

PAKISTAN

UNECE Single Window Case Study Repository
V01/24

Governance

<p>Is there a High-Level Steering Committee and/or Technical Committee (or similar) for your SW? If yes, kindly indicate which agency takes the lead (e.g. Ministry of XXXX, Presidents Office, etc.) and list all government and private sector agencies that participate.</p>	<p>Yes.</p> <ul style="list-style-type: none"> • A high level “Steering Committee” exists in the form of “The Governing Council” established under section 4 of the Pakistan Single Window Act 2021 https://www.psw.gov.pk/admin/storage/app/media/Leqal/Laws/PSW-Act-2021.pdf • The Minister for finance and Revenue chairs the Council, as the federal Government has assigned the function of Single Window to the Ministry of Finance & Revenue. • The Governing Council is comprised of 15 members from both the public and private sector. The members have been notified vide SROs 789(I)/2021 dated 18th June 2021, SRO 1577(I) 2021 and 21st November 2021 and SRO 437(I)2022 dated 15th March 2022. • Source: https://www.psw.gov.pk/admin/storage/app/media//Legal/SROs/sro157778-2021-amendment-to-constitution-and-powers-of-the-governingcouncil-of-psw.pdf. • The Members of the Governing Council are as under: <ol style="list-style-type: none"> 1. Federal Minister In charge for the Ministry for Finance & Revenue as chair 2. Secretary, Ministry of Commerce as Member 3. Secretary Ministry of National Food Security and Research as Member 4. Secretary, Ministry of Maritime Affairs as Member 5. Secretary, Ministry pf National Health Services, regulation and Coordination as member 6. Secretary Ministry of Science & Technology as Member 7. Secretary Ministry of narcotics Control as member 8. Secretary Revenue Division as Member 9. Additional Secretary (Economic Affairs) prime Minister Secretariat as Member 10. Member Customs (Operations), Federal Board of Revenue as Member and Secretary to the Governing Council 11. Chief Executive Officer of the Operating Entity as Member 12. Information and Communication technology Expert (Private Sector Expert) 13. Logistic Expert (Private Sector Expert) 14. International Trade Expert (Private Sector Expert) 15. Corporate Governance Expert (Private Sector Expert)
<p>Is it enshrined in national legislation? (please list the legislation[s])</p>	<p>Yes. The Single Window and its high-level steering committee/ Governing Council has legal backing in the form of an Act of Parliament called Pakistan Single Window Act 2021. https://www.psw.gov.pk/admin/storage/app/media/Leqal/Laws/PSW-Act-2021.pdf</p>

<p><i>If you have one, how does your SW Committee relate to the National Trade Facilitation Committee (NTFC), if one exists? Is it under the jurisdiction of the NTFC or separate?</i></p>	<p>(a) <i>Pakistan Established its Trade Facilitation Committee as the “National Trade and Transport Facilitation Committee” (NTTFC). As per its mandate the NTTFC is a high-level advisory body, ensuring better interagency coordination in the domains of trade, transit and transport.</i></p> <p>(b) <i>The Governing Council of PSW on the other hand is statutory body established under the PSW act 2021 and it has powers to issue directives to any ministry or OGA and ensure their compliance.</i></p> <p>(c) <i>The two entities do not have a direct hierarchical relationship and operate independent of each other, however as almost all members of PSW Governing Council excluding the Minister for Finance & Revenue and some private sector members, are also member of NTTFC therefore it is ensured that PSW objectives are also safeguarded through NTTFC.</i></p>
<p><i>How is coordination between the participating government agencies in the SW managed? And how often does the above Committee meet, if one exists?</i></p>	<p>(a) <i>Pakistan Single Window works in complete coordination with the OGAs. All business process re-engineering and automation steps are undertaken after approval of the OGA and its stakeholders. However, the PSW ACT 2021 also makes it mandatory for the OGAs to become part of the PSW system.</i></p> <p><i>The PSW Act 2021, Section 9, Application of the Pakistan Single Window and its allied systems, “The Pakistan Single Window and any systems ancillary thereto shall apply to any of the OGAs, Pakistan Customs, other entities, and organizations in any matter related directly or indirectly to the imports, exports, and transit trade, as the Governing Council may, by notification in the official Gazette, specify. The Governing Council may further specify different dates for such application in respect of different OGAs, relevant departments, entities, organizations, or areas for this purpose.”</i></p> <p>(b) <i>The PSW governing Council has been mandated vide SRO 780(I)2021 dated June 23, 2021, to hold at least four meetings in a year.</i></p> <p>(c) <i>There is no requirement for any mandatory meetings of NTTFC, meetings are held on a needy basis.</i></p>
<p><i>Is there more than one SW official government sponsored facility operating in your country? If yes, how is this managed?</i></p>	<p>No.</p>

Establishment

<p><i>Have you notified the establishment of a SW as category A, B or C type of</i></p>	<p>Yes. <i>Pakistan notified establishment of Single Window as a category “C” commitment under the WTO Trade Facilitation Agreement.</i></p>
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<p>measure under the WTO Trade Facilitation Agreement (Article 10.4)?</p>	<div data-bbox="707 192 1212 506" style="border: 1px solid black; padding: 5px;"> <p>10.4 Single window</p> <table border="1"> <tr> <td>Category</td> <td>C</td> </tr> <tr> <td>Indicative date</td> <td>30 June 2022</td> </tr> <tr> <td>Definitive date</td> <td>30 June 2022</td> </tr> <tr> <td>TA needs notified</td> <td>✓</td> </tr> <tr> <td>Donor / Agency</td> <td>To be determined</td> </tr> <tr> <td>Progress reported</td> <td>To be determined</td> </tr> </table> <p style="text-align: center;">VIEW</p> </div> <p>Source: https://tfadatabase.org/en/members/pakistan/technical-assistance-projects</p>	Category	C	Indicative date	30 June 2022	Definitive date	30 June 2022	TA needs notified	✓	Donor / Agency	To be determined	Progress reported	To be determined
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<p>What is the current status of the facility (study, pilot phase, running)?</p>	<p>Pakistan Single Window became operational on 1st July 2021. SRO 1291(I)2021 dated 1st October 2021 made the applicability of PSW system official</p> <p>Source:https://www.psw.gov.pk/admin/storage/app/media/Legal/SROs/SRO1291-2021</p>												
<p>What motivated the establishment of your Single Window (SW)?</p>	<p>The Pakistan Single Window Act provides the answer to this question in its preamble which is reproduced below:</p> <p>“AND WHEREAS it is necessary to establish and operate a single point of submission and receipt of trade data and information to enable synchronised processing of data and information, achieve standardisation and harmonisation of documents required for regulatory control, adopt integrated risk management techniques, remove legal, regulatory and operational barriers to electronic transactions for external trade, facilitate coordination and partnership among all the relevant trade regulatory agencies and stakeholders dealing with the international trade and trade facilitation and for matters connected therewith and ancillary thereto;”</p>												
<p>What year was it established?</p>	<p>Pakistan Single Window became operational on 1st July 2021</p>												
<p>How did the SW interface with legacy systems (systems that existed prior to the SW project – if applicable)?</p>	<p>The PSW uses Application Programming Interfaces (APIs) to connect with legacy systems. This allows for seamless data exchange between the PSW and legacy systems.</p> <p>The PSW was implemented in phases, allowing legacy systems to continue operating while the PSW was being gradually integrated. This approach minimized disruptions to existing processes and allowed time for users to adapt to the new system.</p>												
<p>Did any other country’s SW model serve as inspiration or model? (which ones)</p>	<p>PSW has taken inspiration from Singapore’s Single Window “TradeNet” as well as the South Korean Single Window “KNet” in terms of its business and operating model as well as system design.</p>												
<p>What process was followed in setting it up? Was there a pilot project? How long did it take the facility to become operational? Give clear indication on what is the point of starting and what is the operational phase (eg: how</p>	<p>PSW is a textbook implementation of the WCO Compendium on Single Window. Pakistan ratified the WTO TFA in 2015 which came into force in February 2017. Pakistan Customs was declared as the ‘lead agency’ in October 2017. From 2017 to June 2021, when the first PSW module was operationalized, the following process was followed:</p> <p>2017 Assessment</p> <ul style="list-style-type: none"> • Vision Articulation 												

<p>long it took from the day the decision was officially taken to implement a single window and the first effective SW transaction)</p>	<ul style="list-style-type: none"> • Establishment of political ownership • Setting up of a high-powered Steering Committee and a project management office • Creation of public and private sector working groups • Engagement of international consultants for Situational assessment and development of the NSW roadmap • Determination of the single window guiding principles <p>2017-2020 Foundational Work (Study Phase)</p> <ul style="list-style-type: none"> • Time Release Study • Project design document • Business process mapping of 32 government agencies • Hiring of IT resources for developing the system design and architecture • Engagement with international consultants for the design and development of the Port Community System Roadmap, design of the integrated risk management system, and the trade information portal. <ul style="list-style-type: none"> • Designing the Legal framework including the draft law <p>2021 Governance & Operating Structure/Software design & development</p> <ul style="list-style-type: none"> • Enactment of the PSW Act • Incorporation and operationalization of the PSW Company • Phase 1 roll out connecting customs with 29 banks and 5 government agencies. <p>As evident from above, the process from the date of decision to performing the first transaction tool almost 3.5 years which was made possible due to political ownership, strong lead agency, and leveraging of existing IT resources and infrastructure.</p> <ul style="list-style-type: none"> •
<p>What kind of training for the staff was required in the establishment and how was it organized?</p>	<p>During the development phase, PSW benefitted from technical assistance received through donor funding combining it with its considerable expertise in customs automation.</p> <p>Once the system began rolling out, it was supported by comprehensive staff training and change management sessions.</p>

Services

<p>What services does the SW provide? What process/documents/ information (data) are covered? (include a check list of key business processes and/or documents here)</p>	<p>PSW is providing the following services</p> <p>A) Information Services</p> <p>A user can access information regarding various regulatory processes, documents required to fulfill the regulation, calculation of duties and taxes leviable and general trade related information through the PSW's "Tradeverse" also called the Trade Information portal of Pakistan (TIPP). The trade portal has been cited as a 'best practice' example by the World Bank.</p> <p>https://tipp.gov.pk/</p>
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Presently TIPP is providing information regarding

- 143 Procedures for regulatory measures LP
- 132 OGA's legal documents.
- 154 Import/Export Regulatory Measures.
- 25 Import sources trade statistics.
- 153 Application forms.
- 27721 Unique Commodity Codes.
- 10 Top commodities trade statistics.
- 95998 Active tariff linkages.
- 25 Export destinations trade statistics.

B) Registration Services

Online Customs Registration using PSW KYC protocols (no need to visit a customs office to obtain WeBOC ID)

C) Financial Services

- *Online exchange of cross border trade related financial information through integration with 29 banks (Form 'E' and Form 'I' eliminated and replaced with financial instruments sent by the Bank on opening of L/C, contract registration etc.)*
- *Cross border trade related payments for customs including duty and taxes, and all the integrated departments through PSW e-payment system.*

D) LPCO Issuance Services

- *Electronic processing of import permits, release orders, phytosanitary certificates of the Department of Plant Protection*
- *Electronic processing of export certificates and release orders on imports of the Animal Quarantine Department*
- *Electronic processing of import permits and release orders of the Federal Seed Certification & Registration Department*
- *Electronic processing of the conformity assessment certificates of the Pakistan Standard & Quality Control Authority*
- *Electronic processing and issuance of the certificates issued on exports of fish and fish products by the Marine Fisheries Department*
- *Electronic processing of Seaworthiness/Safety Certification of Second-hand Vessels imported into by the Pakistan Mercantile Marine Department*
- *Electronic processing of import permits, export certificates, quota registration, enhancement and renewal of narcotic drugs, psychotropic substances and controlled chemicals by the Ministry of Narcotics Control*
- *Single Declaration for imports and exports for customs and regulatory clearance*
- *Electronic lab management system integrating all government laboratories performing various types of tests on import/exports goods for electronic processing and issuance of test reports*

	<ul style="list-style-type: none"> • <i>Integration of the pre-shipment inspection companies to receive their reports online eliminating paper-based transactions</i> • <i>Integration of treatment providers for fulfilling fumigation requirements on agricultural exports</i> • <i>Electronic processing of drug import licenses and release orders on imported drugs by the Drug Regulatory Authority of Pakistan</i> • <i>Electronic processing and approval of quotas for tobacco exports and electronic issuance of export permits issued by Pakistan Tobacco Board</i> • <i>Electronic processing and issuance of certificate of origin by the Trade Development Authority of Pakistan (under implementation)</i> • <i>Approval of exemptions by the Special Technology Zone Authority (pending legal changes)</i> • <i>Integrated risk management system for application of system-based risk assessment and enforcement on the issuance of licenses, permits, certificates, and other documents by trade regulators.</i> • <i>Integration with the Sindh Excise, Taxation, and Narcotics Control Department, Baluchistan Revenue Authority, and KP Revenue Authority for collection of provincial cess, exchange of data on motor registration etc.</i> <p>E) Domestic and International Data Exchange</p> <ul style="list-style-type: none"> • <i>Integration with the e-Phyto Hub for electronic exchange of phytosanitary certificates with other member countries</i> • <i>Data visibility to the Export Development Fund on EDS collected on exports</i> <p>F) Customer Support Service</p> <ul style="list-style-type: none"> • <i>PSW Trader Support Centre/Helpdesk (021-111-111-779) with dedicated lines for women entrepreneurs as well as Russian speakers (to facilitate transit trade with Central Asia)</i> <p>G) Women Entrepreneur Assistance Program</p> <ul style="list-style-type: none"> ○ <i>PSW has launched its flagship program “Khadijah”. Which provides a platform to women entrepreneurs to interact and gain knowledge from each other as well as from industry experts and various government and non-government organizations about different facilities provided for them. The program has been acknowledged by WTO as a trail blazer and has won the WTO’s 'International Prize for Gender Equality in Trade' for 2024.</i>
<p><i>How many transactions per day are handled?</i></p>	<p><i>Approx 1000 Declarations of both import and export having regulatory requirements are being handled in PSW per day</i></p>
<p><i>What percentage of total transactions? [what % of a)</i></p>	<p><i>The analysis of the data of clearances by PSW shows that it is currently handling 65% of all regulated HS codes in the Pakistan Customs Tariff for imports, whereas the same percentage for</i></p>

total export declarations and b) total import declarations]	exports is 79%. exports code coverage of regulated HS codes for import and export comes to 71%
Does your SW covers all type of transaction (maritime, air, railroad, road or one or few of them)?	Yes
Who are the clients of the SW? And how many clients does the SW have at the present time?	<p>Key Clients of the Pakistan Single Window are as below</p> <ul style="list-style-type: none"> ○ Importers and Exporters. ○ Custom House Agents. ○ Services Providers (PSI and Laboratory) <p>The client base is as under:</p> <ul style="list-style-type: none"> ○ 80,000+ Subscriptions (Importers, Exporters, Customs Agents). ○ 6 Pre-shipment inspection companies. ○ 34 Treatment Providers Integrated for Fulfilling Fumigation Requirements on Agricultural Exports. ○ 9 laboratories ○ 15 OGAs (Other Government Agencies) integrated.
Does your SW provide a full "single entry point" service? If yes, explain briefly how this operates.	<p>Yes, The Pakistan Single Window (PSW) provides a full "single entry point" service. The services of Pakistan Single window include pre importation processes like registration of product, premises or entity if required to import any specific product. It allows the trader to file a Single declaration electronically with all information required for fulfilling Customs and OGAs regulatory requirements, the information is disseminated to the concerned processing agencies simultaneously and LPCOs are issued electronically. The trader also has the option to pay his duties, taxes and other charges online and get the goods cleared.</p> <p>The PSW is designed to simplify and streamline trade processes, reducing the need for multiple interactions with different government agencies and minimizing delays.</p> <p>Below is the high-level process for operating a Single-Entry Point:</p> <ul style="list-style-type: none"> ○ Centralized Digital Platform. ○ Integrated Government Agencies. ○ Single Submission. ○ Automated Processing and Approvals. ○ Real-Time Tracking and Notifications. ○ Payment Integration. ○ Compliance and Regulatory Management.
How does your system interface with systems that are out of scope of the Single Window, such as Single Submission Portals (Port Community Systems, B2B eCommerce systems, etc.)?	<p>One of the innovations of the SW initiative in Pakistan has been to take an integrated, whole of the government approach towards digitalization of the cross-border trade. Accordingly in addition to the PSW platform, PSW has successfully developed and implemented the Trade Information Portal as well as the Port Community System and is currently in the process of developing the airport community system, and e-commerce platform. While all these initiatives are primarily geared at digitalizing B2G interactions, the PSW platform is also providing B2B services connected to cross border trade through its interface.</p>

	<p>For systems that still fall outside this scope, PSW typically interfaces with them through standardized mechanisms to ensure seamless data exchange and coordination. Here's how this interfacing typically works:</p> <ul style="list-style-type: none"> ○ Interoperability via APIs (Application Programming Interfaces) ○ Data Exchange Standards ○ Message Queues and Middleware ○ Custom Integrations
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Operational Mode

<p>How does it work? (step by step functioning) What is the operational model for the SW (describe the operational structure)?</p>	<p>The Operational model of the Pakistan Single Window (PSW) is designed to streamline and facilitate trade by providing a centralized digital platform that allows for the efficient processing of trade-related documentation and information. The model involves collaboration between various government agencies, private sector entities, and other stakeholders to ensure that trade processes are integrated, transparent, and compliant with international standards and requires a thorough understanding of the government business and regulatory requirements. Operationally, the Company is divided into Technical Services (Domain Management, IT Department, Operations and Support Department) and Non-Technical services (HR, Finance, Procurements, Communications). A centralized project management office provides the requisite support in project planning, monitoring and post implementation evaluation. An embedded Change Management department helps organize user training and change management sessions.</p> <p>A typical process for OGA onboarding or development of a new service is as follows:</p> <p>1. Digital Transformation Office: Request for new service, new feature, new OGA etc. Analysis, resource and time estimation, Implementation Strategy.</p> <p>2. Domain Management Office Stakeholder identification and coordination Requirement gathering, analysis, and validation Development of technical documents (business requirement specifications, software requirements specifications, wireframes etc.)</p> <p>3. IT Department Coding/programming, quality assurance and testing</p> <p>4. Domain Management Office User Acceptance Testing and sign offs from stakeholders/clients Letters/circulars regarding roll out</p>
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	<p>5. Change Management Department <i>User trainings and change managements</i> <i>User Guides. Manuals, and FAQs</i></p> <p>6. Operations and Support <i>Deployment</i> <i>Trader support and trouble shooting</i></p>
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Business Model

<i>What is the business model?</i>	<p><i>Government of Pakistan provides a legal basis for the formation of Pakistan Single Window (PSW) as a section 42 company through the Pakistan Single Window Act 2021.</i></p> <p><i>The business model of PSW is based on self-sustenance. In order to achieve this objective PSW has been authorized by the government to levy a service fee to the traders According to the PSW Act 2021, under SRO 1292(1) 2021 dated 1st October 2021.</i></p> <p><i>In addition, PSW is working on revenue generating projects in collaboration with the private sector.</i></p> <p><i>As a fail safe in case the PSW is unable to raise the required revenues the PSW Act provides the options for getting funds from the lead agency (Pakistan Customs) or the Federal Government</i></p>
<i>How is it financed (government, private sector, Private-Public partnership)?</i>	<p>Private: <i>Presently PSW is meeting all its operating expenses from its own revenue generation, and it is not taking any budget or grant from the Government or the lead agency (Pakistan Customs)</i></p>
<i>Have parts or the entire development and/or management of the facility been outsourced to a private contractor?</i>	<p>Development and Technology Solutions: <i>PSW's in-house teams, including the Domain Teams, Business Team, Technology Team, and others, successfully delivered milestones as agreed upon with the Governing Council (GC). However, PSW is increasingly involving the private sector for software development to ensure greater engagement and buy-in of the IT sector and accelerate development. In addition to software development, PSW has outsourced its Call Centre/Helpdesk as well as the maintenance of the data center premises. Consultancy services are hired where in-house expertise is either lacking or insufficient to provide expert advice on the best practices for single window systems, including aspects like regulatory compliance, risk management, user experience design, and the harmonization of data standards across different agencies.</i></p>

What were the costs of establishment of the facility?	PSW Core System was developed and made operational in Rs. 1.8 billion or USD 5.5 million (excluding the data centre which was recently been operationalized) and now it is self-sustained.										
How were the costs initially performed? (assessment, tender...) Did you have assistance establishing the estimate?	The cost estimation for establishing the Pakistan Single Window was a comprehensive process involving feasibility studies, international assistance, benchmarking, detailed budgeting, and an open tendering process. The involvement of external experts and international organizations played a key role in ensuring that the estimates were accurate and that the project was financially viable.										
What are the ongoing operational costs (annual)? How do these compare with the initially estimated costs?	<p>The year-wise expenditure of PSW is as below.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Expenditure for the Year (Rs in Million)</th> </tr> </thead> <tbody> <tr> <td>2020-21</td> <td>244.92</td> </tr> <tr> <td>2021-22</td> <td>608.67</td> </tr> <tr> <td>2022-23</td> <td>1,015.63</td> </tr> <tr> <td>2023-24</td> <td>4,331</td> </tr> </tbody> </table>	Year	Expenditure for the Year (Rs in Million)	2020-21	244.92	2021-22	608.67	2022-23	1,015.63	2023-24	4,331
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What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?	<p>According to the PSW Act 2021, under SRO 1292(1) 2021, the following schedule of fees is outlined.</p> <ul style="list-style-type: none"> ○ The subscription fee is PKR 500. ○ The goods declaration fee for goods with a value up to PKR 50,000 is nil (zero). ○ The goods declaration fee for goods with a value above PKR 50,000 and up to PKR10,000,000 is PKR 500. ○ The goods Declaration fee for goods with a value above PKR 10,000,000, is PKR 1000. 										
Is the long-term financing model integrated into public budget or self-sufficiency funding? Do you think these sources of revenue are enough to ensure a certain degree of self-sufficiency?	<p>Presently PSW is meeting its operating expenses from its revenue generation and no funds are being allocated by the Federal Government.</p> <p>The long-term financing model of the company is based on self-sustenance. Currently, the source of funding is based on Subscription and Single Declaration fees, however, PSW envisages the upcoming Port Community System to open new revenue streams, in addition, PSW aims to create additional revenue sources through the development of different value-added services in collaboration with private sector partners. In case the revenue generated by PSW is not sufficient to meet its operational expenses it has the following backup options</p> <ol style="list-style-type: none"> a) Increase the Declaration fee b) Request the Ministry of Finance for allocation of funds 										
Do the revenues generated cover operational costs or do they make a profit?	PSW is a not-for-profit company, and all revenues generated are used to meet the operating expenditures. As the charges for subscription and Single Declaration fees are kept at a minimum the revenue generated is almost sufficient to meet the operating expenses. In case there is a surplus revenue										

	<i>generation, it cannot be used for any purpose other than the stated objectives of the company.</i>
<i>Are the revenues (if any) reinvested in the SW?</i>	<i>Yes. PSW is a not-for-profit company, therefore all revenue generated by it is used to meet its operational needs and fund future projects.</i>

Technology

<i>What technology is used?</i>	<i>The PSW platform has adopted a microservices-based architecture, facilitating loose coupling of its components to ensure each service can be deployed independently. To containerize these services, Docker has been employed, with Kubernetes serving as the orchestration tool. The PSW portal utilizes a cutting-edge technology stack following the latest industry standards. The application is constructed using .NET Core and React, with SQL Server and MongoDB serving as its databases. Additionally, it uses various other technologies including Git for source control, RabbitMQ as the queuing service, and Serilog for logging events and information. For streamlining integration and deployments, Jenkins, an open-source technology, is employed. Given its microservices architecture, Docker images are built, and Kubernetes serves as the orchestration tool.</i>
<i>How are data submitted (electronically – what type of format/language; paper – what forms; combination – what kind of combination)?</i>	<i>Various formats are currently utilized, including JSON, XML, and file-based formats. IBM App Connect facilitates the seamless flow of information between disparate applications operating on different hardware and software platforms. It offers a variety of connectors, including file-based and XML connectors, to support integration. JSON is the preferred data format for information sharing via RESTful APIs. PSW's implementation remains flexible, accommodating any format rather than being restricted to one. There is an agreed-upon integration mechanism beforehand.</i>
<i>Where are data sent and stocked (government or private entity)?</i>	<i>Data in the Pakistan Single Window is primarily sent to and stored in secure government-controlled data centers which ensures that data is protected, compliant with national regulations, and accessible only to authorized personnel and agencies.</i>
<i>Who can submit data (importer, exporter, agent, customs broker)?</i>	<i>A wide range of stakeholders involved in trade and customs processes can submit data to the Pakistan Single Window. These include importers, exporters, Customs Agents, Government Agencies, Financial Institutions, and other entities in the trade ecosystem. The PSW is designed to centralize and streamline data submission, ensuring that all</i>

	<i>necessary information flows through a single, secure platform for efficient processing and compliance.</i>
<i>If the submission of data is electronic, are individual data elements submitted only once? Or are there potential of submitting the same information multiple times?</i>	<i>The design of the Pakistan Single Window aims to ensure that individual data elements are submitted only once and then reused or shared across different agencies. However, there may be scenarios where the same information needs to be submitted multiple times, especially if certain agencies are not fully integrated into the PSW or have specific additional requirements. The overall goal is to minimize redundancy and streamline the process as much as possible, making trade more efficient for all stakeholders involved.</i>
<i>Can client systems interface directly with the SW?</i>	<i>Client systems can indeed interface directly with the Pakistan Single Window through APIs, EDI systems, and web-based portals. This direct integration streamlines the process of data submission and retrieval, making trade operations more efficient and reducing the potential for errors. The PSW system is designed to support various integration methods to accommodate different client needs and technical environments</i>
<i>Is an electronic signature used in you SW? if yes it is mandatory and for which processes?</i>	<i>Yes. The Single Declaration document is initiated by PSW narrows down the required information and pulls it up for the user in the system. System Demo presentation may be used as evidence to support this. Implementation of digitally signed E-Phyto Certificates for facilitating the exchange of electronic certificates with European countries via the IPPC's e-Phyto Hub, has also been successfully achieved.</i>
<i>Is any disruptive technology that is applied to the SW? Big data, Artificial Intelligence, Machine learning, Blockchain, etc.</i>	<i>The Pakistan Single Window has plans to utilize disruptive technologies such as big data, AI, ML, blockchain, and IoT to enhance its functionality and efficiency. These technologies help in automating processes, improving risk management, increasing transparency, and ensuring the security of trade transactions. The integration of these technologies is part of an ongoing effort to modernize and optimize the trade facilitation environment in Pakistan.</i>

Promotion and Communication

<i>How did you promote the Single Window facility?</i>	<i>Promoting the Pakistan Single Window facility involves a multifaceted approach that includes stakeholder engagement, communication campaigns, training and support, system demonstrations, partnerships, and continuous improvement. By effectively implementing these strategies, the PSW achieves widespread adoption and demonstrates its value in streamlining trade processes and enhancing efficiency</i>
<i>How are all stakeholders kept informed about the facility's progress?</i>	<i>Stakeholders are kept informed about the progress of the Pakistan Single Window through a combination of change management sessions, regular updates on social media, official communications, training sessions, direct support, and engagement through various platforms. By utilizing these</i>

	<i>methods, the PSW ensures that all relevant parties are aware of developments, can provide feedback, and stay engaged with the ongoing improvements and functionalities of the system.</i>
<i>What kind of training is provided for users?</i>	<i>Training for Pakistan Single Window (PSW) users is comprehensive, covering onboarding, functional usage, advanced features, technical support, and specialized needs. It includes various formats such as change management sessions, in-person workshops, online training, and detailed documentation to ensure that all stakeholders can effectively utilize the system and stay informed about updates and best practices.</i>
<i>Did you have a change and transition management program for your SW?</i>	<i>The Pakistan Single Window (PSW) system has a Change Management Team to ensure a smooth implementation process. This included careful planning, stakeholder communication, extensive training, phased rollout, and ongoing support and evaluation. By following these practices, the PSW aimed to minimize disruptions, address stakeholder concerns and achieve a successful transition to the new system</i>
<i>Do you provide any helpdesk or customer service?</i>	<i>PSW 24/7 customer support is outsourced at level 1, with levels 2 and 3 handled in-house by trained staff.</i>

Legal Aspects

<i>Is use of the facility obligatory or voluntary?</i>	<i>The use of the Pakistan Single Window (PSW) facility is obligatory for stakeholders involved in trade activities due to regulatory requirements and government mandates. However, some aspects of the system or additional services may be voluntary. The mandatory nature of the system helps ensure compliance with trade regulations and streamline processes, while voluntary features offer additional benefits and functionalities for users.</i>
<i>Do participants need to sign an agreement with provider/agency in order to participate? What are the requirements?</i>	<i>The participants (importers, exporters, and customs agents need to onboard in the PSW System, and there is no need to sign an agreement while financial institutions, service providers, and other government agencies require an MoU to be signed before onboarding in the PSW System.</i>
<i>Was specific legislation (or change of old legislation) necessary? (Please specify)</i>	<i>Yes. The PSW Act, 2021 is a dedicated piece of legislation that underpins the legal mandate, and operations of PSW. The PSW Act 2021 makes it mandatory upon Customs & OGAs to participate in and form an integral part of the Pakistan Single Window and accordingly align their respective law, regulation, procedures, processes, and information requirements related to the regulation of imports, exports, transit trade and associated transport with the Pakistan Single Window. Legal changes are sometimes required to align the regulatory framework with the redesigned process flows or information requirements.</i>

<p>How is the privacy of information protected?</p>	<p>The privacy of information in the Pakistan Single Window (PSW) system is protected through a comprehensive approach that includes data security measures, compliance with regulations, careful data handling procedures, audit and monitoring, user training, incident management, and ensuring data integrity. These measures collectively contribute to safeguarding sensitive trade and customs information from unauthorized access and breaches.</p>
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Standards

<p>What is the role of international standards (UN/EDIFACT, UNLK, UN LOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?</p>	<p>International standards such as UN/EDIFACT, UN/LOCODE, and UN/CEFACT Single Window Recommendations play a pivotal role in the Pakistan Single Window (PSW) system. They provide a framework for standardizing data exchange, ensuring interoperability, and aligning with global best practices. By adhering to these standards, the PSW system enhances the efficiency, accuracy, and effectiveness of trade and customs processes, facilitating smoother international trade operations.</p> <p>International standards are important for single window interoperability where data exchanges are involved between Pakistan and other countries. E.g. PSW implemented IPPC Hub based on the ISPM 12 standard which is adopted from CEFACT. Similarly, the Port Community System is being implemented based on the EDIFACT standard for the exchange of messages with terminals.</p>
<p>Do you use an international standard for your data library (the UN/CEFACT Core Component Library, the WCO Data Model, other)?</p>	<p>PSW is working with WCO Data Management (DMPT) to upgrade Pakistan Customs and PSW National Datasets in compliance with WCO DM Standards.</p> <p>This approach ensures interoperability, consistency, and alignment with global trade practices, ultimately enhancing the efficiency and effectiveness of trade and customs processes.</p>
<p>Have you used UNECE Recommendations 33, 34, 35 and 36 in developing your SW? If so, please explain how this was done.</p>	<p>SW has used below UNECE recommendation.</p> <p>UNECE Rec 33: Single Window Recommendation</p> <ul style="list-style-type: none"> ○ Consolidated Declaration for consumption of Customs (GD) and OGAs (LPCO application). ○ All data elements for GD and OGA applications are captured at the time of filing of SD. ○ All mandatory documents are uploaded with the SD. ○ Relevant data fields/elements are transmitted to Customs and OGAs upon submission. ○ Parallel/simultaneous processing by Customs and OGAs. <p>UNECE Rec 34: Data Simplification and Standardization for International Trade</p> <ul style="list-style-type: none"> ○ PSW is using the WCO data model for standardization of data elements

	<p>UNECE Rec 35 – Establishing a legal framework for international trade Single Window</p> <ul style="list-style-type: none"> ○ PSW has been created with full legal backing in the form of Pakistan Single Window Act 2021, Statutory regulatory orders and rules and regulations to cover all issues relating to SW. <p>UNECE Rec 36 – Single Window Interoperability</p> <ul style="list-style-type: none"> ○ PSW is fully compliant to the requirements of interoperability both in terms of technology and legal cover to undertake exchange of data with other Single Windows.
Does the Leading agency consider(ed) any guidance, recommendation or best practice on the implementation, planning or project inception of an international organization? e.g. UN/CEFACT Trade recommendation, WCO SW Compendium or other.	The leading agency for the Pakistan Single Window (PSW) system has considered various guidance, recommendations, and best practices from international organizations such as UN/CEFACT, WCO, ISO, WTO, ITC, and the World Bank. From this, the PSW system ensures alignment with global standards, enhances trade facilitation, and supports efficient project planning and implementation. PSW is the textbook implementation of the WCO SW Compendium.
Any plans to adopt UN/CEFACT Single Window Assessment Methodology (SWAM)?	PSW is an early adopter of SWAM and became the first operator to have carried out a full fledged assessment of its system using SWAM.

Benefits

Can you indicate the reduction in time and cost for import and export procedures as a result of implementing the SW for users?	The implementation of the Pakistan Single Window (PSW) system helped to lead to substantial reductions in both time and cost for import and export procedures. Based on global benchmarks and similar systems, the PSW system reduces processing times by 20% to 40% and transaction costs by 10% to 20%. These improvements will enhance the efficiency and cost-effectiveness of trade procedures, benefiting businesses and government agencies involved in international trade.
What are the benefits to clients and to participating agencies?	The Pakistan Single Window (PSW) system provides substantial benefits to both clients and participating agencies. For clients, it enhances efficiency, reduces costs, simplifies documentation, and improves compliance and transparency. For participating agencies, the PSW system streamlines operations, reduces costs, improves data management, enhances coordination, and strengthens data security and compliance monitoring. Overall, the PSW system contributes to a more efficient, cost-effective, and transparent trade environment
What was the impact on Customs revenues?	The implementation of the Pakistan Single Window (PSW) system developed a positive impact on Customs revenues through enhanced efficiency, increased trade volume, reduction in revenue leakage, and cost savings. While specific revenue figures may vary,

	<i>the overall benefits of improved compliance, reduced fraud, and increased trade activity generally contribute to higher customs revenues.</i>
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Lessons Learned

<i>What were the crucial success factors?</i>	<i>The successful implementation of the Pakistan Single Window (PSW) system was driven by a combination of strong government support, stakeholder engagement, comprehensive planning, robust technology, and effective change management. By addressing these crucial success factors, the PSW system was able to improve trade efficiency, enhance compliance, and achieve its intended benefits. One of the key lessons learnt is the need for a sustainable governance and operating model and the capability to hire and retain good talent especially from the IT sector.</i>
<i>What were the greatest obstacles?</i>	<p><i>The most difficult step of rolling out the PSW modules and setting up the systems is the buy-in from the departments/Other government agencies. The general sentiment is that some external departments are taking over the functions of their department and eventually their autonomy. The process of explaining that PSW holds no power to change or affect policy is very time-consuming and strenuous.</i></p> <p><i>Furthermore, there is a certain inertia towards change, so change management is also a challenge.</i></p> <p><i>Additionally, the levels of tech-savviness of different OGAs vary. Bringing certain departments on board and making them comfortable with using the IT-based PSW systems is quite difficult.</i></p> <p><i>The most acute problem is the process it takes to get approval from an OGA to integrate into PSW. The Ministry of Foreign Affairs must be contacted for communication with international counterparts, which makes response times very high. Similarly, for the approval of Business Process Reengineering of an OGA, PSW cannot make any system changes without a sign-off from the OGA and they take their sweet time. PSW always must explain things from the Secretary down to the desk officer, all the time.</i></p> <p><i>When PSW starts the process of integration with any OGA PSW does face some issues in explaining the concept and if the OGA is working in a manual environment then change management becomes important. At times frequent transfer postings of officers in the OGAs also become an issue. However, no challenges are being faced in automation or digitization as all steps in this regard are taken with the approval of the department and consultation with private sector stakeholders.</i></p>
<i>What are the main lessons learned? What could have been done differently?</i>	<i>The implementation of the Pakistan Single Window (PSW) system provided valuable lessons on the importance of stakeholder engagement, clear objectives, robust planning, and effective change management. By addressing these lessons and areas for</i>

	<i>improvement, future projects can benefit from enhanced efficiency, better user adoption, and more successful outcomes.</i>
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Future Plans

<i>What are the plans for further development of the SW?</i>	<i>PSW will continue to expand its coverage and services in the coming years while also increasing its focus on integrating B2B value added services. PSW also intends to strengthen its data analysis capabilities to support the stakeholders including the government in making data driven decisions/policies. PSW will also be enhancing its international footprint by providing advisory services to customs administrations on single window development and implementation as well as entering into data sharing agreements with major trading partners.</i>
<i>What are the biggest obstacles to further development of the SW?</i>	<i>Funding constraints is a potential impediment as IT infrastructure is typically expensive to purchase and maintain.</i>
<i>Do you intend to make agreements concerning SW cooperation on the regional level?</i>	<i>Yes. Regional cooperation concerning Single Window systems can significantly enhance trade facilitation and efficiency. By aligning procedures, sharing data, and participating in regional initiatives, countries can achieve greater economic integration and streamline cross-border transactions.</i>
<i>Are you planning to have agreements for exchange of data with SW running in other countries?</i>	<i>In terms of Global Integrations, in November 2023 PSW successfully integrated the IPPC e-Phyto Hub for the electronic exchange of phytosanitary certificates. At the same time, projects related to regional or international integration e.g., China National Single Window, Tajikistan, Uzbekistan, and Egypt International Integrations for Data Exchange are also in progress</i>

Source for further information and contact person:

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