

## 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

**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 Access Code issued by GSMA ([www.gsma.com](http://www.gsma.com)) to identify SIM based device(s).

**GSMA:** Global System for Mobile Communications Association

**CoC:** Certificate of Compliance issued by PTA for meeting defined technical standards for mobile device(s) (having SIM/IMEI functionality).

***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.***

### 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” of mobile device

\*There can be multiple number of IMEIs based on the number of available SIM/IMEI functionality in your 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](#))

\*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.

**\*Disclaimer: 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.**

### **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?**

Answer: There are three ways a user can register his mobile device:

- a. By dialing USSD code \*8484# from mobile.
- b. By visiting <https://dirbs.pta.gov.pk/drs>.
- c. By visiting franchise/customer service center (CSC) of any mobile operator across Pakistan.

### **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 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-devices-regularization-dirbs/51149/131261>

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

Answer: For your tax queries and issues, please contact Federal Board of Revenue (FBR) as Tax is not PTA's domain.

**Q14 a) If I have to stay less 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 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?**

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: 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 links for details.

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

[https://www.weboc.gov.pk/\(S\(2mhi1mi5wyjsymhah1t1ieuv\)\)/Shared/MobileDeviceDutyInformation.aspx](https://www.weboc.gov.pk/(S(2mhi1mi5wyjsymhah1t1ieuv))/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: Payment made to FBR cannot be reimbursed. It must be made sure that payment is made against the correct PSID number, of correct amount received during registration.

## **IMEI Already Exist**

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

Answer: There are four 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 incase 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. Applicant may request PTA for its correction by providing relevant details. PTA upon verification, will replace the wrong IMEI with correct one.

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

Answer: In such cases, the complainant will send the request to PTA and the request shall be evaluated after verification from the manufacturer.

**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 d=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 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 **15<sup>th</sup> January, 2019** have been registered. Devices with programmed IMEI which are not as per **GSMA standard** operating on mobile networks as of **15<sup>th</sup> 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 **15<sup>th</sup> 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 on <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 and provide relevant details to report the fake account.

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

Answer: PTA does not have credentials like passport number and travelling history of International travelers. PTA only validates the IMEI of the mobile device.

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

Answer: Dial \*8484# to check mobile device count registered against your CNIC. 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) 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 fulfils 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); and
- 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

**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, 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. How should I register a dual SIM phone where one slot is already registered and the deadline is already passed? Should I pay tax to register the second slot?**

Answer: In such cases, the complainant will send the request to PTA and the request shall be evaluated after verification from the manufacturer.

**Q8. 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.

**Q9. 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.

**Q10. 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.

**Q11. My mobile device got faulty and I got it replaced under a warranty from abroad, but now the system is asking me to pay the tax. I should be exempted of tax as I have already a registered device before the issue.**

Answer: Such claims of exemption shall only be entertained on case to case basis manually. All such cases will be sent to Additional Collector of Customs, Jinnah International Airport, Karachi for final decision subject to provision of the following documentation:

- a. Entire trail of mobile/parts replacement internationally. The trail must include correspondence with international principal, courier receipts, details of parts replaced and evidence of processes through customs.
- b. On validation of same IMEI previously registered shall be delisted/unregistered by PTA in DIRBS.
- c. Such applicant shall submit an undertaking stating that the device was replaced under international warranty and in case of any fraudulent intent identified, FBR/PTA may take legal action as per law including blocking of device IMEI.

## **One slot compliant other slot non-compliant**

**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 and the request shall be evaluated after verification from the manufacturer.

**Q2. How should I register a dual SIM phone where one slot is already registered and the deadline is already passed? Should I pay tax to register the second slot?**

Answer: In such cases, the complainant will send the request to PTA and the request shall be evaluated after verification from the manufacturer.

**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 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 Complaint Management System (CMS) with proof. Your Complaint will resolved within 7 working days.

**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.

## **Registration through courier**

**Q1. I received a post from GPO/ Customs asking for NOC from PTA?**

Answer: You have to apply for courier COC on [dirbs.pta.gov.pk](http://dirbs.pta.gov.pk) or sending the required documents by post to PTA or bringing the docs in person to PTA HQ.

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

Answer: Tax will be calculated by FBR.

**Q3. What documents are required for courier COC?**

Answer: Customs detention memo mentioning all the IMEIs for which COC is required with signature and stamp of customs officials and CNIC (front and back) need to be attached along with your application.

**Q4. How many devices can be received via courier?**

Answer: As per clause 12(2)(C) of the Type Approval Regulations 2019, 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: Dial \*#06# on your dial pad of your mobile device to get the IMEI(s) programmed in your mobile device.

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

Answer: Please contact CPLC at helplines 1102 021-35662222 & 021-35682222 for lodging complaint of snatched/stolen /Lost Mobile Phone.

**Q3. How do I block my phone if I do not have its IMEI number?**

Answer: Please contact CPLC at helplines 1102 021-35662222 & 021-35682222 for lodging complaint of snatched / stolen / Lost Mobile Phone.

**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 from Google and apple play store. You will receive one of the following messages from the DIRBS system.

**Compliant:** Your queried mobile IMEI (35xxxxxxxxxxxx) belongs to model, Brand is compliant (PTA Approved/Registered) and its associated IMEI(s) as per registration data is/are (36xxxxxxxxxxxx, 33xxxxxxxxxxxx). 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 (35xxxxxxxxxxxx), "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 dialpad and pay FBR Duties/Taxes within 60 days from 1st use on local mobile networks.

**Non-Compliant:** Your mobile device (35xxxxxxxxxxxx) is non-compliant your device will be blocked after 1 day of its first use on Pakistani Mobile Network.

**Stolen:** Your mobile device (35xxxxxxxxxxxx) is blocked (Reported Stolen/Lost/Misused to PTA).

**Fraudulent Activity:** This IMEI (35xxxxxxxxxxxx) 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.

**\*Disclaimer: It is advised that any IMEI where 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 related for such devices.**

**Q5. How can I track or recover my handset?**

Answer: Please contact CPLC at helplines 1102 021-35662222 & 021-35682222 for lodging complaint of snatched / stolen / Lost Mobile Phone.

**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 form 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.

**\*Disclaimer: It is advised that any IMEI where 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 related for such devices.**

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



Answer: After 15<sup>th</sup> 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.

**Q8. How can I unblock my phone?**

Answer: If your device is “Not PTA Registered” please register your device after paying tax that is imposed by FBR. Simultaneously, please lodge a complaint on Complaint Management System of PTA at <https://complaint.pta.gov.pk/public/complaint/onlinecomplaints>

## **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: As per SOP, such claims of exemption shall only be entertained on case to case basis manually. All such cases will be sent to the concerned Collector of Customs for final decision subject to provision of the following documentation:

- a. International under warranty letter issued by manufacture of the device.
- b. An undertaking on stamp paper that information provided is bona fide.
- c. Previous IMEI numbers must have been registered with the PTA.

Furthermore, entire trail of mobile/parts replacement internationally. The trail must include correspondence with the international principal, courier receipts, details of parts replaced, and evidence of processes through customs. On validation of the same IMEI previously registered shall be delisted/unregistered by PTA in DIRBS. Such an applicant shall submit an undertaking stating the device was replaced under international warranty and in case of any fraudulent intent identified, FBR/PTA may take legal action as per law including blocking of device IMEI. Now onwards, for the issues related to mobile assessment, mobile replacement claims, revision of duty and taxes and refunds, etc. the new contact person will be [adcjiap@fbr.gov.pk](mailto:adcjiap@fbr.gov.pk)