ORDER SHEET
IN THE HIGH COURT OF SINDH, KARACHI
C. P. No. D-5343 of 2022

Date	Order with signature of Judge

Direction.
For Order as to maintainability of Petition.

05.11.2026.

Mr. Abdul Shakoor, Advocate for the Petitioner.

The Petitioner seeks directions to the NADRA for correction of the family tree, with it being stated that he has approached NADRA but his request has not been attended to. If it be the case, the matter appears to be one of maladministration, which can be dealt with by Wafaqi Mohtasib. Indeed, in pursuance of the Order made by a learned Division Bench of this Court in C. P. No. D-6944 of 2022 and connected matters, a Grievance Commissioner has been appointed in respect of the 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."

In view thereof all those Petitions were disposed of while directing the Petitioners to approach the Grievance Commissioner. The operative part of the Order reads as follows:-

> "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:-
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> "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."

On query posed as to whether the Petitioner has exhausted the remedy available to her before the Grievance Commissioner, Counsel submits that such a step has not been taken. Under the given circumstances, the Petition stands disposed of while directing the Petitioner to firstly approach the Wafaqi Mohtasib/Grievance Commissioner for redressal of his grievance.

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