



HEADQUARTERS
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June 30, 2020

PAKPASS APP STANDARD OPERATING PROCEDURES
FOR INTERNATIONAL ARRIVING PASSENGERS

In continuation to the steps being taken to curb the spread of Covid-19 and to enable integrated digital support to the ongoing efforts in this regard, a PakPass App has been introduced by the Government of Pakistan. In this regard and to ensure effective implementation of the intent behind the introduction of the service, subject Standard Operating Procedures have also been approved by the Competent Authority, for compliance by Airline Operators transporting passengers to Pakistan i.e. Passengers arriving in Pakistan (copy of SOPs for Airline Operators enclosed herewith).

2. The Standard Operating Procedures will come into effect from July 03, 2020 and full compliance with the instructions contained therein shall be ensured by all Airline Operators / Authorized Flight Permission Agents.
3. All Airline Operators / Authorized Flight Permission Agents are to ensure strict compliance.

Encl: As Stated


IRFAN SABIR
Air Commodore
Director Air Transport &
Economic Regulations
Director General PCAA

For

All Scheduled and Charter Airline Operators
All Authorized Flight Permission Agents

Copy to:-

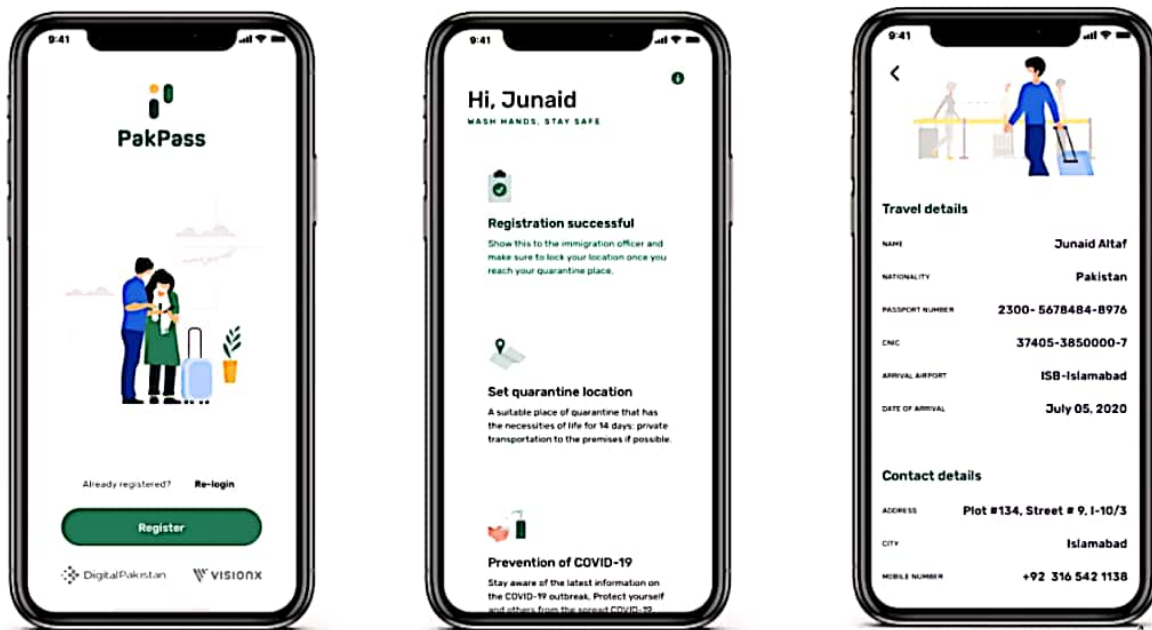
- Secretary, Aviation Division, Islamabad
- Additional DGCAA, HQCAA, Karachi
- Deputy DGCAA (Reg), HQCAA, Karachi
- Deputy DGCAA (APS). HQCAA, Karachi
- All Chief Operating Officers/Airport Managers



PakPass App SOPs for Airlines

To support the Government of Pakistan's Test, Trace and Quarantine (TTQ) effort, the **PakPass** app has been launched for travelers. The app will make sure the travelers stay in quarantine for 14 days after landing in Pakistan. It is requested that airlines make sure that travelers have downloaded the app before arriving in Pakistan. All the details in the app must be filled out.

PakPass: For quarantining travelers who land in Pakistan



Travelers can download the app from the following links:

- <https://pakpass.app/>
- <https://play.google.com/store/apps/details?id=com.visionx.pakpass>

Requested SOPs from airlines

1. When a traveler books their flight, send an email that they must download the app before entering Pakistan
2. Show the poster of the app prominently at the check in desks and boarding desks
3. Have a standee of the app prominently at the check in desks and boarding desks
4. At check in, tell travelers that they must download the app to enter the country
5. Print link and QR code of the app on the boarding pass
6. At the boarding gate, announce 3 times that downloading this app is a requirement for entering
7. At the boarding gate, flash the poster of the app on the screens



8. At the boarding gate, play video of the PakPass app
9. Airline officials must make sure that the passport number in the app matches the passport number on the passport at the time of boarding.
10. Announce during the flight that all travelers must have this app installed
11. Make the Wifi at the airplane free for 30 minutes so travelers may download the app or make access to the app available without having to pay for the Wifi
12. Play a video on the app and poster of the app on the airplane screens

Exceptional cases

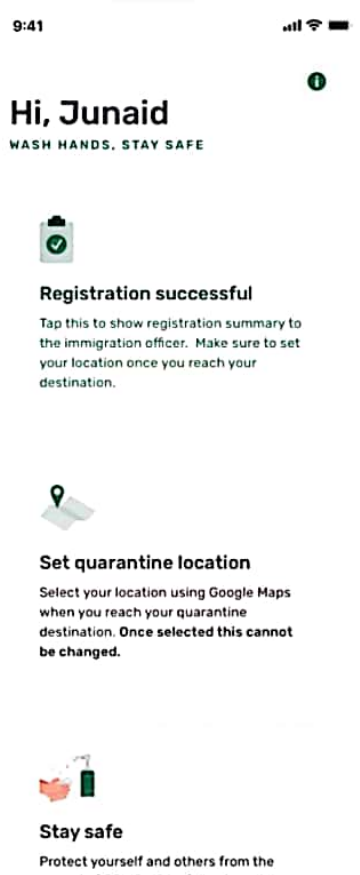
- **If a traveler does not have the app**, warn the traveler that disciplinary action may be taken when landing in Pakistan
- **If a traveler does not have a smartphone**, let them know there will be an additional process for them when landing at the airport
- **Families**: As of now, only the head of the family needs to fill in the app



Travelers must download the app and show the following screen before boarding:

Click on "Registration successful"

(Traveler will see this screen only if they have filled all the details)



Explainer video of app: <https://www.youtube.com/watch?v=cfaS-xxaph0&feature=youtu.be>

Press kit: <https://pakpass.app/>