

## DIRBS Frequently Asked Questions (FAQs) for AJK & GB

### 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](http://www.gsma.com)) to identify SIM based device(s).

GSMA: Global System Mobile Association

OEM: Original Equipment Manufacturer

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 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. Users are advised to verify their programmed IMEIs, both for the physical SIM and E-SIM, by dialing \*#06# on their device. In the case of an iPhone, this information can be accessed through the settings menu. 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 record purposes at the time of purchase.**
- 2. Consumers are advised 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. Consumers 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.**
- 4. Always verify status of a device being purchased/obtained from within AJK and GB or Pakistan by confirming IMEI status shown as PTA Compliant/Registered. Kindly ensure all IMEI's are programmed in the device prior to use; 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.**
- 6. Numbering series of AJK & GB means: a mobile number issued by the mobile network operators (SCOM, Ufone, Zong, Jazz, and Telenor) from their business units located within geographical territory of AJK & GB.**

## General information:

### **Q1. Will PTA block my mobile device/IMEIs, if it is not approved by PTA as of 1<sup>st</sup> September, 2023?**

Answer: All mobile devices that are not approved by PTA but are connected on mobile networks of AJK/GB as of 1<sup>st</sup> September 2023 shall be paired with their active mobile numbers based on the number series allocated to all cellular mobile network operators in AJK/GB by PTA till the useful life of the device(s).

### **Q2. If my mobile device becomes active after 1<sup>st</sup> September 2023, will PTA allow me to continue my mobile services uninterrupted?**

Answer: No, pairing shall not be allowed after 1<sup>st</sup> September 2023. User will have to apply for device registration via DIRBS. Following the completion of codal formalities of PTA and payment of FBR custom duty, all such devices shall be made registered.

### **Q3. How many days can I use my not approved device?**

Answer: Devices that are not registered within 60 days from the date of activation on Cellular Networks in Pakistan after 1<sup>st</sup> September 2023, shall be subject to blocking.

### **Q4. Is a user allowed to change paired number after 1<sup>st</sup> September 2023?**

Answer: No, this exemption has been provided for one time only. In order to regularize the device, user has to apply for device registration via DIRBS subject to fulfillment of codal formalities of PTA and FBR custom duty payment(s).

### **Q5. Is registration of invalid GSMA devices allowed after 1<sup>st</sup> September 2023?**

Answer: No. PTA within its mandate does not allow GSMA invalid devices to connect to local mobile networks of AJK & GB.

### **Q6. What is GSMA invalid device?**

Answer: Such device(s) not having valid type allocation code (TAC) issued by GSMA (Global System Mobile Association – Is an international body for standardization of Mobile devices and associated numbering/code schemes etc.). If a device does not conform with TAC allocation issued by GSMA it is considered as counterfeit device.

### **Q7. What is a paired device?**

Answer: All devices which are not GSMA valid or duplicate/clone, used on local AJK & GB mobile network before 1<sup>st</sup> September, 2023 will be attached/associated with specific mobile Number(s). Paired mobile device will continue to receive cellular services from the specific mobile numbers that were being used in that device before 1<sup>st</sup> September 2023.

## Roaming facility for AJK/GB subscribers:

### **Q8. Will SCOM Roamers roaming with Ufone and Zong, not registered with PTA, be eligible for pairing facilitation?**

Answer: Yes. All devices of SCOM availing roaming facilities with Ufone and Zong shall be paired on SCOM and allowed roaming till the useful life of the device(s). The paired IMEIs of the devices shall be placed in the blacklist of all cellular mobile networks.

## Device Registration:

**Q9. If I have a CNIC of AJK/GB and my mobile number is not corresponding to numbering series<sup>1</sup> allocated by PTA in AJK & GB, shall I be allowed for pairing as of 1<sup>st</sup> September, 2023?**

Answer: PTA will decide the complaint on case to case basis. Your credentials i.e. CNIC/passport and mobile number shall be verified from the concerned mobile operators. You will be allowed pairing, accordingly

**Q10. If I have CNIC of AJK/GB, how can I register my mobile device in DIRBS system?**

Answer: Applicant shall select option for AJK/GB while registering mobile devices and complete the registration process as mentioned in question 16.

**Q11. Does PTA collect tax for AJK/GB?**

Answer: PTA has a mandate to ensure that mobile device IMEI(s) connected to local mobile network of AJK & GB are GSMA valid, not duplicated/cloned or reported stolen. **Collection of applicable duty/taxes is not the mandate of PTA**

**The taxes/duties collected are applied by Federal Board of Revenue.** For more information, please contact FBR or visit <http://fbr.gov.pk>.

**Q12. Do AJK/GB franchises of mobile operators have facility of mobile device registration?**

Answer: Yes, you can visit any franchise of mobile network operator in AJK & GB to avail DIRBS facility.

## Account and Registration Issues:

**Q13. How can I check IMEI of my device?**

Answer: IMEI can be checked using the following methods:

1. Dial \*#06# from the dial pad of your device and note down 15-digit IMEI number.
2. IMEI can be checked on the device box
3. IMEI can be checked by removing back cover of the device
4. IMEI can be checked by removing battery of the device
5. IMEI can be checked in "Settings then about phone/device" of mobile device

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<sup>1</sup> Numbering series of AJK & GB means, a mobile number issued by the mobile network operators (SCOM, Ufone, Zong, Jazz, and Telenor) from their business units located within geographical territory of AJK & GB.

**Q14. 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).

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

**Q15. 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 international roaming services will continue to use their phones without any registration, however, they will need to register in case they insert a local SIM.

**Q16. What is the procedure of registration?**

Answer:

- (i) International Traveler: - Travelers are required to register mobile devices brought in as accompanied baggage within sixty (60) days of arriving in Pakistan. This can be done by entering their travel details, i.e. Passport Number, CNIC/NICOP (if applicable), sim number issued on the applicant passport/CNIC/NICOP along with IMEI(s) of device through DIRBS.
- (ii) Local Applicant: - Local applicants may register the mobile device by entering their CNIC, SIM number issued on the applicant CNIC along with IMEI(s) of device through DIRBS
- (iii) Please register using any of the following methods:
  - a. **Online Portal Link: - <https://dirbs.pta.gov.pk/drs>**
  - b. **USSD by dialing \*8484# from any mobile phone having a local SIM issued on applicant CNIC**
  - 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 the date of PSID generation by WEBOC, for payment of FBR duty/taxes. The applicant is required to personally visit any commercial bank in Pakistan to pay the leviable duty/taxes. Once the system confirms the payment of duty/taxes, the mobile device IMEI(s) will be white-listed in DIRBS.

Please note that once the mentioned validity/time-limit of PSID has elapsed, such mobile devices shall be registered on payment of leviable duty/taxes along with prescribed fine notified for the purpose.

**Q17. 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-Linkto 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.

**Q18. My mobile device is already registered in DIRBS (Pakistan). Do I still have to re-register it?**

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

**Q19. 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 database, e.g. in case of Apple device, it contains a physical IMEI as well as a digital IMEI.

**Q20. I have bought a second hand device, and the tax generated is higher than price of the device?**

Answer: PTA’s mandate is to ensure IMEI(s) belong to type approved models, not reported stolen, duplicated or cloned. If you have inquiries regarding duties and taxes, please direct your questions to the relevant tax collection body.

**Q21. How many devices a user can register?**

Answer: A user can register up to five (05) mobile devices in a calendar year.

**Payment Slip Identification (PSID) Issues:**

**Q22. 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.

**Q23. 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; users can access the same link to see all necessary details, including the PSID code, tracking ID, and IMEIs.

**Q24. I made a payment against the PSID at the bank, but my mobile is now blocked, and the DIRBS website still displays "Not PTA Registered." What should I do?**

Answer: In such a case, kindly check with your bank/FBR. As per system design, payment of custom duties through banks or online payments etc., is transmitted through 1-Link to FBR. Upon receipt of payment, FBR transmits confirmation against the application, thereby changing the status from Pending to Approved.

**Q25. 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 payment made against a PSID not belonging to the applicant, they may approach FBR directly for resolution. PTA does not handle the resolution or reimbursement of payments made to FBR for incorrect PSIDs as this falls outside of PTA's mandate.

**Q26. How do I submit the PSID payment?**

Answer: Payments for PSID can be submitted by visiting any commercial bank physically, whether in AJK & GB or Pakistan.

## IMEI Already Exist:

**Q27. 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 the 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, the generated PSID remains valid for a duration of 7 days from the date of generation. In the event of non-payment, the application is automatically deleted from both PTA and FBR systems. 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.

**Q28. 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: Applicant 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/RegisterComplaint.aspx> PTA may verify all credentials of entered IMEIs and may replace the incorrectly entered IMEI with correct IMEIs subject to this verification.

## IMEI Registered but No Service

**Q29. My device was working before 1<sup>st</sup> September 2023, but now it's not working?**

Answer: Please launch a complaint in PTA CMS. Under DIRBS related complaints, please select 'Registration Issues Miscellaneous'. Your IMEI will be sent to relevant mobile network operator and upon confirming your network usage from the concerned operator, your device IMEIs shall be paired with your operational mobile number before 1<sup>st</sup> September 2023.

**Q30. My device is registered but I do not get service of any network?**

Answer: In case you are facing "no services issues" in the register device, 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. Please launch a complaint in CMS for IMEI and under DIRBS related complaints, please select nature 'IMEI register but no service'.
- d. Have the device checked by manufacturer services center for possible software/hardware related issues.