

Instructions to Lodge Complaints

1. Visit PTA's Website <http://www.pta.gov.pk> and obtain count of SIMs against your NICOP/CNIC.
2. If count of Mobilink-issued SIMs of the holder of the NICOP/CNIC is found in excess of the actual SIMs in usage, then download [Overseas SIM Information System 668 – Complaint Form](#).
3. Fill the form and email scanned filled form at osis668cf@mobilinkworld.com along with scanned copies of NICOP/CNIC (both sides) and Passport, with your NICOP/CNIC number as the subject line of your email.
4. Mobilink will give a reference number to the complaint and your NICOP/CNIC number will be used for the purpose.
5. Extra SIMs registered against the holder's NICOP/CNIC shall be removed within 24 hours of the receipt of the complaint.
6. Database at PTA's website will be updated after 45 days. The confirmation of the removal of extra SIMs can be obtained by revisiting after 45 days.