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NADRA Unveils Pak ID App Appointment Booking Feature

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On July 25, 2025, the National Database and Registration Authority (NADRA) announced a new appointment booking feature for its Pak ID Mobile Application (App), streamlining access to identity document services. This digital upgrade, initially available at 43 NADRA Registration Centers (NRCs), is designed to reduce wait times and enhance service delivery for citizens and overseas Pakistanis.

The Pak ID App's new function allows users to schedule appointments directly from their smartphones. NADRA describes this feature as part of its broader digital transformation strategy. The App also enables online fee payments for documents such as the Computerized National Identity Card (CNIC) and Family Registration Certificate (FRC), helping to reduce processing delays and associated costs.

“This is about empowering citizens and driving economic productivity,” a NADRA official told *Pakistan Observer*, emphasizing the App’s role in modernizing public services. The initial rollout covers 43 centers, with expansion planned nationwide.

Improved access to identity services supports essential transactions like property registration, banking, and business operations. For the overseas Pakistani community, who contribute over \$30 billion annually in remittances, the App simplifies processes such as Pakistan Origin Card (POC) applications.

On social media platform X, @NadraPak posted, “Pak ID Mobile App to Offer Appointment Booking Option Coming Soon!” Users such as @TOKCityOfLights responded positively, citing the potential to reduce congestion at service centers.

NADRA’s digital initiatives are part of a global move toward e-governance, intended to cut manual processes and reduce administrative costs. By streamlining operations, the App may lead to greater efficiency for both users and institutions.

While the project supports Pakistan’s broader aim of improving service delivery and investment appeal, challenges such as internet access and digital literacy remain, particularly in rural areas.

The appointment booking feature marks a notable step in NADRA’s digital service strategy, with potential to improve access, convenience, and administrative efficiency across the country.