



National Database and Registration  
Authority (NADRA)  
Ministry of Interior  
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NADRA/IOD/NRC Abroad/73

23 Oct 2019

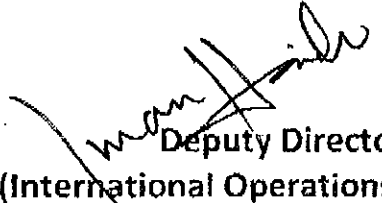
To: (Concerned Pak Missions Abroad)  
Info: Chairman Secretariat  
Operations Division  
Subject: Processing of NICOP / POC Applications

1. NADRA has a very effective and robust complaint Management System (CMS) in place for the resolution of complaints. This system is accessible at <https://id.nadra.gov.pk/complaint/>. Once the complaint is launched, a complaint ID is assigned and which can be traced and monitored. The maximum time for the resolution of complaint is 48 hours with reply to the applicant. It is suggested and implied that this complaint management system may be used for launch of any complaint. Embassies / Consulates can create one time user on CMS which can be used for multiple complaint launching.

2. In case of any emergency / no satisfactory reply on CMS, following are the details of NADRA officer to deal with NICOP / POC complaints:-

Officer Name	Phone #	Email Address
Mr. Fazal Rehman,	0092-51-90392919	Fazal.Rehman_03@nadra.gov.pk

3. Please note undersigned's duties have been changed and NICOP/POC complaints are no longer handled by the undersigned.

  
Deputy Director  
(International Operations)  
(Syed Imran Haider)