



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL

DRAP - DRUG EXPORT LICENSE

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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 Drug Export License 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.

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 the 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 Drug Export License Request

- A complete solution for online filling and processing of applications.
- It caters to all the needs of DRAP related to processing the Drug Export License 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

- 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.

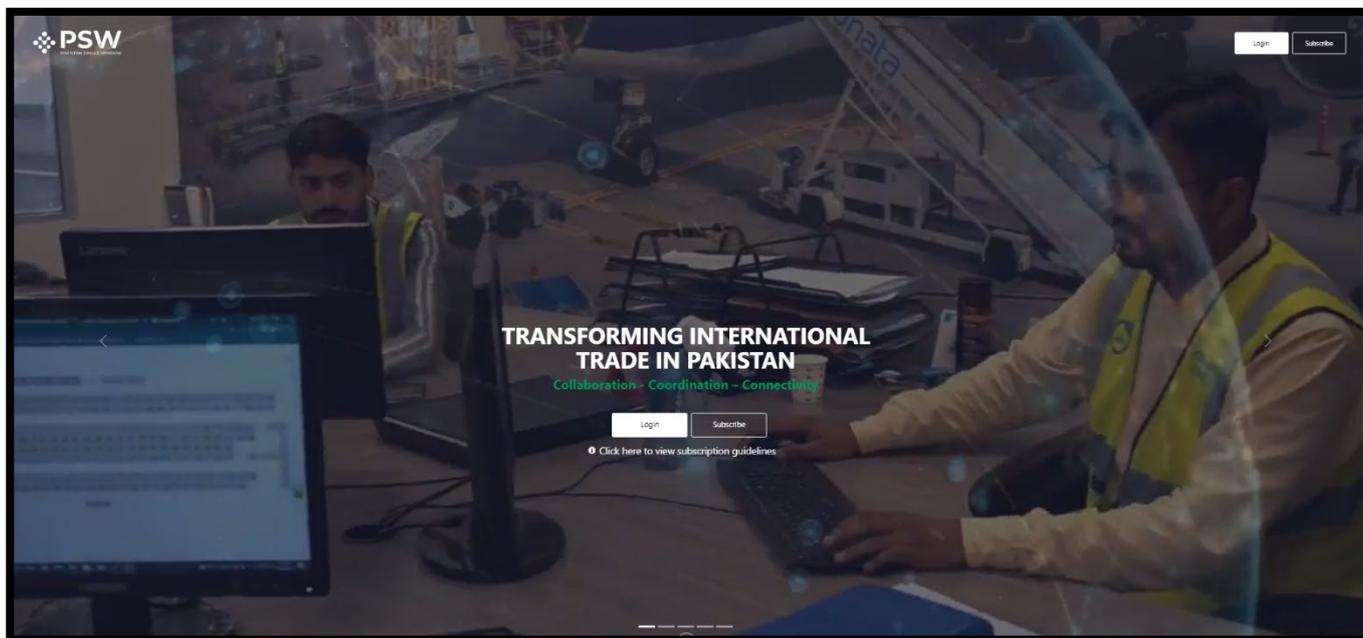


Figure 1

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

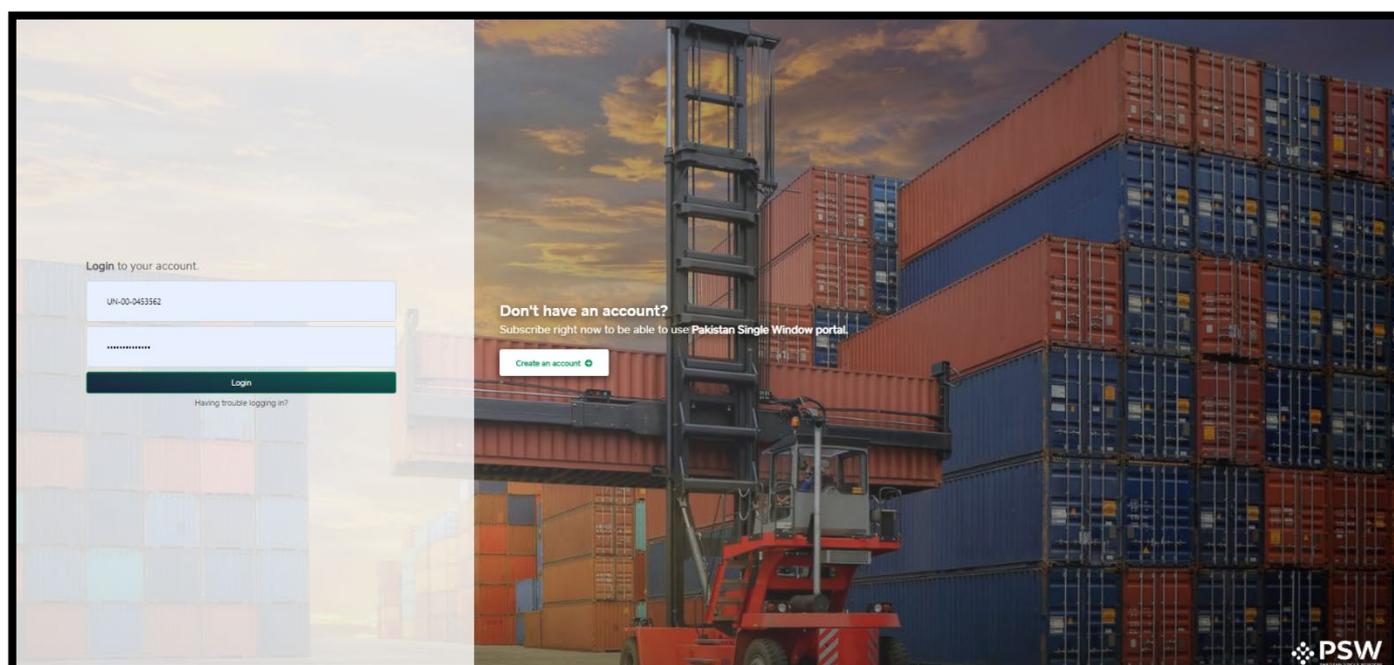


Figure 2

5.2 Export Permit Request

5.2.1 Create New Request

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

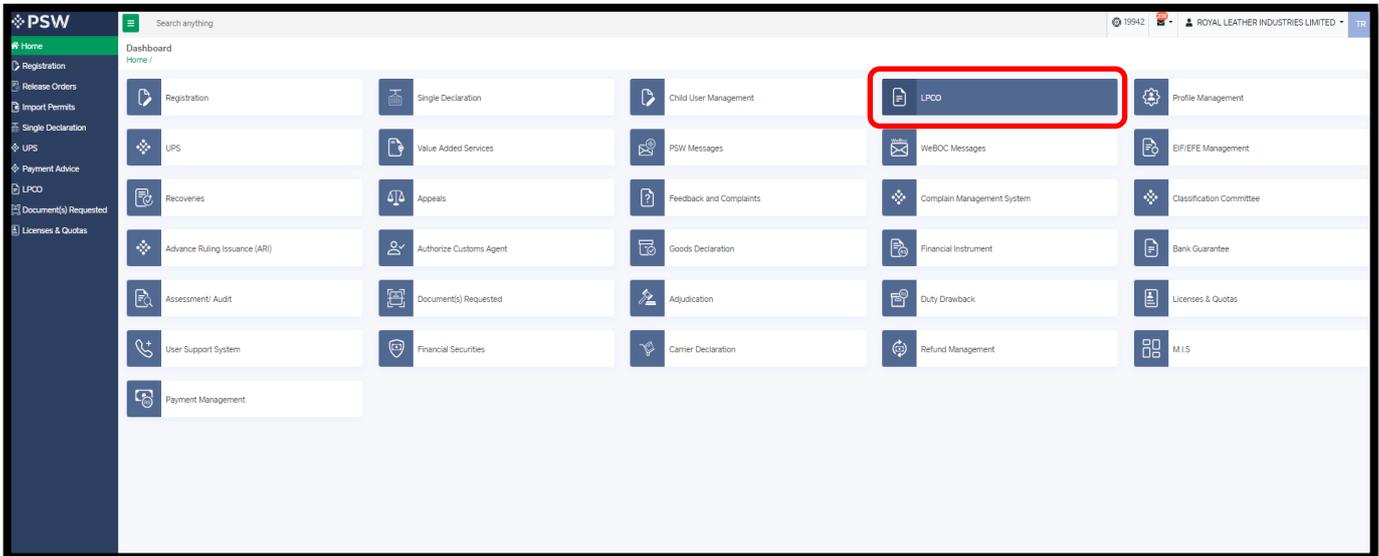


Figure 3

- ii. User shall click on 'Export Licenses' tab.

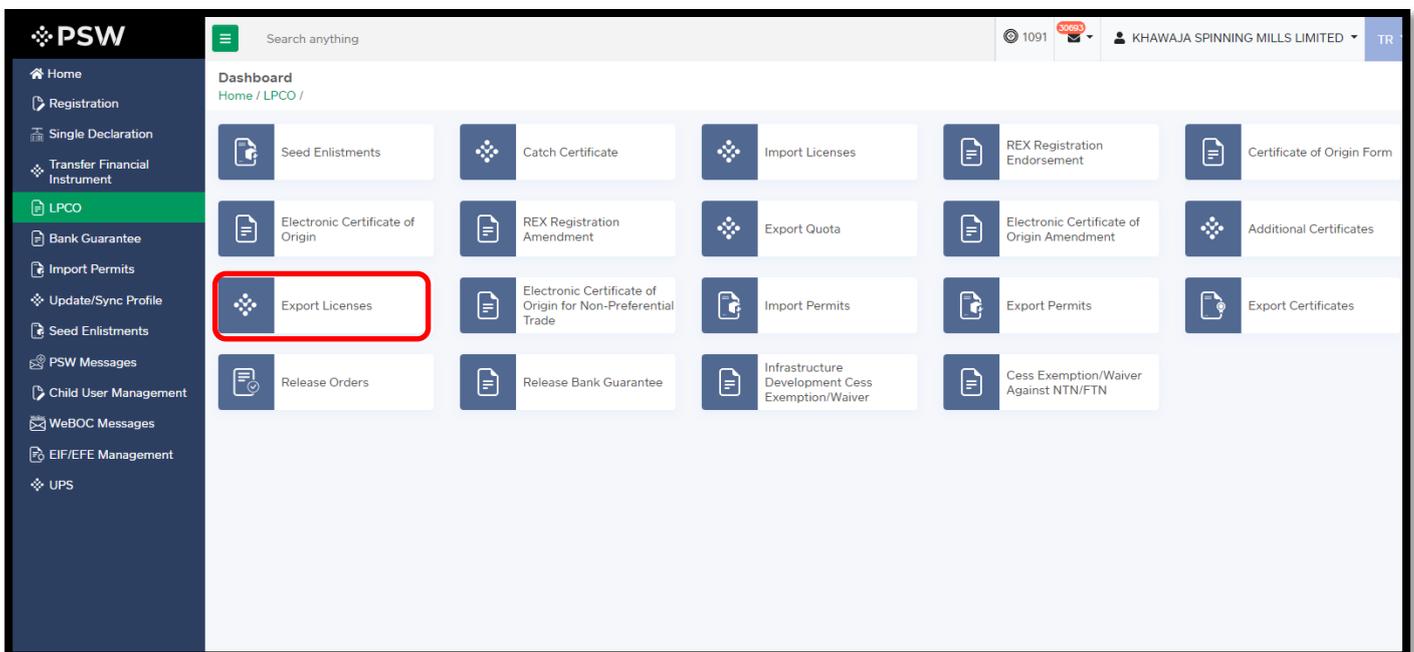


Figure 4

- iii. List of previous import license requests will appear; User shall click on 'Create Export License' tab.

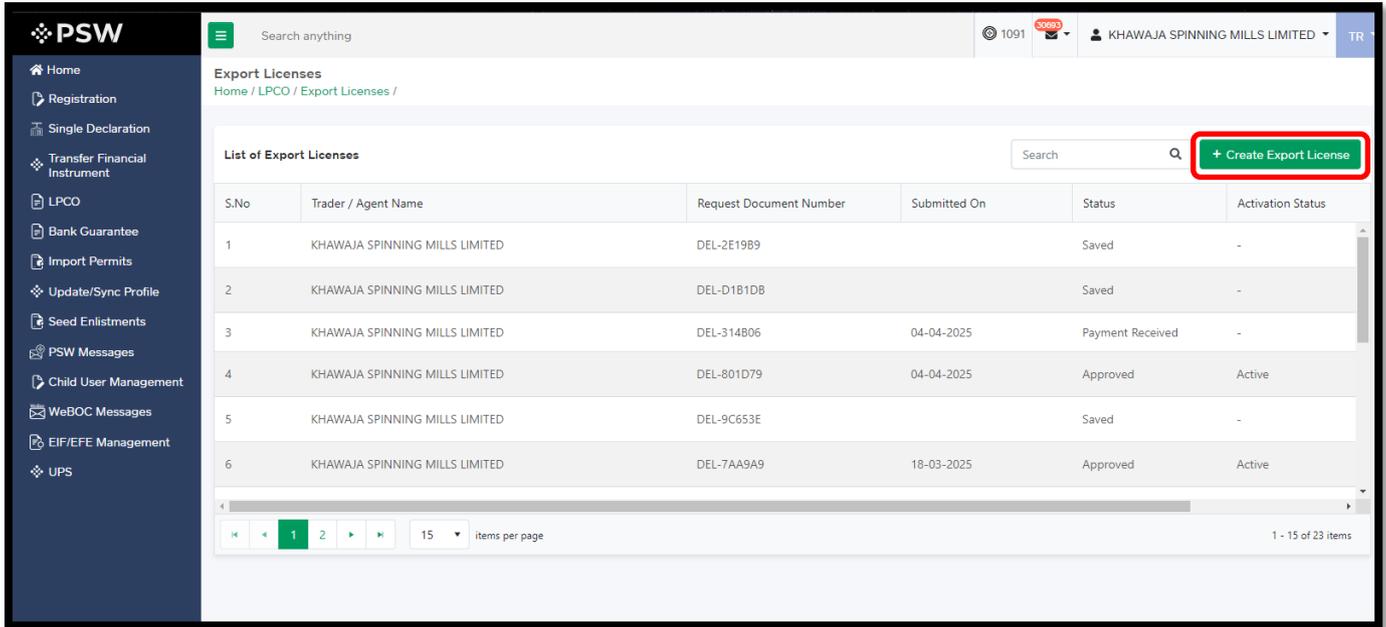


Figure 5

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

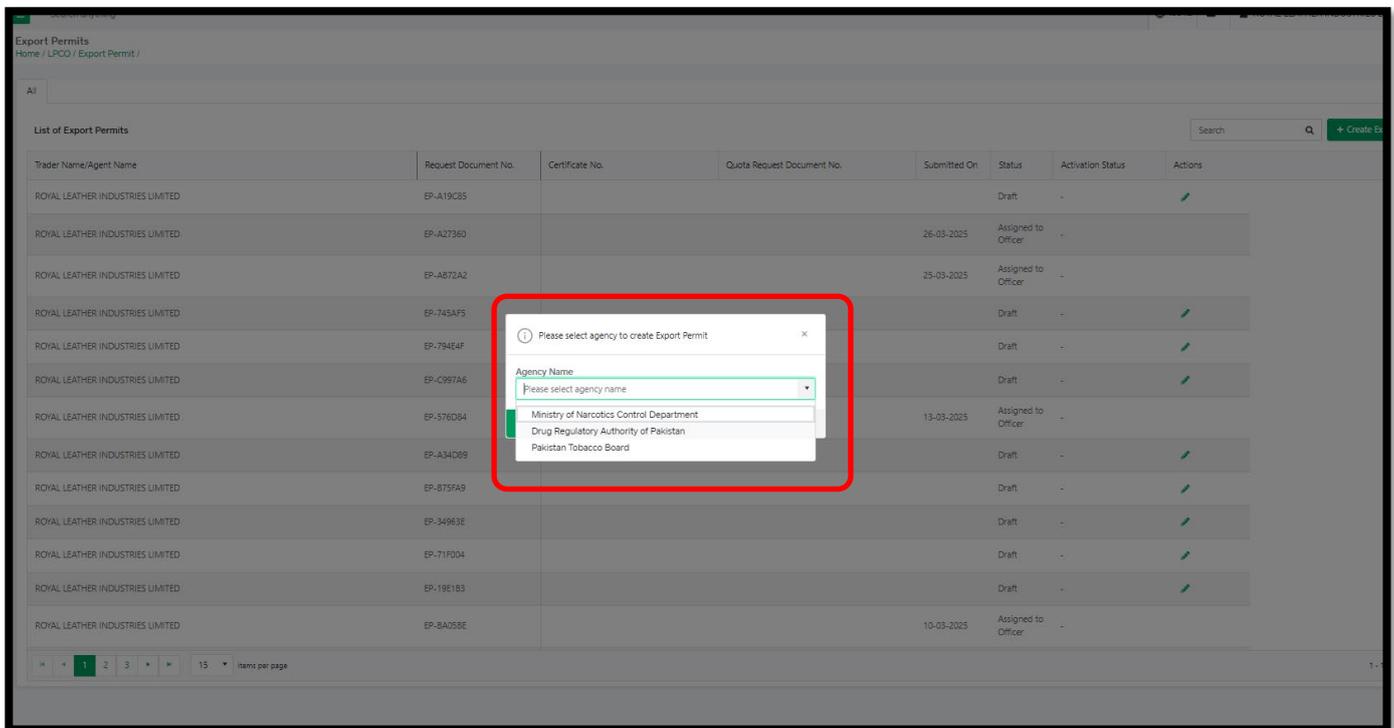


Figure 6



5.2.2 Basic Information

- i. After selecting an agency, a basic Information page will appear. User shall fill in required information.

PSW Search anything KHAWAJA SPINNING MILLS LIMITED

Create Export License
Home / LPOD / Export Licenses / Create /

Step 4 of 4
Please complete all the steps to create a new license.

Basic Information

License Type: Drug Export License DRAP Field Office: Lahore

Basic Information

NTN: 022900 Business Name: M/S KHAWAJA SPINNING MILLS LTD. Business Address: 10-L GULBERG III MAIN FERDOSPUR ROAD, LAHORE

Back Save & Proceed

Figure 7

- ii. Once all relevant information is given, press “Save & Proceed” button.

PSW Search anything KHAWAJA SPINNING MILLS LIMITED

Create Export License
Home / LPOD / Export Licenses / Create /

Step 4 of 4
Please complete all the steps to create a new license.

Basic Information

License Type: Drug Export License DRAP Field Office: Lahore

Basic Information

NTN: 022900 Business Name: M/S KHAWAJA SPINNING MILLS LTD. Business Address: 10-L GULBERG III MAIN FERDOSPUR ROAD, LAHORE

Back Save & Proceed

Figure 8

5.2.3 Commodity Information

- i. After clicking on “Save & proceed” button, Commodity Information page will appear. Here User shall provide relevant information.

PSW
Home / LPCD / Export Licenses / Create /
Step 2 of 4
Please complete all the steps to create a new license.
Cancel Save
Commodity Information - Raw Materials Intended to be Exported
DML No. 680002
HS Code Select HS code Product Code Select Product code Tariff Description Enter Tariff Description
Name of Drug (Raw Material) Name of Drug (Raw Material) Specification Select Specification code Specific Description Select Specific Description
Add Drug Information

Figure 9

- ii. After providing relevant information, User shall press “Add Drug Information” button to add commodity. User will be able to add multiple commodities, then press “Save & Proceed” button.

License (s)
Home / LPCD / License / Create Export License
Step 2 of 4
Please complete all the steps to create a new license.
Cancel Save & Continue
Commodity Information - Raw material(s) intended to be Exported
DML No. 34234
HS Code 2929.1100 Product Code 1000 Tariff Description Polyethylene glycol. Of pharmaceutical grade
Name of Drug (Raw Material) Morphine Specifications USP Specification Specific Description molecule
Add Drug Information
S.No. HS Code + Prod Code Tariff Description Name of Drug Specifications Specific Description Actions
1 7849.4444.2332 Paracetamol Paracetamol USP Specification Molecule
2 7849.4444.2332 Paracetamol Paracetamol USP Specification Molecule
3 7849.4444.334 Paracetamol Paracetamol USP Specification Molecule
Back Save & Proceed

Figure 10

5.2.4 Certificate Information

- iii. After clicking on “Save & Submit” button, Certificate Information page will appear. User shall select the category of certificate from the dropdown menu. After providing relevant information and attach the certificate and press “Add certificate Information” button.

PSW

Search anything

1091 KHAWAJA SPINNING MILLS LIMITED

Create Export License
Home / LPOD / Export Licenses / Create /

Step 3 of 4
Please complete all the steps to create a new license.

Basic Information

Commodity Information

Certificate Information

Required Documents

Certificate Category: Approved Pathway

Name of Drug: Diansabol

Certificate No: 00930

Valid From Date: 01-04-2025

Valid To Date: 14-03-2025

Upload File

Select files...

Drop files here to upload

Only .jpeg, .jpg, .pdf & .png files are allowed for uploading. File size max limit is 5MB.

Certificate

Add Certificate Information

Figure 11

- iv. User can add multiple certificates by selecting desired category from the dropdown menu from the certificate category, then press “Save & Proceed” to proceed further.

PSW

Search anything

1091 KHAWAJA SPINNING MILLS LIMITED

Create Export License
Home / LPOD / Export Licenses / Create /

Step 3 of 4
Please complete all the steps to create a new license.

Basic Information

Commodity Information

Certificate Information

Required Documents

Certificate Category: Approved Pathway

Name of Drug: Diansabol

Certificate No: 00930

Valid From Date: 01-04-2025

Valid To Date: 14-03-2025

Upload File

Select files...

Drop files here to upload

Only .jpeg, .jpg, .pdf & .png files are allowed for uploading. File size max limit is 5MB.

Certificate

Add Certificate Information

S.No	Name of Drug	Certificate Category	Certificate No	Validity from	Validity To	Actions
1	Diansabol	Raw Material Approval letter	1212	08-04-2025	29-07-2025	✖

Back Save & Proceed

Figure 12



5.2.5 Required Documents

- i. After press “Save & Proceed” button, Required Documents page will appear. User shall upload all required documents from the dropdown menu.

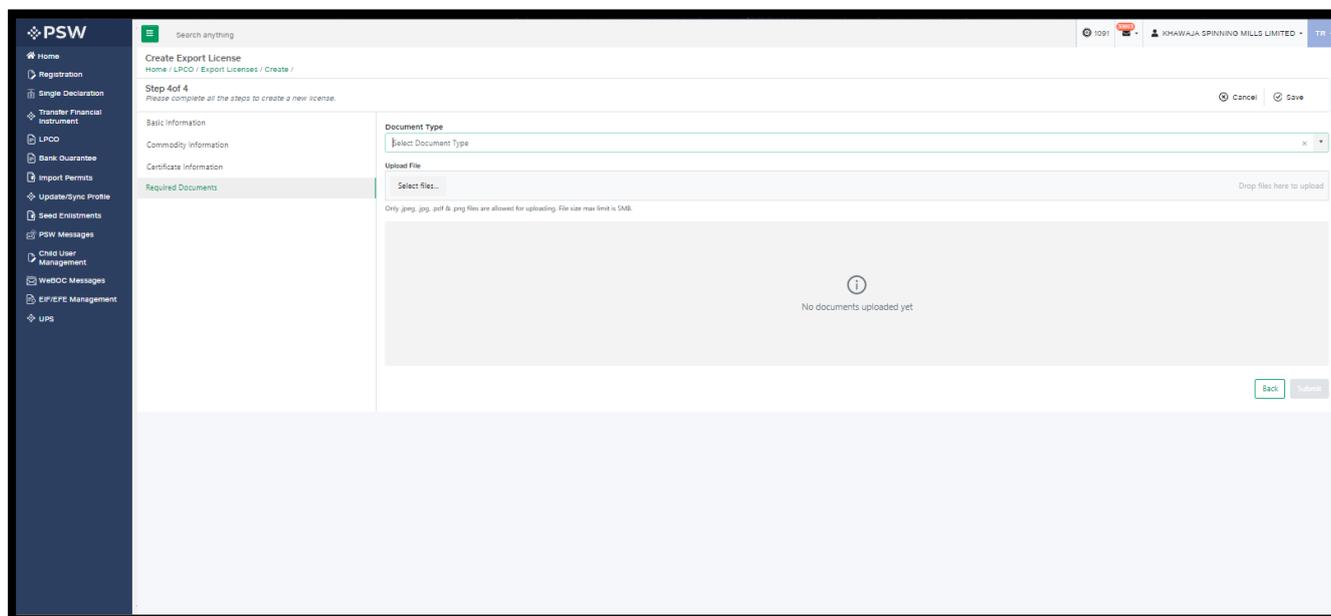


Figure 15

- ii. User shall attach all documents mentioned in the dropdown menu and click on “Submit” button.

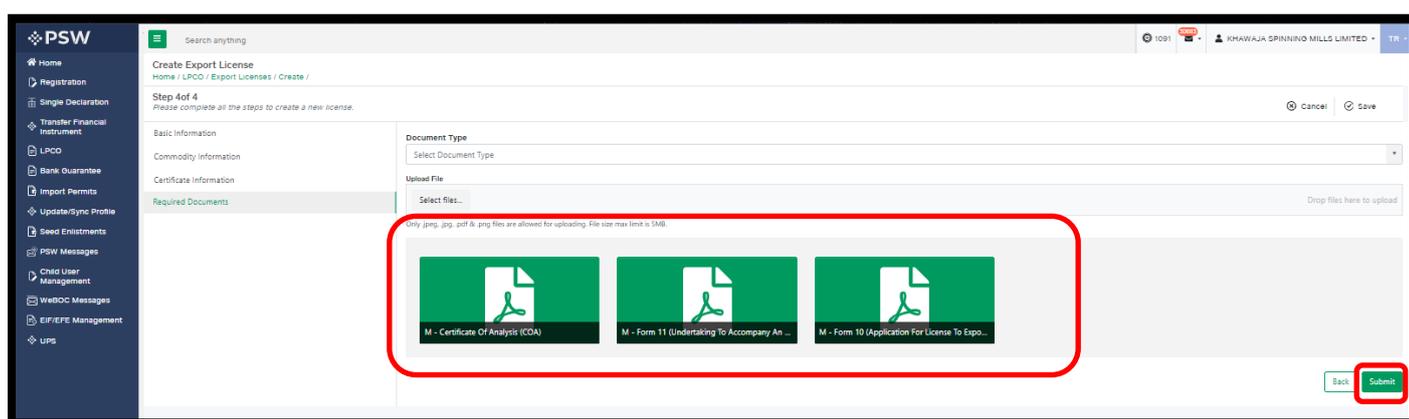


Figure 16



- iii. Upon click on “Submit” button, a declaration will appear. User shall press “Confirm” button to proceed further.

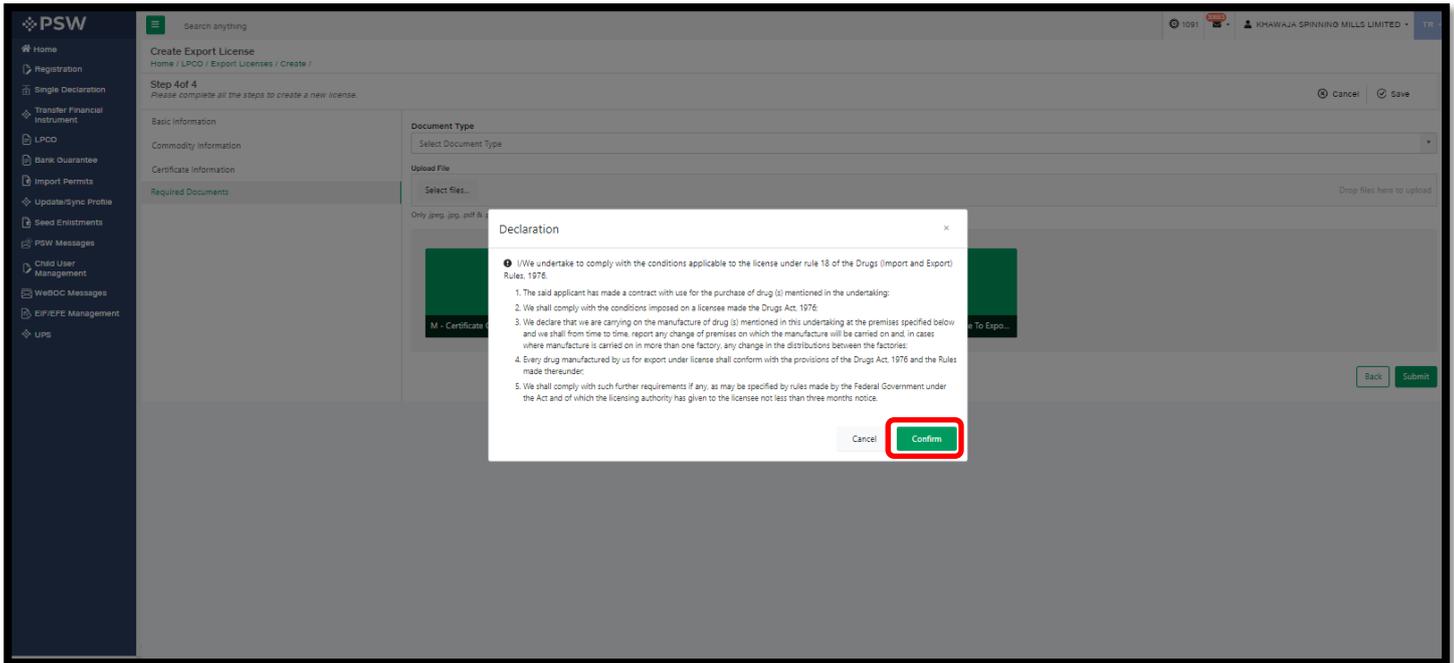


Figure 17

- iv. A request confirmation screen will appear, mentioning request has been submitted and PSID will be generated along with license fee.

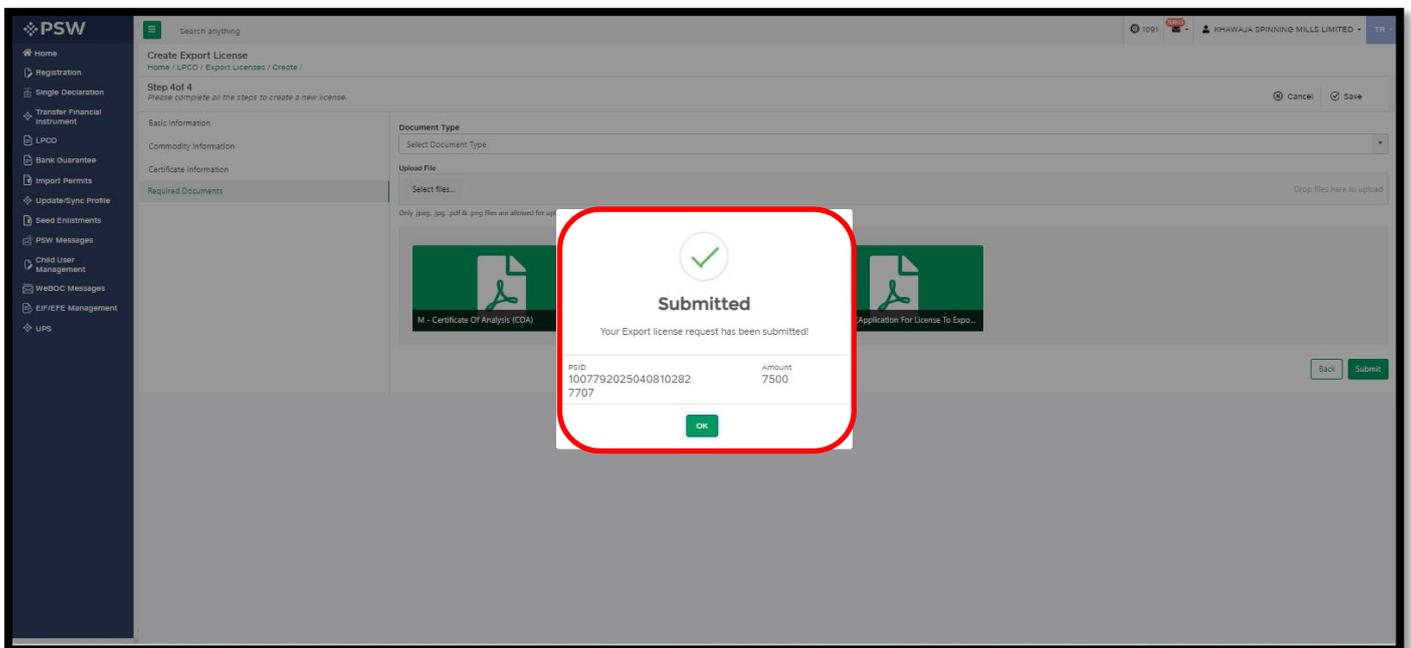


Figure 18

6. Payments

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

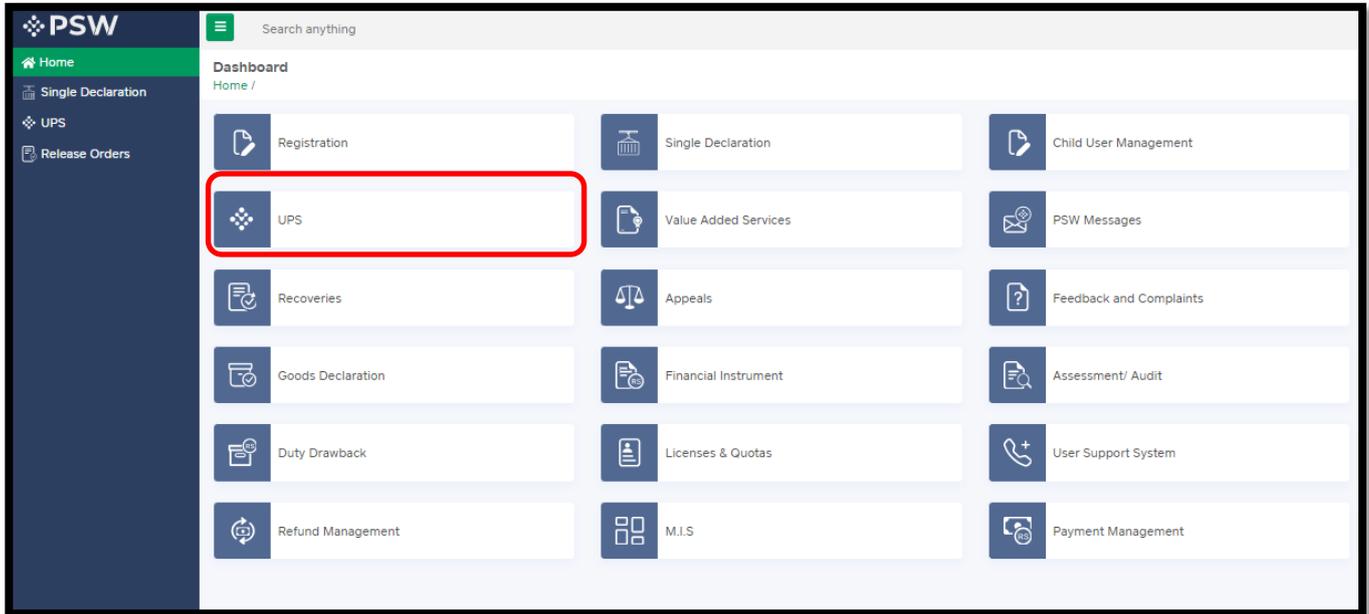


Figure 19

- 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.

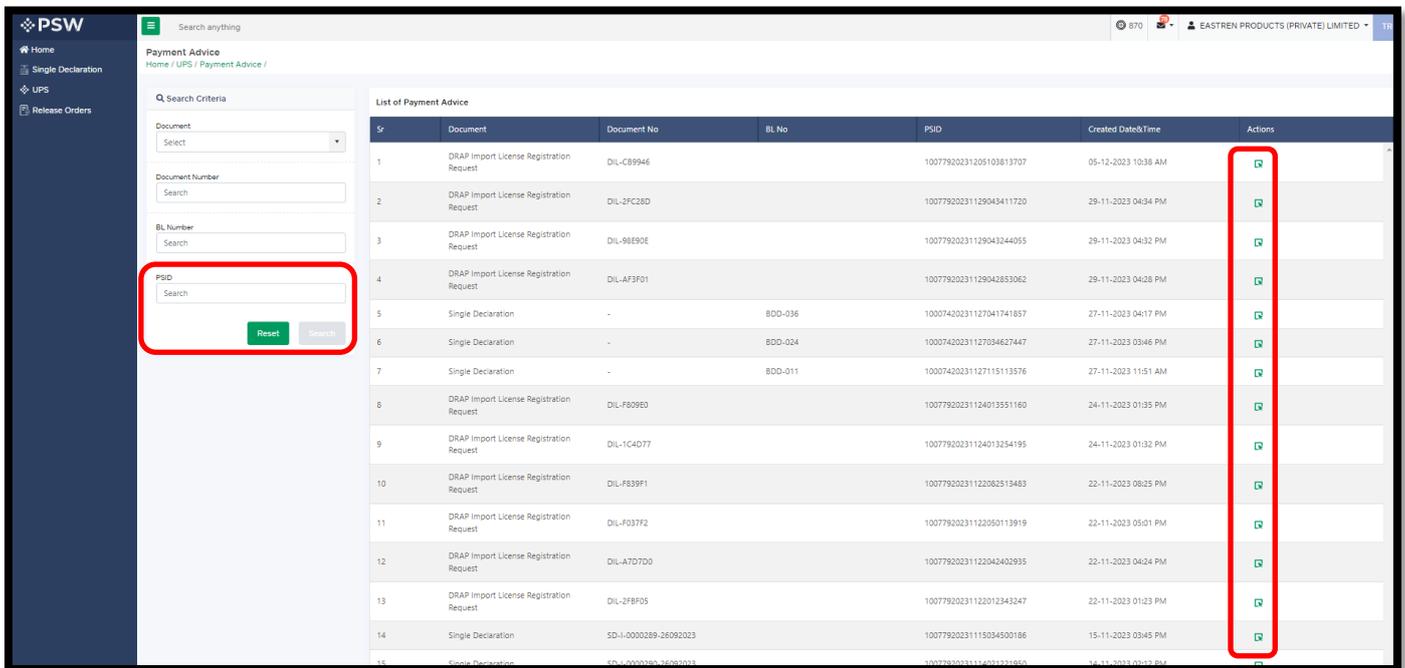


Figure 20



- 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

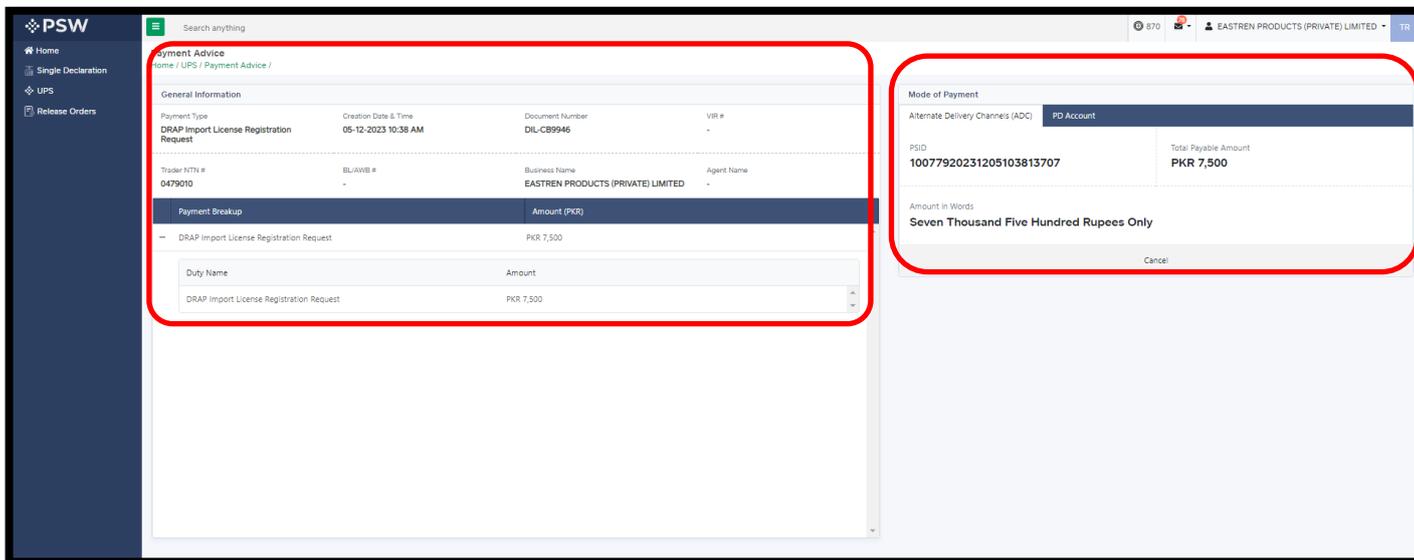


Figure 21

- iv. Once the payment has been made, the request status will be changed to 'Assigned to Officer'.

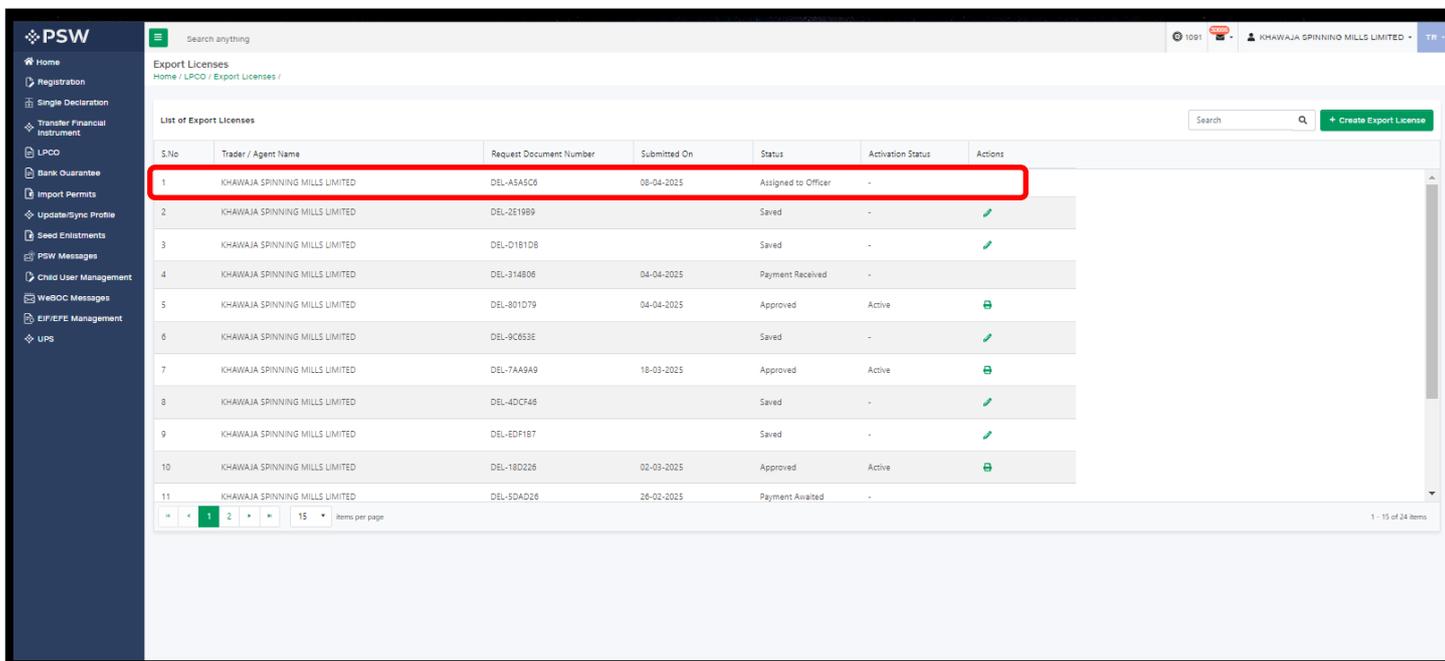


Figure 22

- v. Once the request is approved, status will show as 'Approved'. The user can download the certificate by clicking on the printer icon under the Action grid.

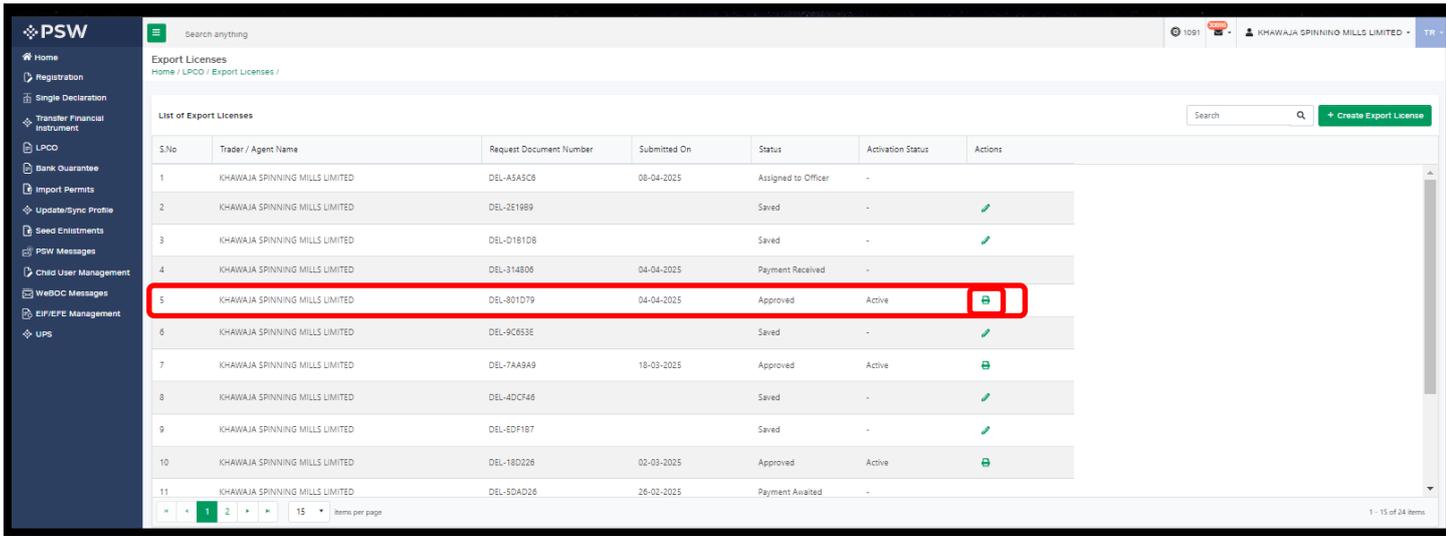


Figure 23

- vi. The user will have a view of the certificate, with a QR code.

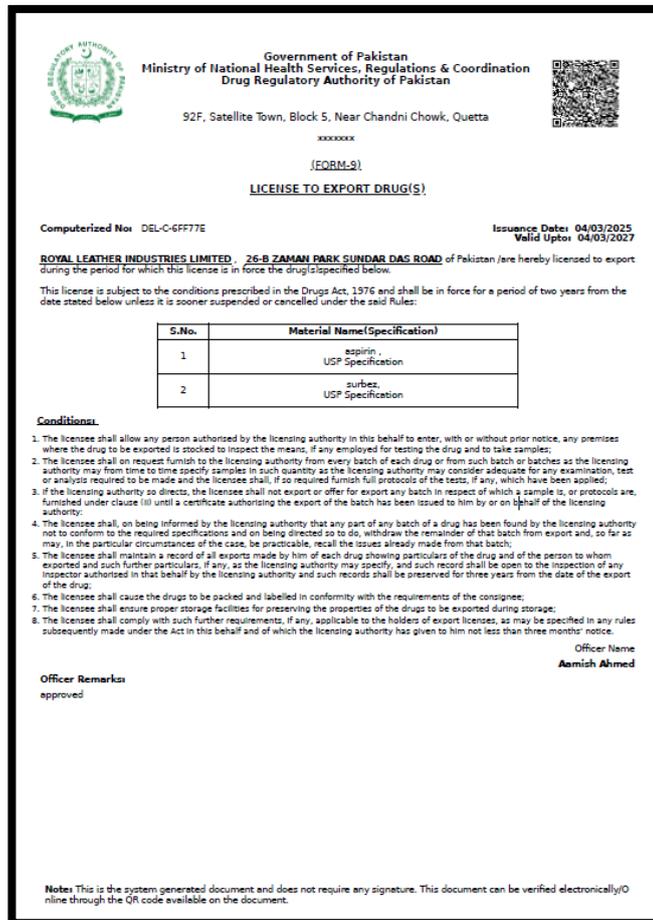


Figure 24



7. 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