



# TRANSFORMING CROSS-BORDER TRADE IN PAKISTAN

## Message from the CEO

سی ای او کا پیغام

As we bid farewell to 2023, I'm filled with immense pride and anticipation. This year marked a pivotal moment for PSW - a year of extraordinary advancement where we dared to redefine what can be achieved.

The second quarter was a testament to PSW's relentless drive. We seamlessly integrated MMD, PSQCA, and DRAP into the PSW platform, laying the groundwork for even more efficient trade processes. And with the Anti-Narcotics Force (ANF) integration underway, we're taking a crucial step towards enhanced security and transparency in cross-border trade.

Our growth extends beyond system integrations, however. We're diligently working on deploying our new data center, set to be fully operational hopefully by March 2024.

PSW isn't just transforming cross-border trade for Pakistan; we are making waves on the global stage. Our expertise is being recognized by institutions like the WTO and CAREC, where we actively share best practices and collaborate with other developing nations on their single-window journeys.

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**Syed Aftab Haider**  
 CEO Pakistan Single Window

## Key Highlights

اہم نکات

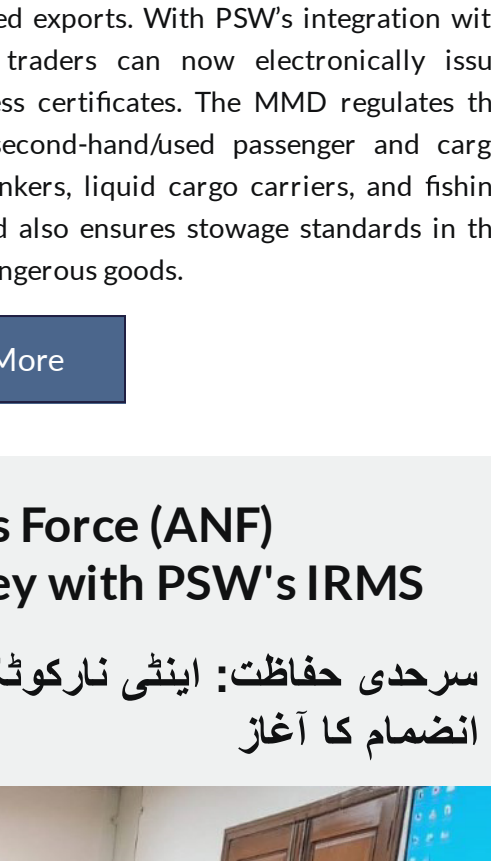
- 01. New Member Customs & Finance Minister visit to PSW
- 02. Khadijah - Women Entrepreneurship Program
- 03. Enhanced Efficiency: PSQCA Clearance Certification switched over to PSW
- 04. PSW integration with E-Phyto Hub
- 05. DPP e-services / digital initiatives
- 06. PSW's International presence

**74,000 Strong and Growing**  
 74,000 سے زائد صارفین کا اعتماد

## Current number of PSW Subscribers

**74,573**

**72,456** NTN count  
**173** FTN count



PSW reports another milestone with a subscriber count reaching 74573, while LPCO processing has surged past 286,366, and Declarations processed have exceeded 525,988. The latest figures paint an encouraging picture of subscriber growth, showcasing increasing trust from new businesses and OGAs joining the platform, eager to reap the benefits of streamlined import and export procedures. Our commitment to simplifying procedures, reducing redundant paperwork, and fostering a more seamless exchange of goods and services has resonated with businesses across various sectors, underscoring PSW's significance in the country's trade ecosystem.

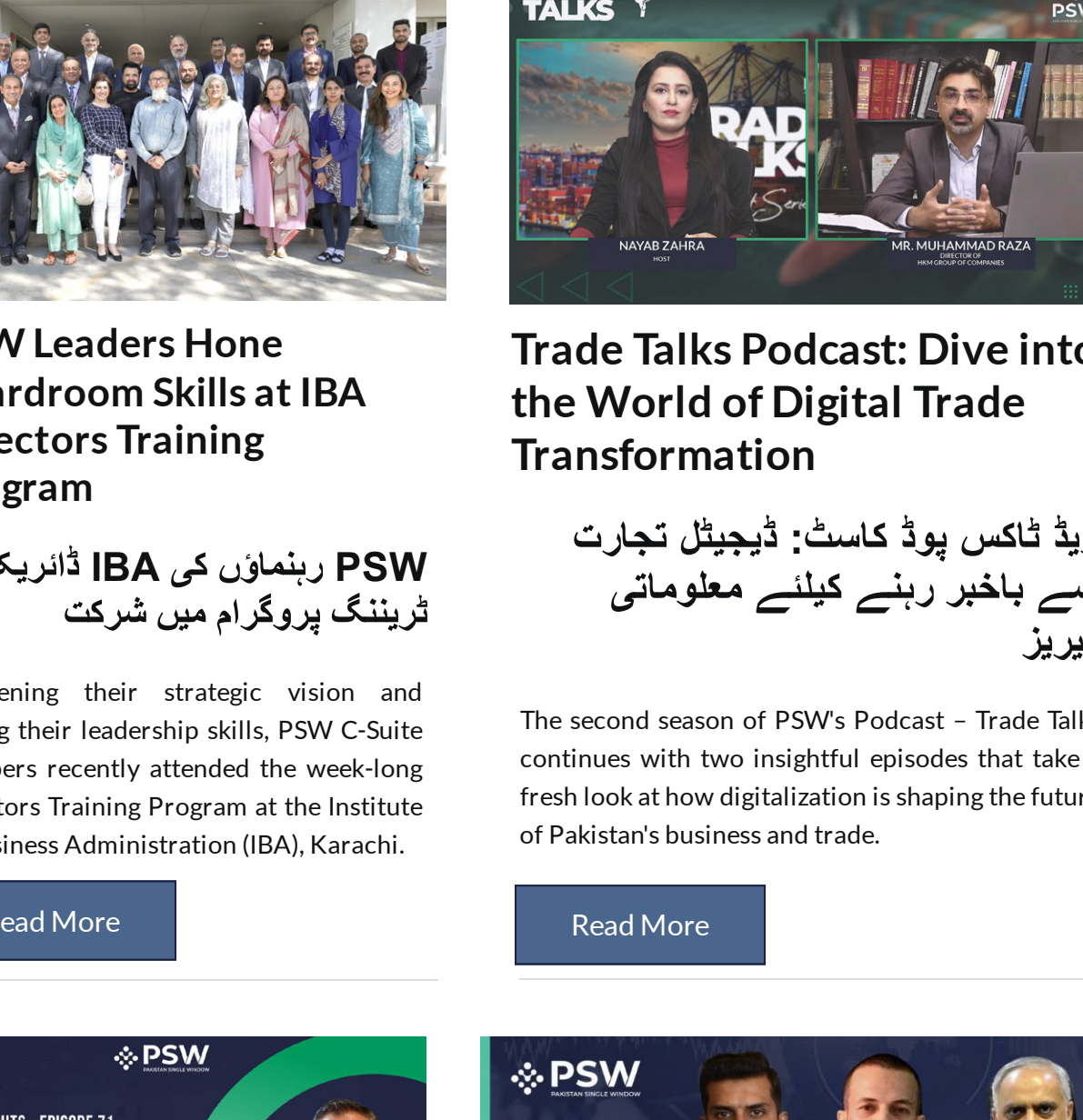
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## PSW Updates

ہی ایس ڈبلیو اپڈیٹس

## Breaking Barriers, Building Businesses: Khadijah Empowers Women Entrepreneurs in Lahore

خواتین کو بااختیار بنانے کا عزم - خدیجہ پروگرام کا لاہور میں انعقاد



PSW's Khadijah - Women Entrepreneurship Program is paving the way for initiatives that support women entrepreneurs to lead the way in business and beyond. In December, we took the Khadijah program to Lahore, where more than 70 women entrepreneurs benefited from various sessions on how to launch and grow their own ventures. PSW provided participants with tools and resources for crafting compelling business plans and navigating digital marketing strategies. The workshop aimed at providing tailored support and mentorship to women navigating traditionally male-dominated sectors, paving the way for greater inclusivity and diversity in the business world.

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## Enhanced Efficiency: PSQCA Clearance Certification switched over to PSW

PSQCA کلینرنس سرٹیفیکیشن کی PSW میں منتقلی

Since October 11th, 2023, a smoother, digital process for the clearance of commercial imports (HC type) of various commodities requiring Pakistan Standards and Quality Control Authority (PSQCA) approval has been implemented at all Karachi seaports and Jinnah International Airport (JIAP). The switchover to the PSW system will streamline the regulatory approvals process, eliminating the need for physical office visits and manual submission of applications.



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## Webinar: Streamlined Import Clearance of Drugs

ویبینار: ادویات کی درآمدی کلینرنس کی راہیں ہموار

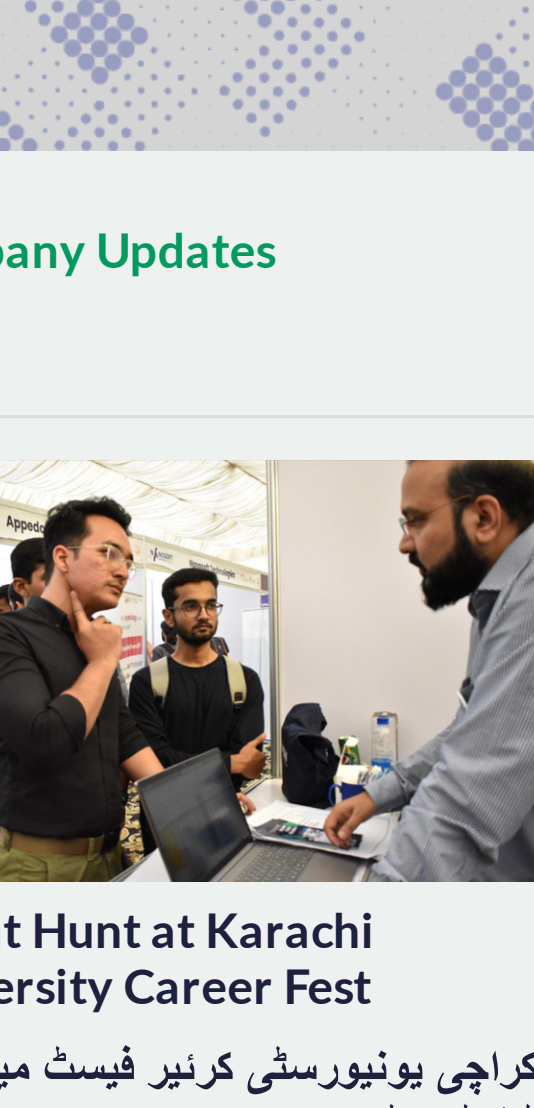
In a major step forward in streamlining drug importation and ensuring efficient access to crucial medical supplies, submission and issuance of Drug Import Licenses (all types) and Release Orders of Unregistered Drugs for donated unregistered drugs imported by Hospitals and NGOs switched over to PSW from 30th November 2023.



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## Seamless Export Compliance: Integration with the Mercantile Marine Department (MMD)

برآمدی عمل مزید مستحکم: مرکنٹائل میرین ڈیپارٹمنٹ کا انضمام

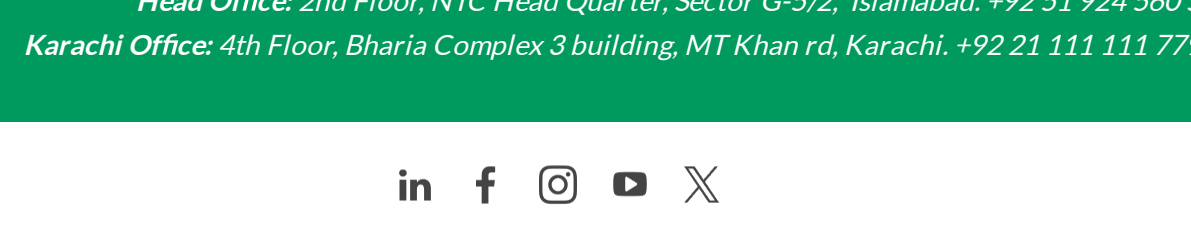


Supply chain reliability, safety, and efficiency are key to attracting foreign buyers to a country's products and enhanced exports. With PSW's integration with the MMD, traders can now electronically issue seaworthiness certificates. The MMD regulates the export of second-hand/used passenger and cargo ships, oil tankers, liquid cargo carriers, and fishing trawlers and also ensures stowage standards in the export of dangerous goods.

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## Border Fortification: Anti-Narcotics Force (ANF) commences their integration journey with PSW's IRMS

سرحدی حفاظت: اینٹی نارکوٹکس فورس کا PSW کے IRMS میں انضمام کا آغاز



PSW's strategic partnership with ANF marks a pivotal moment in Pakistan's fight against illicit trade. The IRMS wields a digital arsenal: data analysis, risk identification, and streamlining procedures for imports, exports, and transit goods. ANF's integration with PSW's IRMS is a symbolic statement of intent, showing the world Pakistan's seriousness in combating illegal activities and fostering a transparent, secure trade environment.

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## PSW CEO Champions People-Powered Digital Revolution at ADB-SDPI Roundtable

PSW کے سی ای او کی گول میز میں ADB-SDPI کی شرکت

PSW CEO Mr. Aftab Haider represented PSW at the round table organized by the Asian Development Bank (ADB) and SDPI Centre for Private Sector Engagement on Pakistan's Digital Transformation and Growth from 21 to 23 November 2023. The round table served as an opportunity to discuss and share the future of Pakistan's digital landscape.

## Honorable Finance Minister Dr. Shamshad Akhtar's visit to PSW Headquarters

وفاقی وزیر خزانہ ڈاکٹر شمشاد اختر کا PSW ہیڈکوارٹر کا دورہ

Dr. Shamshad Akhtar, Pakistan's esteemed Finance Minister, visited the PSW headquarters in Islamabad, along with Ministry officials, Chairman FBR, and top-ranking Customs officials, to witness how PSW is setting an example of Pakistan's public sector through its unique governance framework that keeps it free from excessive bureaucratic control while providing a mechanism of public accountability through the Governing Council.

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## Commonwealth Secretariat Representatives visit PSW headquarters

کامن ویلتھ سیکریٹریٹ کے نمائندگان کا PSW ہیڈکوارٹر کا دورہ



PSW shines as a prime example of global trade excellence, showcasing the power of international collaboration and a strong emphasis on innovation. On 21st November 2023, Commonwealth Secretariat representatives visited the PSW head office in Islamabad.

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## PSW CEO at Islamabad Policy Exchange: Paperless Trade, Digital Dreams

PSW کے سی ای او کی پالیسی ایکسچینج کی تقریب میں شرکت



Tapping into the global trend toward digital trade, where speed, efficiency, and green practices are the order of the day, according to PSW CEO Mr. Aftab Haider's plans for PSW, unveiled at the 8th Islamabad Policy Exchange, hosted by the PRIME Institute.

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## PSW Leaders Hone Boardroom Skills at IBA Directors Training Program

PSW رہنماؤں کی IBA ڈائریکٹرز ٹریننگ پروگرام میں شرکت

Sharpening their strategic vision and honing their leadership skills, PSW C-Suite members recently attended the week-long Directors Training Program at the Institute of Business Administration (IBA), Karachi.

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## Trade Talks Podcast: Dive into the World of Digital Trade

ٹریڈ ٹاکس پوڈ کاسٹ: ڈیجیٹل تجارت سے باخبر رہنے کیلئے معلوماتی سیریز



The second season of PSW's Podcast - Trade Talks continues with two insightful episodes that take a fresh look at how digitalization is shaping the future of Pakistan's business and trade.

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## Trade Insights: Tech-Powered Solution for Streamlined Cross-Border Transactions

ٹریڈ انسائٹس: ہموار بین الاقوامی تجارت کے لئے ٹیکنالوجی پر مبنی حل



PSW 'Trade Insights,' YouTube series on PSW's Tech Infrastructure, dives into a world of innovation designed to equip and empower PSW users in the current digital landscape.

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## PSW Stories: Tales of Success through Digital Transformation

PSW کہانیاں: ڈیجیٹل تبدیلیوں سے جڑی کامیابیاں



PSW's commitment goes beyond revolutionizing trade facilitation; it's about ensuring an exceptional customer experience for all users. We foster proactive two-way engagement and coordination with stakeholders, driven by their valuable feedback and experiences with the PSW system.

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## Global

عالمی نمائندگی

## PSW at WTO Trade Facilitation Week: Sharing Success, Boosting Development

WTO کی جانب سے ٹریڈ فیسیلیٹیشن ویک میں PSW کی شرکت

The World Trade Organization's (WTO) Committee on Trade Facilitation held its Trade Facilitation Week from October 3-5, 2023, in Geneva, Switzerland, with Pakistan being represented by CEO PSW Mr. Aftab Haider. The sessions offered member countries a platform to share their experiences on the Trade Facilitation Agreement's implementation. PSW actively extended its hand, offering support and guidance to nations still grappling with trade facilitation challenges.



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## CAREC Institute and PSW host webinar on "Enhancing Regional Trade Facilitation through National Single Window: Pakistan's Experience"

CAREC انسٹیٹیوٹ اور PSW کے زیر اہتمام تجارتی سہولیات میں اضافے کے موضوع پر ویبینار



CAREC Institute and the Pakistan Single Window (PSW) jointly hosted a knowledge-sharing webinar, "Enhancing Regional Trade Facilitation through National Single Window: Pakistan's Experience", on 2nd November 2023.

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## PSW takes center stage at the 68th Steering Committee of the Pan-Asian E-commerce Alliance (PAA)

ہیٹن-ایشین ای کامرس ای ائننس (PAA) کی 68 ویں اسٹینڈنگ کمیٹی میں PSW کی مرکزی حیثیت



PSW's recent inclusion in the Pan-Asian E-commerce Alliance (PAA) signifies Pakistan's entry into a global coalition that fosters reliable IT infrastructure for international trade and logistics services.

PSW was a key participant at the next and 68th Steering Committee of the PAA, hosted by Thailand's National Telecom on November 21st, 2023. The PSW delegation, comprising of Mr. Athar Fahim, Chief Strategy and Operating Officer, and Mr. Hamad Zafar Malik, Sr. Manager Enterprise Quality, provided updates on significant recent accomplishments.

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## PSW in the News

ہی ایس ڈبلیو خبروں میں

## Single Window Interoperability: where innovation meets economic diplomacy

سنگل ونڈوز کے ساتھ تعاون: تجارت میں جدت اور عالمی معیشت کے ساتھ انضمام



PSW plays a vital part in enhancing international trade facilitation through strategic collaborations and international partnerships. Its fundamental focus is ensuring interoperability among other Single Windows and streamlining trade processes for seamless communication between countries.

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## PSW Integrates with Global E-Phyto Hub for Faster Agricultural Trade

زرعی تجارت کا فروغ: PSW کا عالمی ای فائٹو حب کیساتھ انضمام



In partnership with the Department of Plant Protection (DPP), PSW has initiated the electronic exchange of phytosanitary certificates through the IPPC e-Phyto Hub. This integration is critical to PSW's commitment to modernizing trade processes and adopting digital solutions for a more efficient global trade environment. This move signifies a significant leap toward eliminating paper-based procedures, reducing processing times, and enhancing trade competitiveness. In the first 4 days of operations, PSW transmitted more than 600 certificates to 36 countries around the world.

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## Company Updates

کمپنی کی تازہ ترین معلومات



## Talent Hunt at Karachi University Career Fest

کراچی یونیورسٹی کرئیر فیسٹ میں ٹیلنٹ ہنٹ

PSW participated in the Career Fest organized at Karachi University on 7th November 23, showcasing its expertise by presenting various experts from Domain Management, IT, and Human Resources to speak with. This initiative aimed to engage young talent by providing information about the facilities offered at PSW to OGAs and stakeholders, connecting with potential candidates, exhibiting work culture ethics and opportunities, and establishing a presence within the academic community.

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## Diversity and Inclusion: Cultivating an Equitable Workplace Culture

سازگار ماحول کے لئے منصفانہ طرز عمل

On 27th November 2023, PSW held a Diversity, Equity, and Inclusion, (DEI) Policy Session at the Karachi office. Committed to fostering an environment where every individual's voice is valued and respected at the forefront, the session delved deep into the fundamental elements of PSW's DEI Policy, emphasizing the importance of mutual understanding, respect, and equitable opportunities. It sought to empower each team member, highlighting their crucial role in cultivating an inclusive culture.

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## Magic Minds behind this Newsletter

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