



## Annual Report 2023-2024

# To Better Serve People of Pakistan

## پاسپورٹ عوام خدمت



# Directorate General of Immigration & Passports



## Annual Report 2023-2024

**Directorate General of  
Immigration & Passports**



## About Us

Directorate General of Immigration & Passports (DGIP) is an attached department of the Ministry of Interior, responsible to deal with:

- Issuance of Passports to Pakistani Citizens
- Extension of Visas in Certain Cases and SAARC Visa
- Issuance of Pakistan Citizenship Certificates
- Issuance of Renunciation Certificates
- Issuance of Naturalization Certificates
- Maintain the Passport Control List
- Maintain the Foreign Control List



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## Minister for Interior's Message

To make Islamic Republic of Pakistan a country where rule of law reigns supreme; where every Pakistani feels secure to lead a life in conformity with his religious beliefs, culture, heritage and customs; where a Pakistani from any group, sect or province respects the culture, tradition and faith of the other, where every foreign visitor feels welcome and secure.



**Syed Mohsin Raza Naqvi, Minister for Interior**



## Secretary, Interior's Message

Our continuous efforts to enhance public service delivery, ensure accessibility, transparency and efficiency in the administration of passport and citizenship matters. I am pleased to underline key initiatives across several critical areas.

### **Passport Services:**

Streamlining Machine Readable Passport / e-Passport application and renewal procedures to reduce processing time, expand accessibility and enhance security. Citizens will get benefit from simplified online passport processing system, wider access to passport centers, and real-time tracking of application status.

### **Citizenship and Renunciation:**

Transparent system for acquiring and renouncing citizenship, guidelines / Rules are updated and workflows are being digitized to support applicants.

### **Digitalization and Data Integration:**

A cornerstone of reforms is the ongoing digitalization of services through integration of databases across relevant agencies, with aim to create a single, secure and unified digital dashboard. Our commitment is unwavering to serve with integrity, transparency, and innovation.



**Capt. (Retd.) Muhammad Khurram Agha, Secretary, Interior**





## Director General's Message

It gives me immense pleasure to illuminate the strides made by the Directorate of Immigration and Passports in addressing a herculean backlog that once loomed as an insurmountable challenge. The past year has been a testament to our unwavering commitment to efficacious public service delivery, bolstered by innovative methodologies and an indefatigable team.

Our endeavor was not merely to expedite the clearance of pending applications but to metamorphose the citizen's experience into one characterized by seamless efficiency and unerring reliability. To this end, we have deployed state-of-the-art technological interventions and recalibrated operational protocols, ensuring that the labyrinthine bureaucratic machinery is transformed into a model of expeditious simplicity.

The metrics speak eloquently of our success: record numbers of passports have been processed within truncated timelines, and citizens across the nation now access our services with unprecedented ease. Our regional offices, fortified with enhanced staffing and resources, stand as beacons of responsive governance.

This year has not merely been about clearing a backlog but heralding a paradigm shift in public service ethos—a shift wherein the Directorate does not simply meet expectations but endeavors to transcend them.

As we forge ahead, the Directorate remains steadfast in its aspiration to exemplify the quintessence of public sector excellence, unifying ambition with action for the betterment of our nation, with vision of Rising Pakistan.



**Mr. Mustafa Jamal Kazi, Director General, Immigration & Passports**



## Vision

“Empowering global mobility through efficient and secure passport issuance by utilizing cutting-edge technology and advance passport issuance system through incorporating state-of-the-art security features to enhance personalization, and fostering seamless Immigration experiences at international borders.

Our mission is to innovate continually, ensuring the highest security, efficiency, and convenience for Pakistani Citizens worldwide”.

***“To Better Serve the  
People of Pakistan”***





## Legal Framework

The Government of Pakistan through legislations i.e. Acts of Parliament, time to time policy guidelines of Cabinet / Ministry of Interior have entrusted mandates of various core functions to this department, which are being carried out under the following legal frameworks:-

- Passport Act 1974
- Passport Rule 2021
- Citizenship Act 1951
- Citizenship Rule 1952
- Naturalization Act 1926
- Naturalization Rules 1961





## 1 Historical Background

### 1.1 Introduction

In April 1961, the Passport office obtained the secretariat status under the Ministry of Home Affairs. In October 1961, Directorate of Immigration and Passports was established as an attached department, under Ministry of Interior.

In the year 1974, an Act of Parliament (Passport Act 1974), was passed for the issuance of passports, and regulation of the Entry & Exit process in the country. Later in 1975, the Headquarters of the Directorate General Immigration and Passport was shifted from Karachi to Islamabad.

The Directorate General, Immigration & Passports primarily is a public service organization with the mandate of providing vital national services, including issuance of Passports, Citizenship, Naturalization, Renunciation Certificates maintenance of Foreign Control List/ Passport Control List.





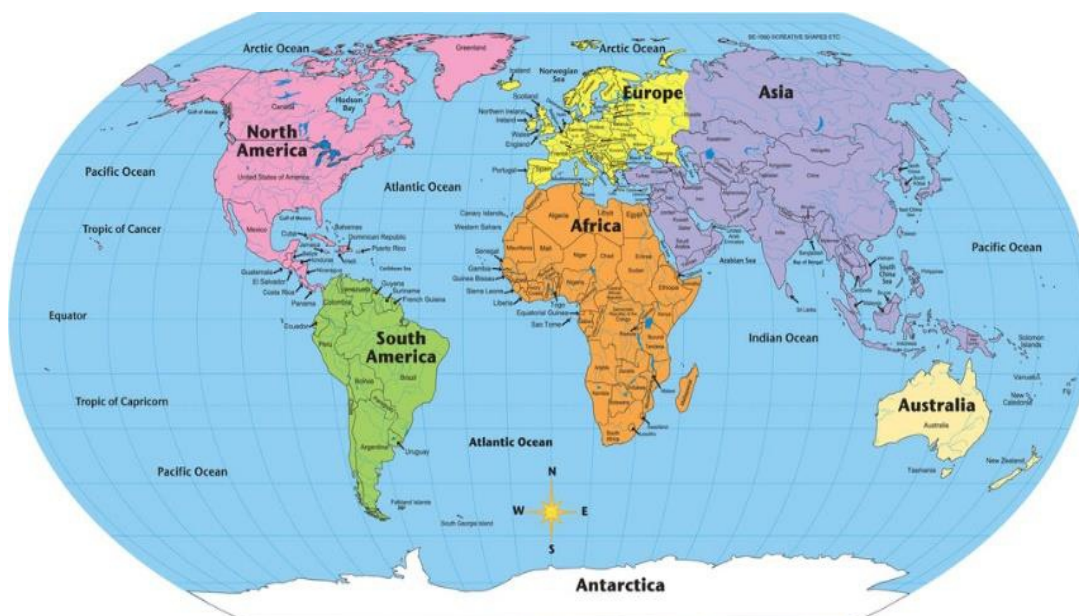
## 1.2 Our Presence Nationwide



| S.No. | Zones               | RPOs       |
|-------|---------------------|------------|
| 1.    | Central Puniab Zone | 55         |
| 2.    | South Puniab Zone   | 28         |
| 3.    | North Puniab Zone   | 13         |
| 4.    | KPK /FATA Zone      | 41         |
| 5.    | Sindh Zone          | 37         |
| 6.    | Balochistan Zone    | 33         |
| 7.    | AJK/ GB Zone        | 19         |
| 8.    | Headquarters        | 06         |
|       | <b>Total</b>        | <b>232</b> |



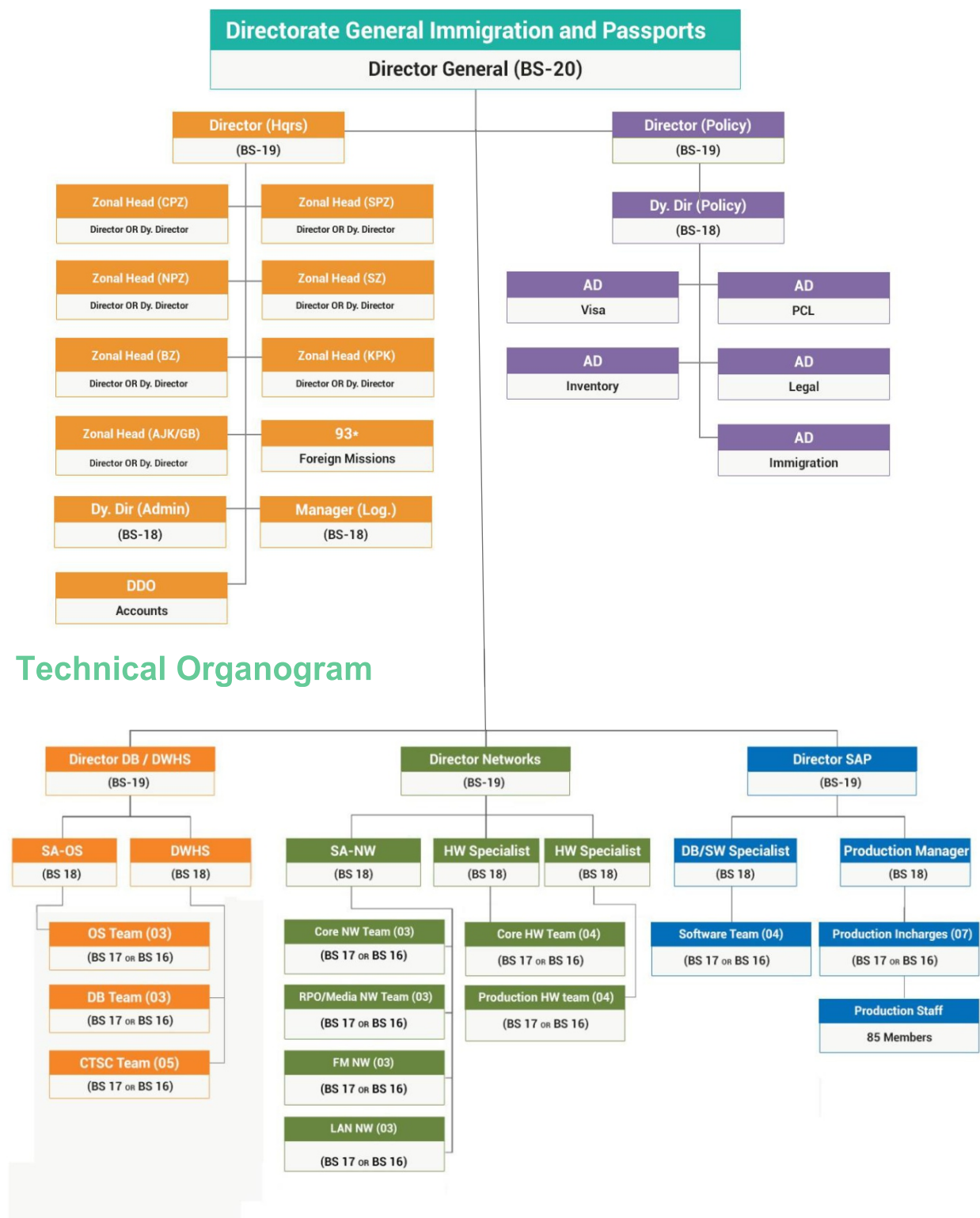
## 1.3 Our Presence Globally



| S.No. | Name of Continent | Foreign Missions |
|-------|-------------------|------------------|
| 1.    | Africa            | 10               |
| 2.    | America           | 12               |
| 3.    | Asia              | 41               |
| 4.    | Australia         | 03               |
| 5.    | Europe            | 27               |
|       | <b>Total</b>      | <b>93</b>        |



## 1.4 Organogram



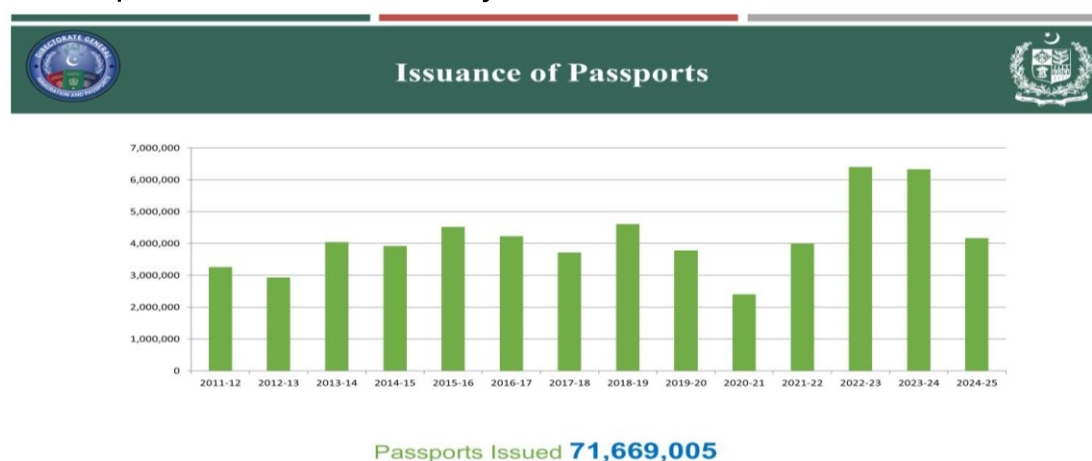


## 2. PERFORMANCE OF PASSPORT OFFICES

### 2.1 Issuance of Passports

The issuance of Passports to Pakistani Citizens is the core service of the Organization. The processing of Passport applications is distributed across the country, and being carried out through its 232 field offices in Pakistan, and 93 Foreign Missions abroad, while Passport Printing, Data Warehouse and Network Center are being managed at HQs, Islamabad. Printing of the Passports, and its onward distribution across country and to the Pakistan Missions abroad is done through the courier services.

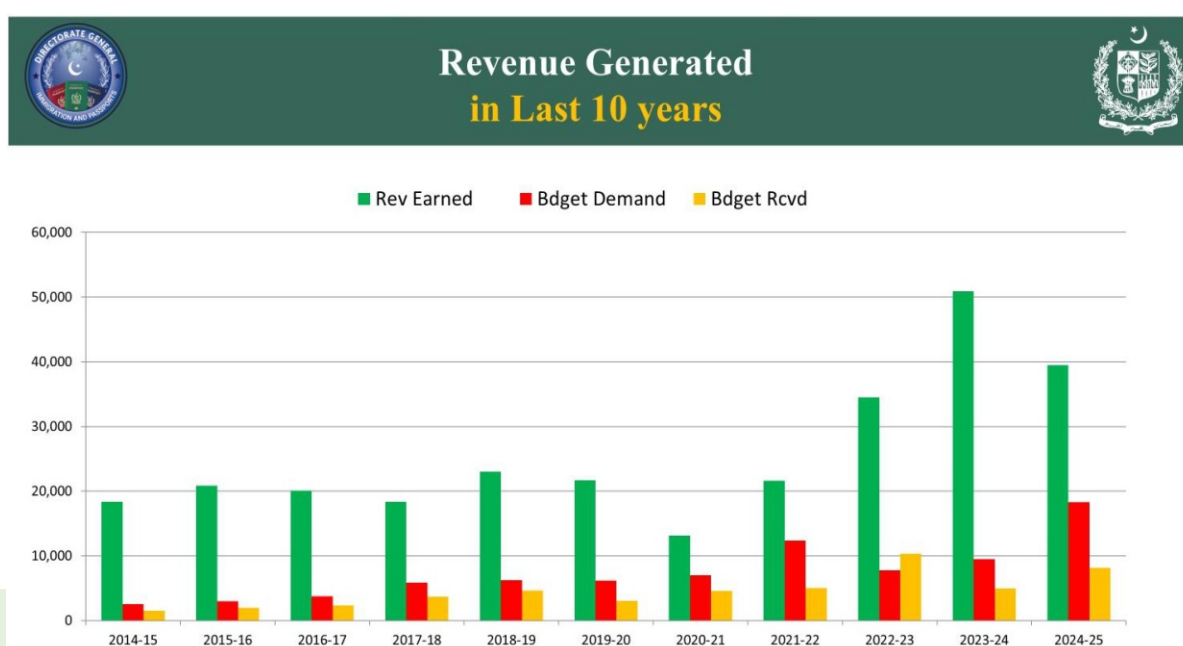
The department has successfully issued a total of 71,669,005 since 2004-05, including over 55 million MRP passports within 17 years, averaging approximately 3.4 million passports per year. However, the recent surge in passport applications over the past 2 years has resulted in the issuance of approximately 13 million passports, averaging around 6.7 million per year. This unprecedented increase in workload has led to the gradual exhaustion of resources in passport issuance, including the supply chain, production facility, IT infrastructure, and human resources. It has also brought to light the inadequacies of the current system.





## 2.2 Revenue Earned

The Directorate General, Immigration & Passports is the largest revenue earning department, which contributes very significantly in government exchequer. The revenue generated by this department in last 16 years is amounted to **Rs.295.7 Billion**, with average earning of **Rs. 20 Billion** per year. However, in the last two years, the average earning has reached to **Rs. 40 Billion**, and is expected to cross Rs. 50 Billion next year. During Financial Year 2023-24, DGIP has contributed revenue of **Rs. 50,906/- (Million)**, on account of Passport fee and allied services in the national exchequer.



Year wise Graphical representation of Revenue Earned & Budget Demanded



## 2.3 Revenue vs Budget Allocation

On average, Directorate General, Immigration & Passports demanded 30% funds out of the revenue generated in last 10 years while after rigorous efforts, succeeded to get only 20% of the revenue and around 65% of its demand inclusive of supplementary grants. Allocation of untimely and inappropriate funds against the demand, aggravated the financial challenges. Following table shows the demand, allocation and short fall despite the huge revenue earned.

| <div>  <div>Budgetary Position</div>  </div> |         |                 |                  |               |              |                                |            |                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------|------------------|---------------|--------------|--------------------------------|------------|----------------------------------|
| S. No.                                                                                                                                                                                                             | Year    | Budget Demanded | Budget Allocated | Supplem Grant | Total Budget | % of Allocated budget demanded | Short Fall | Revenue Earned (Rs. in Millions) |
| 1                                                                                                                                                                                                                  | 2015-16 | 2,979           | 1,416            | 512           | 1928         | 65%                            | -35%       | 20,846                           |
| 2                                                                                                                                                                                                                  | 2016-17 | 3,739           | 2,014            | 311           | 2325         | 62%                            | -38%       | 20,070                           |
| 3                                                                                                                                                                                                                  | 2017-18 | 5,817           | 2,123            | 1,551         | 3674         | 63%                            | -37%       | 18,361                           |
| 4                                                                                                                                                                                                                  | 2018-19 | 6,235           | 2,752            | 1,883         | 4635         | 74%                            | -26%       | 23,014                           |
| 5                                                                                                                                                                                                                  | 2019-20 | 6,158           | 2,952            | 90            | 3042         | 49%                            | -51%       | 21,677                           |
| 6                                                                                                                                                                                                                  | 2020-21 | 6,992           | 2,965            | 1,621         | 4586         | 66%                            | -34%       | 13,120                           |
| 7                                                                                                                                                                                                                  | 2021-22 | 12,379          | 3,493            | 1500          | 4993         | 40%                            | -60%       | 21,618                           |
| 8                                                                                                                                                                                                                  | 2022-23 | 7,786           | 3,399            | 7,036         | 10,340       | 133%                           | +33%       | 34,495                           |
| 9                                                                                                                                                                                                                  | 2023-24 | 9,504           | 4,795            | 1,880         | 6,675        | 70%                            | -30%       | 50,906                           |
| 10                                                                                                                                                                                                                 | 2024-25 | 18,368          | 5,234            | 2,938         | 8,172        | 45%                            | -55%       | 39,491 (Dec-2024)                |





## 2.4. Issuance of Citizenship and Renunciation Certificates

The Directorate General of Immigration and Passports is responsible for managing the country's Immigration Services, which include issuance of Pakistan Citizenship, Naturalization, and Renunciation of Certificates. Details of Pakistani Citizenship and Renunciation Certificates issued from 21-08-2023 to 31-12-2024 are as under:-

| Certificate Type                  | Qty  |
|-----------------------------------|------|
| Pakistan Citizenship Certificates | 53   |
| Renunciation Certificates         | 4447 |
| Naturalization Certificates       | 01   |

An increasing trend has been observed that the Overseas Pakistani Diaspora is applying for Renunciation of Pakistan Citizenship through Pakistan Missions abroad. This Directorate issuing Renunciation Certificates within 3 to 4 weeks upon receipt of the application.

DGIP in collaboration with NADRA, is trying to block the CNICs of individuals who have obtained Renunciation Certificates in the past but their CNICs are still active. To prevent the fraudulent possession of CNIC, a Policy is also underway to cancel the CNIC before the issuance of the Renunciation Certificate.

## 2.5 Passport Control List / Foreign Control List:

This Crucial function is being performed under Rule 22 of Pakistan Passport Rules, 2021. The Federal Government has entrusted the powers to DG I&P to regulate the departure from and entry into Pakistan and also visits to foreign countries of its citizens under the Passport Act 1974.

The Division concerned and Directorate General shall prepare and maintain a Passport Control List for placement of names and another record of individuals who have been refused passport facilities under these rules under categories "A" and "B" respectively.

### 2.5.1 Passport Control List (PCL):

Total Individuals Placed on PCL: 77,956

Total Individuals Removed from PCL: 17,284



## 2.5.2 Foreign Control List (FCL):

Data of Foreigners were Placed on FCL 214, while 23 were removed.

## 2.6. Online Issuance of Passports

Initially, an Online passport processing facility was provided only to the overseas Pakistani diaspora. However, after successful launching and standardization, this facility was further extended to inland Passport applicants, those who cannot visit local RPOs. A separate Passport application processing wing is established at DGIP, To facilitate Passport applicants and manage the online applications before proceeding for printing. The following statistics show the performance of the online Passport section:

| ONLINE PASSPORT SECTION PERFORMANCE REPORT |           |
|--------------------------------------------|-----------|
| Applications received                      | Figures   |
| Overseas Applicants                        | 76410     |
| Inland Applicants                          | 9440      |
| Total Applications submitted               | 85850     |
| Applications processed/approved            |           |
| No. of Applications Approved               | 74598     |
| No. of Applications Processed              | 130318    |
| Revenue Earned                             |           |
| Passport Fee Collected                     | 851369000 |

*For the period of 1st September 2024 TO 31st December 2024*



Government of Pakistan

DIRECTORATE GENERAL OF IMMIGRATION & PASSPORTS

Ministry of Interior





e Services Portal

SINDH

Home

Central AD

Reports

Tracking

Administration

Op Admin

Management Reporting

Summary Report Detail ( From :01-09-2024 To :31-12-2024 )

| Applications |          |               | Home Delivery      |                |               | Revenue       |              |              |               |            |
|--------------|----------|---------------|--------------------|----------------|---------------|---------------|--------------|--------------|---------------|------------|
| Total        | Domestic | International | Domestic Islamabad | Domestic Other | International | Total Revenue | Passport Fee | IMPass Share | Home Delivery | Tax        |
| 85850        | 9440     | 76410         | 0                  | 0              | 72887         | 1770899330.6  | 851369000    | 47756250     | 710872590     | 10000782.8 |

Summary Report Detail Approved Cases ( From :01-09-2024 To :31-12-2024 )

| Applications |          |               | Home Delivery      |                |               | Revenue       |              |              |               |           |
|--------------|----------|---------------|--------------------|----------------|---------------|---------------|--------------|--------------|---------------|-----------|
| Total        | Domestic | International | Domestic Islamabad | Domestic Other | International | Total Revenue | Passport Fee | IMPass Share | Home Delivery | Tax       |
| 74584        | 7475     | 67109         | 0                  | 0              | 64015         | 1530942564.55 | 727856200    | 41943125     | 620519668     | 8744584.5 |



### 3. UP-GRADATION OF IT INFRASTRUCTURE

The issuance of passport is a specialized job in nature that involve technical integration of various databases, live data acquisition, and comparison with data retrieved from the NADRA data warehouse, each record has to be scrutinized through Integrated Border Management System (IBMS) to ensure that not any non-entitled, imposter, blacklisted, wanted can succeed in getting a Pakistani Passport. Moreover, before the personalization of any Passport Booklet, there are multiple technological checks incorporated, like Automated Finger Identification System (AFIS), Facial recognition Engine, etc.

The passport application processing and data transmission are carried out through a highly secured Network and infrastructure to ensure encrypted data transmission to meet the internationally recognized security protocols. Any security breach can compromise the passport database and National security. In continuation of upgradation of DGIP network, to enhance the network security and web application security to mitigate all application layer attacks, the DGIP network team installed and configure the web application firewall (WAF) for all DGIP applications (Passport tracking, IBMS tracking etc.)

#### 3.1 Shifting of Foreign Mission Links from Obsolete Firewall to Newly Procured NGFW

Machine Readable Passport centers deployed at Pakistani Foreign Missions are very critical. Previously all Foreign Mission Network Links were converging on outdated Routers in DGIP. The Foreign Missions were converged on two different devices and both have either reached EOL or their Licenses expired. All Phase-I Foreign Missions were terminated on a very old NORTEL device since 2004-05.

DGIP team completely overhauled the Foreign Mission's Network Links, decommissioned, and replaced them with top-of-the-line NGFW (Next Generation Firewall). All Foreign Missions are now accessing the DGIP Core Network through Multi-layered topology.



### 3.2 Up-gradation and Shifting of NADRA and Extra-Net Links

All Passport Issuing Offices at Home and Abroad while processing Machine-Readable passports or E-Passport, have to verify their Citizen Records from the NADRA database. This link was established in Year 2006 and is now shifted to a new dedicated firewall. Shifting of this link was achieved with Zero downtime and without any disturbance in routine operations.

There are many other Organizations also linked with DGIP Headquarters, through outdated devices, outdated routers and firewalls. To replace obsolete devices, and to enhance the security, these Extra-Net Links have now been shifted to more secure and dedicated Firewalls.

### 3.3 Enhancement of Internal Local Area Network Security

DGIP Local Area Network (LAN) consists of many virtual LANs to separate the functions of various wings and sections. The LANs were earlier managed by Layer-3 Switches which are now replaced with state-of-the-art Firewall and the industry's standard of "Router on a Stick Approach". The up-gradation of LAN was achieved with zero downtime. Furthermore, the LAN of printing and production facility, Diplomatic and Official Passport (DOP), online Section and public reception are revamped, installed and configured with zero down time and new switches.

### 3.4 Revamping of DGIP Core Network Infrastructure.

Over the years, many of the DGIP Core devices and Wide Area Network infrastructure have been obsoleted and outdated. DGIP IT team initiated the revamping of both WAN and Core Network, replacing copper with Optical Fiber, enhancement of bandwidth, and overhauling obsoleted devices, the revamping process is about to be completed.



### 3.5 Addition of New Passport Counters and Network Links

Despite meager resources, shortage of manpower and funds, the overall number of RPOs and Passport issuance centers are continuously increasing. DGIP Network and data center have accommodated the following new Passport offices and counters which were established during the last year:-

- i. Establishment of Punjab Assembly site
- ii. Establishment of Sind Assembly site
- iii. Establishment of KPK Assembly site
- iv. Establishment of PPC Zafarwal Narowal
- v. Establishment of PPC Shakergadh Narowal
- vi. Establishment of BAR Council Karachi
- vii. Establishment of BAR Council Faisalabad
- viii. Establishment of Bahawalpur BAR Council
- ix. Counter Expansion and up-gradation of RPO Chaman
- x. Establishment of RPO Qilla Abdullah
- xi. Establishment of RPO Jamrood (Khyber)
- xii. Establishment of PPC Kahutta and Taxilla
- xiii. Establishment of Passport Counters, at NADRA Mega Centers Karachi Nazimabad, Siemans and Lahore, Shimla Pahari, MAO Collage, NRC PECO Road.

### 4. Human Resource:

The DGIP has only sanctioned 1857 Human Resources to man Machine Readable Passport issuance and allied services/functions of the organization at home and abroad, details are as under:

| HUMAN RESOURCE DETAILS |                        |                       |
|------------------------|------------------------|-----------------------|
| Sanctioned             | Filled                 | Vacant                |
| 1857                   | 1426                   | 431                   |
| (with 319 above BS 17) | (with 230 above BS 17) | (with 89 above BS 17) |





## 4.1 Creation of New Posts:

DGIP Administration Wing has forwarded cases for the creation of new posts regarding newly established Regional Passport Offices in the light of Finance Division (Expenditure Wing) Office Memorandum No.F.7 (1) Exp.IV/2016-1079 dated 17-12-2018, for seeking relaxation of the ban on the creation of posts regarding Austerity Measures, the details of ongoing cases are appended below:

- In response, the Austerity Committee, Finance Division has sanctioned 30 posts at thirty (30) new Passport processing counters and 12 posts at Regional Passport Offices Khyber and Killa Abdullah.
- The DGIP forwarded the case to Ministry of Interior to notify these posts.

## 4.2 Recruitment Drive:

DGIP Administration Wing has finalized the following recruitment cases through the Federal Public Service Commission. The Successful officers have joined the department and are performing duties at respective stations:

| S No. | Post                           | No. | FPSC reference No.                    |
|-------|--------------------------------|-----|---------------------------------------|
| 1     | Assistant Director (BPS-17)    | 1   | F.4-23/2021-R Dated 31.01.2022        |
| 2     | Dy. Assistant Director (BS-16) | 15  | F.4-23/2021-R Dated 31.01.2022        |
| 3     | APS (BS-16)                    | 2   | F.4-1/2021-R (1/2021) Dated 3.02.2021 |
| 4     | System Incharge (BS-17)        | 4   | F.4-72/2021-R Dated 04.01.2022        |
| 5     | Network Engineer (BS-17)       | 2   | F.4-70/2021-R Dated Feb,2022          |
| Total |                                | 23  |                                       |

Moreover, a recruitment process to fill vacant positions is under process to overcome the shortage of Human Resource strengthen its operations, and enhance service delivery. The induction of this additional human resource and specialized technical human resource will improve the organization's capability for the provision of swift passport services.



### 4.3 Career Planning:

Assignments completed by the Administrative Sections during the year 2023 24 are as under:

#### a. Trainings:

Following is the list of officers respective training courses:

| Sr # | Assignment | Description              | Number |
|------|------------|--------------------------|--------|
| 1    | Training   | Study Visit / Conference | 4      |
| 2    |            | Workshop                 | 4      |
| 3    |            | FAT                      | 6      |

#### b. Promotions Trainings:

Following is the list of officers respective Promotion:

| Sr # | Assignment | Description                     | Number |
|------|------------|---------------------------------|--------|
| 1    | Promotions | Dy. Assistant Director (BPS-16) | 19     |
| 2    |            | Assistant Director (BPS-17)     | 04     |

### 4.4 Regularization of Services of Contractual Officers:

The regularization of services of officers was referred to the Federal Public Service Commission in the light of the Islamabad High Court Judgment dated 21-06-2018 passed in ICA No. 340/2017. Consequent upon recommendations of FPSC, the Secretary, of Interior has regularized services of approximately 115 officers in the Directorate General, Immigration & Passports.

### 4.5 DGIP staff posted abroad:

The DGIP provides valuable Machine Readable Passport and other services to the overseas Pakistani diaspora through MRP facilities installed at 93 Embassies / Consulates of Pakistan. MRP operations at 49 Missions are being manned by DGIP staff, whereas, the remaining missions are manned by the Ministry of Foreign Affairs. Presently, 97 DGIP staff members are performing duties at Missions abroad. The DGIP has initiated



a process for the replacement of these staff which will be completed shortly.

## 4.6 Extracurricular Activities:

### 4.6.1 Get-Together at DGIP:

Highlights from the Get-Together at DGIP Headquarters, Hosted by the Director General of Immigration and Passports, Mr. Mustafa Jamal Kazi.



Briefing to the Director General regarding quarterly progress



Director General's address to employees





#### 4.6.2 Iftar Dinner at DGIP Headquarters

Highlights of the Iftar Party at DGIP headquarters, hosted by worthy Director General Immigration and Passports, Mr. Mustafa Jamal Kazi.



### 4.6.3 Public Awareness Camp for Thalassemia Screening

Highlights from Public Awareness Camp for Thalassemia Prevention and Free Blood Screening for DGIP Staff, Organized by the esteemed Director General of Immigration and Passports, Mr. Mustafa Jamal Kazi in coordination with Sindh Blood Transfusion



Briefings by Honorable Chief Guests regarding Prevention of Thalassemia



Employees of DGIP attending campaign

Initiation of sampling process





## 5. Passport Printing Facility:

The incumbent Director General assumed the charge on 21.08.2023. This was the time the department was facing several challenges resulting in delayed passport issuance to the citizens within Pakistan and living abroad. The challenges relating to passport production are elaborated below:

### 5.1 Obsolete Passport Personalization Equipment:

The existing Passport production facility was established in 2004 merely to cater to the workload of 28 Regional Passport Offices, whereas, with the vision to reach out to the applicants the department has expanded its RPO / PPCs up to 232 and 93 Pakistan Missions abroad.

The DG passport, immediately after assuming charge considered this sensitive matter on a very serious note and took it up at all relevant forums to seek their concurrence and floated an international tender for the procurement of the latest passport production equipment. The production printers have been procured on a war footing basis and now the production facility is running in smoothly manner.

### 5.2 Issues Relating to Supply of Security Laminate:

Huge financial constraints were also involved in ensuring a smooth supply of security laminate resulting in delay in passport issuance. Timely payments to suppliers and customs authorities were badly disturbed resulting in the delayed shipment of security laminate to the passport department that ended up in piling up of backlog.



The DG passport made a comprehensive strategy to overcome the financial constraints particularly for security laminate by taking personal interest and coping with the situation with financial stakeholders by making timely payments to laminate suppliers and customs authorities. This brought massive relief to the applicants whose future relied upon the provision of a passport and it's highly appreciated by the Overseas Pakistani Diaspora.



### 5.3 Issues Relating to Supply of Security Ink and Spares:

A smooth supply of security ink and spares of passport personalization equipment was also a major challenge that was long-lasting. Being obsolete; the equipment is always in need of technical support i.e. repair and troubleshooting that is carried out by the Directorate General, Immigration & Passports technical team.



Timely supply of these items also involved financial constraints and procedural delays that were successfully tackled by reviving a smooth supply of security ink and spares that were also procured from abroad.

### 5.4 Timely Provision of Passports to Hajj Pilgrims:

Due to the worst situation relating to passport issuance, the DG passport realized the situation of the people intending to perform Hajj 2024. Resultantly, the DG passport contacted the Hajj Directorate of the Ministry of Religious Affairs & Interfaith Harmony, Islamabad, and asked for the provision of details of intending pilgrims. Within time, all passports of Hajj pilgrims both applied from home and abroad were personalized and dispatched to respective offices for delivery, bringing huge relief to these Hajj & Umrah Pilgrims.

### 5.5 Timely Passport Issuance to Zaaireen-e-Iran & Iraq:

The same strategy was adopted for Zaaireen-e-Iran & Iraq so that every intending pilgrim gets the passport in time.

### 5.6 Expansion of Production Hall:

For the first time since the inception of MRP issuance in 2004, the DG passport seriously took the issue of limited space of the Production Hall



into consideration. This hall was designed to manage the workload of a total of 40 field offices both within Pakistan and abroad. Presently, the workload of all field offices within Pakistan and abroad is being managed in the same limited space and congested environment, it was getting more and more difficult every day.

With the approval of the DG passport, construction of a whole new block attached to the main building is completed. With the expansion of production hall, more of passport equipment installed and ultimately increases daily passport issuance capacity.



Honourable Minister for Interior visit at Production facility during Inauguration Ceremony





## 5.7 Up-gradation and installation of new Printers and Laminators

The existing printers and machinery was acquired in year 2005 for passports printing. Since then, this equipment has been in continuous use without any upgrades. Due to the expansion in the scope of work by increasing the number of field offices at home and abroad, the workload on passport production had risen extraordinarily.

Recently, the DG Passport Purchased 10 Passport Printers and 11 Laminators installed in Production center to enhance printing capacity. Moreover, 6 desktop MRP machines are also being procured.

## 5.8 Security Measures:

The DG passport took serious notice of the entrance of unauthorized staff members within the premises of the production hall and made the following security measures:

- a) Biometric-based sliding door entry for authorized staff only.
- b) Access control system installed.
- c) Installation of additional CCTV cameras for improved surveillance.
- d) Physical checking of staff members at the entrance and exit is carried out by security guards who are also rotated after a specific period.
- e) Installation of a cargo elevator specifically for passport shipments from the Production Hall situated at third floor, that would directly descend into the Distribution section without stopping at any other floor.
- f) Making emergency exits for staff members in case of any catastrophe like earthquake and fire etc.

## 5.9 Cash Reward

The Director General Immigration & Passport introduced cash rewards as well as other incentives like overtime, lunch, etc for the staff members of the Production facility who sacrifice their weekends and also give extra time to personalize more and more passports. The worthy Director General also celebrated Independence Day this year with staff members of the Production Hall. Appreciating their untiring efforts, the Director General also announced cash rewards for staff members.





The passport production facility worked in **three shifts 24/7** for the **personalization of passports** to meet the requirements.

### 5.10 Measures for e-Passport Operations:

The E-Passport operations were partially suspended due to a halt of technical support from the vendor. Only Official and Diplomatic passports were being issued from the E-Passport facility. The Director General Passports ordered bringing back the E-Passport machine at full capacity and also issued directives to expand the E-Passport facility to the general public as well.

Procurement of two additional E-Passport machines with the latest technology is also underway so that international commitment to switching from MRP to E-Passport could be fulfilled within the minimum period.

### 5.11 E-Gate, E-Passport Scanning:

Directorate General, Immigration & Passports has taken the initiative of technology transformation from Machine Readable Passport to e-passport personalization. The E-passport system was first introduced on a pilot basis which is running successfully. To shift the full load of passport applications with secure passport issuance recognizable worldwide, world-renowned e-passport personalization machine manufacturers (OEM) were invited to participate in the bidding process. The system development, installation, and preparation of the e-passport production facility according to ICAO's security and quality standards is underway and will be completed by the end of the financial year 2024-2025. Pakistan will be able to issue polycarbonate e-passports to all of its citizens enabling them to cross through e-gates or seamless immigration counters respectfully.



Visualization of E-Gates  
Machines at Entry & Exit  
Points



Proposed Passenger passing  
E-Gates Machine



## 5.12 Corrective Measures Taken for Distribution Section:

Fast Track passport facility was initially incepted for 12 cities. However, this facility has now been extended to 87 cities.

The distribution section was also congested where booking staff of Postal and Courier Company were also seated, apart from passport shipments received from the production hall. Construction of an expanded portion of the Distribution section is also completed.

It was very difficult for overseas Pakistanis to spare their time to visit the nearest embassy/consulate for passport renewal/collection so the DG passport decided to introduce online passport home delivery for such applicants for their facilitation.

Several complaints were being received from the passport sections situated in Pakistan embassies/consulates around the globe as well as from home delivery applicants that their passports were not being delivered by the foreign courier in time. Also, delivery service was not available in a few countries such as Russia, Ukraine, etc due to war. The DG passport resolved the issue by taking corrective/alternate measures for the courier to deliver the passports well in time.



## 6. Training & Workshops:

### 6.1 Surys Workshop



Discussions with M/S Surys for procurement of E Passports Machines

### 6.2 Muhlbour Workshop



Muhlbour delegation presenting Souvenir to Director General, Immigration & Passports





## **7. Joint Task Force Proceedings on 12,096 Pakistani Passports Handed Over by Saudi Authorities**

The Saudi Ministry of Interior has forwarded 12,096 Pakistani passports through the Ministry of Foreign Affairs, KSA. These passports had been sent by the Afghan Embassy to the Saudi Ministry of Interior, and surrendered by alleged Afghan nationals who acquired Pakistani passports and traveled to KSA. These 12,096 passports were then forwarded to DGIP for further probe into the matter.

Since the matter was of national importance as the incident not only severely damaged Pakistan's reputation worldwide but also attempted to jeopardize working opportunities for the Pakistani diaspora in KSA and also for those who are aspiring to work in KSA.

Therefore, the Ministry of Interior took serious notice of the matter and constituted an inquiry committee headed by the Director General, Immigration & Passports to conduct a detailed probe into the matter vide Notification No. 2/1/2023-Pass (P&C) dated 15-10-2023. Members of the committee comprise senior officers of the Ministry of Interior, NADRA, and FIA. The Terms of Reference include "to determine the responsibility of various officers in NADRA, DGIP, and FIA, etc in the process and suggest remedial measures to curb this menace in future".

Thereafter, Ministry of Interior, on report of various cases of unauthorized access, pilferage, impersonation and involvement of different officials, constituted a Joint Task Force (JTF) – in supersession of its earlier Notification No. 2/1/2023-Pass (P&C) dated 26-10-2023 – headed by Joint Director General (Intelligence Bureau) and comprising of senior officers of NADRA, PTA, FBR, ISI, FIA, MI, Ministry of Interior and DGIP.

DGIP performed a detailed probe into the matter which revealed that out of 12,096 surrendered passports, 7,613 were original, whereas 4,483 were fake/tampered. In compliance with the requirement of the JTF, DGIP shared the data and lodged 37 complaints in CTW, and FIA. Moreover, departmental fact-finding is also initiated against remaining employees who processed passport applications of reportedly non-nationals. Based on



shared data, CTW, and FIA started investigations and registered 21 FIRs against these employees, the case is under investigation.

As far as fake/tampered passports are concerned, a detailed analysis and forensic of 4483 fake Passports was conducted. The forensic report revealed that out of 4,483 fake passports, there was a photo swap on 491 while 1,161 both data and photo was changed while on 2,506 passports, multiple forgery was found. Moreover, there was original lamination found on approximately 3,500 passports which were issued to various users in production at different times. Those who were found guilty of lamination theft were reported to JTF and FIA, while the departmental inquiry was also initiated against those who were suspected to be involved in this case.

## 7.1 Forensic Audit.

As mentioned above Directorate General Immigration and Passports received 12096 passports from the Embassy of Pakistan in Riyadh. DG I&P started thorough investigations regarding the issuance of these passports and found that out of 12096 passports, 7613 passports were issued to Afghan Nationals having legit/ original ID cards and 4483 passports were forged/ tempered. For 7613 passports, DG I&P filed 37 complaints to the Counter Terrorism Wing of Federal Investigation Authority against DGIP's officials.

DG I&P's forensic section started a thorough investigation regarding these 4483 forged/ tempered passports and found that these passports were issued to the rightful Pakistani citizens but forged/ tempered at a later stage, while many of the passports had original stolen laminations, other passports had fake laminations. Upon further investigation, two main culprits from the production department of DGIP were identified regarding the lamination theft, both of the culprits were handed over to the Counter Terrorism Wing of the Federal Investigation Authority for further investigation and criminal cases were registered against them. Moreover, other Embassies based in Pakistan e.g. British High Commission also shared around 59 forged/ tempered passports and they were also verified and found to be forged and laminated with fake laminations and were sent



to CTW FIA for further investigation and identification of Human Smugglers/ Agent Mafia and passport holders whose passports were tempered by changing their whereabouts e.g. father's name to get the visas maliciously.

Forensic Section has so far, solved many other cases of forged and tempered passports which were sent by different Intelligence Agencies as well as Anti Human Trafficking Cell AHTC-FIA, passports recovered from human smugglers during the Lahore raid by FIA, passports recovered from human smugglers/agents mafia during raids of Director General Passports at Gujranwala and Gujrat region in collaboration with security agencies, etc and cases sent by Military intelligence and Canadian High Commission, Islamabad. So far, the Forensic section has approximately identified and worked on more than 5000 forged passports with limited resources. Currently, DG I&P is in the process of procuring the Latest Forensic Equipment which DG I&P couldn't procure due to limited financial resources, though several attempts were made time and again to get the requisite equipment.

### 7.1.1 Forensic Training Sessions.

Director General Immigration and Passports collaborated with several Embassies/ Consulates based in Islamabad regarding the matter of forgery/ tempering of travel documents including passports and visas. In this regard, several important meetings were conducted with the British High Commission, the Fraud Detection Unit of the US Embassy based in Islamabad, Italian Embassy Officials, Norwegian, Hungarian, and Japanese Embassy officials, etc. and comprehensive training sessions were conducted regarding the security features of Pakistan's Machine Readable Passports and e-Passports to the above mentioned Embassy's Visa Officers, and how to detect forgeries and tampering.



Visit of United States delegation at DGIP Headquarter for Forensic Training Session and Director General Mr. Mustafa Jamal Kazi presenting shield





The Director General receiving the Honourable Delegation of the Italian Embassy



Discussions during the session

During these meetings, the Director General along with the technical team provided a comprehensive overview of the ongoing initiatives aimed at aligning Pakistan's passport standards with the latest international benchmarks. The primary goal is to enhance the security features and prevent the misuse of these travel documents by unauthorized individuals.

In a concerted effort to strengthen cooperation, the Director General and foreign diplomats mutually agreed to foster a close collaboration between the Directorate General of Immigration & Passports and Embassies concerned. This collaborative approach aims to facilitate coordination in matters about immigration and passport affairs between Pakistan and the United Kingdom, the USA, The Republic of Hungary, Japan, The Italian Republic, The Kingdom of Norway, etc.

After sensitizing the above matter, several training sessions for Foreign Delegations were also conducted regarding the security features of Pakistan's passports and their verification methods to discourage their misuse at different border controls. These exercises aimed to increase the chances of visa issuance to the rightful passport holders like Government Officials, the business community, students, and patients in need of traveling abroad.





## Director General of Immigration and Passports presenting Souvenir and Shields to Honourable Foreign delegations



The Director General Mr. Mustafa Jamal Kazi presenting souvenir to Mr. Costantino Scudieri, Police Attache Mr. Luigi Maria Vignali, DG for Italians Citizens Aboard & Migration Policies in Headquarters (Rome), Rena Muroni, Deputy Ambassador



The Director General Mr. Mustafa Jamal Kazi  
presenting souvenir to Honourable Japanese Diplomat



Forensic Session with Hungarian delegation



Combine Forensic Session with German and Italian delegation  
to deliberate on enhancement of passport security features

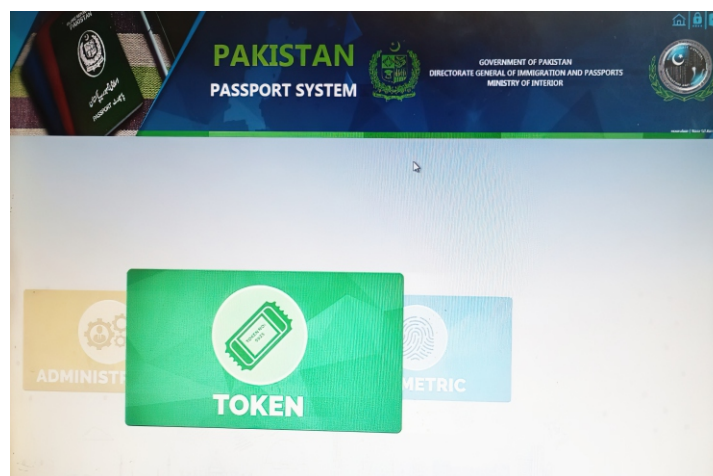




## 8. Database/Operating System Section Progress Report

### 8.1 Software deployments:-

Database & Software team have successfully up-graded software applications all over the Pakistan from old versions PPMS (5.0, 5.6) to latest PPMS (15.0, 17.0 version) which have new features adds i.e One window operation, E-Passport, Online Fee verification, IBMS Integration etc.



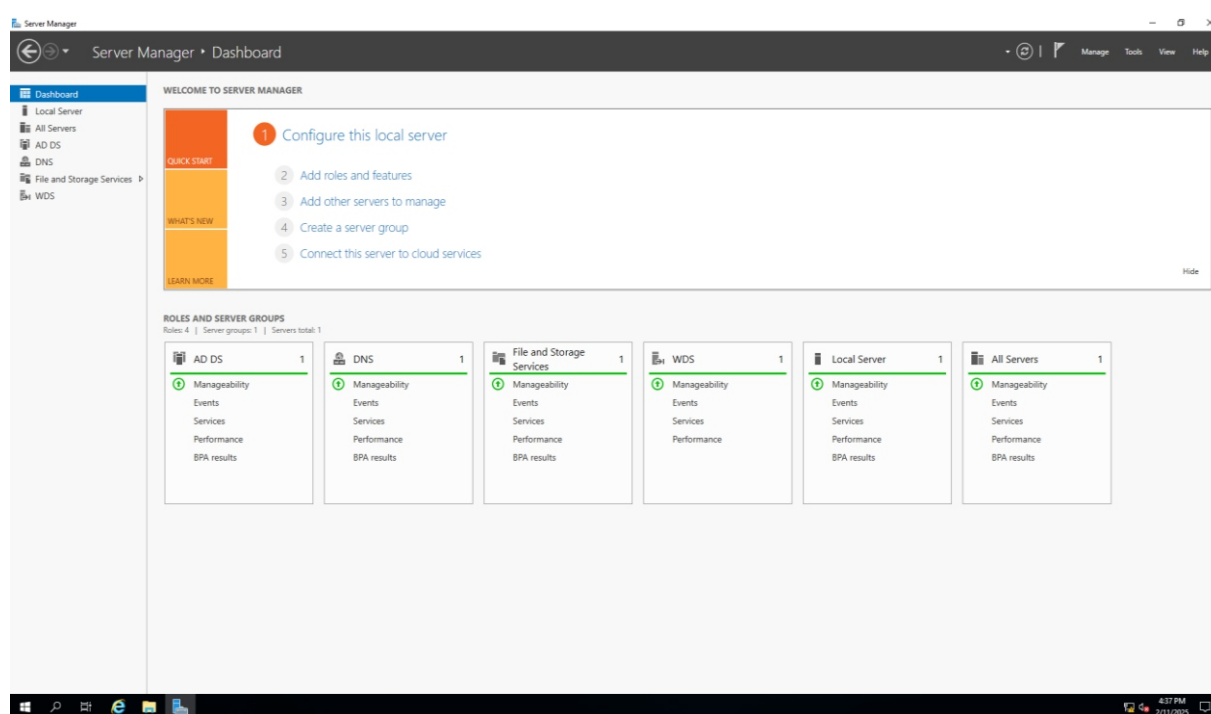
Latest Passport Printing Management System (PPMS)  
(17.0 version)



Database & Software team is providing 24/7 services to different RPOs i.e Islamabad, Awami Markaz and Mega Centers (North Nazimabad & Siemens Chowrangi) Karachi, Garden Town and Mega Centers (Peco Road, Data Gunj Bux & Edgerton) Lahore with joint venture of NADRA. Revamping of passport tracking system with secure features has been implemented by software team.

## 8.2 Window Server 2019 (Domain Controller Deployment):-

A Primary domain controller has been installed/configured, deployed and a domain “impass.gov.pk” has been successfully created. All the intranet PC’s of different sections have been joint new domain and managed with domain controller through Window server 2019 Active Directory, In addition different Group Policies i.e. block the USB, snipping tools & control panel etc. has been implemented. Working to deploy an additional domain controller a replica for PDC.



Window Server 2019 (Domain Controller)





### 8.3 Security Policy implemented:-

Server based security policy implemented on MRP Oracle (12C) Database server & Client which cover the user management, log management, password policy, comprehensive activity monitoring and sophisticated auditing capabilities.

### 8.4 Migration from MRP data from Old to New Storage:-

Database team have purchased and deployed newly storage unity which is ready for migration. Migration of MRP from old storage (Dell EMC 5400) to be shift on new storage (Dell UNITY 480) with the initial software management and configuration of new devices (SAN Switch, TAP Library TL-4000 to ML-3, Hot backup Data Domain 2500 to DD 6400). Furthermore, DD-6400 successfully migrated; Tape Library ML-3 successfully migrated. However, tender in process regarding SLA (Service Level Agreement).

### 8.5 Major achievements:-

- One window processing counter in all major cities of Pakistan and separate counter for females citizens.
- Successfully deployed one window operation in Dubai embassy & Saudi Arabia.
- Successfully integrated Delta 900i printer with production database.

### 8.6 Daily Routine Operations:-

- Monitoring of AFIS & Facial machine engine which to used to check fingerprint and picture.
- Installation of OS (linux, esxi & windows) on RPOs/FMs/EPOs/PPCs servers
- Monitoring of CCTV camera recording.



- Administration of Zimbra email both internet & intranet (passport reset, new user creation & complaint launch to NTC through webmaster)
- Provide Level III services to all different sections of HQ and all field offices throughout Pakistan and Abroad.
- Management of e-Passport services.

## **9. Central Technical Support Center (CTSC) Operations:**

### **9.1 Remote Software deployments:-**

The CTSC team deployed and supported the New Passport Application through remote access latest Pakistan Passport System (PPS) Application build (version 1.0.1.15, 17) at RPOs/PPC/EPOs to enable Fast Track facility, Online Fee Application, E-Passport, Real-Time IBMS status.

### **9.2 New Passport Counters deployments:-**

The CTSC team manages and supports the new passport processing counters at the National Assembly, KP Assembly, Sind Assembly, Bar councils, Chambers, and Passport Processing counters in NSRC (National Swift Registration Centers) NADRA offices all over Pakistan.

### **9.3 RPO Islamabad, Lahore, Karachi / Passport counters at NADRA Mega Centers, Lahore & Karachi, 24/7:-**

The CTSC team supported and arranged the Pakistan Passport Management System (PPMS) application user transfers, Passport tracking user's rights, and IBMS Portal user management to run the MRP operations (24/7) smoothly at Lahore and Karachi RPOs and Passport counters at NADRA Mega Centers, Lahore and Karachi.



## 9.4 New Building Shifting of RPO ISLAMABAD:-

Successfully deployed Passport applications at new RPO Islamabad Building and integrated with an additional counter of one window operations 24/7.

## 9.5 Implementation of new upgraded Portals-

All portals of passport processing are updated/shifted with security features (HTTPS) in WEB Browsers including the Passport tracking portal, online web portal, IBMS, E-Mail (Zimbra) at all RPOs, EPOs, PPC, and FM.

## 9.6 Daily Routine Operations:

- Provided 24/7 technical support to RPOs, EPOs, PPC, and FM, ensuring zero downtime. This includes troubleshooting and remotely installing software.
- Coordinated with OS, Network, database, and Hardware sections for further follow-up/escalation at Level-2/3 support
- User management of passport applications (RPOs/EPOs/PPC/FMs) as per office orders from the competent authority.
- Providing Diplomatic/Official/Ordinary Port Services to all MRP issuing offices as per request.
- Technical Incident / problem and event management to maintain ongoing operational efficiency.
- Ensure the implementation of Standard Operating Procedures to ensure the smooth operation of the MRP system all over the Pakistan and abroad Missions.



## 10. General Administration of Directorate General, Immigration and Passports

The years (2023 & 2024) have been very challenging, General Administration Branch completed multiple tasks successfully. Detail of some key achievements:-

### 10.1 Shifting and Up-gradation of Regional Passports Office, G-10, Islamabad.

The Regional Passports Office, Islamabad is one of the busiest passport offices. The old building did not have enough space to cater to the needs of a huge number of passport applicants. Complaints were received regularly regarding the location of the office and the lack of facilities for passport seekers. Therefore, the Director General, of Immigration and Passports decided to shift the passport office, in Islamabad to a new building where applicants can be easily facilitated, so the Regional Passports Office, Islamabad has been shifted from G-10 Markaz to G-10/4, a newly constructed rented building having enough facilities.



The Regional Passports Office, Islamabad has been upgraded as state-of-the-art office, equipped with modern IT equipment, a luxurious sitting area, and an increased number of data and decision counters. The details of the office are as under:

- The rented building is newly constructed.
- Passport processing 24/7
- Separate wide space for the general public in the waiting area
- Separate space for senior citizens





- Installation of the latest cooling / heating system
- Provision of clean drinking water
- Installation of new furniture
- Increased the number of processing counters
- Installation of new Queue Management machines for token
- A play area for the children has been made for the first time in the passport office
- Wide space for car parking
- Prayer Hall for passport seekers
- Newly established washrooms

### 10.2 Shifting and up-gradation of Regional Passport Office, Shadman Lahore

The Regional Passport Office, Shadman Lahore has also been shifted into the newly constructed building to facilitate the passport applicants. The Regional Passport Office, Shadman is also one of the busiest passport offices in the country. The Director General took an expeditious action to shift the building. The details are as under:-

- Up-graded spacious building located in the heart of the locality
- Separate ample space for applicants in the waiting area
- Separate space for senior citizens
- Installation of the latest cooling / heating system
- Provision of clean drinking water
- Installation of new furniture
- Increased the number of processing counters
- A play area for the children has been made for the first time in the passport office
- Wide space for car parking
- Prayer Hall for passport applicants
- Newly established public washrooms

### 10.3 Up-gradation of Regional Passport Office, Rawalpindi

The building of Regional Passport Office, Rawalpindi has been upgraded / renovated to facilitate the general public in processing their passports.

- The office has been equipped with the latest IT equipment, and the latest cooling / heating system, enhancing the waiting area.



- Installation of digital token display screens /LEDs and increased the number of passport processing counters.

#### 10.4 Up-gradation of Regional Passport Office, D.I.Khan

The Regional Passport Office, D.I.Khan has been upgraded and equipped with all the requirements needed to facilitate the general public in



processing their passports. The office was in dilapidated condition and never upgraded. It was for the first time that the Regional Passport Office, D.I.Khan has been given a new look with the provision of all the facilities required for general public comfort.

#### 10.5 De-Centralization of Passport Distribution at Saddar Karachi

The Passport Distribution has been De-Centralized from Regional Passport Office Saddar Karachi by establishing new offices at the respective locations of Karachi division.

#### 10.6 Establishment of Passport Processing Counters

In collaboration with NADRA, the Directorate General, Immigration and Passport establishes its passport processing counters throughout the



country to facilitate applicants in that area where the Regional Passport Office of the city cannot be accessed easily. Moreover, these Passport Processing Counters are also established in those areas where VIPs can be facilitated such as Courts, National Assembly, and Provincial Assemblies etc. Therefore, Passport Processing Counters are newly established in the following areas:-

➤ **Parliament of Pakistan**

A Passport Processing Counter has been established in the National Assembly of Pakistan to facilitate the members of the National Assembly, Senators, and their families.

➤ **Sindh Provincial Assembly**

A Passport Processing Counter has also been established in the Sindh Assembly to facilitate the members of the Sindh Assembly and their families.

➤ **Khyber Pakhtunkhwa Provincial Assembly**

A Passport Processing Counter has also been established in the KP Assembly to facilitate the members of the Assembly and their families.

➤ **PPC Kahuta**

A Passport Processing Counter has been established in the Kahuta to facilitate the applicants.

## 10.7 Declaration of the Passport Headquarters building as critical infrastructure

Keeping in view the sensitivity of the Passport Headquarters and the installations therein, the Director General, Immigration and Passport moved a proposal for the declaration of the passport headquarters building as critical infrastructure to ensure its sanctity and security. The Government of Pakistan has approved the proposal and the Passport Headquarters' building has been declared as critical infrastructure.







## 10.8 Repair, Maintenance, and Up-gradation of the Directorate General, Immigration and Passports (HQs) building

The building of the Directorate General, Immigration and Passports (HQs) is being revamped and upgraded. The building of the Headquarters was in deteriorated condition. As per the vision of the Director General of Immigration and Passports, the building is being upgraded, as state-of-the-art outlook which will be an addition to the aesthetic look of Islamabad.



Old Building of the Directorate General Immigration and Passports



The Passport Headquarter Building before and after revamping





## 11. Software Section

### 11.1 Business Process Re-engineering of MRP Production Facility Operations:

The existing MRP passport production facility is not operating according to ICAO guidelines. ICAO recommends the execution of one passport process by one operator to avoid pilferage of data and passport materials. In Production Facility, Printing and lamination processes are being executed by one operator resulting in misuse and theft of lamination patches. Lamination patch misuse can be stopped if each distinct process is executed in separate boundaries within the production facility. Quality control will also be improved. The production facility was running in a factory fashion rather like a laboratory supervised by officers which does not comply with ICAO guidelines. Directorate General, Immigration & Passports has completed its software in this regard. The new machinery / printers installed to enhance printing capacity shortly.

### 11.2 Data sharing with security agencies for proper monitoring and vigilance.

Directorate General, Immigration & Passports has established secure links with security agencies e.g., Military Intelligence, Strategic Planning Division, and Federal Investigation Agencies. These agencies monitor the Passport Processing / NOC and movement of their personnel. Directorate General, Immigration & Passports is sharing data efficiently as per their requirements. Revamping of real time data sharing system for immigration is completed which will enable FIA to control immigration counters at airports and entry/exit points.

### 11.3 MRP Revamp, Business Requirement Document:

The Directorate General, Immigration & Passports in collaboration with NADRA initiated revamping of Machine Readable Passport (MRP) system, initially designed in 2004-05, which is outdated in consideration of recent biometric advancements.

## 12. Hardware Section

### 12.1 Upgradation of Power infrastructure for Data Centre:

The power infrastructure of DGIP is the backbone of the operations. Recently, following up-gradation was done for reliability and to minimize the downtime to the critical infrastructure (load) of DGIP HQ.

- Installation of Surge Protective devices (SPD)
- Installation of Phase Shifter (Protector) to avoid any downtime due to phase shifting
- Procurement of 500KVA Generator is under process as the redundant source.

### 12.2 Deployment of 24/7 Passport services:

To facilitate the public of Karachi, Lahore & Islamabad, Passport Office Karachi Awami Branch, Islamabad and Lahore (Garden Town) were operationlized for 24/7 with upgraded infrastructure and state of the art equipment and facilities to the public.





### 12.3 Up gradation of RPOs.

- Regional Passport Office, Rawalpindi was upgraded with the latest facilities to serve the public. One window counters were deployed so that the waiting time may be reduced to under 10 minutes for each applicant for the complete process.
- Regional Passport Office, Chaman was up graded with state of the art equipment to facilitate the local public, as required by the security agencies to maintain the Entry / Exit records while passing the Afghan-Pakistan Border.
- Passport facilitation desk / Passport Processing Counter was deployed at GHQ to facilitate the officers and their families within the premises of GHQ.
- Regional Passport Office, Islamabad and Lahore (Shadman) were upgraded with best facilities for the public. Both the offices were shifted to the new buildings with enough space to cater the day-by-day increasing demand for passports in these cities. The one-window setup minimized the processing time to less than 10 minutes per applicant.

### 12.4 Deployment of Passport Facilitation Desk & Passport Processing Center.

- The Passport Facilitation Desk at Sindh Assembly & KPK Assembly to facilitate the Honorable Members / Families of Sindh and KPK assembly were deployed with one window setup at the said sites.
- The Passport Processing Center at Zafarwal & Shakargarh (Narowal), to facilitate the residents of Zafarwal and Shakargarh Passport Processing Counters (PPC) were successfully deployed and functional.

### 12.5 Installation of Solar Power Systems.

To cater for the diesel expenses of the generators during the Load shedding / Power cutoff, Solar Power Systems (Green Energy) were installed at the various Regional Passport Offices. It not only reduces diesel expenses but also provides a redundant power source and friendly to the environment. Some of the RPOs equipped with Solar Power Systems (Green Energy) are as follows:-



Installation of Solar System at Regional Passport Offices, Rawalpindi, Gujrat, Chaman, Jhelum, D.I. Khan, Quetta, Zhob, Layyah, Qillah Abdullah, Gujranwala, Swat, Sukkur, Pakpattan, Kech, Lahore (Shadman), Kotli (AJK), Bhalwal and Khushab

## 12.6 Induction of New Passport Personalization Machines.

- Hardware Team played a vital role in the actualization process for the Procurement of MRP Desktop Machines for the MRP facility by technical evaluation to enhance printing capacity. The procurement process is in the final stage and will be actualized in the near future.
- Technical evaluation was completed for the procurement of Forensic Equipment. The procurement process is in the final stage and will be actualized in the near future.

## 12.7 Installation / Up-gradation of CCTV.

All sensitive areas at Hqr are being monitored with the latest CCTV cameras including MPR facility, e-Passport facility, Data Center etc.

For the vigilance and monitoring of the Regional Passport Offices CCTV cameras were installed at various passport offices. The process of installation of Cameras in the remaining offices is under process.





To ensure 24/7 effective security measures, CCTV monitoring systems Installed at Regional Passport Offices across the country

## 12.8 Technical support to the critical infrastructure.

Since 2004, Hardware Team providing the technical support to the MRP production personalization equipment's without any technical support / SLA by OEM with minimum downtime. The team not only successfully caters the downtime of the production personalization during the backlog but also enhance the life of the obsolete equipment with proper maintenance & care.

Hardware team also providing the technical support to the e-passport personalization machine without OEM principal/ local support.



## 13. Customer Complaints Handling (PMDU)

### 13.1 Pakistan Citizen Portal



### 13.2 Total Complaints

| Total Complaints | In Process Complaints | Resolved Complaints | Escalated Complaints |
|------------------|-----------------------|---------------------|----------------------|
| 74000            | 300                   | 73700               | 0                    |

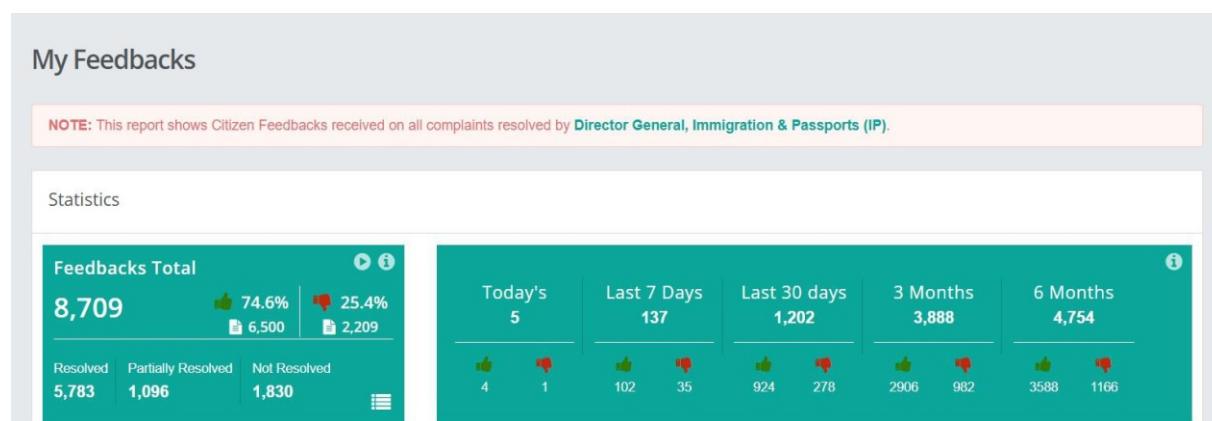
### Complaints (2024)

| Total Complaints | In Process Complaints | Resolved Complaints | Escalated Complaints |
|------------------|-----------------------|---------------------|----------------------|
| 49,500           | 300                   | 49,200              | 0                    |



### 13.3 Customer Feedback

Passport Applicants have shown satisfaction with the resolution of their complaint, the overall positive feedback of the Director General Immigration and Passport is **75%**, which is among the highest across all public organizations in Pakistan.





### 13.4 Customer Query Handling (DGIP Call Center)

Directorate General Immigration and Passport has a well-equipped Call Center of 05 Seats, where all the Passport-related queries of the general public are answered.

The overall Summary and Last Year's Report (Aug 23 to Aug 24) of the call center are as below:

### 13.5 Call Center Yearly Report:

| Call Center Monthly Report |                       |                   |                            |                       |
|----------------------------|-----------------------|-------------------|----------------------------|-----------------------|
| Month                      | Total Connected Calls | IVR Handled Calls | Calls Trnasfered To Agents | Total Agent Ans Calls |
| Jan-24                     | 110617                | 76553             | 34106                      | 9769                  |
| Feb-24                     | 110248                | 86135             | 24377                      | 6922                  |
| Mar-24                     | 122780                | 100337            | 22443                      | 6474                  |
| Apr-24                     | 99670                 | 79578             | 20120                      | 4613                  |
| May-24                     | 113397                | 85147             | 28286                      | 6833                  |
| Jun-24                     | 84116                 | 60850             | 23266                      | 5889                  |
| Jul-24                     | 118750                | 93796             | 24954                      | 5796                  |
| Aug-24                     | 124263                | 101151            | 23112                      | 4420                  |
| Sep-24                     | 108247                | 83478             | 24769                      | 5227                  |
| Oct-24                     | 135697                | 113349            | 22348                      | 4746                  |
| Nov-24                     | 125474                | 103910            | 21564                      | 4806                  |
| Dec-24                     | 96089                 | 68849             | 27249                      | 5201                  |
| <b>Total</b>               | <b>1349348</b>        | <b>1053133</b>    | <b>296594</b>              | <b>70696</b>          |

### 13.6 Customer Complaints Handling (E-Kachehri)

As per directives of the Prime Minister's Office, the Director General of Immigration and Passports, conducts regular E-Kachehri every month where all the queries and complaints of the general public are addressed on the spot. 100 % Compliance Report of the same is also shared with the PM office.



# IMPORTANT MEETINGS



## 14.1 Introductory meeting with Zonal Heads of all provinces

Director General Immigration and Passports in his introductory meeting with Zonal Heads of all provinces on 28th August 2023, shared his vision for improvement in passport standards by adaptation of latest technology and practices.

The Director General issued directions on the following points:

1. To rationalize the inflow and outflow of Passports by introducing an online appointment system.
2. To rationalize staff at Regional Passport offices as per need basis to effectively handle workload.
3. Prior intimation to applicants about Passport status through the launching of SMS service.
4. And to evolve mechanisms for data security and storage by implementing remote storage and multi-layer security protocols.

The Director General also issued instructions to all Zonal Heads to raise public service delivery standards by increasing public facilitation and by proactively addressing their grievances.



Introductory meeting on 22.08.2023 with all Zonal Heads





## 14.2 Pivotal Virtual Meeting with the Zonal Heads to Streamline and Management of Overwhelming Crowds at Passport Offices and Huge Influx of Passport Application

Director General Immigration & Passports presided over a pivotal virtual meeting with the Zonal Heads representing all provinces. During this meeting, the Director General demonstrated deep concern over the substantial influx of the public at Regional Passport Offices.

To enhance public convenience and streamline the management of these overwhelming crowds at Passport offices, the Director General has articulated the following directives:

1. Strict Adherence to Office Timings and Public Service Hours for the issuance of Passport Processing tokens.
2. Routine Inspections of Regional Passport Offices by the respective Zonal Heads.
3. Continuous Engagement with the general public by the responsible Office in charge and Zonal Heads, addressing their concerns immediately.
4. Maximizing the utilization of office personnel by aligning staffing levels with the specific requirements.
5. Advance notification to citizens via SMS services, informing them of the current status of their Passport Processing stage.

Furthermore, the Director General has firmly expressed his commitment to a zero-tolerance policy concerning corruption, malpractices, and any connection involving office staff in issuing passports to individuals who do not meet the entitlement criteria.

This resolute stance underscores the Director General's dedication to ensuring transparency, efficiency, and integrity in the passport issuance process.





### 14.3 Former Secretary of Interior during his visit to Directorate General Immigration and Passport Headquarters

The Director General of Immigration and Passports, extended a warm welcome to the Honorable Secretary of Interior during his visit to Directorate General Immigration and Passport Headquarters.

During the visit, a comprehensive presentation was delivered to the Secretary of Interior, covering various aspects of Directorate General, Immigration & Passports operations. The presentation included discussions about the challenges and limitations faced by the organization. The Secretary of Interior attentively listened to all the issues presented and offered guidance and assurance to address the bottlenecks encountered by Directorate General, Immigration & Passports.

Additionally, Director General of Immigration and passports briefed the Secretary of Interior on the immediate measures taken to address the current surge in passport applications. Furthermore, he shared his vision for the future by highlighting plans for the modernization of passport operations by implementing IT-based smart solutions.



#### 14.4 Important Meeting With Chairman NADRA, Lieutenant General Muhammad Munir Afsar at NADRA Headquarter

The Director General of Immigration and Passports, had an important meeting with Chairman NADRA, Lieutenant General Muhammad Munir Afsar. The primary agenda of this meeting was to deliberate on the security and sensitivity of the National Database, encompassing both Directorate General of Immigration and NADRA, and to implement rigorous and decisive corrective measures to forestall any misuse of national data.

Director General of Immigration and passports and Chairman NADRA mutually concurred to intensify collaboration between the two organizations in order to prevent unlawful individuals from exploiting Pakistani identity and illicitly obtaining travel documents.



Discussions between Chairman NADRA and Director General



### **14.5 Chairman NADRA, Lieutenant General Muhammad Munir Afsar, visited the Directorate General of Immigration & Passport**

Chairman NADRA, Lieutenant General Muhammad Munir Afsar, visited the Directorate General of Immigration & Passport Headquarters on dated 22 December, 2023.

Director General of Immigration & Passport, extended a warm welcome to Chairman NADRA. The Director General briefed Chairman NADRA about the latest initiative, the Directorate General, Immigration & Passports Joint Integrated Dashboard System, which will be integrated with the NADRA Database, FIA, Airports, and Security Agencies. Issues related to NADRA data were also discussed.

The Director General also informed Chairman NADRA that, due to the Passport data security and the installation of the sensitive Passport system, the Directorate General of Immigration and Passport Headquarters building has been declared as Critical Category-A Infrastructure by the Government.

Chairman NADRA informed DG Passports that he will also follow the same pattern to declare the NADRA building as Critical Infrastructure as well. Furthermore, Chairman NADRA endorsed that E-gates and Immigration at Airports are the appropriate domains of the Immigration and Passports department. The Directorate General of Immigration and Passport can make a suitable proposal for immigration at International Airports.

Directorate General, Immigration & Passports and Chairman NADRA agreed to increase mutual cooperation to ensure synergic actions in future.



Discussions between Director General and Chairman NADRA to secure and improve the national identity document of Pakistani citizens



Director General presenting souvenir to Chairman NADRA





### 14.6 Meeting With Senior Advisor, Wafaqi Mohtasib and His Team

Director General of Immigration and Passports, extended a warm welcome to Mr. Ahmad Farooq, Senior Advisor, Wafaqi Mohtasib and his team. Among the DGIP team were the Director HQs, Manager Production, Manager Finance, and Account officers.

During the visit, the Director General provided a comprehensive overview of various passport operations. He verbally emphasized specific factors contributing to impediments in the seamless processing, printing, and shipment of passports:

1. Insufficient provision of necessary funds by the Finance Division for the procurement of lamination paper and other printing materials/equipment.
2. Unnecessary delays or losses of passports during shipment by Pakistan Post.
3. Unjustifiable delays and objection in the processing of passport bills by AGPR.
4. Necessity for rigorous scrutiny due to the misuse and counterfeiting of passports.
5. Inadequate provision of necessary funds by the Finance Division for the payment of salaries to employees stationed abroad.

Furthermore, the Director General shared his strategic vision and outlined measures that have already been implemented to streamline passport operations and address the aforementioned external challenges.



## 14.7 Director General Immigration & Passports Meeting with M/S Surys, French Security Lamination Company, For Negotiation On Lamination Paper Supply

An important meeting addressing security lamination features related to travel documents took place in Paris, France, in collaboration with the esteemed French security lamination company, M/S Surys. Mr. Mustafa Jamal Kazi represented Pakistan as the Director General Immigration & Passports.

In attendance from M/S Surys were the following key members:

1. Julien Fouriot,
2. Charles Mevaa,
3. Amaury Chasseux
4. Jumana Noor

The primary agenda of this meeting was to discuss security lamination features pertaining to travel documents. Director General of Immigration & Passports provided a comprehensive overview about his finding of the latest attempts by unlawful individuals to counterfeit and misuse lamination papers.

During the session, the Director General shared a significant achievement in successfully identifying and apprehending a criminal gang involved in illicit activities related to counterfeiting laminations and producing forged passports.

Additionally, he emphasized the importance of timely delivery of lamination papers to proactively address any potential gaps in demand and supply in the future.

Furthermore, the Director General and M/S Surys reached a mutual agreement to enhance collaboration between the two organizations. The aim is to prevent unlawful individuals from exploiting security lamination features and to ensure the uninterrupted and timely delivery of lamination papers for a seamless Passport Printing process.



Director General briefing technical team of M/S Surys regarding  
Technical Specification of Security Lamination







#### 14.8 Meeting with Mr. Alexander Arthur, International Liaison Manager, British High Commission

Director General Immigration and Passports had an important meeting with Mr. Alexander Arthur, International Liaison Manager, British High Commission.

During this meeting, the Director General provided a comprehensive overview of the ongoing initiatives aimed at aligning Pakistan's passport standards with the latest international benchmarks. The primary goal is to enhance the security features and prevent the misuse of these crucial travel documents by unauthorized individuals.

In a concerted effort to strengthen cooperation, the Director General and Mr. Alexander Arthur mutually agreed to foster a close collaboration between the Directorate General of Immigration & Passports and the British High Commission. This collaborative approach aims to facilitate coordination in matters pertaining to immigration and passport affairs between Pakistan and the United Kingdom.





## 14.9 Zoom Meeting with representatives of various Pakistan Foreign Missions

Director General of Immigration and Passports presided over a significant virtual meeting with esteemed representatives from various Pakistan Foreign Missions.

Director General briefed the attendees on recent advancements concerning the release of funds to resolve the prolonged issue of pending salaries for Machine Readable Passport staff.

Additionally, he disclosed plans to revise the current passport issuance policy for asylum seekers in light of prevailing security concerns and bilateral relationships with other nations. Director General welcomed input from the attending missions regarding this policy review.

Furthermore, Director General emphasized the importance of providing comprehensive documentation for the issuance of renunciation certificates. He highlighted the pendency in different foreign missions due to incomplete documentation.

Attendees from all foreign missions commended Director General Initiative to establish a WhatsApp group for enhanced cooperation and prompt resolution of expatriate issues.

Director General expressed gratitude for the valuable contributions of the audience and pledged his full cooperation, offering tailored arrangements to maximize support for the Pakistani diaspora abroad.





#### 14.10 DG Civil Aviation Authority, visited the Directorate General of Immigration & Passports Headquarter

Director General of the Civil Aviation Authority (CAA), Flight Lieutenant (Retired) Khaqan Murtaza, paid a visit to the Headquarters of the Directorate General of Immigration and Passports on February 13, 2024. He was warmly welcomed by the Director General of Immigration and Passports.

During the meeting, the Director General of Immigration and Passports highlighted the pivotal role of Passport office as the issuing authority for Pakistani passports, emphasizing its significance as a sensitive international travel document. The Director General of the CAA endorsed the stance of the DG Immigration and Passports, emphasizing that border control immigration under legal framework falls under jurisdiction of Directorate General Immigration and Passports.

Furthermore, the Director General of Immigration and Passports presented a comprehensive concept for an integrated dashboard system to streamline the entire passport processing lifecycle and facilitate seamless immigration at international borders. This dashboard would integrate various stakeholders such as NADRA, FIA, security agencies, and the CAA for real-time information sharing.

The Director General of the CAA fully supported this concept, acknowledging existing loopholes in the current immigration system. Both parties agreed to strengthen mutual cooperation to realize the integrated dashboard system, aiming to improve immigration processes at airports through advanced security checks and the implementation of proven technology.



## 14.11 Director General, Federal Investigation Agency (FIA) visit to Directorate General Immigration and Passports Headquarter



The Director General of Immigration & Passports outlines the organization's vision, emphasizing enhanced cooperation between organizations to improve passport and Immigration services.



### 14.12 Meeting with Deputy Prime Minister of Pakistan

An important meeting to address the issues of Overseas Pakistanis Diaspora was held at Ministry of Foreign Affairs, which was chaired by Deputy Prime Minister of Pakistan, Secretary, Foreign Affairs and Secretary, Interior alongwith their senior team members participated.



Another meeting to address DGIP Foreign Mission issues was held at MOFA, which was attended by the DGIP and MOFA representatives to deliberate on the following Agenda items:

- Issuance of diplomatic passport & grant of diplomatic status to DGIP staff
- Retention of 19 foreign missions by DGIP
- Payment of outstanding salaries of DGIP staff posted abroad.
- Booking of expenditure in the sap system
- Assylum cases
- Emergency travel document issuance
- Renunciation certificate issuance
- Manual passport extensions
- Revamp of online MRP issuance to Pakistani diaspora at Alberta





#### 14.13 Director General, Immigration & Passports presenting a souvenir to the Ambassador (UAE)



The Director General, Immigration & Passports presenting souvenir to the Ambassador of the United Arab Emirates in Islamabad.

# VISITS & INSPECTIONS



### 15.1 Surprise visit at Regional Passport Office, Garden Town Lahore

Director General Immigration and Passport have paid a surprise visit in Regional Passport Office, Garden Town Lahore on 4th Oct 2023.

Director General keenly observed the entire process flow to ensure the highest standards of efficiency and public facilitation. He did so by immersing himself as an ordinary citizen.

Director General also took the time to connect with valuable Passport applicants. He actively engaged with the general public, sitting amongst them in the waiting areas, and engaging in open conversations.

This surprise visit underscores his commitment to serve better and continually enhancing our public service delivery.





## 15.2 Director General of Immigration and Passports conducted a Visit to the Pakistan High Commission in London

The Director General of Immigration and Passports, conducted a visit to the Pakistan High Commission in London. During this visit, the Director General held meetings with the Pakistan High Commissioner, Dr. Mohammad Faisal, and Deputy High Commissioner, Dr. Faisal Aziz Ahmed. Discussions were centered on matters related to the Passport Section, the affairs of the Pakistan community, timely delivery of passport, and the allocation of funds for salaries of Machine Readable Passport (MRP) staff.

Both the High Commissioner and the Director General mutually agreed to collaborate closely to address all issues related to passport processing and employee-related concerns. Acknowledging the significant role of Overseas Pakistanis in our societal framework, the Director General issued precise directives to MRP staff aimed at enhancing facilitation for this important demographic. Additionally, he articulated a mandate for the concerned staff to elevate the standard of public service delivery, ensuring a seamless and efficient passport processing system.







### 15.3 Director General of Immigration And Passports, Conducted A Visit To Regional Passport Office Karachi



### 15.4 Director General of Immigration and Passports, Conducted A Visit To Regional Passport Office, Peshawar



## 16. Overview of Major Achievements:

### 16.1 Establishment of New Passport Offices and Counters

The Directorate General, Immigration & Passports expanded / upgraded its operations at national level by **establishing following RPOs** and Passport Processing Counters at various places:-

- Inauguration of Regional Passport Offices at **Killa Abdullah and Chamman**.
- Establishment of **32 Passport Processing counters (PPCs)** across the country.
- For the facilitation of Honourable parliamentarians, **PPCs are established at National and provincial Assemblies**
- Establishment / up-gradation of Passport Processing counters at **Air and Naval Headquarters/ Karachi**.
- Decentralization of Passport distribution at Regional Passport Office, Saddar Karachi.
- 24/7 passport service at NADRA mega centers Lahore and Karachi and RPO Islamabad, Lahore & Karachi.
- Establishment of **PPCs** at Kahutta and Taxilla.

### 16.2 PSDP Projects

To make advancements in Passport system in compliance with ICAO standards, the Directorate General, Immigration & Passports launched following PSDP projects.

- **“Up-gradation of biometric identification system for passport applications”.**
- **Construction of buildings for 13 Regional Passport Offices in Sindh (PSDP-Project).**
- **Up-gradation of 163 Regional Passport Offices & 49 Foreign Missions**





### 16.3. Public Facilitation:

Directorate General Immigration and Passports is focused on public facilitation as a top priority. To ensure smooth and efficient service delivery at passport offices, the facilities have been upgraded. Improvements such as enhanced seating areas, public washrooms, availability of ramps & wheel chairs, deployment of digital queue management machine, provision of dedicated counters for special persons and senior citizens have been provided to ensure comfortable experience for visitors, details are as under:

- **One Window facilitation counters** established.
- **Queue management system machines** installed to serve the applicants on first come first serve basis.
- **Dedicated Female Counters** established.
- **Senior Citizen counters** established at Regional Passport Offices (Islamabad & Karachi)
- Moreover, to prioritize passport processing for the Senior citizens, efforts are underway to **expand Senior Citizen counters facility throughout the country.**
- Launch of Inland **Online Passport Facility (Renewal).**
- Introduction of Fast Track category, **passport delivery within 48 hours.**



**Queue Management Machine**

### 16.4 Pay & Allowances of STAFF posted abroad:

Provision of funds under Foreign Exchange Cover (FEC) amounting to Rs.1682.500 (Million) for settlement of **outstanding liabilities on account of pay & allowances of DGIP** staff posted at 47 Pakistan Missions abroad and purchase of production consumables used in passport personalization

process. Now there is no liability on account of pay & allowances and production consumable items.

## 16.5. Cyber Security Audit

NTISB has conducted digital / IT system and **cyber security audit** to bring the transparency and self accountability of the department.

## 17. MAJOR INITIATIVES

The Directorate General, Immigration & Passports, to revamp its infrastructure, IT equipment, networking, data warehousing, Human Resource capacity building, policy reforms and industrial level state-of-the art Passport printing facility has taken following initiatives:

- Development of **Integrated Dashboard** with One Data Regime.
- Working to establish **Disaster Recovery (DR) backup** at the most secure place at GHQ.
- Integration of **Seamless E-Gate Immigration System**.
- Working to launch Emergency Travel Document (ETD) based on **Machine Readable Zone (MRZ)** to digitalize the authenticity.
- Development of Mobile responsive application.



- Online payment of Passport Fee through **Passport Fee Asaan App / Jazz Cash**.
- On the instructions of Ministry of Interior, the Directorate General, Immigration & Passports made huge efforts and





held several meetings with various stakeholders to introduce Refugee Travel Document (RTD) for the Burmese Muslims residing in Saudi Arabia.

- Inclusion of **various categories in Online Passport services** i.e. for new born babies, modifications, reprint lost, damaged and reprint pages exhaust.
- Initiated a proposal for establishment of “Pakistan Immigration & Passport Authority” with the concentration on financial and administrative autonomy.

### 17.1 Establishment of Authority:

The Directorate General, Immigration & Passports is passing through highly critical challenges to meet financial and administrative requirements to keep the operations smooth.

Therefore, it has been decided that the department need complete Autonomy to revamp and reimage the issuance of Passport and allied services without causing any difficulties to the citizens of Pakistan. In this regard, the department has submitted a proposed draft for establishment of “Pakistan Immigration & Passport Authority Act, 2024” with the concentration on financial and administrative autonomy.

In this regard, a meeting was chaired by the Secretary, Interior to deliberate on a consultative process of all stakeholders. Salient features of the proposed Authority are as under:

- To upgrade the production facility with state-of-the-art industrial machines alongwith capacity building of Human Resource.
- To establish the Disaster Recovery (DR) infrastructure (backup) at the most secure place GHQ.
- Development of Integrated Dashboard with One Data Regime.
- To assist the Law Enforcement Agency to perform the function of Immigration, at all entry and exit points through regulating / validating travel documents and to operate E-Gates, by integrating the Authority’s databases and data warehouse.



- Revamping and up-gradation of databases, data warehouses, networking, interfacing, integration and Software development.
- The Authority shall, in respect of each financial year submit for the approval of Division concerned a statement showing the estimated receipts and current and development expenditure.
- The Authority shall maintain complete and accurate books of accounts of its actual expenses and receipts.
- The Authority shall carry out audit of its accounts by the auditors who are chartered accountants, according to the Chartered Accountants Ordinance, 1961 (X of 1961) appointed by the Federal Government in consultation with the Auditor General of Pakistan.

## 17.2 Digitization of Citizenship Manual record:

Keeping in view of the digitization framework and government policy towards e-filing and process automation, DGIP approved to transform Immigration Branch with its un-structured data for PCCs, NCs and RCs into structured and meaning immigration database, as detailed under:

| <b>Number of<br/>(PCCs)<br/>issued Since 1951</b> | <b>Number of<br/>(NCs)<br/>issued Since 1951</b> | <b>Number of<br/>(RCs)<br/>issued Since 1991</b> |
|---------------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| 58,349 records<br>(Numerical Registers)           | 5, 640 records<br>(Numerical Registers)          | 71,188 records<br>(Numerical Registers)          |
| 2001-24<br>(Soft Copy-Excel)                      | 2001-2024<br>(Soft Copy-Excel)                   | 2015-2024<br>(Soft Copy-Excel)                   |

It is obvious that data collection is un-structured and require to be reviewed and organized yearly for better management and automation. Manual files are being transformed into e-filing system by scanning PCCs, RCs and NCs issued in past. Data is required to be transformed into database with storage for new Immigration interface design.

It is pertinent to mention that a parallel approach is being adopted by developing a database of Pakistan Immigration System-(PIMS) to record PCCs, RCs and NCs. However, new web-based module for



RCs i.e. Immigration Tracking System (ITS) is also in the process of development.

Both PIMS and ITS software will be integrated with foreign missions, DGIP and Mol to track and register Citizenship, Renunciation and Naturalization cases with its secure, centralized and integrated database. Following Key Milestones have so far been targeted:-

1. **21.08.2024** - Approval of proposal by DGIP for development of PIMS Database.
2. **12.09.2024** - Completion of PIMS software re-configuration and operator training.
3. **14.09.2024** - Commissioning of PIMS Database and software with system-generated Certificates
4. **14.11.2024** - Completion of the scanning process for PPCs, RCs, NCs.
5. **30.10.2024** - Immigration Tracking System (ITS) development completed.
6. **21.11.2024** - Quality control and final review completed.
7. **24.11.2024** - Final project report submitted to DGIP.



**PIMS and ITS software**



### 17.3 Policy Reforms:

The Directorate General Immigration has taken initiatives to bring policy reforms keeping in view security, sanctity of the country and for the betterment of Citizens of Pakistan which includes amendments in Citizenship Act, 1951 and Passport Rules, 2021.

#### 17.3.1 Amendment in Pakistan Passport Rules, 2021:-

The Directorate General Immigration proposed a draft bill regarding amendment in Rule 6 Jurisdiction, under which every Citizen of Pakistan may apply for Passport services from any Passport office irrespective of their address recorded in the Computerized National Identity Card (CNIC) / National Identity Card for Overseas Pakistanis (NICOP) / Child Registration Certificate (CRC).

#### 17.3.2 Omission of Rule 17(2)

Ministry of Interior has been requested for omission of Rule 17 (2) of Passport Rules 2021 Rule regarding issuance of Passport to those Pakistani Nationals who are Asylee / Asylum seeker in foreign host countries.

#### 17.3.3 Amendment(s) in Pakistan Citizenship Act, 1951:-

A large number of Pakistani Diaspora are complaining that they renounce their Pakistani Citizenship as condition for acquiring Citizenship Pakistan, there is no provision within Pakistan Citizenship Act, 1951 which allows resumption of Pakistan Citizenship. Therefore, Amendments have been proposed in Section 14-A of the said Act which will allow Pakistani Diaspora to resume their Pakistani Citizenship.

#### 17.3.4 Amendment in Section 4

A bill regarding Omission of Section 4 is proposed. Every Person born in Pakistan will be a Citizen of Pakistan under Section 4 of Pakistan Citizenship Act, 1951. Based on Section 4, Courts in dozens of cases, have directed Ministry of Interior / Government of Pakistan to consider grant of Nationality to the children of Afghan nationals born in Pakistan. Every year thousands of children are born to Afghan Refugees in Pakistan. Moreover, grant of Nationality under Section 4 tends to create an incentive for the





afghan nationals to enter into Pakistan through illegal and legal means. Over population is also a Major challenge for Pakistan. The matter is just not limited to children born to Afghan parents but also other foreign nationals. Grant of Pakistani Nationality by descent is already covered under Section 5 of Pakistan Citizenship Act, 1951 which states that a person born after commencement of Act *ibid*, shall be a citizen of Pakistan by descent if his parents is a citizen of Pakistan at the time of his birth.

#### 17.3.5 Amendment in Section 5

Amendments in Section 5 of Pakistan Citizenship Act, 1951 has been proposed for commencement of effect to the ordinance of XIII of 2000 encompassing actions, events and circumstances that transpired its enactment since commencement of Pakistan Citizenship Act, 1951.

#### 17.3.6 Amendment in Section 20

Draft amendment proposed in Section (20) of Pakistan Citizenship Act, 1951 to include Citizenship by investment Program.



Meeting of DGIP officers to propose amendments in Rules / Acts of Directorate General Immigration & Passports



The Director General warmly welcoming honorable Minister for Interior Syed Mohsin Raza Naqvi.



The Director General briefing Honorable Minister for Interior about recently revamped state of the art Production Facility.



The Honorable Minister for Interior Mr. Syed Mohsin Raza Naqvi unveiling inauguration stone along with other dignitaries.

## 18. INAUGURATION CEREMONY OF THE PASSPORT HEADQUARTER'S (STATE-OF-THE-ART) BUILDING

The inauguration ceremony was a momentous event on December 24, 2024, marked by an inspiring speech from the Director General, who outlined his vision for the future. The ceremony was featured by powerful speech of Honorable Minister of Interior who shared his vision, commitment to take all possible measures to raise the ranking of Pakistani passport and to establish Immigration & Passports as an Authority, which created an uplifting atmosphere. Distinguished guests and dignitaries, were in attendance, adding to the significance of the occasion. At the beginning national anthem was played, which had reinforced the sense of unity and commitment to national progress. The event concluded with a grand celebration, leaving a lasting impression on attendees and viewers alike.

This event was celebrated in recognition of major achievement of revamping of the Passport Headquarters, which includes a complete overhaul of the building's front elevation and façade which have significantly enhanced the aesthetic appeal of Headquarters, adding a striking new landmark to the capital city.





The Director General, Immigration & Passports, extended a warm welcome to the Chief Guest Minister For Interior, distinguished guests and other high rank senior officers of Ministry of Interior, Federal Investigation Agency, NADRA, Inspector General Police Islamabad and Chief Commissioner Islamabad to mark the occasion. The Chief Guest and officers were then guided on a tour of the various facilities within the Headquarters, where they were showcased, state-of the-art Production facility, Main Reception, e-Passport Setup and Online Passport Setup.

The ceremony was officially commenced by the Master of Ceremony, Mr. Atta Ur Rehman Wahla, Deputy Director (Admn / Coordinator), who warmly welcomed all honourable guests. He expressed his gratitude to the guests and emphasized the importance of the event. The ceremony proceeded at the main venue with the digital inauguration, during which the distinguished guests joined the stage for inauguration. Thereafter, the master of ceremony invited Hafiz Habib for recitation of verses from the Holy Quran, followed by a heartfelt Naat E Rasool Maqbool, in homage to the Prophet Muhammad (PBUH).

The Director General, IMPASS, then welcomed the distinguished guests and delivered opening remarks, highlighting the significance of the day and the key milestones achieved. The Additional Secretary (Admn), Ministry of Interior also addressed the guests, emphasizing the importance of the improvements and the government's ongoing commitment to public service.



The Director General warmly welcomes Addl. Secretary, Ministry of Interior, Mr. Riffat Mukhtar Raja at DGIP Headquarters.



The Honorable Minister for Interior Syed Mohsin Raza Naqvi digitally inaugurates State of the Art Passports Headquarter building and other services.



The Honorable Minister for Interior, Mr. Syed Mohsin Raza Naqvi presented cash reward to the best performer of Passport production staff.



Syed Mohsin Raza Naqvi delivering his speech at the event



The Director General presenting shield to Mr. Ayub Chaudhry Addl. Secretary (BM), Ministry of Interior.



Director General Mr. Mustafa Jamal Kazi presenting shields to the Master of Ceremony Mr. Atta Ur Rehman Wahla

The Honorable Minister for Interior delivered a keynote speech, focusing on the continuous efforts to ensure operational excellence, including the introduction of 24/7 services in Islamabad and the ongoing efforts to clear the processing backlog.

The Minister for Interior distributed cash prizes to the top five Printing staffs in recognition of their hard work and dedication. Shields were also distributed to IMPASS officers as a token of appreciation for their contributions to the organization's growth and success.

The ceremony was concluded by the Director General thanking the guests for their participation and contributions, followed by an invitation to a refreshment session.





## 19. INAUGURATION CEREMONY OF THE 24/7 PASSPORT COUNTERS AT NADRA MEGA CENTER KARACHI



The Honorable Minister for Interior, Syed Mohsin Raza Naqvi inaugurating 24/7 Passport Counter at Karachi





## 19.1 INAUGURATION CEREMONY OF THE 24/7 PASSPORT COUNTERS AT NADRA MEGA CENTER LAHORE



The Honorable Minister for Interior, Syed Mohsin Raza Naqvi  
inaugurating 24/7 Passport Counter at Lahore



The Honorable Minister for Interior visiting newly established Passport  
Counters





## 20. ROAD MAP

The Directorate General, Immigration & Passports (DGIP) remains unwavering in its commitment to maintaining and upholding the integrity, security, and credibility of the Pakistani passport internationally through the adoption of advanced digital solutions which will safeguard the authenticity of passport and enhance its acceptance and recognition at international level.

The DGIP proudly announce its key initiatives which includes enhancement of E-passport system to strengthen national security in line with ICAO standards, coordinating with various stakeholders for implementing E-gates at airports / entry / exit points for faster and more secure processing by using biometric verification (facial recognition, fingerprint, and IRIS scans), and establishing a digital integrated dashboard for real-time data exchange between the DGIP and relevant authorities. These advancements aim to streamline immigration, reduce congestion, improve airport security, and facilitate easier global travel for Pakistani citizens, while enhancing coordination and decision-making among various agencies. The DGIP is proud of its achievements made in 2024, and remains focused on further extending its capabilities and expanding the scope of its services.

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# **Directorate General of Immigration & Passports**

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