

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) 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 audit exercise to ensure that IMEI belonging to different models registered against an application are delisted and blocked as they fall under fraudulent activity. User should ensure programmed IMEIs by dialing *#06# or in case of iPhone, they can see programmed IMEI i.e. physical and e-sim IMEI by going to settings>about phone. Furthermore, users should always obtain copy of custom duty slip for such devices as a record at the time of purchase in case device is registered under individual category.

Account and Registration Issues

Q1. How can I check IMEI of my device?

A. IMEI can be checked using 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 on the back cover of your device
- 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 number of available SIM slots in your device.

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

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

- SMS: Write 15-digit IMEI in message and send it to 8484
- Check status of the device via web <https://dvs.pta.gov.pk/>
- Check status of the device via 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 to both displayed IMEI's are programmed in the device prior to use of said device, in case of both IMEI not belonging to same device, such devices are subject to blocking and legal action. Buy/Sell 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.

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

A. The system is aimed at ensuring a healthy growth of mobile device ecosystem in Pakistan and it will ensure use of legal 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. What is the procedure of registration?

A. 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.

Q5. How much time will it take to register the phone?

A. Upon payment of custom duties through banks or e-payments etc., the payment 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

Q6. My mobile device is compliant, do I still have to register it?

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

Q7. Do I need to register every mobile device?

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

- You brought device(s) from abroad with you while travelling to Pakistan and wants to use it within 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>
- You got mobile device(s) (new/used) as a gift from your friend/relative living in abroad and wants to use it first time on Pakistani mobile network duty.
*For further information regarding duty/taxes, please visit <https://www.fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261>
- 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>

Q8. How can I register non-compliant device(s)?

A. 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.

Q9. Do I have to register all SIM based device(s)?

A. Yes, you have to register all SIM/IMEI based devices e.g. Dongle, Mobile phone, Smart Watch, Tablet etc.

Q10. Do I have to register all IMEI(s) of a single device?

A: Yes, it is mandatory to register all the IMEIs of your mobile device. Following is an example of registering mobile device with single and dual IMEI for reference.

Q11. Is there any custom duty on device(s)?

A. Yes, user will be liable to pay all applicable duty/tax which will be assessed by FBR/Custom officials. For further information regarding duty/taxes, please visit <https://www.fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261>

Q12. I have bought a second hand device, and the tax generated is higher than price of the device?

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

Q13. If I have to stay less than 60 days, do I have to pay tax?

A. Your mobile will remain functional for 60 days in Pakistan from its first use i.e. when you insert a local SIM card in it. Your mobile 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.

Q14. How many devices a user can register?

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

Q15. How many times I can delete /remove the application?

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

Payment Slip Identification (PSID) Issues

Q1. What is a PSID?

A. 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 device registration.

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

A. 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.

A. In case of deleting all the messages users need to retrieve the web login credentials by visiting <https://dirbs.pta.gov.pk/drs/> and click 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 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?

A. No. According to FBR policies in finical act 2019, all individuals have to pay custom duties regardless of filer / non filer.

Q5. I am an overseas Pakistani; will I get a tax rebate on remittance card?

A. No. According to FBR policies in finical act 2019, all individuals have to pay custom duties regardless of filer / non filer.

Q6. Please tell me what will be the tax amount for my mobile?

A. Tax/duties imposition is FBR mandate. Please visit <https://www.fbr.gov.pk/mobile-devices-regularization-dirbs/51149/131261> or [https://www.weboc.gov.pk/\(S\(2mhi1mi5wyjsymhah1t1ieuv\)\)/Shared/MobileDeviceDutyInformation.aspx](https://www.weboc.gov.pk/(S(2mhi1mi5wyjsymhah1t1ieuv))/Shared/MobileDeviceDutyInformation.aspx) for details.

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

A. User need 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 resolutions.

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

A. 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?

A. As per FBR policy, there is no discount on device registration within 60 days.

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

A. In such case, kindly check with your bank/FBR. As per system design, the payment is submitted to a bank which 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?

A. Payment is already made to FBR which cannot be reimbursed. However, such user can submit request via PTA CMS portal and provide proof of payment. In case of validation against the same IMEI, PTA may proceed after confirmation from FBR.

IMEI Already Exist

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

A. There are two 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 and in the pending state. For the deletion of existing PSID, applicant is required to provide the relevant details along with form so that the previous application may be deleted.

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

A. 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 2nd slot IMEI, if only my first slot IMEI is registered?

A. Please report for such case to PTA for de-registration of IMEI that is Compliant. After that you can apply for registration (both IMEI) via DIRBS and get compliance status after paying duties/tax imposed by FBR.

IMEI Registered but no service

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

A. 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

A. "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 Exist”?

A. There are two scenarios.

1. First one is 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. Second scenario is when someone else had created an account. In such case, applicant need to contact PTA and provide relevant details to report the fake account.

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

A. 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 that my Passport has been misused?

A. Dial *8484# to check mobile device count registered against your CNIC. In case you have not registered any device, some figure will show 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?

A. 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?

A. There are two ways you can register your complaint.

1. You may visit the nearest customer service center (CSC)/franchise of any cellular mobile operator (CMO) and request for deletion of mobile phone registered on your credentials or;
2. You may file an online complaint to PTA through its complaint management system (CMS) for resolution. The URL is www.complaint.pta.gov.pk

Mobile Registration verification issues

Q1. What is a compliant device?

A. Compliant device means a device that fulfils the following requirements

1. Devices with valid IMEIs assigned by Global System Mobile Association (GSMA);
2. Devices with unique IMEIs.;
3. Devices not in the stolen/lost lists (reported locally to the Authority); and
4. Devices type approved/having Certification of Compliance to Technical Standards for IMEI devices issued by the Authority

Q2. What is a non-compliant device?

A. Non-compliant device means a device which does not fulfill any condition(s) as defined for compliant devices

Q3. Can I get a discount being a student?

A. No.

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

A. No, Website is only accessible in Pakistan.

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

A. Yes. You have to register all SIM based device.

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

A. 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?

A. Yes

Q8. I have received a message during registration “entered passport is not eligible for tax exemption”?

A. This error occurs when you try to register phone after 60 days arrival in Pakistan.

Q9. What is a paired device?

A. 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 “Invalid GSMA TAC”

A. As per PTA mandate, it is to ensure that mobile device IMEI is as per international standards and contain a GSMA (body that issues TAC) 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, 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.

A. Such claims of exemption shall only be entertained subject to provision of following documentation:’

1. 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.
2. On validation of same IMEI previously registered shall be delisted/unregistered by PTA in DIRBS.
3. Such applicant shall submit an undertaking stating the device was replaced under international warranty and in case of any malafide 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?

A. Please report for such case to PTA for de-registration of IMEI that is Compliant. After that you can apply for registration (both IMEI) via DIRBS and get compliance status after paying duties/tax imposed by FBR.

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?

A. Please report for such case to PTA for de-registration of IMEI that is Compliant. After that you can apply for registration (both IMEI) via DIRBS and get compliance status after paying duties/tax imposed by FBR.

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

A. Yes. You have to report such case to PTA for de-registration of IMEI that is Compliant. After that you can apply for registration (both IMEI) via DIRBS and get compliance status after paying duties/tax imposed by FBR.

Q4. I already mail on typeapproval@pta.gov.pk for one slot complaint/one slot non-compliant but no response received by PTA. What should I do?

A. Please lodge a complaint on PTA Complaint Management System (CMS) with proof. Your Complaint will resolve 48 hours & responded back.

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

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

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

A. Stolen mobile phone cannot be registered.

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

A. Please lodge a complaint on PTA Complaint Management System (CMS) with proof. Your Complaint will resolve 48 hours & responded back.

Q8. Why is have to pay tax for the registration of unregister slot of device where my one slot of device is already register.

A. Dual SIM registration facility provided to individual users have been expired dated 15th September 2019. Therefore, applicant is required to pay the tax to register second IMEI.

Registration through courier

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

A. You have to apply for courier COC on 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?

A. Tax will be calculated by Customs.

Q3. What documents are required for courier COC?

A. Customs detention memo and CNIC need to be attached along with your application.

Q4. How many devices can be received via courier?

A. Five (05) devices can be registered per person in a calendar year.

Stolen Mobile Devices

Q1. How do I know my handset IMEI number?

A. Dial *#06# to get IMEI number.

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

A. 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?

A. 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 handset, either it is blocked or not?

A. Send your IMEI as text message to 8484 to get status. Kindly ensure to both displayed IMEI's are programmed in the device prior to use of said device, in case of both IMEI not belonging to same device, such devices are subject to blocking and legal action. Buy/Sell 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.**

Q5. How can I track or recover my handset?

A. 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?

A. Send a text message on 8484 from your registered mobile phone containing IMEI numbers of the handset you are going to purchase and the reply will tell you the status of IMEI. Kindly ensure to both displayed IMEI's are programmed in the device prior to use of said device, in case of both IMEI not belonging to same device, such devices are subject to blocking and legal action. Buy/Sell 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.**

Q8. What can be done if I bought used phone in working condition but it later got blocked?

A. 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.

Q9. How can I unblock my phone?

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