



OMBUDSMAN

WAFAQI MOHTASIB (OMBUDSMAN)'S
SECRETARIAT

Plot No. 36, Constitution Avenue,
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No. F. 3(209) A-II/2014

Islamabad, the 18th December, 2014

Subject: - MINUTES OF THE INAUGURAL MEETING FOR EVOLVING MECHANISM FOR REDRESSAL OF THE COMPLAINTS OF THE OVERSEAS PAKISTANIS, HELD UNDER THE CHAIRMANSHIP OF THE HWM ON 11.12.2014.

Enclosed please find approved minutes of the inaugural meeting for evolving mechanism for redressal of the complaints of the Overseas Pakistanis, held under the chairmanship of the HWM, on 11th December, 2014, for necessary action and compliance by all concerned.

(Muhammad Naeem)
Director General (Admn)

DISTRIBUTION:

1. All participants of the above meeting (list enclosed).

Copy for information to:

1. PS to the HWM, WMS, Islamabad.
2. PS to the Secretary, WMS, Islamabad.
3. Sr. PS to Addl. Secretary (Admn), WMS, Islamabad.
4. Master file.

Wafaqi Mohtasib (Ombudsman)'s Secretariat

Islamabad

Minutes of the Inaugural Meeting for Evolving Mechanism for Redressal of Complaints of the Overseas Pakistanis

The Inaugural Meeting for Evolving Mechanism for Redressal of Complaints of the Overseas Pakistanis against Federal Government Agencies was held on 11th December, 2014 at 1230 hrs under the chairmanship of Honorable Wafaqi Mohtasib in the Conference room of the Wafaqi Mohtasib Secretariat, Islamabad. List of participants is annexed.

2. Welcoming the participants, the Honorable Wafaqi Mohtasib thanked them for making it convenient to attend the meeting. He stated that presence of the representatives of the Ministries and agencies concerned in the meeting was reflective of their commitment to look after the overseas Pakistanis.

3. Recalling the relief provided to Pakistan nationals, especially the ones abroad, against the inordinate delay in issuance of Passports in the recent past, the Honorable Wafaqi Mohtasib recounted the intervention of the Wafaqi Mohtasib Secretariat in resolving various issues such as delay in payment of pensionary benefits particularly to the widows of Government officials and workers.

4. He pointed out that during the recent visit of the P.M. to the UK, the Pakistani Community invited his attention to a range of problems being faced by it. He went on to say that during his visits abroad, Pakistanis generally complain of illegal occupation of their property, fraudulent re-allotment of their plots of land to other individuals by the Housing Societies, non-issuance of NICOP or inordinate delay in its issuance by NADRA etc. He observed that while some of the complaints were out of the jurisdiction of the Wafaqi Mohtasib Secretariat, the complaints against maladministration of govt. agencies must be redressed quickly. He also invited the attention of the participants to the Human Right Cell of the Supreme Court established by the former Chief Justice Tassaduq Hussain Jilani which, among other things, also looks into the complaints lodged by the overseas Pakistanis.

- d) Establish the system of handling online complaints of overseas Pakistanis; (
- e) Establish a desk dealing with issues/problems of overseas Pakistanis;
- f) Establish an Advisory Council to deal with the issues of overseas Pakistanis;
- g) Make full use of the expertise available with the WMS in dealing with complaints.

9. The meeting ended with a vote of thanks to and from the chair.