

## **FAQs- WATAN Cards**

*NOTE: This document has been prepared by NADRA and IOM Mass Communication Team. The answers have been provided by the relevant Government authority/Cluster.*

### **1. What is the registration process? Who should get registered?**

**National ID Registration Process:**

NADRA issues green colored, computerized, National ID Cards, to the adult citizens (over 18 years age) of Pakistan. Every Pakistani child (through Children Registration certificate) and adult should be registered with NADRA. There is a process for the registration of newborns, children, newly married couples and lost identity cards. During an emergency, natural disaster or conflict, the CNIC does not guarantee assistance or relief but it is used to ensure affectees get the assistance they require.

**Flood Affectee Registration Process:**

During the course of the floods many people have been affected. The Provincial Governments of Sindh and Punjab have notified the affected area and utilizing NADRA database the registered Head of Families have been short listed for cash compensation announced by the Government. In case of Government of Khyber Pukhtunkhwa, Gilgit Baltistan and AJK they have carried out ground survey and have handed over the list of ID card numbers to NADRA for delivery of Debit Cards and subsequent cash compensation.

Do not confuse this process with NIC registration or with Watan cards. This data collection does not ensure provision of relief, but assists the Humanitarian Community and government in providing assistance.

### **2. What does the NIC have to do with the Cash Compensation Scheme?**

The NIC is necessary for the verification of each family's details. For those who have lost their cards during the floods or never had a National ID Card, the National Database and Registration Authority (NADRA) is providing free of cost duplicate identity cards (ID) cards and new cards (at minimal cost) to flood affected citizens to speed up government's efforts for rehabilitation and relief.

To get fresh NIC, flood affectees do not need to bring any documents for application. They just need to approach NADRA Mobile Registration Vans or visit NADRA Centers in their areas, to apply for Computerized National ID Card. The NADRA staff will record details including digital fingerprints, photos of citizens, their parents' name and address for the identification of CNIC number and accordingly, will issue an NIC.

**Remember:**

- Having an NIC does not guarantee that you will receive Cash Compensation, aid or a Watan Card.
- The NIC is free of cost if this is the first time you are making an NIC. It costs only Rs.150 for a duplicate NIC.
- If you are being charged for your NIC more than the above, please call NADRA at 111-786-100 or Humanitarian Helpline 0322 5555737

### **3. What if my area is declared affected and my name is not in the beneficiary list?**

The name of the individual may have been missed out of the beneficiary list due to one of the following reason:

- The individual's address may not have been recorded correctly at the time of registration for Identity Card which may have resulted in exclusion. The individual may approach one of NADRA Centers or Mobile Vans get his/her address corrected. After address verification from concerned DCOs, their record will be routed through the Provincial Disaster Management Authorities for inclusion in the beneficiary list
- The compensation is extended to one individual per family. Family means husband, wife and unmarried children. If an individual has not updated his/her record by registering his wife alongside his name may have not been included in the beneficiary list. For all such cases the individuals have to register their wives. To do that, bring your Nikahnama to the nearest NADRA center and apply to update your NIC. You can collect your NIC with new family number from the same office. NADRA will send your record to the concerned DCOs and PDMAs for inclusion in the beneficiary list.
- Male head of family are declared eligible since it is more convenient for the male members to collect the cash compensation. In cases where husband cannot collect compensation for any other reason, the woman of the house is eligible to collect cash compensation on behalf of their family provided they are registered with their husbands. In cases where the record is not updated and the wives are not registered, notify your case to your DCO. The DCO will send PDMA and NADRA the alternate CNIC number of the female head of family and NADRA will include them in the beneficiary list
- In cases where there is no ID Card registered in the entire family the individuals have to approach their concerned DCOs for ID Card registration through NADRA and subsequently their records will be sent to NADRA through the concerned PDMAs for inclusion in the beneficiary list.

**4. How can I check if my area is included in the affected areas?**

If your area is flood affected, then write your ID card number and send an SMS to 9888 to find out whether you can or cannot get a Watan card. If your area is not included then it's possible that your area is not a part of the list, but the government has taken a notice of it. You can call 080072977 in Sindh and 04299203301 in Punjab and ask about your area.

**5. I live near a small village is affected and notified in the government list but my area is not included in the list of affected areas identified by the Government. What should I do?**

NADRA has notified all affected areas at village level. Any settlement smaller than a village is not recognized by NADRA. Go to the nearest NADRA center and collect a form to update your address. Once you have filled in the form, your nambardar has to verify that you are a resident of the same area. After the verification submit the form to NADRA and your details will be included in the beneficiary list.

**6. What is the Government's Cash Compensation scheme? What is the process and how do I become part of it?**

The Government is assisting all affectees through the WATAN cards. Rs.20,000 is allotted on each WATAN card for each family. To obtain a Watan card, each affectee head of family should have a national identity card from NADRA for the verification of

their details. The NIC is needed to verify that the affectee belongs to the areas identified by the Government as “flood affected”.

**Remember:** The Watan Card is a free facility for assisting the flood affectees. There are no fees for getting the Watan Card. If you are being charged for issuance of your Watan card or subsequently for any cash withdrawal from your card, please call the Humanitarian Helpline 0322 5555737 to register your complaint.

**7. I got my card yesterday and it is not working – what should I do? Can I get a new card?**

There is nothing wrong with your WATAN card, it will be activated 48 hours after you have received it. In cases of long overdue activation please approach NADRA card distribution centers for assistance. **Do not throw or sell your card.** The government and Humanitarian Community are working constantly to provide assistance and support to the affectees. The WATAN card is critical to track people who need this assistance and you will get the assistance through this card, if more assistance schemes are developed. If you lose your card or it is stolen, immediately report the card loss to the helpline of the bank. (mention bank helpline numbers of all three banks). In case

**8. How do I report a lost or stolen card?**

WATAN cards are being issued by UBL, AL Falah and Habib Bank Limited. It is important to know the name of the Bank issuing your Watan card. There are two ways to report a lost or stolen card:

- When you receive your WATAN card, there is a helpline number on the envelope. This is the helpline of the bank. If you lose your card, immediately call the helpline, provide your name, NIC number and block your card.
- If you have lost the envelope, go to the nearest ATM of your bank. There is a phone inside. Dial 0 and follow instructions to report your lost card

For more information, feedback and comments, please contact  
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