



PSW
PAKISTAN SINGLE WINDOW

PORT COMMUNITY SYSTEM OF PAKISTAN

USER MANUAL

PCS-DO Process - Shipping Agents (SA)

This Manual outlines the process for creating Delivery Order for Shipping Agents and Freight Forwarders.



2026

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1. Introduction

Welcome to the Port Community System - PortVerse User Manual, your comprehensive guide to understanding this digital platform. PortVerse is designed to optimize, digitalize, and integrate port operations, logistics processes, and regulatory procedures across Pakistan's maritime ports. It aims to enhance interagency coordination, streamline cargo management, and replace outdated, paper intensive processes with efficient digital workflows. As an integral part of the Pakistan Single Window (PSW) initiative, PortVerse serves as a centralized hub, connecting port authorities, terminal operators, customs, logistics providers, and other stakeholders. This integration facilitates smoother, faster, and more transparent port operations, reducing congestion and aligning with the broader PSW framework. PortVerse is not just a tool for managing daily operations, but a strategic asset aimed at modernizing Pakistan's maritime trade environment, making it more competitive on the global stage. This manual will guide you through PortVerse's features and functionalities, providing the knowledge and tools you need to navigate and leverage the platform for enhanced efficiency and productivity.



2. BACKGROUND

As a signatory to the WTO's Trade Facilitation Agreement (2015), Pakistan committed to establishing a 'National Single Window' (NSW) as a 'Category C' obligation, effective from 22nd February 2017. To fulfill this commitment, the Government of Pakistan enacted the Pakistan Single Window Act, 2021, designating Pakistan Customs as the Lead Agency. In line with this, Pakistan Customs established the Pakistan Single Window Company (PSWC), a not-for-profit organization under the Companies Act, 2017, to implement the PSW program. The PSWC has been designated as the Operating Entity under the PSW Act, responsible for developing and maintaining the PSW portal in collaboration with 77 public sector entities involved in regulating cross-border trade in Pakistan. The PSWC's role includes digitalizing the processes of these entities, which will reduce time and costs, increase compliance, and significantly benefit economic operators such as importers, exporters, freight forwarders, clearing agents, shipping companies, and transporters. Additionally, the PSW program's implementation will enhance government controls and transparency.

The Port Community System (PCS), a core component of the PSW system, is designed to optimize, digitalize, and integrate port and logistics processes and regulatory procedures. Its objectives include improving cargo management, enhancing interagency coordination, creating better B2G and B2B linkages, reducing port congestion, and ultimately saving time and costs for traders.



3. Salient Features of PortVerse:

- i. **Centralized Information Hub:** Platform for sharing information among all port stakeholders, including shipping lines, terminal operators, customs, and logistics providers.
- ii. **Real-Time Data Exchange:** Synchronous exchange of data between various entities, improving coordination and decision making.
- iii. **Single Window Access:** Offers a single window for submitting all necessary documentation and information required by various authorities, simplifying administrative processes.
- iv. **Automated Processes:** Streamlines and automates port operations, such as cargo tracking and vessel scheduling, reducing manual errors and processing times.
- v. **Integration with External Systems:** Seamlessly integrates with systems like PSW, WeBOC, and Terminal Operator Systems (TOS) to ensure a smooth flow of information across the port ecosystem.
- vi. **Enhanced Security:** Employs robust security protocols to protect sensitive data and ensure compliance with regulatory requirements.
- vii. **Customizable and Scalable:** Offers customizable modules to meet the specific needs of different ports and scalable to accommodate new functionalities.
- viii. **Analytics and Reporting:** Features powerful analytics and reporting tools to monitor port performance, identify trends, and optimize operations.
- ix. **User-Friendly Interface:** Designed with an intuitive interface that allows users to navigate the system easily, improving user adoption and efficiency.
- x. **Compliance Management:** Ensures that all operations and transactions comply with local and international regulations, minimizing the risk of non compliance

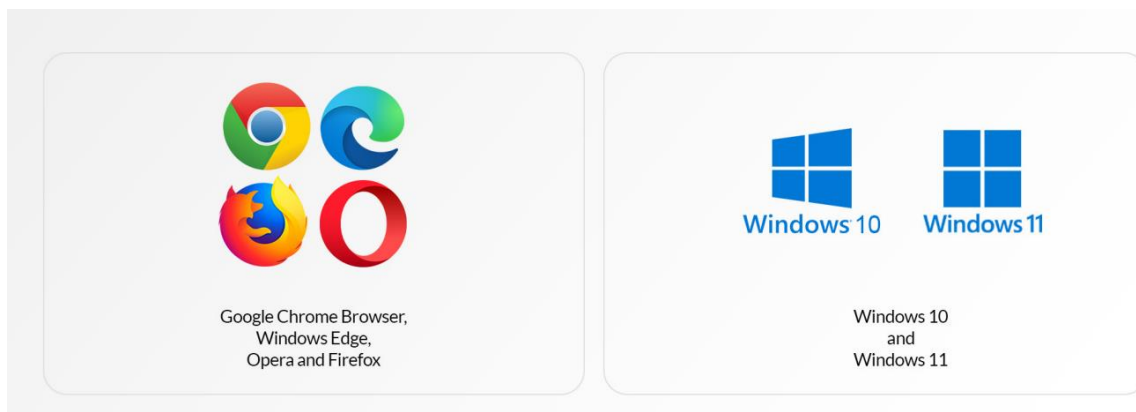


4. Pre-Requisites for Cross Border Trade and Financial Transactions

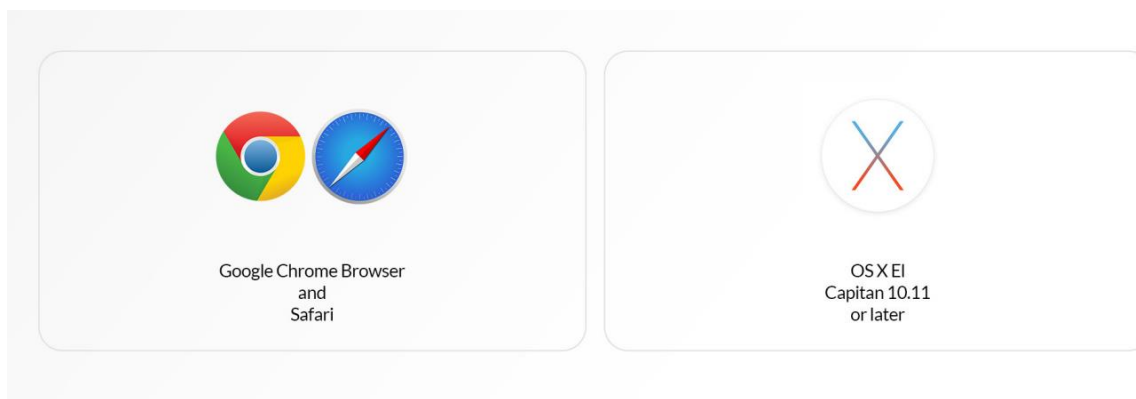
- i. Shipping agents must have an active subscription and registered with Pakistan Single Window (PSW).
- ii. Users must have valid PCS application credentials.
- iii. Shipping agents must be associated with shipping lines to perform the necessary operations through PCS.
- iv. Shipping agents must have a banking profile communicated to PSW by an Authorized Dealer (AD).

5. System Requirements

To use PSW Portal on Windows®, the user will require



To use PSW Portal on Mac®, the subscriber will need:







6. Step by Step Process – shipping agents/Freight Forwarders

6.1. User Login

- i. Please visit "www.pcs.gov.pk" and click the 'Member Area' button. You will be redirected to the login interface.

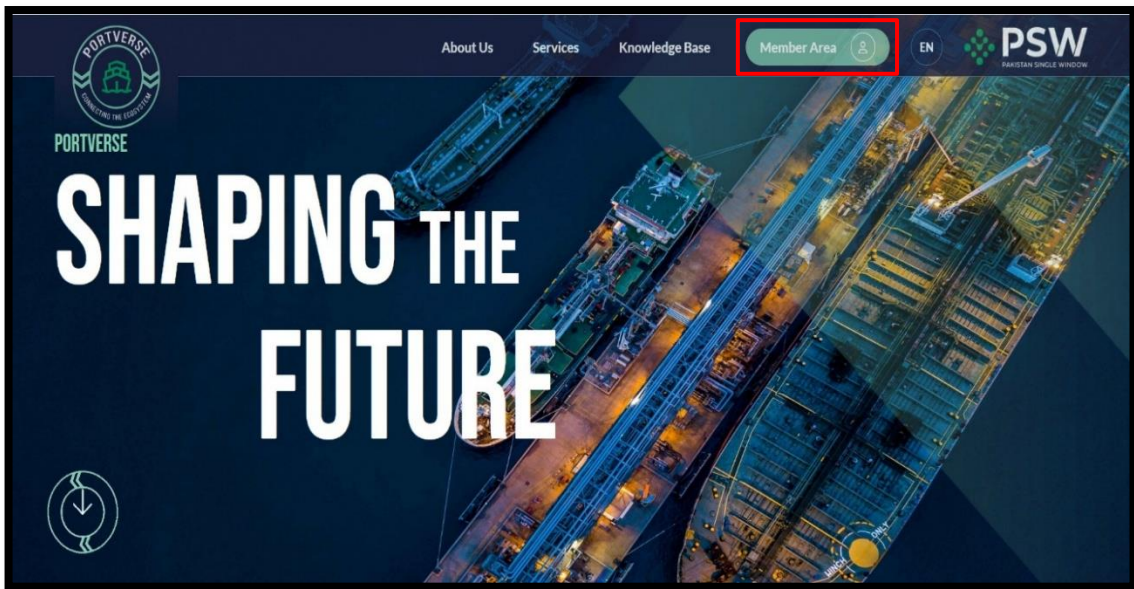


Figure 1

- ii. At the login screen, enter your login credentials.

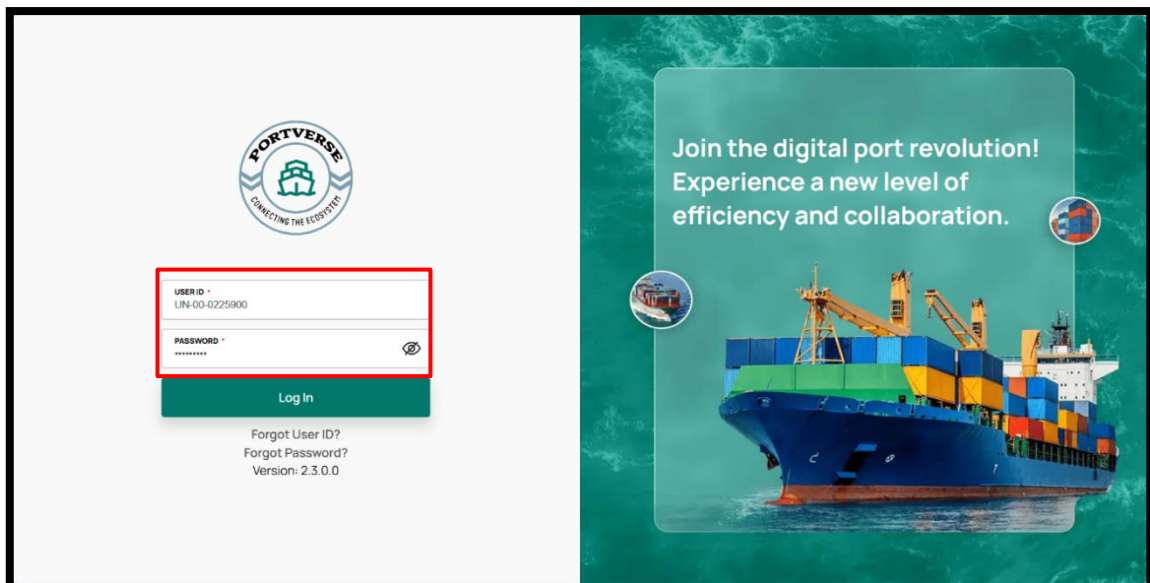


Figure 2

6.2. Delivery Order Request

- i. Upon successful log-in, the dashboard will appear. On the 'Main Menu' screen, click 'Vessel Operations' to expand the list.

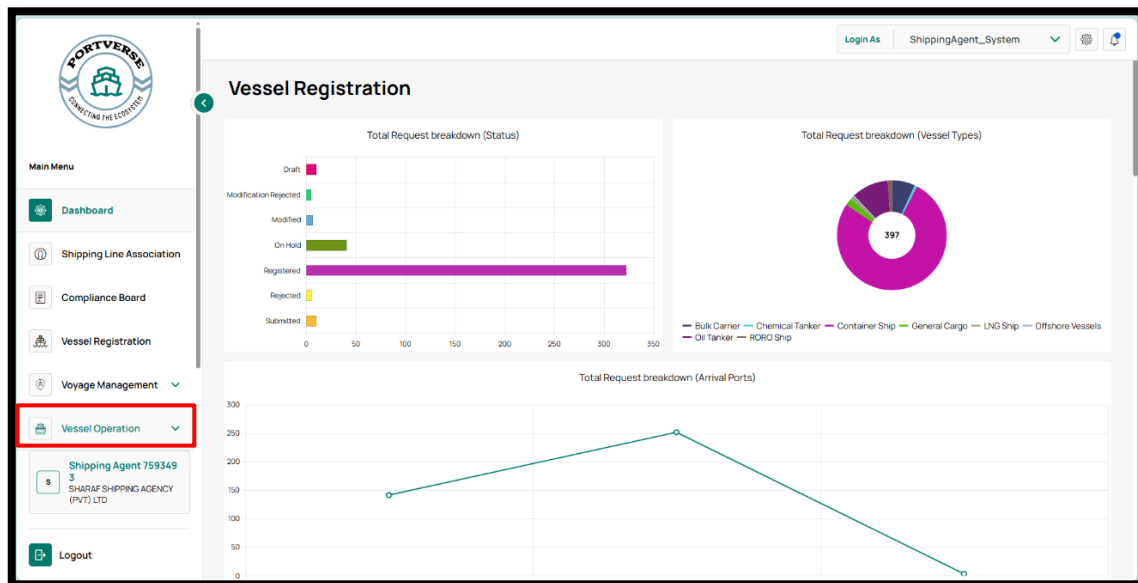


Figure 3

- ii. Under Vessel Operations, click the Delivery Order tab.

The screenshot displays the 'Delivery Order' dashboard. On the left, the 'Main Menu' includes 'Dashboard', 'Shipping Line Association', 'Compliance Board', 'Vessel Registration', 'Voyage Management', 'Vessel Operation' (expanded), 'Import Manifest', 'Delivery Orders' (highlighted with a red box), 'Routing Services', and 'Manage Boats'. Below the menu, it shows 'Shipping Agent 4159E2' and 'OSWALIA SPINNING MILLS LIMITED'. The main content area features a table of Delivery Orders with the following columns: VIR, IMO No., Vessel Name, Expected Time Of Arr., Actual Time Of Berth, VIR Status, and Action. The table contains 10 rows of data, and the bottom indicates '1 - 10 of 13 items'.

VIR	IMO No.	Vessel Name	Expected Time Of Arr.	Actual Time Of Berth	VIR Status	Action
PKBQMCICT_261125174408	9778129	HAIPHONG EXPRESS ...	26/11/2025 17:43		Submitted	View Delivery Orders
PKKCTKICT_110825115113	9778129	HAIPHONG EXPRESS ...	30/09/2025 12:00	30/09/2025 15:44	Arrived - At Berth	View Delivery Orders
PKBQMCICT_250925155903	9778129	HAIPHONG EXPRESS ...	26/09/2025 15:54		Submitted	View Delivery Orders
PKKCTSAPT_050925153631	9354260	MT PM DUKE	10/09/2025 15:35		Submitted	View Delivery Orders
PKKCTSAPT_270825153409	9490715	ILIANA	30/08/2025 15:32	30/08/2025 17:40	Departed	View Delivery Orders
PKKCTPHICT_120825130704	9703411	CLCONTIGO	25/08/2025 12:51		Submitted	View Delivery Orders
PKKCTKICT_150825162712	8671104	XIN LIAN CHANG	18/08/2025 13:00		Submitted	View Delivery Orders
PKBQMCICT_290425162734	9778129	HAIPHONG EXPRESS	02/05/2025 16:25		Submitted	View Delivery Orders
PKKCTKWW_180325143220	9515280	ADAMAR	22/03/2025 14:29		Submitted	View Delivery Orders
PKKCTKICT_260225101641	9778129	HAIPHONG EXPRESS	28/02/2025 10:12		Submitted	View Delivery Orders

Figure 4

- iii. On the Delivery Order screen, a list of Vessel Intimation Reports (VIRs) will appear. Select the relevant VIR.

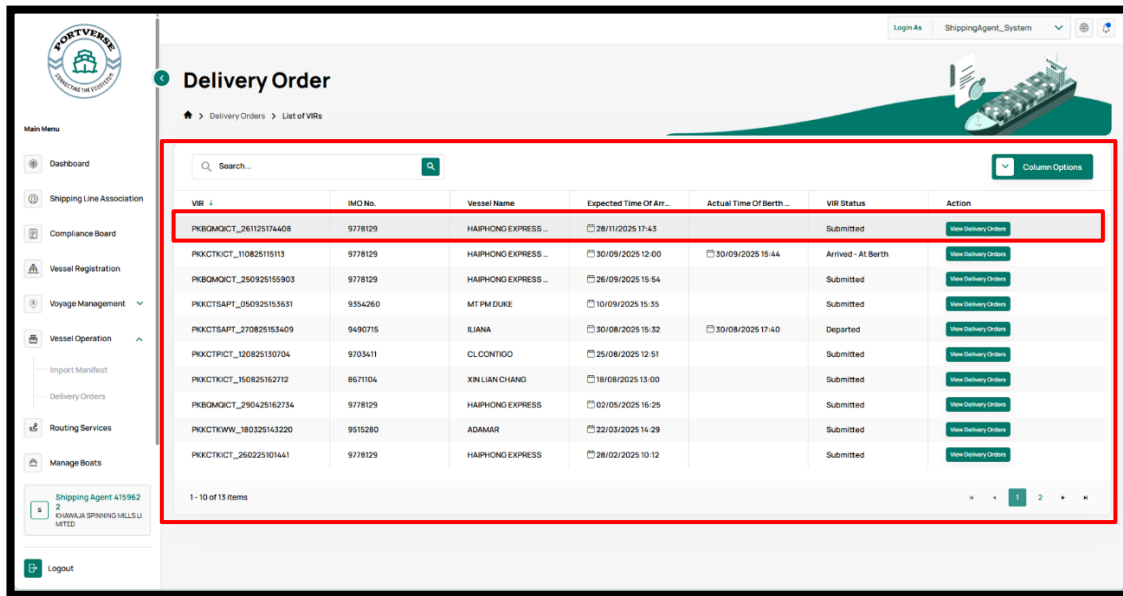


Figure 5

- iv. After selecting the VIR, drag it to the right side of the screen. In the Action tab, click 'Edit'.

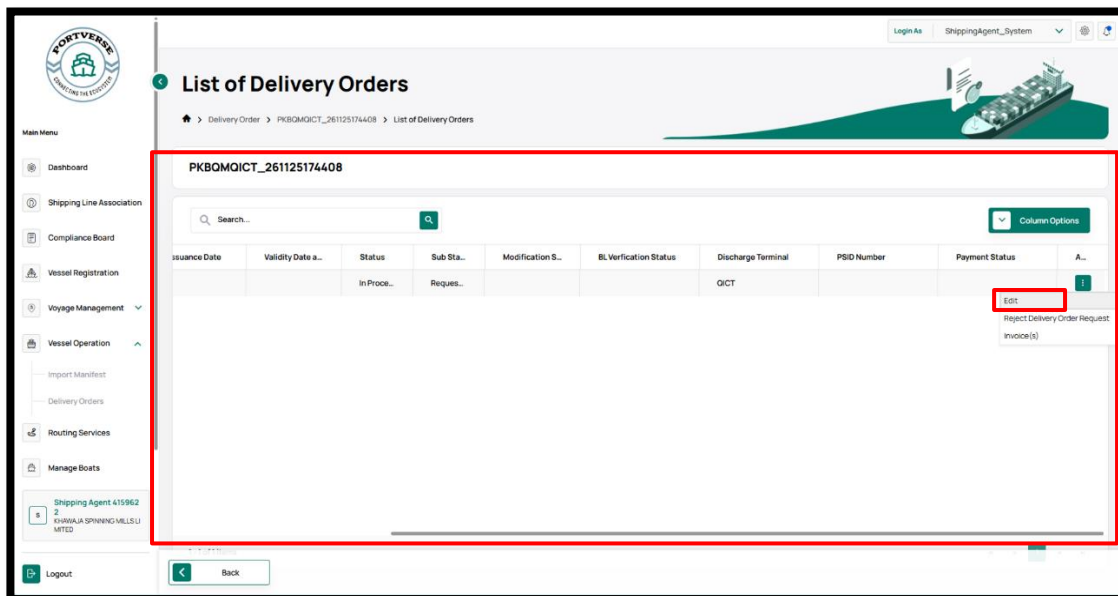
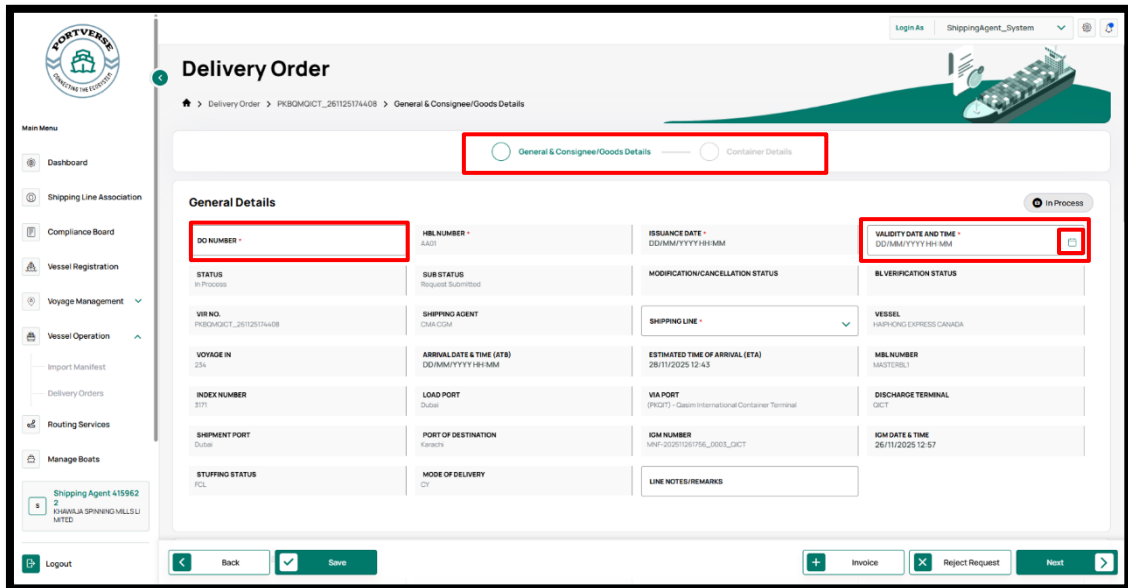


Figure 6

6.2.1. General & Consignee/Goods Details

- i. Under the General & Consignee/Goods Details section, enter the Delivery Order (DO) number, then select the Validity Date and Time by clicking the Calendar button.

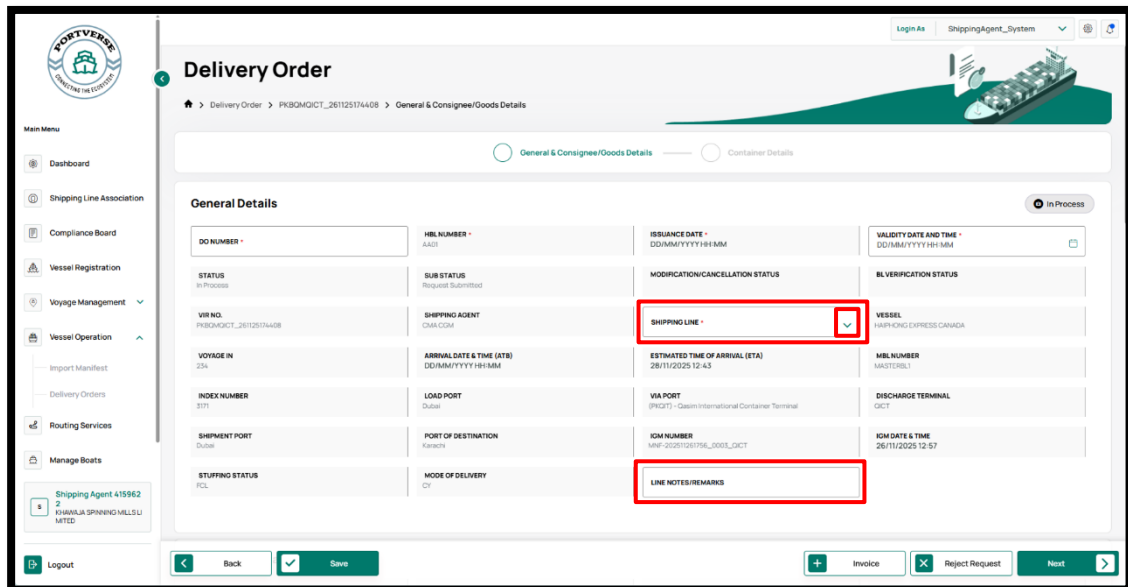


The screenshot shows the 'Delivery Order' form in the 'General & Consignee/Goods Details' section. The form is titled 'Delivery Order' and includes a breadcrumb trail: 'Delivery Order > PKBQMDOCT_261125174408 > General & Consignee/Goods Details'. The form is divided into two tabs: 'General & Consignee/Goods Details' (selected) and 'Container Details'. The 'General Details' section contains the following fields:

DO NUMBER *	HBL NUMBER *	ISSUANCE DATE *	VALIDITY DATE AND TIME *
	A401	DD/MM/YYYY HH:MM	DD/MM/YYYY HH:MM
STATUS In Process	SUB STATUS Request Submitted	MODIFICATION/CANCELLATION STATUS	BL VERIFICATION STATUS
VIR NO. PKBQMDOCT_261125174408	SHIPPING AGENT CMA CGM	SHIPPING LINE *	VESSEL HAP-LONG EXPRESS CANADA
VOYAGE IN 254	ARRIVAL DATE & TIME (ATB) DD/MM/YYYY HH:MM	ESTIMATED TIME OF ARRIVAL (ETA) 26/11/2025 12:43	MBL NUMBER MAST08L1
INDEX NUMBER E371	LOAD PORT DUBAI	VIA PORT (PKQCT) - Qasim International Container Terminal	DISCHARGE TERMINAL GCT
SHIPMENT PORT Dubai	PORT OF DESTINATION Karachi	ICM NUMBER MNF-20251026756_0003_GCT	ICM DATE & TIME 26/11/2025 12:57
STUFFING STATUS FCL	MODE OF DELIVERY CY	LINE NOTES/REMARKS	

Figure 7

- ii. Select the 'Shipping Line' by clicking the Down Arrow button and enter remarks (optional).



The screenshot shows the 'Delivery Order' form in the 'General & Consignee/Goods Details' section. The form is titled 'Delivery Order' and includes a breadcrumb trail: 'Delivery Order > PKBQMDOCT_261125174408 > General & Consignee/Goods Details'. The form is divided into two tabs: 'General & Consignee/Goods Details' (selected) and 'Container Details'. The 'General Details' section contains the following fields:

DO NUMBER *	HBL NUMBER *	ISSUANCE DATE *	VALIDITY DATE AND TIME *
	A401	DD/MM/YYYY HH:MM	DD/MM/YYYY HH:MM
STATUS In Process	SUB STATUS Request Submitted	MODIFICATION/CANCELLATION STATUS	BL VERIFICATION STATUS
VIR NO. PKBQMDOCT_261125174408	SHIPPING AGENT CMA CGM	SHIPPING LINE *	VESSEL HAP-LONG EXPRESS CANADA
VOYAGE IN 254	ARRIVAL DATE & TIME (ATB) DD/MM/YYYY HH:MM	ESTIMATED TIME OF ARRIVAL (ETA) 26/11/2025 12:43	MBL NUMBER MAST08L1
INDEX NUMBER E371	LOAD PORT DUBAI	VIA PORT (PKQCT) - Qasim International Container Terminal	DISCHARGE TERMINAL GCT
SHIPMENT PORT Dubai	PORT OF DESTINATION Karachi	ICM NUMBER MNF-20251026756_0003_GCT	ICM DATE & TIME 26/11/2025 12:57
STUFFING STATUS FCL	MODE OF DELIVERY CY	LINE NOTES/REMARKS	

Figure 8

- iii. Under the Notify Party section, add or remove parties by clicking the 'Add', 'Edit' or 'Delete' buttons in the Actions tab. Then click on the 'Next' button.

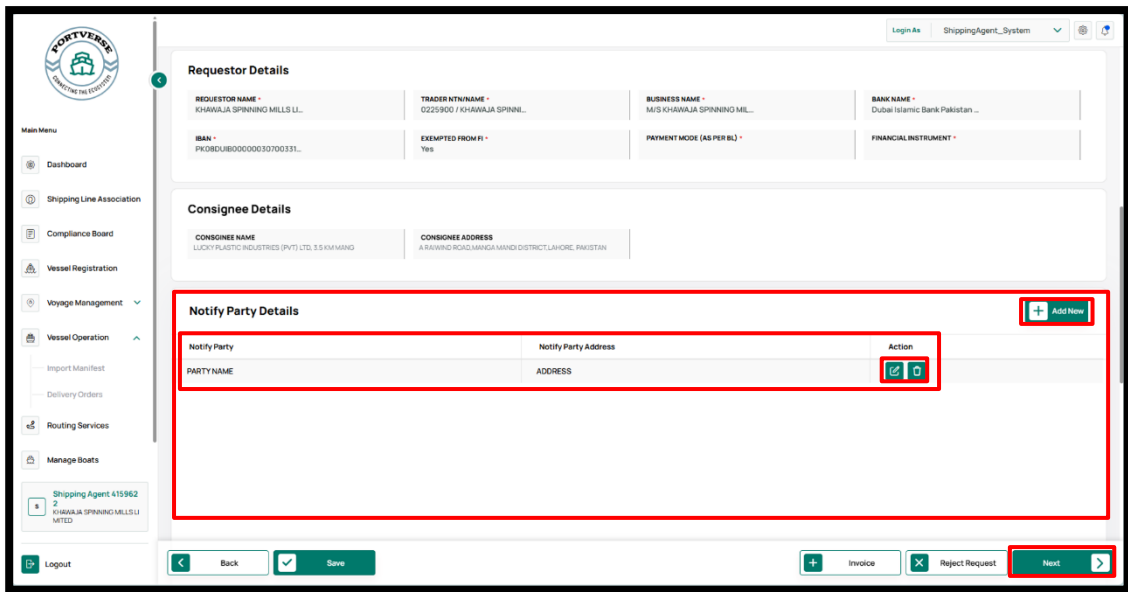


Figure 9

6.2.2. Containers Details

- i. Under the Containers Details section, select the relevant container.

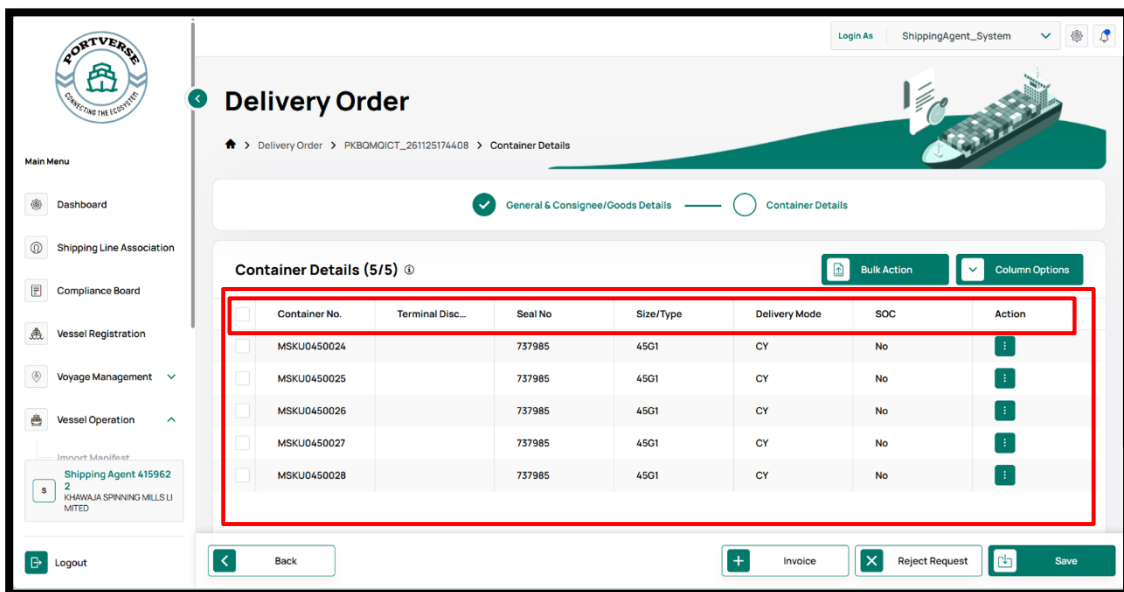


Figure 10

- ii. Under the Action's tab, click the three dots icon to add empty return details sequentially.

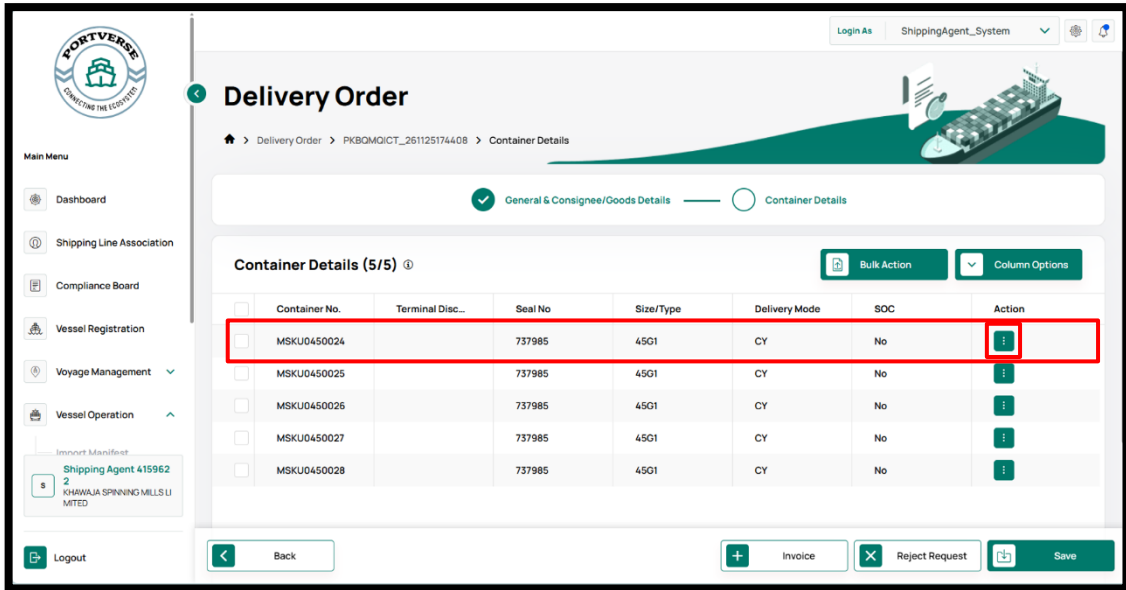


Figure 11

- iii. Select the 'Expiry Date of Return' by clicking the calendar icon and the 'Empty Container Terminal' by clicking the down arrow button.

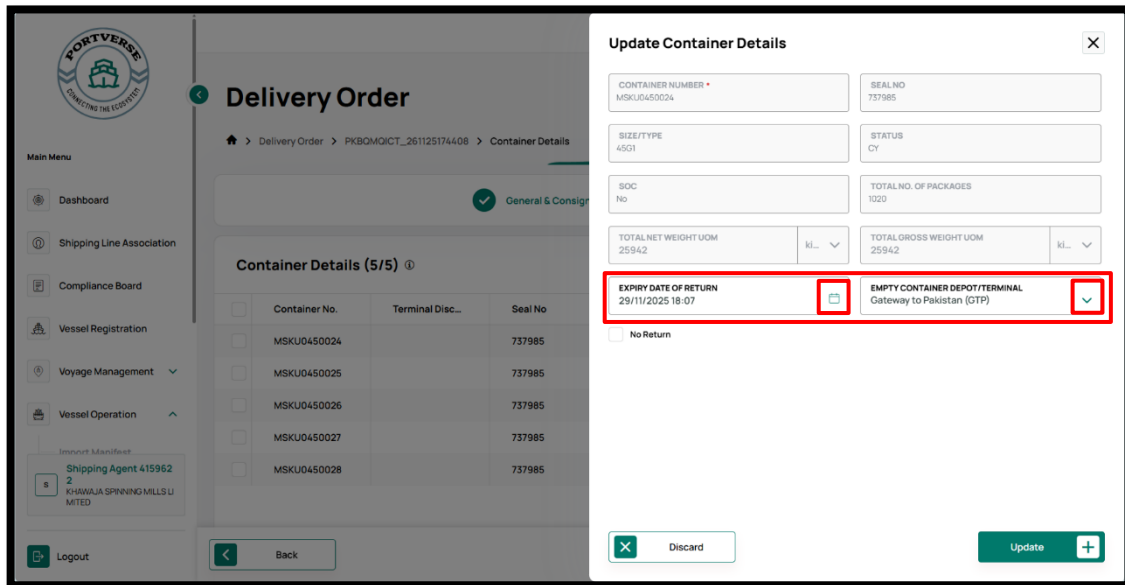


Figure 12

iv. Click the Update button to submit the updated container details.

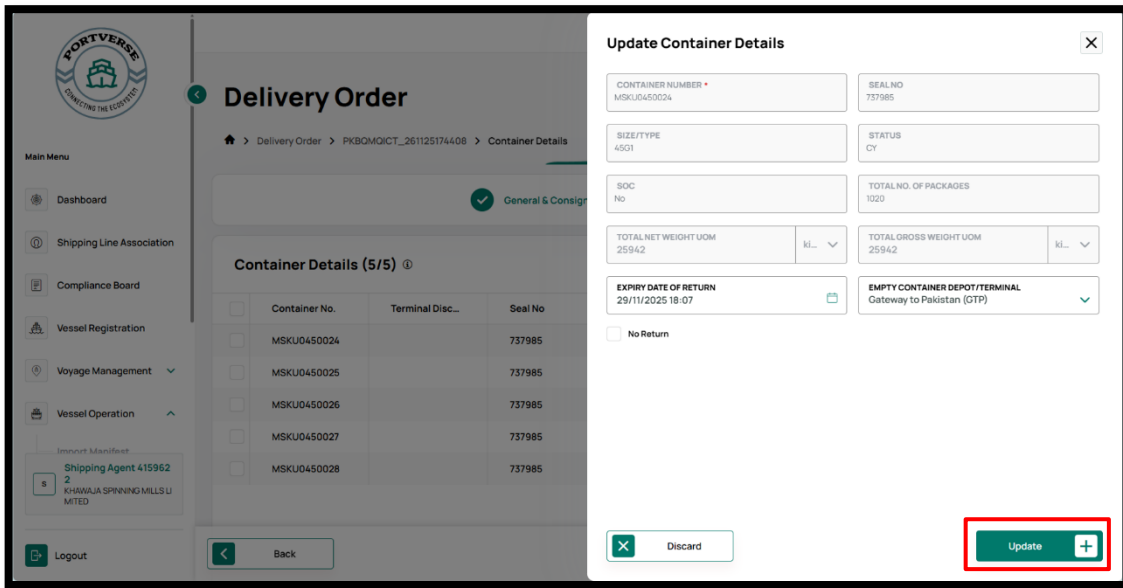


Figure 13

v. For bulk empty return, select the relevant container numbers.

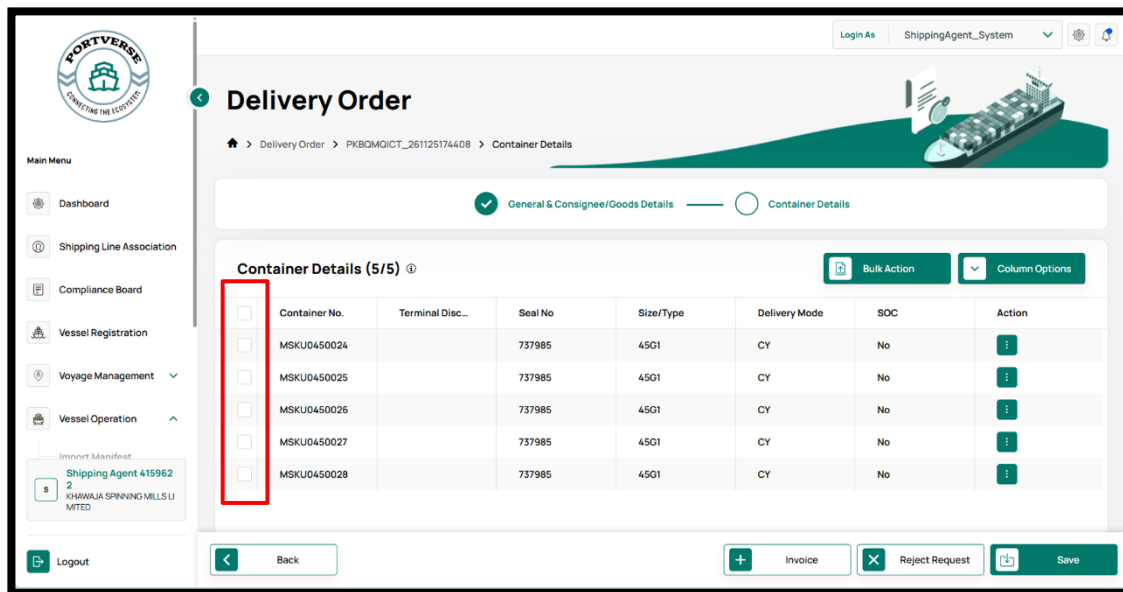


Figure 14

- vi. After selecting the containers, click the 'Bulk Action' button and select 'Add Empty Return'.

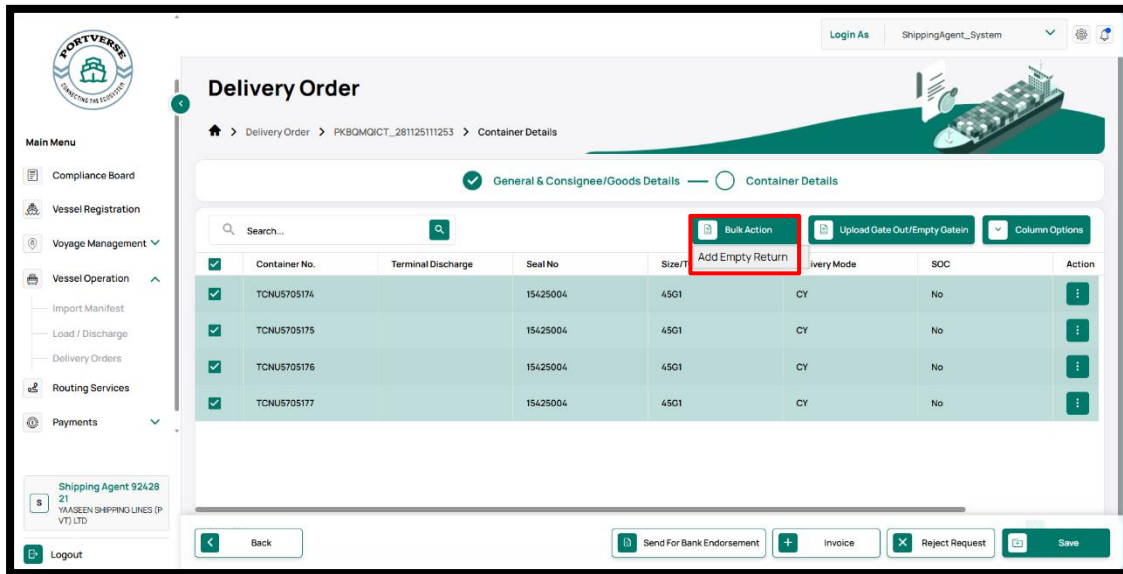


Figure 15

- vii. Select the 'Empty Container Terminal' by clicking the down arrow button and the 'Expiry Date of Return' by clicking the calendar icon.

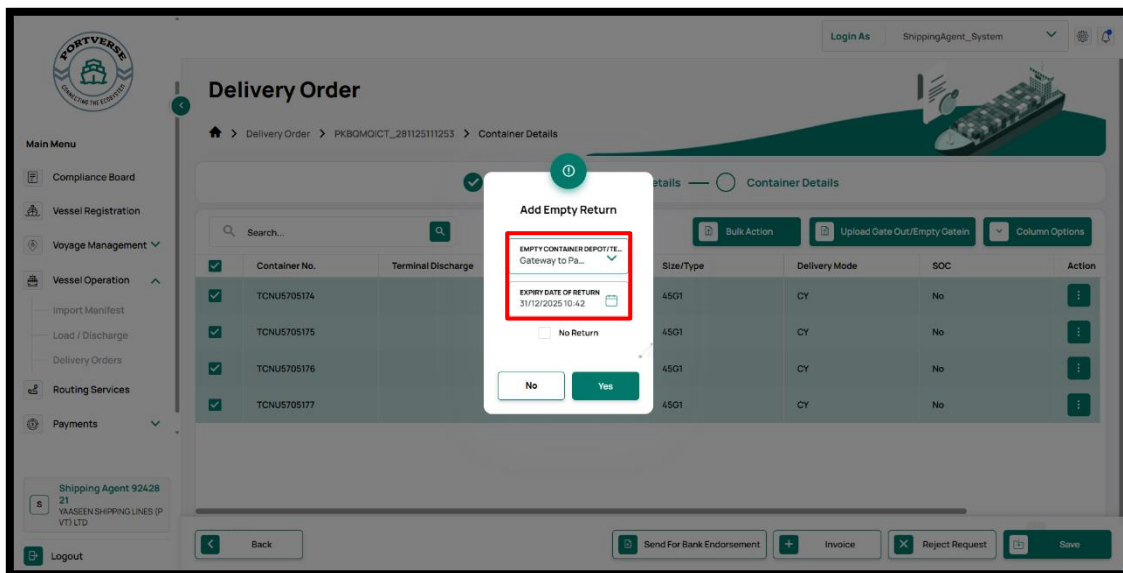


Figure 16



viii. Click the Yes button to add bulk empty containers and proceed.

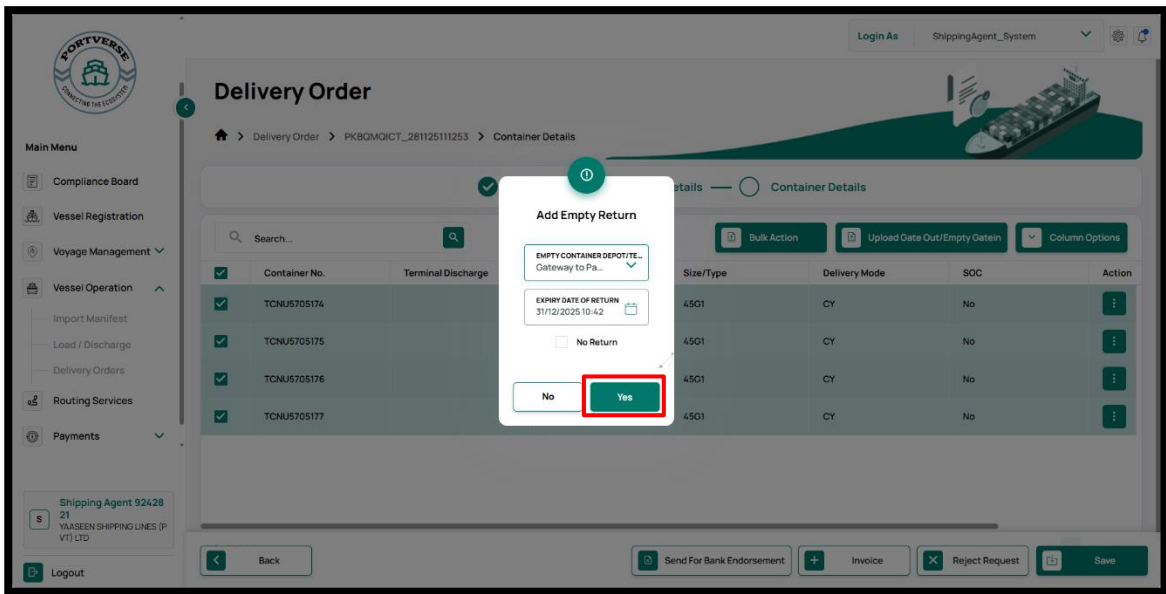


Figure 17

ix. In case empty return is not required, click the 'No Return' button and proceed.

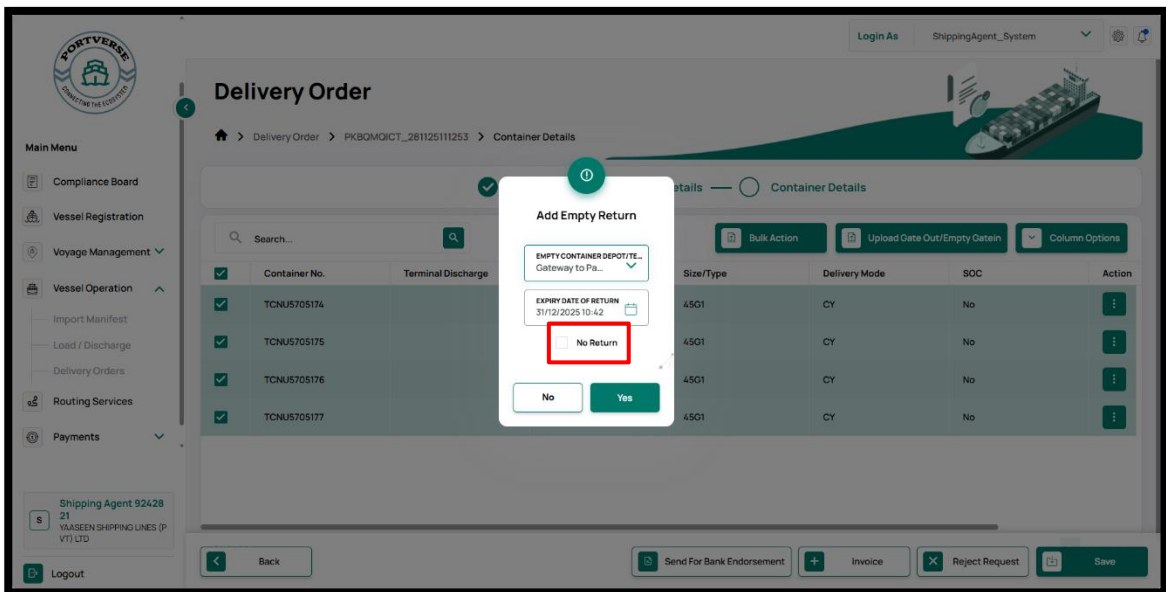


Figure 18



6.3. Bank Endorsement

- i. After adding the empty container details, click the Send for Bank Endorsement button to obtain intimation of bank endorsement on BL.

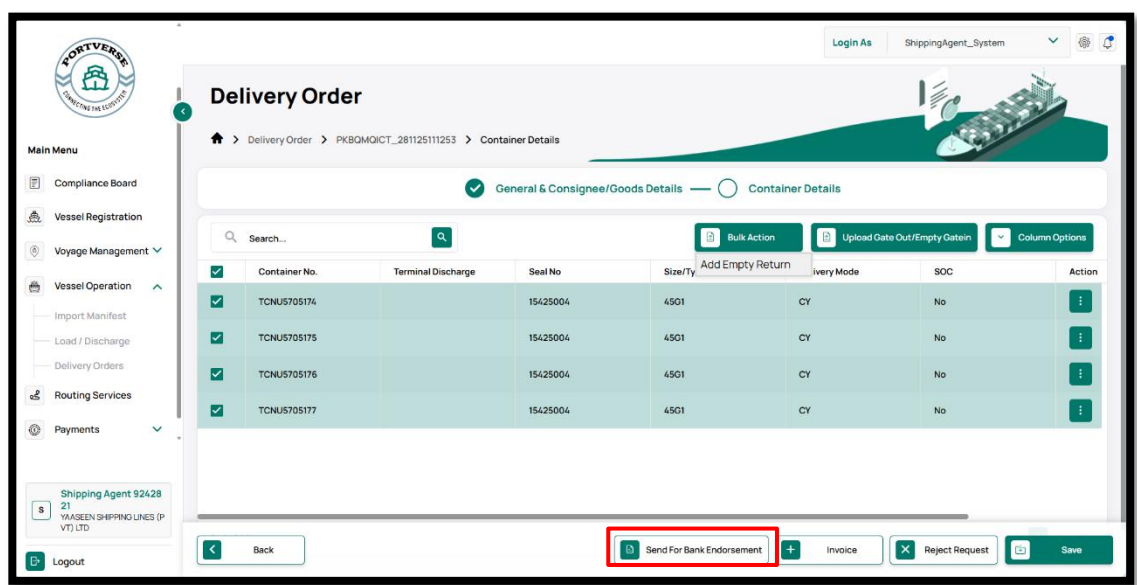


Figure 19

Note: Send for Bank Endorsement is an optional step. Delivery Order can be issued without electronic intimation on BL endorsement by Bank.

- ii. Click the 'OK' button to proceed.

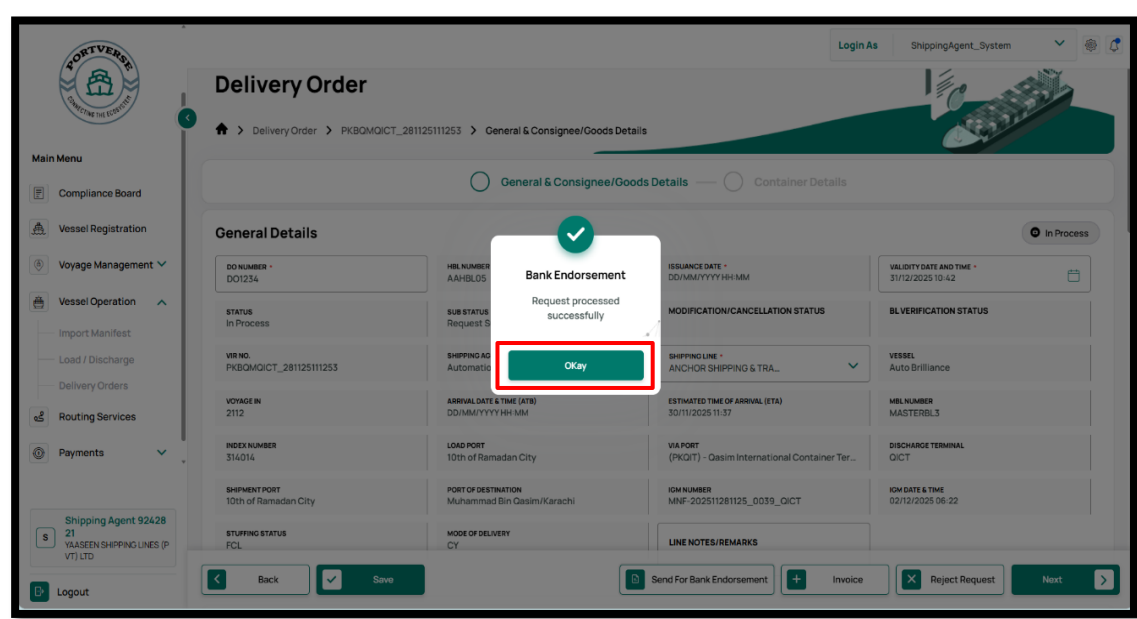


Figure 20

6.4. Invoice Creation

6.4.1. Generate Invoice

- i. On the General Details screen, click the 'Invoice' button to create an invoice.

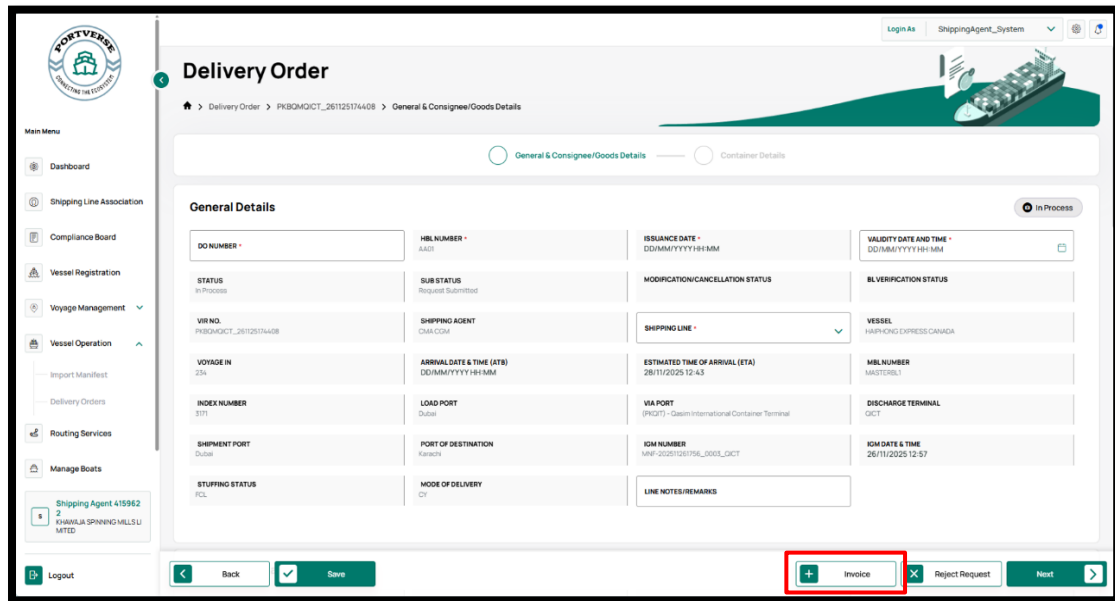


Figure 21

- ii. Click the 'Create Invoice' button.

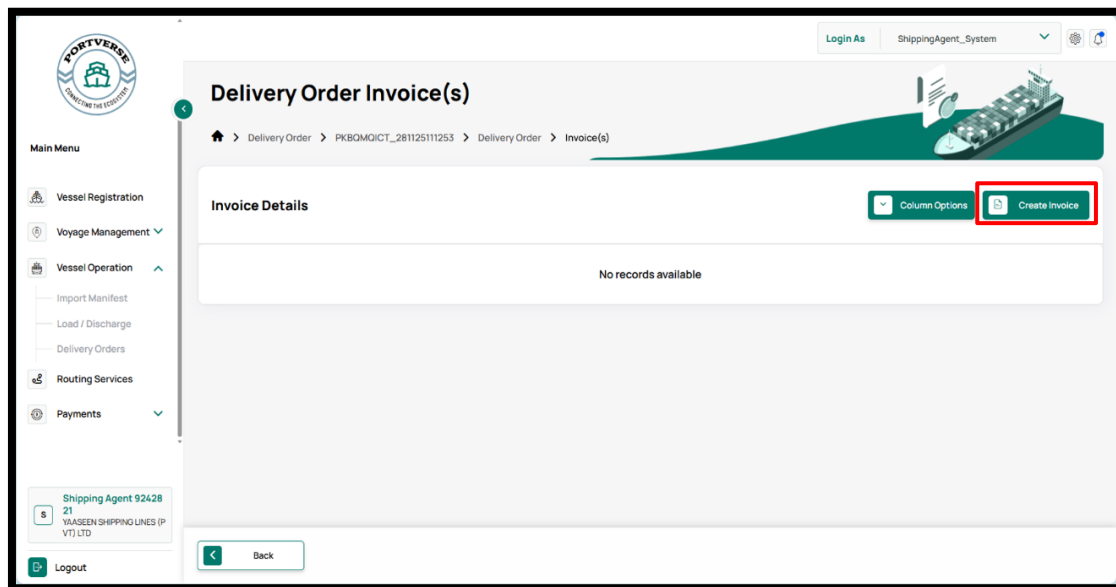


Figure 22



- iii. Select the 'Invoice Type' using the dropdown arrow and enter the invoice number.

Item Description	Amount	Currency	Currency Rate	Action
Equipment Charges	50000	USD	300	+ -
Terminal Handling Charges	10000	PKR	1	+ -

Figure 23

- iv. Enter the invoice details.

Item Description	Amount	Currency	Currency Rate	Action
Equipment Charges	50000	USD	300	+ -
Terminal Handling Charges	10000	PKR	1	+ -

Figure 24

- v. To add a new row, click the Add New button.

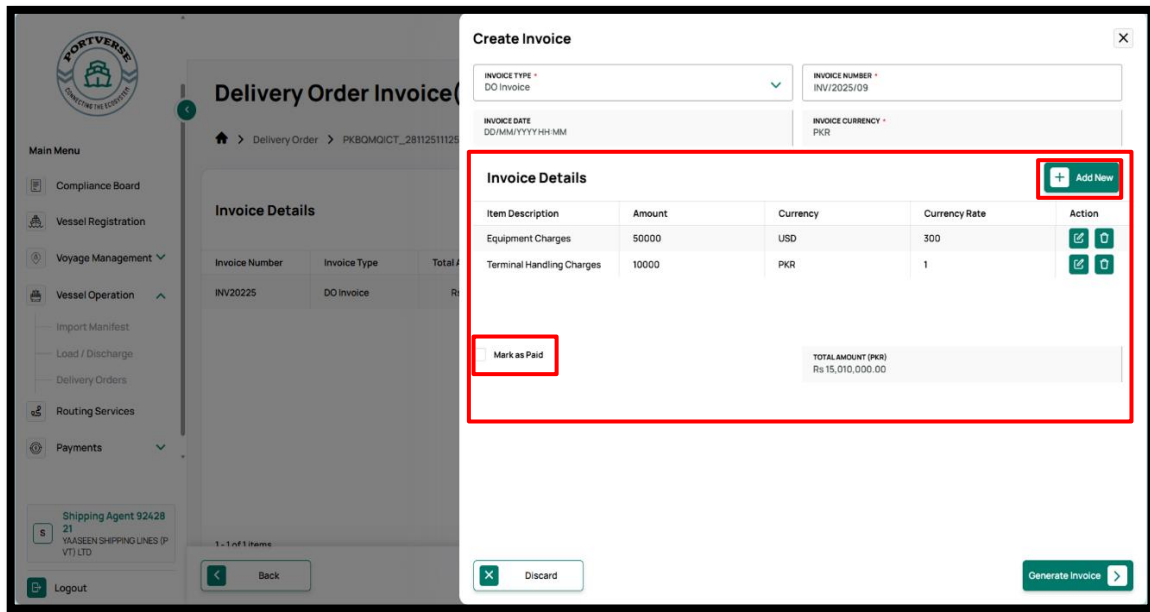


Figure 25

Note: You may mark the invoice as paid by select the 'Mark as Paid' option. Alternatively, this could also be done by invoice listing screen.

- vi. Click the 'Generate Invoice' button to create the invoice.

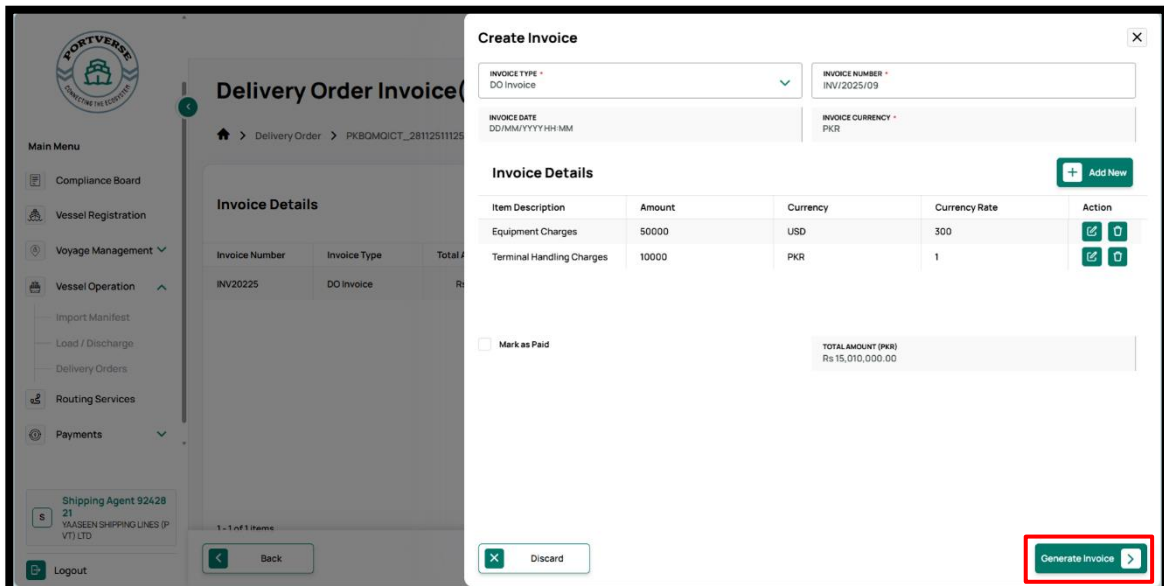


Figure 26



- vii. Click the 'Ok' button to proceed.

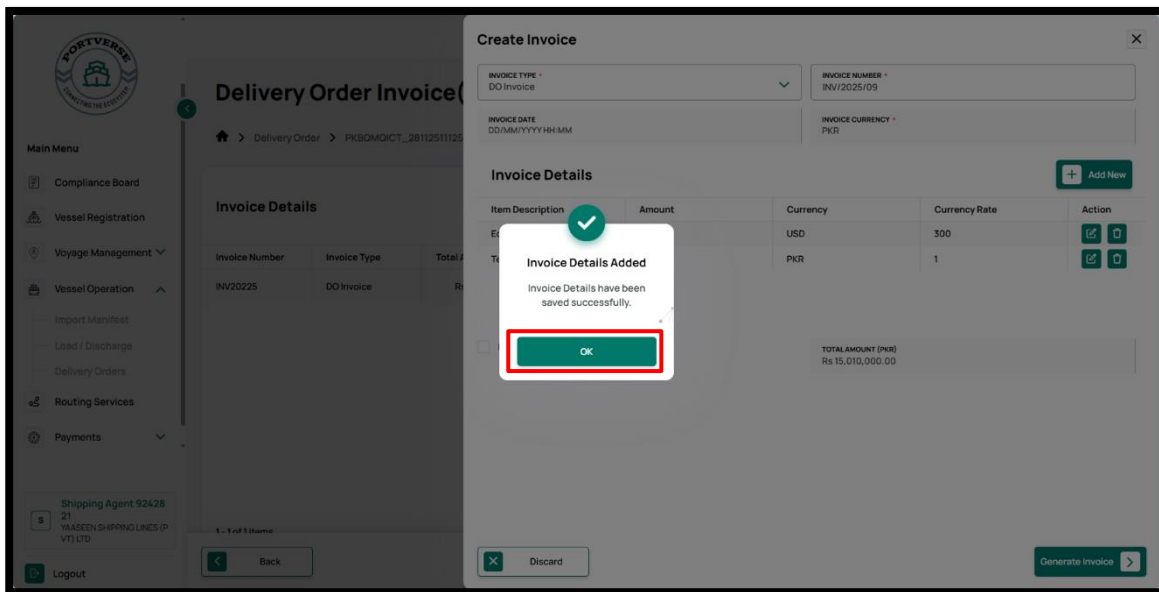


Figure 27

6.4.2. View Invoice

- i. On the Invoice Details screen, click the 'Print' icon in the Actions tab to view the invoice.

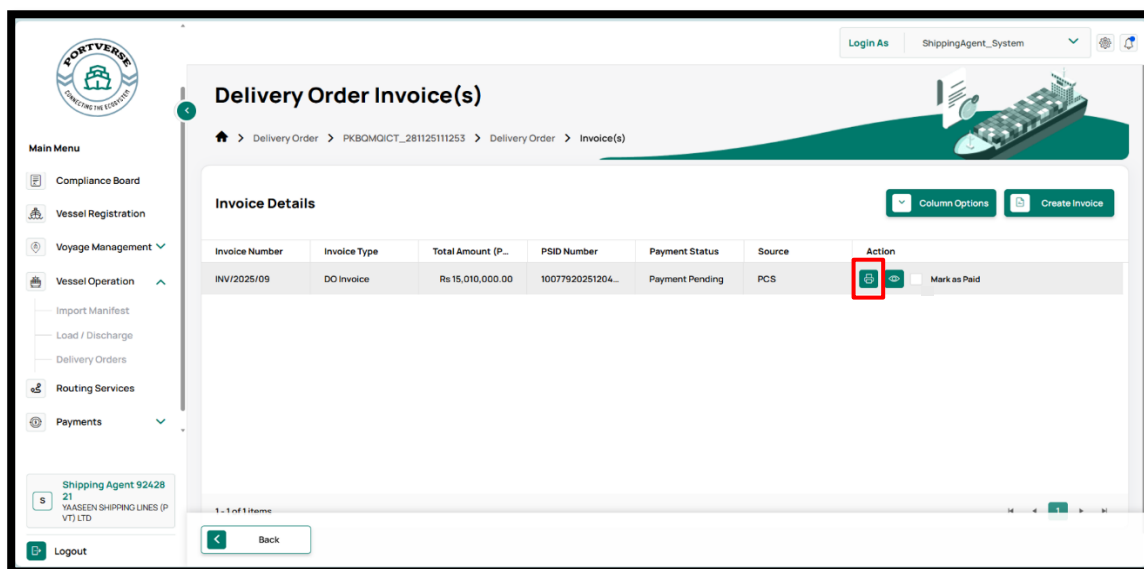


Figure 28

- ii. Review the invoice and click the 'Close' button to proceed.

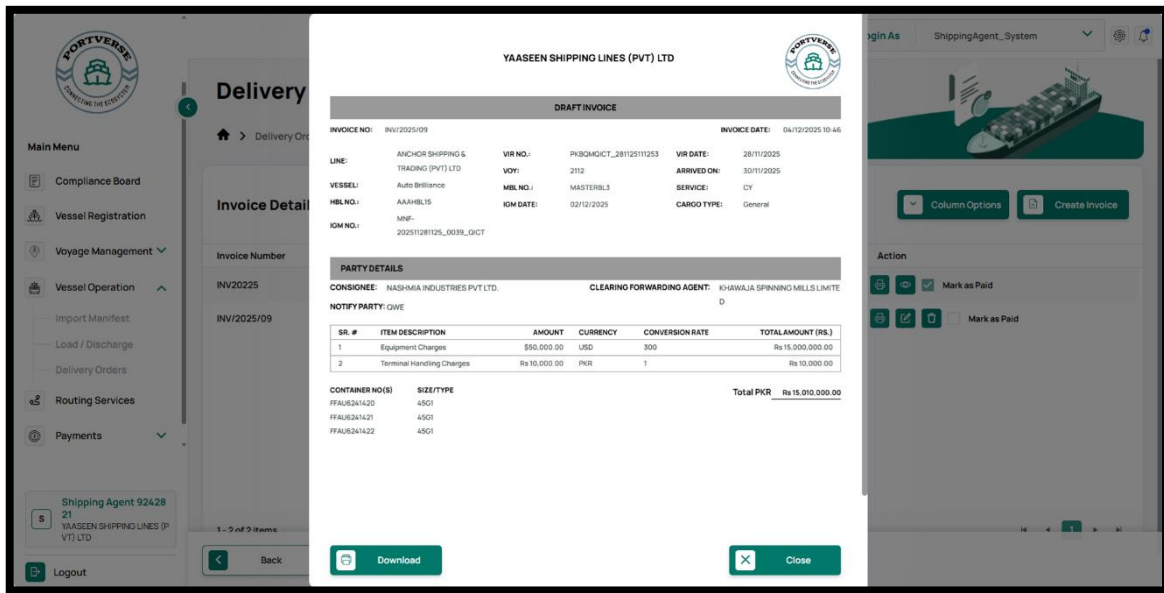


Figure 29

6.4.3. Mark As Paid

- i. In the Invoice Details section, select the Mark as Paid option to proceed without payment.

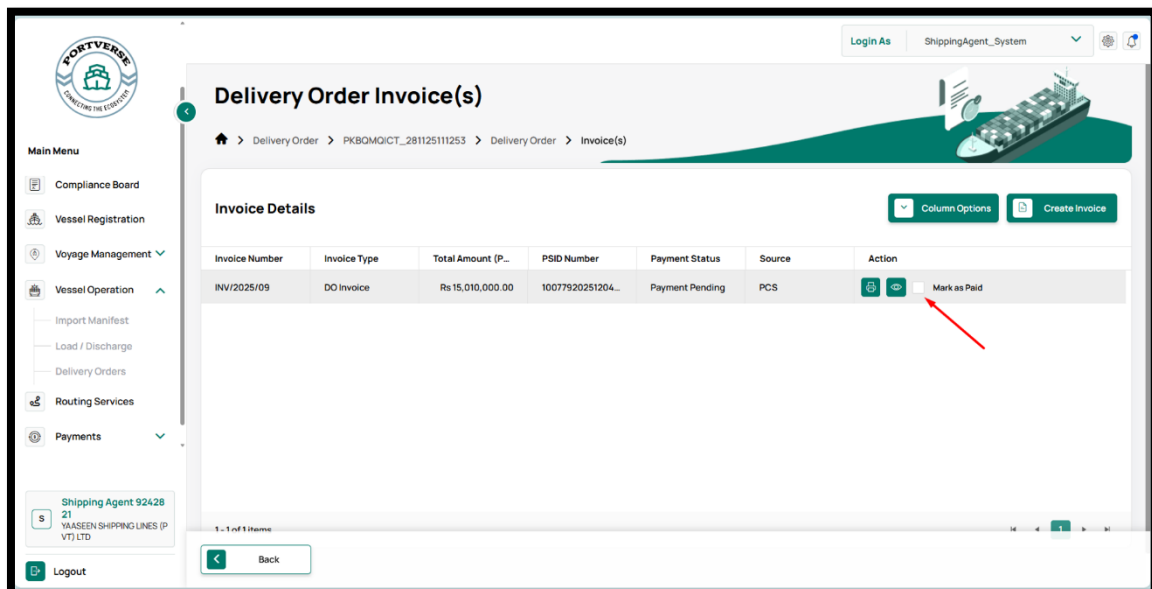


Figure 30

- ii. Enter the 'Paid By' details and click the 'Submit' button.

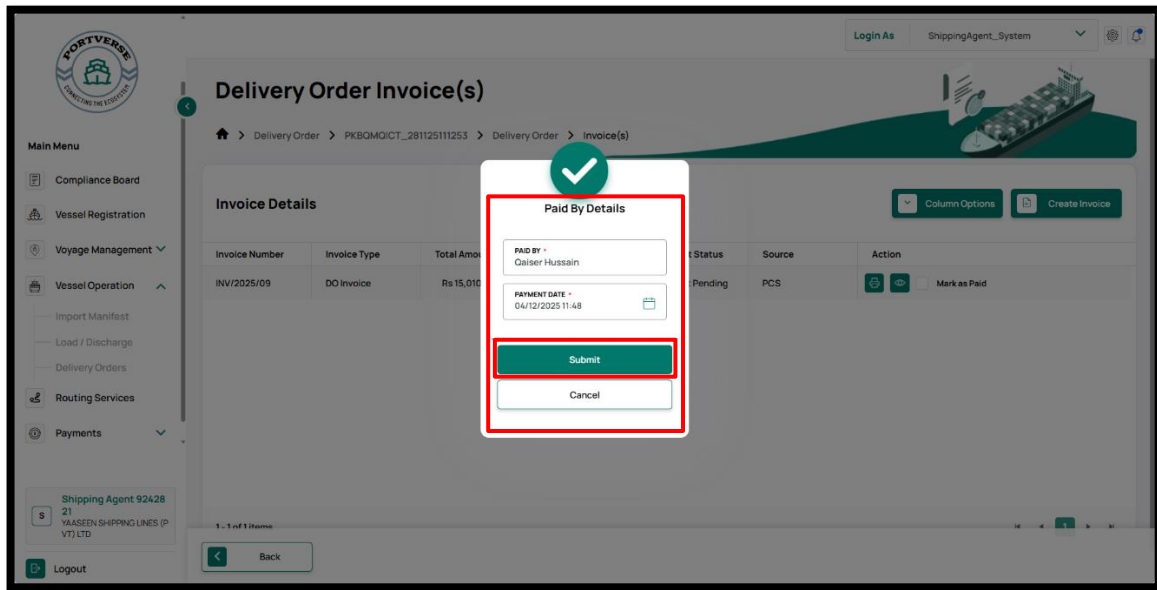


Figure 31

- iii. Click the OK button to proceed.

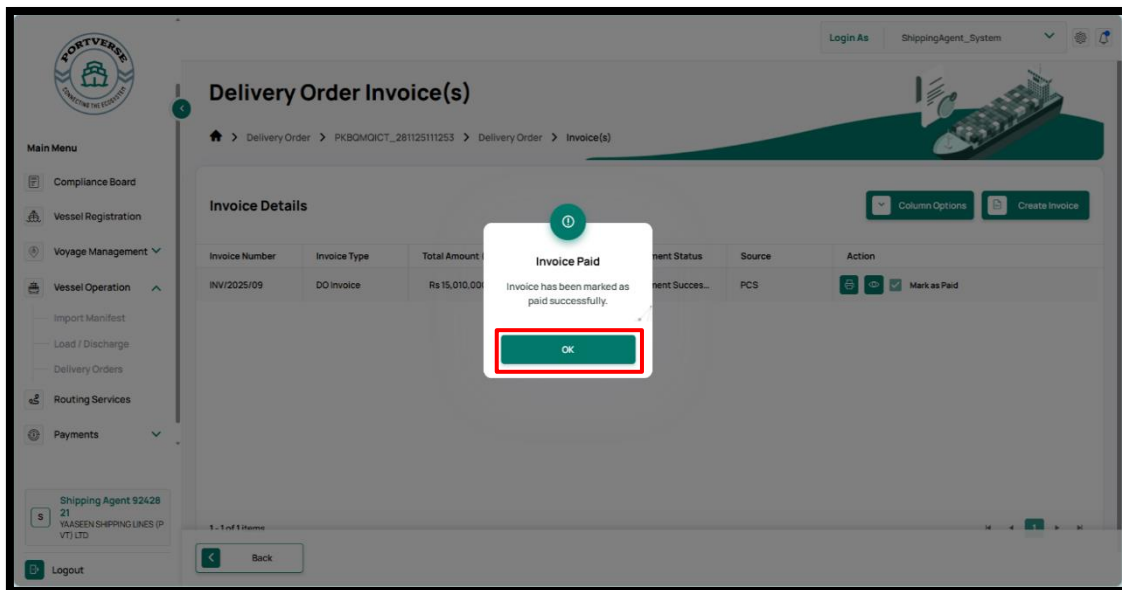


Figure 32



6.5. Print Delivery Order

- i. On the List of Delivery Orders screen, select the relevant delivery order and click on the three dots. Then select Print Delivery Order.

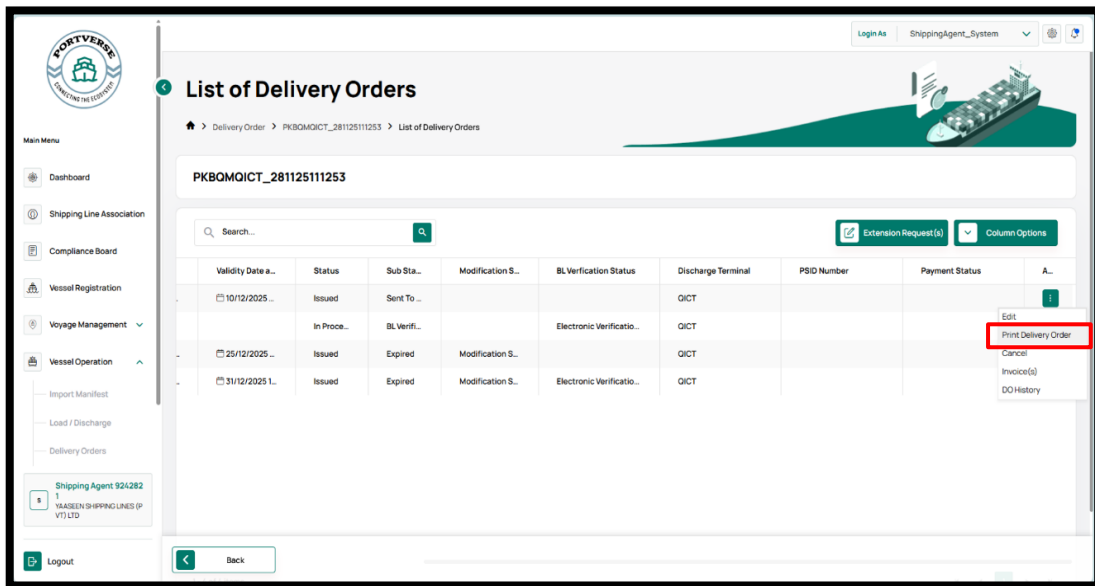


Figure 33

- ii. Click on the 'Download' button to print the delivery order.

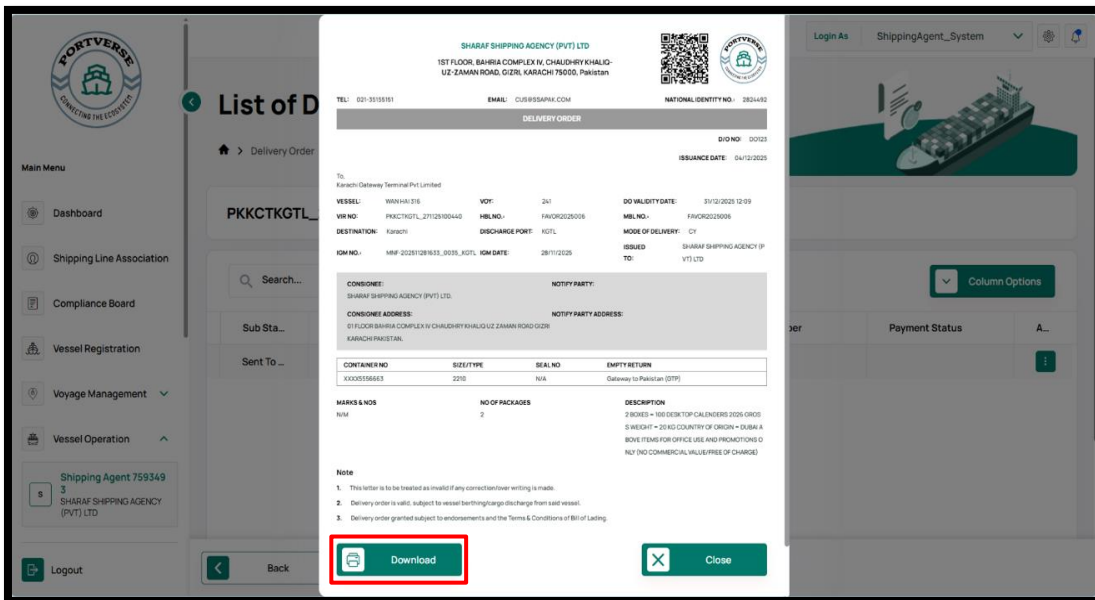


Figure 34



6.6. Extension of Delivery Order

- i. To extend Delivery Order, click on the 'Extension Request(s)' button on the List of Delivery Order Screen.

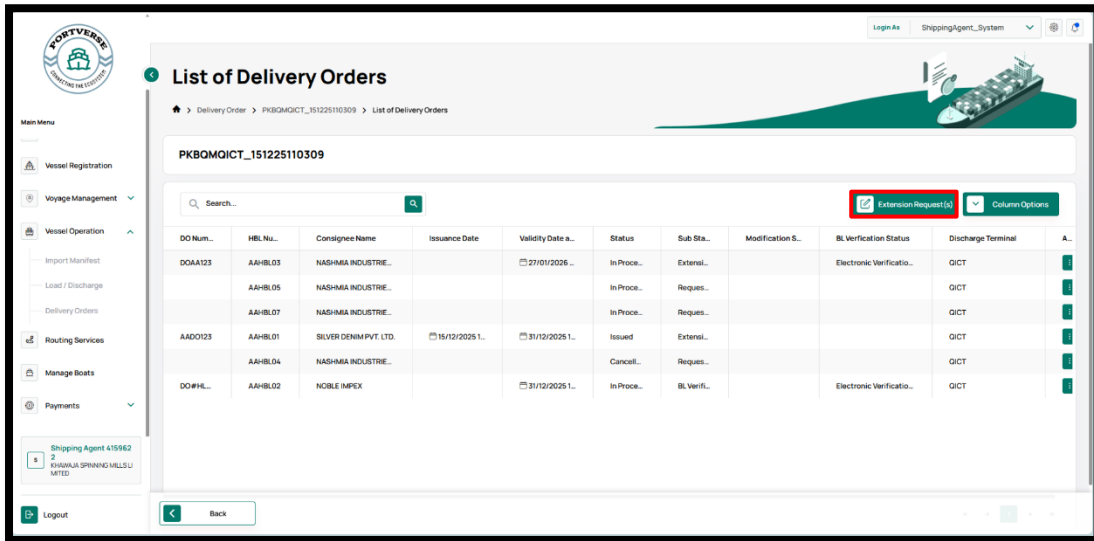


Figure 35

- ii. Select the relevant Delivery Order and click on the 'View Request' button.

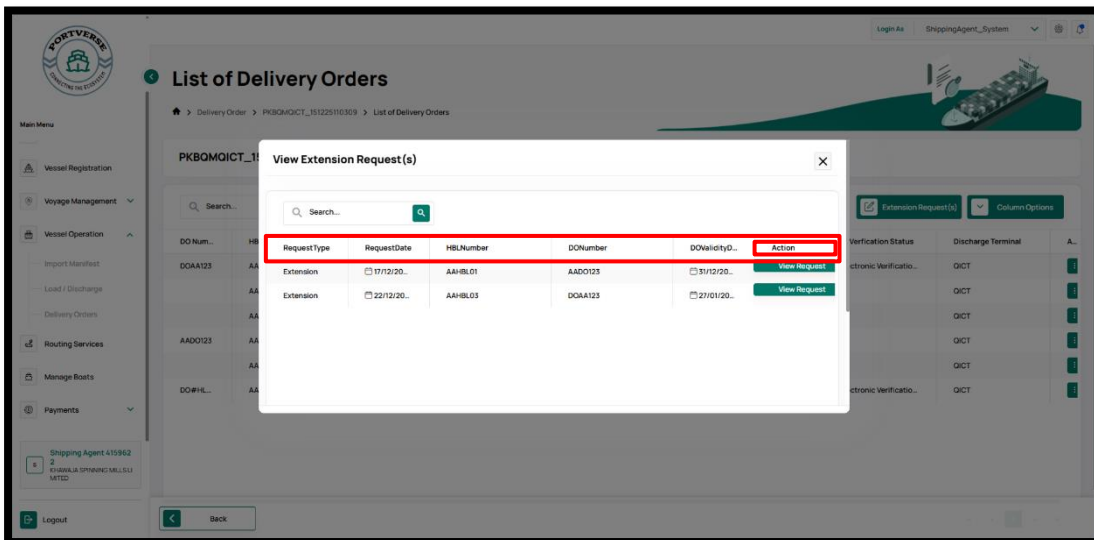


Figure 36



- iii. Under the Approve Extension tab, select the 'New Validity Date' by clicking the calendar icon.

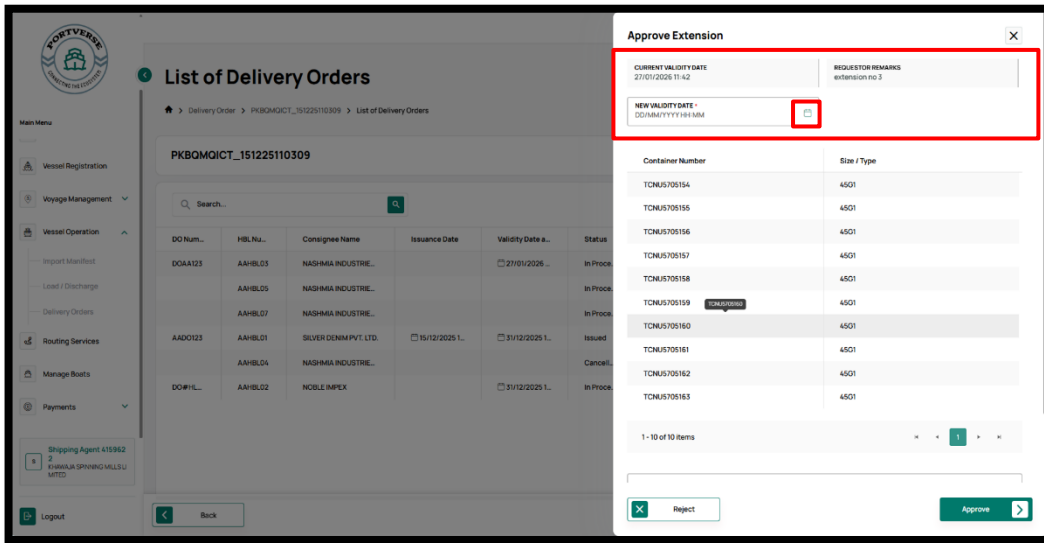


Figure 37

- iv. Add 'Remarks' and under the invoice tab, select the 'Create in PCS' checkbox.

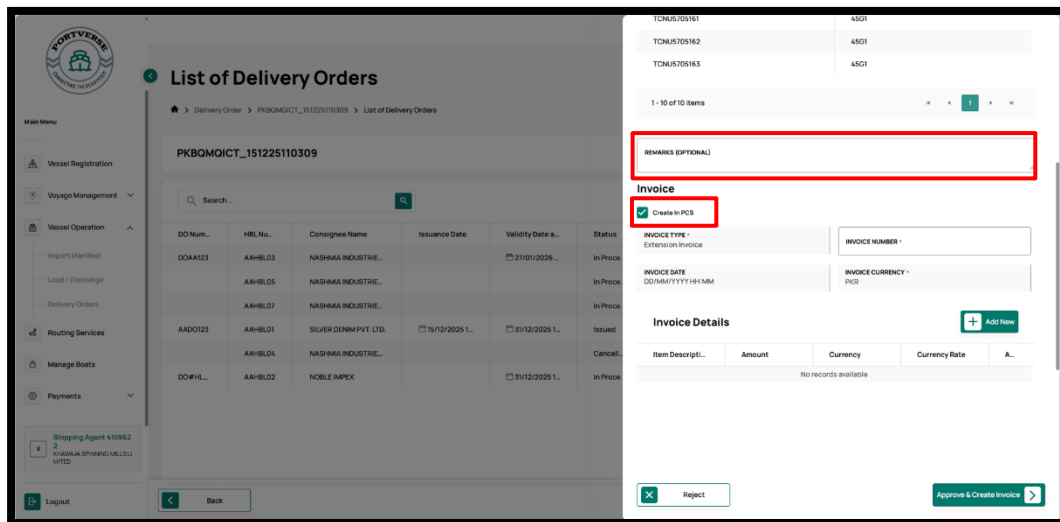


Figure 38

- v. Enter the 'Invoice Number' and click on the 'Add New' button to add

invoice details. Click on the 'Approve & Create Invoice' button to proceed.

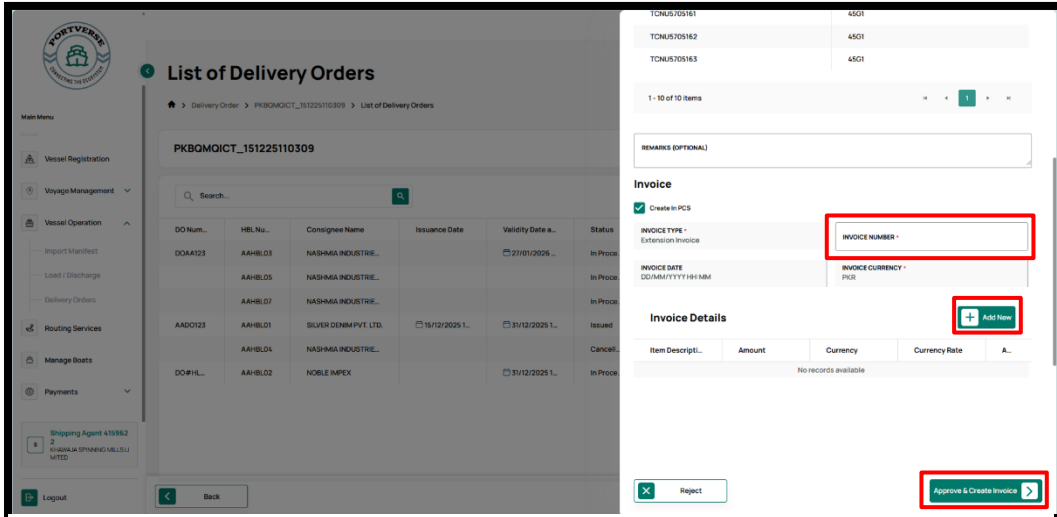


Figure 39

vi. Click on the 'Ok' button to proceed further.

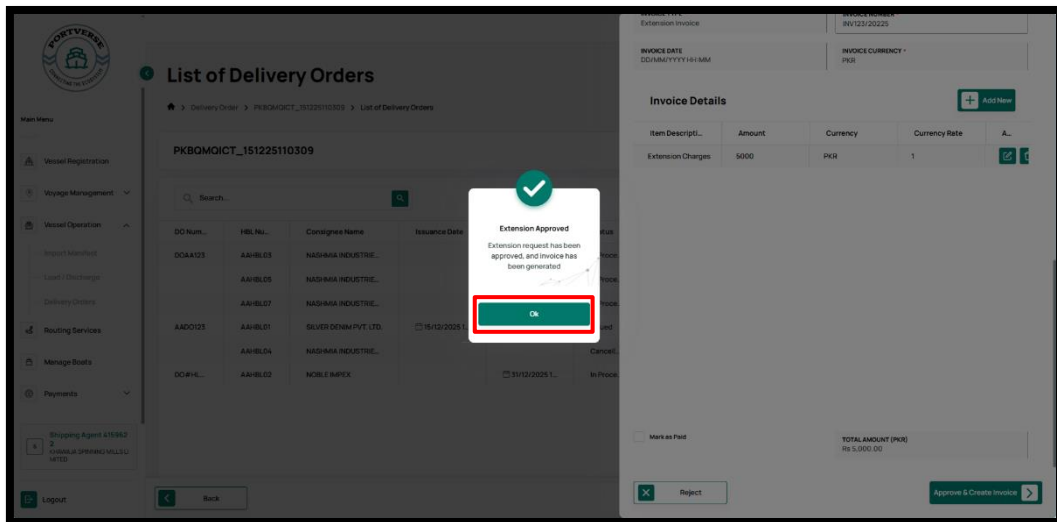


Figure 40

6.7. Cancel Delivery Order

- i. On the List of Delivery Orders screen, select the relevant delivery order and click on the three dots. Then select 'Cancel'.

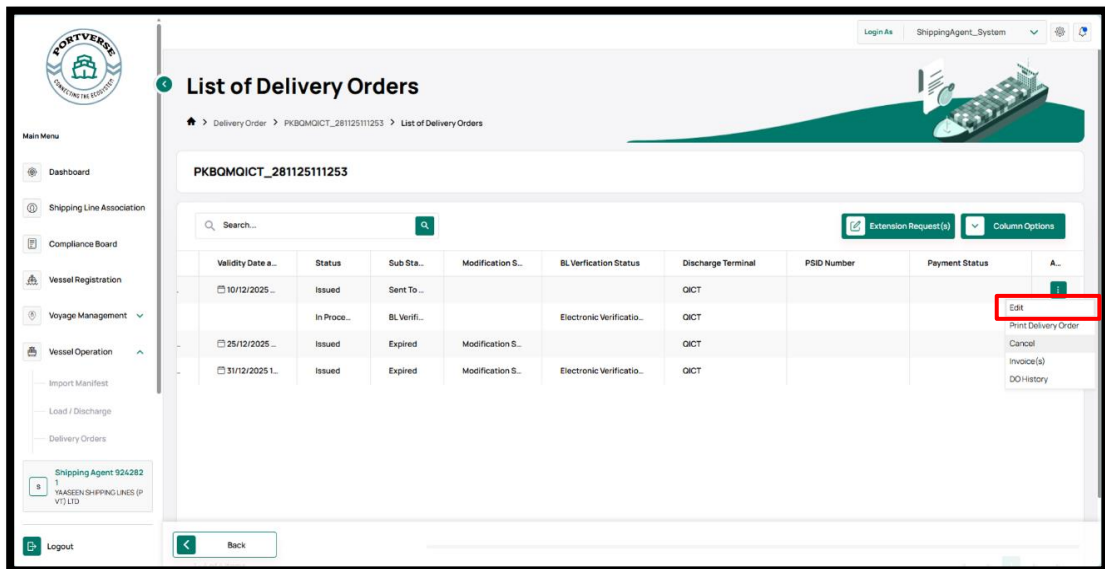


Figure 41

- ii. Add 'Remarks' for the cancellation and click on the 'Submit' button.

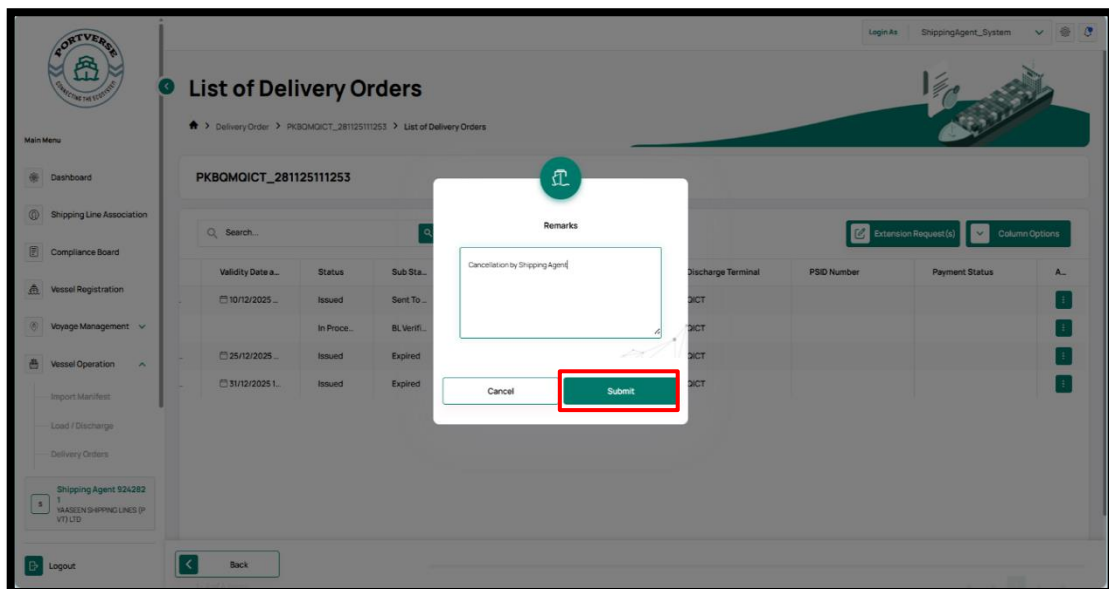
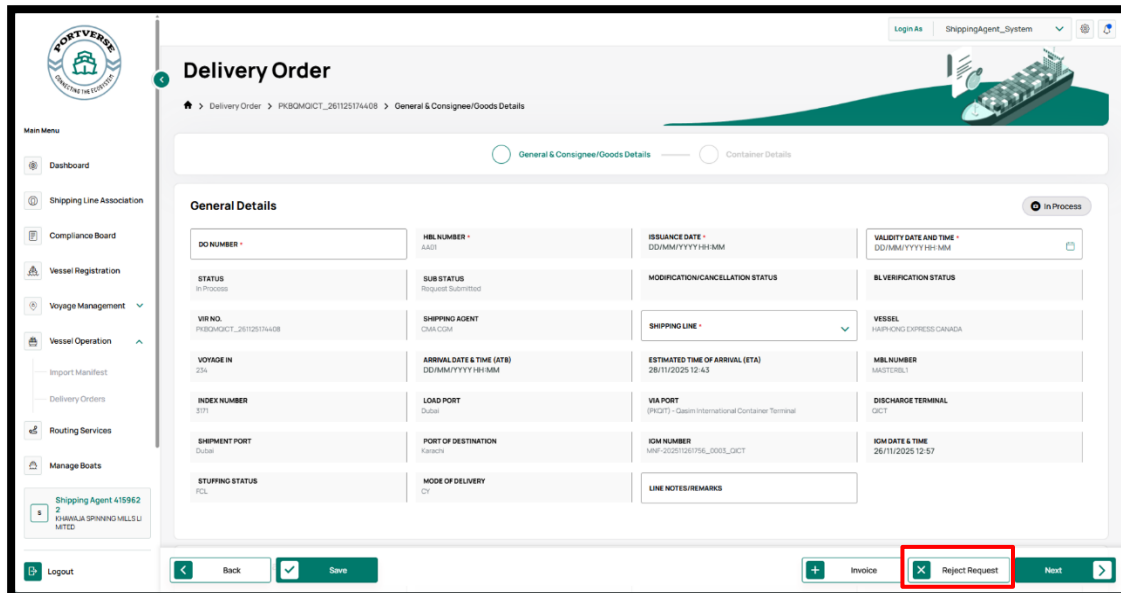


Figure 42

6.8. Rejection of Delivery Order

- i. On the General Details screen, click the Reject Request button to reject the Delivery Order request.



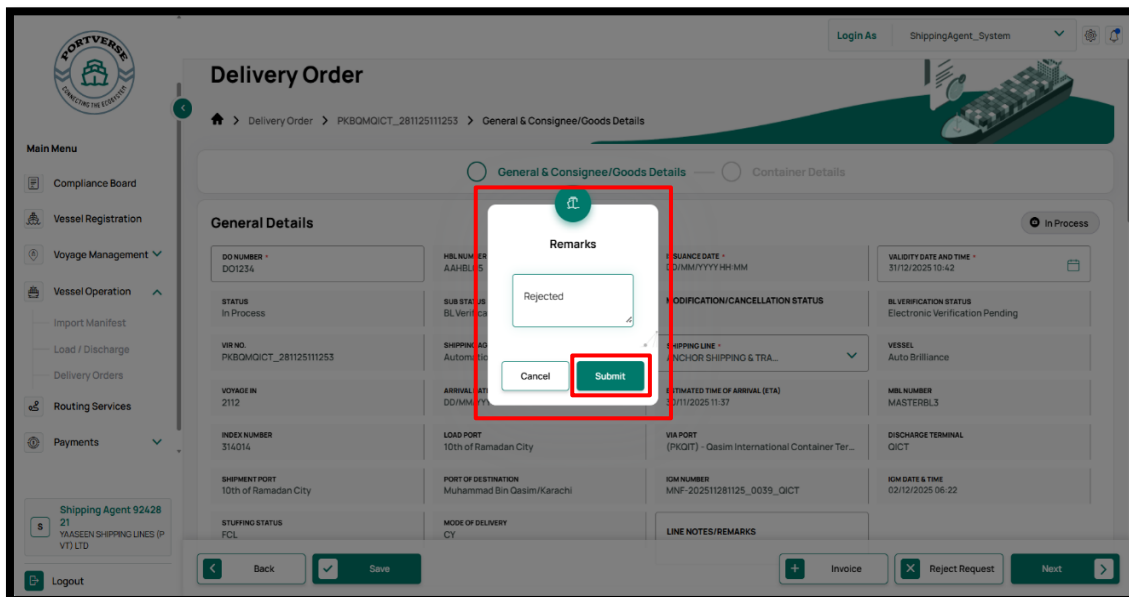
The screenshot shows the 'Delivery Order' screen in the 'ShippingAgent_System'. The 'General & Consignee/Goods Details' tab is active. The 'General Details' section contains a grid of fields with the following data:

DO NUMBER *	HL NUMBER *	ISSUANCE DATE *	VALIDITY DATE AND TIME *
	AA88	DD/MM/YYYY HH:MM	DD/MM/YYYY HH:MM
STATUS	SUB STATUS	MODIFICATION/CANCELLATION STATUS	BL VERIFICATION STATUS
In Process	Request Submitted		
VIR NO.	SHIPPING AGENT	SHIPPING LINE *	VESSEL
PKBQM/QICT_28125174408	CMR/CMR		HARF-KING EXPRESS CANADA
VOYAGE IN	ARRIVAL DATE & TIME (ATB)	ESTIMATED TIME OF ARRIVAL (ETA)	MBL NUMBER
234	DD/MM/YYYY HH:MM	28/11/2025 12:43	MASTERBL1
INDEX NUMBER	LOAD PORT	VIA PORT	DISCHARGE TERMINAL
239	Dubai	(PKQIT) - Qasim International Container Terminal	OICT
SHIPMENT PORT	PORT OF DESTINATION	ICM NUMBER	ICM DATE & TIME
Dubai	Karachi	MNF-20251251756_0035_OICT	26/11/2025 12:57
STUFFING STATUS	MODE OF DELIVERY	LINE NOTES/REMARKS	
FCL	OT		

At the bottom right, the 'Reject Request' button is highlighted with a red box.

Figure 43

- ii. Add remarks for the rejection and click the Submit button.



The screenshot shows the 'Delivery Order' screen with a 'Remarks' dialog box open. The dialog box has a title bar with a close icon, a text input field containing 'Rejected', and two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box. The background shows the same 'General Details' grid as in Figure 43, but with a greyed-out appearance.

Figure 44

6.9. Delivery Order History

- i. On the List of Delivery Orders screen, select the relevant delivery order and click on the three dots. Then select 'DO History'.

The screenshot shows the 'List of Delivery Orders' interface. The table contains the following data:

Validity Date a...	Status	Sub Sta...	Modification S...	BL Verification Status	Discharge Terminal	PSID Number	Payment Status	A...
10/12/2025 ...	Issued	Sent To ...			OICT			...
25/12/2025 ...	Issued	Expired	Modification S...	Electronic Verificatio...	OICT			...
31/12/2025 L...	Issued	Expired	Modification S...	Electronic Verificatio...	OICT			...

Figure 45

- ii. Click the View Details button in the Actions tab to see full order information.

The screenshot shows the 'Delivery Order History' interface. The table contains the following data:

Action Taken By/ Company Name	Action	Sub Status	Action Date & Time	Action
Shipping Agent 9242821 / YAASEEN S...	Issued	Sent to Terminal	Dec 4 2025 at 10:46 AM	View Details (highlighted)
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details
Shipping Agent /KHAWAJA SPINNING...	Issued	Sent to Terminal	Dec 3 2025 at 12:18 PM	View Details

Figure 46

iii. Review the complete historical snapshot of the delivery order.

Delivery Order History Details

General & Consignee/Goods Details

General Details (Historical Snapshot) Issued

DO NUMBER * DDIS	HL NUMBER * AAJHBLIS	ISSUANCE DATE * 03/12/2025 10:41	VALIDITY DATE AND TIME * 10/12/2025 15:34
STATUS Issued	SUB STATUS Sent To Terminal	MODIFICATION/CANCELLATION STATUS	BL VERIFICATION STATUS
VIN NO. PK9QMDICT_2812511253	SHIPPING AGENT Automation Co Ltd.	SHIPPING LINE * ANCHOR SHIPPING & TRADL	VESSEL Auto Brilliance
VOYAGE IN 2112	ARRIVAL DATE & TIME (ATN) DDMMYYYY HH:MM	ESTIMATED TIME OF ARRIVAL (ETA) 30/11/2025 11:37	HL NUMBER MASTERBL3
INDEX NUMBER 314149	LOAD PORT 10th of Ramadan City	VIA PORT (PKGT) - Qasim International Container Terminal	DISCHARGE TERMINAL OICT
SHIPMENT PORT 10th of Ramadan City	PORT OF DESTINATION Muhammad Bin Qasim/Karachi	IGM NUMBER MNF-202511281125_0039_OICT	IGM DATE & TIME 02/12/2025 06:22
STUFFING STATUS FCL	MODE OF DELIVERY CY	LINE NOTES/REMARKS	

Figure 47

6.10. Update Organization Logo & Address

- i. Click on the 'Setting' (gear) icon, and then click on 'My Organization' button.

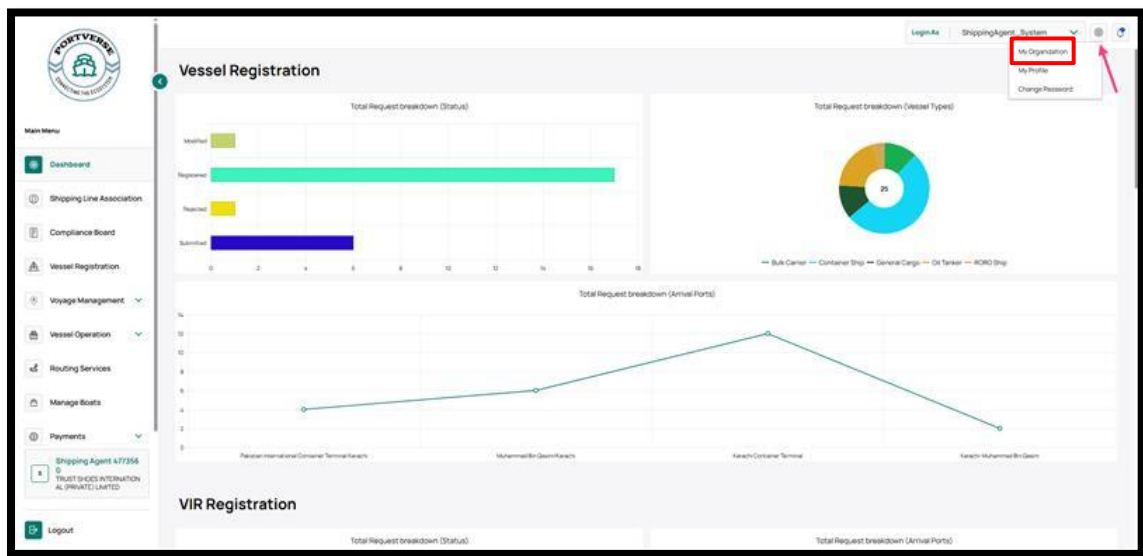


Figure 48

- ii. Upload logo, address, city, postal code, email address and telephone. Then click on the 'Save' button.

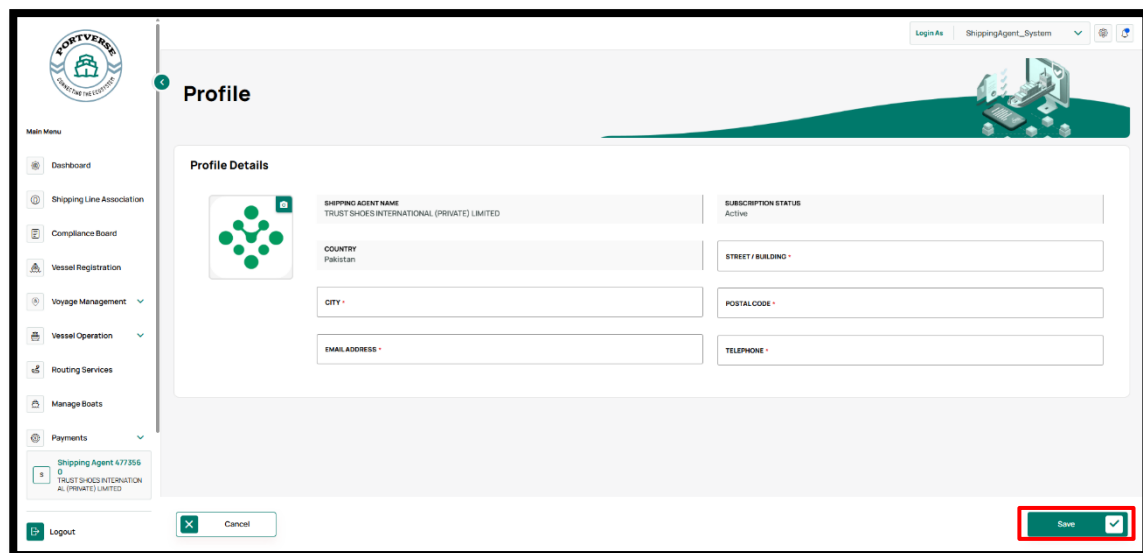


Figure 4948



7. Contact Information Need any assistance?

Please feel free to contact us as:

Email: pcssupport@psw.gov.pk


Phone: 021-111-111-779



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