



GOVERNMENT OF PAKISTAN
DEPARTMENT OF TOURIST SERVICES



No.DTS.13(34)/2008-09

Islamabad, the 20th May , 2026

From

Summaira Bibi
Admin & Accounts Officer

To

1- Section Officer-F&A, MOIPC, Islamabad

SUBJECT: RECORD VERIFICATION REPORT OF DEPARTMENT OF TOURIST SERVICES (MINISTRY OF IPC), ISLAMABAD FOR THE FINANCIAL YEAR 2010-11 TO 2023-24

Para No.	Content of the Para	Department Reply	Record Verification Remarks
1	<u>Failure to Implement the e-Portal for the tourist services</u> The DTS failed to implement a centralized e-portal and a 24-hour toll-free call center, as directed by the Tourism Task Force and outlined in a performance agreement with the Prime Minister's Office for the financial year 2020-21. The system, which was supposed to be operational by the second quarter of 2021, remains incomplete, and the department continues to use manual processes. The management's reply, which shifted responsibility to the National Information Technology Board (NITB), was deemed untenable as the DTS, as the lead department, failed to ensure timely coordination and progress. The audit recommends that DTS take immediate action to finalize the remaining e-portal modules and fix responsibility for the delay.	E-Licensing Portal (Modules-I & Module-II) of DTS, Islamabad is now live/ operational for licencing and renewals of travel Agencies, Tourist Guides, Hotels and Restaurants. (Annex-I) • Toll-Free Number 0800-89999 has been installed and operational which is also uploaded on the website of DTS, Islamabad for information of the general public. (Annex-II)	

3	<u>Non-Transfer of Official Website Domain from Pakistan Network Information Centre (PKNIC) to NTC</u> The DTS failed to transfer its official website domain (dts.gov.pk) from the Pakistan Network of Information Center (PKNIC) to the National Telecommunication Corporation (NTC). This is in direct violation of a 2018 Cabinet Division decision and a 2019 Ministry of Information Technology and Telecommunication letter, which stated that all federal websites must be hosted within the Federal Government Network for national security reasons. The management's reply, citing a pending transfer, was not accepted due to prolonged administrative inaction since the directives were issued. The audit recommends the immediate transfer of the domain and holding those responsible for the delay accountable.	In this regard the instructions regarding transfer of Website domain to NTC were issued by Ministry in 2021 which were duly complied and request was sent for the needful. It is now confirmed that the website domain of DTS has been transferred and hosted by NTC. (Annex-III)	
5	<u>Failure to maintain fair rates at Restaurants.</u> The DTS has not fixed or reviewed fair rates for food and services, as required by law, leading to inconsistent pricing and consumer exploitation.	In this regard it is stated that it is not possible to fix fair rates. As the DTS cannot control the fluctuation in prices of accommodates in the country. However, para 16.1 regarding Non-Fixation of fair rates has already been settled. (Annex-IV)	
6	<u>Non-Formation of the Tourist Guides Regulatory Committees Lapses</u> The audit found that the DTS has been operating without several legally mandated committees, the Tourist Guide Regulatory Committee.	• DTS has initiated cases for the constituted of committees. • Draft Summary has been submitted before the Cabinet. (Annex-V)	
7	<u>Non-Formation of Travel Agencies Regulatory Committee.</u> The DTS claims these committees were constituted but have not met for over 13 years, rendering them functionally inactive.		
8	<u>Loss of Revenue due to illegal operations by the tourist guides and travel agencies through social media without registration</u> weak enforcement and loss of revenue: Unregistered travel agencies and tourist guides are operating on social media without licenses, causing a substantial loss of government revenue and compromising service quality and tourist safety.	The unregistered travel agencies and tourist guides are illegally operating on social media have been duly reported to cybercrime wing to stop this illegal operation. Since DTS has no other means or resources to check this illegal operation. (Annex-VI)	

9	Weak Regulatory oversight and ineffective management by the Department of Tourist Services.	Formation of Survey Teams • The Controller has constituted three dedicated survey teams to identify non-registered hotels, restaurants, travel agencies, and tourist guides within their assigned jurisdictions. (Annex-VII) •The Deputy Controller is actively supervising and monitoring progress to ensure a comprehensive, accurate, and efficient survey. •This initiative aims to strengthen regulatory enforcement and bring unregistered entities under the legal framework. •More than 1150-un-registered / un-licenced establishments (Hotels, Restaurants and Travel Agencies) have been identified in ICT.(Annex-VIII) •DTS has opened files and issued notices to the un-registered establishments in ICT which approximately 283-establishments has been registered till to date.(Annex-IX)
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