

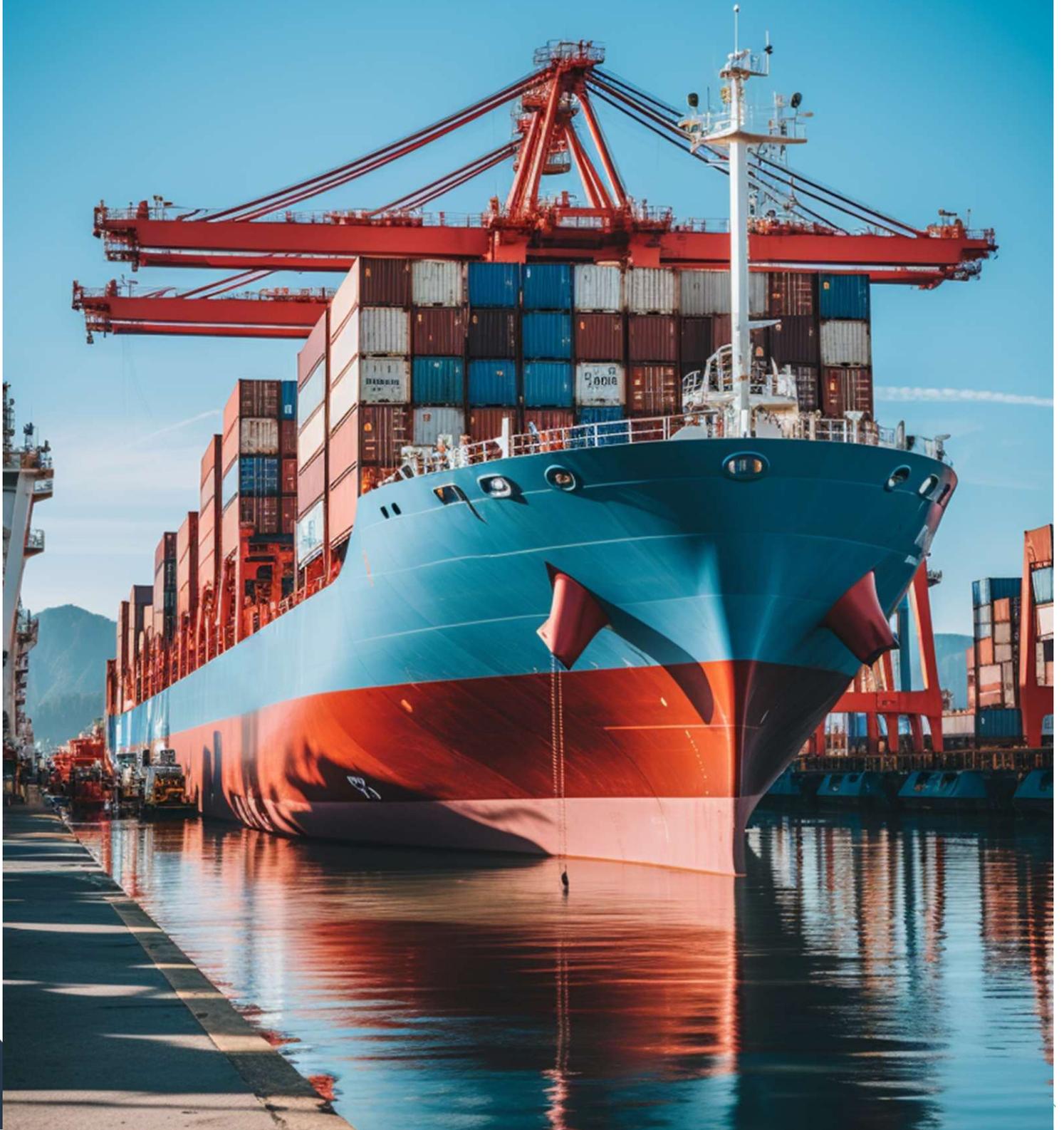
# SWIFT Unified Dashboard

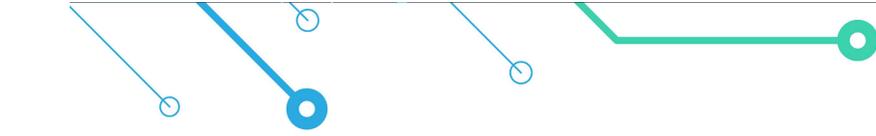
Transforming Cross-Border Trade  
through Digital Integration



# Single Window Interface for Facilitating Trade (SWIFT)

SWIFT Solution for Global Trade Efficiency





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# Executive Summary

01

The SWIFT solution marks a major step in transforming cross-border trade compliance. By enabling a unified digital entry point for all regulatory submissions, the platform simplifies processes for traders, while strengthening inter-agency co-ordination. The solution reduces duplication, accelerates clearance timelines and improves transparency across the trade ecosystem.

This initiative aligns with global best practices and the WTO Trade Facilitation Agreement, creating a modern, efficient, and secure environment for import, export, and transit operations.

With SWIFT, India delivers a true single touch point for trade users. This enhances the ease of doing business, accelerating clearances, and empowering **Viksit Bharat @2047**



**SWIFT** is a mega IT initiative designed to digitize and integrate every aspect of the EXIM supply chain, aligning with the national mission of **ViksitBharat@2047**



### VISION

The SWIFT solution represents a paradigm shift in cross-border trade facilitation. Our vision is to create a seamless, efficient and transparent environment where traders can interact with all regulatory agencies through a **unified digital platform, eliminating redundancies** and dramatically **reducing transaction costs**.

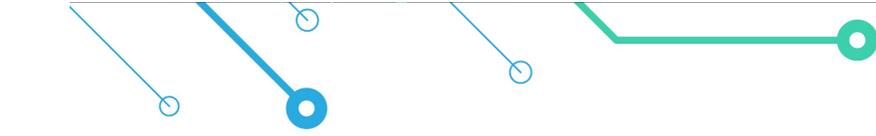
A single, simple interface where traders submit import, export and transit information once and receive coordinated decisions from all participating authorities.



### PURPOSE

This initiative establishes a comprehensive Single Window environment:

- **Supports one-time submission** of regulatory data.
- **Makes border compliance simpler** by reducing repeated forms and repeated data entry.
- **Improves coordination between agencies** so decisions are faster and consistent.
- **Provides clear status tracking** and timely notifications in one place.
- **Supports better risk management** and enforcement through shared Information.
- **Enhances transparency** and predictability.
- **Reduces clearance times** and costs.



# Introduction and Background

Cross-border trade is a critical driver of economic growth, and efficient customs clearance processes are essential to supporting international supply chains. Recognizing this, the Government of India has progressively digitized customs operations, culminating in the launch of the Single Window Interface for Trade (SWIFT) in April 2016.

With the implementation of Single Window Interface for Trade (SWIFT) in April 2016, India joined many countries in the Asia Pacific that have implemented a Single Window for customs processes. The electronic system for the EXIM process is an important tool to manage cross-border trade. This has provided traders with a single access point to interact with the government and Partner Government Agencies (PGAs) to exchange documents and information.

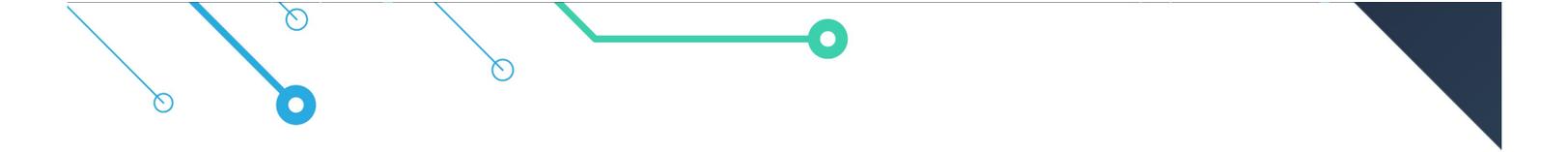
India has been actively enhancing trade facilitation through the onboarding of Participating Government Agencies (PGAs) under the Single Window Interface for Facilitation of Trade (SWIFT). This journey began with the implementation of SWIFT for imports on April 1, 2016, involving 5 PGAs - Food Safety and Standards Authority of India (FSSAI), Animal Quarantine Certification Services (AQCS), Plant Quarantine (PQ), Wildlife Crime Control Bureau (WCCB) and the Central Drug Standards and Control Organization (CDSCO). For exports, SWIFT was introduced on July 25, 2017, starting with the WCCB.

A key feature of SWIFT is the Integrated Declaration, which consolidates necessary clearance information into a single-entry point via the Customs Gateway (ICEGATE). This eliminates the need for separate declarations for different agencies. Additionally, the system supports the automatic routing of bills to PGAs, integrated risk assessment, and online granting of No Objection Certificates (NOCs). The paperless processing application, eSANCHIT, further facilitates this process by allowing importers and exporters to submit documents electronically.

SWIFT 1.0 provided traders with a single electronic point to submit documents and interface with customs and select partner government agencies (PGAs). This innovation significantly reduced paperwork and physical visits at customs ports.

However, despite these advances, challenges remain. Multiple agencies continued to operate independent legacy systems, leading to redundant submissions, delays, and limited interoperability.





The National Committee on Trade Facilitation (NCTF), established to ensure compliance with the WTO Trade Facilitation Agreement (TFA), recognized the need for a more integrated digital environment. In its 7th meeting chaired by the Cabinet Secretary on 7th January 2025, it was decided to accelerate onboarding all PGAs onto a next-generation platform: SWIFT 2.0.

The Honorable Finance Minister in her Budget Speech 2026 has emphasized the significance of Single Window in Ease of Doing business with respect to PGA compliance requirements. She announced that approvals required for cargo clearance from various Government agencies will be seamlessly processed through a single and interconnected digital window by the end of the financial year. Processes involved in clearance of food, drugs, plant, animal & wild life products, accounting for around 70 percent of interdicted cargo, will be operationalised on this system by April 2026.

SWIFT 2.0 is envisioned as an all-encompassing, collaborative single window to unify customs and all related licensing, certification, and permit workflows, thereby fostering a trade facilitation ecosystem that is truly seamless and hassle-free.





## Expected Impact

### SUBMISSION

**Problem** - Same data submitted to multiple agencies and portals

#### WHAT IMPROVES

Submit once; information is shared to relevant agencies

### COMMUNICATION

**Problem** - Multiple responses via different channels

#### WHAT IMPROVES

One coordinated response through the Single Window

### PROCESSING TIME

**Problem** - Delays due to handoffs and re-work

#### WHAT IMPROVES

Faster processing through parallel review and clear workflows

### TRANSPARENCY

**Problem** - Hard to track who is waiting for what

#### WHAT IMPROVES

Single status view with milestones and actions



# Business Context

02

## PROBLEM STATEMENT

International trade is hindered by complex, fragmented regulatory processes involving multiple government agencies. Cross-border trade currently involves agencies working in silos, causing traders to face avoidable delays, costs and repeated data entry. Traders repeatedly submit similar information, leading to inefficiencies, delays and higher costs.

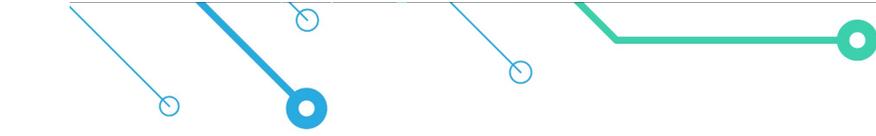
Traders face:

- ⚠ Multiple submission points for similar information
- ⚠ Lack of coordination among Partner Govt. Agencies
- ⚠ Redundant documentation requirements
- ⚠ Unpredictable clearance times
- ⚠ High compliance costs and administrative burden



## CURRENT CHALLENGES

- 💡 International trade has traditionally been managed by multiple government departments and agencies such as Customs, quarantine, food safety, border police, and transport authorities.
- 💡 Each agency developed its own programs, financing, and systems, often operating in silos.
- 💡 For traders, this meant navigating multiple portals, duplicating submissions, and facing delays and costs. Cargo communities attempted to build stand-alone systems with inter-linkages, but these were fragmented and lacked true integration.



## Impact of Partner Government Agencies (PGAs)

The cargo clearance process is often referred to as customs clearance, as customs authorities primarily oversee it in most countries. However, certain categories of imported goods require additional clearance or a "no objection" certificate from designated regulatory bodies before customs can grant release. In India, these agencies are known as Participating Government Agencies (PGAs) and play a critical role in ensuring compliance with sector-specific regulations.

India has a vast regulatory ecosystem, with over 63 PGAs governing EXIM trade. The adoption of electronic processing has streamlined cargo clearance by enabling parallel and pre-arrival processing through the Single Window Interface for Facilitating Trade (SWIFT), introduced by the CBIC to advance the Coordinated Border Management framework promoted by the WCO. Key PGAs under SWIFT (involved in live import clearance) include the Food Safety and Standards Authority of India (FSSAI), Animal Quarantine and Certification Service (AQCS), Plant Quarantine Information System (PQIS), Drug Controller General (CDRUG), and the Wildlife Crime Control Bureau (WCCB).

Despite these advancements, BoEs marked for PGA interventions continue to experience significantly higher ART (Average Release time) across all port categories. The analysis of ART in the National Time Release Study 2025 for BoEs marked to PGAs shows a consistent trend across 2024 and 2025 – BoEs involving PGA interventions take significantly longer to clear than the overall average. In 2025, seaports recorded an ART of 129:15 hours for PGA-marked BoEs, compared to 79:04 hours overall – an excess of over 50 hours. Similarly, at ICDs, PGA involvement raised ART from 83:41 hours to 119:28 hours. ACCs also showed a notable increase in ART when PGAs were involved. However, ICPs showed a low ART (4:55 hours) for BoEs marked to PGAs in 2025.

A case study on FSSAI NOC based on data received – for the sample period 01st to 07th January 2025 – was used. As per analysis results, the average time taken from the forwarding of the BoE through ICEGATE to the generation of the P-NoC was approximately 170:47 hours for relevant consignments, while it took around 252:34 hours for the generation of regular NoC.



# SWIFT Solution

The SWIFT solution approach resolves these challenges by enabling shared data, coordinated multi-agency processing, and regulatory decisions through one **integrated platform**.

This offers **one-time submission** and harmonized **agency responses**.

CURRENT CHALLENGE	WHAT IT CAUSES	HOW SINGLE WINDOW HELPS
Duplicate data submissions	Extra effort, errors, rework	One-time submission and shared data
Siloed decision-making	Inconsistent outcomes and delays	Coordinated review and harmonized response
Limited visibility	Traders keep following up manually	Single portal status and notifications
Tracking/transparency	Difficulty tracking approvals and compliance requirements	End-to-end workflow tracking, real-time status visibility, and audit trails
Compliance repository	Missing documents, repeated sharing, compliance lapses	Centralized digital repository for secure document storage, easy retrieval, and standardized verification

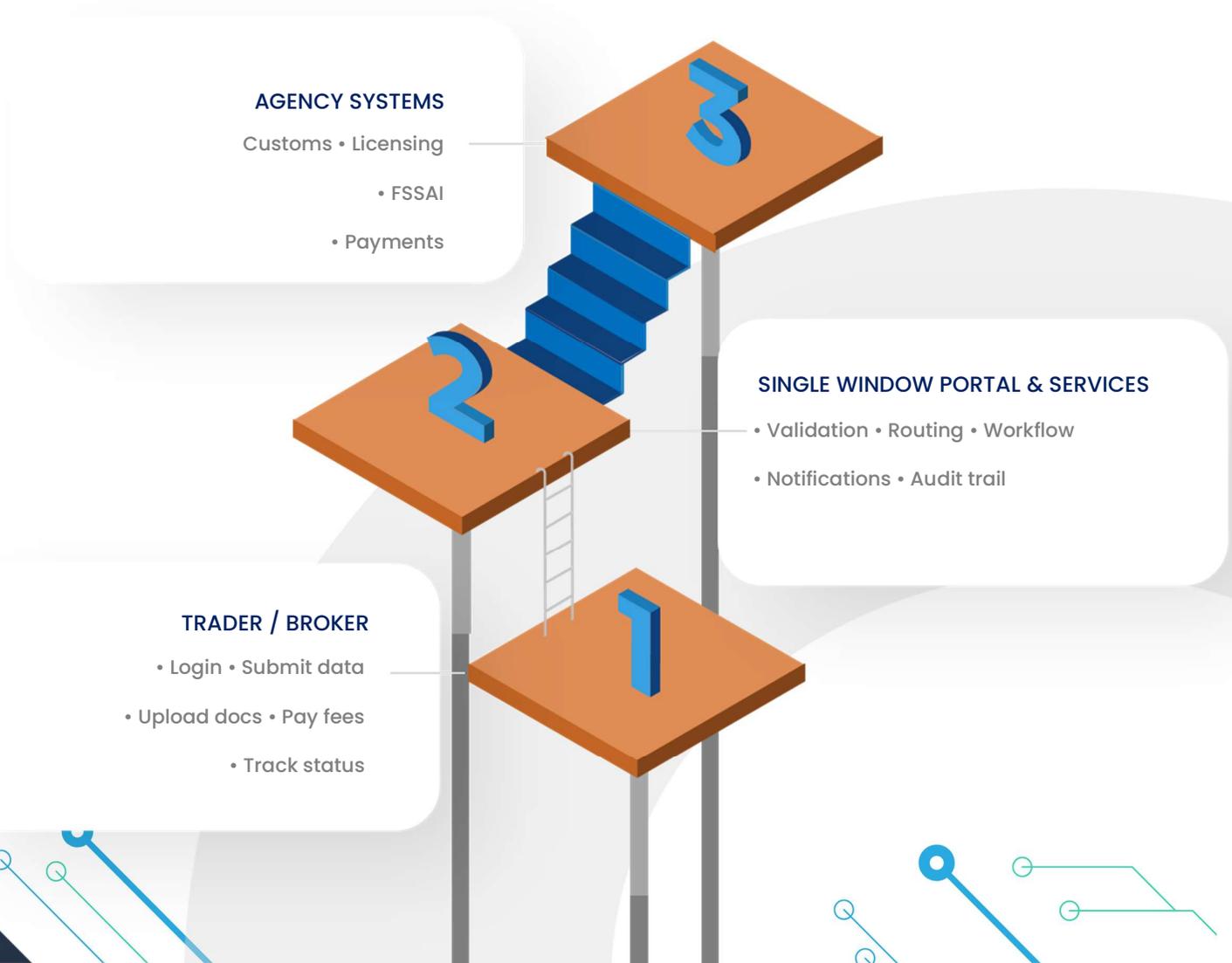
# Solution / Offering Summary

03

The user sees one process, even though multiple agencies participate. This creates a seamless user experience while maintaining agency autonomy.

SWIFT is a comprehensive, intelligent digital platform that serves as the unified interface between trade community and government regulatory agencies. It is not merely a data gateway, but an orchestrated network of collaborating facilities that provide shared services and coordinated responses.

## High-level Architecture



# SWIFT Features

- ① The **Single Integrated Declaration** allows traders to submit information once, instantly notifying all relevant agencies.
- ② The **Unified Application Dashboard** serves as a command center for compliance, tracking licenses, permits, payments and inspections. Respond to agency queries instantly. Make secure payments for approvals. Schedule inspections with ease.
- ③ It is now **live across India** – seamlessly integrated with the FSSAI (Food Safety and Standards Authority of India), AQCS (Animal Quarantine and Certification Services), WCCB (Wildlife Crime Control Bureau), and CDSCO (Central Drugs Standard Control Organization).
- ④ The **Compliance Repository** acts as a secure digital vault for all active licenses, permits, and NOCs. Acting as a single source of truth enabling anytime, anywhere document access.
- ⑤ The **Management Information System** transforms raw data into actionable intelligence, offering visibility and control for agencies.
- ⑥ The **Digital Infrastructure** helps in co-locating the Partner Government Agencies on the IT infrastructure of CBIC ensuring **Whole-of-the-Government** approach for enabling digital government service delivery.

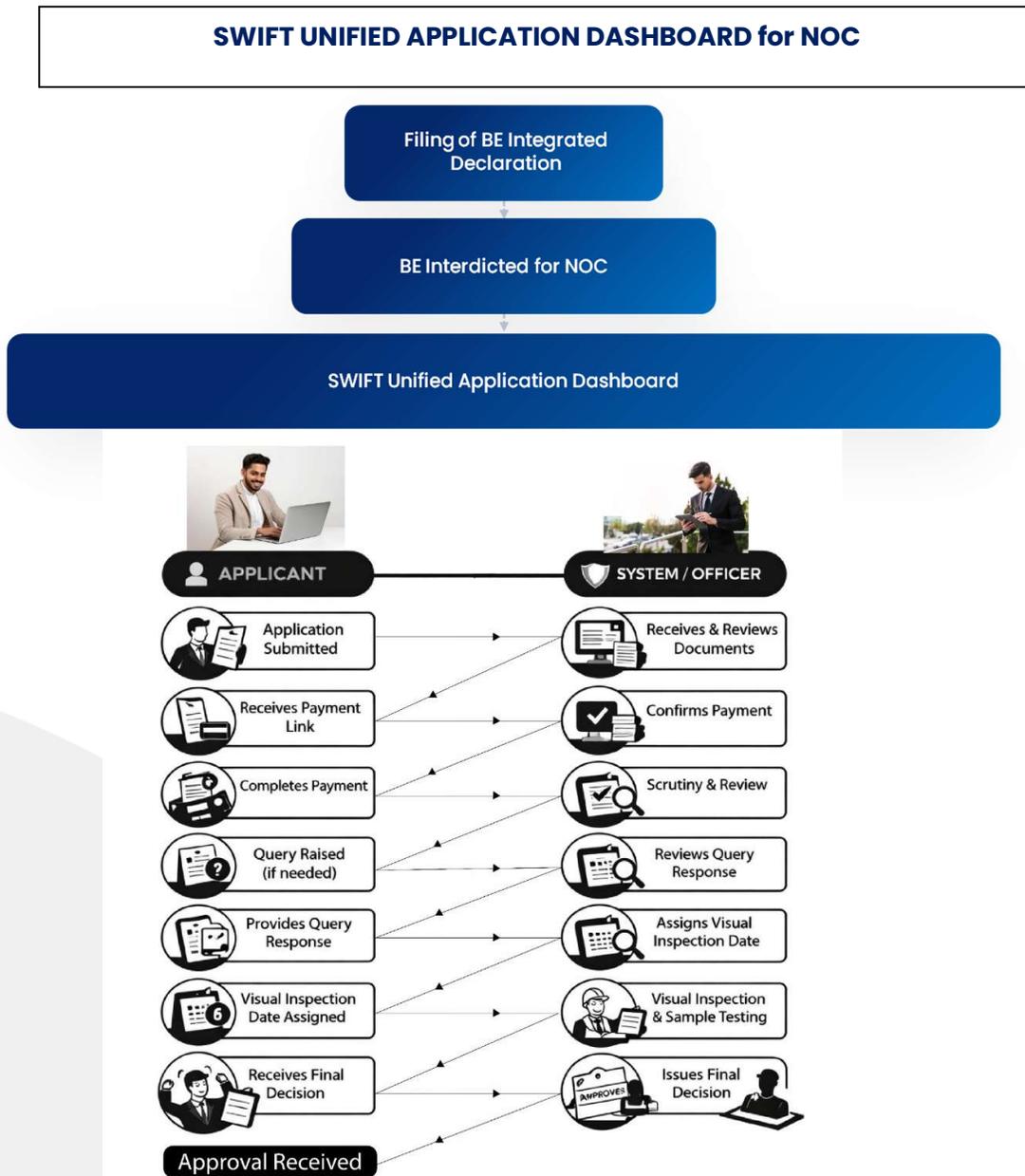
AQCS, WCCB, CDSCO, and MEITY have already been on boarded onto the CBIC systems.



## Implementation Approach

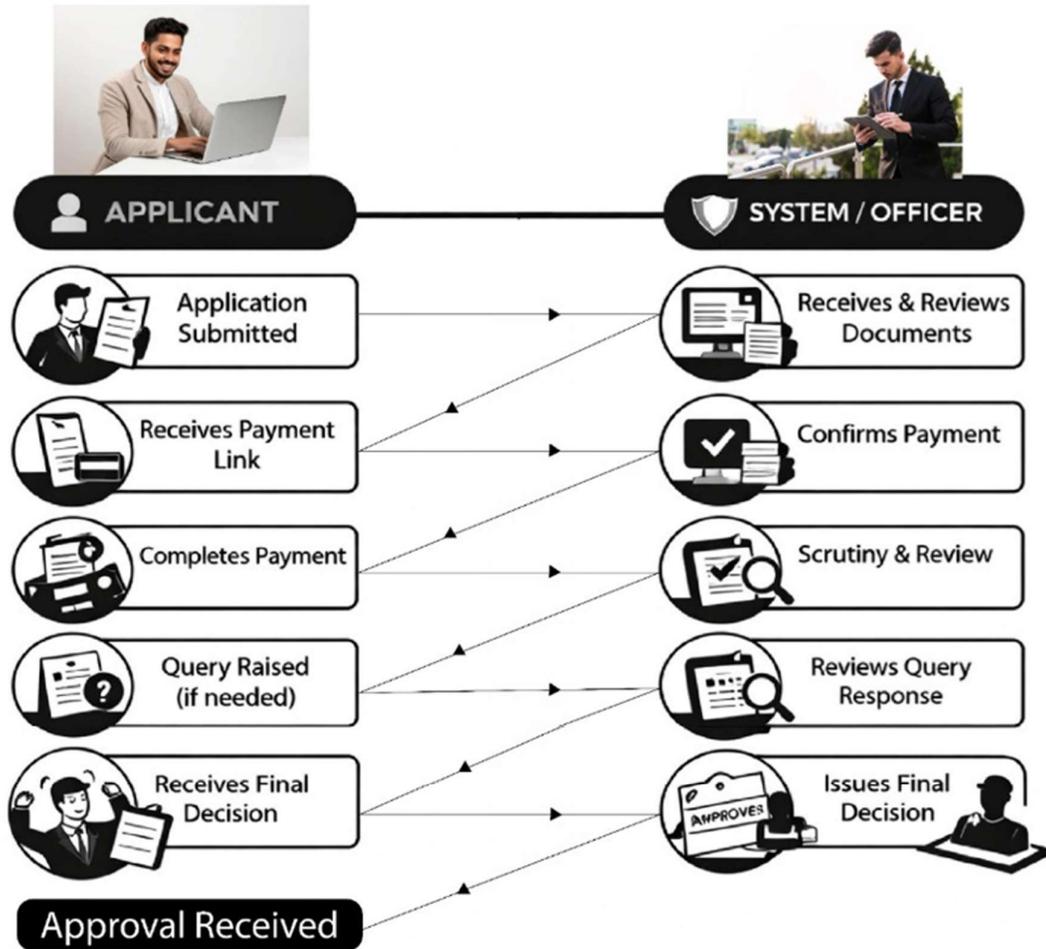
The platform integrates with:

- Customs Declaration Processing Systems
- Ministry licensing systems
- Other PGA Systems (Food Safety, Plant/Animal Quarantine, etc.)



## SWIFT UNIFIED APPLICATION DASHBOARD For LPCO

### SWIFT Unified Application Dashboard



## Target Audience & Key Use Cases

Primary users include:



### Importers/Exporters

Fast clearance, cost reduction, transparency



### Customs Brokers

Efficient processing, bulk operations, status visibility



### Government Agencies

Compliance enforcement, risk management, inter-agency coordination

Key use cases include **import clearance, regulated goods inspections, export licensing, and transit processing**; all completed through **one coordinated digital flow**.

## Benefits & Value Proposition

- **For Traders:** Faster clearances, predictable timelines and lower compliance costs.
- **For Government Agencies:** Higher operational efficiency, stronger risk management, and smoother inter-agency coordination.
- **For the Nation:** Enhanced alignment with WTO Trade Facilitation Agreement commitments and improved global trade competitiveness.

Already live across India, SWIFT is seamlessly integrated with agencies such as the Food Safety and Standards Authority of India, Animal Quarantine and Certification Services, the Wildlife Crime Control Bureau, and the Central Drugs Standard Control Organization.

## Key Differentiators

### TECHNOLOGY

Scalable architecture designed for phased expansion

### INTEGRATION DEPTH

Phased onboarding of participating agencies (as per readiness)

### SWIFT ADVANTAGES

### USER EXPERIENCE

User-friendly web portal for submission, tracking and notifications

## SWIFT 2.0 Project Highlights



24/7 online access to all regulatory services



Real-time status updates & notifications through the portal



Trade information repository



Analytics & reporting capabilities



Language support & Responsive portal design



Integration with existing Customs systems



## Change, Enablement & Adoption

Successful adoption is supported through training programs, communication campaigns, pilot runs, and post-go-live support.



### Training Program



Online interactive Pahal session for EXIM users



Agency staff training on new procedures



Help desk operator training



Online learning resources and video tutorials

# Roles and Responsibilities

04

Successful SWIFT 2.0 implementation demands active participation from all stakeholders:

- **NCTF, CBIC**

Leads program implementation of SWIFT 2.0, the secretariat leads co-ordination efforts and progress evaluation meetings at Secretary as well as Cabinet Secretariat level for rapid deployment and time-bound onboarding of PGAs.

- **DG Systems, CBIC:**

Leads the overall integration program including system architecture, platform development, single sign-on deployment, testing, and user support. Coordinates across PGAs and monitors adherence to milestones.

- **PGAs:**

Each agency appoints senior nodal officers responsible for leading integration efforts. They submit detailed action plans and share standard business process documents with DG Systems. Agencies digitize all LPCO/NOC workflows and coordinate closely with the SWIFT team to resolve technical challenges. Additionally, PGAs align their processes with risk management frameworks and implement facilitation measures for Authorized Economic Operators.

- **Trade Associations and Industry Stakeholders:**

Offer feedback and suggestions, helping tailor processes for ease of use and practical trade facilitation.

This coordinated multi-agency engagement is key to ensuring SWIFT 2.0 evolves into a truly unified trade facilitation platform.

## Adoption Plan

- Pilot program with selected ports/regions

- Phased mandatory migration timeline

- Continuous feedback collection & system refinement

## Communication Strategy



## Success Metrics & Risks

- To ensure success, clear metrics and risk management strategies are essential.
- Setting key performance indicators helps mobilize stakeholders and guide design decisions, with the central goal of reducing time for import and export procedures.
- SWIFT enables monitoring of PGAs performance, ensuring accountability.
- Risk management focuses interventions on high-risk items while streamlining procedures for low-risk ones.
- Each agency can set independent risk parameters and implement a more focused role.

# Conclusion

05

The Single Window is more than a system; it is a vision of governance that places citizens and businesses at the center.

With SWIFT, India is taking bold steps toward **Viksit Bharat@2047**, creating a future where trade is faster, simpler and smarter.





# FAQs

06

## Q1: What is difference between SWIFT 1.0 and SWIFT 2.0?

**Ans:** SWIFT 1.0 established a data exchange platform between ICEGATE and transactional Partner Government for exchange of data pertaining to No Objection Certificates (NOCs). However, trade users had to file a separate application at the PGA portal and process their NOC with respect to payment of NOC fees, query reply, confirmation of visual inspection date etc.

**SWIFT 2.0** is a mega IT project to further digitize and integrate various requirements and processes of Customs and all PGAs involved in the EXIM supply. This would include an integrated declaration form for the trade and a single portal that takes care of all business processes of Customs and all PGAs including payment for various services.

## Q2: Who is authorized to access the SWIFT module?

**Ans:** IEC (Importer Exporter Code) holders and CHAs (Customs House Agents) are the authorized users of the system.

## Q3: How do I log in and access the Unified Dashboard?

**Ans:** 1. Log in to the ICEGATE portal using your ID and Password.

2. Login using "ICEGATE User" as the user type.

3. On the main dashboard, click the SWIFT widget to be redirected to the Unified Dashboard.

## Q4: What are the benefits of the Unified Dashboard?

**Ans:** The Unified Dashboard is a single dashboard for trade to provide update for all regulatory requirements of the Exporter/Importer. This Dashboard addresses all the follow-up communication and correspondence and queries raised by Participating Government agencies.

## Q5: What do the terms NOC and LPCO stand for?

**Ans:** \* NOC: No Objection Certificate.

- LPCO: Licenses, Permits, Certificates, and Others.

**Q6. Are there any Video tutorials or user manuals available for modules launched under SWIFT 2.0?**

**Ans.** Yes, for modules under SWIFT 2.0, Video tutorials and user manuals have been uploaded on ICEGATE website.

Link for Video tutorials: <https://www.icegate.gov.in/video-tutorials/swift>

Link for User Manuals & advisories: <https://www.icegate.gov.in/advisories/swift>

**Q7: Which agencies (PGAs) are currently integrated with SWIFT?**

**Ans:** Seven agencies are integrated for NOC/Test Reports: PQMS (Plant Quarantine), FSSAI (Food), CDSCO (Drugs), WCCB (Wildlife), Textile Committee, and AQCS (Animal Quarantine). Additionally, MeITY is integrated for CCDC and CRO Exemption Certificates.

**Q8: Under SWIFT 2.0, where do I file the application for PGA NOC for clearance for Bill of Entry?**

**Ans:** There is no requirement of a separate application to be filed. All required mandatory/optional data and documents for PGA NOC processing can be filed through the BE integrated declaration. If any required data/document is not filed at the time of BE filing, the same can be filed through the SWIFT NOC dashboard.

**Q9: What is the significance of the Application Reference Number (ARN)?**

**Ans:** The ARN is a unique identifier generated when a NOC/LPCO application is initiated. It is used to track, search, take action and filter specific applications within the system.

**Q10: How do I respond if a PGA officer raises a query?**

**Ans:** When the status of an item changes to "Query Raised," in the Action column, the user can click on the "Query Reply" arrow icon to view the query details.

Upon clicking this icon, a new window will open where the user can:

- Read the query raised by the officer,
- Enter their response in the provided text box, and click on submit.

**Q11: Can I submit documents along with query reply?**

**Ans:** Yes, you can submit 10 supporting documents before uploading; the user must select the correct document type (document code) from the dropdown. The system provides two options for attaching the document:

1. **Upload File** – Allows the user to directly upload a PDF file (max size 1.5 MB).
2. **Link File** – Instead of uploading, the user can link an existing document by entering its IRN (Invoice Reference Number) in the provided field.

### Q12: What is the difference between "Upload File" and "Link File"?

**Ans: Upload File:** Used for attaching new documents from your device.

**Link File:** Used to link documents already present in the E-sanchit using the IRN (**Invoice Reference Number**), preventing redundant uploads.

### Q13: Is a digital signature (DSC) required for uploading documents?

**Ans:** Yes, all documents required to be uploaded on the SWIFT NOC dashboard should be digitally signed using the same Digital Signature which is registered with the trade user's ICEGATE account who has filed the bill of entry.

### Q14: Can I reschedule a visual inspection date communicated to me by a PGA official?

**Ans:** When PGA officer initiates the visual inspection, the user will see two options either to confirm the scheduled appointment or to submit a request for rescheduling the appointment.

### Q15: How do I make payments for NOC generation using the SWIFT portal?

**Ans:**

1. For FSSAI NOC payment, refer to section 8.1.3 given on page 27 of FSSAI user manual. (<https://www.icegate.gov.in/guidelines/FSSAI-user-manual>)
2. For AQCS NOC payment, refer to section 8.1.3 given on page 28 of AQCS user manual. (<https://www.icegate.gov.in/guidelines/aqcs-user-manual>)
3. For PQMS NOC payment, refer to section 8.1.3 given on page 28 of PQMS user manual. (<https://www.icegate.gov.in/guidelines/pqms-user-manual>)
4. For WCCB & CDSCO NOC, no payment is required

### Q16: How do I submit letter of guarantee (LG) to CDSCO for LGNOC?

**Ans:** The user can submit an LG by using the statement codes DC003, DC004, DC005, DC006, DC007 & DC008 in the BE integrated declaration. If not filed in the BE, the user can submit it through the SWIFT NOC dashboard using the statement codes. The user can also submit the LG as a reply to query raised by CDSCO officer.

### Q17: Where do I find the final approval/NOC?

**Ans:** Once the officer issues the NOC, the application moves to the "Release Order" tab, where you can view and download the document.

**Q18. How do I file PGA specific data such as plant category for PQMS, Food category for FSSAI, Drug category for CDSCO etc in the Bill of entry?**

**Ans.** SWIFT reference 1.6 & Single window directory code map, found on <https://www.icegate.gov.in/guidelines/single-window-documents> and Circular number 29/2025 dated 21.11.2025 (<https://taxinformation.cbic.gov.in/view-pdf/1003299/ENG/Circulars>) may be referred where in the method of submitting Infotype, infoqualifier, Infocode/text is mentioned for filing PGA specific details.

**Q19. Why don't I see status or action button for some ARNs for PQMS NOC in SWIFT NOC dashboard?**

**Ans.** PQMS processes the NOC application by clubbing items having the same nomenclature of plant category as one single item, which is referred as "Parent ARN". The action is required to be taken only against the parent ARN. However, NOC will be issued for all child ARNs falling under this parent ARN.

**Q20: Will I be intimated if an action is required from my end for my NOC/LPCO application**

**Ans:** In case an action is required from your end, an automated SMS and Email alert will be sent to your registered ICEGATE mobile number and email address.

**Q21. Why am I not able to find Issued NOCs under release order tab?**

**Ans.** Issued NOCs are only visible under the release order tab till Out of Charge (OOC) is issued.

**Q22: Who can I contact for technical issues?**

**Ans:** You can contact the 24x7 Helpdesk at **1800-3010-1000**.

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Sh. Rishi Goel, Additional Director General (SWIFT)

[rishi.goel@gov.in](mailto:rishi.goel@gov.in)

Sh. Kevin Boban, Joint Director (SWIFT)

[kevin.leon@gov.in](mailto:kevin.leon@gov.in)

Office of the Principal Director General

Directorate General of Systems and Data Management

Hotel Samrat, Chanakyapuri

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