

## **NADRA-Related Concerns and Comprehensive Information**

**Introduction** The National Database and Registration Authority (NADRA) is a cornerstone institution in Pakistan, tasked with the critical responsibility of managing and maintaining a centralized database of its citizens. Since its establishment in 2000, NADRA has revolutionized identity management by leveraging technology to provide a range of services that are pivotal to both governmental and private sector operations. These services include issuing Computerized National Identity Cards (CNICs), Family Registration Certificates (FRCs), and Child Registration Certificates (CRCs). NADRA's role extends to the facilitation of electoral processes, banking verifications, and social welfare programs. Despite its substantial achievements, NADRA's services are often marred by procedural complexities, delays, and accessibility issues, which can frustrate citizens. This document delves into NADRA's services, common concerns faced by citizens, and actionable suggestions for addressing these challenges in detail.

### **Core NADRA Services**

#### **1. Issuance and Renewal of CNICs:**

- CNICs are mandatory for Pakistani citizens aged 18 and above. NADRA ensures the issuance of unique identification numbers to prevent duplication and fraud.
- CNICs need renewal upon expiration (typically every 10 years) or when significant personal details (e.g., marital status or address) change.
- Types of CNIC services include:
  - **Standard CNIC:** Processed within 10 working days.
  - **Urgent CNIC:** Processed within 5 working days.
  - **Executive CNIC:** Processed within 1-2 working days.

#### **2. Family Registration Certificate (FRC):**

- FRCs verify family composition and list all family members.
- These certificates are commonly required for visa applications, inheritance claims, and legal purposes.

#### **3. Child Registration Certificate (CRC):**

- Also referred to as a B-Form, CRCs are issued for children under 18 and are prerequisites for school enrollments, passport applications, and certain legal procedures.

#### **4. Smart CNICs:**

- Smart CNICs are upgraded cards equipped with a secure chip that stores biometric data, enhancing both convenience and security.
- These cards are increasingly replacing traditional CNICs in various sectors.

#### 5. **NICOP and POC for Overseas Pakistanis:**

- **NICOP (National Identity Card for Overseas Pakistanis):** Issued to Pakistanis residing abroad, enabling them to maintain dual nationality and avail property ownership rights in Pakistan.
- **POC (Pakistan Origin Card):** Designed for foreign nationals of Pakistani origin, allowing them to visit and conduct business in Pakistan without requiring a visa.

#### 6. **Verification Services:**

- NADRA facilitates biometric verifications for organizations, enabling real-time identity confirmations essential for financial transactions, employment, and legal documentation.

### **Major Challenges and Concerns**

#### 1. **Application Delays:**

- Citizens frequently experience prolonged processing times for CNIC issuance, corrections, and renewals due to high demand and limited staff.
- Tracking application progress often proves cumbersome, leading to repeated visits to NADRA centers.

#### 2. **Insufficient Public Awareness:**

- A significant portion of the population lacks clarity about required documentation and procedures, particularly in rural areas.
- Discrepancies in fee structures and timelines contribute to confusion.

#### 3. **Access to Services:**

- Urban centers are often overcrowded, resulting in long wait times.
- Rural areas face a shortage of NADRA centers, forcing citizens to travel long distances for basic services.

#### 4. **Data Errors:**

- Errors in CNIC details such as incorrect spellings, date of birth, or family information are common.
- Rectification processes can be tedious and require multiple visits to NADRA offices.

**5. Customer Support Deficiencies:**

- NADRA helplines are often criticized for being unresponsive or providing generic answers that do not resolve specific issues.
- Limited avenues for filing complaints or seeking resolutions exacerbate frustrations.

**6. Language and Literacy Barriers:**

- Many citizens struggle to comprehend forms and instructions, which are predominantly available in English or formal Urdu.
- This issue is particularly prevalent among older adults and individuals with limited education.

## **Detailed Document Requirements**

**1. For CNIC Issuance:**

- Original birth certificate or matriculation certificate.
- Copies of parents' CNICs.
- Proof of residence (e.g., utility bill or rental agreement).
- Attested photographs (passport-sized).

**2. For CNIC Renewal:**

- Expired CNIC.
- Updated documents if personal details have changed (e.g., marriage certificate for name changes).

**3. For CNIC Corrections:**

- Court orders or affidavits substantiating the required corrections.
- Updated supporting documents (e.g., a revised birth certificate).

**4. For NICOP/POC:**

- Valid passport.
- Proof of residence abroad (e.g., work visa, lease agreement).

### **NADRA Fee Structure**

<b>Service</b>	<b>Standard Fee</b>	<b>Urgent Fee</b>	<b>Executive Fee</b>
CNIC Issuance	PKR 400	PKR 1,150	PKR 2,150
CNIC Renewal	PKR 400	PKR 1,150	PKR 2,150
NICOP (Overseas)	USD 36	USD 55	USD 75
Data Correction	PKR 400-2,000	Varies	Varies

(Note: Fees are subject to change based on NADRA's periodic updates.)

### **Tracking Application Progress**

#### **1. Online Tracking:**

- NADRA's official website provides a tracking portal.
- Citizens can input their tracking ID to receive real-time updates on application status.

#### **2. SMS Updates:**

- Citizens can send their tracking ID to a designated number to receive instant notifications.

#### **3. In-Person Inquiries:**

- NADRA offices have designated counters for tracking and status verification.

### **Recommendations for Improvement**

#### **1. Enhanced Digital Services:**

- NADRA should expand its online service offerings, including digital applications and verifications.
- Mobile applications with multilingual support can increase accessibility.

## 2. **Customer Service Reforms:**

- Introduce a robust live chat feature on the NADRA website for instant assistance.
- Deploy more trained staff at call centers to handle diverse queries effectively.

## 3. **Increased Rural Outreach:**

- Establish additional mobile units and satellite centers in underserved regions.
- Collaborate with local governments to raise awareness about NADRA's services and processes.

## 4. **Transparent Communication:**

- Regularly update NADRA's website and social media platforms with accurate information about processes and fees.
- Publish multilingual guides and FAQs to cater to citizens with varying literacy levels.

## 5. **Data Accuracy and Rectification:**

- Simplify processes for correcting errors in CNIC details.
- Introduce an expedited correction service for urgent cases.

**Conclusion** NADRA's pivotal role in identity management and service provision cannot be overstated. However, the challenges it faces—ranging from accessibility to customer satisfaction—highlight the need for systemic improvements. By adopting technology-driven solutions, increasing rural outreach, and improving customer support, NADRA can enhance its efficiency and reputation. Addressing these concerns will ensure that citizens have seamless access to essential identity services, fostering trust in the institution and its capabilities.