ORDER SHEET
IN THE HIGH COURT OF SINDH AT KARACHI

Const. Petition No. D-5722 of 2026
(Dr. Farah Shakeel Vs. Federation of Pakistan & others)

Date	Order with signature of Judge

Before:-
Mr. Justice Riazat Ali Sahar
Mr. Justice Ali Haider 'Ada'

05.11.2026

Mr. Muhammad Haroon Shaikh, Advocate for the Petitioner.
Ms. Wajeeha Mehdi, Assistant Attorney General for Pakistan.

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O R D E R

RIAZAT ALI SAHAR, J.— The case of the Petitioner, in brief, is that she is dual national of Pakistan and Canada and holds a Computerized National Identity Card (CNIC) bearing No. 45402-8775145-8, duly issued and registered by the National Database and Registration Authority (NADRA). It is contended that she being natural guardian of her children, who are currently pursuing their education in Canada are unable to personally travel to Pakistan to pursue the rectification of their NADRA identity record, thereby subjecting her to undue hardship and inconvenience.

2. Pursuant to the notice issued by this Court, Mr. Murad Alam, Deputy Director, NADRA, Regional Head Office (RHO), Karachi, has appeared along with the learned Assistant Attorney General for Pakistan and submitted an Office Order dated 26.10.2026, whereby NADRA, RHO Karachi, has constituted a Regional Court Compliance and Public Grievance Redressal Board (hereinafter referred to as the "Board") for the expeditious redressal of public grievances and matters pending before this Court. The said Office Order is taken on record. The operational framework and Terms of Reference (TORs) of the Board, as provided in the Office Order, are reproduced hereinbelow:

"2. The Board is responsible for following operational framework & TORS: -

a. Centralized Complaint & Litigation Entry:
All complaints, notices, and legal petitions filed before the Honorable High Court shall immediately be forwarded to the Secretary of the Board for recording in a dedicated Inward Complaint & Case Register/digital portal upon receipt.

b. Time-Bound Disposal:
The Board shall review and process all referred cases / grievances expeditiously. Every matter must be decided through a reasoned order / decision within a stipulated period not exceeding thirty (30) days from the date of registration.

c. Fortnightly Review Meetings:
The President of the Board shall hold fortnightly review meetings to monitor the progress of pending compliance cases and complaints to ensure strict adherence to the stipulated timelines.

d. Representation Before Courts & Exemption:

Pursuant to the establishment of this proactive redressal mechanism, the personal appearance of the Director General, RHO Karachi before the High Court in routine / fresh matters shall be represented with designated legal officers or members of the Board equipped with complete records shall appear before the courts on scheduled hearing dates.

e. Reporting & Oversight:
The Secretary of the Board shall submit a monthly compliance and disposal report to the Director General, RHO Karachi, highlighting cases resolved and pending actions for continuous organizational oversight.

3. The Board is required to ensure compliance and submit report by the end of every month, positively."

3. We appreciate the initiative taken by NADRA in constituting the aforesaid Board for the expeditious resolution of public grievances and ensuring compliance with judicial orders. It is expected that the Board shall function effectively and strictly adhere to the timelines prescribed under its Terms of Reference. The constitution of such a mechanism is intended to facilitate citizens in obtaining appropriate administrative remedies without unnecessarily resorting to constitutional litigation. However, the Board shall ensure that every grievance is examined independently, fairly and strictly in accordance with the applicable law, rules and prescribed policy, after providing an opportunity of hearing to the affected person, wherever required.

4. In view of the foregoing facts and circumstances, **the instant Constitutional Petition stands disposed of, along with all pending application(s), if any, with the direction** that the Petitioner's grievance regarding rectification in NADRA Record shall be placed before the newly constituted Board, which shall examine and decide the same strictly in accordance with law, applicable rules and prescribed policy, through a speaking and reasoned order, **within thirty (30) days** from the date of receipt of this order. The decision so taken shall be communicated to the Petitioner without unnecessary delay. Needless to observe that, in the absence of any lawful impediment to the rectification of the Petitioner's NADRA identity record, the concerned authority shall take appropriate remedial action in accordance with law.

5. The Director General, NADRA, RHO Karachi, shall ensure effective implementation of the Office Order dated 26.10.2026 and compliance with the prescribed timelines. It is further clarified that the constitution of the Board shall not, by itself, dispense with the personal appearance of any officer where such appearance is specifically directed by this Court.

6. Let a copy of this order be transmitted to the Chairman, NADRA, Islamabad, as well as the Director General, NADRA, RHO Karachi, for information and necessary compliance.

JUDGE

JUDGE

M. Khan