



Consulate General of Pakistan  
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# NADRA

(<http://id.nadra.gov.pk>)

It is for information of Pakistani community living in Germany that NADRA has a fully operational online web portal (<http://id.nadra.gov.pk>) through which identity documents can be processed. Community members are advised to use **only** the above mentioned link for processing of their Identity Cards. In case a problem is being faced while processing documents, NADRA representative may be approached/contacted in the following way:

- a. Through 24/7 online/web chat service which is for guidance/facilitation of online applicants at the URL (<https://www.messenger.com/t/nadrapakidentity>).
- b. Approaching through Twitter Account (Twitter handler: **@NadraPak**)
- c. Contact Director Pak ID directly via Skype ID [pakidentity@outlook.com](mailto:pakidentity@outlook.com) on every Thursday from 1500 hrs to 1600 hrs PST, Karachi.

For feedback and complaints the following options may be used:

- Complaint Management System (CMS) which is an online facility for lodging of complaints at the URL (<http://www.nadra.gov.pk/complaint/>).
- Applicants can submit their feedback regarding NADRA online services at the URL (<https://id.nadra.gov.pk/feedback/>)