacturer

Export Quota Details

Export Quota Request Document Number: Select Export Quota Request Document Number
Date of Expiry:
Quota Remaining: 0

Total Export Quota: 0
Tobacco Quota Required Year Range:

Export Permit Details

Crop Year Range:
Importing Country:
Date of Validity: 31-01-2025

City: Peshawar
Please select City where you want to process Export Permit application

Save and Proceed

Figure 23

- v. In the Commodities tab, click the 'Add Commodity' button.

Search anything

5321 17497 KHAWAJA SPINNING MILLS LIMITED TR

Create Export Permit
Home / LPCO / Export Permit / Create /

Step 2 of 3
Please complete all the steps to create a Export Permit. All fields are mandatory except the ones marked as Optional

Basic Info

Commodities

List Commodities

+ Add Commodity

S.No.	HS Code	Product Code	Product Name	UOM	Export Quantity	Type of Tobacco	Action
1	2401.1000	0000	-TOBACCO, NOT STEMMED /STRIPED	KG	1,000.00	Sun Cured Virginia (SCV)	

Figure 24



vi. Fill in the commodity details, then click the 'Add' button to proceed.

Create Export Permit
Home / LPCO / Export Permit / Create /

Step 2 of 3
Please complete all the steps to create a Export Permit. All fields are mandatory except the ones marked as Optional

Basic Info

Commodities

Documents

Back to Commodity List

HS Code: 2401.1000

Product Code: 0000

Product Description: -TOBACCO, NOT STEMMED /STRIPED

Tariff Description: Unmanufactured tobacco: not stemmed /striped

Declared Description: Unmanufactured

UOM: KG

Type of Tobacco: White Patta (WP)

Quantity to be Exported: 12,342,124

Per Unit Value: 3

Select Currency: Australia - Aus \$ - AUD

Total Value: 37,026,372

Add

Figure 25

Note: If 'With Quota' is selected, only commodities with available quota balance will be displayed for selection.

vii. After adding the commodities, click the 'Save and Proceed' button.

Create Export Permit
Home / LPCO / Export Permit / Create /



Step 2 of 3
Please complete all the steps to create a Export Permit. All fields are mandatory except the ones marked as Optional

Basic Info

List Commodities

+ Add Commodity

Commodities

S.No.	HS Code	Product Code	Product Name	UOM	Export Quantity	Type of Tobacco	Action
1	2401.1000	0000	-TOBACCO, NOT STEMMED /STRIPED	KG	1,000.00	Sun Cured Virginia (SCV)	 

Documents

Back

Save and Proceed

Figure 26



- viii. In the Documents tab, choose the document type, upload the mandatory documents by clicking the 'Select Files' button, and then click the 'Submit' button to proceed.

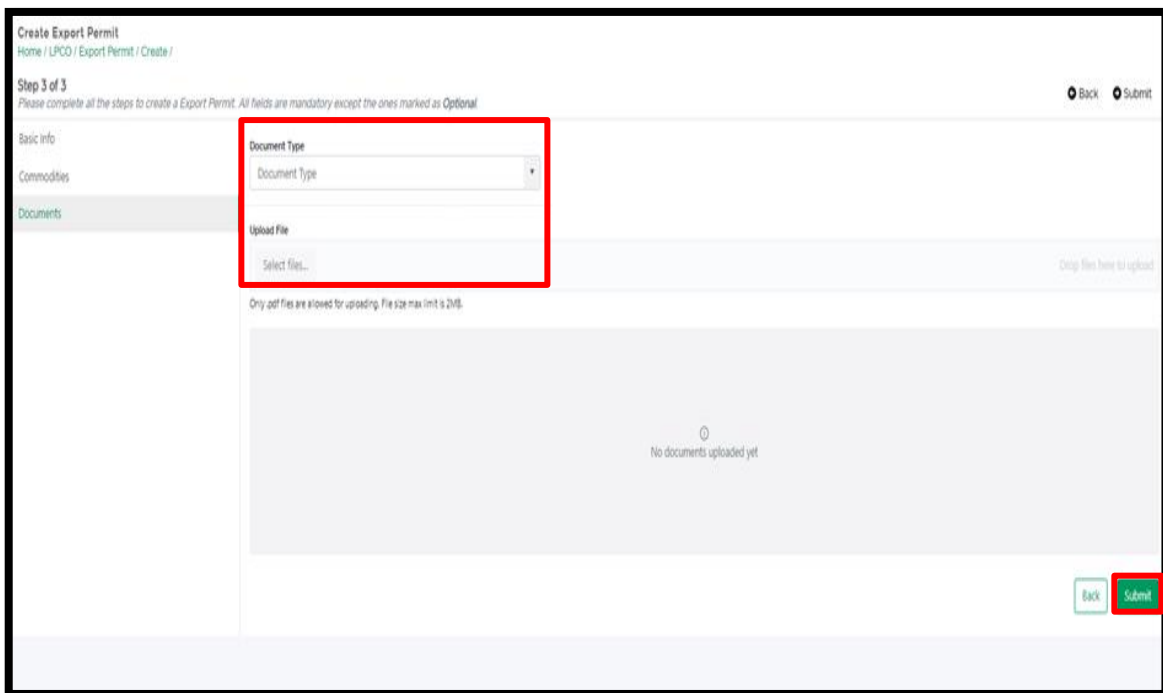


Figure 27

- ix. Your export permit request has been successfully submitted.

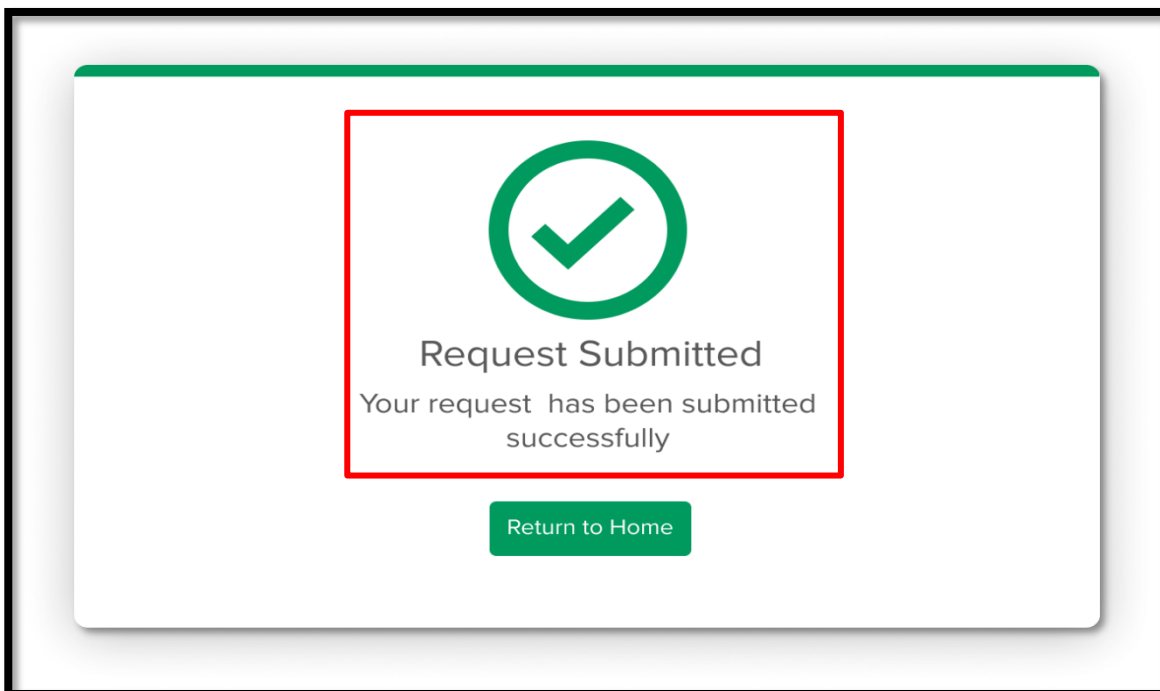


Figure 28

- x. Your request for Export Permit has been assigned to the relevant PTB officer for further processing.

Trader Name/Agent Name	Request Document No.	Certificate No.	Quota Request Document ...	Submitted On	Status	Activation Status	Actions
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	PTB-EP-000250			23-10-2024	Payment Awaited	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	EP-SFE918			01-10-2024	Assigned to Officer	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	PTB-EP-Q-000148	PTB/EP/Q/068/2024	PTB-EQ-000150	24-05-2024	Expired	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	PTB-EP-000152	PTB/EP/069/2024		24-05-2024	Expired	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	PTB-EP-Q-000153	PTB/EP/Q/071/2024	PTB-EQ-000150	24-05-2024	Expired	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	PTB-EP-Q-000154	PTB/EP/Q/070/2024	PTB-EQ-000150	24-05-2024	Expired	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	EP-6216C4				Draft	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	EP-6C45EF				Draft	-	
TRUST SHOES INTERNATIONAL (PRIVATE) LIMITED	EP-162F2F	MNC-CS-89/2024		06-08-2024	Approved	Active	

Figure 29

- xi. You can also view the submitted details of the export permit request by clicking on the relevant request from the above list.

HS Code + Product Code	Declared Description	Product Name	UOM	Quantity Requested	Quantity Approved	Type of Tobacco	Per Unit Value in USD
2401.2000.0000	Tobacco	-TOBACCO, PARTLY OR WHOLLY STEMMED/STRIPPED	KG	1000	1000	Burley	11
0601.2000.2000	roots	-BULBS, TUBERS, TUBEROUS ROOTS, CORNUS, CROWNS AND RHIZOMES, IN GROWTH OR IN FLOWER; CHICORY PLANTS AND ROOTS	KG	2000	2000	Other	20

Figure 30

Note: In the case of a previous year's crop, a PSID will be generated for the permit. The CESS amount also needs to be paid. Upon successful payment, the request will be automatically assigned to the relevant officer.



6. CONTACT INFORMATION NEED ANY ASSISTANCE?

Please feel free to contact us as:

Email: support@psw.gov.pk

Phone: 021-111-111-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk