PSW
PAKISTAN SINGLE WINDOW

THE VIEW
Quarterly Newsletter
April - June 2023

KEY HIGHLIGHTS

- **PSW Goes Global – Joining the Pan-Asian Alliance**
- **Digital Customs Cooperation Meeting' In Tbilisi**
- **Single Window System Knowledge-Sharing With Morocco**
- **PSW Is Making Headlines – Tribune Interview With The CEO**
- **PSW Digitalizes Maritime Trade Operations**
- **Unified Registration System Introduced For Pesticide Import Clearance**
- **Pakistan Welcomes Barter Trade With Afghanistan, Iran, And Russia Under PSW**
- **PSW Extends Digitalized Trade Services To Pakistan's Dry Ports**
- **The Opportunity For Pakistan As A Regional Trade Hub**
- **PSW On-Air – Interview With News One**

Message from the CEO

I hope everyone had a blessed Eid-Al-Azha. We have witnessed remarkable progress in creating a more efficient and streamlined trade environment over the past year, and with great pride, I take this opportunity to share some exciting news regarding recent expansions and growth at PSW.

User adoption is at over 66,695, and our coverage in terms of locations, services, OGAs, and new modules continues to expand at a steady pace. Under Phase II of our rollout plan, our coverage has expanded to include the Mercantile Marine Department, the Marine Fisheries Department, the Ministry of Narcotics Control, and the Sindh Excise and Taxation Department while initial services for the Drug Regulatory Authority of Pakistan are also being rolled out. This expansion allows us to provide a more comprehensive and inclusive platform for trade facilitation, enabling a wider range of entities to benefit from our services. The increased participation of OGAs demonstrates the commitment of PSW and its partners to modernizing trade processes and promoting a business-friendly environment.

PSW is expanding its global footprint. Internationally, we continue to forge collaborative partnerships to boost trade ties and exports. We were recently in Tbilisi, Georgia, to share our experiences with our partners in the Central Asian region. We are also learning from Morocco's PortNet, a success story for implementing a Single Window and Port Community System in a developing country. Our newly acquired membership of the Pan Asian E-Commerce Alliance will enable us to participate in international projects involving B2B and B2G data exchange and connect with more economies through a seamless trade regulatory network.

Considering the trajectory PSW is on, we are led to assume greater responsibility as PSW becomes the bridge for Pakistan's digitalized integration into the international supply chain. This underlines the importance of becoming a center of excellence so we can deliver value and work towards achieving two of our strategic objectives under our business plan:

- Creating and strengthening PSW's international linkages and partnerships to achieve regional integration and improved trade; and
- Positioning PSW as a center of excellence in all matters related to trade and trade facilitation nationally and internationally

I recognize that achieving organizational excellence is only possible with a highly skilled and motivated workforce. We aim for our people to be the central driver of PSW operations. I plan to accomplish this by providing market-competitive salaries and capacity-building opportunities through training and exposure to best practices from other national single window initiatives.
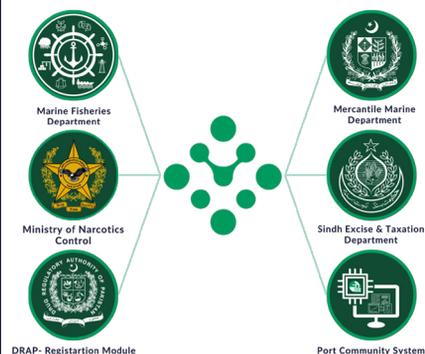
Lastly, I thank our stakeholders for their support and invaluable feedback. Your trust in PSW inspires us to strive for excellence and innovation. Thank you for your continued support.

Warmly,

Syed Aftab Haider
CEO Pakistan Single Window

THE PSW NETWORK CONTINUES TO EXPAND

Marine Fisheries Department

Mercantile Marine Department

Ministry of Narcotics Control

Sindh Excise & Taxation Department

DRAP- Registartion Module

Port Community System

PSW is making strides in digitalizing trade processes and is well ahead of planned timelines to achieve milestones identified for the Phase II rollout.

We are reshaping the cross-border trading landscape in Pakistan through extensive engagement, collaboration, coordination, and cooperation amongst the different public and private sector entities involved with international trade. During the Phase II rollout, PSW is integrating the following regulatory bodies:

- MFD
- MMD
- Ministry of Narcotics Control
- Sindh Excise & Taxation Department
- DRAP-registration module

SUBSCRIBER MILESTONE: NUMBER OF PSW USERS CROSSES 66K IN THE FIRST HALF OF 2023

The usage and adoption of the PSW portal is growing, indicating a steady expansion of our network. With the number of subscribers on the Single Window System crossing 66,695 in June 2023, PSW is well on the way to reforming, modernizing, upgrading, and automating the face of cross-border trade in Pakistan.

PSW has also facilitated the trading community and public and private sector stakeholders with the electronic processing of 150,176 declarations and LPCOs.

PSW remains committed to providing state-of-the-art, digitalized trading services to meet the evolving needs of our growing trader community.

GLOBAL NEWS

PSW GOES GLOBAL – JOINING THE PAN-ASIAN ALLIANCE

PSW has joined the Pan-Asian E-Commerce Alliance, making Pakistan the 18th Global Digital Trade Alliance Member and furthering PSW's agenda to enable cross-border trade facilitation and foster global collaboration. PAA announced the association at the 67th Steering Committee meeting in Auckland, New Zealand.

With alliances extending from Asia to Oceania, Europe, the Middle East, and the African region, Pakistan's membership will enhance PAA's global trade and logistics services reach in Asia through the development of trusted and reliable value-added IT infrastructure.

By joining forces with PAA, PSW will be able to bring an array of digital trade benefits to the region's diverse economies with secure, reliable, and paperless cross-border trade and transactions. This association will also enable PSW to participate in international projects involving B2B and B2G data exchange, connecting with more regional economies through a secured and seamless trade regulatory document and data exchange network.

Read the full announcement: Extending PAA partnership to Pakistan

'DIGITAL CUSTOMS COOPERATION MEETING' IN TBILISI

PSW participated in the 'Digital Customs Cooperation Meeting,' a knowledge-sharing conference organized by the Asian Development Bank (ADB) and Central Asian Regional Economic Cooperation (CAREC) in Tbilisi, Georgia.

During an interactive discussion session, Domain Officer PSW, Mr. Zaheer Abbas, showcased the PSW System implementation highlighting business process reengineering and document standardization across the trading landscape. He shared insights on how PSW utilized the best data-exchange practices for cross-border data harmonization and Single Window interoperability.

The event presented an opportunity for Pakistan to gain valuable insights from other CAREC countries and adopt best practices in implementing a Single Window System. For further details of the event, click here: https://tinyurl.com/252zj6sj

SINGLE WINDOW SYSTEM KNOWLEDGE-SHARING WITH MOROCCO

A delegation of six representatives from PSW visited PortNet S.A., the National Single Window, for seamless port and trade procedures in Morocco. PortNet is a tool specific to the Moroccan Government that aims to implement several cross-border trade-related sectoral strategies to improve the business climate, trade, port, and logistics competitiveness.

The visit provided a valuable opportunity to learn from the Port Authority in Morocco and for the PSW delegation to share learnings and observations from the implementation of the Port Community System (PCS) in Pakistan.

PSW EXTENDS ELECTRONIC ISSUANCE OF **PHYTOSANITARY CERTIFICATE** SERVICES TO THE **LAND BORDERS**

PSW has extended the electronic issuance of phytosanitary certificates by the Department of Plant Protection (DPP) to the land borders of Taftan, Torkham, and Chaman.

Under the new system, the phytosanitary certificate can be obtained by filing a Single Declaration (SD) through the PSW System .

PSW DIGITALIZES MARITIME TRADE OPERATIONS

PSW has extended the scope of its digitalization services to the Ministry of Maritime Affairs (MoMA) in Pakistan. In collaboration with MoMA, PSW has integrated two regulatory bodies: the Marine Fisheries Department (MFD) and the Mercantile Marine Department (MMD). The MFD deals with the export of fish and fishery products, and with PSW's MFD module, traders can perform the electronic submission of registration, premises, and renewal requests. The MMD regulates the export of used passenger and cargo ships, oil tankers, liquid cargo carriers, and fishing trawlers. PSW's MMD module will facilitate the online processing of quality certificates, origin certificates, and health certificates associated with consignments from the MFD.

This initiative by PSW has a clear time-saving advantage and will provide ease of doing business. Engineer and Ship Surveyor – Mercantile Maritime Department, Mr. Faisal, said, "PSW's integration with the MMD under the Ministry of Maritime Affairs will help the departments to reduce the paperwork, time, and cost associated with processing and clearance. This system will facilitate online communication between MMD officers and traders for document processing. Also, ship agents will be able to perform electronic document processing through a single click via the PSW portal."

Read more: https://tinyurl.com/953pujaz

FEATURED NEWS

PSW IS MAKING HEADLINES – TRIBUNE INTERVIEW WITH THE CEO

In an era of globalization and regional cooperation, PSW is creating a digital trade ecosystem that extends beyond customs and regulatory clearances, fostering electronic data exchange among partner nations. Aligned with bilateral international transit and trade agreements, exchanging paperless data with neighboring countries will facilitate regional expansion by simplifying, modernizing, and standardizing export and import procedures.

Speaking to the Express Tribune, the CEO of PSW, Mr. Aftab Haider, highlighted, "PSW has established electronic connectivity with the National Single Window of China to facilitate the Electronic Exchange of Trade Data." Mr. Haider also revealed that PSW is integrating international exports with China by developing use cases for data exchange.

Read the full interview with Express Tribune here: https://tribune.com.pk/.../china-trade

UNIFIED REGISTRATION SYSTEM INTRODUCED FOR PESTICIDE IMPORT CLEARANCE

The Government of Pakistan (GoP) strictly enforces international Phytosanitary Regulations, which are crucial for traders to access global markets to import pesticide products. To facilitate compliance with phytosanitary regulations, PSW has introduced the Unified Registration System (URS), a digital system that enables the electronic registration and clearance of pesticide products allowing Pre-Shipment Inspection (PSI) companies to transmit documents and certificates electronically for verification.

The digitalized service by PSW for pesticide import will increase the availability of advanced pesticides contributing to improved agricultural productivity and ultimately fostering economic growth.

Read more: https://tinyurl.com/32fsufa3

PAKISTAN WELCOMES BARTER TRADE WITH AFGHANISTAN, IRAN, AND RUSSIA UNDER PAKISTAN SINGLE WINDOW

Pakistan recently authorized barter trade with Iran, Afghanistan, and Russia under SRO 642 (I)/2023 to release pressure on dwindling foreign exchange reserves. As per the new rules, barter trade is allowed only for specific goods, including petroleum, coal, wheat, pulses, minerals, metals, gas, and other commodities.

The exchange of goods under the new B2B Barter Trade mechanism through PSW enables Pakistan to engage in mutually beneficial deals with these countries. This move is expected to enhance regional connectivity and economic development, signalling a promising future for trade between these nations.

Read more: https://tinyurl.com/mr47fnnk

A step-by-step guide with further details on the mechanism is available on Tradeverse:
https://www.tipp.gov.pk/index.php?r=site/display&id=444

PSW EXTENDS DIGITALIZED TRADE SERVICES TO PAKISTAN'S DRY PORTS

PSW has extended the scope of its digitalized operations to the dry ports of Pakistan. Traders can use the PSW system for the clearance of commercial imports of consignments being transhipped to and cleared from all Dry Ports of Pakistan except Quetta.

According to the circular issued by PSW, all items classified under Chapters 1 to 50 of the Pakistan Customs Tariff (PCT) will be subject to filing a Single Declaration (Imports) through the PSW system. However, for items related to the Department of Plant Protection (DPP), the Animal Quarantine Department (AQD), and the Federal Seed Certification and Registration Department (FSC&RD), the clearance will be subject to the electronic issuance of release orders from the respective regulatory department.

This initiative by PSW to digitalize up-country dry ports will enable seamless clearance processes and regulatory compliance. For more information on items under Chapters 1 to 50 of the Pakistan Customs Tariff (PCT), visit: https://tinyurl.com/3ph4kc5e

Read the press release: https://tinyurl.com/y2wbk3zs

THE OPPORTUNITY FOR PAKISTAN AS A REGIONAL TRADE HUB

Chief Domain Officer PSW, Mr. Naveed Abbas Memon, penned an article in the English daily The News, on the opportunity for Pakistan to leverage its geographical position and take center stage in the regional trading landscape. He elaborates on the potential role of PSW in positioning Pakistan as a regional trade shipping hub and how a comprehensive Port Community System (PCS) will be instrumental in identifying and removing procedural bottlenecks.

The piece also comments on how the new system will provide a layer of interoperability for data sharing, streamline communication among entities and be instrumental in facilitating Pakistan's economic growth through CPEC. Read the full article here: https://tinyurl.com/4p388hwu

PSW ON-AIR – INTERVIEW WITH NEWS ONE

Chief Domain Officer PSW, Mr. Naveed Abbas Memon, spoke to Palwasha Mehmood and Hamza Gillani on national news channel News One about the benefits of Pakistan's Single Window initiative to importers and exporters. He discussed in detail the extent of cost and time saving, compliance with international standards, and other facilitation needs that are now being provided to traders. Mr. Memon also highlighted how digitalization measures have streamlined clearance procedures and contributed to the ease of doing business in Pakistan.

Watch the full segment on the News One program Focus – Economy Today here: https://tinyurl.com/yc6vryf6

SYSTEM NEWS

PANEL DISCUSSION ON THE 'REGULATORY FRAMEWORK OF PAKISTAN'

CEO PSW, Mr. Aftab Haider, participated in a panel discussion jointly organized by the Board of Investment (BoI), Pakistan Institute of Development Economics (PIDE), and Rasta (Research for Social Transformation and Advancement). The discussion, titled 'Regulatory Framework of Pakistan,' revolved around the provision of an enabling environment to businesses by overcoming various challenges faced by regulators and stakeholders.

Mr. Haider shared the efforts and achievements of PSW in reducing the regulatory burden in cross-border trade. He shared his insights about the regulatory controls, the need for National Single Windows (NSW), and how PSW, as a trade facilitation initiative, is enabling the trading community of Pakistan by reducing the time and cost of conducting cross-border trade. He also highlighted how PSW, as regulatory reform, fostered economic growth, attracted foreign investment, and improved the overall business environment in Pakistan.

Watch the session: Regulatory Framework of Pakistan

ENSURING THE CONFIDENTIALITY OF TRADE-RELATED DATA

PSW prioritizes the confidentiality of its users' information and firmly commits to data privacy. Only authorized users within the PSW system can access confidential documents and information. The system captures the particulars of users electronically, which is then only made available to trade-related regulatory bodies integrated with the PSW platform.

According to the Pakistan Single Window Trade Data Dissemination, Exchange, and Utilization Rules 2023, issued by Pakistan Customs, trade-related information, transmission, documents, data, or records gathered through the PSW are highly confidential. To ensure data confidentiality throughout the information-sharing cycle, Customs or any other public or private sector entities will place adequate measures to protect personal data, privacy, and confidentiality of individual records and transactions. Also, all stakeholders are required to prevent unauthorized transmission or sharing of information with other entities and individuals.

TRADE TALKS – FOCUS ON THE E-COMMERCE ECOSYSTEM

The sixth episode of 'Trade Talks' – the PSW podcast series launched in collaboration with SDPI - focuses on "The E-commerce Ecosystem of Pakistan." E-commerce expert Mr. Faisal Sohail Butt highlights the profound impact of embracing digital transformation in e-commerce and the remarkable growth of e-commerce transactions in Pakistan over the past two years. He also sheds light on the empowering role of e-commerce trade in supporting women entrepreneurs and how PSW acts as a catalyst for women-owned businesses, streamlining the ease of doing business.

Watch the complete podcast at: The E-commerce Ecosystem of Pakistan

THE LOGISTICS ECOSYSTEM – A DIRECTORY OF LOGISTICS RESOURCES AT YOUR FINGERTIPS

PSW is proud to announce the launch of another groundbreaking feature, the 'Logistics Ecosystem' on Tradeverse – The Trade Information Portal of Pakistan.

Businesses with a competitive advantage in their operations are the ones that make their mark globally. Pakistani traders and businesses can now benefit from a 'Logistics Ecosystem' that provides them easy access to information regarding authorized and authentic logistics service providers involved in the transportation, storage, and delivery of goods and services. The logistics ecosystem includes a variety of stakeholders, including:

- Customs Bonded Carriers
- Customs Bonded Warehouses
- Custom Clearing Agents
- Fleet Operators Associations of Pakistan
- Insurance Association of Pakistan
- Pakistan International Freight Forwarders Associations
- Pakistan's Ship Agents Associations

The Logistics Ecosystem is an innovative digital platform dedicated to empowering the trader community with the efficient and timely movement of shipments. By digitalizing access to a network of logistics service providers, PSW aims to save costs and optimize procedures to provide an enabling environment for businesses to stamp their authority in the international trade landscape.

TRADE MADE EASY – WEBINAR SERIES

In collaboration with the Sustainable Development Policy Institute (SDPI) and the SDPI Centre for Private Sector Engagement, PSW launched a webinar series called 'Trade Made Easy,' with the second series conducted in April under the theme, "Impact of Foreign Exchange and Letter of Credit Crisis on Industrial Growth."

Trading goods across international borders is riskier than trading within national borders. Deciding on whether the risk should be borne by one of the trading partners or shifted onto a bank by paying a fee to purchase a letter of credit (LC) is a critical decision. The webinar explored risk mitigation strategies using LCs and trade finance instruments that offer guarantees to trading partners.

The 3rd series of 'Trade Made Easy,' conducted in June, is titled "Pakistan's Service Trade in the International Market." This webinar aims to delve into the Strategic Trade Framework (STPF) 2020-25 seeking to enhance Pakistan's service trade by analyzing international demand trends in the service sector.

Traders, customs agents, and other stakeholders of Pakistan's trading community participated in the webinar and appreciated the efforts of PSW to revolutionize the cross-border trading experience in Pakistan.

Watch the complete webinars at:
- Impact of Foreign Exchange and Letter of Credit Crisis on Industrial Growth
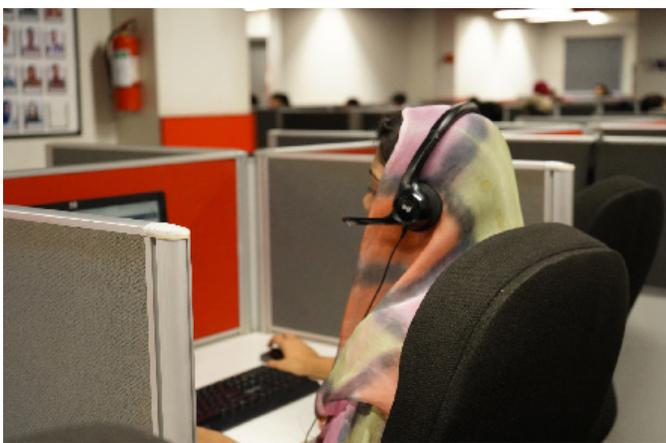- Pakistan's Service Trade in the International Market

BUILDING NATIONWIDE AWARENESS OF THE PSW SYSTEM

SDPI arranged nationwide briefings and media awareness sessions to highlight the digitization of cross-border trade processes through PSW. Briefings and Media Awareness Sessions aim to emphasize the PSW system's transformative potential as a game-changer for reshaping Pakistan's trading environment. Sessions were held in Lahore, Islamabad, Khyber Pakhtunkhwa, and Karachi, with active participation from the trading community, including SME owners and women entrepreneurs. Relevant stakeholders from the media, including senior reporters and journalists working on trade and finance beats, also attended the session.

PSW's progress updates were highlighted during the media awareness session, focusing on the operationalized phase-1 OGAs/modules that effectively govern around 75% of Trade volume. The participants were also briefed on the PSW system, rolled-out modules, upcoming projects, achievements, and Tradeverse – The Trade Information Portal of Pakistan.

The benefits of streamlining trade processes were brought to the fore by team PSW, and the impact these would have in helping a more significant number of women entrepreneurs in Pakistan join the trading ecosystem. The sessions provided an opportunity for women entrepreneurs to understand how they can efficiently meet the requirements for trade-related processes.

CORPORATE SOCIAL RESPONSIBILITY AT PSW

As a Public Sector entity, PSW believes that being a responsible corporate organization goes hand in hand with our business objectives of maximizing the benefits of international trade. In line with this vision, PSW has instituted a comprehensive 'Corporate Social Responsibility (CSR)' policy complementing the 17 United Nations "Sustainable Development Goals (SDGs).

CSR at PSW helps the company reconcile with the legitimate interests of different stakeholders that may be affected and assumes the impact of the company's activities on the community in general and the environment. In line with its CSR objectives, PSW is revolutionizing the trading ecosystem to boost the economy and support poverty reduction, health, education, and the environment. PSW has taken up several initiatives, such as eliminating the reliance on physical documents, thereby contributing to a greener world, launching a 'Remote Internship Program' to engage youth, and supporting workforce development.

PSW's CSR goals focus on driving innovation, fostering trust and transparency, boosting long-term profitability, ensuring competitiveness, and engaging the workforce for an equitable, environmentally sustainable, and healthy society.

WORLD ENVIRONMENT DAY AT PSW

On the 50th anniversary of World Environment Day, PSW renewed its commitment and added its voice to the urgent need for reducing gas emissions by 2030. PSW envisions harnessing technology and innovative solutions to digitalize trade processes, reducing the dependence on physical documents. This commitment to digitalization aligns with greener and more sustainable business practices, emphasizing PSW's commitment to environmental responsibility.

PSW OBSERVES WORLD TELECOMMUNICATION AND INFORMATION SOCIETY DAY

PSW observed 'World Telecommunication and Information Society Day (WTISD) 2023' to celebrate the power of telecommunication and information societies in shaping a more inclusive and interconnected world.

The Internet and other Information and Communication Technologies (ICTs) can help to bridge the digital divide. PSW is leveraging technology and ICTs in the international trading ecosystem through a National Single Window system, allowing traders to submit all import, export, and transit information via a single-entry point. We are making strides to explore innovative digital ways to overcome trade-related issues, promote digital literacy, and foster digital inclusion for all.

EMPOWER, STRIVE AND THRIVE - CELEBRATING STAFF PROMOTIONS

Syed Rizwan Qamar — IT Project Manager

Sarfraz Amjad — Principal Business Analyst
Saad Abdul Rashid — Principal Software Engineer
Lareb Amir — Senior Software Engineer
Kanza Syed — Senior Software Engineer II

Mian Nouman Ahmed — Assistant Manager Admin
Ali Haider — Assistant Manager Planning & Reconciliation
Maryam Saeed — Senior Business Analyst- II
Muhammad Haris Khan — Manager QA

Omar Farooq — Assistant Manager Corporate Affairs
Amish Ahmed — Staff Business Analyst - II
Kaleem Ullah — Manager Software Support
Waleed Siddiqui — Assistant Manager Admin
Mir Mehran Khan — Principal Software Engineer

At PSW, we are committed to cultivating a positive, inclusive corporate culture that breeds success. In line with this, several deserving individuals have recently been promoted based on their outstanding achievements. PSW extends its warmest congratulations to all the promoted staff members and conveys best wishes for their continued success in their future endeavors.

STRENGTHENING INTERNAL COMMUNICATIONS AT PSW

PSW places substantial emphasis on enhancing the skills of its workforce to enable effective communication, empowering them to effectively deal with internal and external communication challenges within the workplace. In line with this vision, the Marketing & Communications Department organized an Internal Communications Workshop at our Islamabad and Karachi offices to familiarize staff with the Internal Communications platforms, the best knowledge-sharing practices, access to information and resources, and the use of technology to break communications barriers and work towards common goals.

ENGAGE WITH PSW ON SOCIAL MEDIA

Discover the power of digitalization in cross-border trade with Pakistan Single Window's vibrant social and digital media channels. Engage, connect, and stay up-to-date with the latest updates, news, and resources in the realm of trade support and facilitation on our social media platforms, including Facebook, Twitter, Instagram, and LinkedIn.

Whether you are a trader, exporter, importer, or simply passionate about economic growth, our channels provide a one-stop destination for valuable insights, real-time updates, and a repository of trade-related information. Be part of the driving force behind Pakistan's single window initiative.

Follow and engage with us at:
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- PSW website: www.psw.gov.pk