



CONSULATE GENERAL OF PAKISTAN

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NADRA Contact Details

It is to inform Pakistan community in Germany that NADRA has a fully operational online web portal (<https://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;
(<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** 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; (<https://www.nadra.gov.pk/complaint/>)
- Applicants can submit their feedback regarding NADRA online services at the URL (<https://id.nadra.gov.pk/feedback/>)
