

Frequently Asked Questions for PSEB Registration

1. Is it necessary to get PSEB registration in Pakistan for IT Company or/and Call center?

Ans: As an IT/ITeS business PSEB registration is not mandatory whereas a call center should be register with PSEB to legally operate in the country.

2. Is there any benefits for PSEB registered company/call center?

Ans: Please visit the link <https://pseb.org.pk/pseb-programs/counselling-center> for details about PSEB registration benefits.

3. What is the registration/renewal process with PSEB for an IT/ITeS Company?

Ans: Apply online for PSEB registration at the link <https://pseb.org.pk/app/> and submit your form, further details on registration also available at the same link.

4. What is the registration/renewal process with PSEB for a Call center?

Ans: Apply online for call center registration at the link <https://pseb.org.pk/app/> and submit your form, further details on registration also available at the same link.

5. What documents are required for Partnership Firm to get PSEB registration?

Ans: Please visit the link <https://pseb.org.pk/app/> for desired information.

6. What documents are required for PVT/SMC Ltd Companies to get PSEB registration?

Ans: Please visit the link <https://pseb.org.pk/app/> for desired information.

7. What documents are required for Proprietorship Firm to get PSEB registration?

Ans: Please visit the link <https://pseb.org.pk/app/> for desired information.

8. How to submit a registration fee or is there any option for online fee submission?

Ans: PSEB have multiple option to receive registration/renewal charges like PO/DD (in favor of PSEB), online transfer, direct deposit etc. Email us at registration@pseb.org.pk for further details.

9. What's the deadline to pay registration/renewal fee?

Ans: After receiving a PSEB official email for payment submission, you have to submit/deposit the fee within a month.

10. From which bank we have to make a PO/DD for PSEB?

Ans: PO/DD can be made from any bank.

11. What is the call center registration/renewal charges for each branch?

Ans: PSEB charge Rs.10,000/- for each call center branch.

12. How to apply for a call center verification visit?

Ans: Once the IP of your call center become whitelisted by PTA, apply for verification visit of your call center on PSEB registration portal.

13. If a company/call center falls under free registration category, how to proceed?

Ans: Just reply the email by mentioning a name of organization, location and contact details.

14. After getting PSEB call center provisional letter, please guide on next procedure?

Ans: Call Center need to get whitelisted IP from PTA then apply for verification visit of call center at PSEB registration portal.

15. When IP of call center is whitelisted, what should they do to get the permanent PSEB certificate?

Ans: Upon whitelisting of IP from PTA call center have to apply for verification visit on PSEB registration portal.

16. Want to apply for call center visit but the visit tab is not showing in the portal, what to do?

Ans: Email your query at registration@pseb.org.pk with requirement and complete detail of your call center name and registration ID.

17. How to update the profile, HR details, Contact person detail etc if the company is valid?

Ans: Email your query at registration@pseb.org.pk with requirement and complete detail of your company/call center name and registration ID.

18. How to update the profile, HR details, Contact person detail etc if the call center is valid?

Ans: Email your query at registration@pseb.org.pk with requirement and complete detail of your call center name and registration ID.

19. How to change an existing address of call center?

Ans: Email your query at registration@pseb.org.pk with requirement and complete detail of your call center name and registration ID.

20. How to add a new branch in existing call center?

Ans: Email your query at registration@pseb.org.pk with requirement and complete detail of your call center name and registration ID.

21. Did PSEB facilitate to get the international project/business?

Ans: PSEB member directory is available on website to get the information about companies.

22. What is the office timing of PSEB?

Ans: 9:00am till 5:00pm from Monday to Friday.

23. On which perimeter PSEB check the call center to verify physical inspection?

Ans: Physical location, business detail, office setup, network setup and other relevant areas.

24. Is there any option that the company can get PSEB registration for multiple years?

Ans: Currently it is not allowed.

25. Is it possible if a call center wish to renew its branch only?

Ans: Call Center branch can apply along with the main office for its renewal.

26. As freelance, is it possible to get PSEB registration?

Ans: freelancer can get PSEB registration as proprietorship firm.

27. What does it mean by R-Form/PRC and from where to get it?

Ans: R-Form stands for Remittance Form whereas PRC stands for Proceed Realization Form and these documents can be taken by the bank against the remittance received from abroad in the business account.

28. Which SBP code should use for Export remittance for a company/call center?

Ans: Please visit SBP site for details.

29. Who to edit a form on PSEB portal if there is any change in Directors/partners/ownership and what documents are required to upload?

Ans: You can request to PSEB official by email at registration@pseb.org.pk, email should contain all information about your company and contact details.

For any further query/information please feel free to contact any nearest PSEB office or email us at registration@pseb.org.pk with your business name & contact details.