PSW
PAKISTAN SINGLE WINDOW

THE VIEW
Quarterly Newsletter
July - September 2026

TRANSFORMING CROSS-BORDER TRADE IN PAKISTAN

Message from the CEO

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As we conclude the first quarter of FY 2026–27, PSW continues to make steady progress in simplifying cross-border trade and improving how businesses interact with trade-related government services. With more than 109K subscribers, the growing use of PSW is a strong reminder of the responsibility we carry to keep improving the experience of our users.

This quarter, much of our focus remained on making our services easier to access and use. We launched the PSW Mobile App, introduced remote biometric verification through NADRA's PakID App, refreshed the PSW Web Portal and PortVerse website, and continued to improve digital services across customs, regulatory, and maritime processes. The introduction of the Virtual Review System is another important step, bringing Customs assessment review and dispute resolution onto a secure digital workflow.

We also saw encouraging examples of what greater digital integration can achieve. PortVerse electronically processed all Delivery Orders for Pakistan's largest-ever RO-RO electric vehicle consignment, while PSW helped facilitate the movement of 355 UNICEF humanitarian cargo containers from Karachi to Kabul within the available transit window. These are very different use cases, but both show the practical value of connected systems, timely information and coordinated processes.

Our progress continues to depend on strong partnerships. During the quarter, we worked with institutions across government, academia and the private sector. New and ongoing collaborations with the Sindh Board of Revenue, Pakistan Airports Authority, LUMS, SMEDA, NADRA and other partners are helping extend digitalization into areas ranging from revenue collection and air cargo to SME export readiness and professional capacity building. Through the Khadijah Women Entrepreneurship Program, we also worked with GIFT University, the Sialkot Women Chamber of Commerce and Industry, and LUMS Centre for Entrepreneurship to provide women entrepreneurs with practical knowledge, mentorship and opportunities to strengthen their businesses.

It was also encouraging to see this work recognized externally. PSW received the Data Innovation of the Year Award at the TAF-ABL Public Sector Digital Transformation Awards 2026, while Khizer, developed by Sybrid in collaboration with PSW, was recognized at the P@SHA ICT Awards in the Government & Citizen Services category. These recognitions belong to the teams and partners whose work continues to turn ideas into services that people can actually use.

As we move into the next quarter, our focus remains clear: improve the user experience, connect more processes and institutions, and make digital trade facilitation work better for the people and businesses that rely on it. Feedback from our users is an important part of that process. I encourage you to share your experience with us through this quarter's survey so that we can better understand what is working, where challenges remain, and what we need to improve next.

Thank you for your continued trust, feedback, and engagement with Pakistan Single Window.

Warm regards,

Syed Aftab Haider
CEO Pakistan Single Window

Key Highlights

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01.

PSW Wins Data Innovation of the Year Award at TAF-ABL Public Sector Digital Transformation Awards 2026

02.

PortVerse Website Revamped for an Enhanced Digital Experience

03.

PSW Web Portal Gets a Fresh Look for a More Seamless Digital Trade Experience

04.

PSW's AI Powered Chatbot, Khizer Recognized at P@SHA ICT Awards 2026

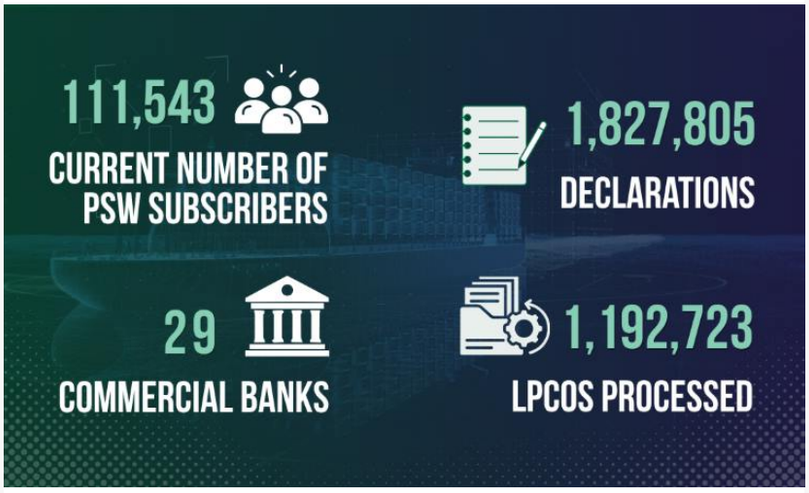
05.

UNICEF Appreciates PSW for Facilitating Transit of 355 Humanitarian Cargo Containers to Afghanistan

06.

PSW Hosts Azerbaijan Single Window Delegation for Bilateral Exchange on Digital Trade Transformation

PSW Records 111K+ Subscribers, 1.6M+ Declarations and 1M+ LPCOs Processed



PSW has continued to expand the use of its digital trade platform, with 111,543 subscribers now registered on the system. To date, the platform has processed 1,827,805 Declarations and 1,192,723 Licenses, Permits, Certificates, and Other Documents (LPCOs), while 29 banks are connected to support digital trade processes. These figures reflect the growing use of PSW for trade-related regulatory processes, bringing businesses, government agencies, and financial institutions onto a unified digital platform and supporting more streamlined and efficient cross-border trade.

PSW EXCELLENCE

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PSW Wins Data Innovation of the Year Award at TAF-ABL Public Sector Digital Transformation Awards 2026

PSW was recognized at the inaugural TAF-ABL Public Sector Digital Transformation Awards 2026, receiving the Data Innovation of the Year Award for transforming cross-border trade through its integrated digital platform.

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PortVerse Website Revamped for an Enhanced Digital Experience

The PortVerse website has been revamped to deliver a more intuitive, seamless, and user-friendly digital experience. The refreshed website features improved navigation, enhanced functionality, and easier access to key information and services, enabling users to navigate the PortVerse ecosystem more efficiently.

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PSW Web Portal Gets a Fresh Look for a More Seamless Digital Trade Experience

To make digital trade simpler and more accessible, PSW has revamped its Web Portal with a cleaner, more intuitive interface, improved navigation, and enhanced usability across key modules. The refreshed portal brings essential services including Subscription and Registration, Single Declaration, Resource Center, and Regulatory Compliance together in one streamlined platform, helping Pakistan's trade community access information, complete processes, and meet regulatory requirements with greater ease and efficiency.

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Simplifying Trade Access: PSW Partners with NADRA to Launch Digital Biometric Verification via PakID

To make PSW services more accessible and convenient, PSW partnered with NADRA to introduce digital biometric verification for PSW Subscriptions, Renewals, and Profile Updates through the PakID App.

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PSW Introduces Virtual Review System to Digitalize Pakistan Customs' Assessment Review and Dispute Resolution

PSW, under the ReMIT Programme, has designed the Virtual Review System (VRS) to modernize Pakistan Customs' assessment review and dispute resolution process. Integrated with WeBOC, the system replaces a traditionally manual and paper-based mechanism with a secure digital workflow, enabling virtual hearings and electronic decision-making.

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PSW's AI Powered Chatbot, Khizer Recognized at P@SHA ICT Awards 2026

Sybrid Private Limited received the P@SHA ICT Award in the Government & Citizen Services category for Khizer, the AI-powered chatbot developed in collaboration with Pakistan Single Window (PSW). The award recognizes the first-of-its-kind adoption of an AI chatbot by a government entity and its contribution to advancing AI-enabled digital public services. Developed by Sybrid with PSW's support, Khizer is helping make trade-related information more accessible, responsive, and user-focused for Pakistan's

Trade Talks Season 3: Exploring E-Commerce Growth and Pakistan's Mango Export Journey

The latest episodes of Trade Talks - The PSW Podcast take a closer look at two sectors shaping Pakistan's trade journey. Ehsan Saya, Managing Director of Daraz, discussed the growth of e-commerce, changing consumer behavior, evolving supply chains, and the digital transformation of trade, while Shazia Mateen, Director of Rishad Mateen & Co., shared her experience of building a mango export business and navigating international standards, post-harvest handling, cold-chain logistics, and global market requirements.

trade community.

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Watch Now

PSW Mobile App Now Available, Bringing Trade Facilitation Services to Your Fingertips

The PSW Mobile App is now available, offering Pakistan's trade community a secure and user-friendly way to stay connected with key trade activities. Users can track declarations, monitor service requests, access regulatory information, and receive timely updates directly through their mobile devices. Designed around the evolving needs of the trade community, the app provides convenient access to PSW's trade facilitation services anytime, anywhere, making it easier for users to stay informed and manage important trade activities on the go.

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PortVerse Marks Digital Trade Milestone with Delivery Orders for Pakistan's Largest-Ever RO-RO EV Consignment

PSW's PortVerse electronically processed all Delivery Orders (DOs) for the RO-RO vessel MV Grande Shanghai, which arrived at KGTML, Karachi Port, carrying the largest electric vehicle (EV) consignment ever received in Pakistan. The milestone demonstrates PortVerse's standardized end-to-end digital Delivery Order process across terminals, shipping agents, customs agents, and traders, reducing reliance on manual and paper-based procedures.

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Revised Payment Procedure for Goods Declarations

PSW introduced a revised payment mechanism for Goods Declarations (GDs) in August 2026. Effective 3 August 2026, the new procedure was initially implemented for Goods Declarations related to Karachi Collectorates, requiring duties, taxes, and fees to be paid through 1Link's "1Bill – Invoice" option instead of the "FBR" biller.

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PSW Integrates DRAP EAPP to Eliminate Duplicate Regulatory Data for Pharmaceutical Trade

The integration of the Drug Regulatory Authority of Pakistan's (DRAP) EAPP system with PSW enables secure data exchange and simplifies regulatory compliance for pharmaceutical trade.

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UNICEF Appreciates PSW for Facilitating Transit of 355 Humanitarian Cargo Containers to Afghanistan

A delegation from the United Nations Children's Fund (UNICEF), led by Deputy Representative (Operations) Mustafa Deniz, visited the PSW Karachi office to appreciate the support provided in facilitating the transit of humanitarian cargo to Afghanistan.

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PSW Convenes Inaugural Khadijah Advisory Board Meeting to Expand the Program's Nationwide Reach

PSW convened the inaugural meeting of the Khadijah Advisory Board to assess the program's progress and define the next phase of actions to expand its nationwide reach and impact. Chaired by Huma Fakhar, Founder of MAP Group, the meeting brought together leaders from the public and private sectors with expertise across policy, regulation, finance, academia, and industry.

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PSW COLLABORATION

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PSW Hosts Azerbaijan Single Window Delegation for Bilateral Exchange on Digital Trade Transformation

PSW hosted a delegation from Azerbaijan Single Window for a bilateral exchange on digital trade transformation, border management, and technology-enabled cross-border connectivity.

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PSW and Pakistan Airports Authority Sign MoU to Digitalize Cargo Throughput Charge Collection

PSW and Pakistan Airports Authority (PAA) have signed a Memorandum of Understanding (MoU) to digitalize the collection of Cargo Throughput Charges (CTC) on import consignments arriving in Pakistan by air.

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PSW and LUMS Partner to Build Future-Ready Customs and Trade Professionals

PSW and Lahore University of Management Sciences (LUMS) have signed a Memorandum of Understanding (MoU) to advance capacity building, executive education, and applied research in Pakistan's trade facilitation ecosystem.

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PSW and Sindh Board of Revenue Sign SLA to Digitalize Stamp Duty Collection on Cross-Border Trade Declarations

PSW and the Board of Revenue, Government of Sindh (BoRS), have signed a Service Level Agreement (SLA) to formalize the digital collection of Sindh Stamp Duty on cross-border trade declarations through the PSW platform.

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PSW and SMEDA Integrate Trade Data to Strengthen SME Export Readiness

The integration between PSW and SMEDA's Export Readiness Assessment (ERA) Portal enables secure use of historical export data to assess an SME's export track record and readiness.

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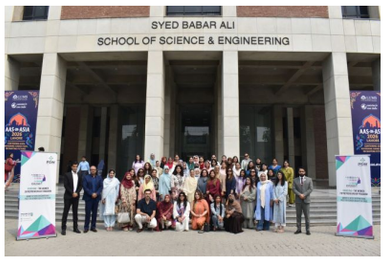
Strengthening Collaborations for Women Entrepreneurs through Khadijah Across Gujranwala, Sialkot & Lahore



The Khadijah Women Entrepreneurship Program strengthened its institutional collaborations through three engagements in Gujranwala, Sialkot, and Lahore, bringing together PSW, partner organizations, industry experts, and women entrepreneurs to support business growth and export readiness.

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PSW IN THE NEWS

پی ایس ڈبلیو خبروں میں

PSW Cited Among Key Digital Reforms in FBR's Revenue Administration Review

PSW has been identified as one of the four major reform programs undertaken to strengthen the Federal Board of Revenue's revenue administration and customs systems.

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FPCCI Highlights PSW Expansion as a Key Step in Trade Facilitation

At a seminar on "Rethinking Trade Policy," FPCCI Regional Committee on Food Convener Shahid Imran highlighted the need to strengthen Pakistan's trade facilitation framework to support export growth and greater integration into global value chains.

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PSW to Support FBR's Revised Perishable Goods Rules Through System Updates

PSW will coordinate with the Federal Board of Revenue (FBR) on system changes required to implement the revised rules for perishable goods stored in customs warehouses.

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Researchers Call for Faster Processing of Cotton Seed Imports Through PSW

Researchers and seed industry experts have called for faster processing of import permits for cotton research material through PSW as part of efforts to accelerate access to promising foreign cotton varieties.

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FBR Integrates Hong Kong Customs' ValidAP Blockchain Platform Through PSW

The Federal Board of Revenue (FBR) has integrated customs administration with ValidAP, a blockchain-based cross-validation platform developed and hosted by Hong Kong Customs.

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PSW Trade Connect

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FBR Chairman Visits PSW Karachi, Recognizes Progress in Digital Customs Transformation

Chairman FBR Rashid Mahmood Langrial, accompanied by Member Customs Operations and senior FBR officials, visited the PSW Karachi office to review progress on digital trade facilitation and technology initiatives.

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PSW Highlights Cross-Border Commerce at EPL Summit 2026

Pakistan Single Window (PSW) participated in EPL Summit 2026, which brought together stakeholders from e-commerce, fintech, banking, logistics, technology, and regulatory sectors to discuss Pakistan's evolving digital economy and global trade ecosystem.

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PSW Highlights DRAP Clearance Gateway and Digital Pharmaceutical Regulatory Processes in Islamabad and Peshawar

To support the adoption of streamlined digital regulatory processes, PSW conducted stakeholder engagement sessions in Islamabad and Peshawar focused on the DRAP Clearance Gateway and its role in facilitating pharmaceutical trade.

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Promoting Sustainable Trade: PSW Highlights Digital Solutions at 12th International EHS Summit 2026

PSW participated in the 12th International Environment, Health & Safety Summit & Awards 2026, bringing together professionals and organizations to discuss sustainability, workplace safety, and environmental change. During the panel discussion, "Global Environmental Changes and Their Impact on the World Economy and Human Behaviour," PSW highlighted how the digitalization of trade and regulatory processes can improve efficiency, strengthen resilience, and support more sustainable cross-border trade.

Read More

Advancing E-Commerce Enablement: PSW Shares Digital Trade Insights at GLOBE Pakistan Summit 2026

To support digital trade integration and strengthen Pakistan's e-commerce ecosystem, PSW participated in the GLOBE Pakistan Summit 2026 in Islamabad.

Read More

PSW Engages GCU Lahore Students and Faculty on Digital Trade Facilitation

To strengthen industry-academia linkages and prepare emerging professionals for the digital trade landscape, PSW conducted an SMElevate orientation session at Government College University (GCU), Lahore.

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PSW Strengthens Digital Trade Awareness Among Women Entrepreneurs at

PSW and SBP Explore Digitalized Trade Workflows and Regulatory Requirements

FWCCI

To strengthen digital trade awareness among women entrepreneurs and business representatives, PSW conducted a capacity-building session at the Faisalabad Women Chamber of Commerce and Industry (FWCCI).

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To support the digital transformation of trade processes, PSW, in collaboration with the State Bank of Pakistan's Foreign Exchange Adjudication Department (FEAD), conducted an interactive session on digitally enabled trade processing.

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Strengthening Financial Integration: PSW Drives Banking Sector Readiness for the Centralized Price Verification Portal

To align Pakistan's banking sector with modernized digital trade infrastructure, PSW conducted an interactive workshop on the Centralized Price Verification Portal (CPVP), engaging 95 senior representatives from over 20 leading commercial and Islamic banks alongside the State Bank of Pakistan (SBP).

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PSW Conducts PACE Session for Post Clearance Audit Directorate on KYC and User Onboarding

PSW conducted a session for the Director and Deputy Directors of the Directorate of Post Clearance Audit (PCA), focusing on Know Your Customs Officer (KYC) and user onboarding through the Pakistan Automated Customs Ecosystem (PACE).

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Company Updates

کمپنی اپڈیٹس

PSW Celebrates Pakistan's 79th Independence Day with Inclusive Team Celebrations

PSW celebrated Pakistan's 79th Independence Day by bringing colleagues from across the organisation, including support staff, together through a range of creative and interactive activities.

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PSW Connects with Emerging and Diverse Talent Through Career Engagements

PSW participated in two career-focused engagements, connecting with emerging talent and supporting a more inclusive workforce.

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Beyond the Workplace: PSW Brings Karachi Teams Together for Away Day 2026

To connect beyond the workplace, strengthen team spirit, and celebrate the people who contribute to PSW's shared success, PSW brought together colleagues from its Karachi offices at Lake View Resort, Karachi, for Away Day 2026. Featuring a dynamic mix of sports and recreational activities, the day encouraged participation, friendly competition, and cross-office collaboration, giving colleagues an opportunity to step into new activities, showcase their talents beyond their everyday roles, and appreciate the individuality, energy, and team spirit across PSW.

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Empowering Workforce Excellence: Impact@PSW Highlights Employee Certification Achievements for FY 2025–26

To build a stronger, more agile, and future-ready organization, PSW's Impact@PSW initiative spotlighted 15 professionals who earned nationally and internationally recognized certifications and specialized qualifications during FY 2025-26.

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PSW Brings Karachi and Islamabad Teams Together for Mango Fest

PSW teams from Karachi and Islamabad came together for a vibrant Mango Fest featuring mango treats, interactive activities, and friendly competitions.

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Designed, Managed, and Published by PSW Marcom Department

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