



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL FOR TRADERS & CUSTOMS AGENTS

**PSW Mobile App – User Manual -
Infrastructure Development CESS
Exemption Waiver**

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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 PSW Mobile App extends this experience to your phone, giving subscribed and registered PSW users on-the-go access to key trade information and actions — using the same credentials as the PSW web portal.

The Mobile App is designed for quick visibility and action while you're away from your desk. It puts the tools you rely on most into your pocket, so you're never far from your trade activity. It allows Traders, Customs Agents, and other authorized users to view and track Goods and Single Declarations, check the status of licenses, permits, and certificates (LPCOs), manage payments and financial instruments, and stay informed through messages and complaint tracking — all from a single dashboard that adapts to your role.

With the PSW Mobile App, you get real-time visibility into your trade activity — from declarations and approvals to payments and support requests — keeping you informed and in control wherever you are. For more information about PSW, please visit our website www.psw.gov.pk.



2. System Requirements

- To use PSW Mobile App on Android device, the subscriber will require:
 - a. Android smartphone.
 - b. Android 11 or later.
 - c. Stable internet connection (Wi-Fi or mobile data).
- To use PSW Mobile App on iPhone, the subscriber will require:
 - a. iOS 15.0 or later.
 - b. Stable internet connection (Wi-Fi or mobile data).



3. Access Import Permit

1. Log in to the PSW Mobile App using valid credentials.

PSW
PAKISTAN SINGLE WINDOW

Welcome Back!
Please login to your account.

Username*
e.g. UN-00-3339320

Password* 

☒ Remember me.

Login

QA/ v1.3.0(126)

Figure 1

2. From the Dashboard, tap on '**Regulatory Compliances**'.

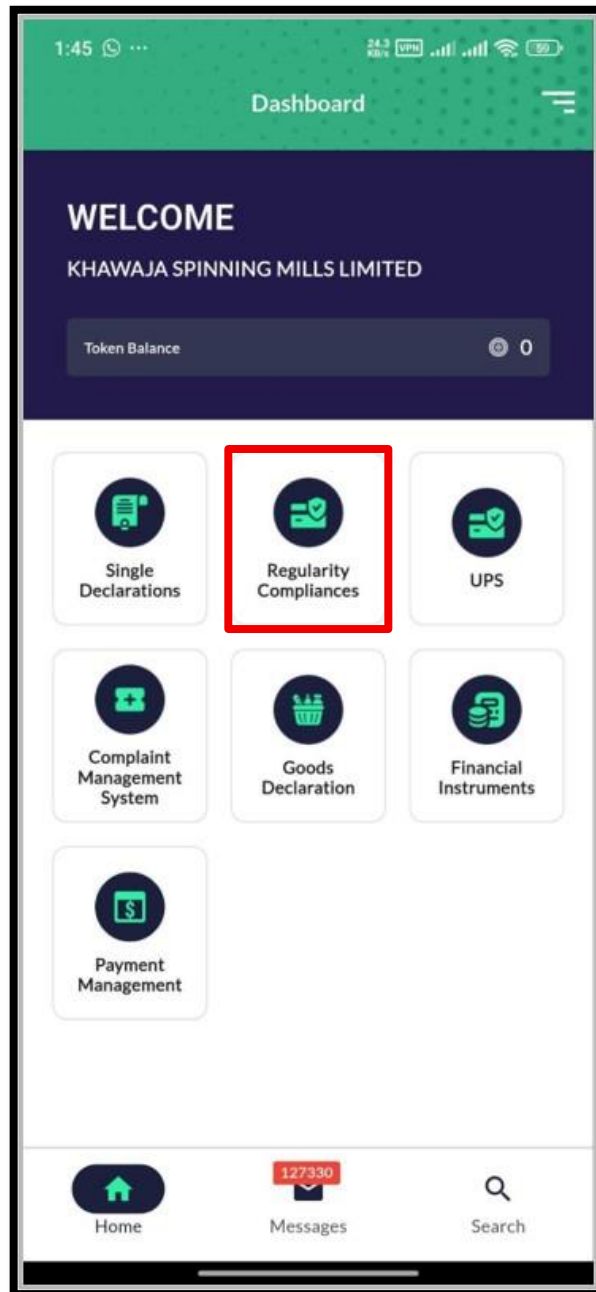


Figure 2

3. On the **Regulatory Compliance** dashboard, tap on **'Infrastructure Development Cess Exemption/Waiver'**. This navigates to the list screen.

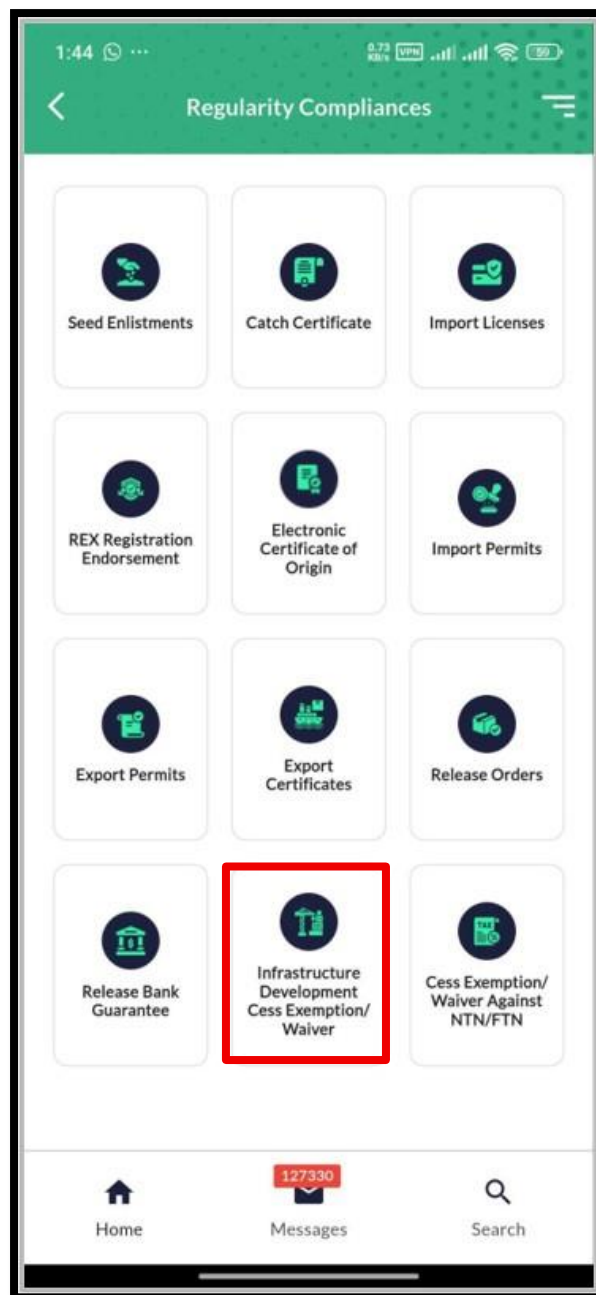


Figure 3

4. View Infrastructure Development Cess Exemption/Waiver List

1. On the list screen, **Infrastructure Development Cess Exemption/Waiver** requests are displayed as cards with summary details and status.

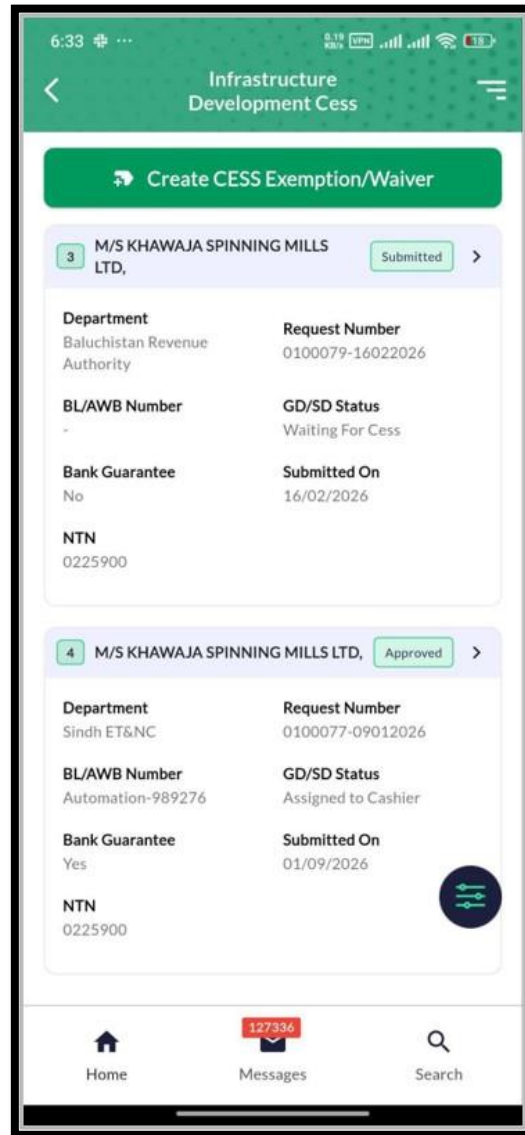


Figure 4

5. Search Infrastructure Development Cess Exemption/Waiver

1. Tap on the filter icon on the Infrastructure Development Cess Exemption/Waiver requests list screen to open the search.

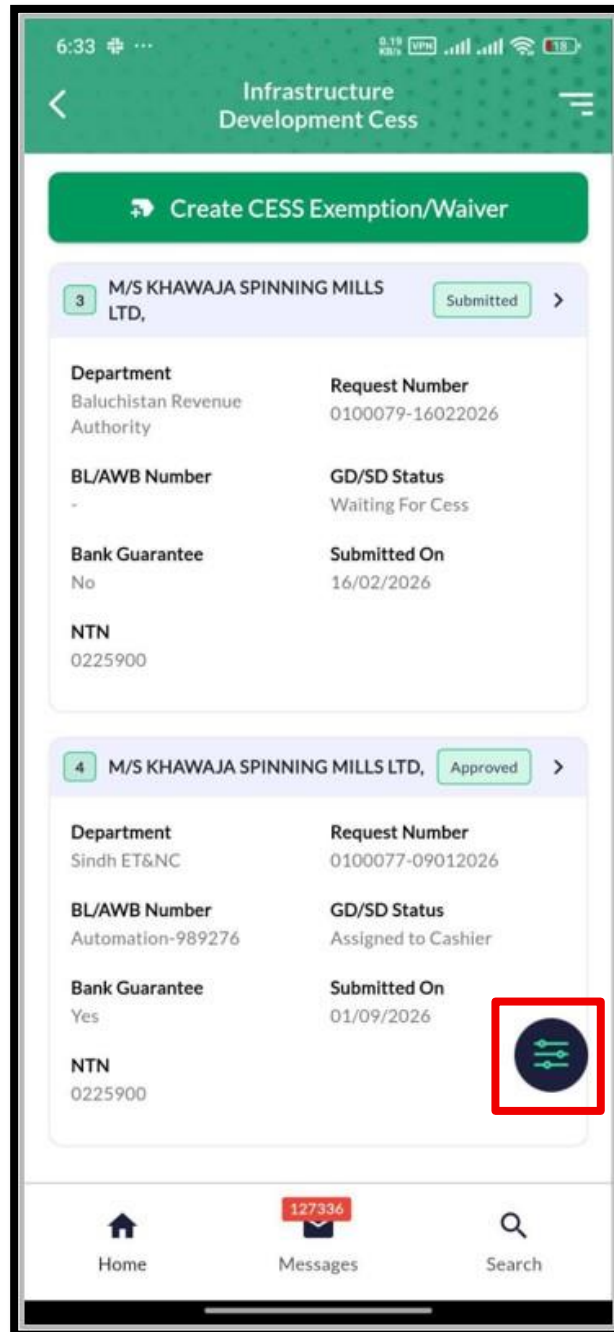


Figure 5

2. Enter keywords in the search field and tap on '**Search**'. This filters and display matching Infrastructure Development Cess Exemption/Waiver requests.
3. All fields from an Infrastructure Development Cess Exemption/Waiver summary card can be used for search.

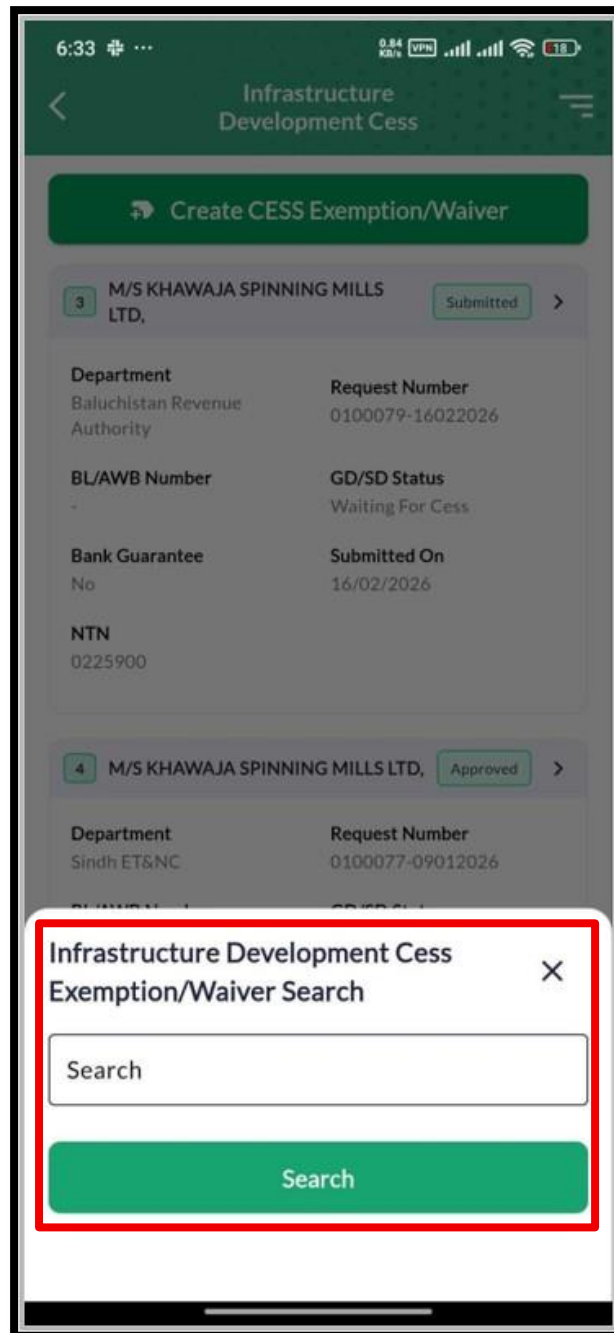


Figure 6

6. View Infrastructure Development Cess Exemption/Waiver Details

1. Tap on a list item card to navigate to the Infrastructure Development Cess Exemption/Waiver detail screen that may relate to the following authorities:
 - a. Punjab Revenue Authority
 - b. Balochistan Revenue Authority
 - c. Sindh ET & NC
 - d. Khyber Pakhtunkhwa Revenue Authority

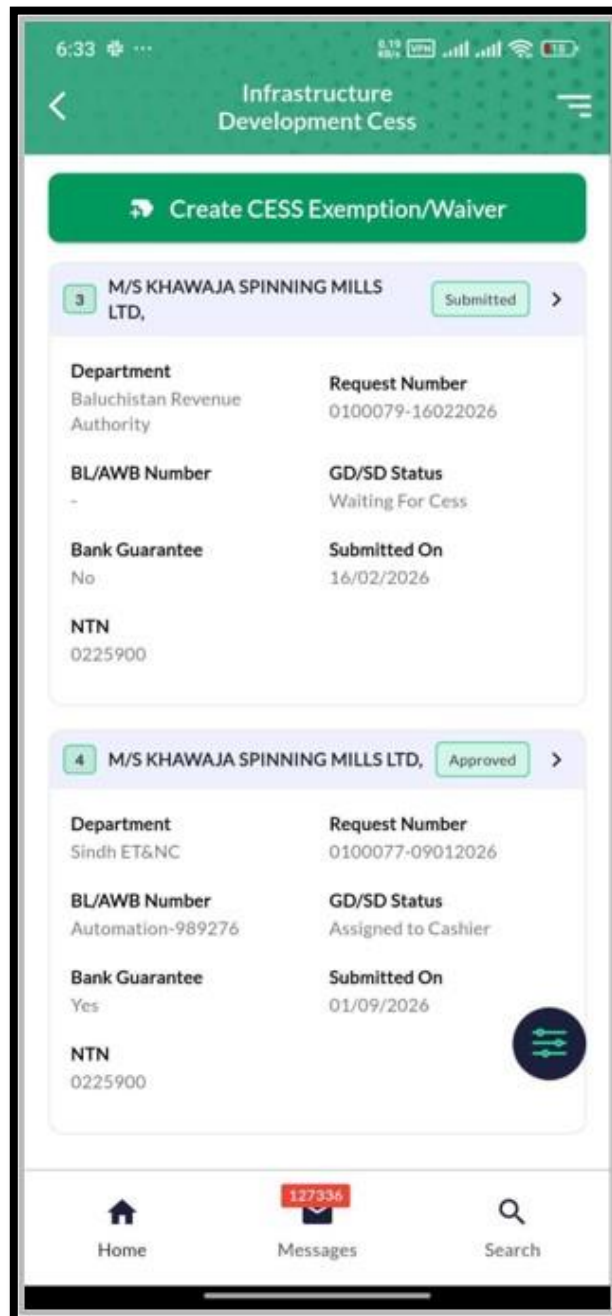


Figure 7

4. On the detail screen, the first section is open by default.
5. Other sections can be viewed by expanding them as needed.

6:34 9.52 Kbps VPN

Infrastructure Development Cess

Infrastructure Development Cess Exemption/Waiver

Request Number
0100079-16022026 Submitted

Bank Guarantee	Processed On
No	16/02/2026

Exemption / Waiver Information ▾

BL/AWB Number -	IGM Number 0
GD Number QTFE-SB-64-06-08-2025	Index Number 0
Trader Name M/S KHAWAJA SPINNING MILLS LTD,	Trader Address 10-L GULBERG III MAIN FEROZEPUR ROAD ,LAHORE
IGM Importer Name -	Cess Amount (Rs.) PKR 805.00
Agent Name -	

Bank Guarantee(s) >

Home Messages Search

Figure 8



7. Create Cess Exemption/Waiver

1. On the list screen, tap on 'Create CESS Exemption/Waiver'.

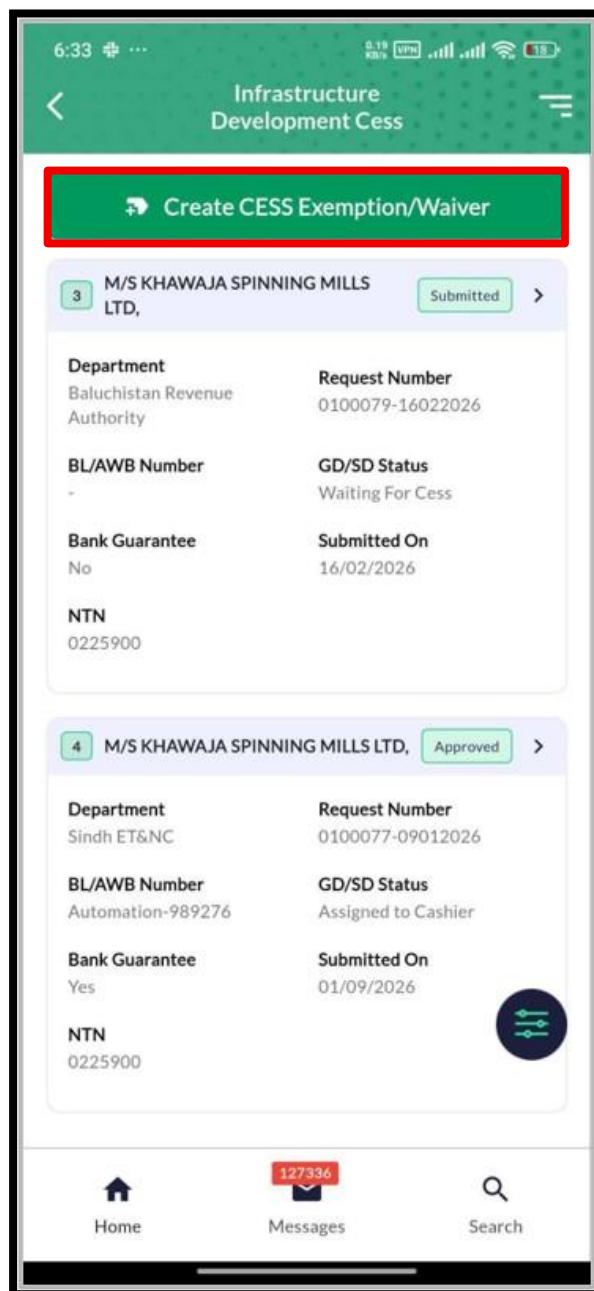


Figure 9

2. Select the Declaration from the dropdown for which the Exemption/Waiver is being applied.

6:34 5G

Create CESS Exemption/
Waiver

Exemption /
Waiver Details Bank Guarantee
Details Documents

Select Declaration

Remarks

500 characters remaining

Save & Proceed

Home Messages Search

Figure 10

6:35

19.4 KB/s VPN

18

×

🔍 Select Declaration

BL/AWB Number

Automation-548218

IGM Number

4637

Index Number

1

Declaration Type

HC

Trader Name

M/S KHAWAJA SPINNING MILLS LTD,

Trader Address

10-L GULBERG III MAIN FEROZEPUR ROAD ,LAHORE

Status

Assigned to Cashier

Shed Name

Qasim International Container Terminal

BL/AWB Number

Automation-506599

IGM Number

4995

Index Number

1

Declaration Type

HC

Trader Name

M/S KHAWAJA SPINNING MILLS LTD,

Trader Address

Cancel

Figure 11

3. Select the applicable **Rule(s)/Law(s)** from the dropdown.

6:36

0.38 KB/s VPN

17

Create CESS Exemption/
Waiver

Exemption /
Waiver Details

Bank Guarantee
Details

Documents

IGM Importer Name

Automation-548218

Agent Name

N/A

Cess Amount (Rs.)

999

Rule(s)/Law(s)

US-14-1

Search rules and law...

US-14-1

US-14-1 (a)

US-14-2 (b)

US-14-2 (c)

Close

Rule(s)/Law(s) Description

Home

127336
Messages

Search

Figure 12

4. Enter remarks and tap on **'Save & Proceed'**.

6:36 0.40 KB/s

Create CESS Exemption/Waiver

Exemption / Waiver Details Bank Guarantee Details Documents

IGM Importer Name Automation-548218 Agent Name N/A

Cess Amount (Rs.) 999

Rule(s)/Law(s)

US-14-1

Rule(s)/Law(s) Description

Goods Belonging to Federal Government or Provincial Government or a Foreign Mission or Personal Baggage

Remarks

Please grant me exemption.

474 characters remaining

Save & Proceed

Home Messages 127336 Search

Figure 13

5. Select the '**Existing Guarantee**' from the dropdown.

6:37 21.5 KB/s 4G LTE 100% 17

< Create CESS Exemption/Waiver

Exemption / Waiver Details Bank Guarantee Details Documents

Select Existing Guarantee

Save & Proceed

Home Messages 127336 Search

Figure 14

6:37

12:7 KB/s

17

×

🔍

Select Existing Guarantee

1

Al Baraka Bank (Pakistan) Ltd

Department	Guarantee Number
Sindh ET&NC	321
Balance	Currency
698,976	PKR
Issued On	Expiry
09/01/2026	18/02/2027
Value	
1,000,000	

2

Al Baraka Bank (Pakistan) Ltd

Department	Guarantee Number
Sindh ET&NC	123456789
Balance	Currency
1,000,000	PKR
Issued On	Expiry
09/01/2026	31/05/2027
Value	
1,000,000	

Cancel

Figure 15

6. Confirm the Bank Guarantee details, then tap **'Save & Proceed'**.

The screenshot shows a mobile application interface for creating a CESS Exemption/Waiver. The title bar is green with a back arrow on the left and a menu icon on the right. Below the title bar, there are three tabs: 'Exemption / Waiver Details', 'Bank Guarantee Details' (which is selected and highlighted in dark blue), and 'Documents'. A text input field contains the number '123456789' with a green checkmark icon to its right. Below this is a light green box with the text 'Bank Guarantee Details' and a downward arrow. The main content area displays a table of details:

Bank Guarantee Number	Bank Guarantee Value
123456789	1,000,000
Currency	Issued On
PKR	09/01/2026
Expiry	Bank Guarantee Balance
31/05/2027	1,000,000
Status	Bank
Active	Al Baraka Bank (Pakistan) Ltd

At the bottom of the form is a large green button with the text 'Save & Proceed', which is highlighted with a red rectangular border. The bottom navigation bar has three icons: a house for 'Home', an envelope with a red notification badge for 'Messages', and a magnifying glass for 'Search'.

Figure 16

7. Select the **Document Type** from the dropdown list.

6:37 22.3 KB/s

Create CESS Exemption/
Waiver

Exemption /
Waiver Details Bank Guarantee
Details Documents

Document Type *

O-Others

Upload Document

Submit

Home Messages Search

Figure 17

8. Tap on **Upload Document** to select a document from the phone storage.
9. Tap on **Submit** to proceed.

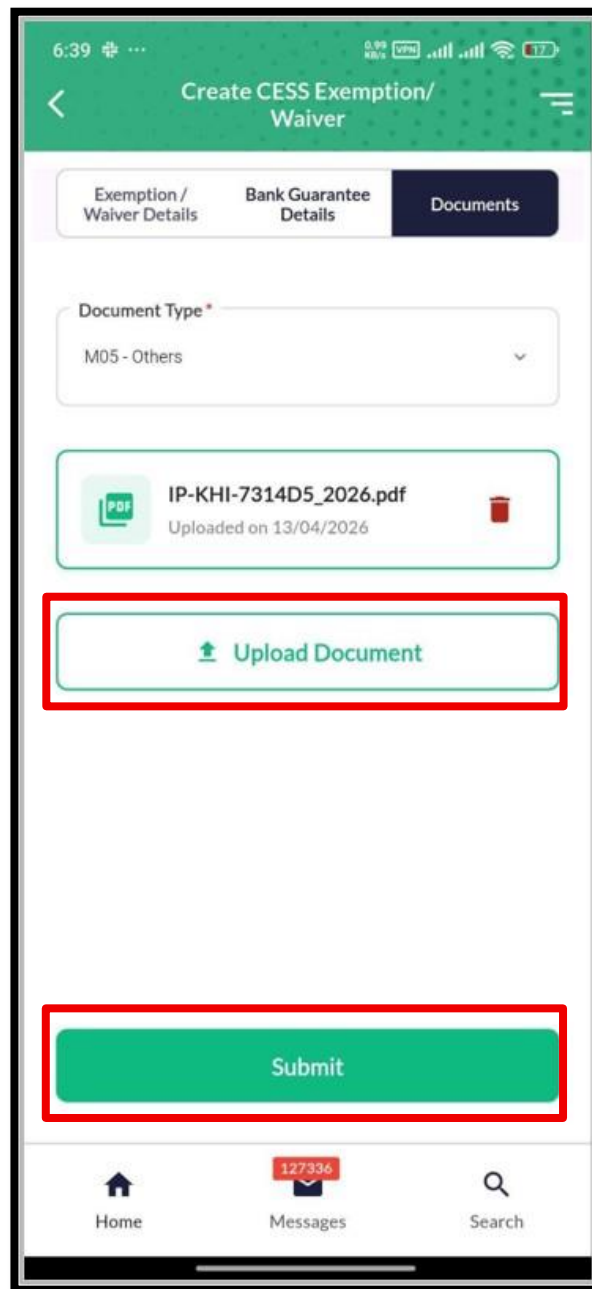


Figure 18

10. Tap on '**Yes**' to submit the request, or tap on '**No**' to cancel.

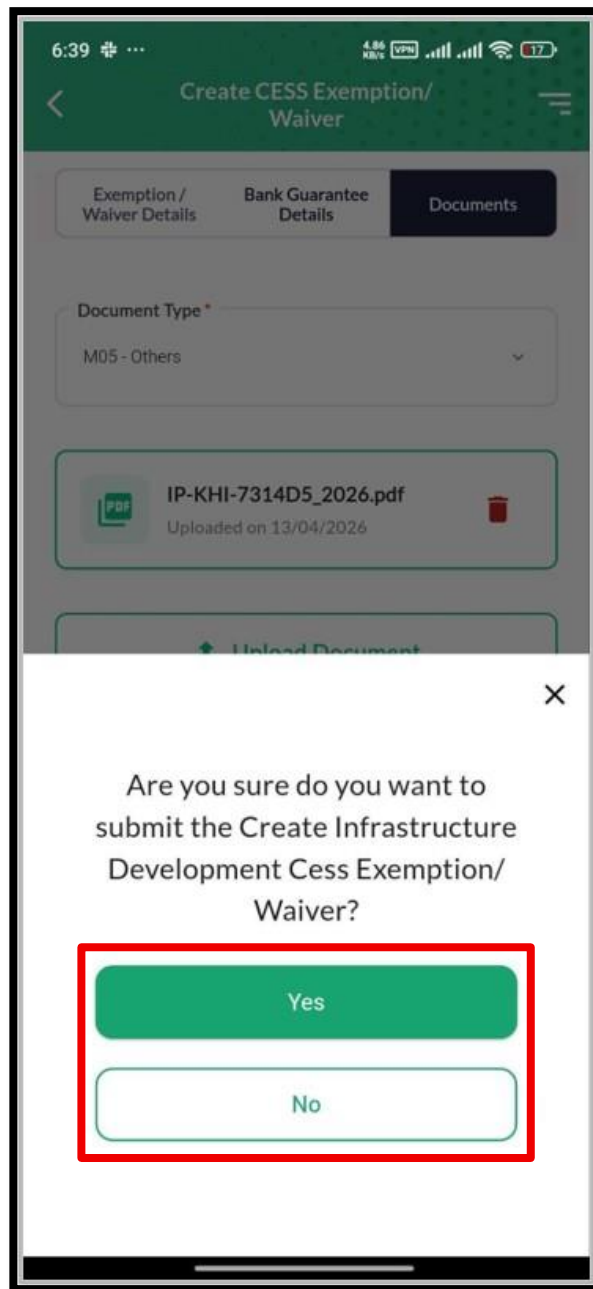


Figure 19



8. Contact Information Need any assistance?

Please feel free to contact us as:

Email: support@psw.gov.pk
Phone: 021-111-111-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk