

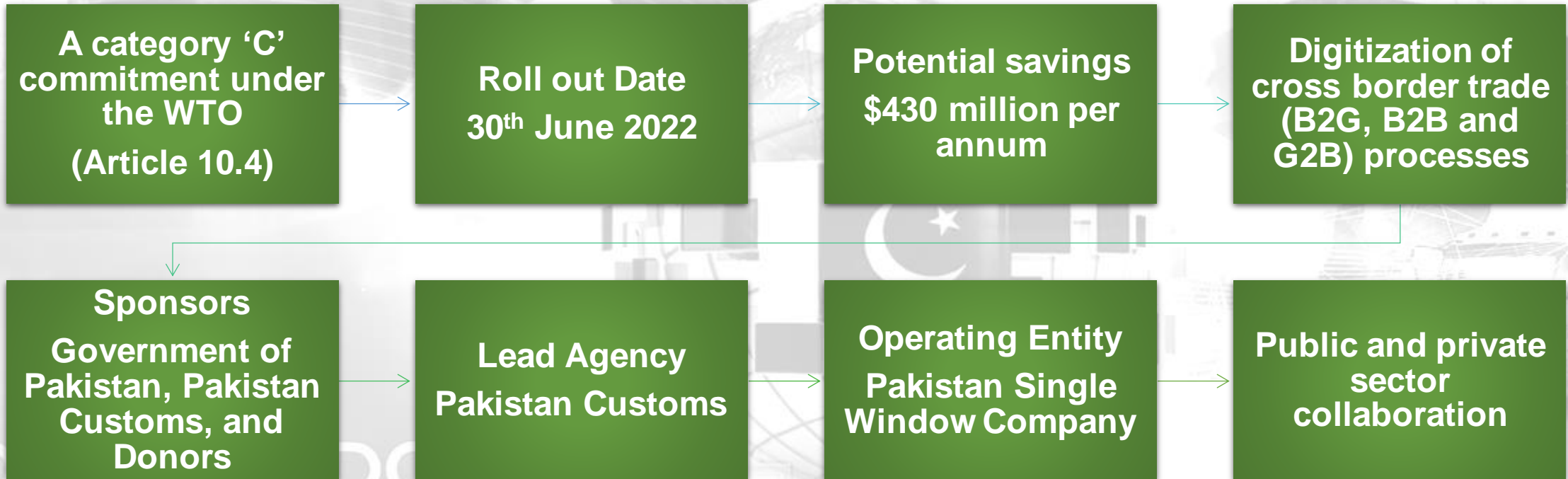


**WCO
PERMANENT TECHNICAL COMMITTEE MEETING
IMPLEMENTATION OF THE NATIONAL SINGLE
WINDOW
THE PAKISTAN EXPERIENCE**

**Syed Aftab Haider
CEO (Pakistan Single Window)**

April 2024

SINGLE WINDOW INITIATIVE IN PAKISTAN



ONE WINDOW
MANY DOORS

50080



PSW SERVICES



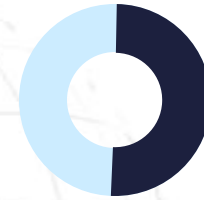
65%
Coverage



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



11
GOVT.
AGENCIES



11,756
Registrations
Business, Products, and
Premises



80,000+
Subscriptions
Importers, Exporters,
Clearing Agents



299,897
LPCOs
Import Permits, Release Orders,
Phytosanitary Certificates

ONE WINDOW
THAN DOORS

NATIONAL COVERAGE

95%

Sea Ports

70%

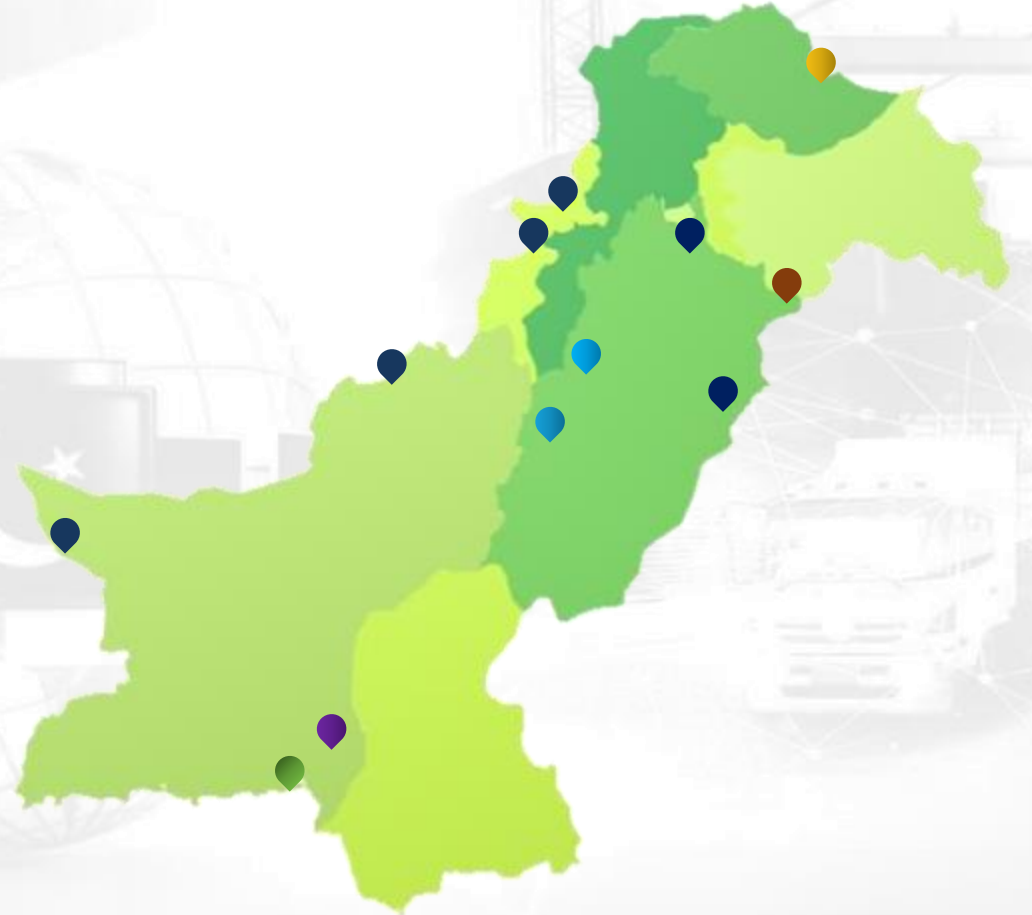
Border Stations

95%

Dry Ports/
ICDs

95%

Off Docks



ON
MANY DOORS

INTERNATIONAL INTEGRATIONS (ONGOING)



ONE WINDOW
MANY DOORS

BUSINESS PROCESS REFORMS

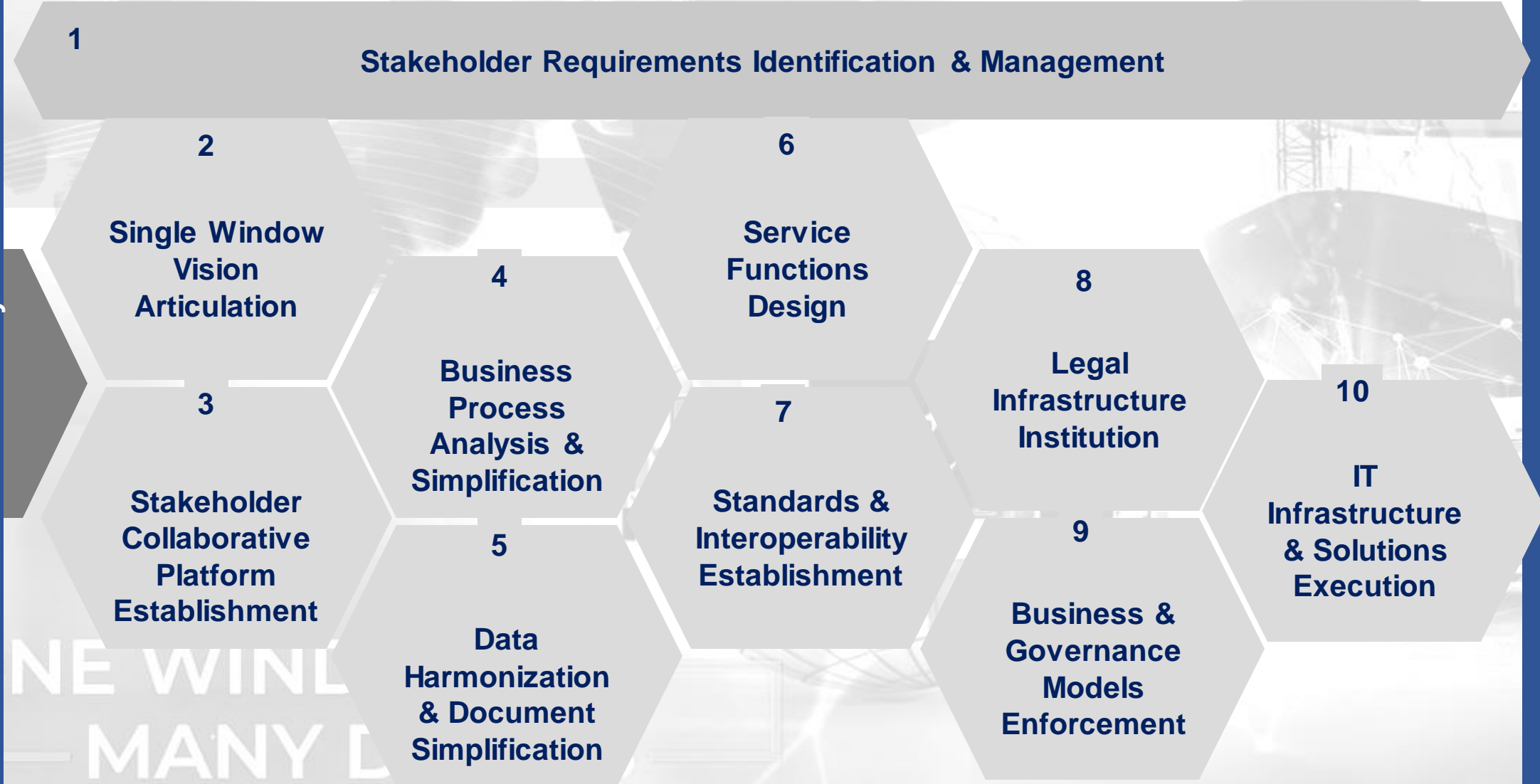
No. of Processes Re-engineered	Documents Replaced with Electronic Verification	Documents Replaced with Electronic Submission	No. of Documents eliminated
142	96	155	55

Score increase from 56% to 70% on the 'UN Global Survey on Digital and Sustainable Trade Facilitation'

ONE WINDOW
MANY DOORS

NSW SCOPE & COMPONENTS

Vision Establishment
e.g. 25% better, Faster, Cheaper, trading across
border within 5-years



Vision Realization
e.g. achieving trade transaction cost & time reduction
& compliance goals

“As-Is”
Environment

“To-Be”
Environment

IMPLEMENTATION PHASES

2017-2021

Foundational Work

- *Political support*
- *Vision Articulation*
- *Design Documents*
- *Governance and operating mechanisms*
- *PSW Act, 2021*

2022

Roll out-Phase 1

- *Subscription*
- *Customs registration*
- *Customs*
- *Banks*
- *DPP*
- *AQD*
- *FSCRD*
- *EDF*
- *PSQCA*

2023

Roll out-Phase 2

- *MFD*
- *MMD*
- *MNC*
- *DRAP-I*
- *Sindh Excise*
- *Labs*
- *PSI companies*
- *IRMS*
- *IT Infrastructure & Execution*

2024

Roll out-Phase 3

- *PTB*
- *TDAP*
- *DRAP-II*
- *BOI*
- *PCS*
- *PRA's*

ONE WINDOW
MANY DOORS

CRITICAL SUCCESS FACTORS

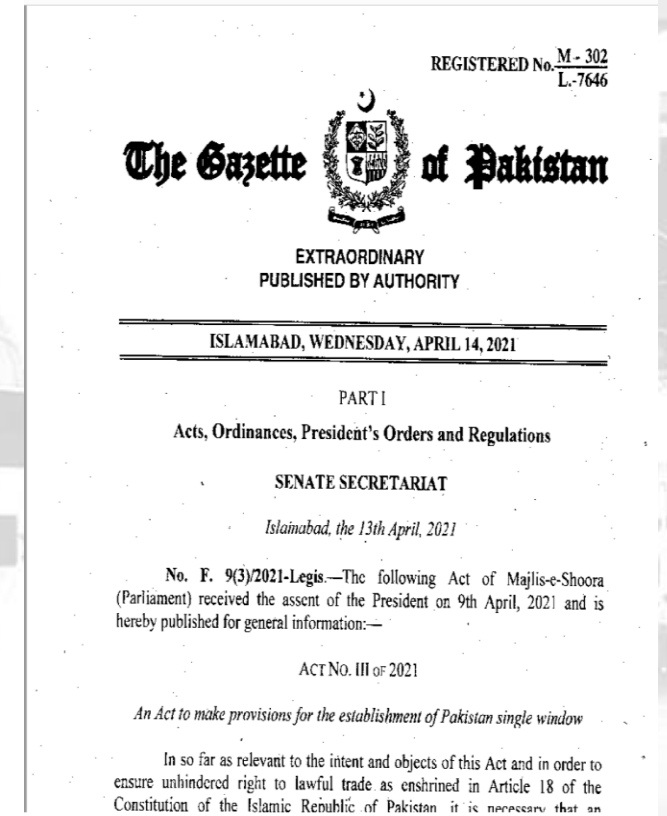
- **Reform Champions (to steer and to implement)**
- **Political ownership and stakeholder consensus**
- **Consultation, Collaboration and Coordination**
- **Avoiding short term approach**
- **Phased implementation for quick & high impact**
- **Timely adoption of overarching legal framework**
- **Change management**
- **Strong monitoring and oversight from inception to implementation**
- **Sustainable governance, operating, and business model**
- **Alignment with best practices in public sector (reducing the size of the government, corporate practices, administrative and financial autonomy, accountability)**

ONE WINDOW
MANY DOORS

LEGAL FRAMEWORK

- PSW Act, 2021 enacted in April, 2021
- Customs and OGAs required to integrate with the PSW platform.
- Makes it mandatory upon all participating agencies to align their laws, regulations, processes, procedures, and information requirements to the PSW
- Has overriding powers
- Distribution of legal powers amongst all tiers of the governance and operating structure

ONE WINDOW
MANY DOORS



PRIVATE SECTOR COLLABORATION

- Platform for digital services such as:
 - Transport bidding system
 - Freight forwarding services
 - B2B connectivity-insurance, labs, warehousing etc.
 - Track and trace/container and vehicle tracking
 - Electronic documents exchange
- Data analytics for commercial and non-commercial use
- Training partners
- Outsourcing services (Software development/call centre)
- Women Entrepreneurship Program



CUSTOMER FOCUS

- Customer Support Centre 24/7 (TFA Enquiry Point)
- Quarterly surveys
- User Experience Committee
- SMEs Survey
- Dynamic social media content
- Performance measurement/SWAM



ONE WINDOW
MANY DOORS

12345
2000345
1234



THANK YOU

ONE WINDOW
MANY DOORS

1234