



PAK CENTER

Service Catalogue

(Updated on March 30, 2026)

MINISTRY OF FOREIGN AFFAIRS, ISLAMABAD (MOFA)

The Ministry of Foreign Affairs (MOFA) is the federal governmental body responsible for managing Pakistan's diplomatic relations, foreign policy, and international engagements. It oversees Pakistan's missions abroad, provides consular services to citizens, and administers authentication and attestation of foreign-issued documents through its designated offices. MOFA ensures compliance with international protocols, facilitates coordination with foreign embassies, and supports federal agencies by verifying and endorsing documents for legal and administrative use within Pakistan.

Services:

1. **Apostille Attestation**
2. General Attestation by MOFA (Normal Attestation)

Apostille Attestation

A formal authentication issued by the Ministry of Foreign Affairs (MOFA), Islamabad, certifying the validity of a public document under the Hague Apostille Convention (1961) for its use abroad.

List of required documents

- Original document requiring Apostille attestation Applicant's ID Card or Passport
- Signed authorization letter (if representative applies)
- Power of Attorney / Special Power of Attorney (if legal representative applies — principal must appear in person when attesting a POA) to give authorization from abroad to use it in Pakistan or in abroad
- Authorization affidavit (if immediate family member applies on behalf)
- Proof of relationship (if applying for minors or family-based representation) - for parents/guardians
- Prior verification/attestation from the issuing authority Certified translation (if required by receiving authority) Family Registration Certificate (FRC)
- B-Form

Required Participants

- Applicant (document holder) Legal Representative (on behalf)
- Immediate Family Member (on behalf)

Payment amount

- Personal Document – 3,000 PKR
- Educational Document – 3,000 PKR
- Legal Document – 4,500 PKR Commercial Document – 12,000 PKR
- Experience Certificate – 3,000 PKR

Stages of Application

- Application for the service through the Apostille Portal and submission of original documents at the service center
- Verification and confirmation of the authenticity of the document and any prior required attestations
- Issuance of the completed document, with the Apostille certificate affixed and returned to the applicant or authorized representative

Duration of service

- Same day (3-4 hours)

Note:

- Apostille attestation is only available for customers with Appointments. No citizen will be served for Apostille on regular walk in unless they have Appointments.
- Apostille is affixed only to original documents; photocopies are not accepted.

Online application is mandatory prior to visiting the MOFA office (except legal documents - physical visit only)

- Apostille remains valid indefinitely unless the document itself expires

- Prior attestation from the issuing board/university/authority is required for certain document types
- Applicant can verify the Apostille via MOFA's online verification portal using Apostille Number / QR code
- MOFA does not retain original documents after attestation. Representation rules strictly apply
- Power of Attorney requires personal appearance of the principal Immediate family can apply on behalf with authorization

Regulations

- Hague Convention Abolishing the Requirement of Legalisation for Foreign Public Documents (1961)
- MOFA Apostille Attestation Procedures MOFA Consular Attestation Rules
- Verification requirements published on MOFA Apostille Portal

Service Workflow Description

<https://modeler.camunda.io/share/2252c150-299c-4f44-9fb2-8ac67a08b2cb>

Normal/General Attestation

A formal attestation issued by the Ministry of Foreign Affairs (MOFA), Islamabad, certifying the authenticity of signatures, seals, and stamps on public documents for legal and administrative use within Pakistan and abroad (non-Apostille).

List of required documents

- Original document requiring attestation
- Applicant's ID Card or Passport
- Signed authorization letter (if representative applies)
- Power of Attorney / Special Power of Attorney (if legal representative applies — principal must appear in person when attesting a POA)
- Authorization affidavit (if immediate family member applies on behalf)
- Copies of supporting documents (e.g., CNIC, birth certificate, educational certificates), if required by category
- Prior verification/attestation from the issuing authority (mandatory for many documents: boards, universities, NADRA, union councils, etc.)
- Certified translation (if required by the receiving authority) Family Registration Certificate (FRC)
- B-Form

Required Participants

- Applicant (document holder)
- Immediate Family Member (on behalf)
- Legal Representative (on behalf)

Payment amount

- Free of charge (Post-Office sticker charge only - 10-120 PKR)

Stages of Application

- Firstly paste the sticker from post-office on document
- Application for the service by submitting original documents at the service center
- Verification and confirmation of document authenticity and required prior attestations
- Issuance of the completed document, with MOFA attestation stamp affixed and returned to the applicant or representative

Duration of Service

- 1-2 working days

Note:

- No biometric data is collected during service, but is collected in case of POA or legal documents - physical fingerprint on paper only
- Citizens do not need to participate in additional steps once the application is submitted
- Requests are not forwarded to any other institution

(The list and detailed requirements of the documents are available on the MOFA website in English. The Urdu version of the form is attached below for information.)

Regulations

- MOFA Consular Attestation Rules
- Verification requirements published on MOFA Apostille Portal

Service Workflow Description

<https://modeler.camunda.io/share/81b16d5f-6bfd-4540-b484-056d496dfb37>

کاغذات کی تصدیق کیلئے فارم

۱۔ درخواست گزار کا نام

Applicant's Name

۲۔ شناختی کارڈ نمبر

(CNIC)

۳۔ رابطہ نمبر

(Contact Number)

خونی رشتہ دار

خود

۳۔ کاغذات جمع کرانے والا

(Blood Relative)

(In Person)

تعداد	کاغذات کی نوعیت / نام	تعداد	کاغذات کی نوعیت / نام	تعداد	کاغذات کی نوعیت / نام
	میڈیکل سرٹیفکیٹ		برتھ سرٹیفکیٹ		میٹرک (SSC)
	پولیو کارڈ		نکاح نامہ		ایف اے (HSSC)
	ڈیجیٹل سرٹیفکیٹ		میلی راجسٹریشن سرٹیفکیٹ		بی اے / بی بی اے (Graduation)
	بینک سٹینٹ		میرج سرٹیفکیٹ		ایم اے / ایم ایس سی (Master)
	بیان حلقی		غیر شادی شدہ سرٹیفکیٹ		ایم بی بی ایس / پی ڈی ایس
	مختار نامہ (بیرون ملک) Power of Attorney		سکول سرٹیفکیٹ		ڈپلومہ Diploma
	مختار نامہ (پاکستان سے) Power of Attorney		طلاق نامہ		کمپنی معاہدہ
	پاسپورٹ ایف آئی آر		ڈرائیونگ لائسنس / NOCI		کمپنی رجسٹریشن
	پاسپورٹ کاپی		پولیس کریکٹر سرٹیفکیٹ		تجارتی کاغذات
	مسترق		سرٹیفکیٹ سرپرستی		وارثت نامہ
					"ب" فارم

کل تعداد

(دستخط درخواست گزار)

دفتری استعمال کیلئے

کیس نمبر

کارڈ نمبر

کاغذات جمع کرانے والے کا نام

تصدیق کنندہ کا نام

(دفتر خارجہ سے دستاویزات کی تصدیق کے لئے ہدایات)

دفتر خارجہ سے تصدیق سے پہلے دستاویزات کی مختلف نگرہ جات سے تصدیق ضروری ہے۔

- | نمبر شمارہ | قسم دستاویزات | گھٹ نہیں | ہدایت ہمائے تصدیق |
|------------|--|-----------------------------------|---|
| 1 | کارج نامہ | (10 روپے) | یکرٹری یونین کونسل / تحصیل میونسپل آفیسر ایچ ایگزیکٹو آفیسر کیٹ سے تصدیق ہونا چاہیے۔ ذہن کا شناختی کارڈ شوہر کے نام پر ہونا چاہیے۔ آرسی ہو۔ فارن پینٹل ہونے کی صورت میں ویزہ کی کاپی انٹری اور ایگزٹ کی کاپی ہمراہ لائیں۔ کارج نامے کے لئے میرج رجسٹریشن ٹھیکہ لازمی ساتھ ہونا ضروری ہے۔ جہاں یہی کے شناختی کارڈ کی فوٹو کاپی لازمی ہونی چاہیے۔ |
| 2 | پیدائش کارٹریکٹ | (10 روپے) | یکرٹری یونین کونسل سے جاری تصدیق شدہ تحصیل میونسپل آفیسر ایچ ایگزیکٹو آفیسر کیٹ سے تصدیق ہونا چاہیے۔ |
| 3 | کیپٹراڈ "ب" فارم | (10 روپے) | تادہ سے جاری شدہ ہونا چاہیے۔ شناختی کارڈ تصدیق کرانے سے پہلے تادہ سے لازمی تصدیق شدہ ہونا چاہیے، ہمبر stamp کے ساتھ۔ |
| 4 | کرکیز کارٹریکٹ | (10 روپے) | متعلقہ ڈسٹرکٹ پولیس آفیسر سے جاری شدہ ہونا چاہیے۔ |
| 5 | میڈیکل سرٹریکٹ | (10 روپے) | سرکاری ہسپتال کے میڈیکل سپرنٹنڈنٹ سے جاری شدہ ہو۔ اور ادویات شامل نہ ہوں۔ |
| 6 | وفات سرٹریکٹ | (10 روپے) | متعلقہ یکرٹری یونین کونسل سے جاری شدہ، بیج تادہ شناختی کارڈ (cancellation) سرٹریکٹ۔ |
| 7 | ایم ای بل ایس، پی ای ایم ڈی سی یا ڈاکٹری سے متعلقہ کاغذات (Experience & Nursing Certificates, etc) (25 روپے) | | خسٹری آف پینٹل ہیلتھ سروسز ریگولیشن اینڈ کنٹرول سیشن سے تصدیق ہونے چاہیے۔ (MBBS) کی ڈگری ایچ ای سی اور خسٹری آف پینٹل ہیلتھ سروسز ریگولیشن اینڈ کنٹرول سیشن سے تصدیق شدہ۔ |
| 8 | مطلق نامہ | (10 روپے) | متعلقہ یونین کونسل / اتالی کونسل سے جاری شدہ۔ دونوں میں ایک کا اتالی نامہ ہے۔ بیرون ملک ہونے کی صورت میں پاکستانی ایجنسی کا سائن شدہ اتالی کونسل لیسٹرا ہونا چاہیے۔ |
| 9 | غیر شادی شدہ سرٹریکٹ | (10 روپے) | متعلقہ یکرٹری یونین کونسل / سرٹریکٹ۔ یونین کونسل کے لیسٹریڈ ہونا چاہیے۔ |
| 10 | ڈرائیونگ لائسنس | (10 روپے) | اصل ڈرائیونگ لائسنس بیج لائسنس جاری کرنے والے دفتر NOC |
| 11 | سکول سے رخصت کارٹریکٹ (school leaving) | (10 روپے) | بکلی سے سبوں جماعت متعلقہ ڈسٹرکٹ ایجوکیشن آفیسر سے تصدیق شدہ ہونا چاہیے۔ |
| 12 | پرائیویٹ سکول سے رخصت کارٹریکٹ (DEO)/(PIERA) | (10 روپے) | پرائیویٹ ایجوکیشن ریگولیشن اتالی سے تصدیق شدہ۔ |
| 13 | میٹرک، ایف اے کی ایٹاد | (10 روپے) | BCC سے تصدیق شدہ |
| 14 | پی اے اور اس سے اوپر اور ACCA وغیرہ کی اسناد | (25 روپے) | HEC سے تصدیق شدہ / HEC سے ایکویولنس سرٹریکٹ |
| 15 | ایک اور سال کا پلڈہ | (25 روپے) | TEVTA/Punjab Board of Technical Education / NAVTTC/ NTB |
| 16 | تین سالہ پلڈہ | (25 روپے) | IBCC سے تصدیق شدہ تجربہ کے سرٹریکٹ لازمی کی 17 سکین کے آفسر سے نام والی ہمبر stamp کے ساتھ تصدیق شدہ ہونا چاہیے اور کے رجسٹریشن لیسٹریڈ ہونا۔ |
| 17 | وراثت نامہ / گاؤں / سرٹریکٹ | (60 روپے) | سول بیج سے جاری شدہ |
| 18 | عقار نامہ (پاکستان سے جاری شدہ) | (60 روپے) | عقار نامہ اسٹام پیپر (stamp paper) پر تحریر ہوا اور عقار نامہ دینے والے فرد افراد کا اتالی نامہ ہے۔ |
| 19 | عقار نامہ (بیرون ملک سے پاکستان کیلئے) | (60 روپے زیادہ سے زیادہ 240 روپے) | عقار نامہ پاکستانی سفارتخانہ سے تصدیق شدہ ہونا چاہیے۔ جس کے نام عقار نامہ جاری ہوا ہے اسے اپنے اصل شناختی کارڈ کے ہمراہ دفتر اتالی نامہ ہے۔ غیر ملکی کاغذات اپنے متعلقہ ملک میں سفارتخانہ آف پاکستان، پاکستانی ایجنسی سے تصدیق شدہ ہونے چاہیے۔ |
| 20 | تہارتی کاغذات | (60 روپے) | متعلقہ چیئر آف کانس سے تصدیق شدہ کینی کی معاہدہ کی کاپی (ii) لیسٹریڈ چیئر آف کانس انٹرنیٹری اسلام آباد (iii) NTN نمبر۔ اتالی لیسٹریڈ کینی لیسٹریڈ پر۔ کینی کا آفس کارڈ اگر مالک خود ہے تو ڈورٹ کارڈ، شناختی کارڈ ان سب کی اصل اور فوٹو کاپی |
| 21 | حلیہ بیان | (25 روپے) | حلیہ بیان اسٹام پیپر پر لکھا ہونا چاہیے اور رجسٹرڈ رجسٹرڈ اور دل سے تصدیق شدہ ہونا چاہیے اور بیان دینے والے شخص کا خود حاضر ہونا ضروری ہے۔ بیان ملٹی، کینی معاہدہ لازمی اسٹام پیپر پر ہونا لازمی ہے اور رجسٹرڈ رجسٹرڈ نل بیج کی نام والی ہمبر (stamp) کے ساتھ تصدیق شدہ کسی بھی قسم کے رجسٹرڈ یا کینی کے لیسٹریڈ ہونا لازمی ہے۔ |
| 22 | بنک اسٹیٹمنٹ | (25 روپے) | بنک اسٹیٹمنٹ اپنی متعلقہ برانچ نمبر کی نام والی ہمبر stamp کے ساتھ تصدیق شدہ ہونا اور ہمبر اسلام آباد سے اسی بنک کی کسی بھی برانچ سے نام والی ہمبر stamp کے ساتھ تصدیق شدہ ہو۔ |
| 23 | پاسپورٹ | (10 روپے) | پاسپورٹ کی کاپی متعلقہ پاسپورٹ آفس سے تصدیق شدہ پاسپورٹ کی پہلے دو طوں والی فوٹو کاپی مگر ہوا اور مگر پاسپورٹ آفس کے آفسر کی نام والی ہمبر کے ساتھ تصدیق شدہ ہو۔ |
| ☆ | کاغذات جمع کرانے کے اہل لوگ | | وزارت خارجہ میں تصدیق کیلئے لازم ہے کہ درخواست گزار خود آئے یا خاندان کا ایسا شخص کاغذات جمع کروانے کا مجاز ہے جس کا قومی شناختی کارڈ سے رشتہ ثابت ہوتا ہو۔ کاغذات تصدیق کرانے کے لئے آنے والے مساجد سے اہتمام ہے کہ اپنا رشتہ لازمی ثابت کرے۔ چھوٹی سماجی، مسالے، مکن، خال، چاچا، تیا، ماسوں، ممانی، تائی، چچی، عین اگر شادی شدہ ہو۔ انب کے رشتہ جات کیلئے متعلقہ کاغذات نام کے ساتھ لائیں۔ اگر کوئی بیرون ملک نہیں ہے تو پاکستانی ایجنسی کا سائن شدہ اتالی لیسٹریڈ میں کاغذات کارڈ ہونا ضروری ہے کسی کو بھی بھیج سکتا ہے۔ اتالی لیسٹریڈ بیرون ملک پاسپورٹوں کا قابل قبول ہے، ہائی ایجنسی یعنی سفارتخانہ آف پاکستان یا قونصلٹ آف پاکستان سے تصدیق شدہ ہو۔ تمام غیر ملکی اپنے اپنے ملک کی ایجنسی سے لوٹ ورنل لے کر آئیں، پاسپورٹ کی فوٹو، ویزہ مدت، ہائی سرٹریکٹ کارڈ، طالب علم اپنی یونیورسٹی کا ID کارڈ دیں۔ کاغذات (عقار نامہ اور حلیہ بیان کے علاوہ تصدیق کے لئے منظور شدہ کوریئر سروسز (Gerry's TCS, Leopard, OCS, UPS) کا استعمال بھی کیا جاسکتا ہے۔ کوریئر کی لیسٹریڈ اسلام آباد، راولپنڈی، کراچی، لاہور اور کوئٹہ کیلئے 350 روپے کیس اور باقی شہروں کیلئے 550 روپے۔ روپے ٹیمپ کے پیسے کوریئر فیس کے علاوہ ادا کرنا ہو۔ مندرجہ ذیل کاغذات تصدیق نہیں ہو سکتے۔ شناختی کارڈ۔ زمین کی ملکیت کے کاغذات، ڈویژنل سرٹریکٹ، لرائی جھگڑا کی روپورٹ۔ |

IESCO

IESCO is the public utility responsible for supplying, distributing, and selling electricity across its service area — spanning from Attock to Jhelum and from the Indus River to the Neelum River in Kashmir. The company is committed to delivering reliable and efficient electricity through robust infrastructure and consumer-centric policies. IESCO issues monthly utility bills to customers, enabling households and businesses to track their electricity consumption and payments.

Services:

1. IESCO bill payment
2. IESCO New Connection/Change of Name, Tariff, Load
3. IESCO Installment of electricity bills
4. IESCO Extension in due date
5. IESCO Correction of wrong reading
6. IESCO Payment adjustment
7. IESCO Customer Complaints

IESCO bill payment

This service enables IESCO customers to pay their monthly electricity bills. IESCO provides multiple convenient payment methods, including online payment, internet banking, mobile banking, ATMs, and partner banks/apps.

List of required documents

- Reference Number (14-digit)
- Customer (CNIC)
- Paid copy of bill

Required Participants

- The IESCO consumer (bill holder)
- Anyone acting on behalf of the consumer

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center
- Application recorded in the IESCO system
- Issuance of a completed document

Duration of service

- Immediately

Note

- Consumers should use their reference number / customer ID for payment identification
- Multiple payment channels - including bank internet/mobile banking, ATMs, mobile wallets, and apps - are supported for convenience

***Manual bill payment option is not available at the IESCO service counter.**

Regulations

IESCO's billing and consumer services manual (CSM)

Service Workflow Description

<https://modeler.camunda.io/share/2a539d5d-a012-4db4-9d6f-ac0cfc29ed13>

IESCO New Connection/Change of the Name/Change of the Tarriff Load

IESCO (Islamabad Electric Supply Company) provides online services for new electricity connections and changes to existing connections, including change of consumer name, change of tariff category, and increase or decrease of sanctioned load.

List of required documents

- CNIC original/ Passport
- Property Ownership Certificate
- Affidavit
- Wiring test report from contractor (for new connection only)
- Allotment Letter in case of Government Employee
- Attested Power of Attorney (if the legal representative applies)

Areas covered

- Division 1, Islamabad (F-6, F-7, Tarlai, Nilore, G-7, Blue Area, Khanna Dak)
- Division 2, Islamabad (F-8, F-11, G-9, G-11, I-9, 1-10, E-11, Shah Alladitta, Golra Sharif, D-12)

Required Participants

- Applicants themselves / Legal representative
- Fee varies depending on location, load, category, material estimates etc

Stages of the application

- Applying to service center
- Verification and confirmation of the authenticity of documents
- Application recorded in the IESCO system and routed to the relevant SDO office
- The Applicant is provided with a tracking ID
- Issuance of site visit
- Issuance of a demand notice
- Payment is made
- Installation of new meter

* The applicant can track the status of the application online via tracking ID.

Duration of service

- 10 days for site visit and preparing demand notice (after payment is made)
- At least 30 days (after demand notice is prepared)

Note

- Application initially submitted online; processing tracked via app and web portal
- Service is handled by multiple sections of relevant SDO Office.
- Final output is installation of new connection

Regulations

- IESCO's new connection and consumer services manual (CSM)

Service Workflow Description

<https://modeler.camunda.io/share/b50f5db7-d625-4297-993a-67e3face7417>

IESCO Installment of electricity bills

The service allows IESCO consumers to pay their electricity bills in installments. The procedures, required documents, payment conditions, and timelines follow IESCO's internal rules and regulations.

List of required documents

- Electricity bill

Required Participants

- Anyone

Maximum bill amount

- Upto 200,000 Rs.

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center Customer submits bill information
- Application recorded in the IESCO system
- Installment plan prepared according to IESCO rules and customer's demand
Customer pays according to approved installment schedule

Duration of service

- Immediately

Note

- Complaints handled through IESCO's complaint management structure

Regulations

- IESCO internal procedures and documents
- IESCO's installments of bill payment by following consumer services manual (CSM)

Service Workflow Description

<https://modeler.camunda.io/share/ff43417f-60a0-47c1-afb9-556205ebe08a>

IESCO extension in due date

The service allows IESCO consumers to request an extension of the due date for their electricity bill. The procedure, required documents, payment conditions and deadlines follow IESCO's internal rules and regulations.

List of required documents

- Electricity bills

Required Participants

- Anyone

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center Application recorded in the IESCO system
- IESCO processes request for extension of 3 days according to internal rules
- A new due date is stamped on the bill

* The Application for extension must be submitted before the due date.

Duration of service

- Immediately

Note

- Complaints handled through IESCO complaint management system

Regulations

- IESCO internal procedures and documents
- IESCO's extension in due date of bill payment by following consumer services manual (CSM)

Service Workflow Description

<https://modeler.camunda.io/share/28b3227a-8c8b-471b-9547-7b49dfab5a46>

IESCO payment adjustment (Not Available at PAKC)

The service allows IESCO consumers to request adjustment of payments related to electricity bills. The procedures, required documents, payment rules, deadlines, and verification steps follow IESCO's internal regulations.

List of required documents

- Paid electricity bill

Required Participants

- Anyone

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center Customer submits bill/payment details
- Application recorded in the IESCO system
- Adjustment processed according to IESCO internal rules Payment is adjusted into the account

Duration of service

- Immediately

Note

- No biometric data collected
- Notifications issued via SMS, letter, mobile app, and web portal
- Complaints handled through IESCO's complaint management structure

Regulations

- IESCO internal procedures and documents
- IESCO's Payment adjustment of bill payment by following consumer services manual (CSM)

Service Workflow Description

<https://modeler.camunda.io/share/f504e3b3-11bd-4a38-95b1-b47c7a3efd2a>

IESCO Correction of wrong reading

The Correction of Wrong Reading service enables IESCO consumers to request adjustments when an incorrect meter reading has been recorded. After the consumer submits the required identification, IESCO verifies the information, conducts any necessary field checks, and updates the billing record to reflect the correct meter reading.

List of required documents

- Reference Number (14-digit)
- Proof of wrong reading by consumer (Upto 500 units)

Required Participants

- Anyone

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center for the adjustment of current billing month.
- Application recorded in the IESCO system Revised bill is issued

Duration of service

- Immediately

Note

- Complaints managed through IESCO's complaint-handling channels

Regulations

IESCO internal regulations

IESCO's Correction of wrong reading of bill payment by following consumer services manual (CSM)

Service Workflow Description

<https://modeler.camunda.io/share/c7a6fe36-6173-46fd-9d4a-6f9873f2eb46>

IESCO Customer Complaints

This service allows IESCO consumers to submit electricity-related complaints. Complaint handling follows IESCO's internal regulations and procedures. Complaints may relate to billing, metering, connection, technical issues, or service delivery.

List of required documents

- Electricity bill
- Mobile number

Required Participants

- Anyone

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center
- Application is recorded through IESCO system Complaint is processed according to internal procedures
- The customer is provided with the response

Duration of service

- Depends on the nature of the complaint

Note

- No biometric data collected
- Complaint management handled by IESCO's designated organizational structure

Regulations

- IESCO internal procedures and documents
- IESCO's Customer complaints by following consumer services manual (CSM)

Service Workflow Description

<https://modeler.camunda.io/share/8b1b2a57-e8a8-46f2-91cc-f0904d56f738>

DIRECTORATE GENERAL OF IMMIGRATION AND PASSPORTS PAKISTAN

The Directorate General of Immigration & Passports (DGI&P) is a government organization working under the Ministry of Interior, Government of Pakistan. It is responsible for managing immigration and providing passport-related services to Pakistani citizens. The directorate issues Machine Readable Passports (MRP), e-Passports, and also deals with visa, citizenship, and renunciation of nationality matters.

Services:

1. New Passport Application
2. Passport Renewal
3. Passport Modification
4. Lost/Stolen Passport
5. Exhausted Passport
6. Damaged Passport

New Passport Application

The New Passport Application service is managed by the Directorate General of Immigration & Passports (DGI&P). Citizens can apply either online through the DGI&P e-Services portal or in person. Applicants need to submit personal and biometric information, provide required documents, and pay the prescribed fee. The passport is delivered based on chosen category. The service is provided to all citizens across all cities of Pakistan.

List of required documents

- If applicant is above 18 years old:
 - i. *Original Valid CNIC with two photocopies.
 - ii. Applicant having NICOP will provide photocopy/Passport
 - iii. Fee payment receipt in both cases either online or bank fee.
 - iv. No Objection Certificate (NOC) (in case of government, semi-government or autonomous body employees).
 - v. Foreign Passport along with its photocopy (for Dual-Nationals only) Family Registration Certificate (FRC).

- If applicant is under 18 years old:
 - i. Child Registration Certificate (CRC / Form "B"+ FRC), (for minors up to 10 years old).
 - ii. Original Updated Child Registration Certificate with biometrics features (CRC) (for 10 years old applicants)
 - iii. Both parents original and valid CNICs.
 - iv. Original Bank Fee receipt or in case of online fee, online fee receipt is required.

Required Participants.

- Applicants themselves.
- Parents or Guardians with Minors (under 18 years)

Payment amount

E-Passport

- Ordinary e-Passport (36 pages, 5 years validity): 9,000 (normal) PKR, 15,000 (urgent) PKR
- Ordinary e-Passport (36 pages, 10 years validity): 13,500 (normal) PKR, 22,500 (urgent) PKR
- Ordinary e-Passport (72 pages, 5 years validity): 16,500 (normal) PKR, 27,000 (urgent) PKR
- Ordinary e-Passport (72 pages, 10 years validity): 24,750 (normal) PKR, 40,500 (urgent) PKR

Machine Readable Passport

- Ordinary MRP (36 pages, 5 years validity): 4500 (normal) PKR, 7500 (urgent) PKR, 12500 (Fast track)
- Ordinary MRP (72 pages, 5 years validity): 8200 (normal) PKR, 13,500 (urgent) PKR, 18500 (Fast track)
- **Ordinary MRP (100 pages, 5 years validity): 9000 (normal) PKR, 18,000 (urgent) PKR, 23000 (Fast track)**
- Ordinary MRP (36 pages, 10 years validity): 6700 (normal) PKR, 11,200 (urgent) PKR, 16200 (Fast track)
- Ordinary MRP (72 pages, 10 years validity): 12400 (normal) PKR, 20,200 (urgent) PKR, 25,200 (Fast track)
- Ordinary MRP (100 pages, 10 years validity): 13,500 (normal) PKR, 27,000 (urgent) PKR, 32,000 (Fast track)

Stages of the application

- Applicant applies to the Service Center
- Prescribed Fee deposited (online or through the bank - National Bank of Pakistan)
- Biometric data are taken (fingerprints and photograph) and live data entry is done by the operator
- Verification and confirmation of the authenticity of documents at the service center - by the decision counter (interview)
- Interview is held and Decision is made by Assistant Director
- Issuance of a completed document (duration depends the fee amount)

Duration of service

- Fast Track - 2 working days
- Urgent - 5 working days
- Normal - 21 working days

Note

- This service is provided only for Pakistani citizens Verification as per Office Record (ECL/BL)
- Two types of passports - e-passport with chip, and MRP - are offered and the citizen chooses the appropriate type according to their demand

Regulations

- Passport Act, 1974
- Passport Rules, 2021 Passport issuance SOPs www.dgip.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/8b0fb26b-b53b-4a0b-8a47-0f4d93b721b5>

Passport Renewal

Passport renewal service allows citizens to extend the validity of their expired or soon-to-expire passports. The process is completed at a Regional Passport Office, requiring presentation of the current passport, updated personal information if needed, and payment of the prescribed fee. Renewed passports are issued with the same features as new e-Passports, including biometric data and machine-readable security elements.

List of required documents

- If applicant is above 18 years old:
 - i. Current passport
 - ii. Original Valid CNIC/NICOP with two photocopies/Passport (if the parent is foreigner)
 - iii. Fee payment receipt
 - iv. **No Objection Certificate (NOC)** (in case of government, semi-government or autonomous body employees)
 - v. Foreign Passport along with its photocopy (**for Dual-Nationals only**) Family Registration Certificate (FRC)
- If applicant is under 18 years old:
 - i. Child Registration Certificate (CRC / Form "B"+FRC), (for minors up to the 10 years old, it should be with photo)
 - ii. Original Updated Child Registration Certificate with biometrics features (CRC) (for 10-18 years old applicants)

Required Participants

- Applicants themselves
- Minors (under 18 years), in which case the application must be submitted by their parents or legal guardians.

Payment amount

E-Passport

- Ordinary e-Passport (36 pages, 5 years validity): 9,000 (normal) PKR, 15,000 (urgent) PKR
- Ordinary e-Passport (36 pages, 10 years validity): 13,500 (normal) PKR, 22,500 (urgent) PKR
- Ordinary e-Passport (72 pages, 5 years validity): 16,500 (normal) PKR, 27,000 (urgent) PKR
- Ordinary e-Passport (72 pages, 10 years validity): 24,750 (normal) PKR, 40,500 (urgent) PKR

Machine Readable Passport

- Ordinary MRP (36 pages, 5 years validity): 4500 (normal) PKR, 75,00 (urgent) PKR, 12500 (Fast track)
- Ordinary MRP (72 pages, 5 years validity): 8200 (normal) PKR, 13,500 (urgent) PKR, 18500 (Fast track)

- Ordinary MRP (100 pages, 5 years validity): 9000 (normal) PKR, 18,000 (urgent) PKR, 23000 (Fast track)
- Ordinary MRP (36 pages, 10 years validity): 6700 (normal) PKR, 11,200 (urgent) PKR, 16200 (Fast track)
- Ordinary MRP (72 pages, 10 years validity): 12400 (normal) PKR, 20,200 (urgent) PKR, 25200 (Fast track)
- Ordinary MRP (100 pages, 10 years validity): 13500 (normal) PKR, 27,000 (urgent) PKR, 32000 (Fast track)

Stages of the application

- Applicant applies to the Service Center
- Prescribed Fee deposited (online or through the bank - National Bank of Pakistan)
- Biometric data are taken (fingerprints and photograph) and live data entry is done by the operator
- Verification and confirmation of the authenticity of documents at the service center - by the decision counter (interview)
- Interview is held and Decision is made by Assistant Director
- Issuance of a completed document (duration depends the fee amount)

Duration of service

- Fast Track - 2 working days
- Urgent - 5 working days
- Normal - 21 working days

Note

- This service is provided only for Pakistani citizens Verification as per Office Record (ECL/BL)
- Two types of passports - e-passport with chip, and MRP - are offered and the citizen choose the appropriate type according to their demand

Regulations

- Passport Act, 1974
- Passport Rules, 2021 Passport issuance SOPs www.dgip.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/bf05b01b-0b4f-451d-9b40-05545e72cca8>

Passport Modification

The Passport Modification service allows Pakistani citizens to update or correct personal information in their existing passports, such as name, father's name, or date of birth. Applicants must first ensure that the changes are reflected in their CNIC/NICOP before applying for modification. Additional documents, such as a birth certificate or educational certificate, may be required to verify the requested changes.

List of required documents

- If applicant is above 18 years old:
 - i. Current Passport
 - ii. Original Valid CNIC/NICOP with two photocopies/Passport (if the parent is foreigner)
 - iii. Fee payment receipt
 - iv. **No Objection Certificate (NOC)** (in case of government, semi-government or autonomous body employees)
 - v. Foreign Passport along with its photocopy (**for Dual-Nationals only**) Family Registration Certificate (FRC)
- If applicant is under 18 years old:
 - i. Child Registration Certificate (CRC / Form "B"+ FRC), (for minors up to the 10 years old, it should be with photograph).
 - ii. Original Updated Child Registration Certificate with biometrics features (CRC) (for 10-18 years old applicants)

Required Participants

- Pakistani citizens who wish to update or correct personal information in their passport.
- Minors, whose modification applications must be submitted by parents or legal guardians.
- Overseas Pakistanis, who can apply through a Pakistan mission abroad with proper documentation.

Payment amount

E-Passport

- Ordinary e-Passport (36 pages, 5 years validity): 9,000 (normal) PKR, 15,000 (urgent) PKR
- Ordinary e-Passport (36 pages, 10 years validity): 13,500 (normal) PKR, 22,500 (urgent) PKR
- Ordinary e-Passport (72 pages, 5 years validity): 16,500 (normal) PKR, 27,000 (urgent) PKR
- Ordinary e-Passport (72 pages, 10 years validity): 24,750 (normal) PKR, 40,500 (urgent) PKR

Machine Readable Passport

- Ordinary MRP (36 pages, 5 years validity): 4500 (normal) PKR, 75,00 (urgent) PKR, 12500 (Fast track)

- Ordinary MRP (72 pages, 5 years validity): 8200 (normal) PKR, 13,500 (urgent) PKR, 18500 (Fast track)
- Ordinary MRP (100 pages, 5 years validity): 9000 (normal) PKR, 18,000 (urgent) PKR, 23000 (Fast track)
- Ordinary MRP (36 pages, 10 years validity): 6700 (normal) PKR, 11,200 (urgent) PKR, 16200 (Fast track)
- Ordinary MRP (72 pages, 10 years validity): 12400 (normal) PKR, 20,200 (urgent) PKR, 25200 (Fast track)
- Ordinary MRP (100 pages, 10 years validity): 13500 (normal) PKR, 27,000 (urgent) PKR, 32000 (Fast track)

Stages of the application

- Applicant applies to the Service Center
- Prescribed Fee deposited (online or through the bank - National Bank of Pakistan)
- Biometric data are taken (fingerprints and photograph) and live data entry is done by the operator
- Verification and confirmation of the authenticity of documents at the service center - by the decision counter (interview)
- Interview is held and Decision is made by Assistant Director
- Issuance of a completed document (duration depends the fee amount)

Duration of service

- Fast Track - 2 working days
- Urgent - 5 working days
- Normal - 21 working days

Note

- This service is provided only for Pakistani citizens Verification as per Office Record (ECL/BL)
- Two types of passports - e-passport with chip, and MRP - are offered and the citizen choose the appropriate type according to their demand

Regulations

- Passport Act, 1974
- Passport Rules, 2021 Passport issuance SOPs www.dgip.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/cfb13422-bdd2-402f-91cb-50288283b919>

Lost/ Stolen Passport

The Lost or Stolen Passport service allows Pakistani citizens to report and replace a passport that has been lost or stolen. Applicants must submit a formal police report mentioning Passport Number along with an application at the nearest Regional Passport Office or Pakistan mission abroad. The replacement process involves verification of the applicant's identity and previous passport details, and fees are charged according to the number of prior losses.

List of required documents

- Police Report (FIR)
- Old Passport Copy (if available)
- If applicant is above 18 years old:
- Original Valid CNIC/NICOP with two photocopies/Passport (if the parent is foreigner)
- Fee payment receipt
- **No Objection Certificate (NOC)** (in case of government, semi-government or autonomous body employees)
- Foreign Passport along with its photocopy (**for Dual-Nationals only**) Family Registration Certificate (FRC)

- **If applicant is under 18 years old:**
 - i. Child Registration Certificate (CRC / Form "B"+FRC), (for minors up to the 10 years old, it should be with photograph).
 - ii. Original Updated Child Registration Certificate with biometrics features (CRC) (for 10-18 years old applicants)

Required Participants

- Pakistani citizens whose passport has been lost or stolen.
- Minors, whose applications must be submitted by parents or legal guardians. Overseas Pakistanis, who can apply through a Pakistan mission abroad.

Payment amount

- First loss: double the normal passport fee
- Second loss: four times the normal fee
- **Third: eight times the normal fee** (The Passport Office will refer 3rd-time lost cases to the Director General of Immigration and Passports, Islamabad for seeking further advice/approval.)

Stages of the application

- Applicant applies to the Service Center
- Prescribed Fee deposited (online or through the bank - National Bank of Pakistan)
- Biometric data are taken (fingerprints and photograph) and live data entry is done by the operator

- Verification and confirmation of the authenticity of documents at the service center - by the decision counter (interview)
- Interview is held and Decision is made by Assistant Director
- Issuance of a completed document (duration depends the fee amount)

Duration of service

- Fast Track - 2 working days
- Urgent - 5 working days
- Normal - 21 working days

Note

- This service is provided only for Pakistani citizens Verification as per Office Record (ECL/BL)
- Two types of passports - e-passport with chip, and MRP - are offered and the citizen choose the appropriate type according to their demand

Regulations

- Passport Act, 1974
- Passport Rules, 2021 Passport issuance SOPs www.dgip.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/a8ff852e-0f06-409d-94ff-66c5fbc82eb8>

Exhausted Passport

If you are a frequent traveler and pages on your passport are exhausted then you can apply for a fresh passport.

List of required documents

- If applicant is above 18 years old:
 - vi. Current Passport
 - vii. Original Valid CNIC/NICOP with two photocopies/Passport (if the parent is foreigner)
 - viii. Fee payment receipt
 - ix. **No Objection Certificate (NOC)** (in case of government, semi-government or autonomous body employees)
 - x. Foreign Passport along with its photocopy (**for Dual-Nationals only**) Family Registration Certificate (FRC)
- If applicant is under 18 years old:
 - iii. Child Registration Certificate (CRC / Form "B"+ FRC), (for minors up to the 10 years old, it should be with photograph).
 - iv. Original Updated Child Registration Certificate with biometrics features (CRC) (for 10-18 years old applicants)

Required Participants

- Pakistani citizens whose passport has been exhausted.
- Minors, whose applications must be submitted by parents or legal guardians.
- Overseas Pakistanis, who can apply through a Pakistan mission abroad.

Payment amount

E-Passport

- Ordinary e-Passport (36 pages, 5 years validity): 9,000 (normal) PKR, 15,000 (urgent) PKR
- Ordinary e-Passport (36 pages, 10 years validity): 13,500 (normal) PKR, 22,500 (urgent) PKR
- Ordinary e-Passport (72 pages, 5 years validity): 16,500 (normal) PKR, 27,000 (urgent) PKR
- Ordinary e-Passport (72 pages, 10 years validity): 24,750 (normal) PKR, 40,500 (urgent) PKR

Machine Readable Passport

- Ordinary MRP (36 pages, 5 years validity): 4500 (normal) PKR, 75,00 (urgent) PKR, 12500 (Fast track)
- Ordinary MRP (72 pages, 5 years validity): 8200 (normal) PKR, 13,500 (urgent) PKR, 18500 (Fast track)
- Ordinary MRP (100 pages, 5 years validity): 9000 (normal) PKR, 18,000 (urgent) PKR, 23000 (Fast track)

- Ordinary MRP (36 pages, 10 years validity): 6700 (normal) PKR, 11,200 (urgent) PKR, 16200 (Fast track)
- Ordinary MRP (72 pages, 10 years validity): 12400 (normal) PKR, 20,200 (urgent) PKR, 25200 (Fast track)
- Ordinary MRP (100 pages, 10 years validity): 13500 (normal) PKR, 27,000 (urgent) PKR, 32000 (Fast track)

Stages of the application

- Applicant applies to the Service Center
- Prescribed Fee deposited (online or through the bank - National Bank of Pakistan)
- Biometric data are taken (fingerprints and photograph) and live data entry is done by the operator
- Verification and confirmation of the authenticity of documents at the service center - by the decision counter (interview)
- Interview is held and Decision is made by Assistant Director
- Issuance of a completed document (duration depends the fee amount)

Duration of service

- Fast Track - 2 working days
- Urgent - 5 working days
- Normal - 21 working days

Note

- This service is provided only for Pakistani citizens Verification as per Office Record (ECL/BL)
- Two types of passports - e-passport with chip, and MRP - are offered and the citizen choose the appropriate type according to their demand

Regulations

- Passport Act, 1974
- Passport Rules, 2021 Passport issuance SOPs www.dgip.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/a8ff852e-0f06-409d-94ff-66c5fbc82eb8>

Damaged Passport

List of required documents

- If applicant is above 18 years old:
 - xi. Current Passport (original+photocopy of full passport)
 - xii. Original Valid CNIC/NICOP with two photocopies/Passport (if the parent is foreigner)
 - xiii. Fee payment receipt
 - xiv. **No Objection Certificate (NOC)** (in case of government, semi-government or autonomous body employees)
 - xv. Foreign Passport along with its photocopy (**for Dual-Nationals only**) Family Registration Certificate (FRC)
- If applicant is under 18 years old:
 - v. Child Registration Certificate (CRC / Form "B"+ FRC), (for minors up to the 10 years old, it should be with photograph).
 - vi. Original Updated Child Registration Certificate with biometrics features (CRC) (for 10-18 years old applicants)

Required Participants

- Pakistani citizens whose passport has been damaged.
- Minors, whose applications must be submitted by parents or legal guardians.
- Overseas Pakistanis, who can apply through a Pakistan mission abroad.

Payment amount

E-Passport

- Ordinary e-Passport (36 pages, 5 years validity): 9,000 (normal) PKR, 15,000 (urgent) PKR
- Ordinary e-Passport (36 pages, 10 years validity): 13,500 (normal) PKR, 22,500 (urgent) PKR
- Ordinary e-Passport (72 pages, 5 years validity): 16,500 (normal) PKR, 27,000 (urgent) PKR
- Ordinary e-Passport (72 pages, 10 years validity): 24,750 (normal) PKR, 40,500 (urgent) PKR

Machine Readable Passport

- Ordinary MRP (36 pages, 5 years validity): 4500 (normal) PKR, 75,00 (urgent) PKR, 12500 (Fast track)
- Ordinary MRP (72 pages, 5 years validity): 8200 (normal) PKR, 13,500 (urgent) PKR, 18500 (Fast track)
- Ordinary MRP (100 pages, 5 years validity): 9000 (normal) PKR, 18,000 (urgent) PKR, 23000 (Fast track)
- Ordinary MRP (36 pages, 10 years validity): 6700 (normal) PKR, 11,200 (urgent) PKR, 16200 (Fast track)
- Ordinary MRP (72 pages, 10 years validity): 12400 (normal) PKR, 20,200 (urgent) PKR, 25200 (Fast track)

- Ordinary MRP (100 pages, 10 years validity): 13500 (normal) PKR, 27,000 (urgent) PKR, 32000 (Fast track)

Stages of the application

- Applicant applies to the Service Center
- Prescribed Fee deposited (online or through the bank - National Bank of Pakistan)
- Biometric data are taken (fingerprints and photograph) and live data entry is done by the operator
- Verification and confirmation of the authenticity of documents at the service center - by the decision counter (interview)
- Interview is held and Decision is made by Assistant Director
- Issuance of a completed document (duration depends the fee amount)

Duration of service

- Fast Track - 2 working days
- Urgent - 5 working days
- Normal - 21 working days

Note

- This service is provided only for Pakistani citizens Verification as per Office Record (ECL/BL)
- Two types of passports - e-passport with chip, and MRP - are offered and the citizen choose the appropriate type according to their demand

Regulations

- Passport Act, 1974
- Passport Rules, 2021 Passport issuance SOPs www.dgip.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/a8ff852e-0f06-409d-94ff-66c5fbc82eb8>

ISLAMABAD POLICE

The Islamabad Police is the law-enforcement Agency responsible for the federal capital territory of Pakistan, established on 1 January 1981 to ensure rule of law, protect life and property, and maintain public order. It offers a wide range of citizen-services — including driving license verification, e- Challan, character certificates and tenant registration.

Services:

General Verification:

1. Police Verification
2. Character Certificate
3. Tenant Registration
4. Missing/Lost Reports
5. Servant / Employee Registration
6. Copy of FIR
7. Foreigner Registration
 - i. Travel and Exit Permit

Islamabad Traffic Police Services:

1. Learner Permit Issuance
2. Driving License (Renewal)
3. Duplicate Driving License
4. E-Challan Review Requests

Police Verification Service

The Police Verification Service offered by the Islamabad Police enables employers and individuals to obtain a verified certificate of an applicant's background and record before employment or deployment. The process requires submission of original CNIC/B-Form and, if the applicant does not reside in Islamabad, an accompanying affidavit.

List of required documents

- CNIC/ B-Form (if applicant is under 18 years old)
- Affidavit (in case of no residential proof)
- **Required Participants**
- Applicants themselves

Payment amount

- General Police Verification service - 1,000 PKR

Stages of the application

- Applicant applies to the service center
- The application is sent to the police department through the system
- Verification and confirmation of the applicant's criminal record
- Issuance of a completed document

Duration of service

- Up to 3 working days

Note

- Service delivery timelines may be extended in exceptional cases requiring further verification
- If the applicant fails to fulfil the required documentation, the time for issuance of Police Verification Certificate shall be extended
- This is a paid service and the fee is fixed
- The final document will be issued in hard printed form
- Citizen is informed about readiness of the document via SMS

Regulations

- Police Act, 1861
- Islamabad Capital Territory (Administration) Order, 1980 ICT Police Rules & Standing Orders www.islamabadpolice.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/cb4ae3b0-9f52-45bb-8bdd-7adedc0a4223>

Character Certificate Service

The Character Certificate service issues an official certificate confirming an individual's good character and criminal-record status, useful for travelling abroad, jobs in foreign organizations, immigration etc.

List of required documents

- *CNIC / B-Form + Passport
- Authority letter (if the applicant is abroad) with embassy stamp / attestation by respectable gazette officer **along with copy of passport, copy of CNIC, passport size picture, Last Exit stamp copy.**
- Power of Attorney

Required Participants

- The applicant
- An authorized blood relative of the applicant (brother, father, mother, sister) submitting on the applicant's behalf with a valid authority letter
- Legal representative

Payment amount

- Character Certificate Service - 1,000 PKR

Stages of the application

- Applicant applies to the service center
- Verification and confirmation of the authenticity of documents Issuance of a completed document

Duration of service

- Up to 3 working days

Note

- If applicant lives abroad, the process can be done via an authorized blood relative in Pakistan using an authority letter

Regulations

- Police Act, 1861
- Islamabad Capital Territory (Administration) Order, 1980
- ICT Police Rules & Standing Orders (internal operational rules used for service delivery)

Service Workflow Description

<https://modeler.camunda.io/share/7c391beb-31a2-47a5-850f-5f6e4362273d>

Driving License (Renewal)

This service allows eligible residents of the Islamabad Capital Territory to apply for a new driving licence or renew an existing one. The online portal simplifies the application and renewal process for various vehicle categories.

List of required documents

- CNIC along with Photocopy/ **Passport (for foreigners)**
- Approved Medical Certificate attested by a government doctor with PMDC number
- Current driving license
- Passport size picture

Required Participants

- The applicant themselves

Payment amount

Normal:

- Renewal within 30 days from expiry date - 4,000 PKR + 500 PKR (Medical certificate)
- Renewal within 1 year from expiry date - 4,500 PKR + 500 PKR (Medical certificate)
- Renewal within 3 year from expiry date - 5,000 PKR + 500 PKR (Medical certificate)
- Renewal after 3 year from expiry date - 10,000 PKR + 500 PKR (Medical certificate)
- **License of motoring (LTV, HTV and PSV) after 3 years- 150,000 PKR**

Urgent:

- **The applicant should pay an additional 2000 PKR**

Stages of the application

- Applicant applies to the service center
- Verification and confirmation of the authenticity of documents Issuance of a completed document

Duration of service

- **Urgent - Within a day**
- Normal - Within 10 days **(from Faizabad office)**

Note

- Online license renewal portals are available, only for overseas Pakistanis

Regulations

- Motor Vehicles Ordinance, 1965 Motor Vehicle Rules, 1969
- Islamabad Capital Territory (Administration) Order, 1980
- Islamabad Traffic Police Licensing Rules & Standing Orders (internal operational rules)

Service Workflow Description

<https://modeler.camunda.io/share/1330855f-5ac1-49ba-97b8-3ad3c7cc1612>

Duplicate Driving License

This service allows eligible residents of the Islamabad Capital Territory to apply for a new driving licence or renew an existing one. The online portal simplifies the application and renewal process for various vehicle categories.

List of required documents

- Lost Report
- CNIC along with Photocopy
- Approved Medical Certificate attested by a government doctor with PMDC number
- Passport Size Photograph

Required Participants

- The applicant themselves

Payment amount

Normal:

- **Valid license:** 5000 PKR + 500 PKR (Medical certificate)
- **Expired:**
- within 30 days from expiry date - 7,000 PKR + 500 PKR (Medical certificate)
- within 1 year from expiry date – 7,500 PKR + 500 PKR (Medical certificate)
- within 3 year from expiry date – 8,000 PKR + 500 PKR (Medical certificate)
- after 3 year from expiry date -10,000PKR + 500 PKR (Medical certificate)

Urgent:

- **The applicant should pay an additional 2000 PKR**

Stages of the application

- Applicant applies to the service center
- Verification and confirmation of the authenticity of documents Issuance of a completed document

Duration of service

- **Urgent - Within a day**
- Normal - Within 10 days (**Faizabad Office**)

Note

Online license renewal portals are available, only for overseas Pakistanis

Regulations

- Motor Vehicles Ordinance, 1965 Motor Vehicle Rules, 1969
- Islamabad Capital Territory (Administration) Order, 1980
- Islamabad Traffic Police Licensing Rules & Standing Orders
(internal operational rules)

Service Workflow Description

<https://modeler.camunda.io/share/1330855f-5ac1-49ba-97b8-3ad3c7cc1612>

Learner Permit Issuance Service

The Learner Permit Issuance service allows residents of Islamabad to obtain a provisional driving permit that authorizes them to practice driving before applying for a full driving license. The permit is issued by the Islamabad Traffic Police upon submission of required documents, medical fitness certification, and payment of the prescribed fee.

List of required documents

- CNIC's copy
- Approved medical fitness certificate issued by a government doctor and authorized private doctor (PMDC) and **Passport size photograph**

Required Participants

- The applicant

Payment amount

- Learner Permit Issuance Service for single category - 1,000 PKR + **500PKR (Medical certificate)**
- Learner Permit Issuance Service for double category - 2,000 PKR + **500PKR (Medical certificate)**

Stages of the application

- Applicant applies to the service center
- Verification and confirmation of the authenticity of documents Issuance of a finished document

Duration of service

- Immediately

Note

- The permit is specifically for practice driving and is pre-requisite to the full driving license
- **Learner Permit Renewal/ Duplicate service is also available**

Regulations

- Motor Vehicles Ordinance, 1965 Motor Vehicle Rules, 1969
- Islamabad Capital Territory (Administration) Order, 1980
- Islamabad Traffic Police Licensing Rules & Standing Orders
(internal operational rules)

Service Workflow Description

<https://modeler.camunda.io/share/f1733958-fc29-4e54-b1ba-e83b806c6685>

Tenant Registration Service

The Tenant Registration service enables landlords and tenants to register their rental arrangement with the Islamabad Police to ensure transparency and lawful occupancy in the capital territory. The process records key details of the owner, tenant, and rental agreement to assist police in maintaining security and traceability of residence.

List of required documents

- Tenant's CNIC's copy (Tenant should be present in person along with family members CNIC)
- Owner's CNIC's copy
- Copy of the rent agreement on affidavit

Required Participants

- The tenant (applicant)
- The property owner (landlord)

Payment amount

- 500 PKR

Stages of the application

- Applicant applies to the service center
- Verification and confirmation of the authenticity of documents and criminal records through system
- Issuance of a completed document

Duration of service

- Immediately

Note

- Tenant registration is mandatory in the Islamabad Capital Territory for all leased/rented properties to ensure that occupants are known to the authorities
- After registration, landlords and tenants should keep the registration certificate for any future verification or police check
- Online registration is available via the ICTP mobile app for convenience Tenant and owner both must participate in the process

Regulations

- Police Act, 1861
- Islamabad Capital Territory (Administration) Order, 1980
- ICT Police Rules & Standing Orders (internal operational rules used for service delivery)

Service Workflow Description

<https://modeler.camunda.io/share/f135221a-8fc8-4b4c-a383-e6d516b3f45e>

Missing/Lost Reports

The Missing/Lost Reports service allows individuals to register a loss or disappearance of personal documents, valuables, vehicle documents or other items with the Islamabad Police for record. It ensures the recorded status of lost items and aids in recovery or prevention of misuse.

List of required documents

- CNIC/ Islamabad driving license (except property document) (Form available on website)
- For missing/lost vehicle documents: CNIC, photos (black and white or color) of engine and chassis numbers on plain page (The vehicle will be inspected by Vehicle Verification Officer)
- Bank and property related reports
- For missing/lost other items: passport, educational documents, departmental card etc, Affidavit on stamp paper is required.

Required Participants

- The applicant (owner of the lost/missing item)
- Legal representative

Payment amount

- Free of charge

Stages of the application

- Applicant applies to the service center
- Verification and confirmation of the authenticity of documents Issuance of a completed document

Duration of service

- Immediately

Note

- The service is meant to help record and track lost or missing items, reducing risk of misuse (especially for vehicle documents)
- It is advisable to report losses promptly to enable effective information in case of use in a criminal activity

Regulations

- Police Act, 1861
- Islamabad Capital Territory (Administration) Order, 1980
- ICT Police Rules & Standing Orders (internal operational rules used for service delivery)

Service Workflow Description

<https://modeler.camunda.io/share/3ad8f617-f9ff-4af3-8135-25718f2f58cf>

Foreigner Registration

Foreigner Registration is a mandatory process for certain foreign nationals staying in Pakistan, requiring them to register their presence with the local authorities. The purpose of this service is to document the stay of foreign visitors, ensure compliance with immigration laws, maintain security records, and verify residency details.

List of required documents

(Registration mandatory within 7 days)

- Passport + valid visa
- Residential proof in Islamabad (rental agreement, utility bill, etc.)

Indian National (within 24 hours)

- Passport+ Visa
- A witness CNIC
- Sponsor CNIC (if applicable)
- Residential proof in Islamabad (rental agreement, utility bill, etc.)
- If staying in a hotel or rest house: a Certificate/attestation from the hotel/ rest-house owner

Required Participants

- The applicant

Payment amount

- Foreigner registration - 1,000 PKR

Stages of the application

- Applicant applies to the service center
- Verification and confirmation of the authenticity of documents Issuance of a completed document

Duration of service

- Immediately

Travel/ Exit permit.

If a foreigner wants to travel/leave Pkaistan, he has to obtain a travel/exit permit.

List of required documents

- Passport
- valid visa
- Registration Certificate issued by police.

Required Participants

- The applicant

Payment amount

- Free of cost

Duration of service

- Immediately

Note

- If wrong or misleading information is submitted, legal/administrative action may be taken
- This service applies to Islamabad Capital Territory; other provinces may have different procedures
- Always ensure visa validity and compliance; registration is not a substitute for visa/immigration compliance

Regulations

- Registration of Foreigners Act, 1939 Registration of Foreigners Rules, 1966 Foreigners Act, 1946
- Passport Act, 1974
- Relevant Ministry of Interior Notifications / SOPs

Service Workflow Description

<https://modeler.camunda.io/share/afb6436a-2fce-4c8c-a043-47e53ed38044>

Servant/Employee Registration

Servant Registration is a mandatory process for registering domestic servants and household employees working or residing in private premises within the Islamabad Capital Territory. The purpose of this service is to document servant identity details, support security and verification requirements, maintain official police records, and enhance public safety.

List of required documents

- Servant's CNIC/ passport (for foreigners)
- Owner/employer's CNIC/ passport (for foreigners)

Required Participants

- The domestic worker/servant (applicant)
- The employer/household owner (who hires the servant)

Payment amount

- Free of charge

Stages of the application

- The applicant (servant) and employer applies to the service center Verification and confirmation of the authenticity of documents Issuance of a completed document

Duration of service

- Immediately

Note

- Registration is important for security reasons: domestic servants should be registered so that their presence and background are known to authorities
- Employer and servant both must participate in the process

Regulations

- Police Act, 1861
- Islamabad Capital Territory (Administration) Order, 1980
- ICT Police Rules & Standing Orders (internal operational rules used for service delivery)

Service Workflow Description

<https://modeler.camunda.io/share/ab2a9fe1-0e08-4c71-98ea-04fa8fc8bf49>

Copy of FIR

A Copy of FIR (First Information Report) is issued by Islamabad Police to relevant stakeholders who needs an official copy of an FIR registered at any police station within Islamabad Capital Territory. This service allows citizens to obtain certified copies for legal, administrative, or personal reference purposes.

List of required documents

- Applicant's CNIC / passport (for foreigners)
- FIR Number, Police Station details and Registration year
- Power of Attorney or representative letter

Required Participants

- Stakeholders themselves apply
- Legal representatives with Power of Attorney or representative letter

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center
- Verification and confirmation of the authenticity of documents Issuance of a completed document

Duration of service

- Immediately

Note

- Only the concerned person or authorized individual may request the FIR copy Incorrect FIR number or mismatched details may delay the process
- Some FIRs may require additional departmental approval depending on case sensitivity

Regulations

- Police Act, 1861
- Islamabad Capital Territory (Administration) Order, 1980 ICT Police Rules & Standing Orders www.islamabadpolice.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/de26dd47-4eca-4ce5-9378-8641d00b2af8>

Crime/Incident Report

The Crime/Incident Report service allows any individual to report a crime or incident to Islamabad Capital Territory Police (ICTP). Reports are received immediately and registered without the need for any documents. The service is governed by the Code of Criminal Procedure and Police regulations, ensuring timely police response and documentation of criminal or suspicious events.

List of required documents

- No documents are required for reporting a crime or incident

Required Participants

- The individual themselves (person reporting the crime/incident)

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center
- Verification of the incident and forward the incident report to concerned police station
- Issuance of E-tag to the citizen

Duration of service

- Immediately

Note

- Information is entered into the ICTP system for official record
- Cases may be forwarded to relevant offices depending on the matter No specific notification method is used once the document is ready

Regulations

- Police Act, 1861
- Islamabad Capital Territory (Administration) Order, 1980
- ICT Police Rules & Standing Orders (internal operational rules used for service delivery)

Service Workflow Description

<https://modeler.camunda.io/share/3d245443-e620-4a65-ae58-42737469abfd>

E-Challan Review Requests

The E-Challan Review Request service allows individuals to challenge or seek correction of an issued electronic traffic challan. Requests are reviewed by Islamabad Capital Territory Police (ICTP) based on enforcement data from Safe City cameras and related records.

List of required documents

- CNIC
- E-Challan

Required Participants

- The individuals themselves
- Legal representative - Power of Attorney

Payment amount

- Free of charge

Stages of the application

- The applicant applies to the service center
- Verification and confirmation of the authenticity of documents Verification from E- Challan office
- Investigation result will be sent to the citizen through the SMS

Duration of service

- Same day

Note

- All applicant information is entered into the ICTP system Request is verified automatically with the applicant's presence

Regulations

- Motor Vehicles Ordinance, 1965 Motor Vehicle Rules, 1969
- Islamabad Capital Territory (Administration) Order, 1980
- Islamabad Traffic Police Licensing Rules & Standing Orders (internal operational rules)

Service Workflow Description

<https://modeler.camunda.io/share/f607a172-7358-436f-b579-93e69d48d36a>

CAPITAL DEVELOPMENT AUTHORITY

The Capital Development Authority (CDA) is the principal civic and regulatory body for Islamabad, mandated with urban planning, infrastructure development, land administration, and the provision of municipal services across the Capital Territory. It oversees zoning, building control, estate management, and public service delivery, while actively integrating digital platforms to improve transparency, streamline procedures, and ensure efficient, citizen-centric urban governance.

Services

1. Approval of Building Plans
2. Completion Certificate
3. NOC Issuance for Transfer
4. NOC Issuance for Lease Extension
5. Demolition Permission
6. Death registration
7. Birth certificate

Approval of Building Plans

A formal approval issued by the Capital Development Authority (CDA) confirming that proposed architectural and structural plans comply with the Islamabad Capital Territory Building Control Regulations (2020, amended 2023) and are authorized for construction.

List of required documents

- 6 copies of structural & 6 copies of Architectural drawings
- Form A-I, All (with one photocopy) duly signed/ stamped
- Photocopy of Allotment Letter duly attested
- Photocopy of NIC duly attested
- Photocopy of Possession Letter duly attested
- Indemnity Bond from the Allottee duly attested from Notary Public on Rs. 30/-
- Soundness and Stability Certificate by the engineer
- Calculation Book
- Photograph of vacant plot must be attached

Payment Amount

- Scrutiny Fee for Residential Rs. 6/- per square feet
- Scrutiny Fee for Commercial Rs. 6/- per square feet

Service Duration

- 21 days

Completion Certificate

A formal certificate issued by Capital Development Authority (CDA) confirming that a building has been constructed in accordance with approved plans and regulations and is eligible for occupation. Without approval building plan, citizens cannot apply for completion certificate.

List of required documents

- 6 copies of drawings
- Form B-I, B-II with one photocopy
- Photocopy of Allotment Letter duly attested
- Photocopy of NIC duly attested

Payment Amount

- Ascertained after survey by CDA Officials
- Fee is accepted in form off Bank Draft on account of CDA

Service Duration

- 21 days

NOC Issuance for Transfer

A formal No Objection Certificate (NOC) issued by the Capital Development Authority (CDA) confirming that the property and its ownership documents meet CDA requirements for transfer and lease extension.

List of required documents

- Application
- Photocopy of Allotment Letter/ Transfer Letter duly attested
- Photocopy of NIC duly attested
- Copy if Allotment / Change of Title Letter
- For commercial: Markshare Map

Payment Amount

- **For residential Rs. 10,000/-**
- For commercial Rs. 20,000/-
- **Fee is accepted in form off Bank Draft on account of CDA**

Service Duration

- 7 days

NOC Issuance for Lease Extension

A formal No Objection Certificate (NOC) issued by the Capital Development Authority (CDA) confirming that the property and its ownership documents meet CDA requirements for transfer and lease extension.

List of required documents

- Application
- Photocopy of Allotment Letter / Transfer Letter
- Photocopy of NIC
- Fresh Photographs
- Three specimen signatures
- Undertaking of Rs. 10/-
- NOC (BCS)
- Paid Bill/ Vouchers of Revenue

Payment Amount

- Ascertained after survey by CDA Officials
- Fee is accepted in form off Bank Draft on account of CDA

Service Duration

- Within 14 days

Demolition Permission

A formal permission issued by the Capital Development Authority (CDA) allowing the legal owner to demolish an existing building or structure in accordance with CDA regulations and safety requirements.

List of required documents

- Application to Deputy Director Estate Management
- Paid bills / Voucher of Revenue Department
- Photocopy of Transfer Letter & NIC duly attested
- Civil Engineer Certificate
- Affidavit of Rs. 10/- & Indemnity Bond of Rs. 30/-
- Consent from neighbors
- Photograph of house

Payment Amount

- For residential Rs. 10,000/-
- For commercial Rs. 20,000/-
- Fee is accepted in form of Bank Draft on account of CDA

Service Duration

- 26 days

Death Registration

This service allows residents of the Islamabad Capital Territory to register the death of a Pakistani citizen and obtain an official, computerized death certificate, which is a foundational document for obtaining a NADRA Death Registration Certificate.

List of required documents

- Original Death Certificate of Hospital/ Clinic / nursing Home /Doctor (With by name Dr. stamp)
- CNIC (Attested copy) of deceased and Applicant
- Attested copy of Nikkah Nama in case of CNIC of Female deceased not registered with her husband.
- Consent of all Legal Heirs on Judicial Stamp paper of Rs.10 is required in case of applicant is son/daughter/brother/sister of deceased.
- In case of two widows, separate affidavit will be required.
- FRC from NADRA
- N.O.C from the (ADCR Office) HVC Branch F-8 Islamabad is required in cases where the death is reported after five (5) years.

Required Participants

- Parent
- Legal Representative (on behalf)
- Blood Relative (on behalf)

Payment amount

- Death reported within one year - 420 PKR
- Death reported after one year but within five year - 560 PKR
- Death reported after five years - 1460 PKR

Stages of Application

- Application for the service through the service center + completion of Death Registration Form-B
- Verification and confirmation of the authenticity of the documents
- Issuance of the finalized document

Duration of service

- Immediately

Note

- Before final printing each and every word be read carefully and sign on the proof reading.

- After final printing, office will not be responsible, and same process will be adopted for re-printing/re-issuance of the Certificate along with fee for correction of mistakes/error etc.
- Date and Place of Death cannot be changed, if once registered.
- If the documents are issued abroad, they should be translated and verified by the concerned embassy
- There is no age limit for this service
- Both citizens and foreigners can apply for this service
- Online payments are acceptable.
- A hard copy of the document form is presented and is valid for a lifetime

Regulations

- ICT Local Government Act 2015
- www.cda.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/fd6304d1-5fe9-4757-9eb5-4e746c04b43e>



CAPITAL DEVELOPMENT AUTHORITY
METROPOLITAN CORPORATION ISLAMABAD
(Directorate of Municipal Administration)
(Pak Asan Khidmat Center, Sector G-9/1, Islamabad)



DEATH REGISTRATION FORM-B

Deceased's Name:	_____	1	متوفی کا نام
Deceased's CNIC / Passport No	_____	2	متوفی کا شناختی کارڈ نمبر
Deceased's Father Name	_____	3	متوفی کے والد کا نام
Deceased's Father CNIC / Passport No	_____	4	والد کا شناختی کارڈ نمبر
Deceased's Mother Name:	_____	5	متوفی کی والدہ کا نام
Deceased's Mother CNIC / Passport No	_____	6	والدہ کا شناختی کارڈ نمبر
Husband / Widow Name:	_____	7	شوہر یا بیوہ کا نام
Husband/Widow CNIC / Passport No	_____	8	شوہر یا بیوہ کا شناختی کارڈ نمبر
In Case of Husband and wife death (Son / Daughter / Sister / Brother)	_____	9	میاں بیوی دونوں کے انتقال کی صورت میں نام (بیٹا بیٹی، بہن یا بھائی)
Gender	_____	10	جنس
Date of Birth:	_____	11	تاریخ پیدائش
Religion:	_____	12	مذہب
Date of Death:	_____	13	تاریخ وفات
Date of Burial	_____	14	تاریخ دفن
Place of Death(Hospital/Home)	_____	15	جائے وفات (گھر یا ہسپتال)
Name of Graveyard:	_____	16	قبرستان کا نام (قبرستان نمبر)
Cause of Death:	_____	17	بیماری
Period of illness	_____	18	مدت بیماری
Name of Doctor	_____	19	ڈاکٹر کا نام
Address:	_____	20	موجودہ پتہ
Relation with Deceased	_____	22	متوفی کا رشتہ دار کا نام و رشتہ
In case of death at home	_____	23	گھر کی وفات کی صورت میں دو پڑوسیوں کے شناختی کارڈ نمبر اور دستخط
Sign & CNIC of two neighbor	_____	24	تدفین کنندہ کا نام اور شناختی کارڈ نمبر اور رشتہ
Name & CNIC who Buried & Relation	_____	25	قلمبندی کرنے والے کا نام اور دستخط
Applicant Name, Sign	_____		تاریخ اور فون نمبر
Date & Contact No	_____		

نوٹ: فارم آردو اور انگریزی دونوں میں پُر کریں۔

(For Office Use Only)

Received by Dealing Clerk _____ Date _____

Certificate Fee _____ BOP Challan _____ Signature _____

Data Entry Operator Signature _____

This Form is available on CDA DMA/MCI Website (www.CDA.gov.pk) (MCI.DMA.gov.pk)

INSTRUCTION FOR DEATH REGISTRATION CERTIFICATE

1. Please Fill the Form in Urdu & English both languages.
2. Use CAPITAL LETTERS to fill the information perform on over leaf.
3. MCI/DMA/CDA Fee Schedule:-

S. No.	Death upto 01 year	Death After 01 year upto 05 years	Death After 05 years
Fee	420/-	560/-	1460/-

4. **Timing for Fee/Documents Submission:-**

- 1) Monday to Saturday 09:00 am To 04:00 pm

Any person who commits a breach of Municipal by-Laws shall be punishable with fine under section 116 of the Municipal Administration Ordinance, 1960 as well under Local Government Act, 2015

CHECK LIST OF REQUIRED DOCUMENTS

- I. Original Death Certificate of Hospital / Clinic / Nursing Home / Doctor (With By Name Dr. Stamp).
- II. Attested Copy of CNIC/NIC deceased and applicant.
- III. Attested Copy of Nikkah nama in case of CNIC of femal deceased not registered with his husband.
- IV. Consent of all Legal Heirs on Judicial stamp paper of Rs.10 is required in case of applicant is son/daughter/brother/sister of deceased.
- V. In Case of two widows separate affidavit will be required.
- VI. FRC from NADRA.
- VII. N.O.C from the (ADCR Office) HVC Branch F-8 Islamabad is required in cases where the death is reported after five (05) years.

Tick the Box

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

SPECIMEN OF AFFIDAVIT ON JUDICIAL STAMP PAPER of Rs. 10

I, _____ Son/of _____ Daughter/of _____ Wife/Husband of _____

_____ Resident of _____ do hereby solemnly

affirm and declare as under:

1. That my _____ (Relation with Deceased) _____

Died on _____ (Date of Death) at _____

(Place of Death), His/Her Dead body was buried at _____

2. That I have not obtained the death registration certificate of the deceased from any where in Pakistan
3. That I am first time applying for the issuance of his/her Death certificate
4. That I am a legal heir of deceased or I have obtained the authority letter for issuance of D/C.

It is further Stated on Oath that the contents of my above affidavit are true and correct to the best of my knowledge and belief and nothing had been concealed ther from, in case of wrong information the authority has right to cancel/with draw the Death certificate at any stage and may proceed in the competent court of LAW against me..

Name: _____

Signature: _____

Relation with Deceased _____

CNIC No: _____

Cell No: _____

Address: _____

- Note:-** (1) Before final printing each and every word be read carefully and sign on the proof reading.
(2) After final printing, office will not be responsible and same process will be adopted for re-printing/re-issuance of the Certificate along with fee for correction of mistakes/error etc.
(3) Date and Place of Death cannot be changed, if once registered.

Birth Registration

This service allows residents of the Islamabad Capital Territory to register the birth of a child and obtain an official, computerized birth certificate, which is a foundational document for obtaining a NADRA Child Registration Certificate.

List of required documents

- Original Birth Certificate of Hospital/ Clinic / nursing Home /Doctor (with Doctor's name stamp)
- Copy of CNIC (attested) of the Father and Mother of the child.
- Marital status of parents must be updated from NADRA
- Affidavit from LHW/LHV of concerned area and Vaccination Card are required in case of birth at home.
- Affidavit as per Specimen given in the form.
- N.O.C from (ADCR) HVC Branch F-8 Islamabad if age of child exceeded from 5 years.
- Affidavit (in case of home birth) will not be acceptable without vaccination card (under 5 years age) or school report (after 5 years age) and other proof of Birth like FRC, B.Form.
- Residential proof of Islamabad
- Copy of Nikkah Nama in case of NIC of Female deceased is not registered with her husband

In case of birth at home

- Midwife affidavit from LHW/ LHV
- Vaccination card (for child under 5 years)
- School Report or proof of birth like FRC or B-Form (In case of a child is above 5 years old)

Required Participants

- Individuals themselves (if the applicant is above 18 years old)
- Parent (if the applicant is under 18 years old)
- Legal Representative (on behalf)
- Blood Relative (on behalf)

Payment amount

- Birth reported within one year - 420 PKR
- Birth reported after one year but within five years - 560 PKR
- Birth reported after five years - 1460 PKR

Stages of Application

- Application for the service through the service center
- Verification and confirmation of the authenticity of the documents and
- Issuance of the finalized document

Duration of service

- Immediately

Note

- Before final printing each and every word be read carefully and sign on the proof reading.
- After final printing, office will not be responsible, and same process will be adopted for re-printing/re-issuance of the Certificate along with fee for correction of mistakes/error etc.
- Date and Place of Death cannot be changed, if once registered.
- If the documents are issued abroad, they should be translated and verified by the concerned embassy There is no age limit for this service
- Both citizens and foreigners can apply for this service
- Online payments are acceptable
- Execution is carried out by the employee and forwarded to the back office for processing
- A hard copy of the document form is presented and is valid for a lifetime

Regulations

- ICT Local Government Act 2015
- ICT Birth (Registration and Certification) Rules 2025
- https://www.cda.gov.pk/Assets/pdf/birth_reg.pdf
- www.cda.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/ed6c4b35-e37d-40c8-bb95-6b4a323836b8>



CAPITAL DEVELOPMENT AUTHORITY
METROPOLITAN CORPORATION ISLAMABAD
(Directorate of Municipal Administration)
(Pak Asan Khidmat Center, Sector G-9/1, Islamabad)



BIRTH REGISTRATION FORM-A

Child's Name:	_____	بچے کا نام 1
Gender	_____	جنس 2
Religion:	_____	مذہب 3
Date of Birth(dd/mm/yy):	_____	تاریخ پیدائش 4
Birth District:	_____	پیدائش کا ضلع 5
Father's Name:	_____	والد کا نام 6
Father's CNIC/Passport No:	_____	والد کا شناختی کارڈ نمبر / پاسپورٹ نمبر 7
Nationality	_____	قومیت 8
Profession	_____	پیشہ 9
Mother's Name:	_____	والدہ کا نام 10
Mother's CNIC/Passport No:	_____	والدہ کا شناختی کارڈ نمبر / پاسپورٹ نمبر 11
Nationality & Profession:	_____	والدہ کی قومیت اور پیشہ 12
Grand Father's Name	_____	دادا کا نام 13
Grand Father's CNIC No:	_____	دادا کا شناختی کارڈ نمبر 14
Address:	_____	موجودہ پتہ 15
Relation With Applicant:	_____	بچے کا درخواست دہندہ سے رشتہ 16
Name of Hospital/Clinic:	_____	جائے پیدائش (ہسپتال / کلینک کا نام / ڈاکٹر کا نام) 17
Disability (If any):	_____	معذوری (اگر ہو تو) 18
Vaccinator: (Yes/No)	<input type="checkbox"/> Yes <input type="checkbox"/> No	یکسینیشن 19
Parents Martial Status in NADRA is Updated or not?	<input type="checkbox"/> Yes <input type="checkbox"/> No	نادر میں والدین کا ازدواجی حیثیت اپ ڈیٹ ہے یا نہیں؟ 20
Contact No Cell/ PTCL:	_____	رابطہ نمبر موبائل / پی ٹی سی ایل 21
Applicant Name, Sign & Date:	_____	درخواست دہندہ کا نام، دستخط اور تاریخ 22

نوٹ: فارم اردو اور انگریزی دونوں میں پُر کریں۔

_____ (For Office Use Only) _____

Received by Dealing Clerk _____ Date _____

Certificate Fee _____ BOP Challan _____ Signature _____

Data Entry Operator Signature _____

This Form is available on CDA DMA/MCI Website (www.CDA.gov.pk) (MCI.DMA.gov.pk)

INSTRUCTION FOR BIRTH REGISTRATION CERTIFICATE

1. Please Fill the Form in Urdu & English both languages.
2. Use CAPITAL LETTERS to fill the information perform on over leaf.
3. MCI/DMA/CDA Fee Schedule:-

S. No.	Birth upto 01 year	Birth After 01 year upto 05 years	Birth After 05 years
Fee	420/-	560/-	1460/-

4. **Timing for Fee/Documents Submission:-**
1) Monday to Saturday 09:00 am To 04:00 pm

Any person who commits a breach of Municipal by-Laws shall be punishable with fine under section 116 of the Municipal Administration Ordinance, 1960 as well under Local Government Act.2015..

Documents Required (Mandatory)

- I. Original Birth Certificate of Hospital / Clinic / Nursing Home / Doctor (With By Name Dr. Stamp).
- II. Copy of CNIC (Attested) of the Father and Mother of the Child.
- III. Marital status of parents must be updated from NADRA.
- IV. Affidavit from LHW/LHV of concerned area and Vaccination Card are required in case of birth at home.
- V. Affidavit as per Specimen given below (Must).
- VI. N.O.C from (ADCR Office) HVC Branch F-8 Islamabad if age of child exceeded from 5 years.
- VII. Affidavit (in case of home birth) will not acceptable without Vaccination card (under 5 years age) or School Report (after 5 years age), and other proof of Birth like FRC, B.Form.

Tick the Box

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

SPECIMEN OF AFFIDAVIT ON JUDICIAL STAMP PAPER

I, _____ S/o _____ Resident of _____ do hereby solemnly affirm and declare as under:

1. That _____ whose date of birth is _____ is my real son/ Daughter.
2. That my above named Son/ Daughter was born at _____ (Original Birth Certificate of Hospital is attached).
3. That date of birth of my above named Son / Daughter is not yet registered in DMA/CDA or any other Union Council District or Province.
4. That the date of my above named Son / Daughter may please be registered and formal Birth Registration Certificate (BRC) may kindly be issued. I shall abide all the rules and regulations in this regard.

It is further stated on Oath that all information / facts mentioned by me for registration of the birth are true and correct to the best of my knowledge and belief and nothing has been concealed. In case of wrong information, the authority has right to cancel / with draw the Birth Certificate at any stage and may proceed in the competent Court of Law and proceed against me in the Court of Law / as per rules / Sops.

Deponent/Signature: _____

Name: _____

Relation with Child _____

CNIC No: _____

Landline / Mobile Number: _____

Date: _____

- Note:-** (1) Before final printing each and every word be read carefully and sign on the proof reading.
(2) After final printing, office will not be responsible and same process will be adopted for re-printing/re-issuance of the Certificate along with fee for correction of mistakes/error etc.
(3) Date and Place of Birth cannot be changed, if once registered.

DEPUTY COMMISSIONER OFFICE ISLAMABAD

The Deputy Commissioner's Office in Islamabad serves as the foundational district-level administrative authority for the Islamabad Capital Territory (ICT), executing a wide range of government functions under both federal and provincial laws. The office is headed by the Deputy Commissioner. The office coordinates multiple administrative/ executive duties and provide public services such as issuing domicile certificates, registration oversight, and approvals, via its subordinate offices and assistant commissioners.

Services:

- Domicile
- Divorce Registration
- Marriage Registration Certificate
- Recreational Fishing License
- Motor Vehicle Token Tax (Token Tax)

Domicile

A Domicile Certificate is an official document that certifies a person's permanent residence in the Islamabad Capital Territory. It is often required for university admissions, government employment, and other administrative purposes. Applicants must typically have a genuine Islamabad address and may only hold a domicile certificate from one city at a time.

List of required documents

1. For the applicants who attain the age of 21 years (major)
 - i. At least one address of Islamabad should be written on CNIC.
 - ii. Copy of CNIC of Applicant, Date of issue of CNIC should be one year old.
 - iii. Copy of Proof of Residence in Islamabad
 - iv. Copy of utility bill (Electricity or Gas) of the residence
 - v. One Passport size photograph
2. Affidavit Check specimen for major and minor.
Major: above 18 years old
Minor: below 18 years old (*Note: Smart Card for minors*)

*In case of domicile cancellation from any other district, the applicant has to wait for 1 year.

Required Participants

The individual themselves or any representative

Payment amount

Service fee: 320 PKR (200 for the services + 120 for biometric verification)

Stages of the application

1. The applicant applies to the service center
2. Verification and confirmation of the authenticity of documents
3. Payment is made when collecting the final document
4. Biometric verification data is collected when the final document is picked up
5. Issuance of a completed document

Duration of service

3 working days

Note

A person cannot hold a domicile certificate from more than one city at a time.

If the applicant has two addresses on their CNIC, they must obtain a NOC from the other district before applying.

Individuals relocating from other provinces who have updated their CNIC are required to complete a 1 year waiting period before applying here.

The certificate may be required for jobs, admissions, and legal processes. Child's participation is mandatory when picking up the document.

Regulations

Rule 23 of Pakistan Citizenship Rules, 1952

Section 17 of Pakistan Citizenship Act 1951

Standard Operating Procedure (SOP)

Service Workflow Description

<https://modeler.camunda.io/share/c7fee380-08d5-44e8-af03-90e3acef55c8>

Divorce Registration

The Divorce Certificate is issued under Section 7 of MFL 1961 Arbitration Council Family Muslim Ordinance. This service applies to court or arbitration rulings from Islamabad courts. It is also provided if the woman's/marriage records are registered in Islamabad.

List of required documents

1. Copy of CNIC (Groom and Bride)
2. Copy of passport (if groom or bride is foreigner)
3. Copy of Divorce Effeteness Certificate
4. Application form (available on website)

Required Participants

Applicants themselves or any representative

Payment amount

Service fee: 320 PKR (200 for the services + 120 for biometric verification)

Stages of the application

1. Get a token from queue machine and wait for your turn
2. Fill up Application Form
3. Upon your turn submit documents on counter and get a receipt.
4. Your documents will be sent to Competent Authority for Approval/ Signature.
5. Re-visit CFC (second visit)
6. Get your Certificate from concerned counter

Duration of service

1 working day

Note

No forwarding to any other institution

Regulations

Rule 7 of MFLO 1961 – Arbitration Council Family Muslim Law
Internal Standard Operating Procedure (SOP)

Service Workflow Description

<https://modeler.camunda.io/share/24a06f2d-7990-4654-b3a3-67472de6e4c9>

Marriage Registration Certificate (For Muslims only)

The Marriage Certificate is issued under Section 5 of 1961 Muslim Family Law Ordinance. An internal Standard Operating Procedure (SOP) governs all procedures, required documents, payments, and deadlines.

List of required documents

1. Copy of CNIC (Groom and Bride)
2. Copy of CNIC (Father s of Groom and Bride)
3. Copy of Passport (if groom or bride is foreigner)
4. Application Form (available on website)
5. Copy of Nikah Nama (Nikah Nama must be Registered in Islamabad Sectors)

Required Participants

The applicants (Bride and Groom) or any representative

Payment amount

Servicefee- 320 PKR(200 for the services+ 120 forbiometricverification)

Stages of the application

1. The applicant applies to the service center
2. Verification and confirmation of the authenticity of documents
3. Issuance of the Marriage Registration Certificate

Duration of service

1 working day

Note

No applications are entertained for those who are under 18 years old

Regulations

Section 5 of Muslim Family Law Ordinance, 1961

Service Workflow Description

<https://modeler.camunda.io/share/157a293f-f823-4ccc-9984-ab5c0c19e837>

Marriage Registration Certificate (For Christians only)

List of required documents

1. Copy of CNIC (Groom and Bride)
2. Copy of CNIC (Father s of Groom and Bride)
3. Copy of Passport (if groom or bride is foreigner)
4. Application Form (available on website)
5. Copy of Nikah Nama (Nikah Nama must be Registered in Islamabad Sectors)

Note: Application Form and Nikahnama must be attested by the Pastor (licensed by the DC office).

Required Participants

The applicants (Bride and Groom) or any representative

Payment amount

Servicefee- 320 PKR(200 for the services+ 120 forbiometricverification)

Stages of the application

1. The applicant applies to the service center
2. Verification and confirmation of the authenticity of documents
3. Issuance of the Marriage Registration Certificate

Duration of service

1 working day

Note

No applications are entertained forthose who areunder 18 yearsold

Regulations

Section 5 of Muslim Family Law Ordinance, 1961

Service Workflow Description

<https://modeler.camunda.io/share/157a293f-f823-4ccc-9984-ab5c0c19e837>

Recreational Fishing License

The Recreational Fishing License service in the DC (Deputy Commissioner) office of Islamabad refers to a permit issued by the Fisheries Department under the Islamabad Capital Territory (ICT) Administration for angling in Rawal Dam.

List of required documents

Copy of CNIC

Required Participants

1. The applicants themselves
2. Representative

Payment amount

1000 PKR

Stages of the application

1. The applicant applies to the service center
2. Issuance of a Fishing License

Duration of service

Immediately

Note

1. Everyone may apply for this service
2. No forwarding to any other institution
3. Only two (2) fishing rods and three (3) hooks are permitted per license holder.
4. This permit is valid strictly from sunrise to sunset.
5. A maximum of three (3) large fish may be caught under one license during the permitted period.
6. The catching of small fish is strictly prohibited. Any violation of this condition constitutes an offense under the law, and offenders shall be held liable accordingly. Any fish caught in violation of these conditions shall be confiscated.
7. Seasonal fishing service exclusive to Rawal Dam.

Regulations

The West Pakistan Fisheries Ordinance, 1961

The Punjab Fisheries Ordinance, 1961

Regulation of Fishing Act, 1975

Fisheries Act, 1897

Service Workflow Description

<https://modeler.camunda.io/share/d5ae572c-b9df-4595-a3a2-b8c8a202b>

Motor Vehicle Token Tax (Token Tax)

Motor Vehicle Token Tax (commonly called Token Tax) is an annual tax imposed on registered motor vehicles under the applicable motor vehicle laws. It is collected by the Excise & Taxation authority to maintain the legal registration and road-use status of a vehicle. In Islamabad, this tax is managed under the administrative supervision of the Islamabad DC Office through the Excise & Taxation department.

Who Must Pay:

Owners of registered motor vehicles (cars, motorcycles, commercial vehicles, etc.) registered with Islamabad Excise and Taxation.

Required Participants

The applicant themselves or any representative

Service Duration

Immediate (processed on the spot)

NATIONAL DATABASE AND REGISTRATION AUTHORITY (NADRA)

The National Database and Registration Authority (NADRA) is a Pakistani governmental institution responsible for maintaining the national civil registry and issuing key identity documents, including the Computerized National Identity Card (CNIC), the Pakistan Origin Card (POC), and various verification services. NADRA also manages biometric identification systems and supports secure population data management across the country.

Services

1. Issuance of **New ID Card**, Duplicate, Renewal and **Modification** of ID cards
 2. **From Teslin (CNIC in Urdu) to Smart Card OR (SCNIC to SNICOP or vice versa)**
 3. Family Registration Certificate (FRC)
 4. Child Registration Certificate (CRC)
 5. **Juvenile Card**
 6. **From CRC to Juvenile Card / SNIC / SNICOP**
 7. **NICOP New (under and above 18 years)**
 8. Pakistan Origin Card (POC)
 9. Biometric Verification
 10. **Change in Citizen's Record Maintained with NADRA**
(Identification Mark, Blood Group, Applicant's Origin, Applicant Mother Tongue, Country of Stay, Qualification, Biometric & Signature, Purpose of Stay, Phone Number, Profession)
 11. Cancellation of ID Documents
- **Collection of Identity Documents**
 - **ANNEXURE A**

Issuance of New ID Card, Duplicate and Renewal and Modification of ID cards

Issuance of Duplicate and Renewal of ID cards refers to applying for a new ID card when the original is lost or damaged, or renewing an ID card when its validity has expired. The process typically requires identity verification through biometric data. Once the application is approved, NADRA issues a new card with the same details as the previous one, for renewal of ID cards with updates are requested.

List of required documents

Residents

In case of CNIC Renewal and Lost

- CNIC copy/ CNIC picture/ CNIC Number

In case of New CNIC

- Child B-Form
- CNIC of father or mother or guardian
- Guardianship certificate in case guardian applies

In case of Modification of CNIC

1. Change in Name (Spelling correction & Spouse Name Addition)_

- No document required

Payment Amount

- Normal – 400 PKR
- Urgent - 1,050 PKR
- Executive - 2,100 PKR

2. Full Name Change (Muhammad Amir to Amir Bashir)

- Name change Affidavit (on 20 Rs. Stamp Paper) for above 18 years only
- Birth Certificate

Payment Amount

- Normal – 400 PKR
- Urgent - 1,050 PKR
- Executive - 2,100 PKR

3. Change in Temporary Address

- Allotment letter in case house is government allotted
- Own Registry or utility bill in case house is owned by the applicant
- Rent Agreement with owner name and utility bill in case of rented house

Payment Amount

- Normal – 400 PKR

- Urgent - 1,050 PKR
- Executive - 2,100 PKR

4. Change in Permanent Address

- Registry or utility bill (must be in name of applicant or his father/mother)

Payment Amount

- Normal – 400 PKR
- Urgent - 1,050 PKR
- Executive - 2,100 PKR

5. Change in Place of birth

- Valid passport or Computerized Birth Certificate

Payment Amount

- 100 PKR

6. Change in Date of Birth

- Birth certificate (for child below 18 years)
- Matric Degree (for above 18 years)
- Service Book and NOC from his department (in case of government employee)
- Matric Degree (in case of Private job)

Payment Amount

- Normal – 400 PKR
- Urgent - 1,050 PKR
- Executive - 2,100 PKR

7. Update in marital status

- Computerized Marriage Certificate / Computerized Divorce Certificate/ Computerized Death Certificate

Payment Amount

For Female

- Normal – 400 PKR
- Urgent - 1,050 PKR
- Executive - 2,100 PKR

For Male

- 100 PKR

8. Change in Religion

- Other to Islam (Allowed)
- Islam to Other (Not Allowed)

Requirements

- Application by applicant
- Declaration / Undertaking in oneApp

Payment Amount

- 100 PKR

9. Change in Gender

Requirements

- Application by applicant
- As per applicant's appearance or Computerized Birth Certificate (verified) of Union Council / Municipal Committee / Cantonment or desire **(for transgender only)**

Payment Amount

- Normal – 400 PKR
- Urgent - 1,050 PKR
- Executive - 2,100 PKR

Non-residents

In case of CNIC renewal and Lost

- CNIC copy/ CNIC picture/ CNIC Number/NICOP copy
- Pakistani / Foreign passport/ Residence permit/ Travel document/ **Undertaking "A" duly attested by Pakistan Embassy/mission**

In case of New CNIC

- Computerized Birth Certificate (verified) of UC / Municipal Committee / Cantonment
- S1 form or Citizenship / Naturalization certificate
- Foreign detailed Birth Certificate
- Pakistani / Foreign passport/ Residence permit/ Travel document/ **Undertaking "A" duly attested by Pakistan Embassy/mission**

Required Participants

- The applicants themselves (in case of CNIC Renewal and Duplicate)
- Parent or guardians (if applicant is under 18 years old) – (in case of New CNIC only)

Payment amount

Smart NIC (**New / Duplicate / Renewal / Reprint**)

- Normal - 750 PKR
- Urgent - 1,500 PKR
- Executive - 2,500 PKR
- 100 PKR if a male updates his marital status in case of smart CNIC (New ID card is issued if CNIC is not smart)
- 1000 PKR in case of change of date of birth by one day or one month or one year
- 2000 PKR in case of change of date of birth by 2 years and so on

CNIC (**New / Duplicate / Renewal**)

- Normal (New) - No Fee

- Urgent - 1,150 1,050 PKR
- Executive - 2,150 2,100 PKR

Stages of the application

- Application for the service through the service center
- Verification and confirmation of the authenticity of the documents at the service center
- Collection of biometric data (IRIS, fingerprint, photo) and capturing signature
- Application is accepted
- Payment is made (Online)
- Applicant is informed about completed document via SMS
- Issuance of the completed document

Duration of service

Smart NIC (Duplicate/Renewal)

- Normal - 31 working days
- Urgent - 15 working days
- Executive – 9 7 working days

NIC (Duplicate / Renewal)

- Normal - 15 working days
- Urgent - 12 working days
- Executive - 6 working days

Note

- Picture, fingerprints and IRIS are captured during the process
- Services are provided to all registered Pakistani citizens
- Any blood relative other than the applicant may receive the completed document on possessing relevant original token
- Date of birth may only be changed up to 5 years

Regulations

- NADRA Ordinance, 2000
- NIC Rules, 2002
- NADRA (Application for NIC) Regulations, 2002
- NADRA Registration Policy
- NADRA Services Charter
- www.nadra.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/c01e5550-19b5-4794-8525-144ccac228fc>

From Teslin (CNIC in Urdu) to Smart Card or (SCNIC To SNICOP or Vice Versa)

Requirements

- Application by applicant and CNIC / NICOP Number
- Pakistani / Foreign passport OR Residence Permit OR Work Permit OR Travel Document OR Undertaking A duly attested by Pakistan Embassy / Mission (from SCNIC to SNICOP only)
- No attestation is required

Payment Amount

- Normal - 750 PKR
- Urgent - 1500 PKR
- Executive - 2500 PKR

REMARKS:

1. Reversion from SMART Card to Teslin is not allowed.
2. Biometrics (photograph, fingerprints and IRIS) will be captured and updated.
3. Previously issued original identity document will be submitted by applicant and will be punched / defaced on photo and returned to applicant. If original ID Card is not available, then applicant has to submit system generated undertaking with signature.

Family Registration Certificate (FRC)

Family Registration Certificate is an official document issued by NADRA that provides a complete record of a family's members, including parents, siblings, spouse, and children. It is used for various administrative and legal purposes, such as applying for passports, enrolling children in schools, and verifying family relationships for government services.

List of required documents

- CNIC
- Application by any blood relative / spouse / guardian

Required Participants

- Applicant
- Any blood relative / spouse / guardian
- Minor in family under 3 years, his presence is mandatory
- Presence of minor (under 18 years) having CRC without picture (if applicable) (mandatory)

Payment amount

- For "By Birth, By Marriage and By Adoption" categories - 1,000 PKR
- For "By All" category - 2,000 1000 PKR

Stages of the application

- Application for the service through the service center
- Verification and confirmation of the authenticity of the documents at the service center
- Issuance of the completed document

Duration of service

- Immediately
- 24 hours

Note

- FRC does not require renewal; however, if family information changes, the applicant must apply for an updated FRC
- Biometrics are mandatory for the applicant and minors without photos
- Picture of minor is taken
- Feedback channels: NCCMS, NADRA social media platforms and Call center 051-111 786 100 (27/7) etc.

Regulations

- NADRA Ordinance, 2000
- Schedule XI, Rule 19 of NIC Rules 2002

Service Workflow Description

<https://modeler.camunda.io/share/47150c92-9cb6-4104-a188-0ac49f8d4f82>

Child Registration Certificate (CRC)

The Child Registration Certificate (CRC) (also known as B-Form) is an official document issued by NADRA to register the birth of a child in Pakistan. It serves as a proof of birth and identity for children under the age of 18 and is often required for school enrollment, passport applications, and other official purposes. The CRC includes details such as the child's full name, date of birth, place of birth, parents' names, and the National Identity Numbers (CNICs) of the parents.

List of required documents

- ID card number of applicant (father or mother)
- Guardianship certificate (if guardian applies)
- Computerized Birth Certificate (verified) of UC / Municipal Committee / Cantonment

If child was born abroad:

- Computerized Birth Certificate (verified) of UC / Municipal Committee / Cantonment
- S1 form or Citizenship / Naturalization certificate
- Foreign detailed Birth Certificate

Required Participants

- Applicant (Father or Mother or Guardian)
- Minor (if he is above 3 years)
- Parent or guardian

Payment amount

- Normal - 50 PKR
- Executive - 500 PKR

Stages of the application

- The applicant applies for the service through the service center
- Verification and confirmation of the authenticity of documents are carried out at the service center
- Taking photo of applicant and minor and signature of applicant
- Biometric and IRIS of minor and applicant
- Paying the fee (Online)
- Acceptance of application
- Notifying of the applicant about the completed document by SMS
- Issuance of a completed document

Duration of service

- Normal - 7 days
- Executive - 1 day

Note

- Picture and fingerprints are captured during the process
- Relevant data is entered
- Service is provided to all Pakistani citizens

Regulations

- NADRA Ordinance, 2000
- NIC Rules, 2002
- NADRA (Application for NIC) Regulations, 2002
- NADRA Registration Policy
- NADRA Services Charter
- www.nadra.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/6d91cefc-f7ed-4ec3-b603-a5d8995e762d>

Juvenile Card

This is also a certificate issued to a citizen below 18 years under Rule 18(1) in the form of a card. However, while registering through this certificate, minor has to be present as a primary applicant.

Documents Required

For residents/Non-residents

- Identity Card Number of any of parents/guardians
- Computerized Birth Certificate (verified) of Union Council / Municipal Committee/ Cantonment or Foreign detailed Birth Certificate or S1 Form issued by Embassy / Mission or Citizenship / Naturalization Certificate
- **For DAU**: Biometric verification by parents / guardian OR Attestation of CNICF (**for CRC to Juvenile Card only**)

Required Participants

- Presence of any one of parents/guardians

Payment Amount

New / Duplicate / Renewal / Reprint

- Normal - 750 PKR
- Urgent - 1,500 PKR
- Executive - 2,500 PKR

From CRC to Juvenile Card / SNIC / SNICOP

Requirements

- Application by or behalf of minor
- CRC Number
- Pakistani / Foreign Passport or Residence Permit or Travel document or undertaking A duly attested by Pakistani Embassy / Mission **(for Non-Resident citizen only)**
- Biometric verification by Parents **OR** Blood relative **OR** Guardian **OR** Attestation of CNICF

OR

Verification of Application Form by an ID Holder **(for non-resident citizens applying from abroad)**

Payment Amount

From CRC to Juvenile Card (Juvenile Card Fee shall apply)

From CRC to SNIC (SNIC Fee shall apply)

From CRC to SNICOP (SNICOP Fee shall apply)

REMARKS:

1. Biometrics (photograph, fingerprints and IRIS) will be captured and updated.
2. Previously issued original identity document will be submitted by applicant and will be punched / defaced on photo and returned to applicant. If original ID Card is not available, then applicant has to submit system generated undertaking with signature.

NICOP New (under and above 18 years)

A citizen living abroad or intending to live abroad has an option to get registration through NICOP.

For Non-resident (under 18 years of age)

Documents Required

- Identity card number or presence of any one of the parents or guardian
- Foreign detailed Birth Certificate or S1 Form issued by Embassy or Citizenship / Naturalization Certificate

AND

Pakistani / Foreign Passport or Residence Permit or Travel document or Undertaking A duly attested by Pakistan embassy/ Mission

- **For DAUs:** Biometric verification by parent/guardian OR Attestation of CNICF (**for CRC to NICOP only**)

For intending to be Non-resident citizen (under 18 years of age)

Documents Required

- Identity card number or presence of any one of the parents or guardian
- Computerized Birth Certificate (verified) of Union Council / Municipal Committee/ Cantonment or Citizenship / Naturalization Certificate
- **For DAUs:** Biometric verification by parent/guardian OR Attestation of CNICF (**for CRC to NICOP only**)

For Non-resident (18 years of age and above)

Documents Required

- Identity card number of parent(s) or blood relative(s)
OR
Biometric witness by an ID holder along with undertaking **B** if applicant has no blood relative (**for system independent cases only**)
- Foreign detailed Birth Certificate or manual Birth Certificate or S1 Form issued by Embassy / Mission or Citizenship or Naturalization Certificate
- Pakistani / Foreign Passport or Residence Permit or Travel Document or Undertaking **A** duly attested by Pakistan Embassy / Mission
- Biometric verification by Parent or Blood Relative
OR
Attestation of CNICF (**For DAUs only**)
OR
Verification of application from any ID holder (**for applicants applying from abroad only**)

For intending to be Non-resident Citizen (18 years of age and above)

Documents Required

- Identity card number of parent(s) or blood relative(s)
OR
Biometric witness by an ID holder along with Affidavit **B** if applicant has no blood relative (**for system independent cases only**)

- Computerized Birth Certificate (verified) of Union Council / Municipal Committee / Cantonment or Citizenship or Naturalization Certificate
- Biometric verification by Parent or Blood Relative

OR

Attestation of CNICF (For DAUs only)

OR

Verification of application from any ID holder (for applicants applying from abroad only)

Parment Amount

NICOP (Middle East Countries)

New / Renewal / Modification	Normal	Urgent	Executive
Teslin → NICOP			
CNIC → NICOP	5630 PKR	8440 PKR	11,260 PKR

NICOP (Europe)

New / Renewal / Modification	Normal	Urgent	Executive
Teslin → NICOP			
CNIC → NICOP	10,980 PKR	16,040 PKR	21,110 PKR

Pakistan Origin Card (POC) New, Renewal and Duplicate

Pakistan Origin Card (POC) is issued to the eligible foreigners of Pakistani Origin to provide them secure and valid identity for their linkage with Pakistan. The POC Rules outlines the eligibility criteria, stating that individuals who have previously been Pakistani citizens or whose parents or grandparents were Pakistani nationals or foreign spouses of Pakistani nationals. Pakistani origin individuals may apply for a POC.

List of required documents

In case of Renewal or Duplicate

- CNIC/ NICOP/ POC
- Application
- NADRA identity number
- Valid Foreign passport
- Undertaking F (Sample available at the Center) document on Stamp paper of 20 PKR along with two Pakistani witnesses/Relatives (if foreign spouse applies)
- Proof of Pakistani origin (Birth certificate of applicant or CNIC or NICOP of Pakistani relative) (if POC was issued before 2008)

In case of New POC

1. For Spouse (alive) Based POC

- Birth Certificate of applicant
- Foreign Valid Passport of applicant
- Computerized Marriage Certificate
- CNIC/NICOP/POC number of Spouse
- Undertaking F (From Pakistani Spouse)
- Biometric verification by spouse (optional)

2. For Spouse (deceased) Based POC

- Birth Certificate of applicant
- Foreign Valid Passport of applicant
- CNIC/NICOP/POC number of Spouse
- Computerized Marriage Certificate
- Undertaking G from applicant as per format
- Computerized Death Certificate
- Prior Approval from Ministry of Interior in case of foreign male spouse in case of deceased Pakistani Spouse

3. **For Ex-Pakistani** (Two Categories)

Category 1 (Person who is not a citizen of Pakistan, but was citizen of Pakistan at any time in life)

- Valid Foreign Passport of applicant
- Pakistani Passport / Domicile / Marriage Certificate / CNIC / NICOP or any other proof of Pakistani origin
- CNIC/NICOP/Pakistani Passport/MNIC/Domicile/Citizenship/Renunciation Certificate of applicant

Category 2 (Person who was a citizen of Pakistan residing/belonging to East Pakistan territories before 16th December 1971 and acquired the Foreign Nationality/Citizenship before the said date)

- Foreign Valid Passport of applicant
- Pakistani Passport/Domicile/Citizenship Certificate of applicant
- CNIC Number/NICOP number of any living relatives like real (Grand) parents or siblings or (Grand) children or aunty or uncle or cousin or (Grand) children of cousin
- Undertaking E from relative about relation

4. **For Parents/Grandparents and FPO's family members** (FPO means eligible Foreigner of Pakistan Origin) Based POC

Description

(Applicant with any of Ex-Pakistani parents or grandparents (either alive or dead) and applicant is either minor or was never citizen of Pakistan. This category also covers the applicant providing his/her domicile within the meaning of Succession Act, who or his/her any of Parents or Grand Parents was born in territories of Pakistan and who acquired Foreign nationality before commencement of PC Act 1951.

Documents Required

- Valid Foreign Passport of applicant (*Mandatory in following 3 cases*)

Case 1:

If both parents/grandparents are Pakistani/Ex-Pakistani:

- CNIC/NICOP/POC number OR Pakistani Passport OR MNIC OR Domicile OR Citizenship certificate OR birth certificate of parents/grandparents
- Applicant's Birth Certificate with parents' information OR any other document from applicant to show link with parents/grandparents

Case 2:

If one of the parents/grandparents is foreigner:

- Birth certificate with parents' information AND any other document from applicant to show link with parents/grandparents
- Pakistani (origin) parent's/grandparent's CNIC number OR NICOP number OR POC number OR Birth certificate OR Pakistani/Foreign Passport OR MNIC OR Domicile OR Citizenship certificate OR Marriage Certificate on which parent's origin/nationality is mentioned.
- Foreigner parent's Birth Certificate AND Passport / Citizenship Certificate / Marriage Certificate/any other documents showing his/her Country of Origin.

Case 3:

If no record of parents/grandparents is available with applicant

- Birth Certificate with parents' information
- CNIC/NICOP/POC number of any real siblings or (grand) children or aunty or uncle or cousin or (grand) children of cousin.
- If (grand) parents are ex-Pakistanis and are deceased then Undertaking "E" from relative about relation.

Note:

- i. Applications of applicants whose parents have acquired nationality/citizenship of India/Israel /Bangladesh will not be entertained
- ii. If Pakistani parents are unmarried in their CNIC/NICOP/POC record then they will need to get their cards modified first before processing of child's POC
- iii. Confirmation of parent(s) origin/nationality shall be ascertained through documents mentioned above.
- iv. This category of POC is issued to such Foreigners who have any link/origin with Pakistan and who travel or intends to travel to Pakistan to see their relatives etc. The respective Approving Officer shall analyze such cases thoroughly and ensure confirmation of linkage with Pakistan carefully and advised to see the POC Rules for clarity.

5. For Child of Foreign Spouse

Description

Children who were born from the Ex-spouse of Foreign spouse, in addition to the children born from Pakistani Spouse.

Documents Required

- Valid Foreign Passport of applicant
- Birth certificate of applicant containing parent's names and marriage certificate of parents
- Undertaking H from Pakistani spouse

Required Participants

- The **individual applicant** himself
- Foreign spouse applies (in case of spouse based POC)
- Parent or guardian (If the applicant is below 18 years old)
- 2 witnesses as mentioned above

Payment amount

New POC

- Normal - 150 USD
- Urgent - 200 USD
- Executive - 250 USD

POC Modification

- Normal - 200 USD
- Urgent - 250 USD
- Executive - 300 USD

POC Duplicate

- Normal - 200 USD
- Urgent - 250 USD
- Executive - 300 USD

POC Renewal

- Normal - 150 USD
- Urgent - 200 USD
- Executive - 250 USD

Payment Amount

	Normal	Urgent	Executive
New / Renewal / Modification	42,220 PKR	56,290 PKR	70,360 PKR

Stages of the application

- Application for the service through the Mobile App or through the official website (www.nadra.gov.pk)
- Verification and confirmation of the authenticity of the documents at the service center
- Generation of Tracking ID
- Collecting of biometric data (fingerprint, photo) and signature
- Paying the fee (Online)
- Acceptance of application
- Notifying of the applicant about the completed document by SMS
- Issuance of the completed document

Duration of service

- Normal - 31 days
- Urgent - 23 days
- Executive - 9 days

Note

- Picture and fingerprints are captured during the process
- Relevant data is entered
- Service is provided to all eligible individuals

Regulations

- NADRA Ordinance, 2000
- NADRA (POC) Rules 2002
- NADRA (Application for POC) Regulations, 2025
- NADRA Registration Policy
- NADRA Services Charter
- www.nadra.gov.pk

Service Workflow Description

<https://modeler.camunda.io/share/881fff1a-fe6f-4776-9929-1f13b4f81755>

Biometric Verification

Biometric verification is done through NADRA's system (Verisys) to securely confirm a person's identity using fingerprint or IRIS data, which is used by institutions like banks and telecoms. The process ensures that all identity dependent services are only provided to verified individuals, reducing fraud and identity theft.

List of required documents

- CNIC

Required Participants

- Individual themselves

Payment amount

- Depending on the Government Agency who requires biometric verification

Stages of the application

- The applicant applies for the service through the service center
- Verification and confirmation of the authenticity of documents are carried out at the service center
- Issuance of a completed document

Duration of service

- Immediately

Note

- This service is available to all citizens aged 18 years old and above
- The service is not provided for foreigners and stateless people
- The individual should apply for the service in person

Regulations

- NADRA Ordinance 2000
- National Registration & Biometric Policy Framework, 2025
- National Registration & Biometric Policy Framework, 2025 Pakistan
- Telecommunication Authority (PTA) Regulations
- www.nadra.gov.pk/

Service Workflow Description

<https://modeler.camunda.io/share/9fad3491-6a78-4a59-af9b-648682c5f27c>

Change in Citizen's Record Maintained with NADRA

No document is required for change in following:

1. Identification Mark
2. Blood Group
3. Applicant's Origin
4. Applicant Mother Tongue
5. Country of Stay, Qualification
6. Biometric & Signature
7. Purpose of Stay
8. Phone Number
9. Profession

Payment Amount

- 100 PKR

Cancellation of ID Documents

Cancellation Due to Death

For Resident and Non-Resident

Documents Required

- Application by any blood relative
- Original CNIC / NICOP / POC / CRC / Juvenile Card of deceased
- Computerized Death Certificate (verified) issued by Union Council / Municipal Committee / Cantonment or Foreign Death Certificate

Payment Amount

- No Fee

Cancellation Due to Surrender of Nationality

1. Cancellation of CNIC / NICOP / CRC / Juvenile Card

Description

Applicant has formally renounced Pakistani Citizenship OR Having POC OR Acquired Nationality of Single National Country

Documents Required

- Application by applicant
- Original CNIC / NICOP / CRC (if available otherwise provide proof of surrendering or lost Performa)
- Single National Country's Passport **AND** Undertaking **D OR** Renunciation Certificate (verified)

OR

Dual National Country's Passport Renunciation Certificate (verified) **OR** Undertaking **D**

Payment Amount

- 4,220 - PKR

2. Cancellation of POC

Category 1:

Resumption of Pakistani Citizenship

Documents Required

- Application by applicant
- Original POC

- Resumption Letter / Citizenship Certificate from **IMPASS** (verified)

OR

Undertaking I from applicant (if Pakistani citizenship was not formally renounced)

Category 1:

Due to Divorce of Foreign Spouse

Documents Required

- Application by applicant / Foreign spouse
- Divorce Paper(s)

NOTE: If foreign spouse after divorce, remarried with other Pakistani national/ citizen then POC will be issued with same (previous) number after re-activation (if it has not been cancelled earlier)

REMARKS:

- i. Single National Country means Pakistan does not have Dual National Agreement with the Country.
- ii. Dual National Country means Pakistan has Dual National Agreement with the Country.
(List of Dual National Countries is attached as ANNEXURE A)

Collection of Identity Documents

1. Self-presence (with / without token slip)
OR
2. Blood relatives / Spouse and token slip (original)
OR
3. Blood relatives / Spouse (without token slip), ID Card and Authority Letter
OR
4. Non-blood relatives and token slip (original) and Authority Letter
OR
5. Home delivery (Delivery Fee: 165 Rupees)

REMARKS:

The ID Card of recipient and authority letter shall be made part of record through ticketing system.

ANNEXURE A

LIST OF DUAL NATIONAL COUNTRIES

Sr. No.	Country Name	Date
1.	United Kingdom	Citizenship Act, 1992
2.	Canada	May 17, 1973
3.	Belgium	December 1, 1983
4.	France	December 1, 1983
5.	Iceland	December 1, 1983
6.	Italy	December 1, 1983
7.	New Zealand	December 1, 1983
8.	Switzerland	February 15, 1988
9.	Jordan	February 27, 1988
10	Syria	March 13, 1989
11	Australia	September 15, 1990
12	Egypt	September 17, 1990
13	Netherland (Holland)	February 18, 1993
14	Sweden	August 29, 2002
15	United States of America	August 29, 2002
16	Ireland	April 9, 2005
17	Bahrain	June 1, 2015
18	Finland	September 23, 2015
19	Denmark	October 31, 2017
20	Germany	December 3, 2019
21	Norway	January 1, 2020
22	Luxemburg	December 29, 2020

Note:

In this updated version of the Services Catalogue for Pakistan Asaan Khidmat Center, color coding has been used to indicate updates:

- **Text in red color** denotes content that has been modified.
- **Green text** indicates newly added or updated content.
- **Black text** represents content that remains unchanged from the previous version.