

DIRBS Frequently Asked Questions (FAQs)

Abbreviations used in the FAQs

PTA: Pakistan Telecommunication Authority

DIRBS: Device Identification Registration and Blocking System

DRS: Device Registration System

CMS: Complaint Management System

Mobile Device: Any SIM based devices e.g. Dongle, Mobile phone, Smart Watch, Tablet etc.

IMEI: IMEI stands for International Mobile Equipment Identity; a unique 15-digit number having Type Allocation Code (TAC) issued by GSMA (www.gsma.com) to identify SIM based device(s).

GSMA: Global System Mobile Association

OEM: Original Equipment Manufacturing

MSISDN: Mobile Station International Subscribers Directory Number

DVS: Device Verification System

FBR: Federal Board of Revenue

PSID: Payment Slip ID

CoC: Certificate of Compliance issued by PTA up to technical standard.

Important Disclaimer

- 1. All consumers are advised to ensure that in case of dual or more IMEIs programmed in their device, they should verify all the IMEIs status by sending SMS through 8484. PTA carries out an audit exercise to ensure that IMEI belonging to different models registered against another application are delisted and blocked as they fall under fraudulent activity. User should ensure programmed IMEIs i.e. physical and E-SIM IMEIs by dialing *#06# or in case of iPhone, they can see it by going to settings. In case of mobile device having SIM/IMEI functionality is registered under individual category, it is emphasized that users obtain copy of custom duty slip for respective devices for the record at the time of purchase.**
- 2. Consumer are advise in their own interest to verify the IMEIs programmed in the purchased device by dialing *#06# prior to buying and ensure that it is a registered device within DIRBS. Consumer should send each IMEI displayed on purchased device via SMS on short code 8484, via DVS apps or visiting PTA website and ensure IMEIs are registered to avoid any inconvenience at a later stage.**
- 3. It is advised that if any IMEI status is shown to be registered under “individual” category, record of PSID and custom duties paid should be obtained from seller to avoid any problem regarding such devices.**
- 4. Always verify status of a device being purchased/obtained from within Pakistan by confirming IMEI status shown as PTA Compliant/Registered. Kindly ensure all IMEI's are programmed in the device prior to the use of it; in case IMEI does not belong to the respective device, it will be subject to blocking and legal action. Buying/Selling of this mobile device is at your own risk as it is registered under individual CNIC/Passport. Please check both IMEIs in case of dual/digital sim device.**
- 5. There can be multiple IMEIs programmed in a device.**

Account and Registration Issues

Q1. How can I check IMEI of my device?

Answer: IMEI can be checked using the following methods:

- Dial *#06# from the dial pad of your device and note down 15-digit IMEI number.
- IMEI can be checked on the device box
- IMEI can be checked by removing back cover of the device
- IMEI can be checked by removing battery of the device
- IMEI can be checked in “Settings then About phone/device ” of mobile device

Q2. How can I check status of the device I am purchasing from Pakistan?

Answer: There are three different ways to check/verify status of mobile device(s).

- SMS: Write the 15-digit IMEI as a message to 8484
- Check status of the device via web <https://dvs.pta.gov.pk/>
- Check status of the device via an android app ([DVS](#))

Q3. Why do I have to register my mobile device?

Answer: The system aims to ensure healthy growth of the mobile device ecosystem in Pakistan and use of compliant mobile devices on the mobile networks. Users on roaming services will continue to use their phones without any registration, however, they will need to register in case they insert a local SIM.

Q4. Can I register one device without any custom duties?

Answer: No, as of 30th June 2019, FBR has withdrawn free baggage exemption rule. Every device that is to be registered will be subject to relevant FBR duties. Further details on withdrawal of baggage rule exemption and applicable custom duties is available at FBR’s website (<https://fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261>).

Q5. What is the procedure of registration?

The following are the available mechanism for registration of mobile device(s) subject to payment of applicable custom duties/ taxes in following categories: -

- (i) International Traveler: - The travelers may register the mobile devices brought-in accompanied baggage within sixty (60) days of their arrival in Pakistan by entering their travel credentials i.e. Passport Number, CNIC/NICOP (if applicable) along with IMEI(s) of device through DIRBS system mechanism.
- (ii) Local Applicant: - Local applicants may register the mobile device by entering their CNIC along with IMEI(s) of device through DIRBS system mechanism.
- (iii) PTA has implemented DIRBS Portal system which can be accessed via following mechanism for ease of applicants: -
 - a. Online Portal Link: - <https://dirbs.pta.gov.pk/drs>
 - b. USSD by dialing *8484# from any mobile phone having a local SIM
 - c. By visiting any mobile service provider Service Centre or Franchisee
- (iv) The above-mentioned information submitted by applicant will be auto processed/validated through WeBOC. The mobile devices will accordingly be cleared by the system in accordance with applicable rates of duty and taxes;
- (v) The system shall electronically generate Payment Slip ID (PSID) having validity of 7 days from date of PSID generation by WEBOC, for payment of duty/taxes. The applicant will then have options to pay the leviable duty/taxes through online banking, ATM, mobile banking and bank branches of all leading banks. Once the system confirms the payment of duty/taxes, the mobile device IMEI(s) will be white-listed in DIRBS.
- (vi) After the expiry of aforesaid time-limit such mobile devices shall be registered on payment of leviable duty/taxes alongwith prescribed fine notified for the purpose;

Q6. How much time will it take to register the phone?

Answer: Payment of custom duties through banks or online payments etc., is transmitted through 1-Link to FBR. Upon confirmation, the status of application changes from “Pending” to “Approved”. In case a device is blocked, all registered IMEIs are transmitted to concerned operators for unblocking on hourly basis.

Q7. My mobile device is compliant, do I still have to register it?

Answer: No, there is no need to register a compliant mobile device(s), as compliant mobile device(s) is already registered with PTA.

Q8. Do I need to register every mobile device?

Answer: No, you only need to register your device(s) in following scenarios:

- a. You brought device(s) from abroad with you while travelling to Pakistan and want to use it in Pakistan for more than 60 days.
For further information regarding duty/taxes, please visit <https://www.fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261>
- b. You got mobile device(s) (new/used) as a gift from your friend/relative living in abroad and want to use it on Pakistani mobile network duly.
For further information regarding duty/taxes, please visit <https://www.fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261>
- c. Device(s) having valid IMEI and not registered with PTA.
To register your device(s), go to this link <https://dirbs.pta.gov.pk/drs>

Q9. How can I register non-compliant device(s)?

Answer: Status of your device is non-compliant as IMEI of your device is not GSMA standard number. Therefore, your device cannot be registered with PTA and shall be subject to blocking as per PTA rules and regulations.

Q10. Do I have to register all SIM based device(s)?

Answer: Yes, it is mandatory to register all IMEIs programmed within the device as declared by manufacturer in GSMA data base, e.g. in case of apple device it contains a physical IMEI as well as a digital IMEI.

Q11. Do I have to register all IMEI(s) of a single device?

Answer: Yes, it is mandatory to register all IMEIs programmed within the device e.g. in case of apple device it contains a physical IMEI as well as a digital IMEI.

Q12. Is there any custom duty on device(s)?

Answer: Yes, user will be liable to pay all applicable duty/tax which will be evaluated by FBR/Custom officials. For further information regarding duty/taxes, please visit <https://www.fbr.gov.pk/mobile->

Q13. I have bought a second hand device, and the tax generated is higher than price of the device?

Answer: It is informed that as per PTA mandate that check IMEI to make sure they belong to type approved models, not reported stolen, duplicated or cloned. For duties/taxes related query, kindly contact Federal Board of Revenue (FBR) which is the government body related to tax matters.

Q14. a) If I have to stay more than 60 days, do I have to pay tax?

b) What is the validity period to pay taxes if my device is connected on the mobile network?

Answer: **The reply for the above queries are as follows:**

- a. Yes. You have to pay the applicable tax and custom duties once you insert the mobile SIM and connect it to the mobile network.
- b. The validity regarding the functionality of your device is 60 days starting from the day the SIM is inserted. Device will receive signals for first 60 days and you can use it without paying tax or registering it. After 60 days, it will not receive any services. However, if you plan to visit Pakistan again with the same mobile, its 60 days period will not be renewed.

Q15. How many devices a user can register?

Answer: Up to five (05) mobile devices can be registered by individual users in a calendar year.

Q16. How many times can I delete /remove the application in DIRBS account?

Answer: Up to five (05) times user can delete /remove the application. Counter can be reset by sending a request on the consumer complaint management portal.

Payment Slip Identification (PSID) Issues

Q1. What is a PSID?

Answer: PSID is Payment Slip Identity. When a user applies for mobile device registration, a PSID is generated by FBR along with amount of tax. Please note that a PSID is valid for 7 days from date of application submission and in case of non-payment against such PSIDs, it will be auto deleted from the system. Applicant will be required to re-apply for the device registration.

Q2. What should I do as I have made the payment but have deleted the online application?

Answer: If your PSID is deleted, applicant will need to resubmit a fresh application where a new PSID code will be generated. The application will need to send the following documents to PTA for resolution

- a. New application and PSID details
- b. Proof of payment made against deleted PSID
- c. IMEI of device

The request can be submitted at link: <https://complaint.pta.gov.pk/public/complaint/onlinecomplaints>

Q3. I have applied through USSD code *8484# and I have deleted the received messages i.e. PSID amount, tracking ID etc.

Answer: In case the user has deleted the messages, he/she will need to retrieve the web login credentials by visiting <https://dirbs.pta.gov.pk/drs/> by clicking on forget password. They need to provide the same MSISDN from which they have dialed *8484#. After retrieving the login credentials user can go to the same link to find out all the details including PSID code, tracking ID and IMEIs.

Q4. I am a tax filer; will I get any tax rebate? Will I get tax exemption as this is my first mobile device of the year?

Answer: No. According to FBR policies in financial act 2019, all individuals have to pay custom duties regardless of being a filer / non filer.

Q5. I am an overseas Pakistani; will I get a tax rebate on Foreign Exchange Remittance Card (FERC)?

Answer: It is informed that as per PTA mandate that check IMEI to make sure they belong to type approved models, not reported stolen, duplicated or cloned. Queries regarding Foreign Exchange Remittance Card (FERC) may be taken up with the FBR/issuing authority.

Q6. How can know the duty of my mobile device? What will be the tax amount for my mobile?

Answer: You can know your duty and taxes of your mobile device levied by the FBR in the following manner Tax/duties imposition is FBR's directive. Please visit either of the following FBR website links for details.

<https://www.fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261>

[https://www.weboc.gov.pk/\(S\(2mhi1mi5wjysymhah1t1ieuv\)\)/Shared/MobileDeviceDutyInformation.aspx](https://www.weboc.gov.pk/(S(2mhi1mi5wjysymhah1t1ieuv))/Shared/MobileDeviceDutyInformation.aspx)

Q7. Difference in payment against the PSID issued by DIRBS vs the PSID record available at bank

Answer: User needs to cross check and make sure the PSID which they are sharing with the bank is same as received in SMS or email against the filed application. In case of error, please approach nearest FBR Custom house with PSID details for resolution.

Q8. I have heard that if I apply within 60 days of grace period, I shall get reduced tax?

Answer: As per FBR policy, there is no discount on device registration within 60 days. However, an applicant who wants to register a device after 60 days of traveling into Pakistan or is a local applicant and wants to register a device with CNIC will have to pay additional tax/duty. For more information regarding mobile device tax/duty, please visit FBR website: <https://www.fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261>

Q9. I am working abroad with Pakistani missions; will I get any tax rebate/ exemption?

Answer: No. According to FBR policies in financial act 2019, all individuals have to pay custom duties/ taxes.

Q10. Payment made against the PSID in the bank but now my mobile is blocked and DIRBS website is still showing “Not PTA Registered”?

Answer: In such case, kindly check with your bank/FBR. As per system design, the payment is submitted to a bank is transmitted to FBR account via 1-Link system. Upon receipt of payment, FBR system transmits confirmation message against the application, thereby changing the status from Pending to Approved.

Q11. Payment made against wrong PSID, what should I do?

Answer: It is the responsibility of applicant to ensure that custom duties being paid is against the PSID generated against their own application. The custom duties are directly transmitted into FBR account. In case of any payment made against a PSID not belonging to the applicant, they may approach FBR directly for resolution as this is not within PTA’s mandate resolution/reimbursement of payment made to FBR against an incorrect PSID.

IMEI Already Exist

Q1. When I try to register my device, I get a message that IMEI already exists

Answer: There are three scenarios available: -

- a. Either IMEI number is already compliant. No further action can be taken. Please check status of IMEI by sending IMEI details via SMS through 8484 short code
- b. Tax generated against the device IMEI is in the pending state. Applicants can delete all such pending applications by logging into their DRS account, furthermore, generated PSID is valid for a period of 7 days from date of generation and in case of non-payment application is automatically deleted from both PTA and FBR systems.
- c. It is informed that PTA has implemented Multi-SIM Verification (MSV) check, whereby all dual IMEI are validated from OEM to ensure they belong to the same device. In case of non-validation from OEM, PTA reserves the right to reject/place such application and keep its IMEI on hold till proper justification is provided. It is therefore advised to ensure correct IMEI programmed in device and use personal credentials to avoid facing any issues in future.

Q2. I have entered the wrong IMEI what should I do?

Answer: There are two scenarios

- a. If an application is in pending state, applicant may delete the pending application and re-apply with correct application.
- b. If an application is in approved state. Application may file an online complaint to PTA through its Complaint Management System (CMS) in One Slot Compliant/One Non-compliant category for resolution. The URL is <https://complaint.pta.gov.pk/public/complaint/onlinecomplaints>. PTA may verify all credentials of entered IMEI and may replace the incorrectly entered IMEI with correct IMEIs subject to this verification.

Q3. In case of dual SIM slot, how can I register my 2nd slot IMEI, if only my first slot IMEI is registered?

Answer: The said facility is applicable for all such devices that were on networks prior to launch of DIRBS system, whereby user did not register the 2nd slot IMEI. In case, all concerned may lodge an complaint via

PTA through its complaint management system (CMS) in One Slot Compliant/One Non-compliant category for resolution. The URL is <https://complaint.pta.gov.pk/public/complaint/onlinecomplaints>. All such cases shall be verified via manufacturer to ensure IMEI for 2nd slot reported belongs to same device as per manufacturer data records and may be registered after said verification.

Q4. I'm trying to apply but it shows that my IMEI is already applied in DIRBS.

Answer: An applicant is able to delete its applied application if it is in pending state by logging into their DIRBS account and can delete its application.

An application which is in pending state with the PSID generated shall be automatically deleted after 7 days from the date of generation of PSID if no customs duty is paid by the applicant against in the bank. Such applicants are required to apply afresh in the DIRBS system.

IMEI Registered but no service

Q1. My device was working before 15th Jan, 2019 but now it's not working

Answer: As per regulations, all devices operating on mobile networks within Pakistan as of **15th January, 2019** have been registered. Devices with programmed IMEI which are not as per **GSMA standard** operating on mobile networks as of **15th January, 2019** have been paired/ linked with the mobile number being used by cut-off date and shall remain operational till useful life of device. However paired devices will only work with mobile number that it was paired with. Devices seen on networks after **15th January, 2019** shall require registration through PTA website. However, IMEI which are not as per **GSMA standard** are subjected to blocking and shall not be registered.

Q2. My device is compliant but I do not get service of any network

Answer: "Compliant" means your device is registered and approved, in case you are still facing "no services issues", following may be done.

- a. Restart your device.
- b. Try another mobile operator's SIM to diagnose if issue is for a specific service provider or all.
- c. Contact your service provider helpline and ask them to review from network side as to why approved device IMEI is facing services issues.

- d. Have the device checked by manufacturer services center for possible software/hardware related issues.

Misuse of Credentials/Identity

Q1. During account creation, I have received a message “Passport Already Exists”?

Answer: There are two scenarios.

1. When a genuine applicant had created an account previously and doesn't remember his password. In such case, user need to log in to <https://dirbs.pta.gov.pk/drs/> and insert MSISDN to retrieve password.
2. When someone else has created an account by using the credentials of another person. In such cases, applicant need to contact PTA through its complaint management system (CMS) in Misuse of Credentials category and provide relevant details for further processing.

Q2. How can someone use my passport data or have used my credentials?

Answer: Registration request is directly submitted by end user. No such information is shared by PTA end. Moreover if you want to report such issue you may concern legal department.

Q3. How can I check if my Passport has been misused?

Answer: Dial *8484# to check mobile device count registered against your passport. In case you have not registered any device yourself and some figure shows up against your passport, it means your credentials have been misused.

Q4. Can I get the information of the person who misused my Passport and would the culprit be penalized?

Answer: You may lodge your complaint with Federal Investigation Agency (FIA) for initiating legal action against the individual (s) involved in this activity.

Q5. How can I report the removal of mobile phone registered on my credential, provided it is registered by someone else using my credentials?

Answer: You may file an online complaint to PTA through its complaint management system (CMS) in Misuse of Credentials category for resolution. The URL is <https://complaint.pta.gov.pk/public/complaint/onlinecomplaints> Furthermore, an additional signed undertaking on prescribed format given below is required to be submitted to PTA as an attachment to CMS complaint for further processing at PTA end:

**UNDERTAKING
MISUSE OF CREDENTIALS**

To
Director Type Approval, PTA H/Q's Islamabad

I, _____ holding CNIC _____

and Passport Number _____ want to state that my credentials have been misused by someone else which is not in my knowledge. I want PTA to take all legal actions against the individual who has misused my credentials. Kindly remove any device registered and update the account created on my own credentials.

All above information is true and if PTA finds anything false/fake they can take any legal action.

Name: _____

CNIC _____

Passport: _____

Travel date: _____

Signatures: _____

Mobile Registration verification issues

Q1. What is a compliant device?

Answer: Compliant device means a device that fulfills the following requirements

- a. Device has valid IMEIs assigned by Global System Mobile Association (GSMA);
- b. Device has unique IMEI;
- c. Device is not in the stolen/lost list (reported locally to the Authority);
- d. Device is type approved/having Certification of Compliance to Technical Standards for IMEI devices issued by the Authority

Q2. What is a non-compliant device?

Answer: Non-compliant device means a device which does not fulfill any condition(s) as defined for compliant device in DIRBS SOP clause 2.5.

Q3. Can I get a discount being a student?

Answer: No. As per FBR policy, you have to pay applicable duty and taxes as per the procedure in vogue.

Q4. I am a Pakistani National living abroad. Can I register my device from abroad?

Answer: No, DIRBS registration Website is only accessible in Pakistan.

Q5. Do I have to register all SIM based device(s)?

Answer: Yes. You have to register all SIM based device.

Q6. I have already registered five (05) devices can I register sixth phone?

Answer: No, as an individual you can't register sixth phone in one calendar year.

Q7. I have received a message during registration "entered passport is not eligible for tax exemption"?

Answer: This error occurs when you try to register a phone after 60 days of activation in Pakistan. In case of any other issue please lodge a complaint on PTA Complaint Management System (CMS) with relevant documents.

Q8. What is a paired device?

Answer: Devices which are either not GSMA valid or duplicate. All such devices, used on Pakistan Network before 16 January, 2019 have been paired with specific Phone Number(s). Any such device observed for the first time on Pakistani network after 15 January will be subject to blocking except for genuine devices.

Q9. I have received an error that says “Invalid GSMA TAC”

Answer: As per PTA mandate, it is to ensure that mobile device IMEI is as per international standards and contain a GSMA valid TAC. As per system the device IMEI is non-standard and not issued by GSMA, therefore such IMEI registration is not allowed.

Q10. Can I get a discount being a government employee?

Answer: No. As per FBR policy, everyone have to pay applicable duty and taxes as per the procedure in vogue.

One slot compliant other not Registered

Q1. What should I do as one slot of my mobile is registered but the second slot is not registered?

Answer: In such cases, the complainant will send the request to PTA through its complaint management system (CMS) in One Slot Compliant/One Non-compliant category and the request shall be evaluated after verification from the manufacturer.

Q2. One Slot of my mobile is not registered should I pay tax to register the second slot?

Answer: In such cases, the complainant will send the request to PTA through its complaint management system (CMS) in One Slot Compliant/One Non-compliant category for resolution and the request shall be evaluated after verification from the manufacturer. Upon validation of the provided data co-related with OEM provided data then non-registered IMEI shall subject to registration without FBR duty.

Q3. Should I have to pay tax/duties for device where one slot is registered / one slot is not registered?

Answer: In such cases, the complainant will send the request to PTA through its complaint management system (CMS) in One Slot Compliant/One Non-compliant category for resolution and the request shall be evaluated after verification from the manufacturer.

Q4. I have already submitted my complaint on CMS portal for one slot complaint/one slot non-compliant but no response received by PTA. What should I do?

Answer: Please lodge a complaint on PTA Complaint Management System (CMS) with proof. You can send a reminder on the same CMS portal for its resolution. Your Complaint will be resolved within 7 working days.

Q5. What should I do as one slot of my device is registered and other slot is GSMA invalid (Block within 60 days after its first use on Pakistani network).

Answer: There can be no further action done as invalid GSMA IMEI are not allowed for registration with local networks.

Q6. What should I do as one slot of my device is register and another slot is reported stolen?

Answer: Stolen mobile phone cannot be registered.

Q7. How to register my second slot of device where its first slot is already registered with paying tax/duties imposed by FBR.

Answer: Please lodge a complaint on PTA through its complaint management system (CMS) in One Slot Compliant/One Non-compliant category with proof and the request shall be evaluated after verification from the manufacturer.

Q8. Why do I have to pay tax for the registration of unregistered slot of device when one slot of device is already registered?

Answer: In such cases, the complainant will send the request to PTA and the request shall be evaluated after verification from the manufacturer. Please lodge a complaint on PTA Complaint Management System (CMS) with proof. Your Complaint will resolved within 7 working days.

Handling of non-compliant (Duplicate/Clone device)

Q1. What is a paired device?

Answer: Devices which are either duplicate/clone. All such devices, used on Pakistan Network will be paired with maximum of 5 MSISDNs (SIM numbers) after verification of authenticity and treated as per DIRBS SOP clause 15.

Q2. What is cloning?

Answer: Cloning means transfer of identity (IMEI) from one mobile device to another.

Q3. What is duplicate IMEI?

Answer: Duplicate IMEI means IMEIs found with two or more mobile devices and also includes same IMEI on a dual or more SIM device for each SIM slot.

Q4. There is any way to unblock the IMEI for all local SIM if detected duplicate or clone?

Answer: No, As per DIRBS SOP & regulation only pairing allowed for duplicate /clone IMEI after verification of device authenticity.

Q5. What is the procedure to resume cellular services if the IMEI is marked in duplicate/Clone?

Answer: All such IMEI will be subjected to pairing to resume cellular services. IMEI identified under duplication, as per DIRBS Regulations & SOP only genuine device will be paired. Therefore email following documents at dirbscare@pta.gov.pk

- a. Screenshot of IMEI programmed on your device by dialing *#06# from your device
- b. Serial Number of your device
- c. Model and manufacturer
- d. Maximum 5 MSISDN details for pairing subject to verification of device being genuine by the manufacturer. After verification of produced data on email from OEM, the duplicate/clone IMEI will be paired with provided MSISDNs and DVS status will be changed as “Your mobile device is non-compliant. Your IMEI has been paired with your mobile number and your device will continue receiving services. Type “pair” and send it to 8484 to find out IMEI(s) pairings with your mobile number.”

Q6. How many numbers can I pair with my duplicate/Clone IMEI?

Answer: As per DIRBS SOP clause 10, 5 unique MSISDNs (SIM numbers) are allowed to latch within duplicate/Clone IMEI.

Q7. Can I swap my current pairing list with my desired number?

Answer: Yes, Owner should need to send MSISDN change request under below mentioned conditions on dirbscare@pta.gov.pk or CMS portal. Paired devices will be eligible for-pairing with another SIM (IMSI) under the following conditions;

- a. SIM damaged or lost provided there is no MSISDN change
- b. SIM changed due to conversion from a previous generation technology to a next generation technology e.g. from 3G to 4G etc. provided there is no MSISDN change.
- c. A genuine duplicated device user wants to sell/gift the device will be allowed to re-pair the IMSI of new owner with the IMEI of the device.
- d. Any other conditioned notified by PTA

Registration of Mobile devices imported by individuals through Postal service or courier

Q1. I received a mobile device through post from GPO/courier services and Custom authority is asking for NOC from PTA?

Answer: All mobile devices imported by the Individuals through Postal Service, courier, custom detention shall be released as per following procedure: -

- i. All mobile devices imported by individual through Postal Service, courier, shall be released on production of proof of payment of duty and taxes through PSID.
- ii. The applicant shall generate PSID by applying through DIRBS system which can be accessed via following mechanism for ease of applicants: -
 - a) Online Portal Link: - <https://dirbs.pta.gov.pk/drs>
 - b) USSD by dialing *8484# from any mobile phone having a local SIM
 - c) By visiting any mobile service provider Service Centre or Franchisee
- iii. The Customs office shall validate the payment status as well as check IMEIs status in DIRBS and if found to be registered, the mobile devices shall be released accordingly to the applicant.
- iv. In case of non-compliant IMEI (i.e. Replica, Fake, Non-Standard Global System for Mobile Communications Association (GSMA), Reported Stolen etc.) as identified via DIRBS, the detained device shall be confiscated and disposed of in accordance with the law.

Q2. How much tax will be charged on customs detained devices?

Answer: It is informed that as per PTA mandate that check IMEI to make sure they belong to type approved models, not reported stolen, duplicated or cloned. For duties/taxes related query, kindly contact Federal Board of Revenue (FBR) which is the government body related to tax matters.

Q3. How many devices can be received via courier?

Answer: As per clause 12(3) (C) of the Type Approval Regulations 2021, an individual is authorized to register 5 mobile devices within a calendar year.

Stolen Mobile Devices

Q1. How do I know my handset IMEI number?

Answer: IMEI can be checked on the device box.

Q2. What should I do if my phone is lost or stolen?

Answer: Please lodge a complaint on PTA Complaint Management System (CMS) <https://complaint.pta.gov.pk/registercomplaint.aspx> to an application of blocking of IMEI under category Stolen Mobile Handset / IMEI Related Complaint in CMS. Such kind of cases shall be handled as per Consumer protection Regulation issued by the Authority by time to time.

Following information shall be entails during filing application for lost & stolen device.

- a. IMEI information shall be required in accordance to sim slot of device
- b. Last MSISDNs (SIM numbers) used in both IMEIs
- c. Brand, Model, Color of the device
- d. Reason for Blocking (Stolen/ Snatched/ Missing)
- e. Complainant Credential i.e. Name, CNIC, Address, Father's name, Email Address
- f. Incident location/Area and Incident City and incident date
- g. FIR number if the incident reported to authorities or Application copy in word format launch in police department (15)

Q3. How can I unblock my phone marked as reported stolen?

Answer: Please lodge a complaint on PTA Complaint Management System (CMS) <https://complaint.pta.gov.pk/registercomplaint.aspx> to an application of unblocking of IMEI under category Stolen Mobile Handset / IMEI Related Complaint in CMS. Such kind of cases shall be handled as per Consumer protection Regulation issued by the Authority by time to time.

Following information shall be entails during filing application for lost & stolen device.

- a. Previous CMS Application number
- b. CNIC information
- c. One time password (OTP)

Q4. How can I know the status of my mobile device?

Answer: Send your IMEI as text message to 8484 to check the status of IMEI or log on <http://dirbs.pta.gov.pk> or download DIRBS android mobile app form Google and apple play store. You will receive one of the following messages from the DIRBS system.

Compliant: Your queried mobile IMEI (xxxxxxxxxxxxxx) belongs to model, Brand is compliant (PTA Approved/Registered) and it's associated IMEI(s) as per registration data is/are (xxxxxxxxxxxxxx, xxxxxxxxxxxxxxxx). Kindly ensure all above mentioned IMEIs (Including digital SIM) belong to the same queried mobile device to avoid blockage and legal action. Buy/Sell this mobile device at your own risk as it is registered under individual CNIC/Passport.

GSMA Valid: Your mobile device IMEI (xxxxxxxxxxxxxx), "Model/Brand" is valid, not Approved/Registered by PTA. Register your device by visiting your any nearest mobile franchisee or customer service center or by dialing *8484# from your dial pad and pay FBR Duties/Taxes within 60 days from 1st use on local mobile networks.

Non-Compliant: Your mobile device (xxxxxxxxxxxxxx) is non-compliant your device will be blocked after 1 day of its first use on Pakistani Mobile Network.

Stolen: Your mobile device (xxxxxxxxxxxxxx) is blocked (Reported Stolen/Lost/Misused to PTA).

Fraudulent Activity: This IMEI (xxxxxxxxxxxxxx) has been reported/Identified under fraudulent activity and will be blocked on 202x-xx-xx if no justification proof is received to PTA, you are requested to provide justification through PTA CMS portal accessible through PTA website.

Kindly ensure to both displayed IMEI's are programmed in the device prior to the use of said device, in case of both IMEIs not belonging to same device, device will be subjected to blocking and legal action.

Buying/Selling of this mobile device is at your own risk as it is registered under individual CNIC/Passport. Please check both IMEIs in case of dual/digital SIM device.

Q5. How can I track or recover my handset?

Answer: You may lodge your complaint with Federal Investigation Agency (FIA) for initiating legal action against the individual (s) involved in this activity.

Q6. What to do before purchasing of handset from Shop or any person to prevent from purchasing any stolen handset?

Answer: Please follow the following steps in order to know the status of the mobile device:

- a. Send your IMEI as text message to 8484 to check the status of IMEI or log on <http://dirbs.pta.gov.pk> or download DIRBS android mobile app from Google and apple play store. You will receive the reply as specified in Q4 above. Kindly make it ensure that both displayed IMEI's are programmed in the mobile device prior to use of said device are compliant.
- b. In case of both IMEIs not belonging to same device, device will be subjected to blocking and legal action. Buying/Selling of this mobile device at your own risk as it is registered under individual CNIC/Passport. Please check both IMEIs in case of dual/digital SIM device.

Q7. What can be done if I bought used phone in working condition but it later got blocked?

Answer: After 15th January 2019, any “GSMA Valid Not PTA registered” IMEI seen on Pakistani mobile network for the first time needs to be registered within 60 days otherwise all such devices will be blocked.

Warranty Claims

Q1. I replaced my registered device under warranty from abroad. After replacement I received message to register. Why do I have to re-register my device?

Answer: Warranty claim IMEI replacement application shall be accepted via online portal <https://dirbs.pta.gov.pk/drs> . Following documents will be required to process and validate the case

- a. Warranty replacement job order by the manufacturer/distributor which shall include all IMEIs of the old and new device.

- b. Warranty card of the device
- c. Old IMEI of Device along with brand and model
- d. New IMEI of the replaced device along with brand and model
- e. Copy of CNIC/ Passport
- f. Mobile Number
- g. Email ID
- h. Postal Address of applicant