



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL FOR PAKISTAN AIRPORTS AUTHORITY

CAA Cargo Throughput Charges (CTC)
Process

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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.

Pakistan Airports Authority (PAA) is a government department established to manage and govern the operations of airports in Pakistan. PAA collects Cargo Throughput Charges (CTC) on all cargo imports via airports in Pakistan. CTC used to be paid by traders and clearing agents at designated bank branches near the airport of arrival on the chargeable weight of the imported cargo. A bank challan and gate pass were collected from the PAA's booth at airports to pay the charges and exit the airport with the cargo.

CTC are now digitized and paid in advance through the PSW system, along with other duties, taxes, and fees. This eliminates the need to wait in queues for bank challans, gate passes, and over-the-counter payments.



2. System Requirements

- To use PSW Portal on Windows®, the subscriber will require:
 - Google Chrome Browser,
 - Windows 7, Windows 8, Windows 8.1, Windows 10 or later
 - An Intel Pentium 4 processor or later that's SSE3 capable.
- To use PSW Portal on Mac®, the subscriber will need:
 - Google Chrome Browser
 - OS X El Capitan 10.11 or later.

3. PAA Users

Pakistan Airports Authority can have three roles in PSW.

3.1. PAA Application Administrator

This role has complete access to all modules of PAA including User Management, CTC Configurations, CTC Exemptions, CTC Transaction Reports, CTC Payment Details (Gate passes) and CTC Summary Reports.

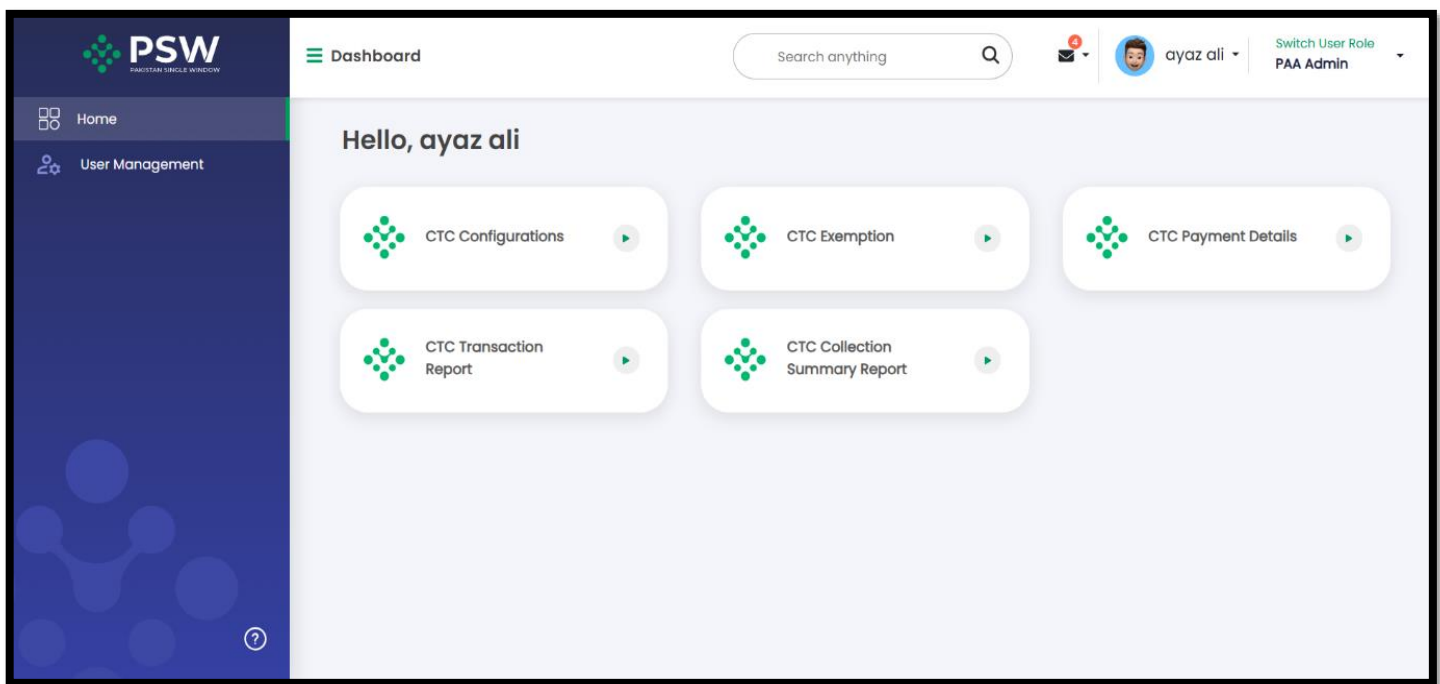


Figure 1 - PAA Application Administrator's View

3.2. Gate Officer

This role has access to CTC Transaction Reports, CTC Payment Details (Gate passes) and CTC Summary Reports for all airports configured in the system.

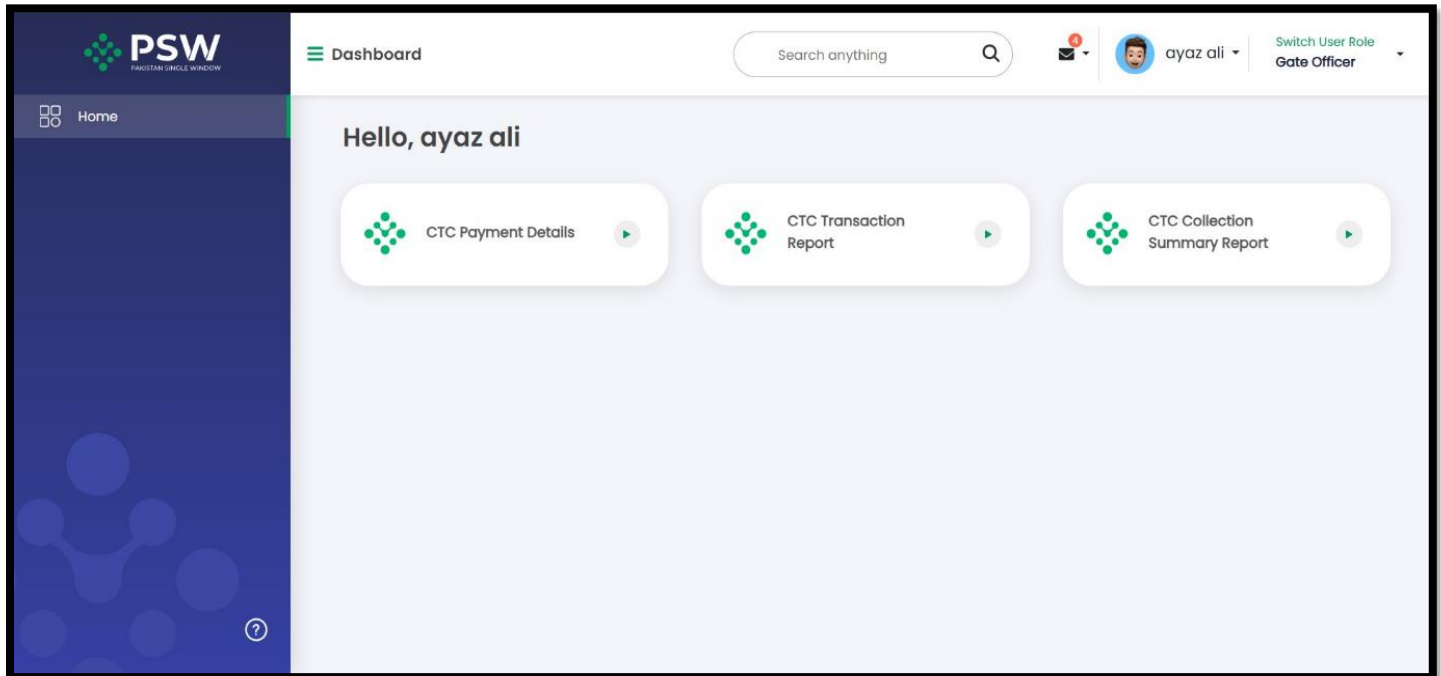


Figure 2 - Gate Officer's Dashboard

3.3. MIS Officer

This role has access to CTC Transaction Reports, CTC Payment Details (Gate passes) and CTC Summary Reports for all airports configured in the system.

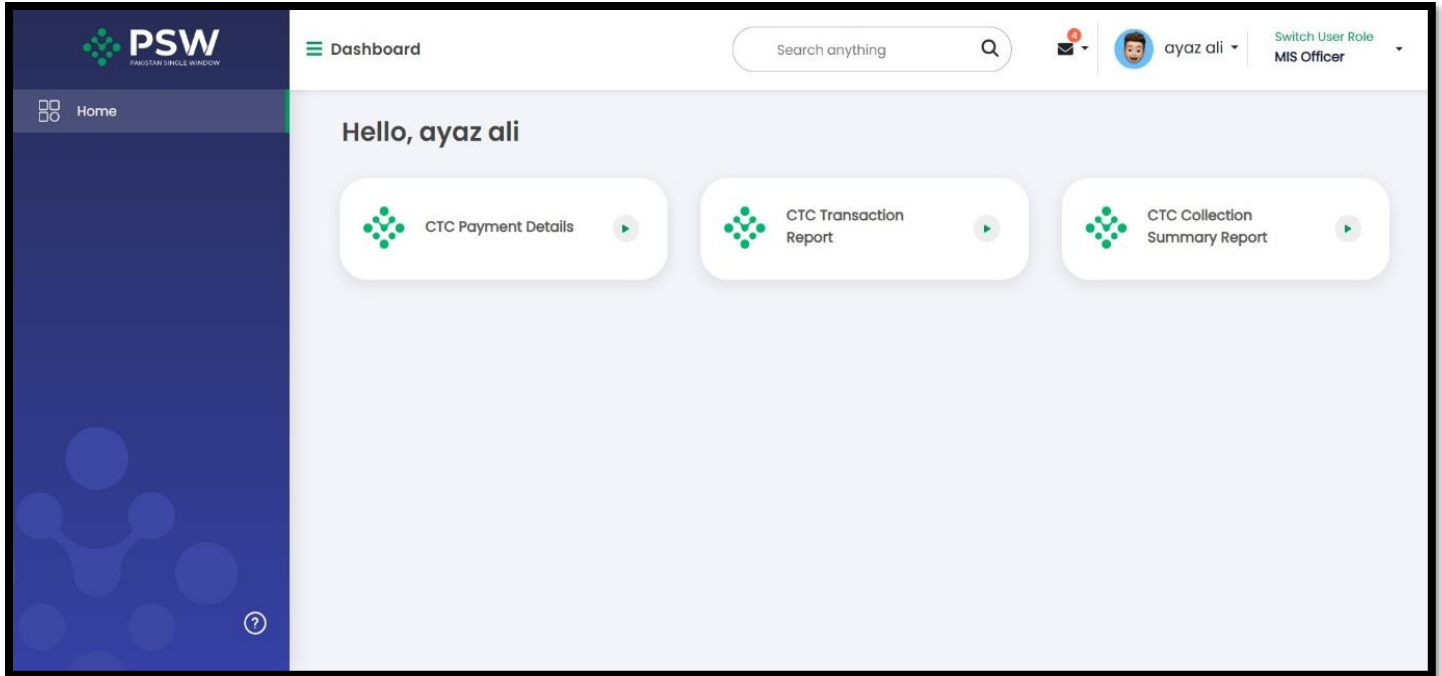


Figure 3 - MIS Officer's Dashboard



4. CTC Payment Details/Gate Passes

1. By clicking on the 'CTC Payment Details', you will be navigated to a detailed list of CTC payment records. The screen displays search criteria on the left and payment records on the right.

PSW
PAKISTAN SINGLE WINDOW

Home

CTC Payment Details

Search anything

ayaz ali

Switch User Role
Gate Officer

Search Criteria

Airport
Ple...

GD Number
Search...

PSID
Search...

Air Waybill Number
Search...

Document No
Search...

Trader Name
Search...

List of PAA CTC Payment Details

Search

Airport	Docum...	Trader ..	GD Nu...	Cargo ..	AWB N...	Issue D...	Payme...	Action
Jinnah Interna... Airport Karachi	PAA- F3BI68	NUSRAT	KPAF- HC-87- 01-09- 2026	General	0161-2	01-09- 2026	Paid	
Jinnah Interna... Airport Karachi	PAA- 42A86F	NUSRAT	KPAF- HC-86- 01-09- 2026	General	0161-1	01-09- 2026	Paid	
Jinnah Interna... Airport Karachi	PAA- B49194	NUSRAT	KPAF- CR-85- 01-09- 2026	Courier	0161-1	01-09- 2026	Paid	

Jinnah Darson KPFI-

1 2 3 15 items per page 1 - 15 of 45 items

Figure 4 - CTC Payment Details / Gate Passes

2. The CTC Payment Details page lists all CTC Payments made within the searched date range. Officers can click on the 'Preview' or 'Download' buttons to view or download the CTC Payment Document or 'Gate Pass' for a particular consignment (see sample below).

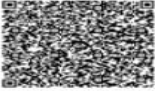
Pakistan Airports Authority (PAA)		
Cargo Throughput Charges (CTC)		
Payment Details		
Document No.	PAA-A4EADF	Document Date. 19/08/2026 16:01
Importer Name		
Importer Address		
Agent Name	N/A	
Goods Declaration No.	KPAF-HC-54-19-08-2026	
Air Waybill No.	41757	
House Air Waybill No.	15754	
Goods Declaration Type	Home Consumption	
Ground Handling Agent	Royal Airport Services	
Airport Name	Jinnah International Airport Karachi	
Cargo Category	General	
Chargeable Weight	2104.00 KG	
Number of Packages	10.00 PACKAGES	
Payment Status	Paid	

Figure 5 - CTC Payment Details Document / Gate Pass

5. CTC Transaction Reports

3. The 'CTC Transaction Report' provides transaction-level details of CTC-related declarations. The report can be filtered using available search criteria and can be downloaded in Excel format.
4. This report shall enable PAA users to cross-check the payment of CTC against any consignment for accuracy of CTC amounts and their status, whether paid, exempted or not applicable.

The screenshot displays the PSW (Pakistan Single Window) interface for the CTC Transaction Report. The sidebar on the left includes a 'Home' link and a help icon. The main content area is titled 'CTC Transaction Report' and features a search bar at the top. Below the search bar, there are search criteria filters: Airport (dropdown), GD Number (text input), Cargo Category (dropdown), PSID (text input), and Air Waybill Number (text input). The main table, titled 'List of PAA CTC Transaction Details', shows a single transaction entry for Jinnah International Airport, Karachi. The table columns are: Airport Na..., GD Number, GD Type, Trader Na..., Trader ..., AWB Number, and Cargo Cat....

Airport Na...	GD Number	GD Type	Trader Na...	Trader ...	AWB Number	Cargo Cat...
Jinnah International Airport Karachi	KPAF-HC-87-01-09-2026	Home Consumpti...	NUSRAT	4419028	0161-2	General

Figure 6 - CTC Transaction Reports

6. CTC Collection Summary Reports

The '**CTC Collection Summary Report**' provides the count of CTC transactions and the amount collected within a selected time frame and at the selected airports.

The screenshot displays the 'Collection Summary Report' interface. On the left, a sidebar titled 'Search Criteria' contains several filters: 'Airport' (set to 'All'), 'CTC Payment Status' (set to 'Please select ctc paym...'), 'From Date' (02-08-2026), 'To Date' (02-09-2026), 'Cargo Category' (set to 'All'), and 'Goods Declaration Type (optional)' (set to 'All'). Below these filters are 'Reset' and 'Search' buttons. The main area shows the report details for the duration '02-Aug-2026 to 02-Sep-2026'. It includes filters for 'CTC Settlement Status' (All), 'CTC Payment Status' (All), 'Cargo Category' (All), and 'Goods Declaration Type' (All). A table displays the results:

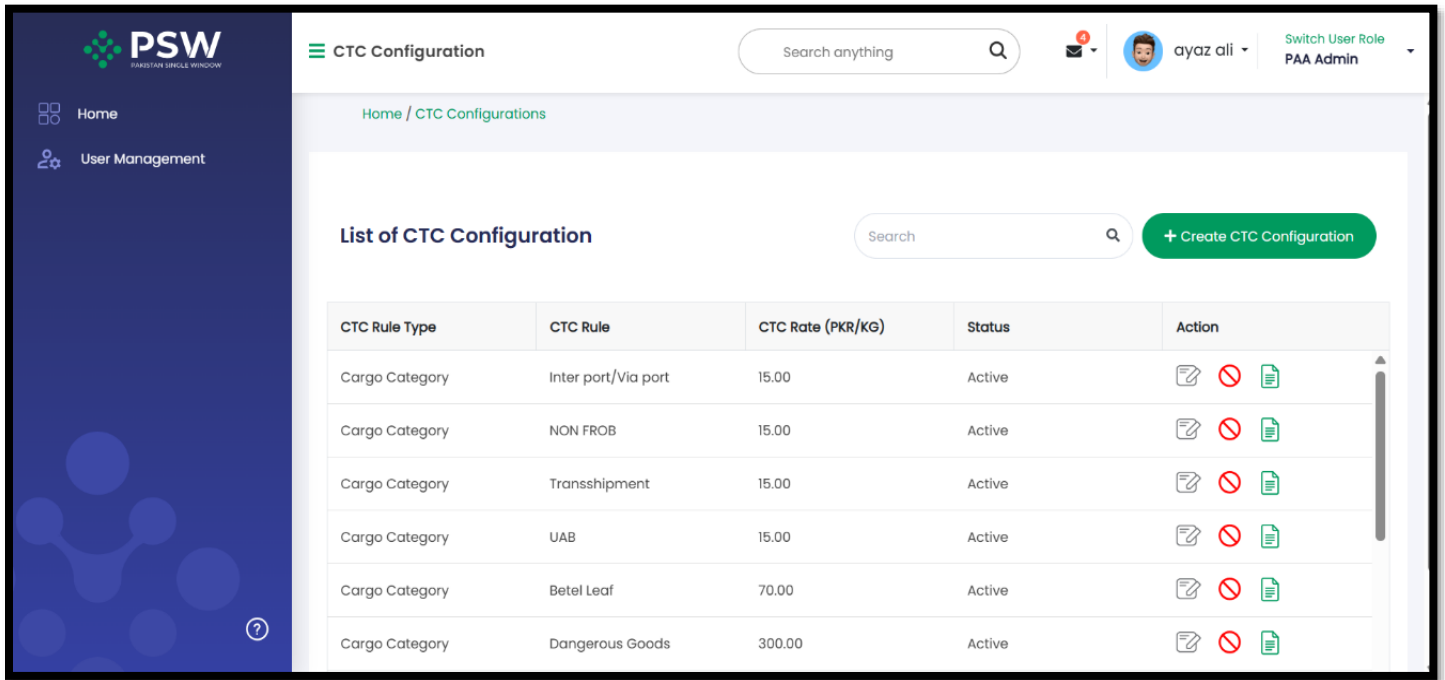
Airport	Number of Documents Issued during the peri...	CTC collected during the period (in PKR)
Jinnah International Airport Karachi	45	2,003,904.00

Figure 7 - CTC Collection Summary Report

7. CTC Configurations

7.1. View CTC Configurations

1. By clicking on the 'CTC Configurations' menu from the Dashboard, PAA Application Administrator can view the list of CTC rates for all cargo categories and declaration types configured in the system.



The screenshot displays the 'CTC Configuration' page in the PSW (Pakistan Single Window) system. The page features a dark blue sidebar on the left with the PSW logo and navigation links for 'Home' and 'User Management'. The main content area has a header with 'CTC Configuration', a search bar, and user information for 'ayaz ali' (PAA Admin). Below the header, there's a 'List of CTC Configuration' section with a search bar and a '+ Create CTC Configuration' button. The table below lists various cargo categories and their corresponding CTC rates.

CTC Rule Type	CTC Rule	CTC Rate (PKR/KG)	Status	Action
Cargo Category	Inter port/Via port	15.00	Active	  
Cargo Category	NON FROB	15.00	Active	  
Cargo Category	Transshipment	15.00	Active	  
Cargo Category	UAB	15.00	Active	  
Cargo Category	Betel Leaf	70.00	Active	  
Cargo Category	Dangerous Goods	300.00	Active	  

Figure 8 - List of CTC Configurations

2. From the list of CTC Configurations, the user can click on the 'View' button against any configuration to view its details and modification history.

CTC Configuration

Search anything

Q

Ayesha Sultan PAA Adm

CTC Configuration			
Fee Configuration Rule Type			
Cargo Category			
Cargo Category	Status		
NON FROB	Active		
CTC Rate (PKR per kilogram)			
15.00			

Change History

Create 27-August-2026, 06:25 AM	Changed By N/A	Reference Document #	Changed On 27-August-2026, 06:25 AM
	Remarks Bulk-seeded CTC rate		
	Changed Field	Old Value	New Value
	CTCRate		15

Figure 9 - View Configuration



7.2. Create CTC Configurations

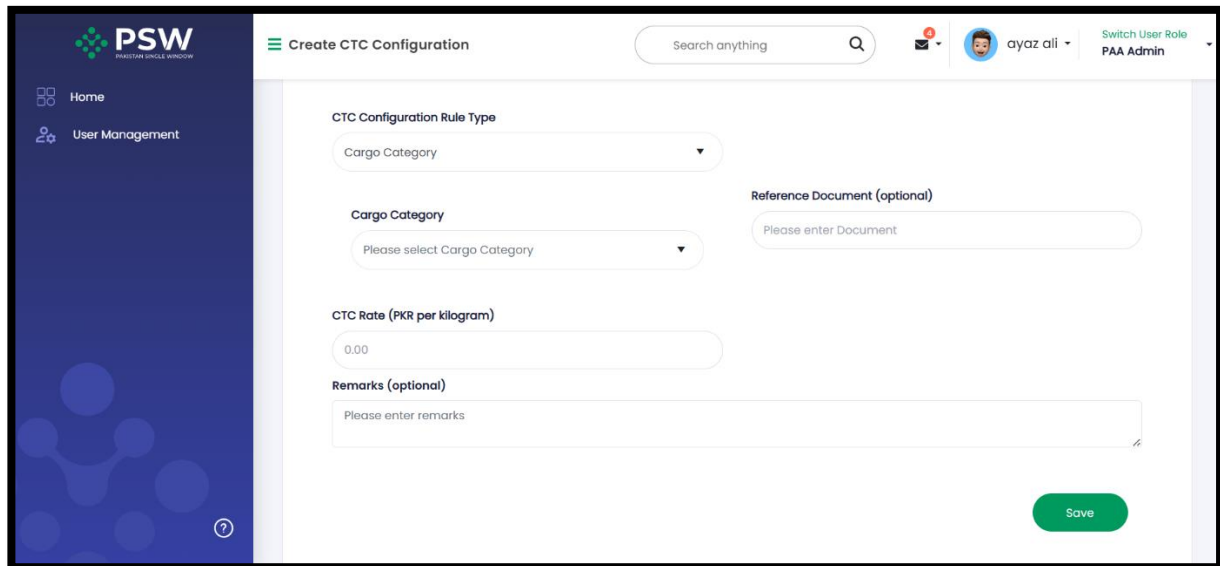
PAA Application Administrator can create new CTC configurations by performing the following steps:

1. Click '**Create CTC Configuration**'.
2. On the Create CTC Configuration screen, select either of the two options under '**CTC Configuration Rule Type**': 'Goods Declaration' or 'Cargo Category'.

The screenshot shows the 'Create CTC Configuration' page in the PSW (Pakistan Single Window) application. The interface includes a dark blue sidebar on the left with the PSW logo and navigation links for 'Home' and 'User Management'. The main content area has a header with the title 'Create CTC Configuration', a search bar, and user information for 'ayaz ali' (PAA Admin). Below the header, a breadcrumb trail reads 'Home / CTC Configurations / Create'. A back arrow and the text 'CTC Configuration' are also present. The main form area is titled 'Create CTC Configuration' and contains a message: 'Please select the CTC configuration rule type, then specify the required information. All fields are mandatory except for those marked optional.' Below this message is a dropdown menu labeled 'CTC Configuration Rule Type' with the placeholder text 'Please select rule type'.

Figure 10 - Select CTC Configuration Rule Type

3. Enter the CTC Rate in PKR per kilogram of chargeable weight. Also enter remarks and a reference document number (if any).
4. Click '**Save**' & the system shall create the CTC configuration which will become effective immediately.



The screenshot displays the 'Create CTC Configuration' interface within the PSW (Pratishtha Single Window) application. The left sidebar contains navigation links for 'Home' and 'User Management'. The main content area features a form with the following fields:

- CTC Configuration Rule Type:** A dropdown menu currently showing 'Cargo Category'.
- Cargo Category:** A dropdown menu with the placeholder text 'Please select Cargo Category'.
- Reference Document (optional):** A text input field with the placeholder text 'Please enter Document'.
- CTC Rate (PKR per kilogram):** A text input field containing the value '0.00'.
- Remarks (optional):** A large text area with the placeholder text 'Please enter remarks'.

A green 'Save' button is located at the bottom right of the form. The top right of the interface shows a search bar, a user profile for 'ayaz ali', and a 'Switch User Role' link to 'PAA Admin'.

Figure 11 - Enter CTC Rate



7.3. Edit CTC Configurations

PAA Application Administrator can edit CTC configurations by performing the following steps:

1. From the List of CTC Configurations, click '**Edit CTC Configuration**'.
2. Enter the new CTC Rate in PKR per kilogram of chargeable weight. Also enter remarks and a reference document number (if any).
3. Click '**Save**'. The system shall update the CTC configuration, and it will become effective immediately.

Edit CTC Configuration

Search anything

ayaz ali

Switch User Role

PAA Admin

CTC Configuration Rule Type

Cargo Category

Cargo Category

Inter port/Via port

Reference Document (optional)

Please enter Document

CTC Rate (PKR per kilogram)

15.00

Remarks (optional)

Change History

Create 27-August-2026, 11:46 AM	Changed By N/A	Reference Document #	Changed On 27-August-2026, 11:46 AM
Remarks Bulk-seeded CTC rate			
Changed Field		Old Value	New Value
CTCRate			15

Save

Figure 12 - Enter CTC Rate



7.4. Deactivate CTC Configurations

PAA Application Administrator can deactivate CTC configurations by performing the following steps:

- 1. From the List of CTC Configurations, click '**Deactivate CTC Configuration**'.
- 2. Enter remarks and a reference document number (if any).

Deactivate CTC Configuration

Search anything

ayaz ali

Switch User Role
PAA Admin

CTC Configuration Rule Type
Cargo Category
Inter port/Via port

Reference Document (optional)
Please enter Document

CTC Rate (PKR per kilogram)
15.00

Remarks
Please enter remarks

Change History

Create 27-August-2026, 11:46 AM	Changed By N/A	Reference Document #	Changed On 27-August-2026, 11:46 AM
	Remarks Bulk-seeded CTC rate		
	Changed Field	Old Value	New Value
	CTCRate		15

Deactivate

Figure 13 - Deactivate CTC Configuration



3. Click '**Deactivate**'. The system shall deactivate the CTC configuration, and it will become ineffective immediately.

7.5. Reactivate CTC Configurations

PAA Application Administrator can reactivate inactive CTC configurations by performing the following steps:

1. From the List of CTC Configurations, click '**Activate CTC Configuration**'.
2. Enter remarks and a reference document number (if any).
3. Click '**Activate**'. The system shall activate the CTC configuration which will become effective immediately.

Activate CTC Configuration

Search anything

ayaz ali PAA Admin

Activate CTC Configuration

CTC Configuration Rule Type
Cargo Category

Cargo Category
Inter port/Via port

CTC Rate (PKR per kilogram)
15.00

Remarks
test

Reference Document (optional)

Change History

Deactivated 03-September-2026, 06:43 PM	Changed By ayaz ali	Reference Document #	Changed On 03-September-2026, 06:43 PM
Create 27-August-2026, 11:46 AM	Remarks test		
	Changed Field	Old Value	New Value
	IsActive	Active	Deactivated

Activate

Figure 14 - Reactivate CTC Configuration

8. NTN/FTN Based CTC Exemption Configurations

8.1. View CTC Exemptions

1. By clicking on the 'CTC Exemptions' menu from the Dashboard, PAA Application Administrator can view the list of CTC Exemptions for all NTN/FTN configured in the system (if any).

The screenshot displays the 'List of CTC Exemption' page in the PSW PAA Application Administrator. The interface features a dark blue sidebar on the left with the PSW logo and navigation links for 'Home' and 'User Management'. The top navigation bar includes a 'CTC Exemption' menu item, a search bar, and a user profile for 'Ayesha Sultan' with the role 'PAA Admin'. The main content area shows a table of exemptions with the following data:

NTN/FTN	Company Name	Exemption Rule Type	Exemption Rule Value	Status	Action
0225900	xxx	Full Exemption		Active	  

Figure 15 - List of CTC Exemptions



- From the list of CTC Exemptions, the user can click on the 'View' button against any configuration to view its details and modification history.

View CTC Exemption

Search anything

Ayesha Sultan PAA Admin

Search

NTN/FTN of Importer

0225900

CTC Exemption Configuration

Company Name

xxx

Exemption Rule Type:

Full Exemption

Change History

Created	Changed By	Reference Document #	Changed On
03-September-2026, 06:48 PM	Ayesha Sultan		03-September-2026, 06:48 PM
Remarks			
x			
Changed Field	Old Value	New Value	
Exemption Rule Type		Full Exemption	
Company Name		xxx	

Figure 16 - View CTC Exemption



8.2. Create CTC Exemption

PAA Application Administrator can create new CTC configurations by performing the following steps:

1. Click '**Create CTC Exemption**'.
2. On the Create CTC Exemption screen, enter the exempted party's NTN/FTN and click 'View Company Name'. The system will display the entity's name.

The screenshot shows the 'Create CTC Exemption' page of the PSW (Pakistan Single Window) application. The interface includes a dark blue sidebar on the left with 'Home' and 'User Management' links. The main content area is titled 'Create CTC Exemption' and contains a 'Search' section and a 'CTC Exemption Configuration' section. In the 'Search' section, the 'NTN/FTN of Importer' field contains '0225', and a green 'View Company Name' button is visible. The 'CTC Exemption Configuration' section includes a text prompt, a 'Company Name' field with 'M/S K', and an 'Exemption Rule Type' dropdown menu currently set to 'Please select rule type'.

Figure 17 - Select CTC Exemption Rule Type



3. Select the **Exemption Rule Type**, whether 'Full Exemption', 'Cargo Category' or 'Commodity' based. Select the Cargo Category or Commodity to be exempted (if any). Also enter remarks and a reference document number (if any).
4. Click '**Save**' & the system shall create the CTC exemption which shall become effective immediately.

Figure 18 – Enter NTN/FTN and Exemption Type



8.3. Edit CTC Exemption

PAA Application Administrator can edit CTC exemptions by performing the following steps:

1. From the List of CTC Exemptions, click '**Edit**'.
2. Select the new Exemption Rule Type, Cargo Category, or Commodity, as required. Also enter remarks and a reference document number (if any).
3. Click '**Save**' & the system shall update the CTC exemption, and it will become effective immediately.

Edit CTC Exemption

Search anything

PAA Admin

Exemption Rule Type: Cargo Category

Reference Document (optional): Please enter Reference Document

Exempted Cargo Category / AWB Index Type: Dead Body/Human Remains

Remarks: Please enter remarks

Change History

Updated 03-September-2026, 07:02 PM	Changed By Ayesha Sultan	Reference Document #	Changed On 03-September-2026, 07:02 PM
Created 03-September-2026, 06:48 PM	Remarks \$		
	Changed Field	Old Value	New Value
	Exemption Rule Type	Full Exemption	Cargo Category
	Exemption Cargo Category		Dead Body/Human Remains

Save

Figure 19 – Select Exemption Type, Cargo Category or Commodity



8.4. Deactivate CTC Exemption

PAA Application Administrator can deactivate CTC exemptions by performing the following steps:

1. From the List of CTC exemptions, click '**Deactivate CTC Exemption**'.
2. Enter remarks and a reference document number (if any).
3. Click '**Deactivate**' & the system shall deactivate the CTC exemption which will become ineffective immediately.

Deactivate CTC Exemption

Search anything

PAA Ad

NTN/FTN of Importer
022

Company Name
xxx

Exemption Rule Type:
Cargo Category

Exempted Cargo Category / AWB Index Type:
Dead Body/Human Remains

Remarks
Please enter remarks

Reference Document (optional)
Please enter Reference Document

Change History

Updated 03-September-2026, 07:02 PM	Changed By	Reference Document #	Changed On 03-September-2026, 07:02 PM
Created 03-September-2026, 06:48 PM	Remarks S		
	Changed Field	Old Value	New Value
	Exemption Rule Type	Full Exemption	Cargo Category
	Exemption Cargo Category		Dead Body/Human Remains

Deactivate

Figure 20 - Deactivate CTC Exemption



8.5. Reactivate CTC Configurations

PAA Application Administrator can reactivate inactive CTC exemptions by performing the following steps:

- 1. From the List of CTC exemptions, click '**Activate**'.
- 2. Enter remarks and a reference document number (if any).
- 3. Click '**Activate**' & the system shall reactivate the CTC exemption which will become effective immediately.

Activate CTC Exemption

Search anything

NTN/FTN of Importer

0:

CTC Exemption Configuration

Company Name

xxx

Exemption Rule Type:

Cargo Category

Reference Document (optional)

Please enter Reference Document

Exempted Cargo Category / AWB Index Type:

-

Remarks

Please enter remarks

Change History

Deactivated 03-September-2026, 07:09 PM	Changed By	Reference Document #	Changed On 03-September-2026, 07:09 PM
Updated 03-September-2026, 07:02 PM	Remarks	s	
Created 03-September-2026, 06:48 PM	Changed Field	Old Value	New Value
	IsActive	Active	Deactivated

Activate

Figure 21 - Reactivate CTC Exemption



9. *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