

**Standard Operating Procedures (SOPs) for Renewal of Call Centers Registration**

Steps	Description	Response/Action from PSEB	Expected Time	Response/Action from Applicant	PSEB Contacts for Query and Info
1	Online registration request successfully submitted at PSEB registration portal	Auto email sent to the applicant confirming receipt of initial submission. To review/ evaluate the application.	3-4 working days		<u>Contact Person for Islamabad (Head office):</u> <b>Muhammad Shoab Aslam</b> Officer Domestic Business Pakistan Software Export Board 2nd Floor, Evacuee Trust Complex, Agha Khan Road, F-5, Islamabad. Ph: +92-51-9204074 Ext 119, +92-51-9201686 Fax: +92-51-9204075 Email: saslam@pseb.org.pk
2	Scenario-1 : Online submission is accepted for further processing	Send auto email to the applicant intimating that their initial submission has been accepted for further processing		As specified in the PSEB's email, login to members area on PSEB website, take a print out of the form, attach required documents along with requisite charges, sign and stamp wherever required and dispatch/deliver to any PSEB office	<u>Contact Person for Karachi:</u> <b>Muhammad Shoab Aslam</b> Officer Domestic Business Pakistan Software Export Board 2nd Floor, Evacuee Trust Complex, Agha Khan Road, F-5, Islamabad. Ph: +92-51-9204074 Ext 119, +92-51-9201686 Fax: +92-51-9204075 Email: saslam@pseb.org.pk
	Scenario-2 : Online submission is not accepted for further processing	Send auto email to the applicant intimating that their initial submission has not been accepted for further processing with request to provide more info/data as specified in the email		As specified in the PSEB's email, login to members area on PSEB website, provide the missing information listed in email from PSEB, and resubmit application	
3	Registration form received at PSEB office along with all required documents and processing charges	Review/evaluate and accept/decline	5-7 working days		<u>Contact Person for Lahore:</u> <b>Hashaam Yasin</b> Assistant Marketing Officer Pakistan Software Export Board Office 5/6 5th Floor Shaheen Complex, Egerton Road, Lahore. Ph: +92-42-36370039 Fax: +92-4236370029 Email: hyasin@pseb.org.pk
4	Scenario-1: If documents submitted for registration renewal are complete and accepted for processing	1. Send email to the applicant confirming that their application for registration has been processed 2. Complete all processes, issue registration certificate and arrange delivery to the applicant after completion of physical verification formalities		1. The applicant must ensure to complete the physical verification formalities on-time in order to avoid any delay in issuance of certificate and blocking of voice ports by PTA. 2. Login to member's area and upload/update logo, company profile, areas of expertise, contact info etc.	<u>Contact Person for Lahore:</u> <b>Hashaam Yasin</b> Assistant Marketing Officer Pakistan Software Export Board Office 5/6 5th Floor Shaheen Complex, Egerton Road, Lahore. Ph: +92-42-36370039 Fax: +92-4236370029 Email: hyasin@pseb.org.pk
	Scenario-2: If documents submitted for registration renewal are incomplete and not accepted for further processing	Return all documents to the applicant with the list of reasons for declining the registration request		The applicant is requested to review PSEB observations, attach/provide the missing information/data/documents and dispatch/deliver to any PSEB office	