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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 fulfill 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. 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 Other Government Agencies (OGA) fees.

The PSW aims to simplify your cross-border trade and transport experience. This new platform will facilitate the trader/customs agent to apply for the Entity registration, Drugs Sales License, Drugs Manufacturing License, Drugs Import License, and Release Order from the Drug Regulatory Authority of Pakistan (DRAP). The application for the same shall be received and processed through the PSW portal. Similarly, sharing of messages and 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 DRAP (phase-wise), including registrations. With the PSW system going live, there will be no DRAP office visits and 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.



2. Background

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 the 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 the regulation of cross border trade in Pakistan. The PSWC will digitize the processes of public sector entities, related to the 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 a hub for regional and international transit and trade.



3. Salient Features of DRAP Module

- A complete solution for online filling and processing of applications.
- It caters to all the needs of DRAP related to processing Release Order for Raw Material and Finished Drugs.
- A complete and comprehensive log of the activities on the trader's online request of registrations will be visible to the trader/custom agent in the system.
- The Dynamic User Management System provided to the DRAP will ensure proper performance monitoring against agreed performance benchmarks and key performance indicators.
- Communication between the officers and traders/custom agents will be done through the PSW 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 Business Process

5.1 User Login

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

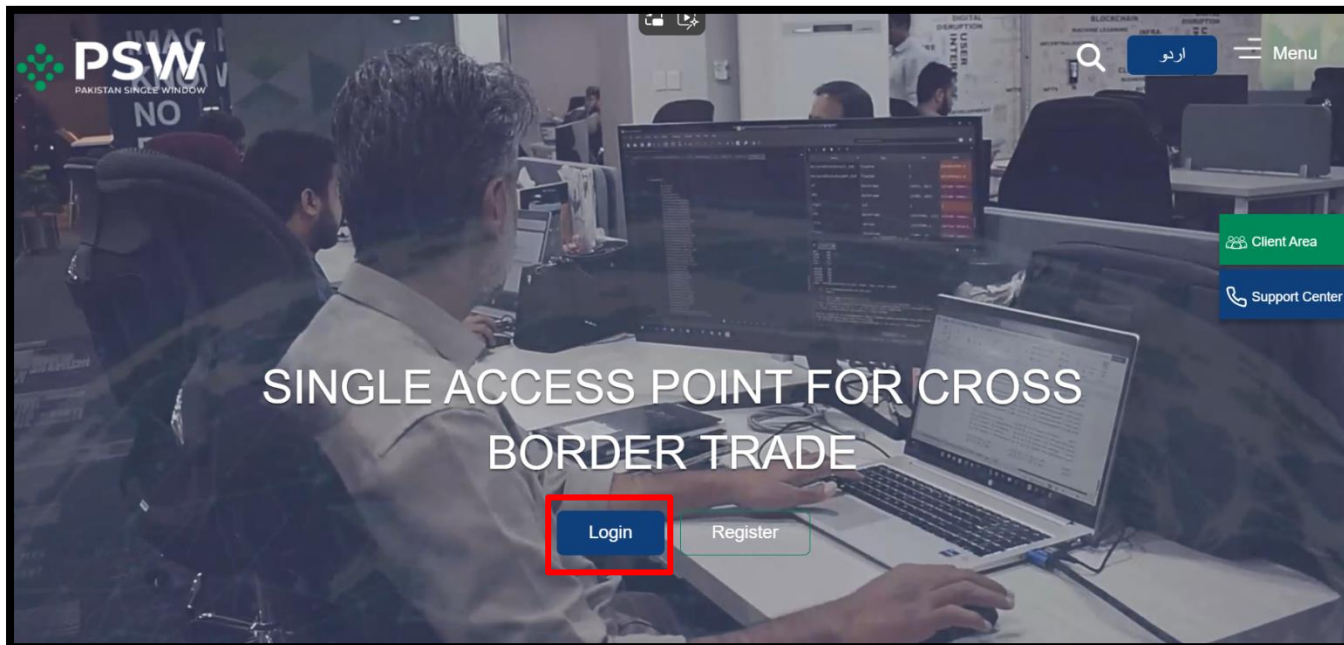


Figure 1

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

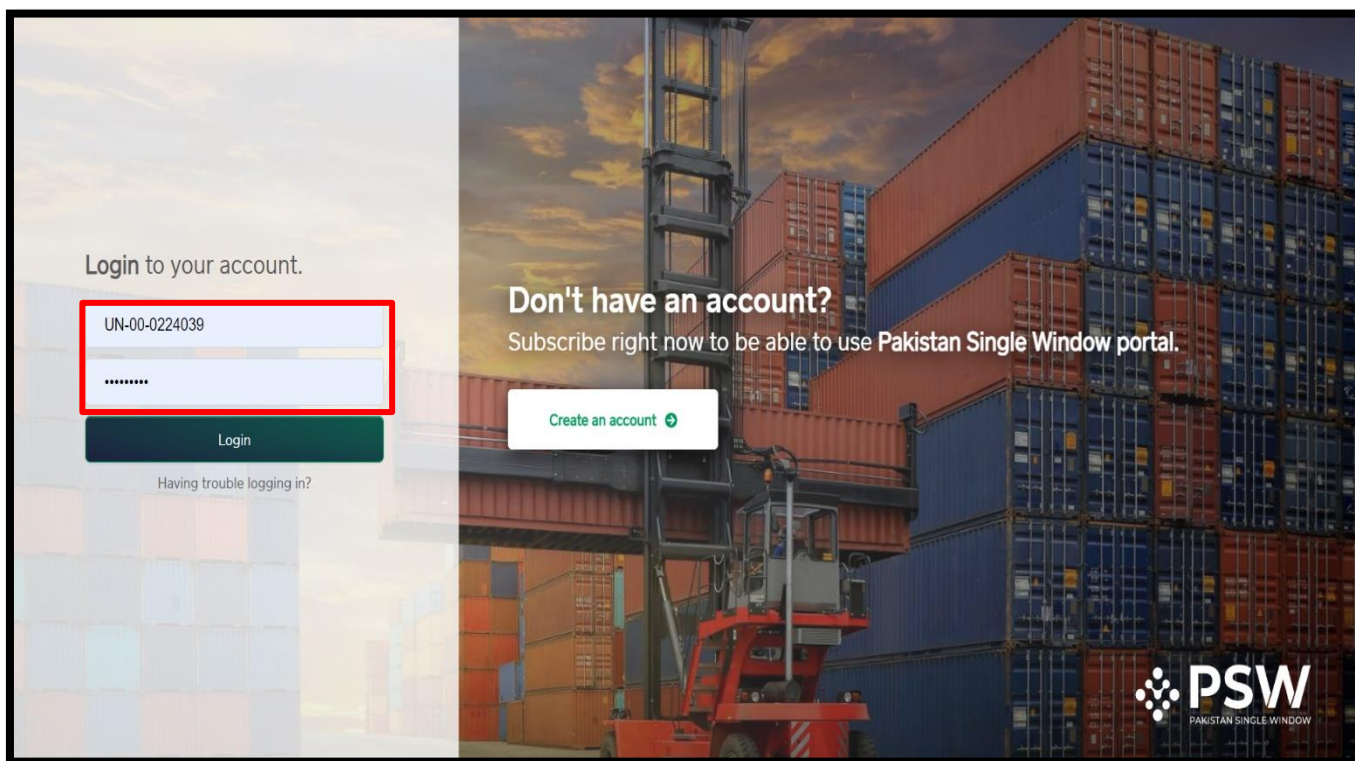


Figure 2



5.2 Release Order for Raw Material

5.2.1 Single Declaration

- i. Upon successful log-in, a dashboard will appear. At the Home Screen, click on the 'Single Declaration' button.

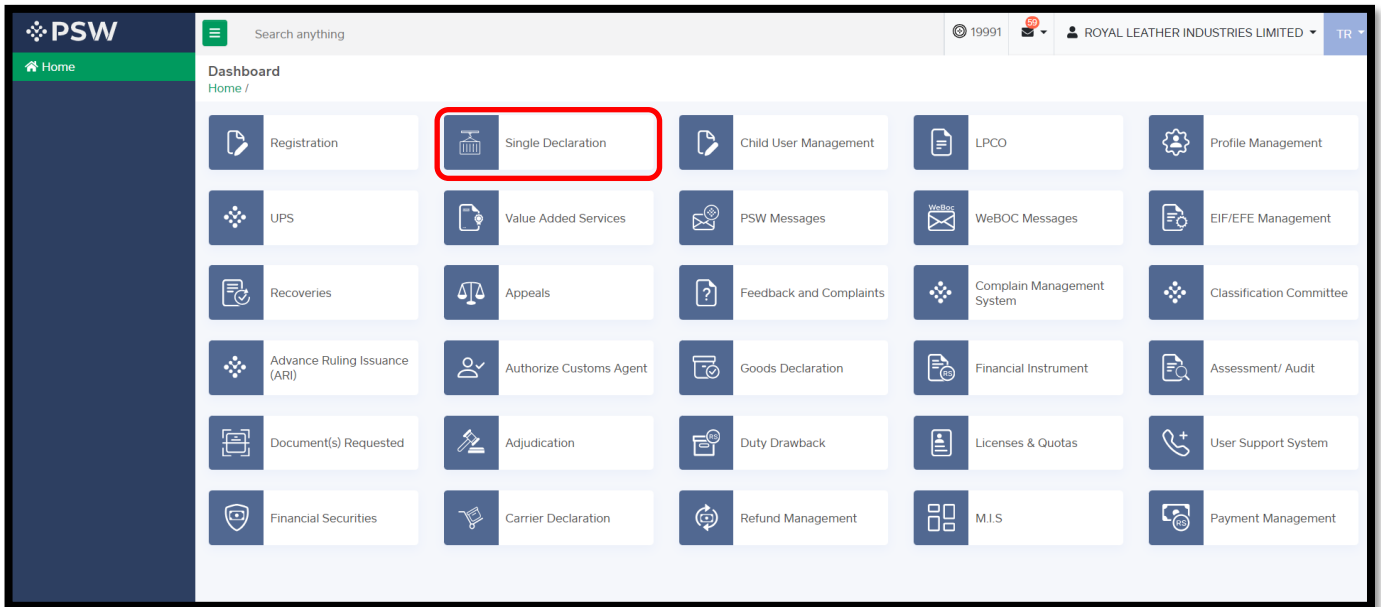


Figure 3

- ii. List of previous declaration will appear, click on 'Create Declaration' in Import tab.

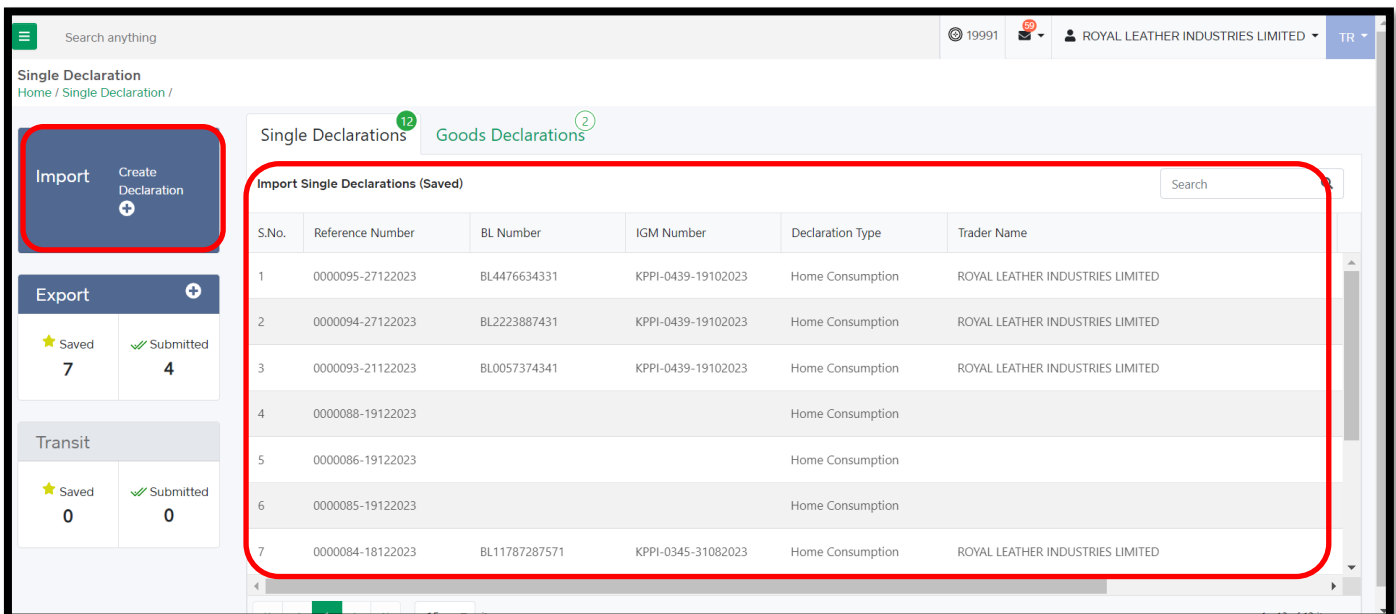


Figure 4



- iii. User Shall select Consignment Category and Declaration Type from the dropdown menu.

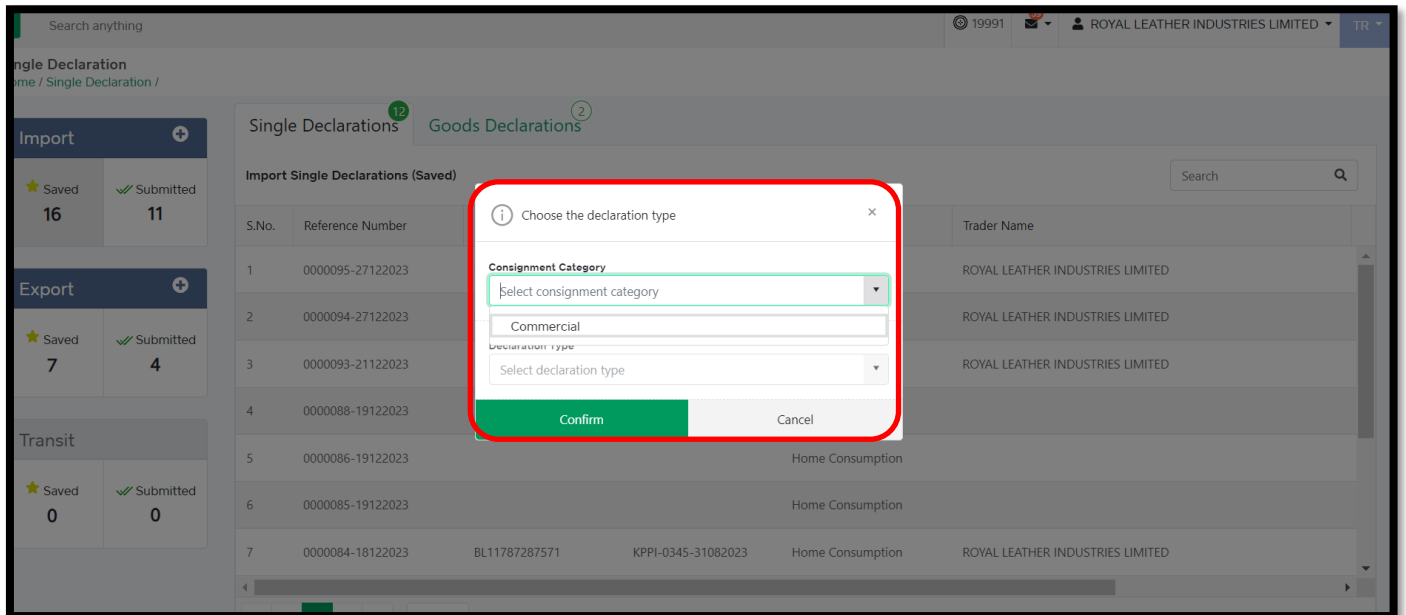


Figure 5

- iv. Consignment Information page will be displayed, enter all required details,
- BL Number/Airway Bill Number
 - BL Date
 - VIR Number
- then press 'Get IGM Info' button, details will be auto fetched provided in BL, then press 'Save & Proceed' button.

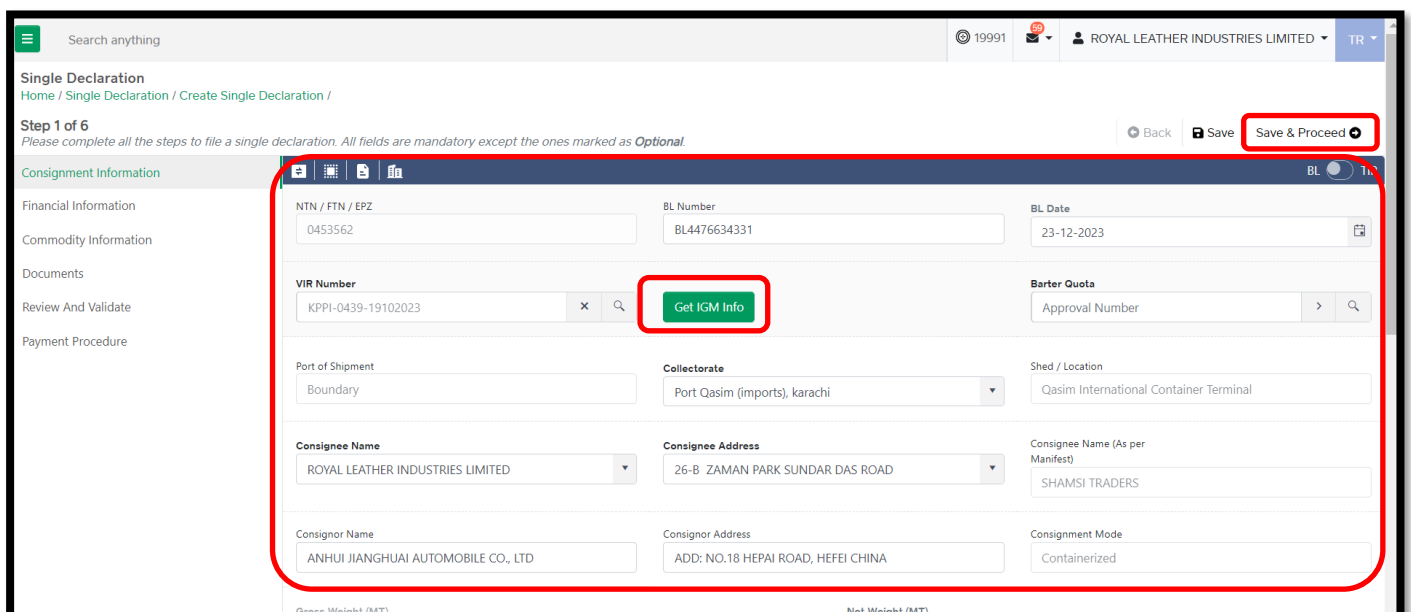


Figure 6



- v. Here, the user will add financial information, once required fields are filled, user shall press 'Save and Proceed' button to proceed further.

Single Declaration
Home / Single Declaration / Create Single Declaration /

Step 2 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Consignment Information
Financial Information
Commodity Information
Documents
Review And Validate
Payment Procedure

Financial Information

Currency: United States Dollar | Exchange Rate: 302.95 | Delivery Term: Cost And Freight (CFR)

Bank Name: Dubai Islamic Bank Pakistan Ltd | IBAN: Please select IBAN | Mode of Payment: Please select Mode of Payment

Invoice Number: Invoice Number | Invoice Date: day-month-year | Financial Instrument No: Enter Financial Instrument number or select from list

S No.	Financial Instrument No	Mode Of Payment	Consignee Name	Consignor Name	Total Value	Remaining Value	Consumed Value
1		Open Account			4.0000	4.0000	4.0000

LC Number: LC Number | LC Date: day-month-year | FOB USD

Buttons: Back, Save, **Save & Proceed**

Figure 7



User will be able to add two types of commodities:

- Raw Material/Packing Details/Controlled Medicines
- Finished Drugs

5.2.1.1 Raw Material

- User will add 'Commodity Information' by clicking 'Add Commodity button'.

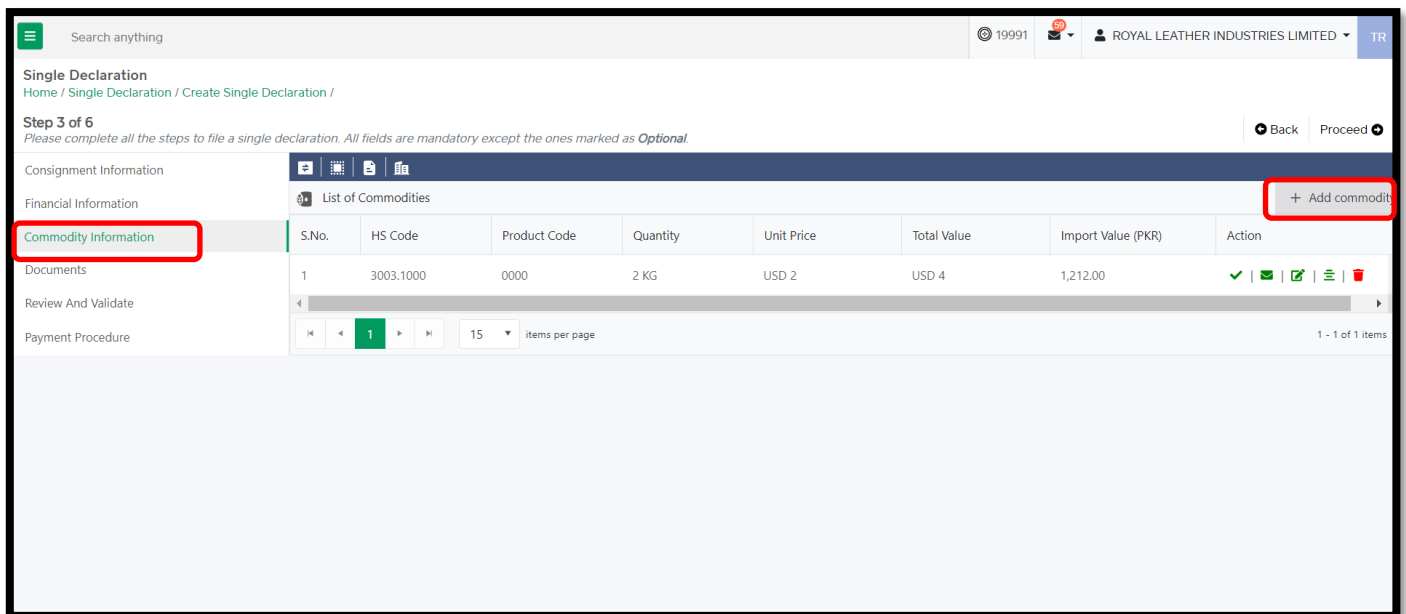


Figure 8

- ii. User will click on search button and select relevant HS Code from the list, then select product code from the dropdown menu. Details will be auto populated based on selected HS & Product Code.

Single Declaration
Home / Single Declaration / Create Single Declaration /

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Consignment Information
Financial Information
Commodity Information
Documents
Review And Validate
Payment Procedure

General Information

Ministry quota not be applied, want to freely import this HS Code

HS Code: 2806.1000 [Search]

Product Code: Please enter product code
0000- Hydrogen chloride (hydrochloric acid)

Product Description: Selected product code description

Tariff Description: -HYDROGEN CHLORIDE (HYDROCHLORIC ACID)

Declared Description: Please enter declared description

Valuation Rulings: Select from List [Search]

Figure 9

- iii. Add details of the declared description. Regulatory agency will be automatically selected based on product code.

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

General Information

Ministry quota not be applied, want to freely import this HS Code

HS Code: 2806.1000 [Search]

Product Code: 0000- Hydrogen chloride (hydrochloric acid)

Product Description: - Hydrogen chloride (hydrochloric acid)

Tariff Description: -HYDROGEN CHLORIDE (HYDROCHLORIC ACID)

Declared Description: Declared Description

Valuation Rulings: Select from List [Search]

Regulatory Departments

1 Drug Regulatory Authority of Pakistan

Figure 10



iv. User will fill in all required supporting information.

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Financial Information | General Information | Commodity Information | Supporting Information | Documents | Review And Validate | Payment Procedure

Unit Of Measure (Assessment Purpose): KG
Quantity (Assessment Purpose): 0
Unit Of Measure (Statistical Purpose) (Optional): Please select Unit Of Measure (Stati...
Quantity (Statistical Purpose): 0
Unit Of Measure (International Traded) (Optional): Please select Unit Of Measure (Inter...
Quantity (International Traded) (Optional): 0
Unit Value (USD): 0
Total Value: 0
Import Value (PKR): 0
Unit Value (As per invoice): 0
Item Import Type: Item Import Type
Origin: Origin
 Security Request
Publication Price: Publication Price
 The device does not have a SIM card

SROs / Exemptions | OGA's Required Information

Save

Figure 11

v. User shall fill OGA's required information and click on 'Get Documentary Requirement'.

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

SROs / Exemptions | OGA's Required Information

Purpose: Please select purpose
Specific Description: Please select specific description
Name of Drug: Please enter name of drug
Packaging: Please enter packaging
Batch no: Please enter batch no
Batch Manufacturing Date: day-month-year
IGM Date: day-month-year
Batch Expiry Date: day-month-year
Shelf life Duration: Please select shelf life duration
Total Shelf Life Value: 0
Import Authorization No: Please enter import authorization no

Get Documentary Requirement

Save

Figure 12

Note: For controlled medicines import authorization number is mandatory.

- vi. User shall upload and attach all required documents.

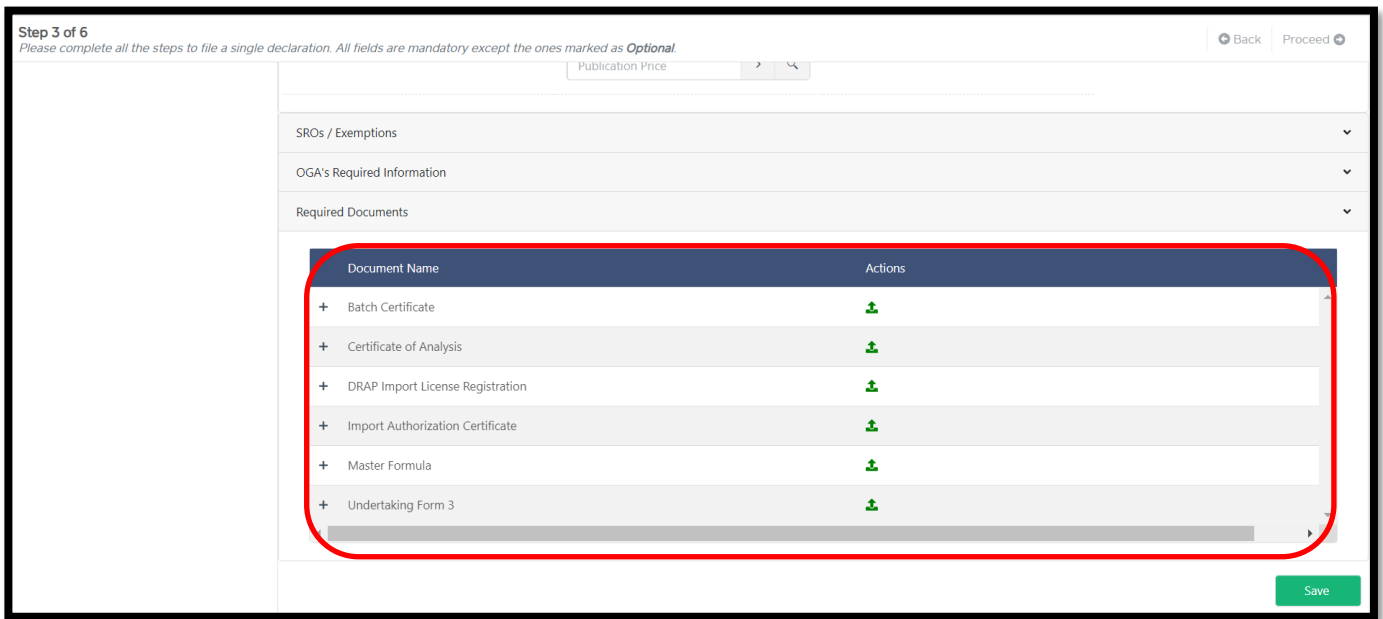


Figure 13

Note: Kindly select correct HS Code, Product code, Purpose of Import and specific description as per the license that user shall associate with single Declaration.

- vii. Upon clicking on action icon against DRAP Import License Registration from Required Document list, User shall attach relevant Drug Import License.

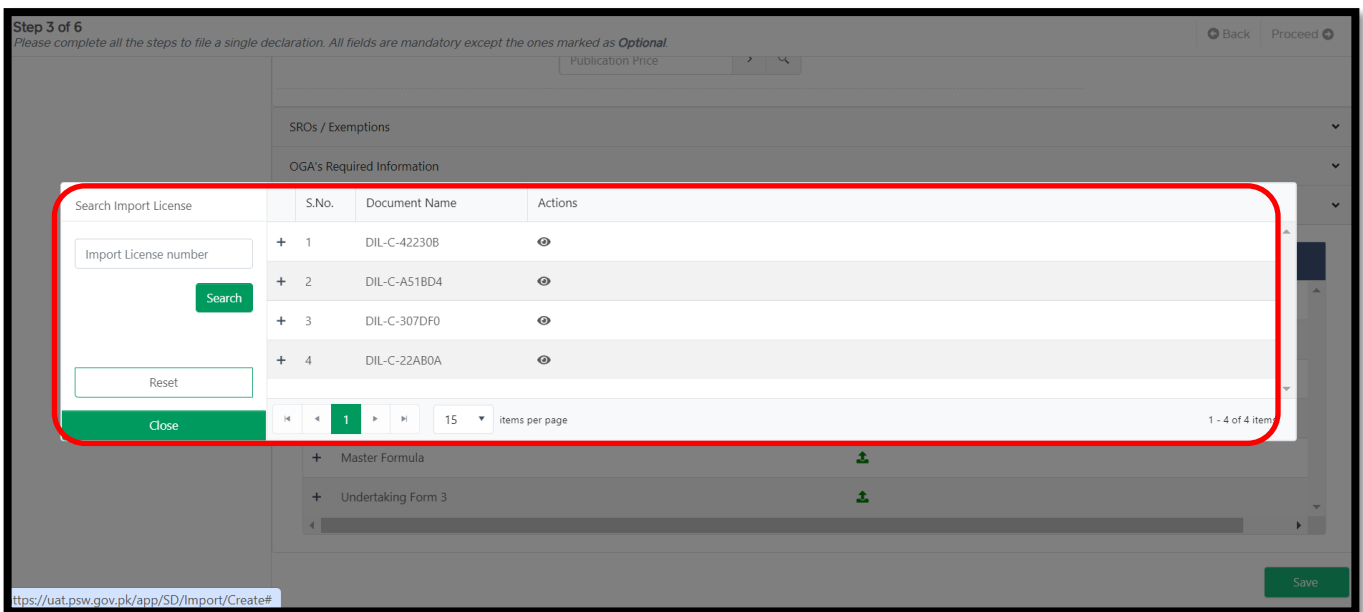


Figure 14



- viii. User shall expand Drug Import License by clicking on '+' icon and click on the desired HS Code detail to associate the import license.

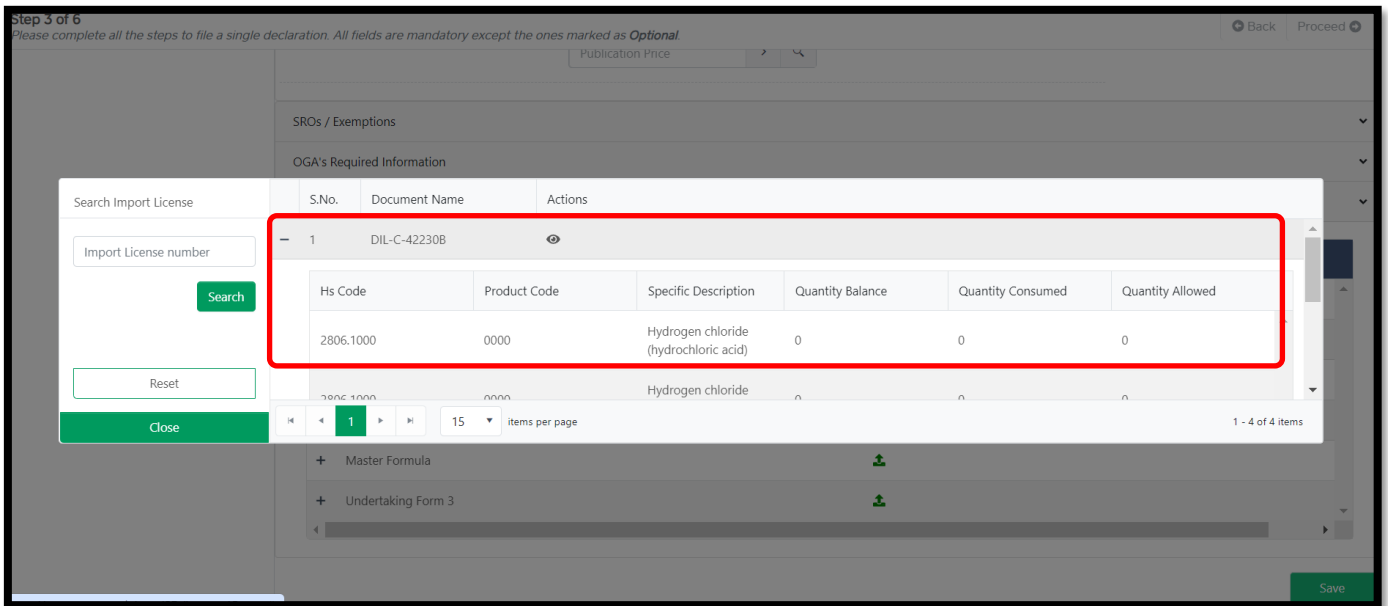


Figure 15

- ix. After attaching Drug Import License and uploading all documents, User shall press save button to add the commodity.

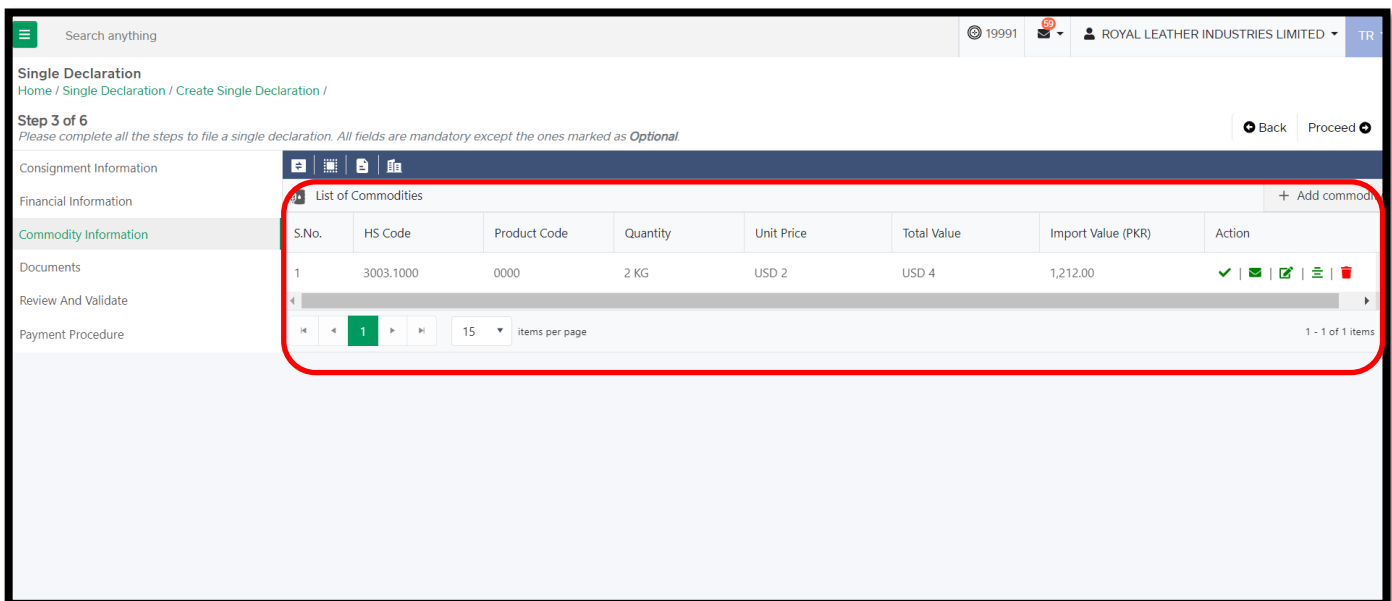


Figure 16



3.1. Finished Drug

- i. User will add 'Commodity Information' by clicking 'Add' Commodity button.

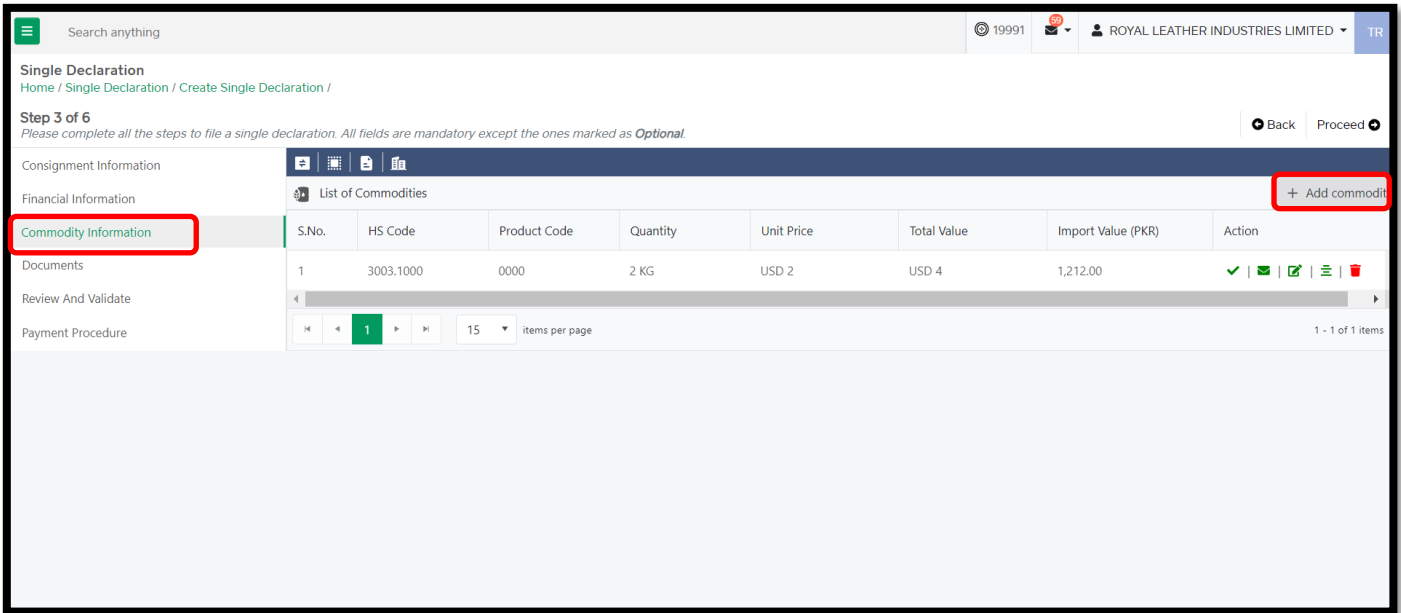


Figure 17

- ii. User will click on search button and select relevant HS Code from the list, then select product code from the dropdown menu.

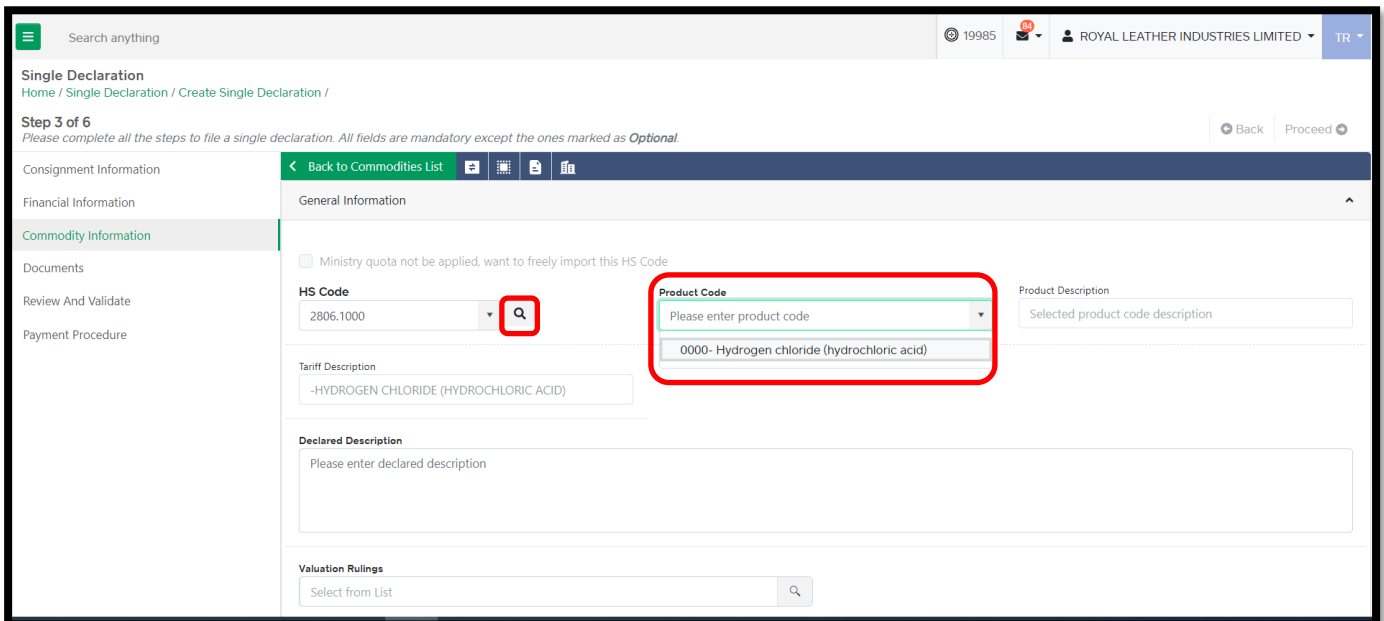


Figure 18



- iii. Add details of the declared description. Regulatory agency will be automatically selected based on product code.

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Commodity Information

General Information

Ministry quota not be applied, want to freely import this HS Code

HS Code: 2806.1000 | Product Code: 0000- Hydrogen chloride (hydrochloric acid) | Product Description: - Hydrogen chloride (hydrochloric acid)

Tariff Description: -HYDROGEN CHLORIDE (HYDROCHLORIC ACID)

Declared Description
Declared Description

Valuation Rulings: Select from List

Regulatory Departments
1 Drug Regulatory Authority of Pakistan

Figure 19

- iv. User will fill in all required supporting information.

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Supporting Information

Unit Of Measure (Assessment Purpose): KG | Quantity (Assessment Purpose): 0 | Unit Of Measure (Statistical Purpose) (Optional): Please select Unit Of Measure (Stati...) | Quantity (Statistical Purpose): 0

Unit Of Measure (International Traded) (Optional): Please select Unit Of Measure (Inter...) | Quantity (International Traded) (Optional): 0 | Unit Value (USD): 0 | Total Value: 0

Import Value (PKR): 0 | Unit Value (As per invoice): 0 | Item Import Type: Item Import Type | Origin: Origin

Security Request | Publication Price: Publication Price | The device does not have a SIM card

SROs / Exemptions

OGA's Required Information

Save

Figure 20



- v. User shall fill OGA's required information and click on 'Get Documentary Requirement'.

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

SROs / Exemptions

OGA's Required Information

Purpose
Please select purpose
Commercial
Test Analysis
Please enter reason of import

Specific Description
Please select specific description

Name of Drug
Please enter name of drug

Packaging
Please enter packaging

Batch no
Please enter batch no

Batch Manufacturing Date
day-month-year

IOM Date
day-month-year

Batch Expiry Date
day-month-year

Shelf life Duration
Please select shelf life duration

Total Shelf Life Value
0

Import Authorization No
Please enter import authorization no

Get Documentary Requirement

Save

Figure 21

- vi. User shall upload and attach all required documents.

Step 3 of 6
Please complete all the steps to file a single declaration. All fields are mandatory except the ones marked as *Optional*.

Publication Price

SROs / Exemptions

OGA's Required Information

Required Documents

Document Name	Actions
+ Batch Certificate	📄
+ Certificate of Analysis	📄
+ DRAP Import License Registration	📄
+ Import Authorization Certificate	📄
+ Master Formula	📄
+ Undertaking Form 3	📄

Save

Figure 22



- vii. Upon clicking on DRAP Drug Registration, the User shall search and select for DDR number.

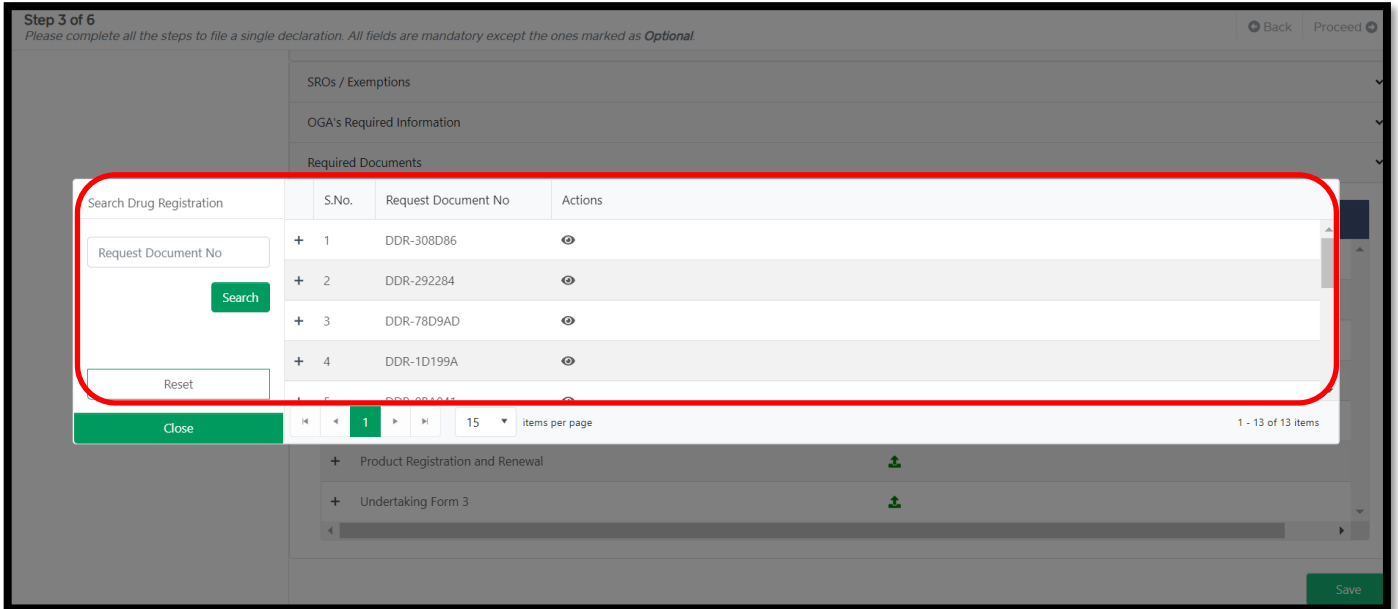


Figure 23

- viii. User shall select Drug Sale License number.

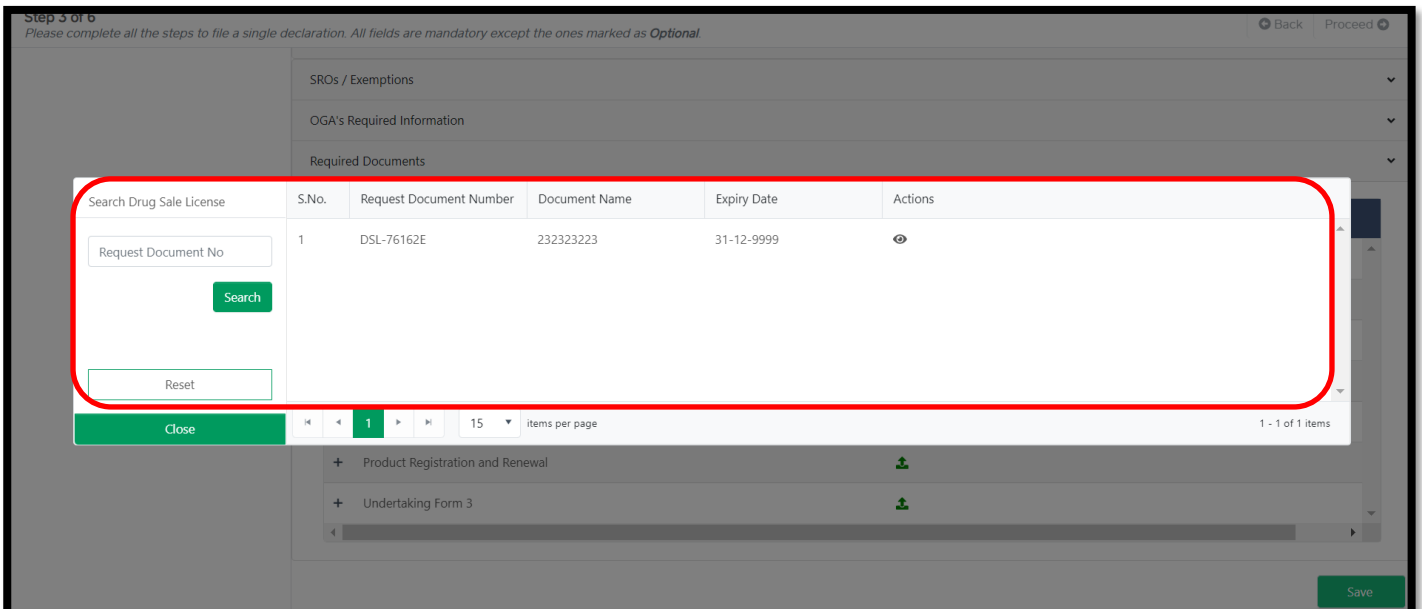


Figure 24



- ix. Commodity will be added, similarly user can add multiple commodities through same process.

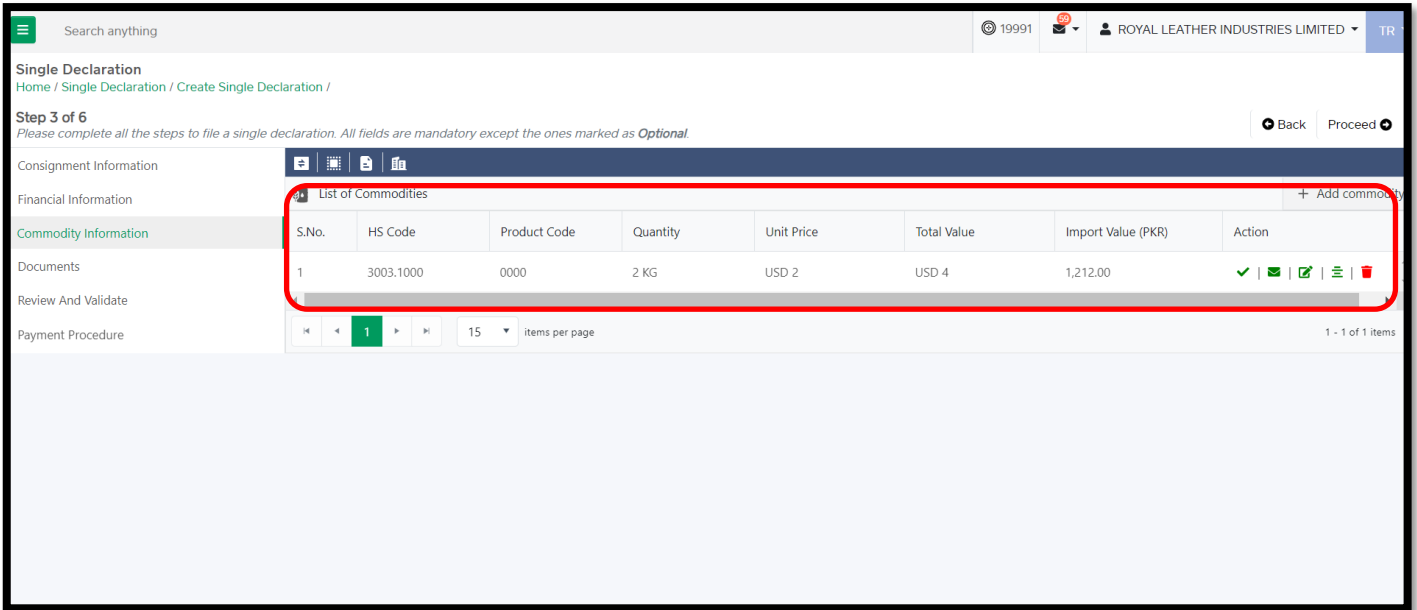


Figure 25

- x. Once a commodity is added, the user will have to upload all relevant documents.

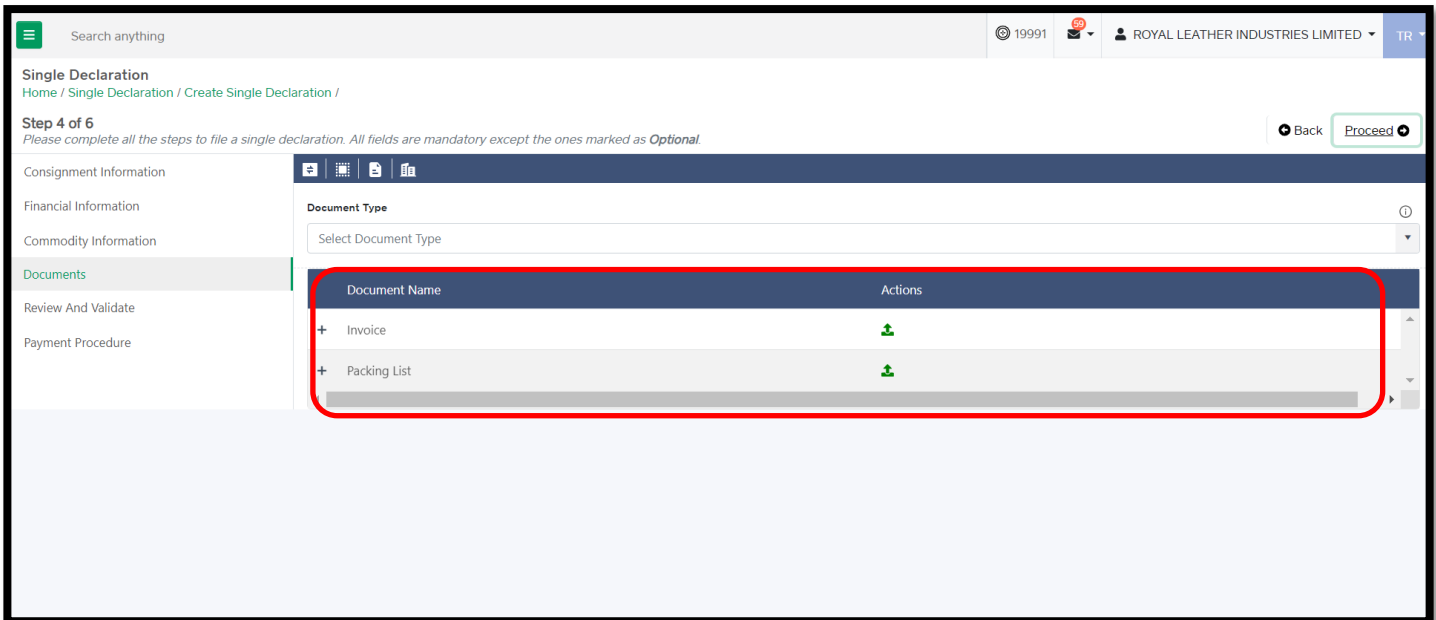


Figure 26



- xi. Upon uploading documents, the user shall validate all information provided. Then press the 'Validate & Proceed' button.

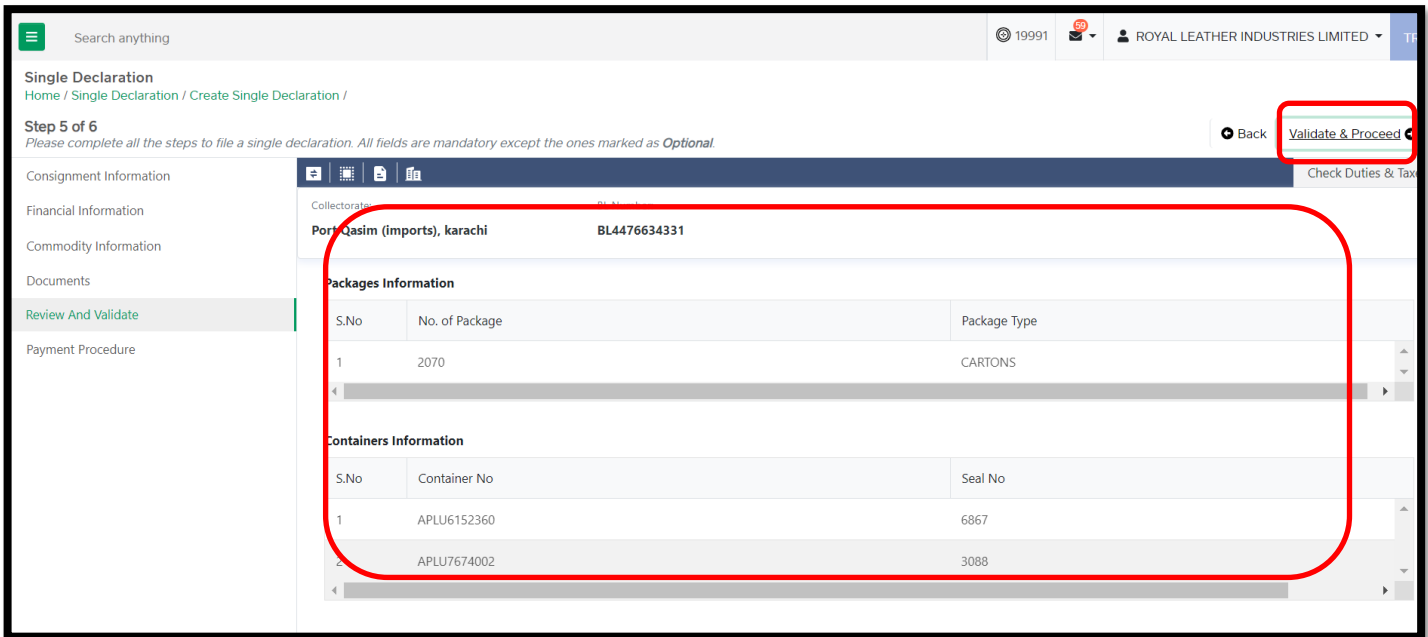


Figure 27

- xii. A pop-up will appear as 'Validated' and your SD is validated successfully.

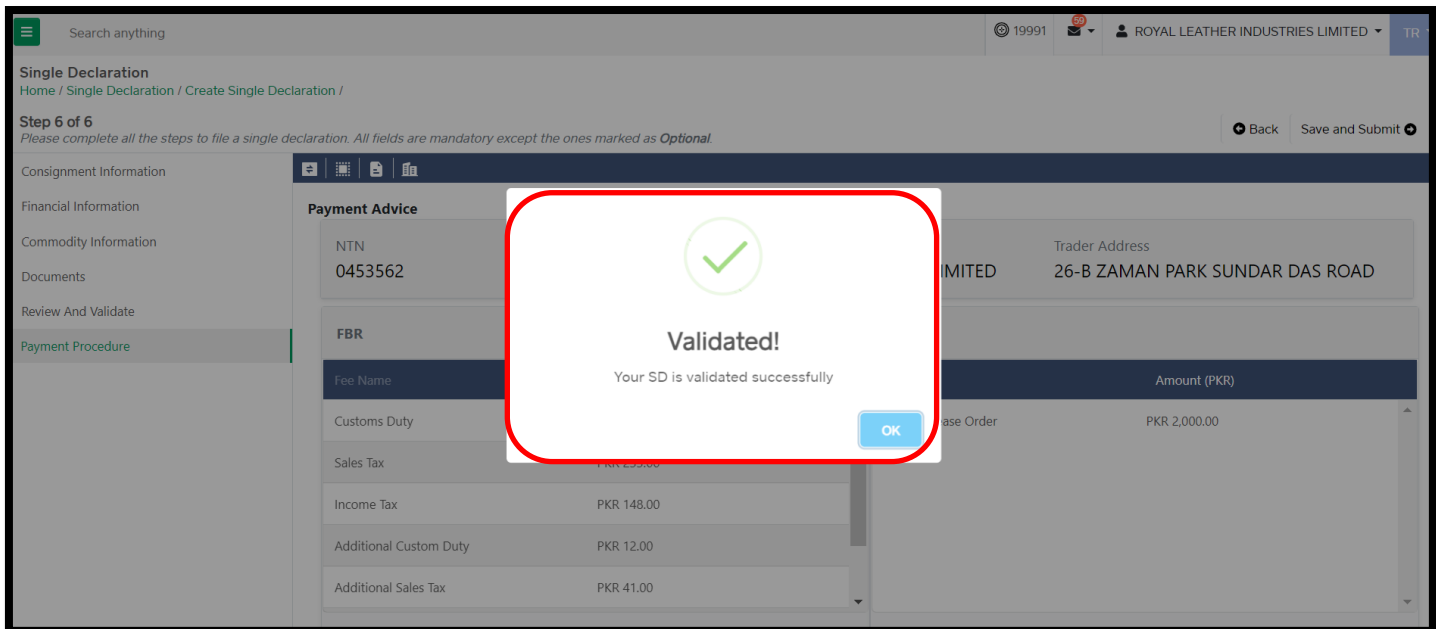


Figure 28



5.2.2 Payments

- i. Once the SD is filled, a payment screen will appear on the screen, the User can make payment through ATM, bank applications, online, 1-link or PD Account.

The screenshot shows the PSW Single Declaration payment screen. The interface includes a search bar, user information (ROYAL LEATHER INDUSTRIES LIMITED), and a breadcrumb trail (Home / UPS / Payment Advice /). The main content is divided into two sections: 'General Information' and 'Mode of Payment'. The 'General Information' section contains a table with fields for Payment Type, Creation Date & Time, Document Number, VIR #, Trader NTN #, BL/AWB #, Business Name, and Agent Name. Below this is a 'Payment Breakup' table. The 'Mode of Payment' section includes 'Alternate Delivery Channels (ADC)' with 'PD Account' selected, 'PSID', 'Total Payable Amount', and 'Amount in Words'. A 'Cancel' button is located at the bottom right of the highlighted area.

General Information			
Payment Type	Creation Date & Time	Document Number	VIR #
Single Declaration	27-12-2023 11:34 AM	-	KPPI-0439-19102023
Trader NTN #	BL/AWB #	Business Name	Agent Name
0453562	BL4476634331	ROYAL LEATHER INDUSTRIES LIMITED	ROYAL LEATHER INDUSTRIES LIMITED

Payment Breakup		Amount (PKR)
+ Goods Declaration		PKR 1,587
- DRAP Release Order		PKR 2,000

Mode of Payment	
Alternate Delivery Channels (ADC)	PD Account
PSID	Total Payable Amount
10007420231227113433669	PKR 3,587
Amount in Words	
Three Thousand Five Hundred Eighty-Seven Rupees Only	
Cancel	

Figure 28



5.2.3 Status of Release Order

- i. Once the payment is done, the request will be assigned to relevant DRAP officer and status of the request will show as 'Assigned to Officer'.

The screenshot displays the PSW Release Order management interface. The top navigation bar includes the PSW logo, a search bar, and user information for ROYAL LEATHER INDUSTRIES LIMITED. The main content area shows a 'Release Order' section with a breadcrumb trail 'Home / LPCO / Release Orders /'. Below this, there are two summary boxes: 'In Queue' with a count of 6 and 'Provisionally Approved' with a count of 0. The 'List of Release Orders' section contains a table with the following data:

Order No...	SD Number	KPPI Number	BL Number	Trader Name / Agent Name	Certificate No...	Submitted On	Status	Action
	SD-I-0000029-27122023	KPPI-HC-645-27-12-2023	BL4476634331	ROYAL LEATHER INDUSTRIES LIMITED		27-12-2023	Assigned to officer	
	SD-I-0000027-20122023	KPPI-HC-643-20-12-2023	BL-555318371	ROYAL LEATHER INDUSTRIES LIMITED		20-12-2023	Documents submitted	
	SD-I-0000026-19122023	KPPI-HC-642-19-12-2023	BL-444667771	ROYAL LEATHER INDUSTRIES LIMITED		19-12-2023	Assigned to officer	
	SD-I-0000025-19122023	KPPI-HC-641-19-12-2023	BL-555344221	ROYAL LEATHER INDUSTRIES LIMITED		19-12-2023	Assigned to officer	
	SD-I-0000024-18122023	KPPI-HC-640-18-12-2023	BL11787287571	ROYAL LEATHER INDUSTRIES LIMITED	RO-91F2ED/2023	18-12-2023	Approved	
	SD-I-0000023-	KPPI-HC-639-18-12-	BL3487374741	ROYAL LEATHER		18-12-2023	Payment Received	

Figure 29



6. Contact Information

If you require any assistance, please feel

free to contact us as:

Email: support@psw.gov.pk

Phone: 021-111-1sss11-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk