

**ORDER SHEET**  
**IN THE HIGH COURT OF SINDH, KARACHI**

Const. Petitions Nos.D-6944 of 2022 alongwith  
CP No.D-6712 of 2017, D-2299 of 2021, D-1396, D-1464, D-1820,  
D-2164, D-2992, D-3345, D-3848, D-4370, D-4586, D-4789, D-4763,  
D-4894, D-5049, D-5153, D-5623, D-6283, D-6353, D-6630, D-6648,  
D-6747, D-6903, D-6904, D-6943, D-6946, D-6949, D-7083 and 952 of  
2022, D-599 and D-752 of 2023

---

Date

Order with signature of Judge

---

27.2.2023.

Messrs. Saathi M. Ishaq, Qadir Hussain Khan, Muhammad Riaz, Usman Farooq, Shah Imroz Khan, Maroof Hussain Hashmi, Muhammad Arshad Mughal, Khalid Naseem, associate of Shaikh Ikram Aziz, S. K. Lodhi, Raamiz Naseem, Ms. Saima, Imtiaz Ali Langah, Matloob Hussain Qureshi, Advocates for Petitioners.

Kazi Abdul Hameed Siddiqui, DAG for the Federation of Pakistan along with Mr. Javed Ahmed, Legal Consultant, Wafaqi Mohtasib Secretariat, Regional Officer, Karachi.

Ch. Muhammad Farooq, for NADRA.

.....

Through the captioned Petitions, the respective Petitioners had raised grievances against the National Database and Registration Authority ("**NADRA**"), including the alleged inaction on its part in processing their applications for issuance and/or renewal of their CNICs, or correction of their Data or otherwise; with it being alleged that NADRA has been deficient in discharging its duties under the National Database and Registration Authority Ordinance, 2000.

On 16.12.2022, we had observed that a large number of such cases routinely come up before this Court, all of which can be addressed under the establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983. As such, we had issued notice to the Wafaqi Mohtasib (Ombudsman) for submitting his report/comments as to whether any Grievance Commissioner has been appointed in respect of NADRA in terms of Section 7 of the Federal Ombudsman Institutional Reforms Act, 2013, which reads as follows:-

**“7. Grievance Commissioner.--(1)** The Ombudsman shall appoint or designate an officer not below BPS-21 as a Grievance Commissioner in an Agency against which a large number of complaints are received persistently.

(2) The Grievance Commissioner shall exercise the powers and perform the functions as may be specified by the Ombudsman.”

Subsequently, a Report was filed, reflecting that no Grievance Commissioner had yet been appointed, but that if this Court so directed, the concerned Authority would act accordingly. As such an appointment was found to be warranted in view of the quantum of complaints, vide Order dated 06.02.2023 we had directed the Wafaqi Mohtasib (Ombudsman) to make the necessary appointment in a transparent manner in accordance with law.

Today, a Statement has been filed under the signature of Mr. Jawed Ahmed, Legal Consultant, Wafaqi Mohtasib Secretariat, Regional Office, Karachi, whereby he has placed on record a copy of Notification

No.F.3(278)A-II/2022 dated 08.2.2023, the contents of which are reproduced in extenso herein below:-

“NOTIFICATION

No.F.3(278)A-II/2022. In exercise of powers conferred on him vide Section 7 of Federal Ombudsman Institutional Reforms Act, 2013, the Hon’ble Wafaqi Mohtasib has been pleased to appoint/designate Mr. Muhammad Misbah Tunio, Advisor, Wafaqi Mohtasib Secretariat, Regional Office, Karachi, as “Grievance Commissioner for NADRA” to specifically deal with the complaints relating to NADRA with immediate effect and until further orders.

Sd/-  
(Muhammad Safdar)  
Director General (Admin)”

In the wake of such development, the Petitioners are directed to approach the concerned Grievance Commissioner for redressal of their grievances if the same are not entertained or dealt with by NADRA, with it expected that the Grievance Commissioner would do the needful in accordance with law without unnecessary delay. Consequently, the captioned petitions stand disposed of in the above terms. The office is directed to place a copy of this order in all the captioned Petitions, and to make a note of the appointment of the Grievance Commissioner so as to endorse an objection in petitions instituted in future pertaining to grievances against NADRA.

CHIEF JUSTICE

JUDGE