



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

Sindh Excise Taxation and Narcotics Control (ET&NC) Module

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ABSTRACT

Welcome to the Sindh Excise Taxation and Narcotics Control User Manual!

Pakistan Single Window (PSW) Sindh Excise Taxation and Narcotics Control User Manual is your step-by-step guide on how to request for approval and rejection of exemption/waiver of Cess Payment Requests (with and without Bank Guarantee) through the PSW portal. This user manual provides background of the PSW system while describing its key features.



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 fulfil 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 and in case of subscription is expired, they have initiated and concluded renewal 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 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 approval and rejection of exemption/waiver of Sindh Infrastructure Development Cess Payment Requests (with and without Bank Guarantees) from the Sindh Excise Taxation and Narcotics Control Department. The application for the same shall be received and processed through the PSW portal. Similarly, sharing of 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 Sindh ET&NC including the processes for approval and rejection of exemption/waiver of Cess Payment Requests (with and without Bank Guarantee). With the PSW system going live, there will be no Sindh ET&NC office visits for 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. For example, if, during the processing of approval/rejection of waiver of Cess Payment Request, the Sindh ET&NC officer requests for any document required for a consignment, then a notification will be generated automatically by the PSW system which will appear in the trader's dashboard.



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 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 hub for regional and international transit and trade.



3. SALIENT FEATURES OF SINDH ET&NC MODULE

- A complete online solution for the processes of approval and rejection of exemption/waiver of Cess Payment Requests (with and without Bank Guarantees).
- Caters to all the needs of Sindh ET&NC department related to processing of exemption/waiver of Cess Payment Requests.
- A complete and comprehensive log of the activities on the trader's online request for exemption/waivers of Cess Payment Requests will be visible to the trader/custom agent in the 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 PROCESS

5.1. USER LOGIN

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

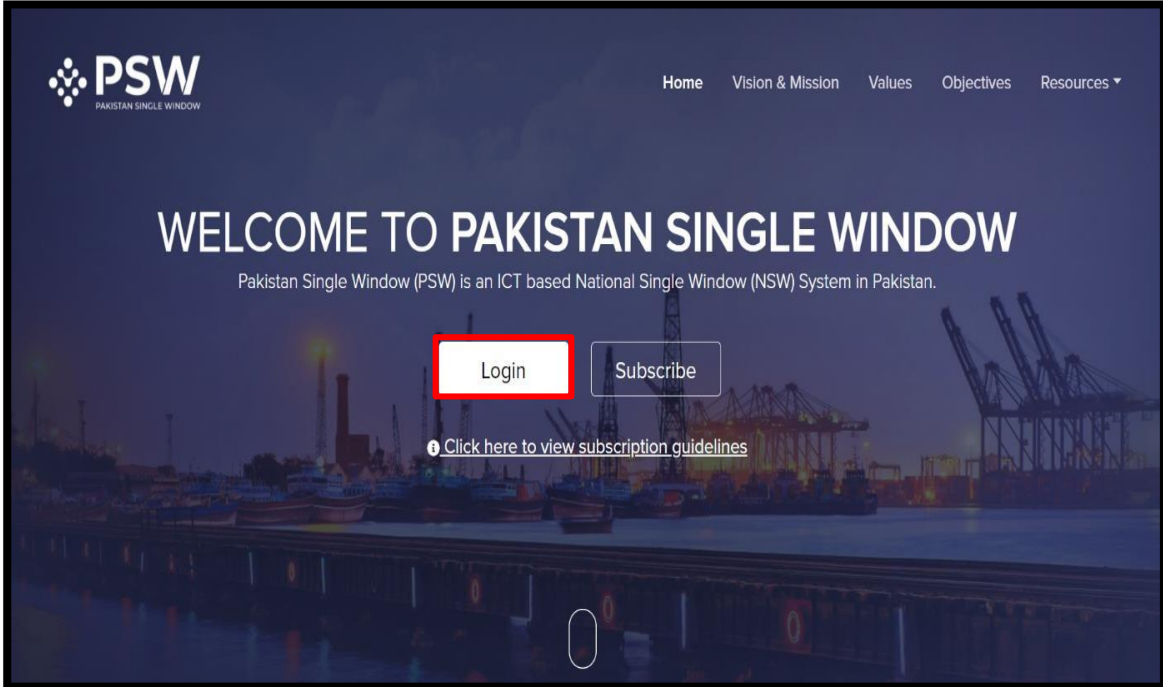


Figure 1

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

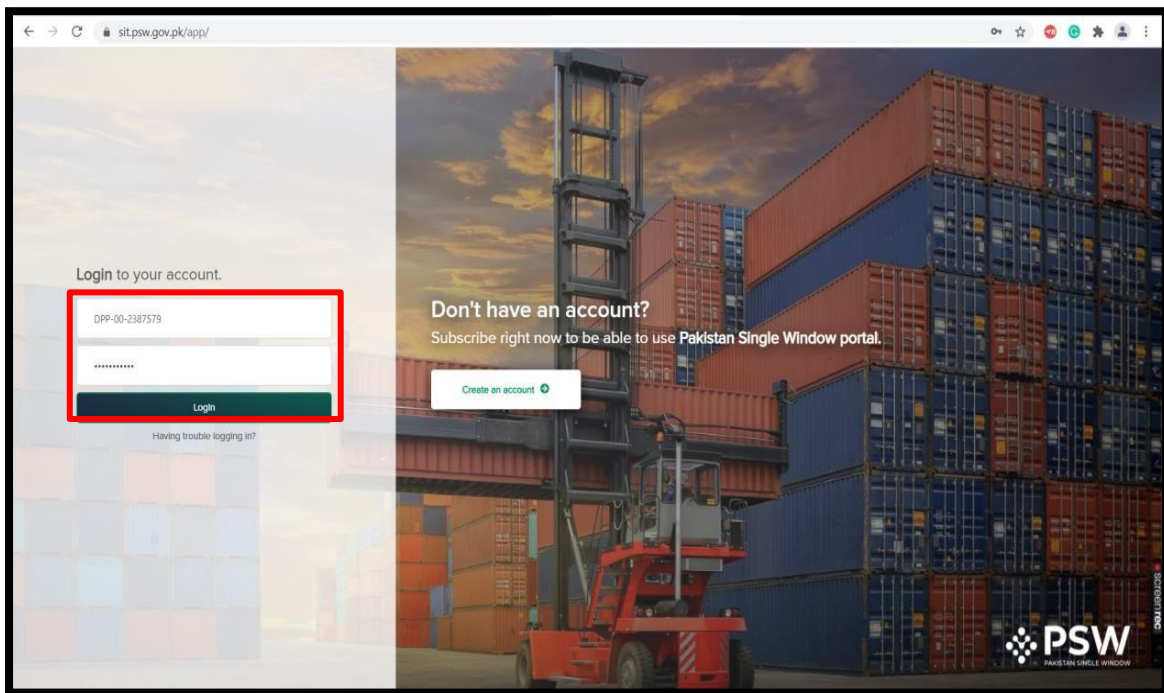


Figure 2

5.2. PROCESS FOR SINDH INFRASTRUCTURE CESS EXEMPTION/WAIVER PAYMENT REQUESTS

- i. Upon successful Login, A dashboard will appear. At the Home screen, click on the 'LPCO' option.

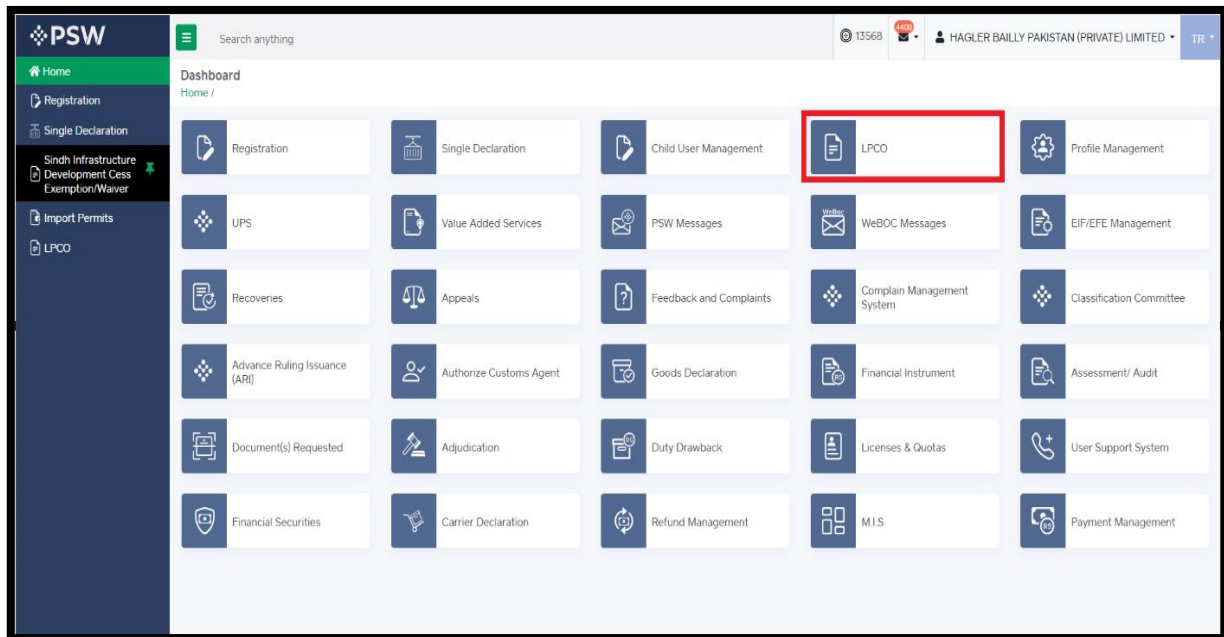


Figure 3

- ii. Under LPCO section, click on 'Sindh Infrastructure Development Cess Exemption/Waiver' option.

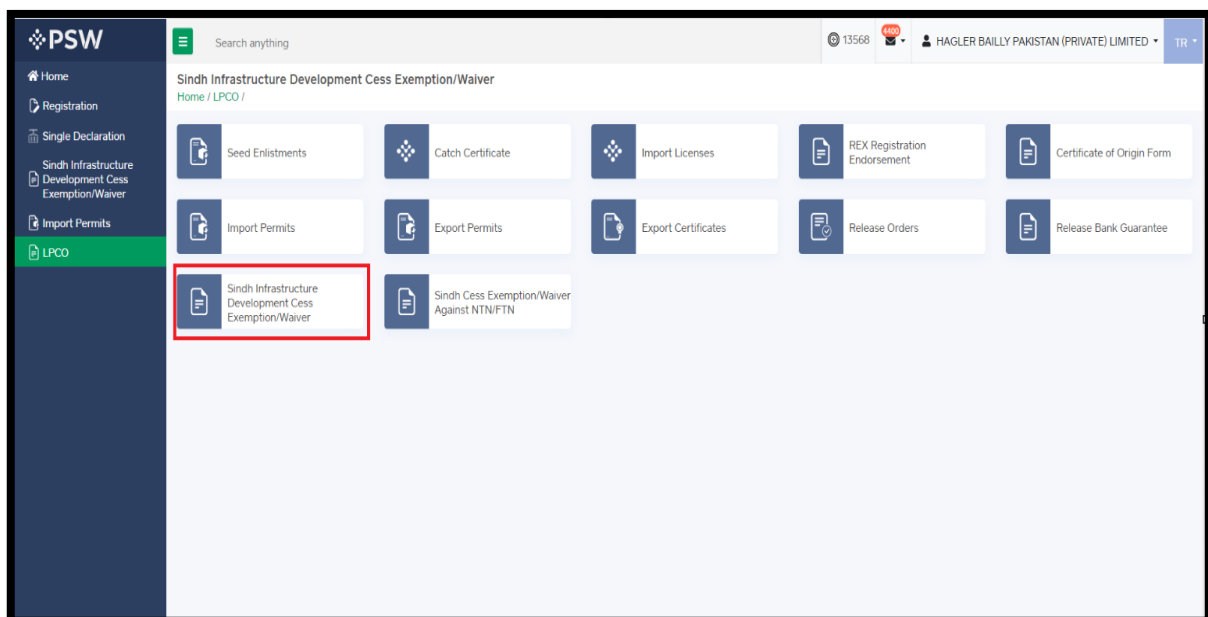


Figure 4

iii. Click on the 'Create Cess Exemption/Waiver' option.

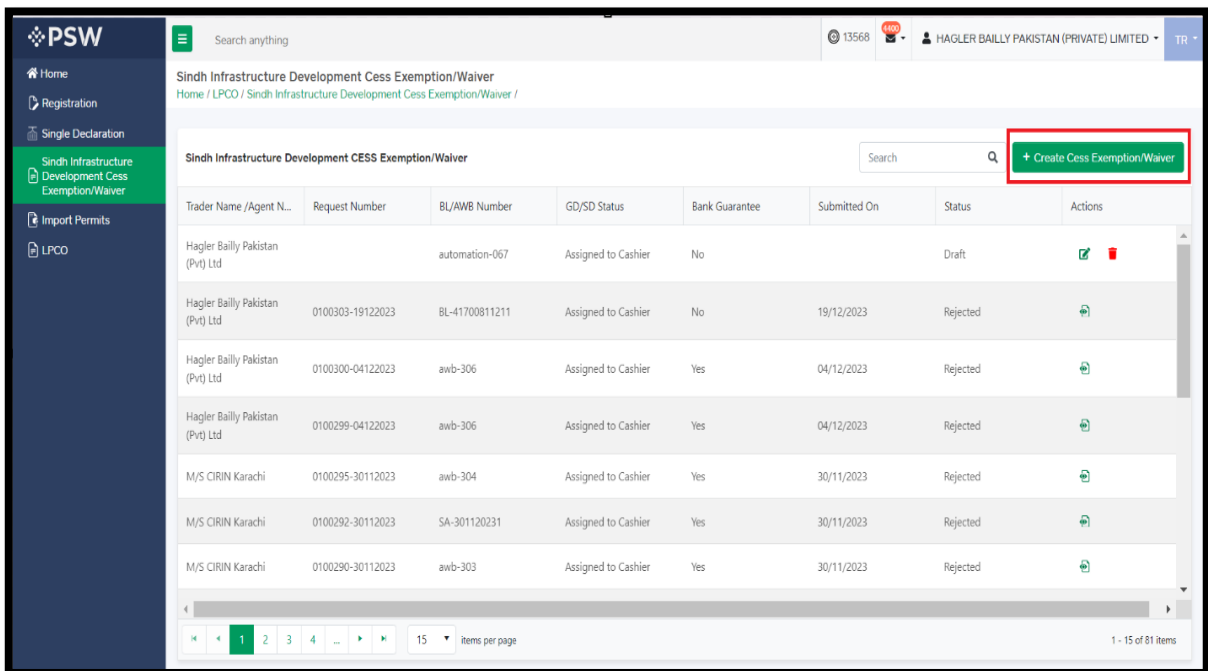


Figure 5

iv. Here you will be required to select declaration, against which Cess exemption shall be requested. Click on 'Select Declaration' option.

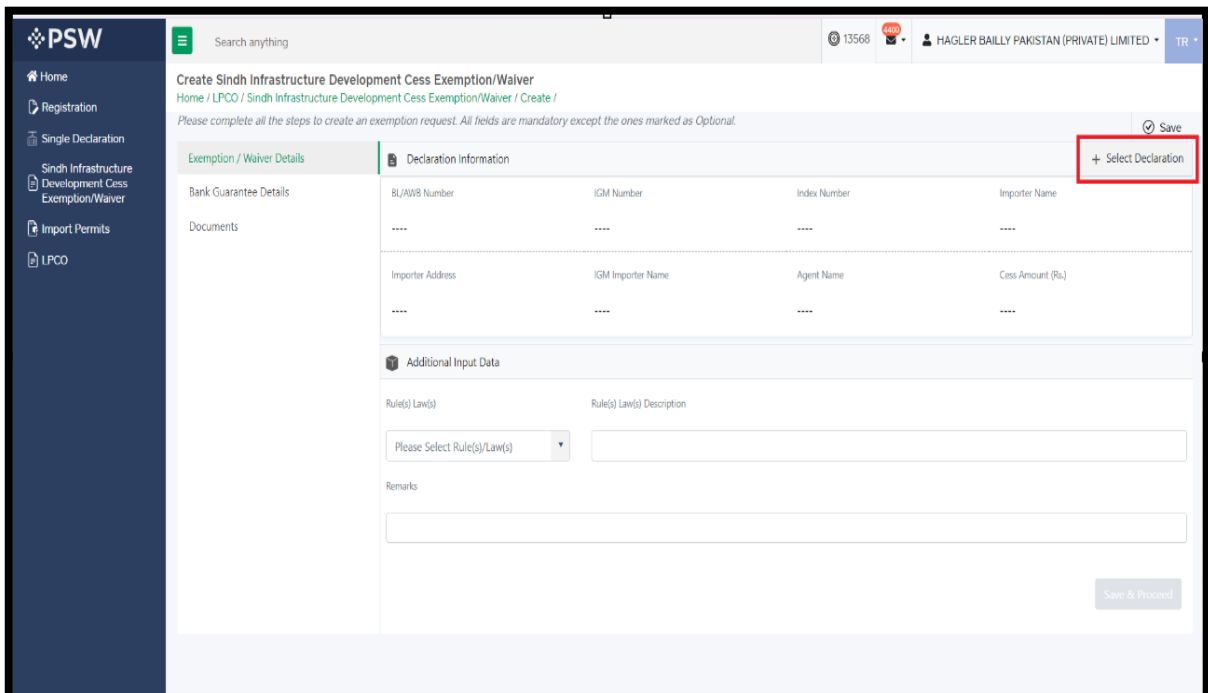


Figure 6

- v. Here you can search declaration through BL number and click on required declaration.

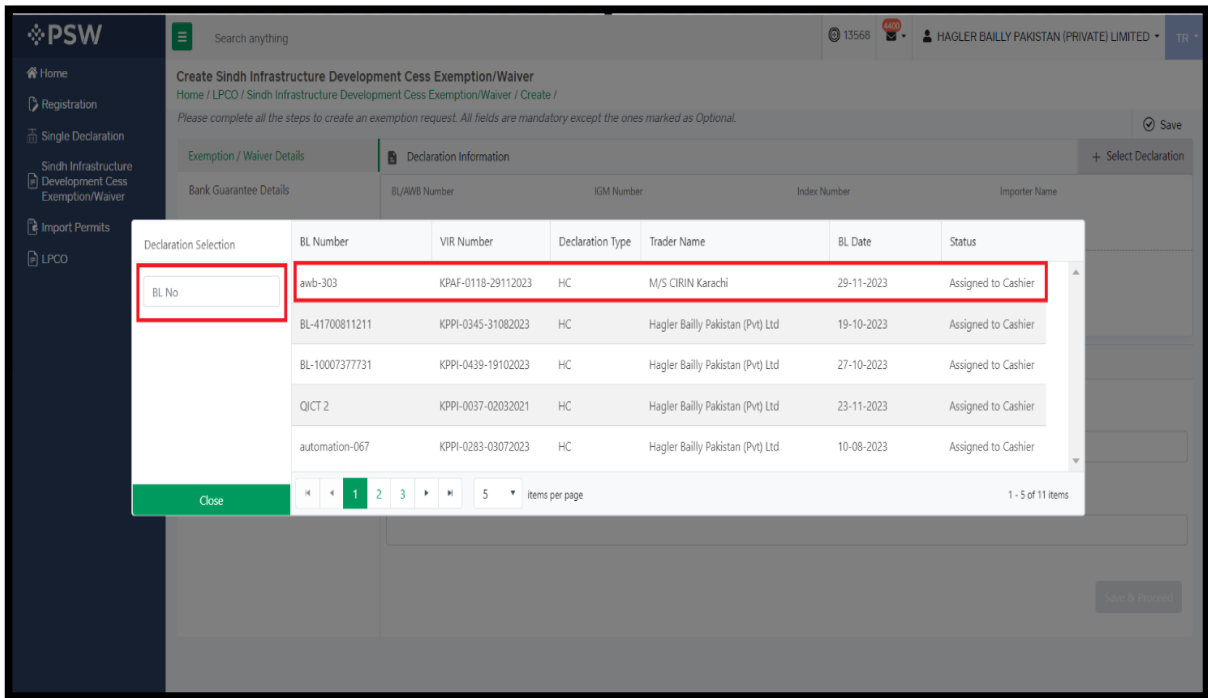


Figure 7

- vi. Select relevant 'Rule', provide Remarks, and click on 'Save & Proceed' option.

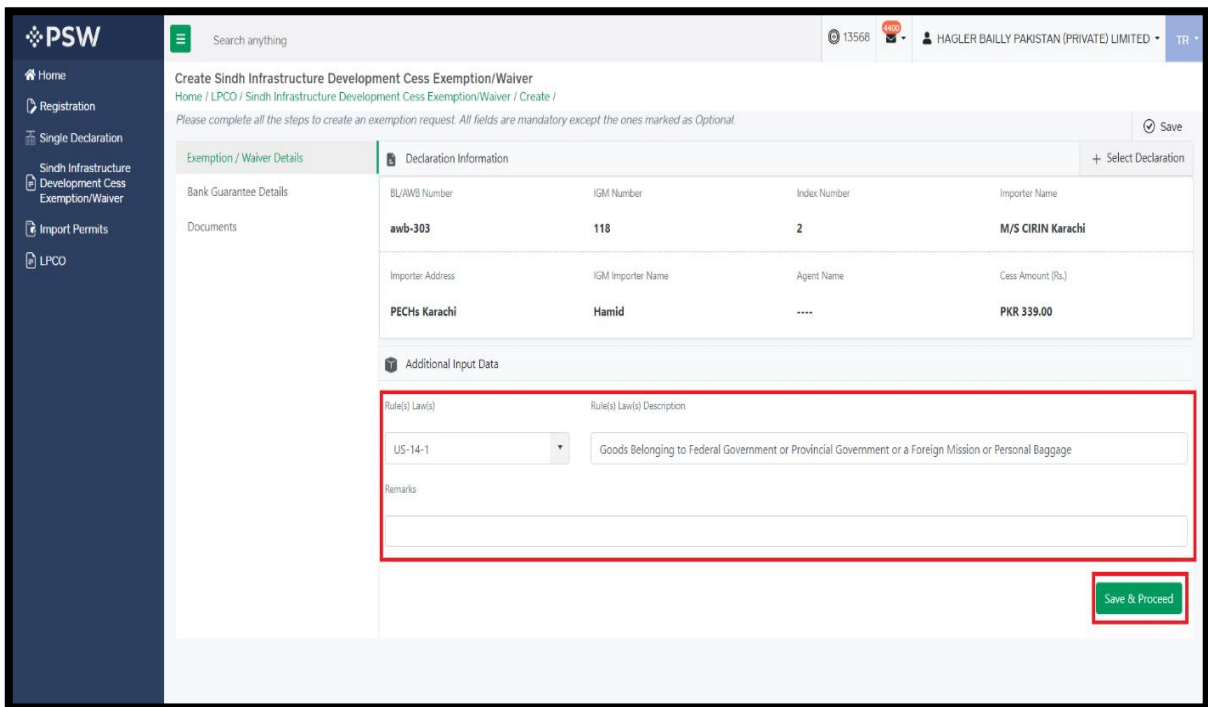


Figure 8



vii. Under Bank Guarantee details tab, click on 'Create New Guarantee' option.

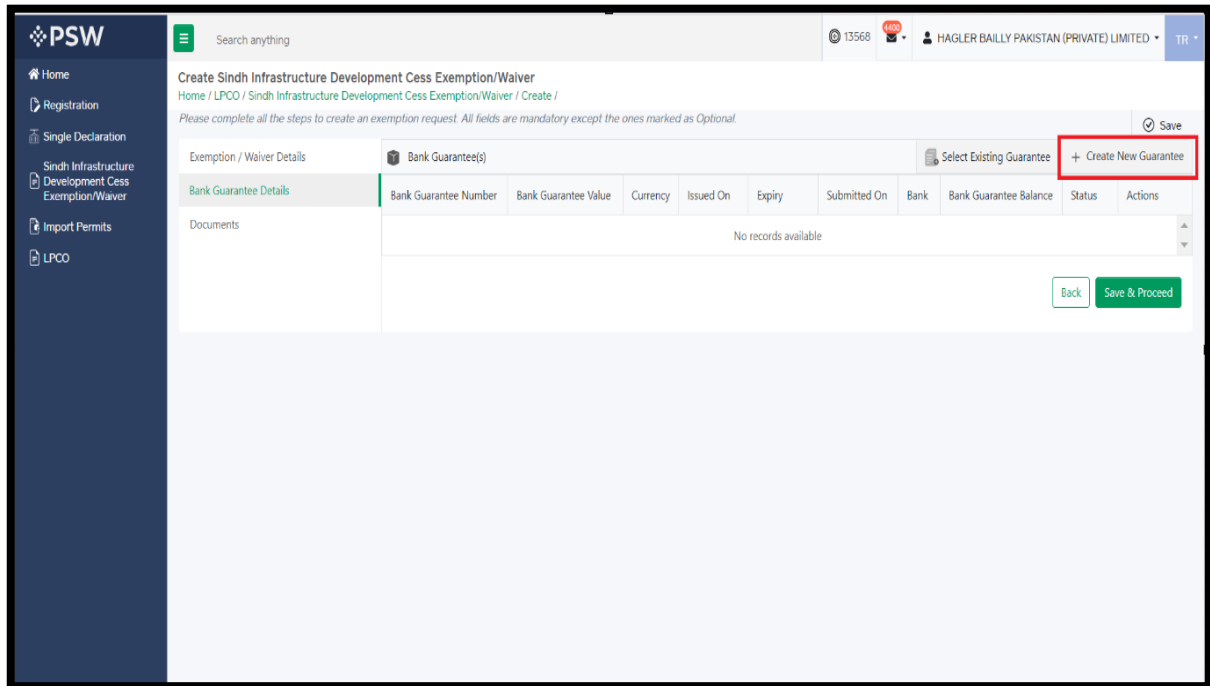


Figure 9

viii. Add Bank Guarantee details and click on 'Save' option.

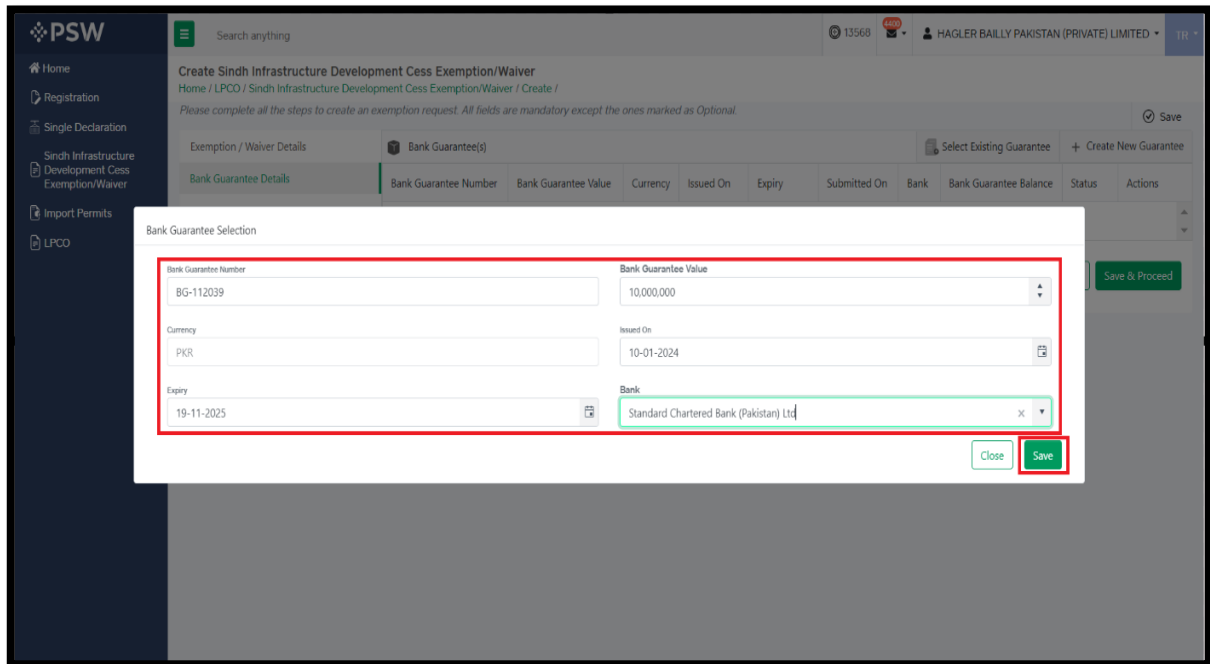


Figure 10



- ix. You can also select previously saved guarantees, by clicking on 'Select Existing Guarantee' option.

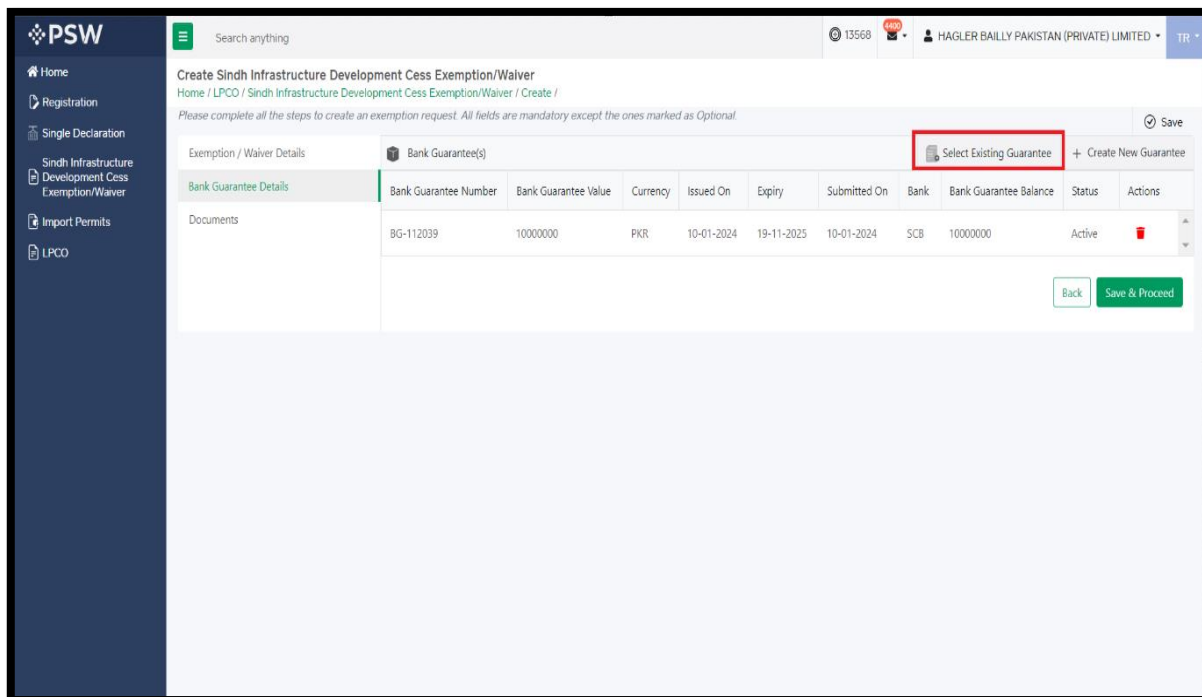


Figure 11

- x. Here you can search and select existing bank guarantee.

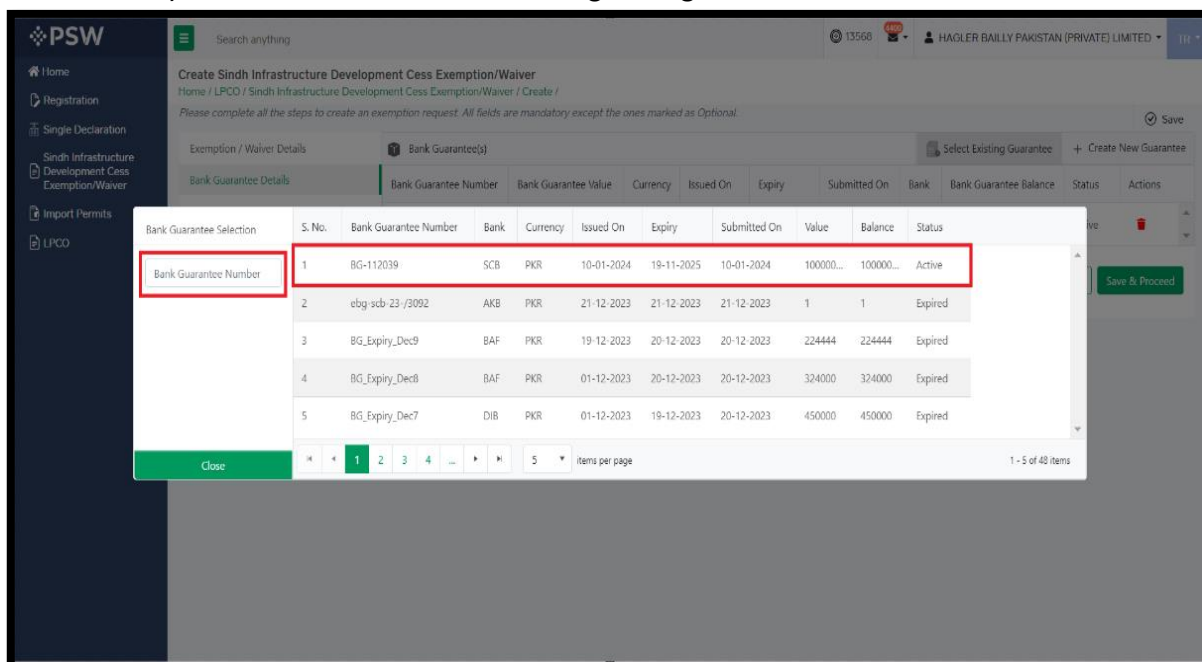


Figure 12



xi. Click on 'Save & proceed' option to move on next tab.

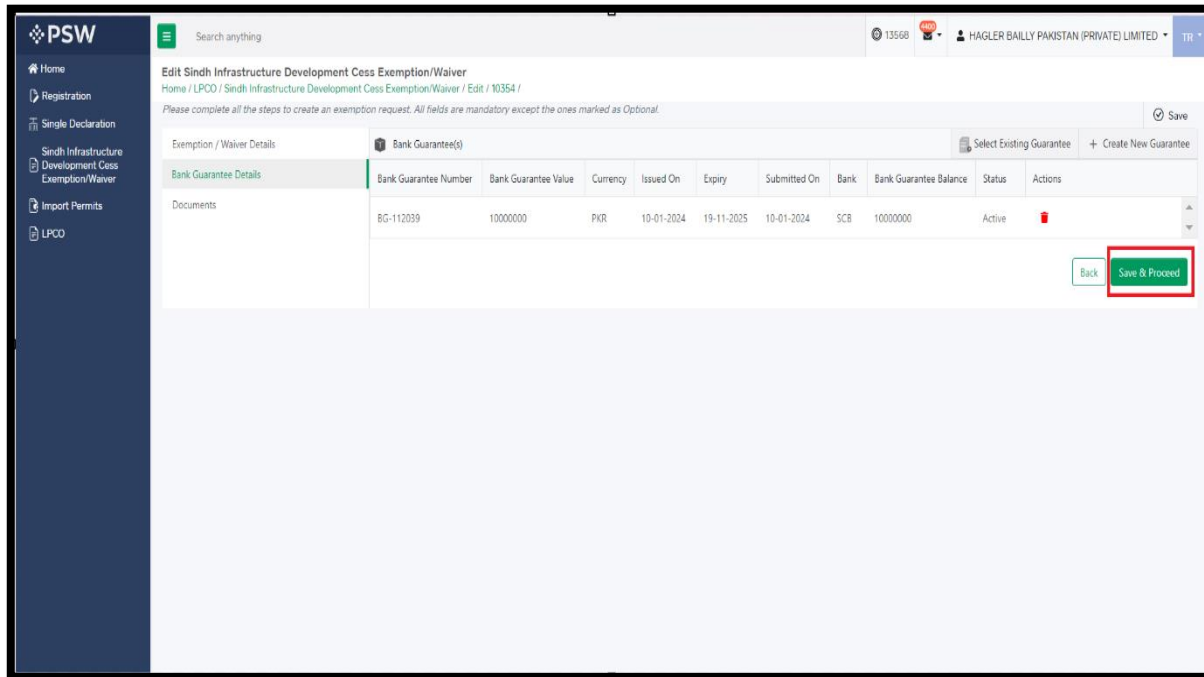


Figure 13

xii. Under the Documents tab, select relevant document type, upload the document and press 'Submit Request' button.

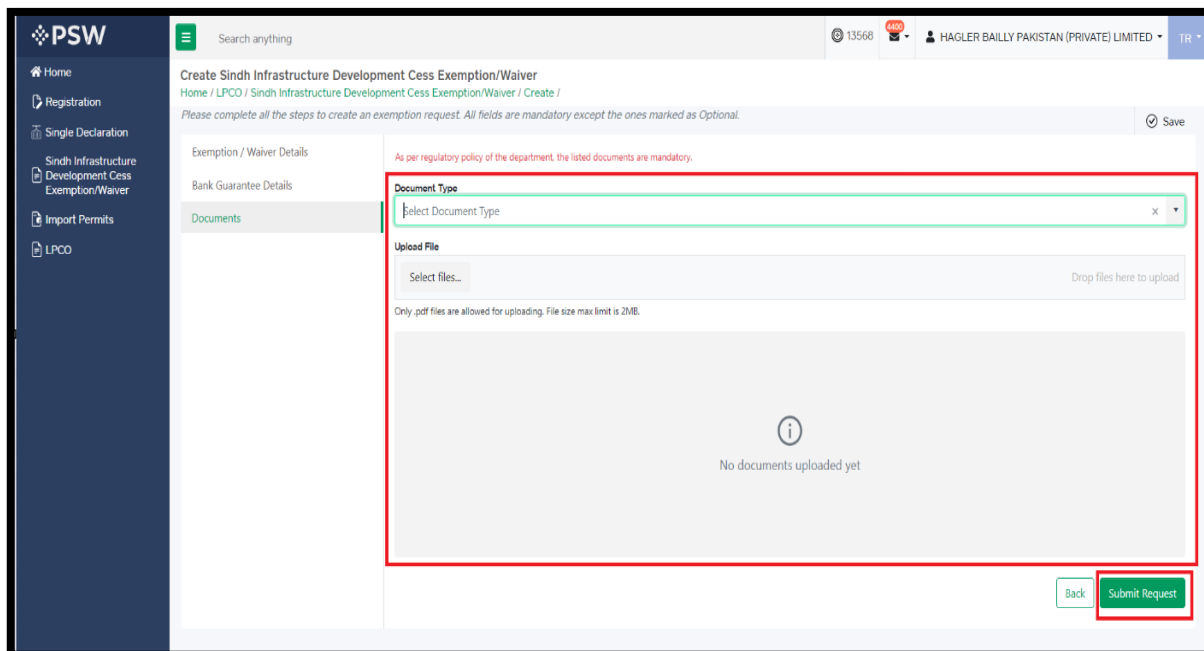


Figure 14



xiii. Your request is successfully submitted to ET&NC department.

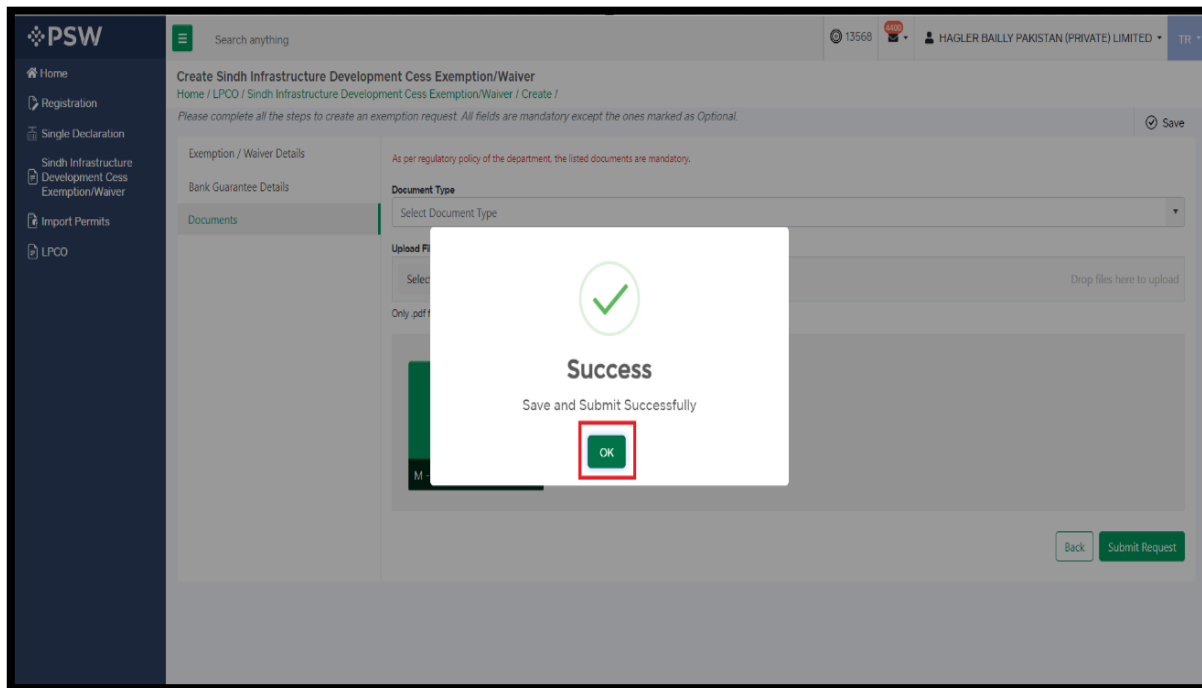


Figure 15

xiv. You can view submitted requests by clicking on the 'View' action button.

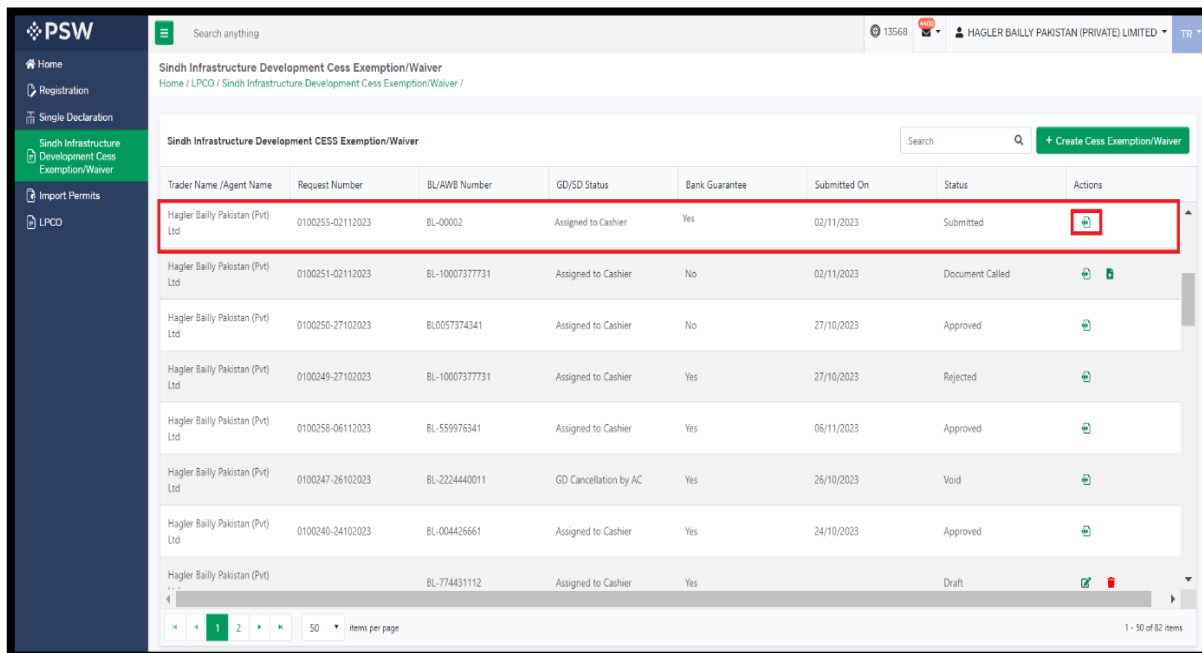


Figure 16

xv. Upon clicking, View interface of submitted request will be displayed.

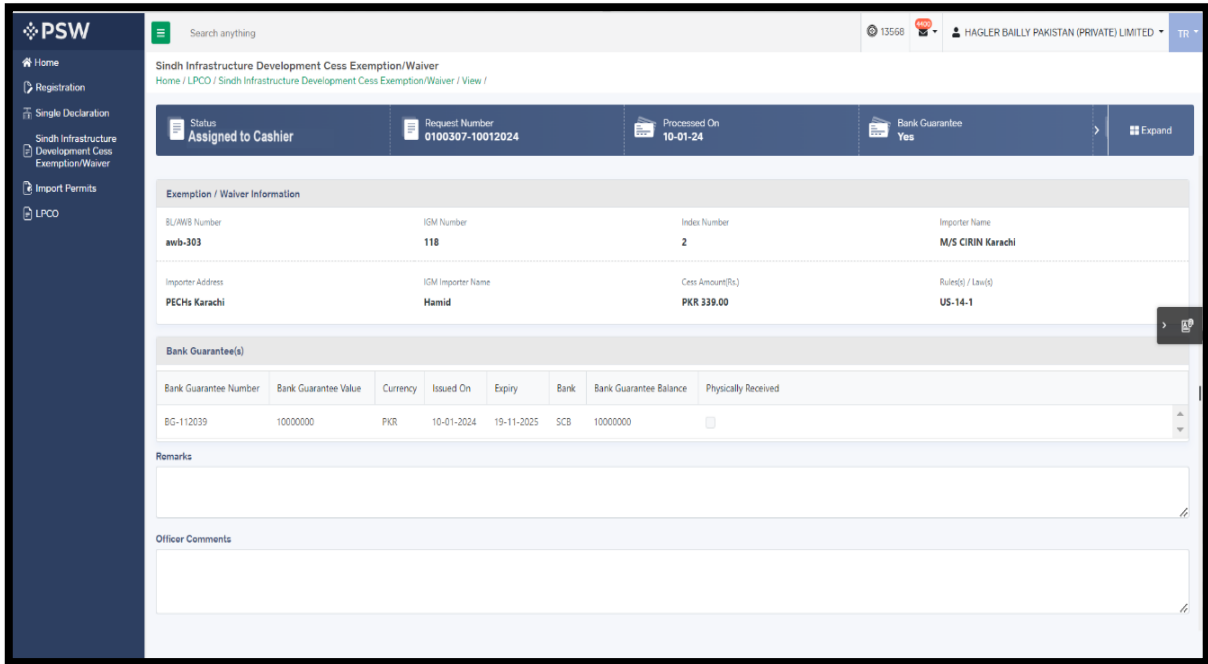


Figure 17

xvi. If Documents are requested by ET&NC officer, your request status will be updated to 'Document called'. You can click on 'Upload Document' option for uploading requested documents.

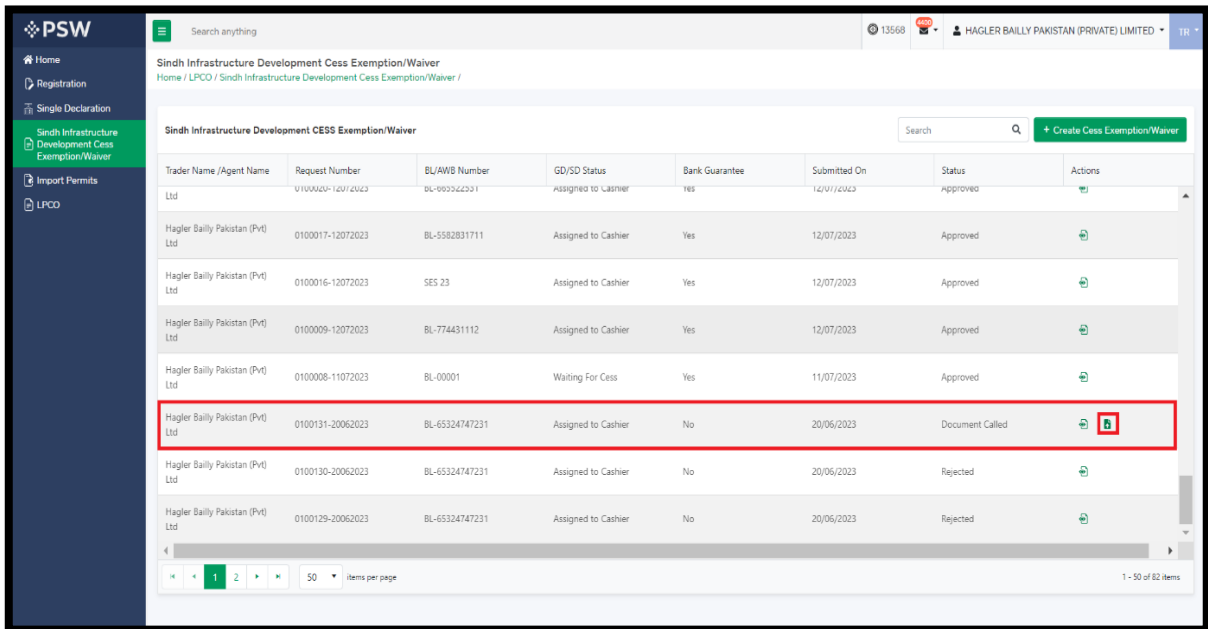


Figure 18



- xvii. Here you can view the Officer Remarks and Upload the requested document. After uploading documents, press 'Submit' button to submit document against the request.

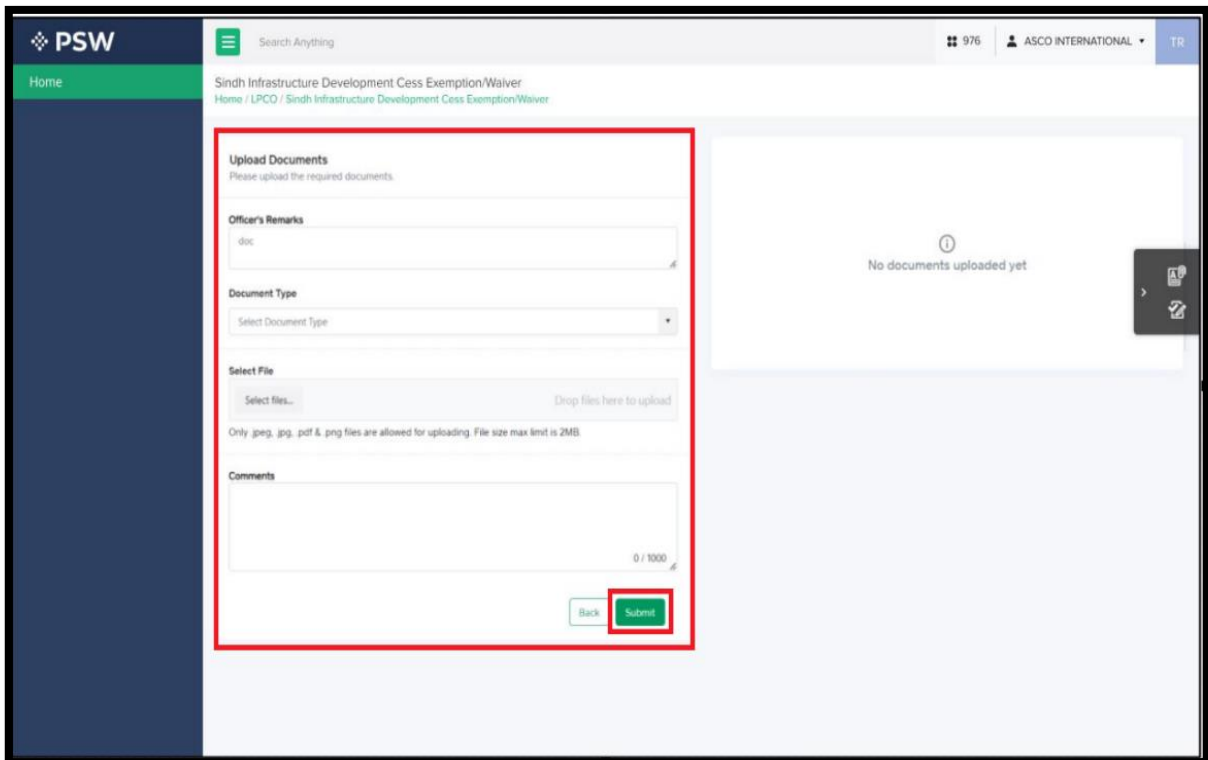


Figure 19

- xviii. You can also 'Edit and Delete' Drafts by clicking on relevant button.

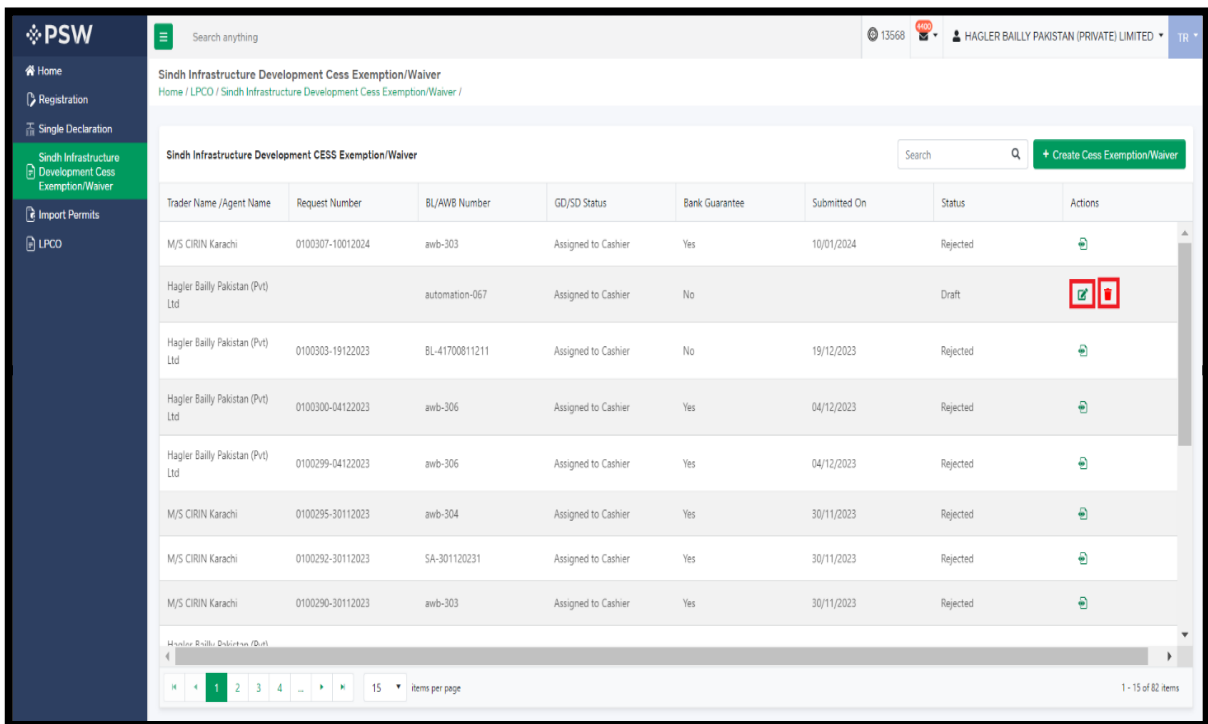


Figure 20



5.3. PROCESS FOR SINDH CESS EXEMPTION / WAIVER AGAINST NTN / FTN

- i. Upon successful Login, A dashboard will appear. At the Home screen, click on the 'LPCO' option.

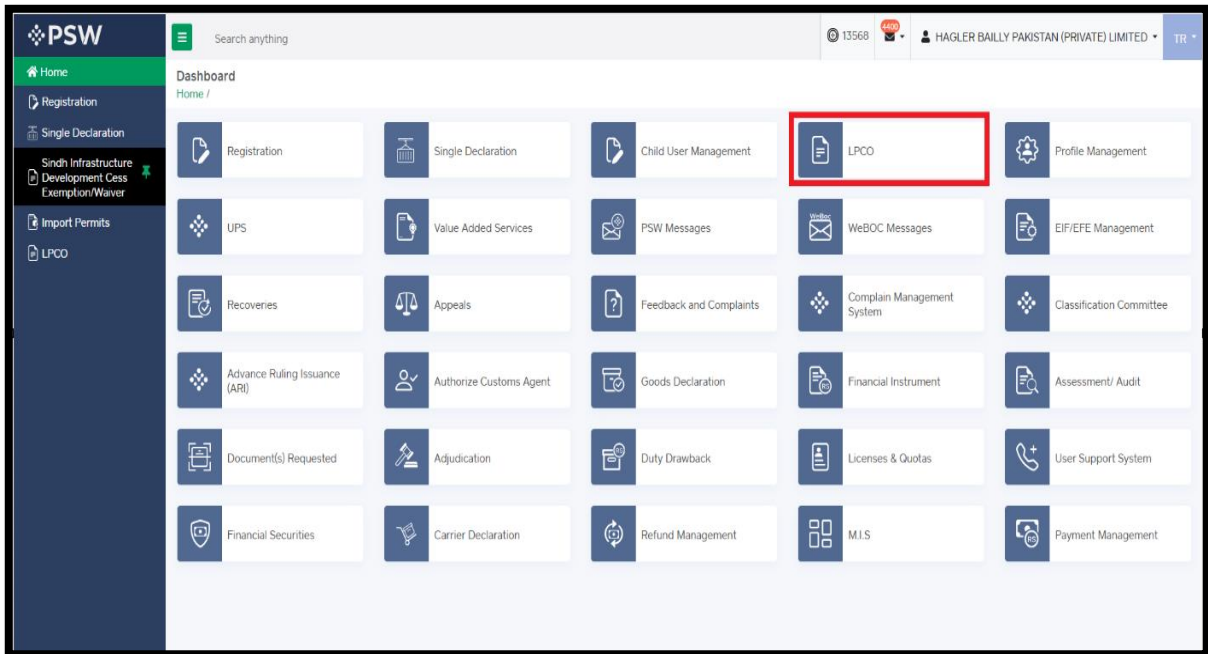


Figure 21

- ii. Under LPCO section, click on 'Sindh Cess Exemption/Waiver Against NTN/FTN' option.

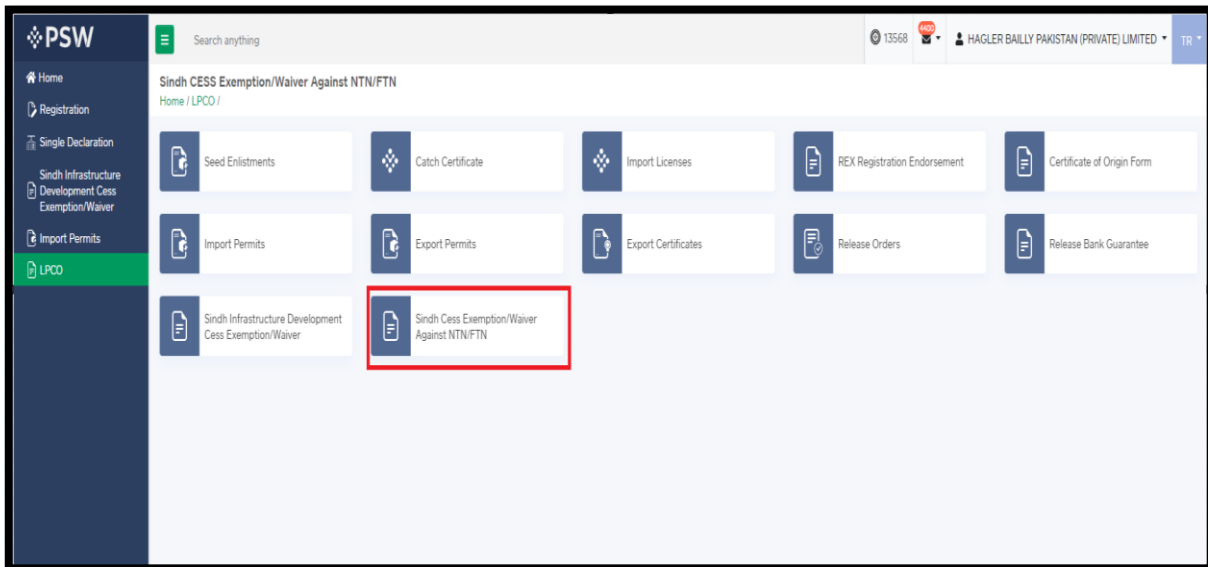


Figure 20



iii. Click on the 'Create Cess Exemption/Waiver' option.

The screenshot shows the PSW application interface. The left sidebar contains navigation options: Home, Registration, Single Declaration, Sindh Infrastructure Development Cess Exemption/Waiver, Import Permits, and LPCO. The main content area displays a table of requests with columns: Trader Name, Trader NTN, Request Number, Requested On, Effective Date, End Date, Status, and Actions. A red box highlights the '+ Create Cess Exemption/Waiver' button in the top right corner of the table area.

Trader Name	Trader NTN	Request Number	Requested On	Effective Date	End Date	Status	Actions
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100149-03012024	03/01/2024			Assigned To Officer	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100147-31102023	31/10/2023			Rejected	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100144-24102023	24/10/2023	24/10/2023	24/10/2023	Approved	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100143-20102023	20/10/2023	20/10/2023	20/10/2023	Approved	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100141-21082023	21/08/2023	22/08/2023	23/08/2023	Approved	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100139-16082023	16/08/2023	17/08/2023	18/08/2023	Approved	

Figure 21

iv. Here you will be required to select the relevant rule and provide remarks. Click on 'Save & Proceed' option for next tab.

The screenshot shows the 'Create Sindh CESS Exemption/Waiver Against NTN/FTN' form. The form is titled 'Basic Information' and contains the following fields: Trader NTN / FTN (0656781), Trader Name (HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED), Rule(s) Law(s) (US-14-), and Remarks. A red box highlights the 'Save & Proceed' button in the bottom right corner of the form area.

Figure 22

- v. In Documents Tab, you can select relevant Document type upload file through 'Select files' option. After uploading the document, click on 'Submit' button to submit the request.

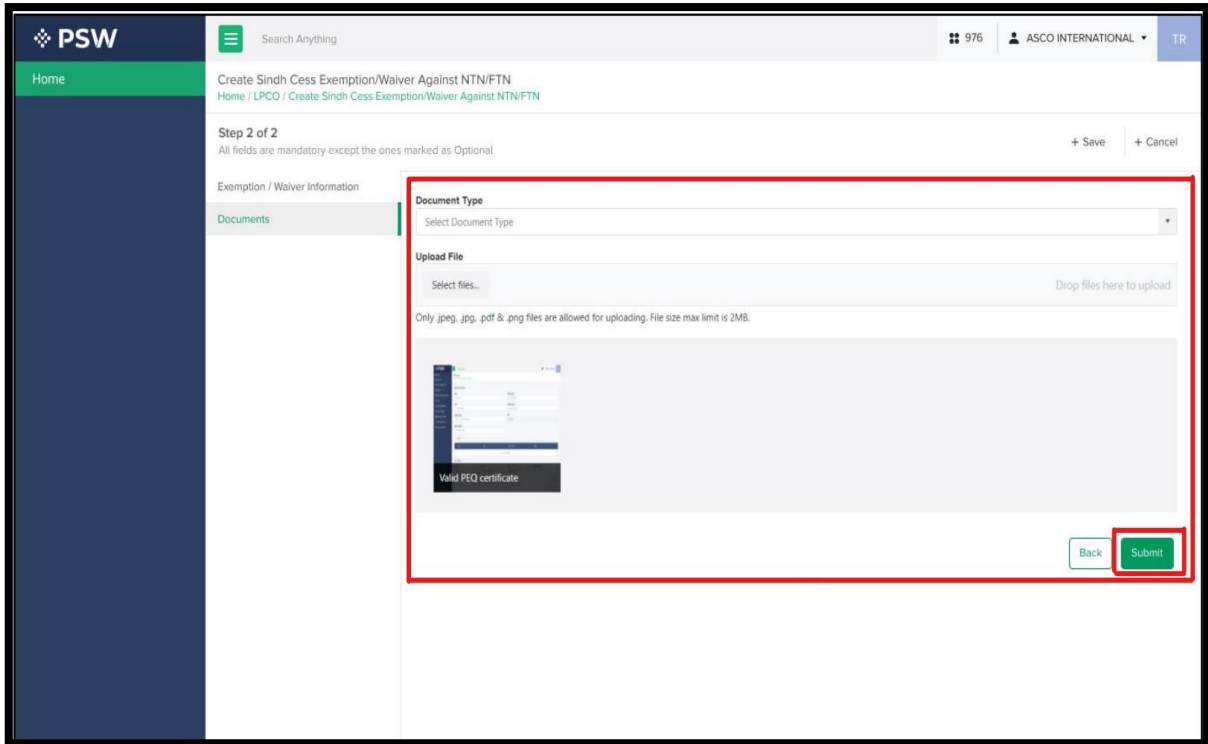


Figure 23

- vi. Your request for Cess Exemption/Waiver against NTN/FTN has been submitted successfully to the Sindh ET&NC Officer. Click on 'View' button to see detail interface.

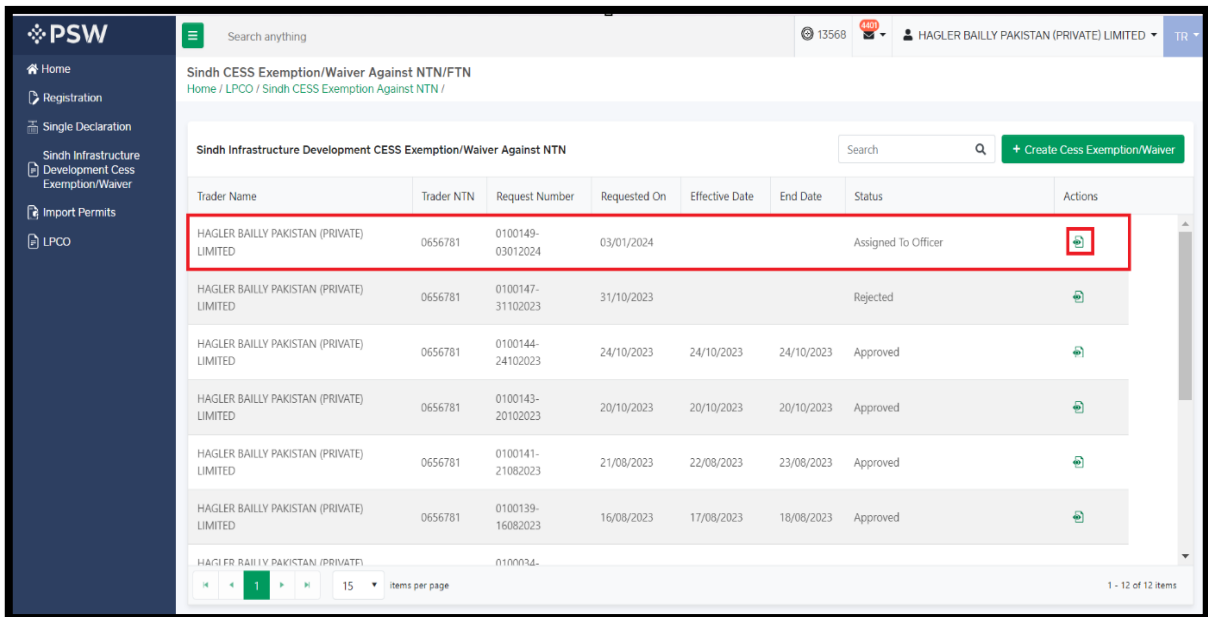


Figure 26



vii. You will also be able to view your submitted requests status.

Sindh CESS Exemption/Waiver Against NTN/FTN
Home / LPCO / Sindh CESS Exemption Against NTN /

Sindh Infrastructure Development CESS Exemption/Waiver Against NTN

Trader Name	Trader NTN	Request Number	Requested On	Effective Date	End Date	Status	Actions
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100149-03012024	03/01/2024			Assigned To Officer	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100147-31102023	31/10/2023			Rejected	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100144-24102023	24/10/2023	24/10/2023	24/10/2023	Approved	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100143-20102023	20/10/2023	20/10/2023	20/10/2023	Approved	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100141-21082023	21/08/2023	22/08/2023	23/08/2023	Approved	
HAGLER BAILLY PAKISTAN (PRIVATE) LIMITED	0656781	0100139-16082023	16/08/2023	17/08/2023	18/08/2023	Approved	

1 - 12 of 12 items

Figure 27



6. CONTACT INFORMATION NEED ANY ASSISTANCE?

Please feel free to contact us as:

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