

# A SINGLE WINDOW APPROACH TO INTEGRATED BORDER MANAGEMENT

## “PAKISTAN SINGLE WINDOW” AS A CASE STUDY

November, 2021



**PSW**

PAKISTAN SINGLE WINDOW



**PSW**  
PAKISTAN SINGLE WINDOW

# THE SCHEME

- **Border Management from a Trade Perspective**
- **The PSW Journey**
- **Lessons for border management**
- **Q&A**

*<https://www.psw.gov.pk>*

# BORDER MANAGEMENT FROM CROSS BORDER TRADE PERSPECTIVE



WORLD TRADE  
ORGANIZATION

## Trade Facilitation Agreement

Article 8	Border Agency Cooperation Nationally Internationally
Article 12	Customs Cooperation Terms and conditions for information exchange
Article 23.2	National Committee on Trade Facilitation National coordination Implementation

Coordinated  
Border  
Management

National  
Single  
Window  
Article 10.4

# ELECTRONIC SINGLE WINDOW

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A Single Window is a facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfill all import, export, and transit-related regulatory requirements. If information is electronic, then individual data elements should only be submitted once.



ECONOMIC COMMISSION FOR EUROPE  
United Nations Centre for Trade Facilitation  
and Electronic Business (UN/CEFACT)

**Recommendation and Guidelines  
on establishing  
a Single Window**

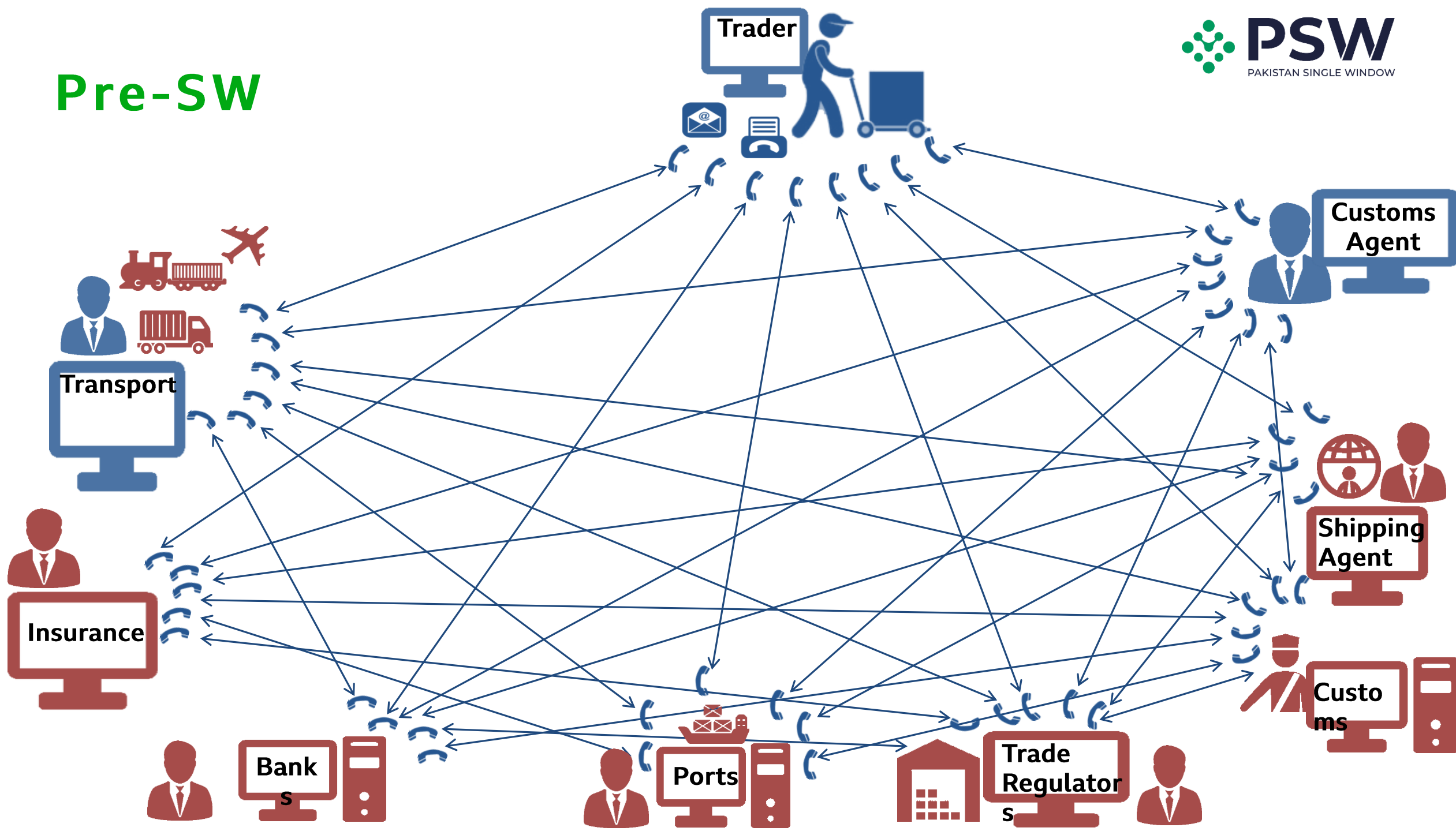
*to enhance the efficient exchange of information  
between trade and government*

*Recommendation No. 33*

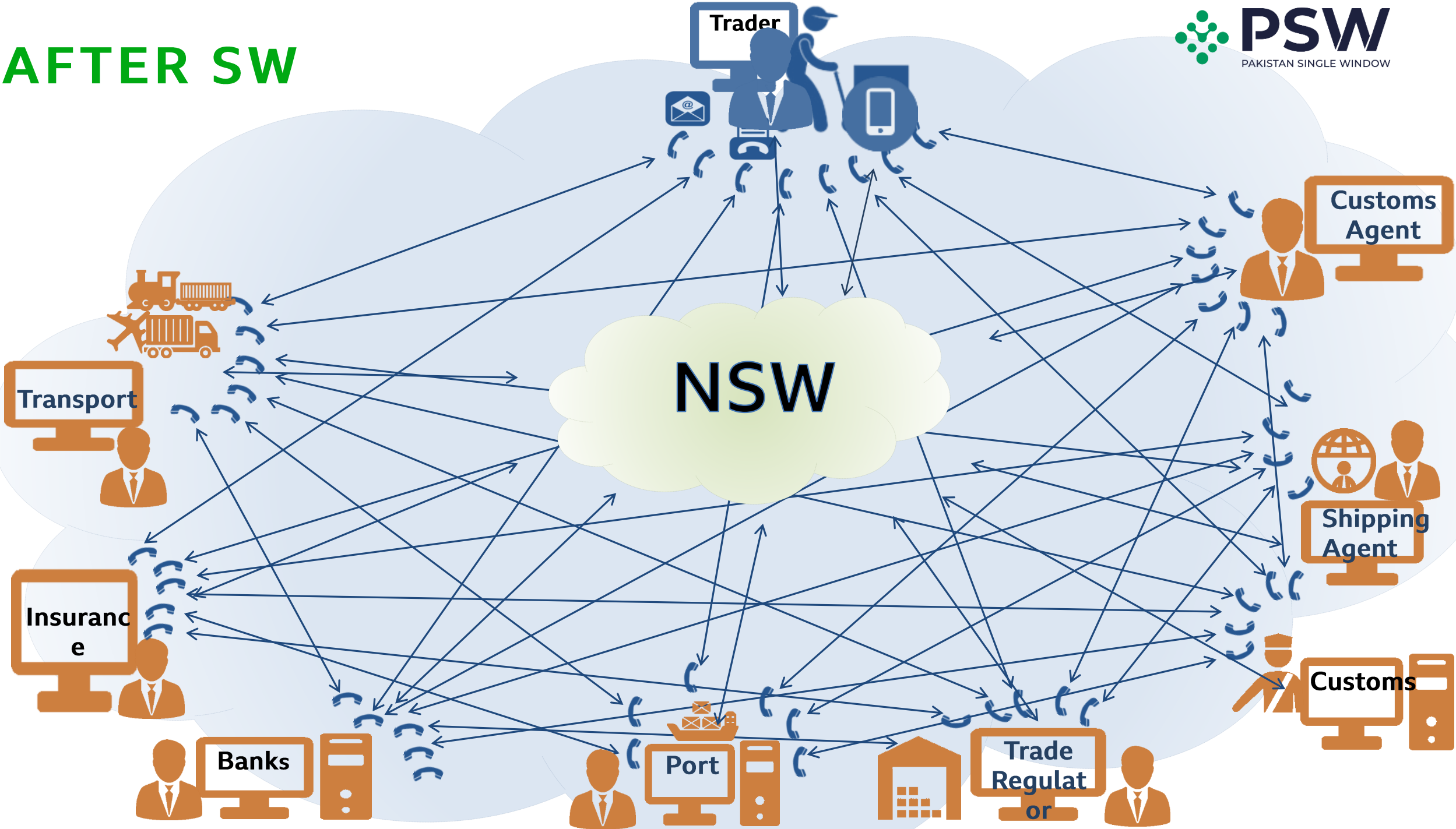


UNITED NATIONS  
New York and Geneva, 2005

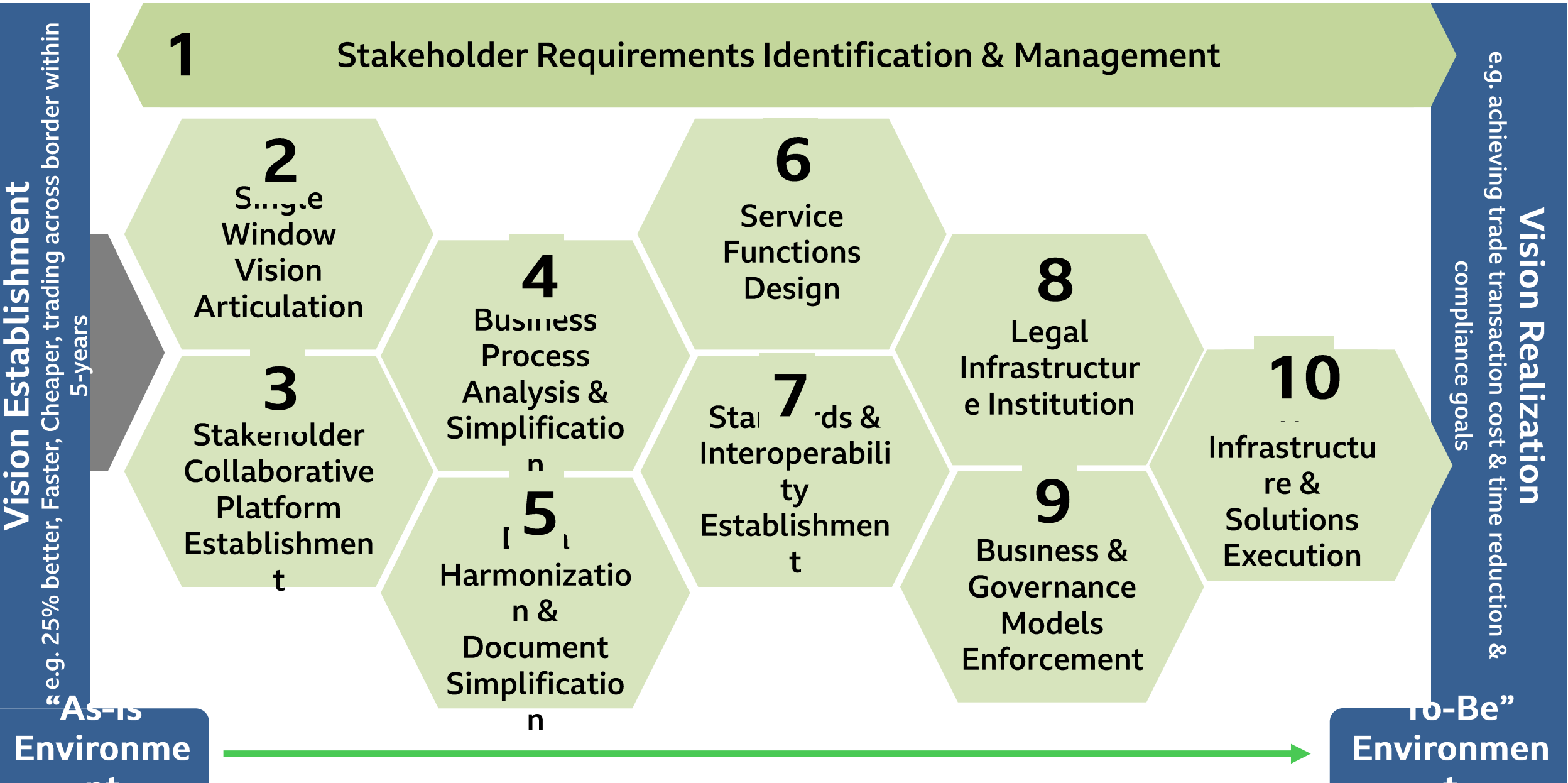
# Pre-SW



# AFTER SW



# NSW SCOPE & COMPONENTS



# FEATURES COMMON TO IBM AND SW

- Strong political commitment
- Strong organizational and institutional collaboration
- Synchronization of services
- Harmonization of procedures
- Single application of risk management
- Standardized responses
- National initiative

## ...AND NOT SO COMMON

- IBM is security oriented; SW is trade oriented
- IBM is limited to border cooperation; SW extends to policy making entities, commercial partners and the private sector
- IBM may require certain agencies to give up autonomy; SW relies on harmonized and consistent data systems with clear rules of engagement

- **Information is key- info must be timely, reliable, and high quality**
- **Information flow facilitates physical movement of goods and people**



# THE PAKISTAN SINGLE WINDOW JOURNEY 2017



- Weak and opaque implementation regime for cross border trade policies
- 75 Regulators – working in silos with weak controls, limited resources, antiquated enforcement
- Resultant Thick Borders - nullifies strategic location of Pakistan & investment in allied infrastructure

# FOUNDATIONAL WORK 2017-2020

- Political support-Ownership by the Prime Minister's Office
- Stakeholder identification & engagement- Workshops, Awareness sessions, exposure visits
- Collaborative implementation structure-focal persons
- Analysis & Design- Requirement gathering, BPM/BPA/BPR
- Legal gap analysis- UN/CEFACT recommendation #35

# MILESTONES ACHIEVED 2020-21

## LEGAL FRAMEWORK IMPLEMENTED

- PSW Act, 2021 implemented, makes it mandatory for all agencies to align their laws and processes with PSW

## GOVERNANCE & OPERATING MODEL IN PLACE

- Governing Council formed, PSW Company operationalized, strong private sector participation

## SUBSCRIPTION & CUSTOMS REGISTRATION

- Integrates 5 departments, eliminates 22 documents and physical visits, reduces times from several days to 30 minutes

## CROSS BORDER TRADE REMITTANCES SYSTEM

- Integrates trader bank accounts with PSW, eliminates 1.5 million electronic forms, saves 2.2 days per form

## LICENSES, PERMITS, CERTIFICATES & OTHER DOCUMENTS- DEC 2021

- Based on reengineered process designs, digitizes trade related regulatory functions, aims to reduce dwell time from 10 days to 2 hours

# UPCOMING MILESTONES 2021-22

## SINGLE EXPERIENCE PAYMENT

- Unified digital payment system

## TRADE INFORMATION PORTAL-MARCH 2022

## INTEGRATED RISK MANAGEMENT SYSTEM- DEC 2022

- Envisages joint inspections, blue channel facility, and post clearance audits

## PORT COMMUNITY SYSTEM-JUNE 2023

- Integration of all regulatory functions, average time saving of 3 days per consignment, 50 USD per container

# CRITICAL SUCCESS FACTORS

- Continued political ownership at the top level
- Inclusive approach based on broad based consultation
- Institutionalization matters
- Streamlining of information flow may require extensive BPM/BPR
- Value for money and effort must be visible- access to data, data analytics, integration with decision points, efficient processing, optimal allocation of resources, decongestion, reduced costs
- Incremental approach requires patience but has better chance at success

# CHALLENGES

- **Implementation is difficult**
- **Capacity constraints lead to resistance**
- **Stakeholder collaboration is often difficult to maintain on sustainable basis**
- **Inconsistent policy making leads to changing information requirements**
- **Sustainable governance and operating system often hard to design and implement**

**THANK YOU**

**Q & A**