

Pakistan Single Window

Modernizing the National Single Window for Today's Trade Needs

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Domain Officer – PSW

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●●● Scheme

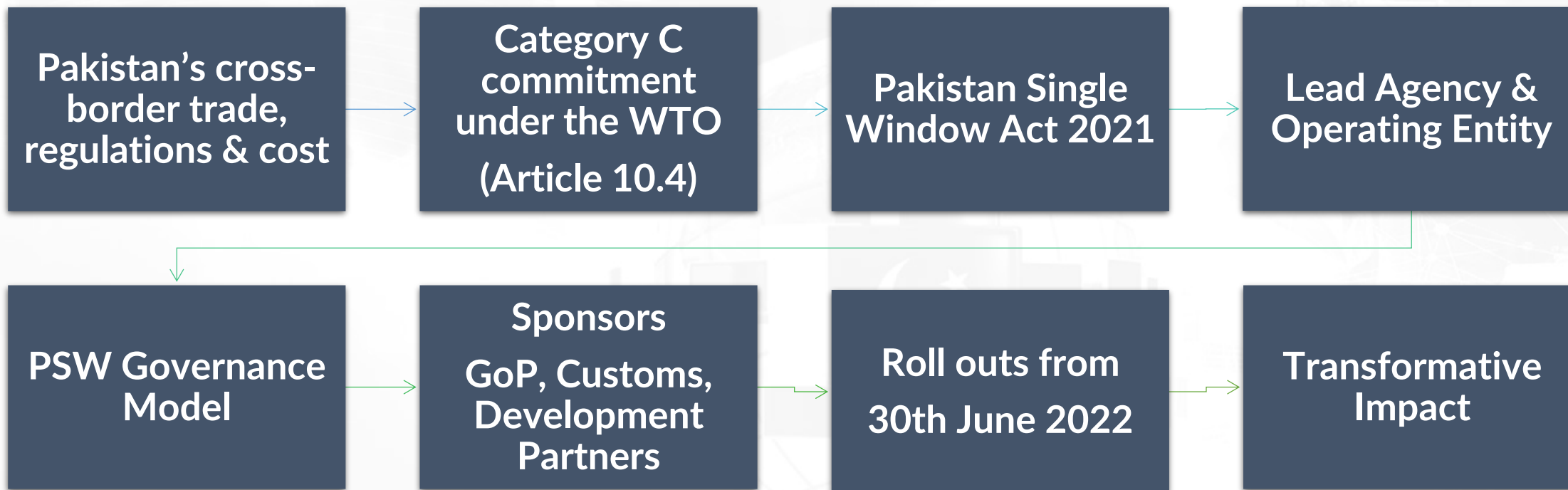
1 Implementation Journey

2 PSW Ecosystem

3 Challenges & Critical Success Factors

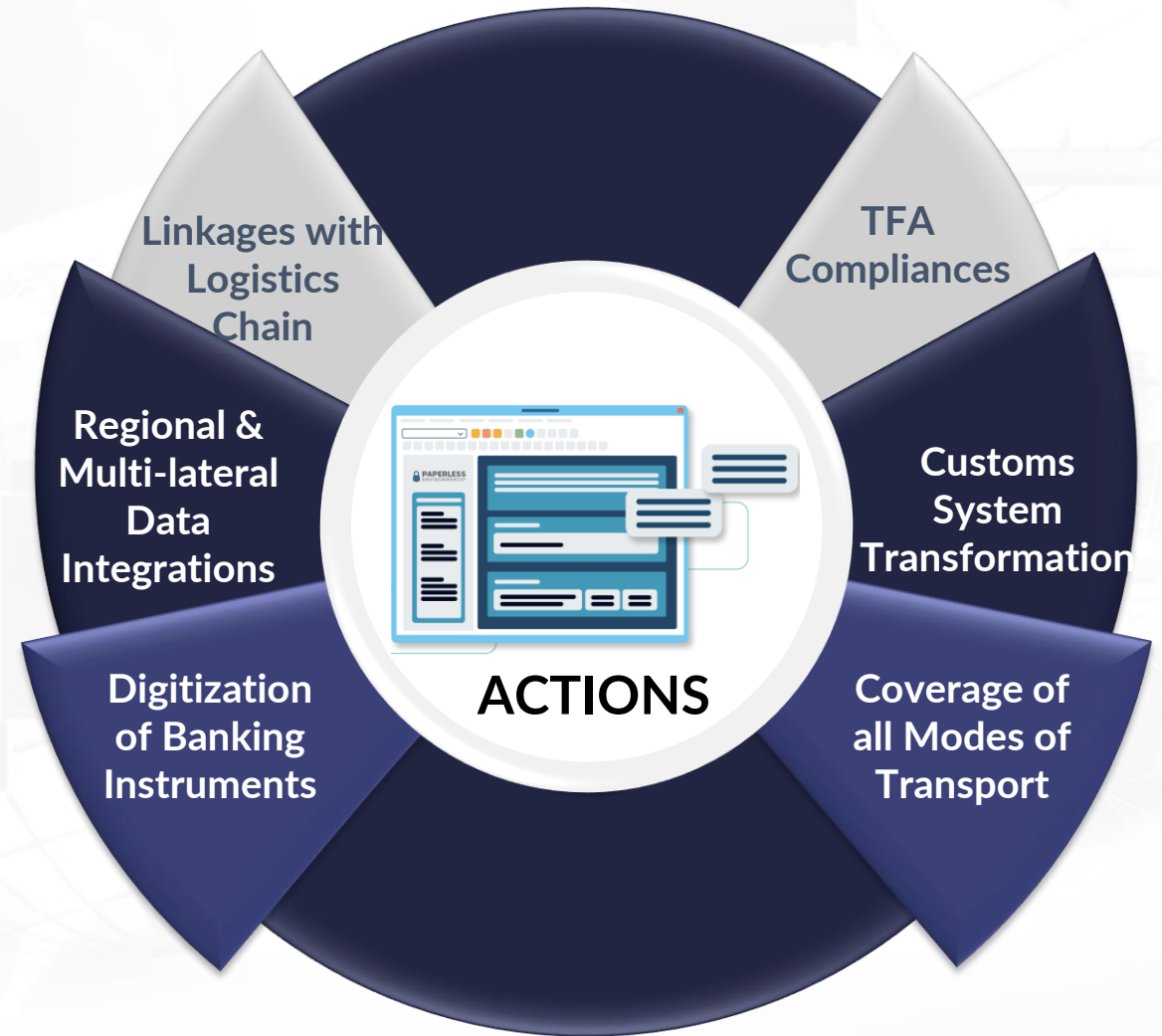
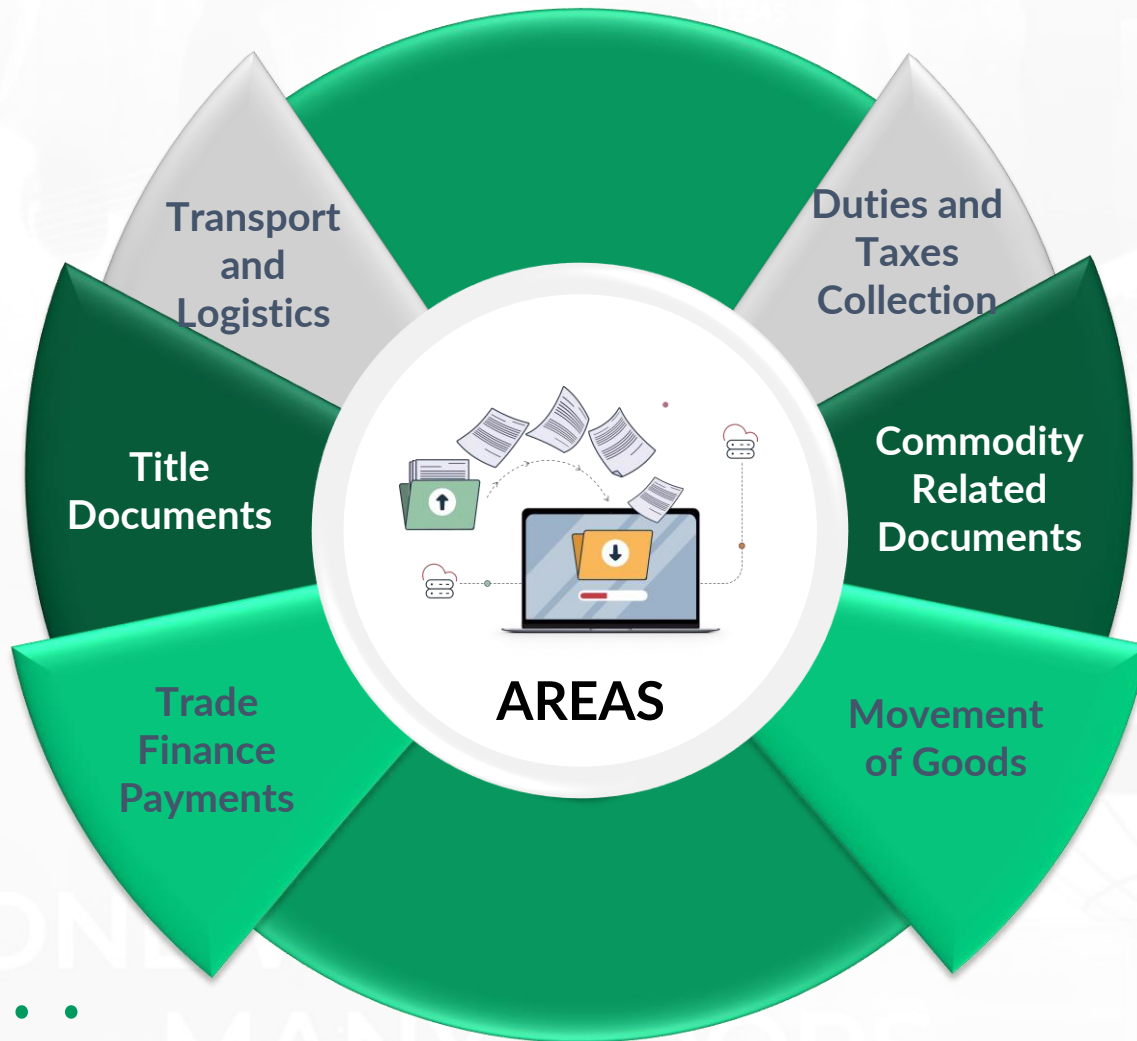
4 PSW – BPR & Impact

SINGLE WINDOW INITIATIVE IN PAKISTAN

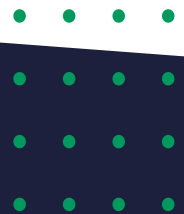
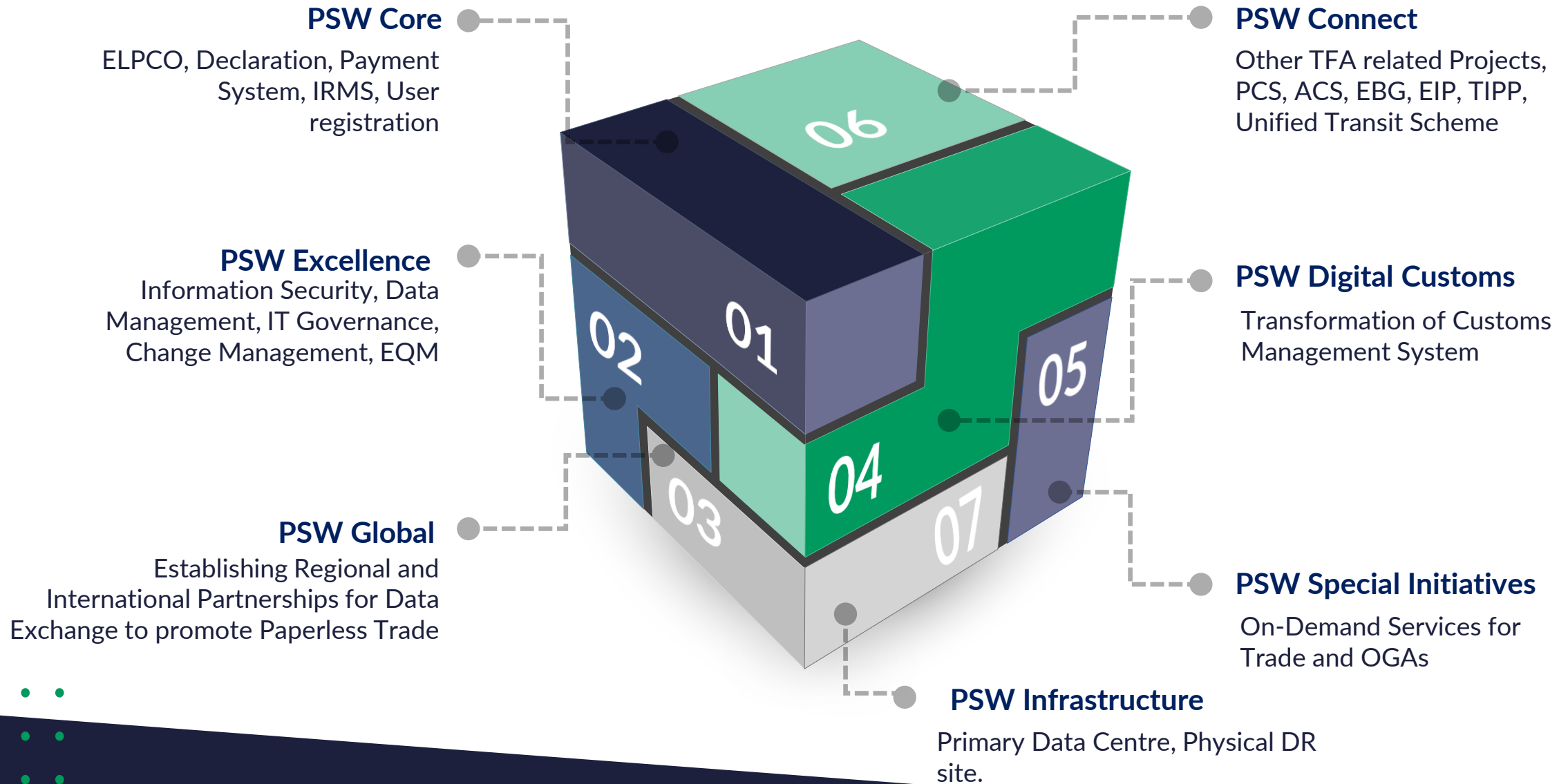


ONE WINDOW
MANY DOORS

●●● Going Paperless



●●● PSW Eco System



PSW CORE SERVICES



75%
Trade Coverage



29 Banks **06** PSI Companies **34** Treatment Providers



15
GOVT.
AGENCIES



91,000+
Registrations
Business, Products, and
Premises



91,000+
Subscriptions
Importers, Exporters,
Clearing Agents



660,000+
LPCOs
Import Permits, Release Orders,
Phytosanitary Certificates

ONE WINDOW
MANY DOORS

No physical footprint

●●● PSW Excellence – Ongoing Projects



DATA ANALYTICS

Data Warehouse
Report, Dashboards &
Self-service BI
Data Sharing through
APIs



CHANGE MANAGEMENT

Partnership Program
On-Demand Training
Trade Lab (LMS)
SME/Women
Entrepreneurship/E-
Commerce Programs



ENTERPRISE QUALITY MANAGEMENT

WCO Data Model
V 4.0 Mapping
Quality Check Reports
ISO 9001 (QMS)
Compliance



INFORMATION SECURITY

Information Strategy
& Action Plan
ISO 27001
In-house I&M, Data
Classification, VAPT



ONE WINDOW
MANY DOORS

Challenges to the Digitalization Process



**BPR and
Automation**



**Integration
with WeBOC**



Scope Creep



**Complex
Regulations**



**Stakeholder Change
Management**



HR Retention

ONE WINDOW
MANY DOORS



**CRITICAL
SUCCESS
FACTORS**

- **Government ownership**
- **Consultative and user centric design**
- **Reform Champions**
- **Collaborative governance and operating model**
- **Legal framework (PSW Act, 2021)**
- **Incremental approach towards implementation**
- **Effective communication**

●●● Business Process Reforms



No. of Processes Re-engineered - 165



Documents Replaced with Electronic Verification - 122



Documents Replaced with Electronic Submission - 160



No. of Documents Eliminated - 96

Impact Assessment



Time for filing LPCOs reduced by one-third



Time for filing Customs Declarations reduced by half



18.75% reduction in average cost of filing LPCOs & GDs

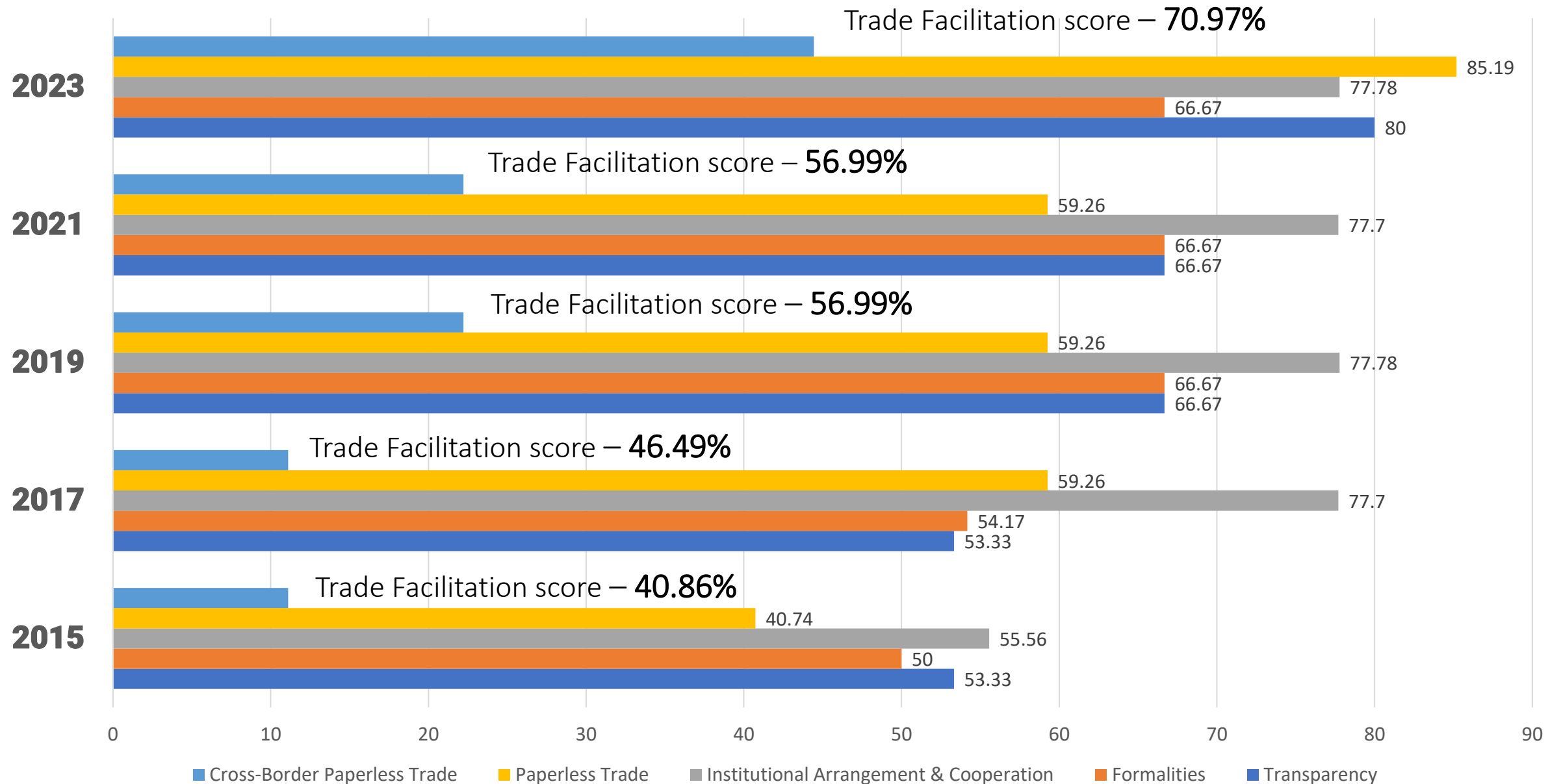


Use of digital payments doubled



Physical visits and letters significantly reduced

Improving Pakistan's Standing



●●● Strategic Goal Setting



ONE WINDOW
MANY DOORS

THANK YOU

Q&A

ONE WINDOW
MANY DOORS