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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.

Enunciating the mechanism for dealing with the complaints by the Wafaqi Mohtasib Secretariat, the Honorable Wafaqi Mohtasib stated that no complaint lodged with the Wafaqi Mohtasib Secretariat would now remain un-addressed for more than 60 days. He stated that on his request, the Ministry of Foreign Affairs has appointed focal persons in each and every Pakistan Mission abroad.

6. A presentation was made by the Wafaqi Mohtasib Secretariat highlighting the need for a greater focus on redressal of grievances of the overseas Pakistanis and steps recently taken by the Wafaqi Mohtasib Secretariat such as appointment of Grievance Commissioner for the redressal of grievances of overseas Pakistanis. It was emphasized that all the concerned Ministries/Divisions/Departments and Govt organizations (agencies) should evolve internal mechanism for expeditious processing and redressal of the specific complaints of overseas Pakistanis against those agencies.

7. A view was expressed that given the diversity of the problems faced by overseas Pakistanis, it would be difficult for the government agencies to redress many issues which involve private parties. It was, however, clarified that only those complaints need to be entertained which are against the mal-administration by the government agencies. The issues which do not fall within the area of jurisdiction of the Mohtasibs will, therefore, remain inadmissible for processing.

8. At the end of the address by HWM, the meeting was chaired by the Grievance Commissioner and the Ministries/Agencies concerned were advised to:

- a) Make presentation, within the next three weeks, to the Wafaqi Mohtasib Secretariat after evolving internal redressal mechanism for resolution of problems of the overseas Pakistanis which relate to them;
- b) Appoint a focal person to deal with the issues of overseas Pakistanis and convey his name and details of contact to the Wafaqi Mohtasib Secretariat;
- c) Generate independent web page on their respective website to deal exclusively with the overseas Pakistanis;

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- 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.

List of participants of Inaugural Meeting for Evolving Redressal Mechanism for the Overseas Pakistanis in Federal Government Agencies held on 11.12.2014.

1. Mr. M. Salman Faruqui, HWM Chaired
2. Hafiz Ahsan Ahmad Khokhar, Senior Advisor (Law)/Grievance Commissioner for Overseas Pakistanis.
3. Syed Qamar Mustafa Shah, Associate Advisor
4. Mr. Mastaeen Ahmed Alvi, Deputy Secretary M/O Information Broadcasting & National Heritage Islamabad.
5. Sayed Sajjad Haider, DG NASA/OPF Ministry of Foreign Affairs, Islamabad.
6. Mr. Muhammad Zahid Mustafa. D.S, M/O Overseas Pakistanis & Human Resource Development Islamabad.
7. Mr. Muhammad Ghawas Director (IT) & Marketing Associated Press of Pakistan Corporation Islamabad.
8. Mr. Lal Deno, Dy Director, Board of Investment, Islamabad.
9. Mr. Muhammad Bilal Malik, Secretary Management Federal Board of Revenue, Islamabad.
10. Pir Jaffar Shah Additional Director Law, FIA Islamabad.
11. Mr. Hameed Ur Rehman, Manager, Overseas Pakistanis Employment Corporation, Islamabad
12. Mr. Zafar Iqbal, DS, PM Grievances Wing, Ministry of Parliamentary Affairs, Islamabad.
13. Mr. Mushtaq Ahmed Joint Secretary (Admn), Ministry of Parliamentary Affairs, Islamabad.
14. Mr. Muhammad Ishfaq, Adl Director Complaints Cell OPF, Islamabad.
15. Mr. Ifikhar Ahmed Director (Welfare & Services) Overseas Pakistanis Corporation Islamabad.