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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 authorize 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 traders to apply for the Pre-Import Clearance Certificate from the Drug Regulatory Authority of Pakistan (DRAP). The application for the same shall be received and processed through the PSW portal. Similarly, the sharing of messages and documents required for processing of regulatory approval requests shall be enabled by the PSW.

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 akistar ic will facilita ine a hub for regiona 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 Pre-Import Clearance Certificate Request

- A complete solution for online filling and processing of applications.
- It caters to all the needs of DRAP related to processing the Drug Pre-Import Clearance Request.
- 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

- o 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.
- o To use PSW Portal on Mac®, the subscriber will need:
 - d. Google Chrome Browser

Thursday,

e. OS X El Capitan 10.11 or later.

5. Step by Step Business Process

5.1 User Login

i. Please visit "<u>www.psw.gov.pk</u>" and click on the 'Login' button.

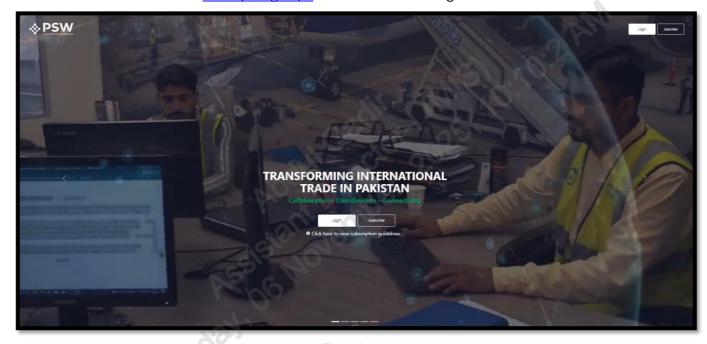


Figure 1

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

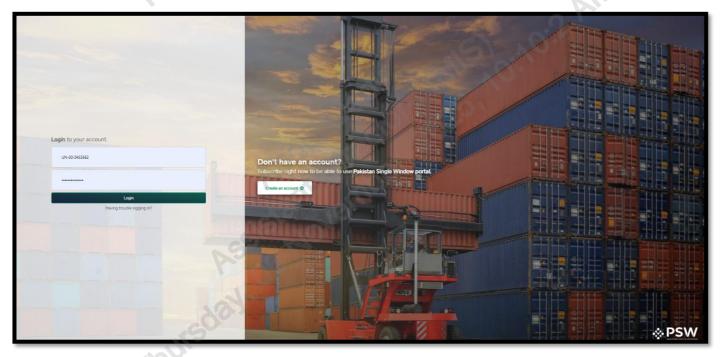


Figure 2

6. Pre-Import Clearance Certificate

6.1 Create New Request

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

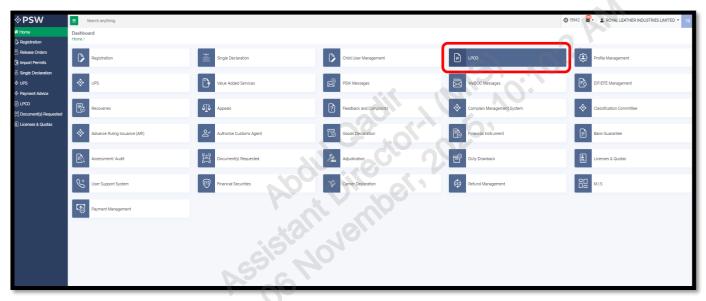


Figure 3

ii. User shall click on 'Import Permits' tab.

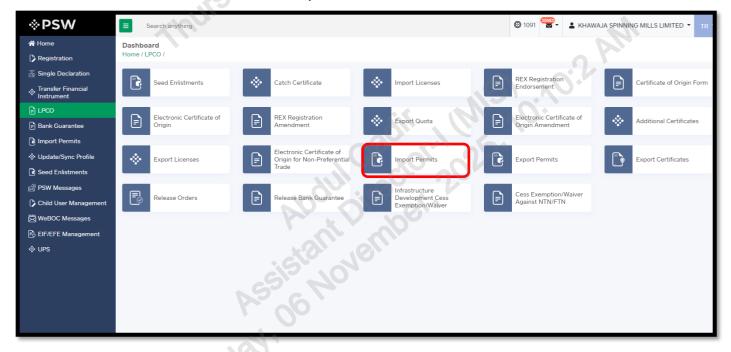


Figure 4

iii. List of previous requests will appear; User shall click on 'Create Import Permit' tab.

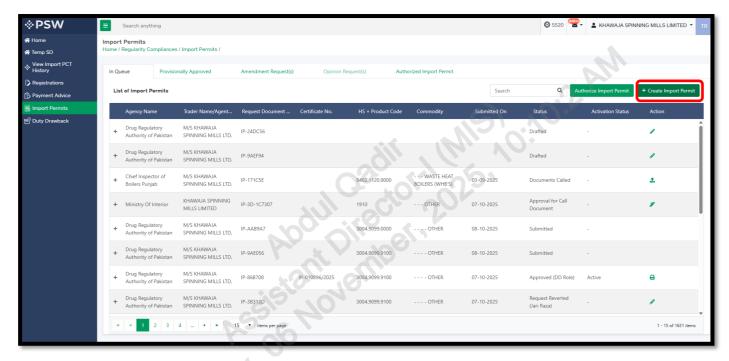


Figure 5

iv. Select the agency "Drug Regulatory Authority of Pakistan" from the dropdown menu and press submit button.

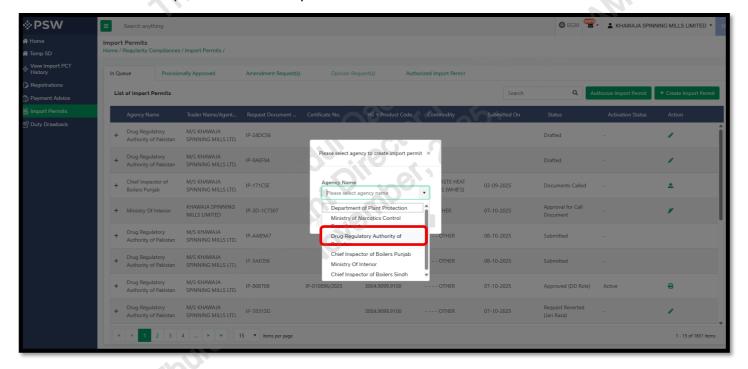


Figure 6

6.2 Basic Information

i. After selecting an agency, a basic Information page will appear. User shall select Pre-import Certificate from the dropdown menu.

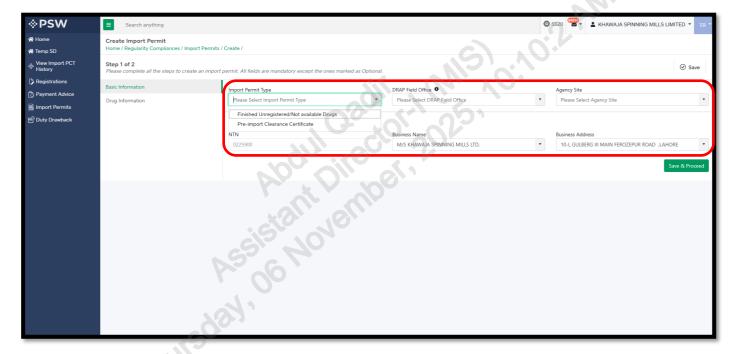


Figure 7

ii. After selecting Pre-import Certificate, required field will appear. User shall select relevant DRAP field office and BL/Airway bill No, User can enter VIR number as well.

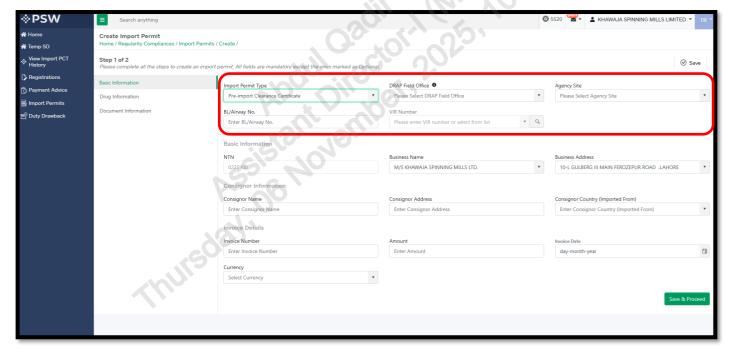


Figure 8

iii. User shall provide required 'Basic Information' and press 'Save & Proceed' button.

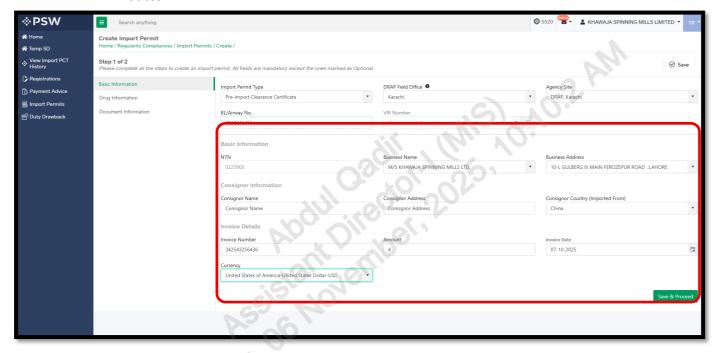


Figure 9

iv. Here, User will add commodity.



Figure 10

6.3 Raw Material

6.3.1 Commodity Information

i. After clicking on "Add Commodity" button, Commodity Information page will appear. Here User shall provide relevant information then press '+Add' button.

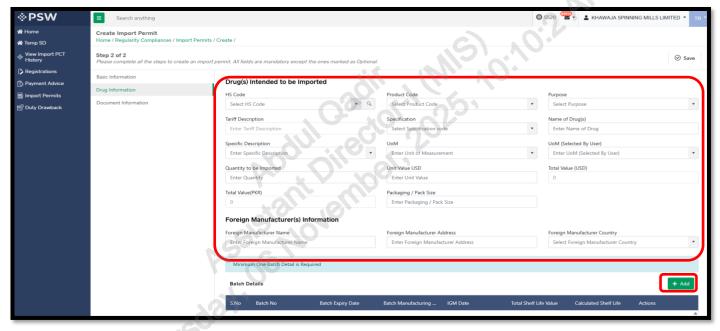


Figure 11

ii. A pop-up will appear User shall enter batch details. User can add multiple batch details.

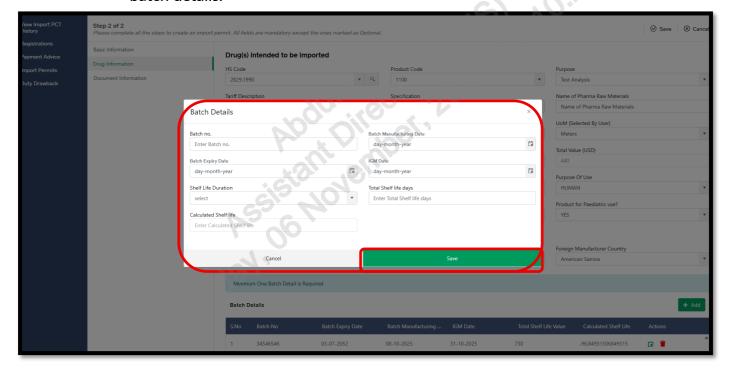


Figure 12

iii. Here User shall submit documents.

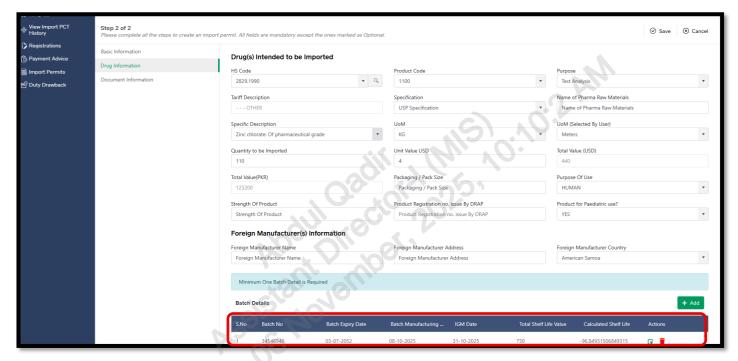


Figure 13

6.3.2 Required Documents

i. User shall attach DIL by clicking arrow under "Action" grid.

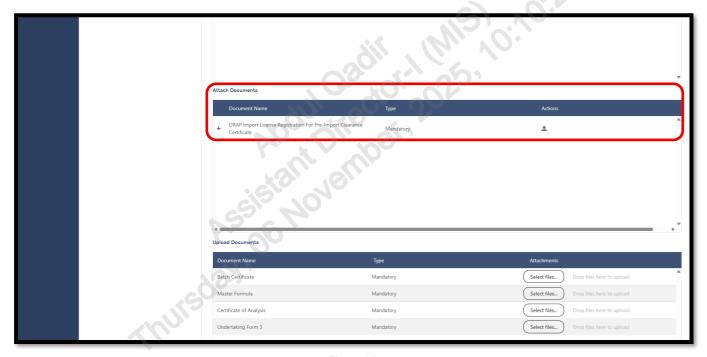


Figure 14

ii. A pop-up will appear; User shall select the DIL from the dropdown menu.

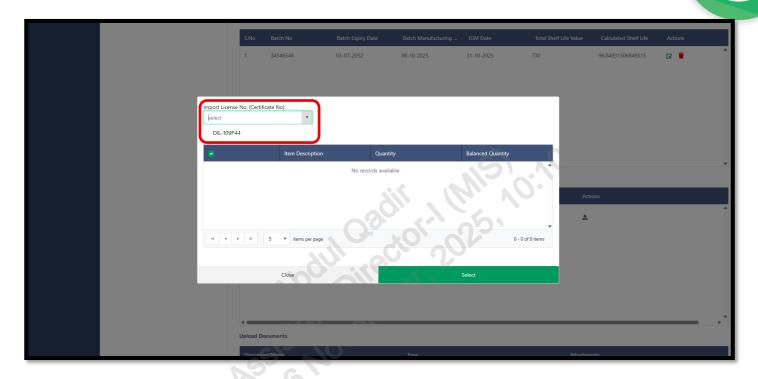


Figure 15

v. After selecting DIL from the dropdown menu, license details will be shown. User shall select the check box, and press the 'Select' button.

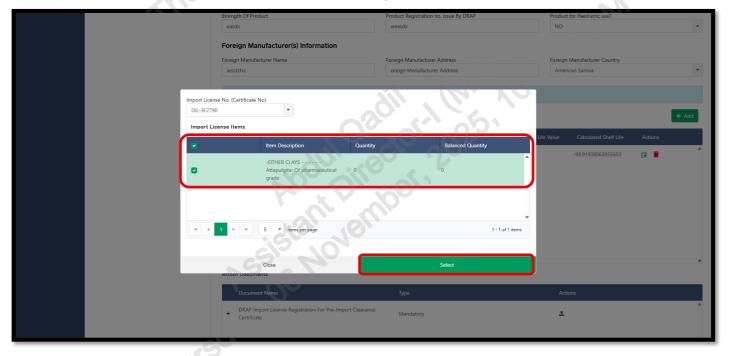


Figure 16

vi. DIL information will be attached and can be seen at document level. Here User shall upload the required documents as mentioned under 'Upload Document' grid.

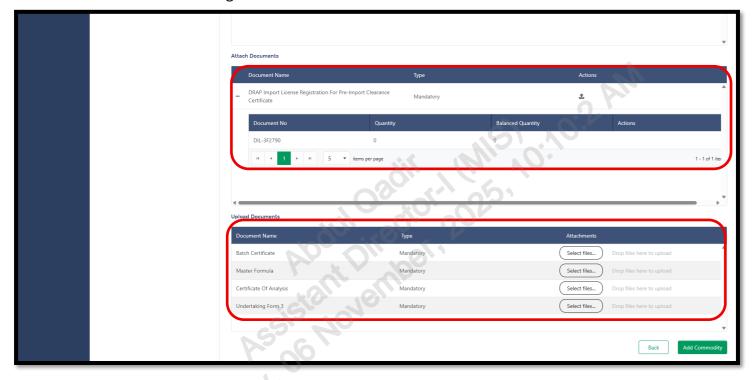


Figure 17

vii. Once the required documents are attached. User shall press 'Add Commodity' button.

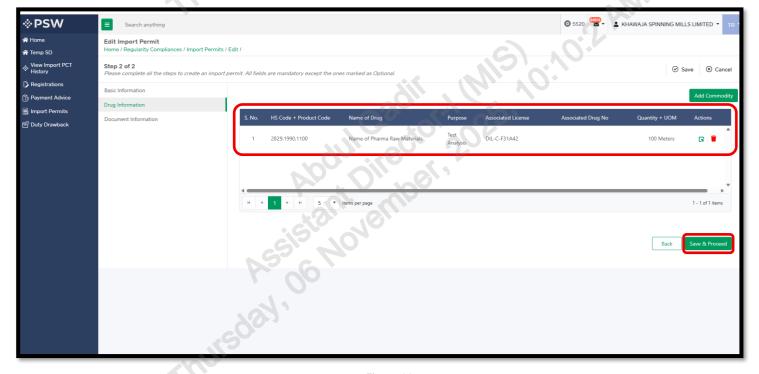


Figure 18

6.4 FINISHED DRUGS

6.4.1 Drug Information

i. For finished drugs, after entering basic information, User shall enter required information, also select purpose from the dropdown box.

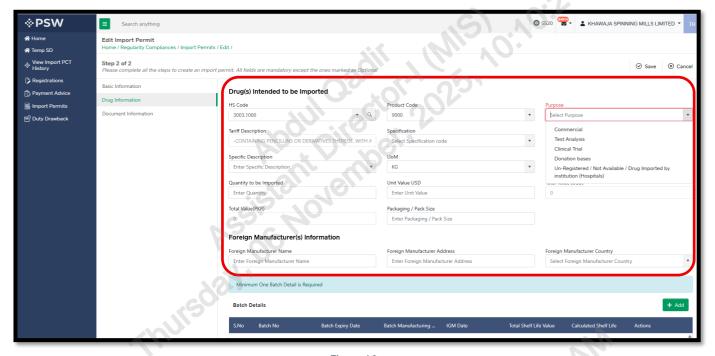


Figure 19

ii. User shall complete all relevant information, then click on '+Add' button.

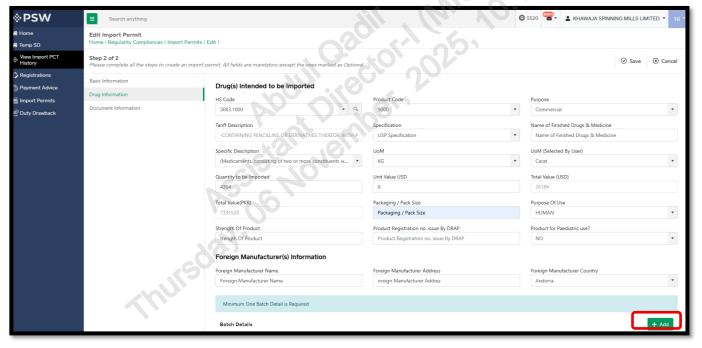


Figure 20

iii. A pop-up will appear where User shall enter batch details and click on 'Save' button.



Figure 21

iv. Batch details will be added. Incase of multiple batches, User shall repeat the same process.

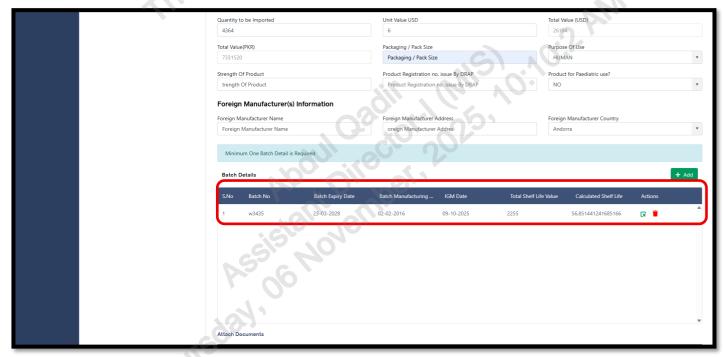


Figure 22

6.4.2 Required Documents

v. After adding the information, User shall attach mandatory document, by clicking on the upload button under action grid.



Figure 23

vi. User shall associate the Drug Sale License.

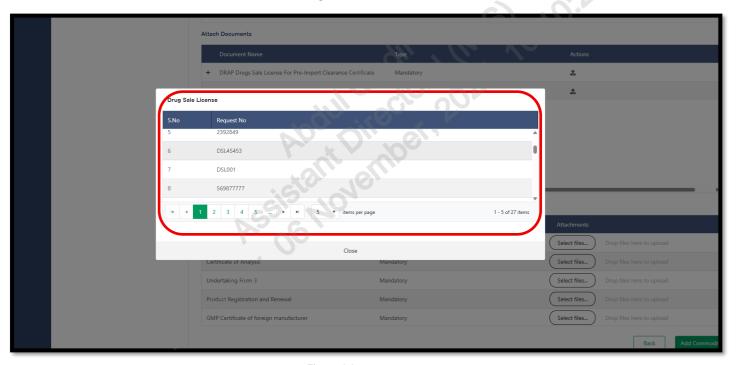


Figure 24

vii. User shall also attach Drug Registrations.

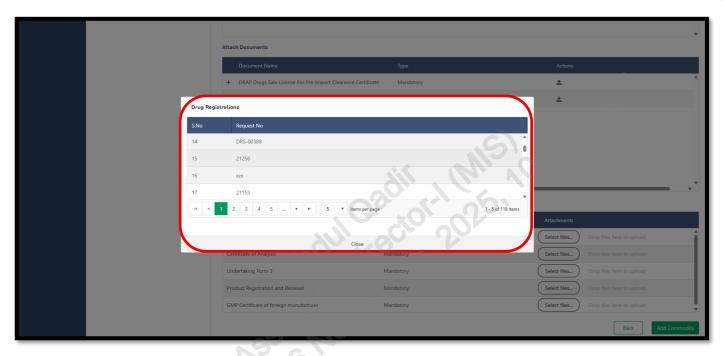


Figure 25

viii. Documents will be attached, User shall press 'Add Commodity' button to proceed further.

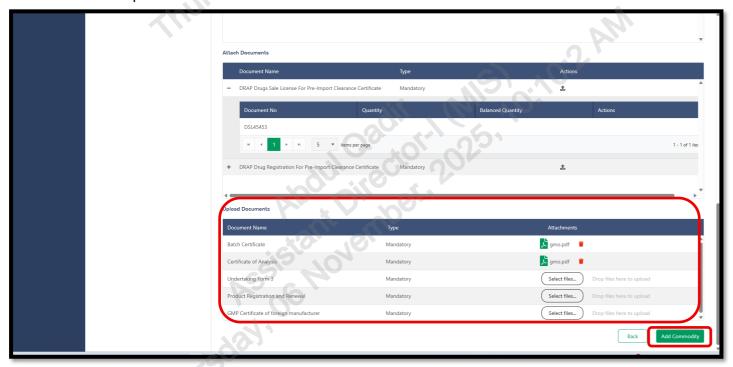
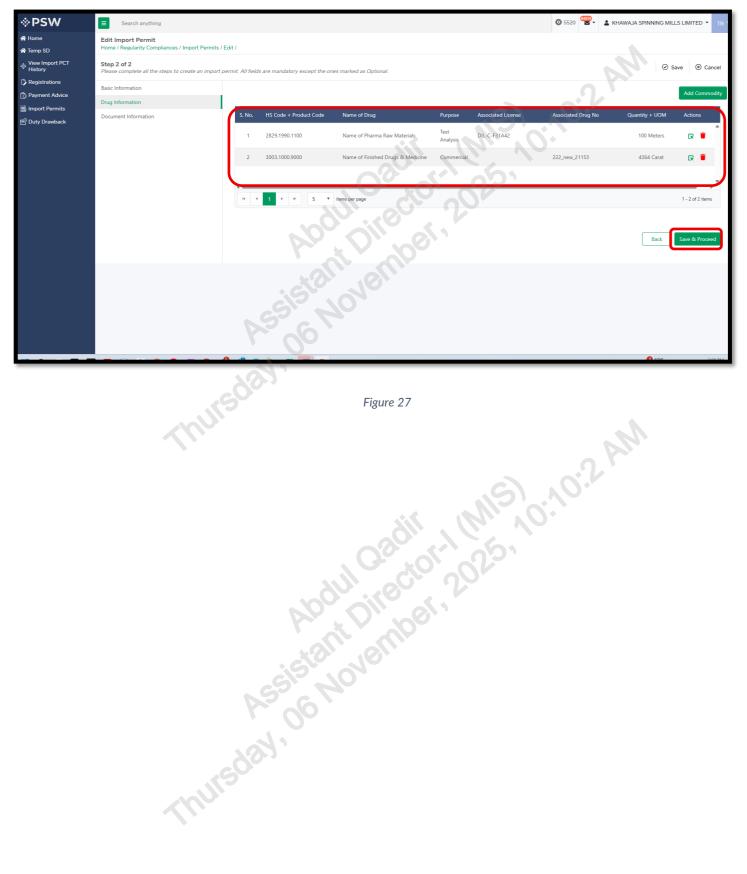


Figure 26

Once the commodities will be added, User shall press 'Save & Proceed' button to ix. proceed further.



6.5 CONTROLLED MEDICINES

6.5.1 View Quota

i. After login, User shall click on 'Registration' tab.



Figure 28

ii. User shall click on 'Control Drug Quota'.



Figure 29

iii. User shall be able to see the available quota through the list.

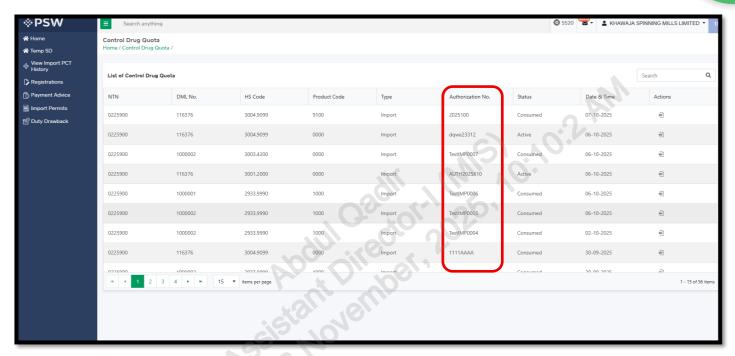


Figure 30

6.5.2 Create New Request

i. User shall go to dashboard and click on 'Import Permits' button.

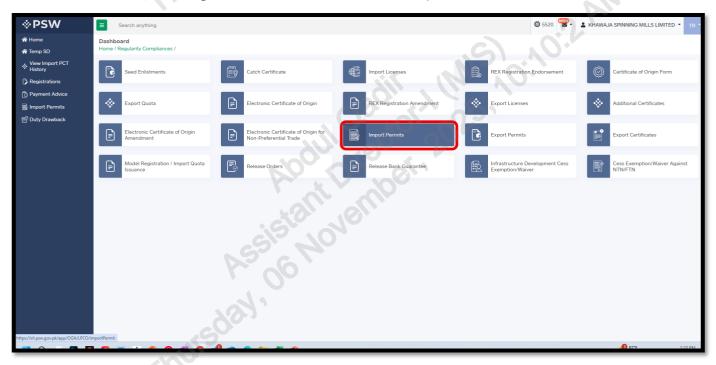


Figure 31

6.5.3 Basic Information

i. After clicking on Import Permits, User shall be directed 'Basic Information' page, here User shall add required information and press 'Save & Proceed' button.

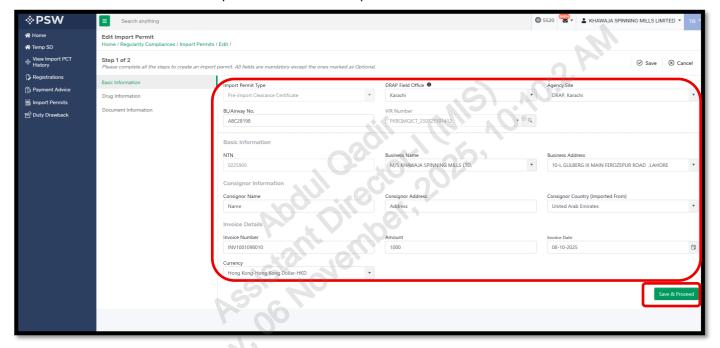


Figure 32

ii. After clicking on 'Save & Proceed' button, User shall be directed to 'Drug Information' page, here user shall click on 'Add Commodity' button.



Figure 33

iii. User shall add all required information.

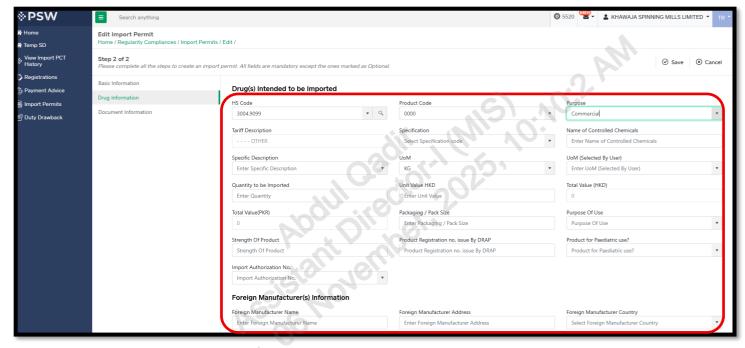


Figure 34

iv. User shall select Import Authorization No. from the dropdown menu.

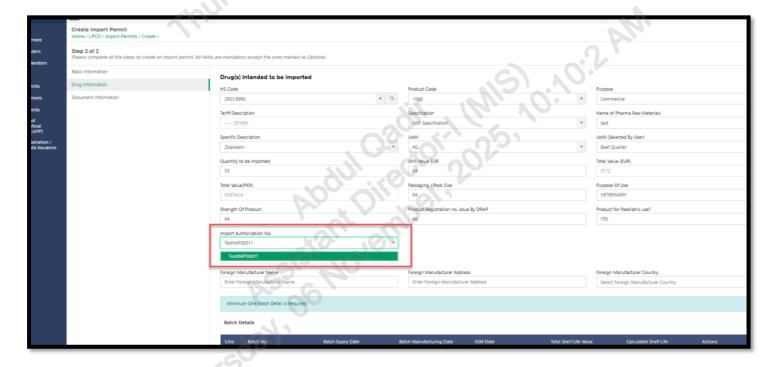


Figure 35

6.5.4 Required Documentation

i. After completing the basic information detail, User shall be directed to 'Document Information' page, here User shall upload required documents from dropdown list and press 'Submit' button.

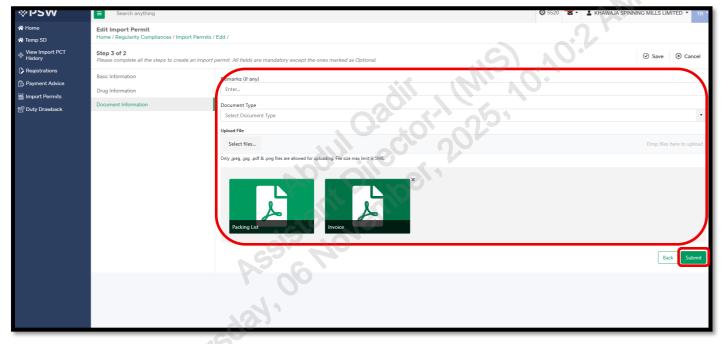


Figure 36

ii. A confirmation pop-up will appear, User shall give affirmation to the attached documents.

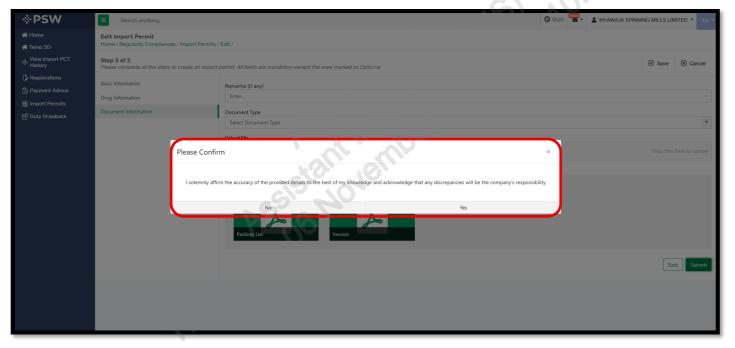


Figure 37

iii. Upon confirmation, 'Import permit successfully submitted' message will appear. Fee amount and PSID will be generated.



7. Payments

i. User will login and select 'UPS' from the dashboard.



Figure 39

ii. Upon clicking on the UPS option below screen will appear, the user will be able to search his request through PSID. User select the button under Action grid to view the payment screen.



Figure 40

- iii. A payment details screen will appear. Payment can be processed through two options.
 - ➤ ADC (Alternate delivery Channel) 1Link, banking app, online, ATM
 - > PD Account (Personal Deposit) PSW Deposit Account

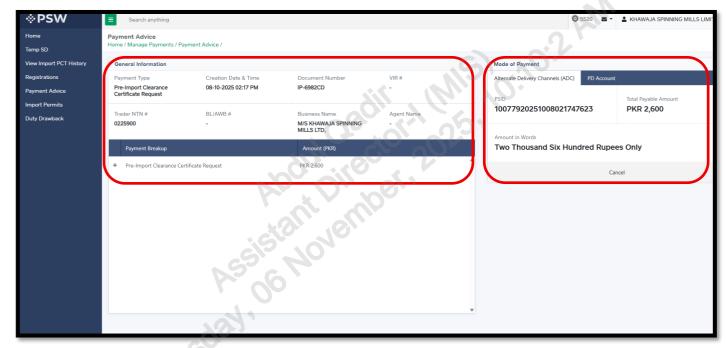


Figure 41

iv. Through PD account payment, User shall select PD account tab. Select the collectrare from the drop-down box, and press confirm payment button.

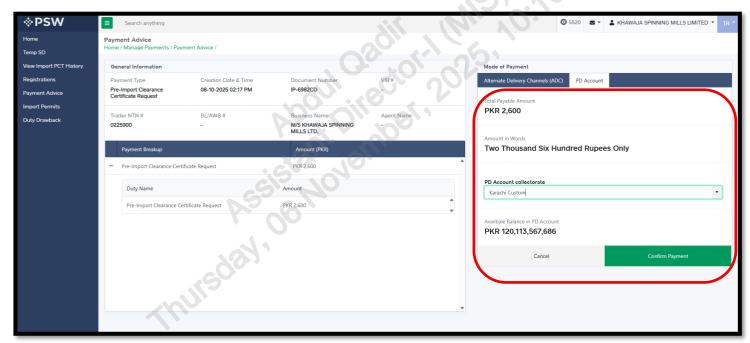


Figure 42

v. A confirmation pop-up will appear, User shall click on 'Confirm' button, in order to process the payment.

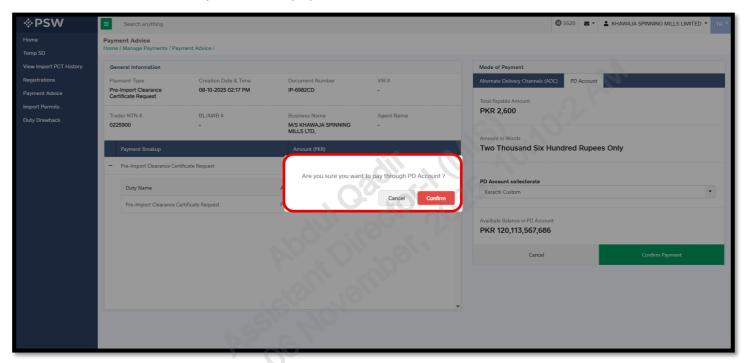


Figure 43

vi. Payment successful message will appear. Press 'ok' to complete the payment.

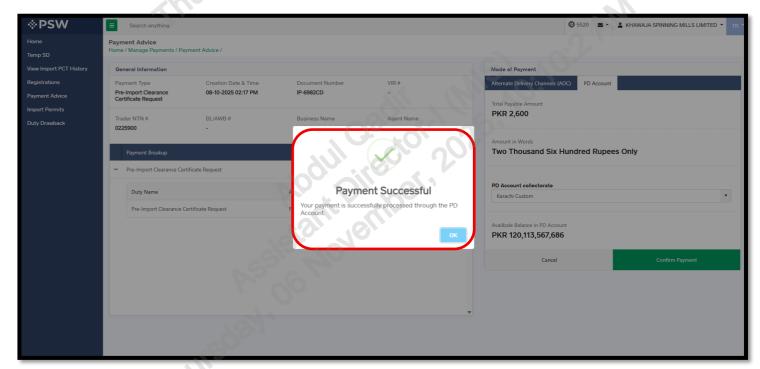


Figure 44

8. Certificate

i. Once the payment is completed, clearance certificate will be issued.



Government of Pakistan Ministry of National Health Services, Regulations & Coordination Drug Regulatory Authority of Pakistan 2nd Floor, USAID Building, No IV, Block B, SMCHS, Karachi ********



FINAL CLEARANCE CERTIFICATE

Computerized No: IP-F33C10

Date of Issue: 13-10-2025

This is to certify that the under mentioned items imported by EASTREN PRODUCTS (PRIVATE) LIMITED. Chak No 20/3R, Qazi Wala Road, Haroonabad, Bahawal Nagar Haroonabad Exported by Consignor NameConsignor Address by air / sea against their Invoice No 10077920251013114337180 dated 13-10-2025 is allowed to be used as tabulated below:

1 1	Of Drugs	f No. gs 1000006	Batch No. Quantity (Unit) 342532532 4364,0000 mg	(Unit) 4364.0000	13- 02-	Date 15- 03-	oreign Manufacturer	Authorization No.	Specification BP Specification	Product Registration Information			
										Registration No	Registration Date	Registered Product Name	Generic Composition
				2017		Nam oreign Manufacturer Address Andorra			DRUG- 000113	12-07-2024	Name	Composition	

approve

Conditions:

es, 1976 incl.

en required.
operations involved in consumption The consignment is cleared subject to the provisions of the Drugs Act, 1976 and the Drugs (Import & Export) Rules, 1976 including the

Thursday, of

The consignee shall be bound to keep updated record of the consumption of the drug/raw material.

The consignee shall provide complete record of consumption of the drug / raw material as and when required.

The consignee shall facilitate inspection of premises where drug/raw material are stored and operations involved in consumption of drug/raw material.

Figure 45

9 Associating Pre-Import NOC in Single Declaration

i. After click on 'Create Single Declaration', User will be directed to 'Commodity Information' tab. Here User shall enter relevant information.

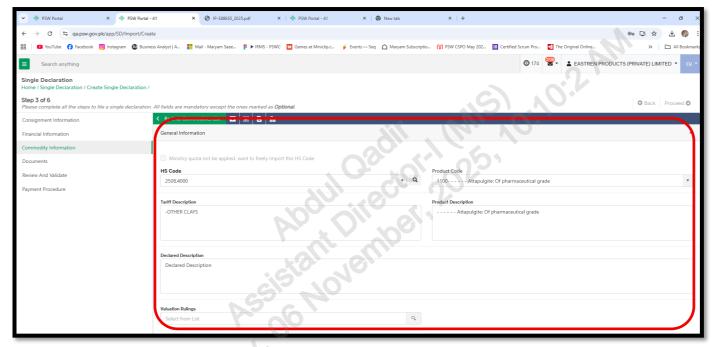


Figure 46

ii. After completing general information details, User shall provide supporting information.

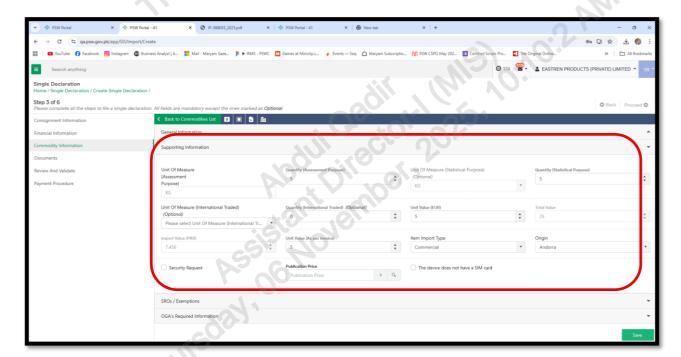


Figure 47

iii. After completing information details, User shall select OGA required information.

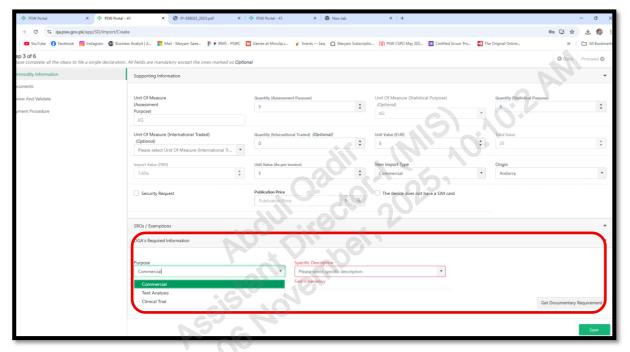


Figure 48

iv. After completing OGA information details, User shall attach 'Pre-Import Clearance Certificate'.

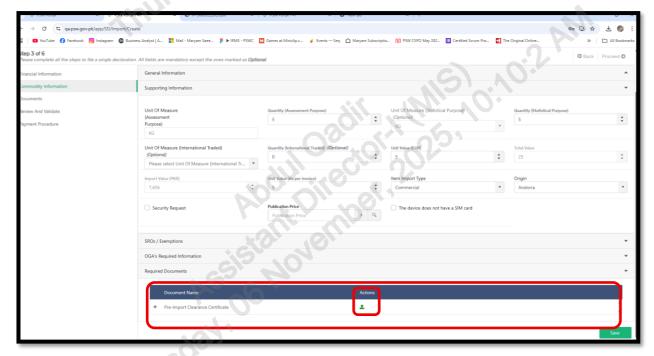


Figure 49

v. User shall attach 'Pre-Import Certificate'. User can also search for pre-import certificate through search option.

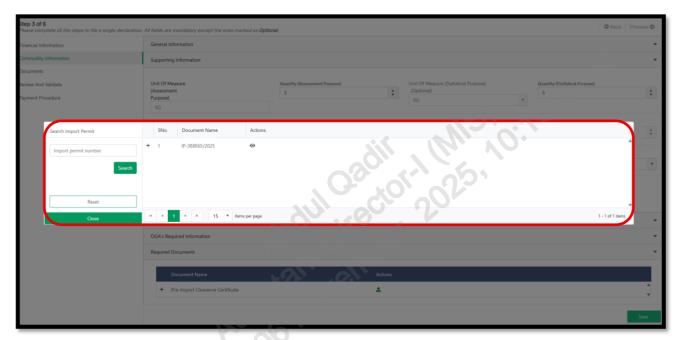


Figure 50

vi. User can expand and check the details by clicking '+' button.

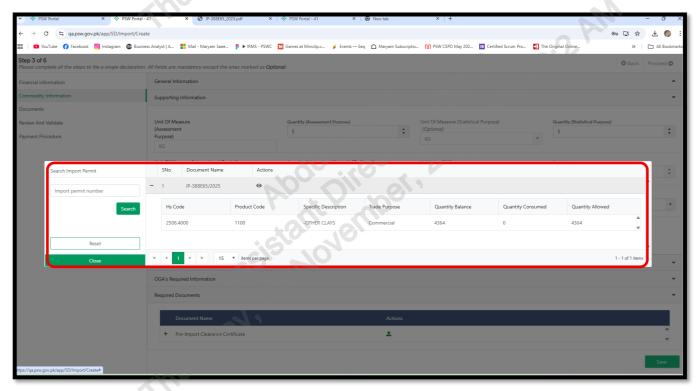


Figure 51

Pre-import clearance certificate will be attached. User shall click on 'Save' vii. button to proceed further.

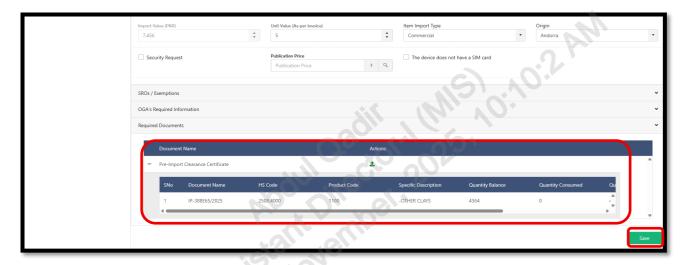


Figure 52

Pre-import clearance certificate will be attached. User shall click on 'Save' viii. button to proceed further.

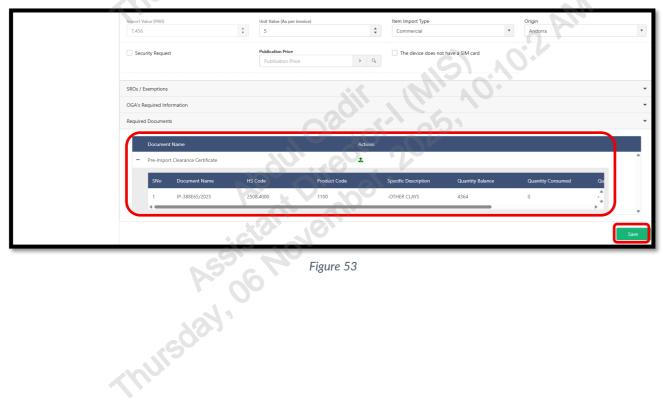


Figure 53

ix. After clicking 'Save' button' commodity information will be updated and will be seen in the list of commodities. User shall click on 'Proceed' button.

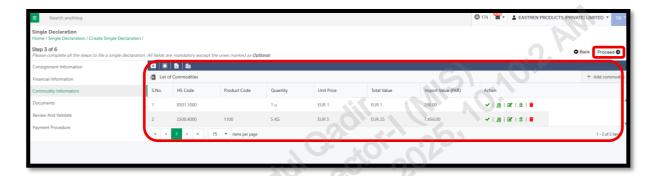


Figure 54

x. After clicking 'Save' button' commodity information will be updated and will be seen in the list of commodities. User shall click on 'Proceed' button.

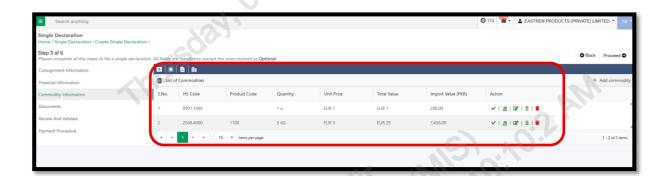


Figure 55

xi. After clicking on 'Proceed' button, User shall be directed to document level. User shall select the document from the drop-down menu to attach the relevant documents.

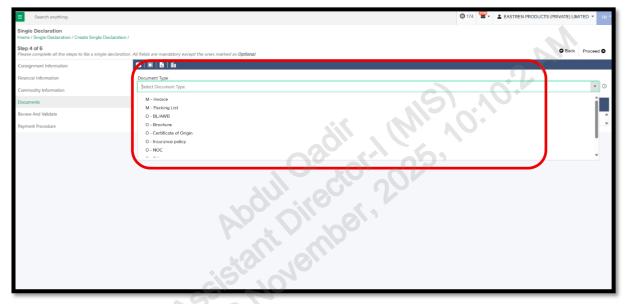


Figure 56

xii. User shall click on the attached documents by clicking arrow under Action grid.

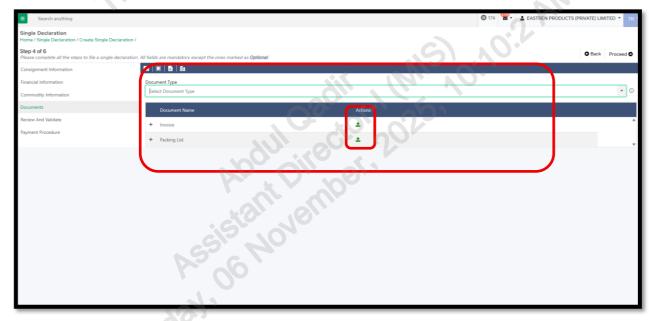


Figure 57

xiii. User will be directed to 'Review and Validate' page, User shall click on declaration and click on 'Validate' button.

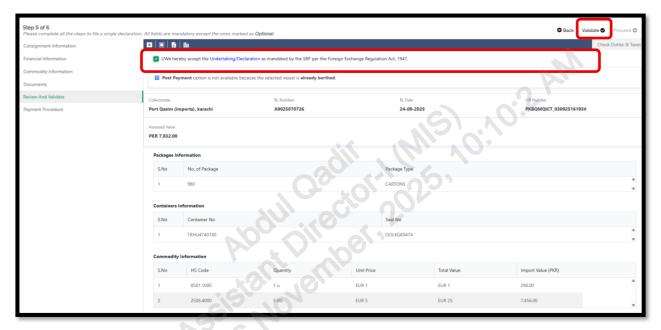


Figure 58

xiv. Upon clicking on validate button, User shall be directed to the payment procedure tab, here user shall get the breakup of the fee. User shall click on 'Save & Submit' button to proceed further.

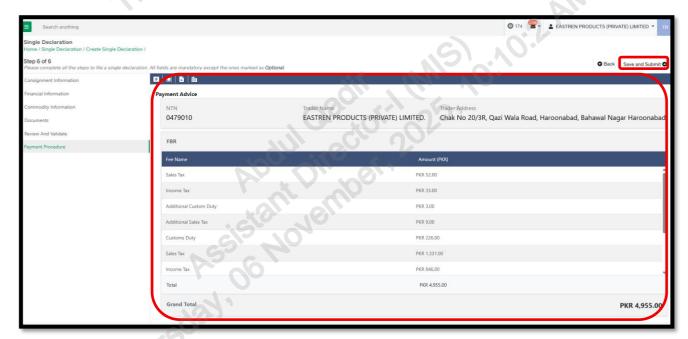


Figure 59

After clicking on save & submit button, User shall be directed to the XV. payment page.



10 Revert Request

i. Once the request has been reverted by the officer, a notification will pop up in the message box. User shall click on the reverted request.

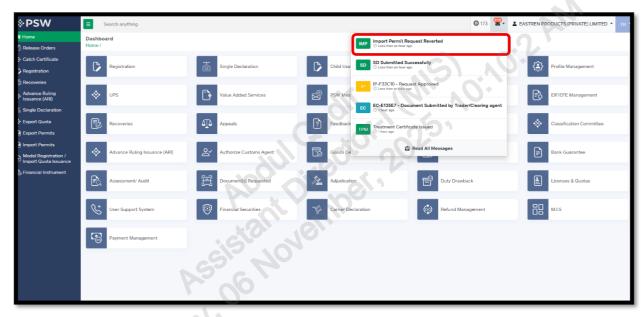


Figure 61

ii. Upon clicking on the message, User will be directed to the reverted request. Here User shall click on 'View Reverted Import Permit Request'.

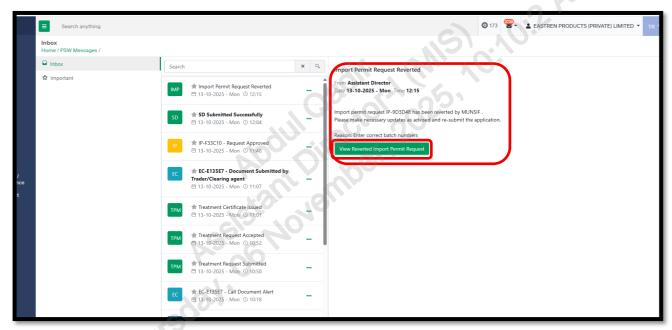


Figure 62

iii. User shall be directed to the In-queued page, where User shall find the request status 'Request Reverted'. User shall click on the 'edit' button under Action grid

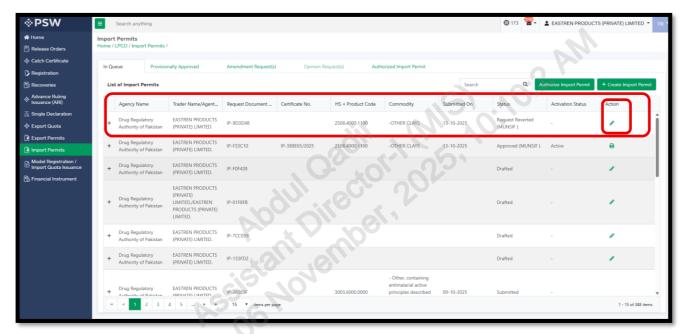


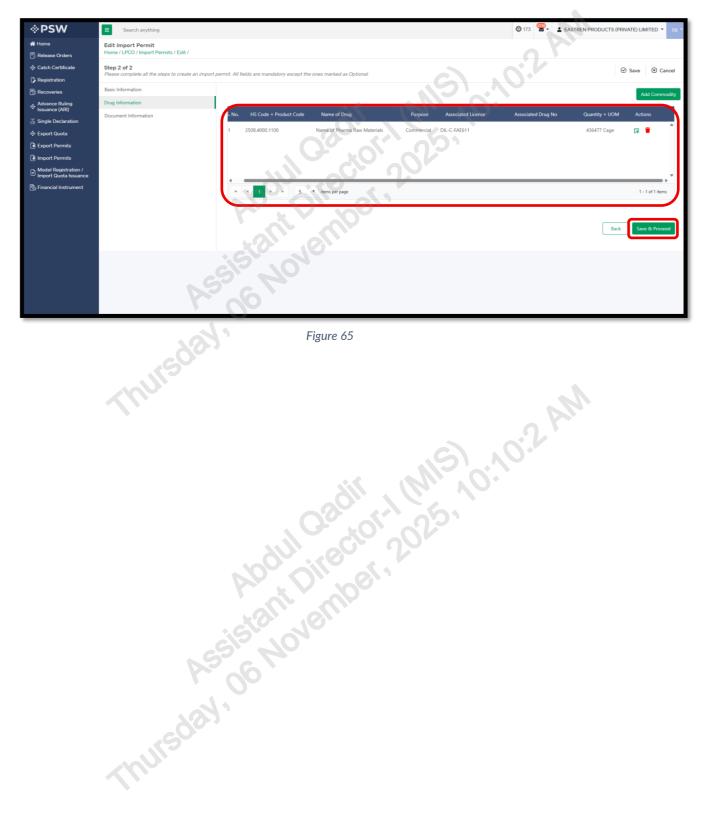
Figure 63

iv. User shall fill in the correct information required by the officer. Then press 'Save & Proceed' button.



Figure 64

if any item info needs to be updated, then delete the item, and add again i. with the correct details and submit the request again.



11. Contact Information

Thursday, Gadin Cadir (MIS) 0.10:2 AM
Assistant Director, 2025, 10:10:2 AM
Thursday, 6





+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk