



OFFICE OF THE DEPUTY INSPECTOR GENERAL OF POLICE  
DRIVING LICENSE SINDH, KARACHI.  
11<sup>TH</sup> ZAMZAMA STREET CLIFTON, KARACHI.  
NO. DIGP /DLS/RDR / 5303-04 Dated, 22-06-2020.

*STANDARD OPERATING PROCEDURE (SOP) FOR RESUMPTION OF  
DRIVING LICENSE PROCESS IN SINDH.*

In view of the outbreak of COVID-19 pandemic, the following instructions contained in the SOP are to be adhered to in true letter and spirit by the Incharges and staff of all driving license branches of Sindh, while maintaining office routine and protocols during the licensing process.

*OBJECTIVE.*

The objective of these SOPs is to ensure that the licensing operations are conducted in a manner that prevents spread of covid-19 and to ensure minimum inconvenience and maximum safety measures for DL Staff and general public.

*OFFICE TIMING TO BE OBSERVED.*

- 1000 to 1600 hours (Monday to Friday)
- 1300 to 1330 hours (Prayer time) Monday to Thursday.
- 1300 to 1400 hours (Prayer time) Friday only.
- (Saturday & Sunday) will be closed.

*PROPOSED OPERATIONAL MECHANISM.*

- (i) On line token management system.  
(Through Mobile App; ,Website, Automated SMS Service and Call-Centre).  
Under process to be developed by IT wing of Police Department under supervision of Director IT, Sindh Police.

- (ii) Presently all driving license branches of Sindh shall start licensing operation on a limited scale on pre-appointment of applicants through Telephone/Whats-App; by dedicated staff who will maintain lists of booked appointments according to type of licenses.
- All the bookings/reservations shall be made for the next working day.
  - The applicants shall be called according to capacity of the concerned driving license branch.
  - On completion of booking for next day, the lists shall be provided to main entrances and all other concerned counters, accordingly.
  - Female applicants shall be entertained separately at the respective ladies counters according to type of licenses.
  - Not more than 10-12 applicants per hours to be entertained.
- (iii) Initially following licensing facility is made available for general public: -
- (a) Learner's Driving Licenses.
  - (b) Renewal of Permanent Driving Licenses.
  - (c) International Driving Permit (IDP) for only those applicants who already possess Permanent Driving Licenses.
- (iv) Limited walk-in applicants will also be entertained, as per capacity of the respective branch.

#### ENTRY POINTS.

- Arrangements of staggering of applicants shall be ensured on each entry point of all branches.
- Floor markings be made separately for each license category from outer entry point to registration counters inside the premises of driving license branches with minimum distance of 3 feet to ensure social distancing.
- Sanitizers and Hand Washing arrangements shall be made at entry points.
- No applicant shall be allowed to enter the premises of driving license branch without face mask and hand gloves.
- All applicants shall be scanned through **Thermal Guns** at the entry point.
- No person having fever, flu, cough shall be allowed to enter into the premises of driving license branch.
- It shall be ensured strictly that there is no crowding/gatherings at any place.



### *SAFETY MEASURES INSIDE THE PREMISES.*

- Minimum necessary staff shall be deployed as per requirement.
- Face masks, gloves, hand sanitizers shall be used by all staff members.
- All staff members shall ensure social distancing in all stages of licensing process.
- Seating arrangements shall be made with a minimum 3 feet distance between applicants.
- Public address system shall be made available at all driving license branches.
- Disinfection of license branches including sitting and waiting area, wash rooms etc to be ensured, regularly.

### *PUBLIC AWARENESS.*

- Such instructions/preventive measures to be displayed inside/outside of the premises of all license branches in Sindh.
- Advertisement before commencement of licensing operation be ensured according to SOPs (in Urdu and English) in the print/electronic/social media for proper awareness/acknowledgement of general public.