



# **STANDARD OPERATING PROCEDURES**

**For Passport Fee Asaan  
(Mobile App & Web Portal)**

**Directorate General Immigration & Passports  
Govt. of Pakistan**



**INTRODUCTION:** Passport Fee Asaan, is a digital initiative for facilitation of People of Pakistan, by Directorate General Immigration & Passports, Ministry of Interior, Government of Pakistan. Passport Fee Asaan will help its users in Passport Fee Calculation and Payment process.

The following steps will be used for generating PSID and payment through 1 Link:

**Step 1:** Mobile & Web Apps ("Passport Fee Asaan") will be used to generate 17 digits Payment Slip Identification (PSID), notifying applicants via SMS/email (System generated).

**Step 2:** Passport seeker, on his choice, using his/ her accounts/IBFT, 1BILL, POC (OTC), Internet Banking, ATM, JazzCash, easypaisa or 1Link Member branches including National Bank of Pakistan, will be able to pay passport fee under this PSID number, including 06 digit prefix 999999 before 17 digit PSID at the time of payment. Again user will be notified with SMS (Bank's payment confirmation) for payment acknowledgement at his/her mobile handset via 1Link e.g. 999999XXXXXXXXXXXXXXXXXX.

**Step 3:** PSID number can also be used for checking status of "Successful" & "Unsuccessful" payment by applicants through Mobile & Web Portal module.

**Step 4:** The Regional Passport Offices will enter 17 digit PSID start from (1106XXXXXXXXXXXX) and verify it, paid via 1Link at token stage with amount paid to capture data, accordingly, for issuance of passport.

**Step 5:** Accounts Officer of DGIP (HQ) will reconcile e-payments.

**Step 6:** If cancellation of PSID required for any reason, Officer Incharge may send e.mail to CTSC at ctsc@dgip.gov.pk .



**Complaint Registration:** Complainants will access mobile app and web portal for complaints.

The complaints received under the following categories will be addressed and resolved using support@dgip.gov.pk:

- Challan could not be generated using Website
- Challan could not be generated from Mobile App
- Challan is not available at Banks
- Challan generation SMS not received
- Payment confirmation SMS not received
- Payment confirmation not reported to DGIP

**Step 1:** In case some information is required from the applicant, system will forward that complaint from email "dgipsupport@pral.com.pk" to DGI&P resource email "zakir.hussain@dgip.gov.pk & rashid.mahmood@dgip.gov.pk" to communicate with the applicant to resolve the issue.

**Step 2:** Once the issue is resolved SMS will be sent automatically to the applicant through auto-SMS generation system.

**Step3:** e-payment system shall send the same resolution status on email through "dgipsupport@pral.com.pk" to "zakir.hussain@dgip.gov.pk & rashid.mahmood@dgip.gov.pk" for onward communication to the applicants.

**Note:**

- Procedure for e-Payment is also mentioned on official website of DGIP under link (<https://dgip.gov.pk/eServices/>). User may also watch process flow clips, both in Urdu and English language, to use Mobile and Web portal for Passport Fee Payment" before passport fee payment.*
- Passport fee once paid is not transferable (one person to another person)/ refundable.*