

Refund Guidelines

General Guideline:

An applicant can claim a refund of deposited fee however this refund claim is subject to approval of authority. Refunded fee will be reversed into the applicant's bank account if claimed within 180 days of payment time stamp. For claims older than 180 days, fee will be refunded through Account Payee cheque. An undertaking will be required from applicant for issuance of Account Payee cheque in his/her name if he/she holds a bank account in Pakistan with Pakistani contact number and urban residential address. If applicant does not hold a bank account in Pakistan; an authorization from applicant will be required in the name of his family member or anyone who is authorized by applicant, having bank account in Pakistan along with his/her Pakistani contact number, Account Title (name) and urban residential address.

How to Apply for Refund:

Applicant can request for refund to corresponding case officer through his/her registered email; if refund is required and case officer is not assigned then applicant can send his/her refund request at following link:

<https://www.nadra.gov.pk/complaint/>

Eligibility for Refund:

- An applicant is eligible for refund if he/she has applied in wrong category, made excess payment, rejection due to business checks, incorrect entries which cannot be rectified at NADRA's end.
- An applicant is eligible for refund if payment is made but not able to proceed further with application due to any reason, applicant can send his/her refund request at following link:

<https://www.nadra.gov.pk/complaint/>

Documents required for Refund:

NADRA will require a consent/undertaking form duly filled in by applicant (guardian in case of minor) sent through registered email of applicant. These documents are also available on NADRA Pak ID website under "Downloads" tab. i.e. <https://id.nadra.gov.pk/downloads/>

Deductions on Refund (Service charges and Bank Charges):

Refund amount is subject to Service Charges (Bank and NADRA) and depends upon the amount of fee paid.

Difference between Consent and Undertaking:

Consent: Consent form is required for processing of refund if claimed within 180 days from the time of payment and the payment will be reversed into the applicant's bank account

Undertaking: Undertaking form is required for processing of refund if claimed after 180 days from the time of payment. This is for issuance of Account Payee cheque in his/her name if he/she holds a bank account in Pakistan with Pakistani contact number and urban residential address. If applicant does not hold a bank account in Pakistan then applicant will authorize anyone having bank account in Pakistan along with his/her Pakistani contact number, Account Title (name) and urban residential address.

e-Sahulat Refund Process:

Records for which payment was made through e-Sahulat are processed for refund through Account Payee cheque only.

Time Frame for Refund:

Refund process may take up to 45 working days after receipt of consent/undertaking from applicant.