



Government of Pakistan
Ministry of Human Rights

KEY FEATURES:

The Zainab Alert utilises advanced technologies and packs in several key features such as AI Face Recognition, Geo tagging and mapping, and real time progress tracking and alerts in order to streamline and strengthen response and recovery alerts. It will also establish a national reporting dashboard and a public web portal to allow both authorities and citizens to track and trace the progress of cases as well as the prevalence of incidents and reporting in regions / districts across Pakistan.

HOW DOES IT WORK?

The Zainab Alert will notify local authorities of the incident, and activate the state machinery at relevant regional and district levels for effective emergency response and recovery of missing children.

The system institutes a robust mechanism that will alert the District Police Officers (DPOs) and the Regional Police Officers (RPOs) through their respective dashboards, as well as through SMS notifications due to the urgent nature of response required. Police officials after initial validation of alerts, shall mobilise immediately. Inspector Generals (IGs) will be responsible for following up in their provincial capacities, as well as the Chief Ministers and Provincial Home Secretaries.

The system will be monitored by the Ministry of Human Rights. The Director General of the newly constituted Zainab Alert, Response and Recovery Agency (ZARRA) will supervise the mechanism and dashboard at the Ministry of Human Rights.

ZAINAB ALERT

Response & Recovery Application for
Missing Children / Victims of Child Abuse

The Ministry of Human Rights has launched the “Zainab Alert” on the Pakistan Citizen’s Portal in an effort to unify and strengthen efforts to track and trace missing children and child abuse cases in Pakistan. Through integration with the Pakistan Citizen’s Portal, the alert mechanism will be instantly available to 3 million registered users. The application has been launched following the recent enactment of the Zainab Alert, Response and Recovery Act 2020.

Download the App now:



www.web.citizenportal.gov.pk



Search & Report for
missing/ found children



Tagging /
Mapping



AI-based
Face detection



Share on Facebook
to spread the word



Directory of
Zainab Alert



Public
Web Portal



Real-time progress
tracking



SMS Alerts
(Broadcast mechanism)



Performance
Dashboard

HOW TO GENERATE A ZAINAB ALERT:

There are 3 ways to easily alert local authorities about missing children & child abuse cases

METHOD 1

Pakistan Citizen's Portal Mobile Application

- Download the application on [Google Play Store / App Store](#)
- Register with name, number and CNIC
 - Press the Zainab Alert icon
- Fill out all relevant details of the missing child on the form
- Upload supportive documents/ pictures/ videos/ audios
- You can monitor and track the status of the alert on your account



METHOD 2

Pakistan Citizen's Web Portal

- Visit the Pakistan Citizen's Portal Website on <https://web.citizenportal.gov.pk>
 - Register or log in
 - Press the Zainab Alert icon
- Follow the previous steps to Generate a Zainab Alert



If you do not have an account on Pakistan Citizen's Portal, follow these steps to Register:

- Provide the necessary details i.e. CNIC, Phone number, Email Address*
- Once account is setup Click on Verify Account Through Email*
- An email will be sent to you on your registered Email Account*
- Fill the verification code in the portal*
- Your account has now been successfully setup and you can lodge a complaint*

METHOD 3

Visit the nearest Government Institution/ Office

- Walk into any **government office (NADRA, Post office, District Office, Police Station, etc)** and ask an employee to register the complaint on your behalf
- Provide the necessary personal details to the employee including your personal CNIC, phone number, home address etc.
- Provide details on the missing child / victim of abuse
- Once your complaint is lodged the employee will provide you the reference number of the complaint for tracking purposes

