



FEDERAL OMBUDSMAN

7.

WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
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No. 2(9)/SAL/GCOP/IMP/WMS/2016

Islamabad, the 30th June, 2016.

Subject: **MINUTES OF THE MEETING ON EVALUATION OF WORKING OF ONE WINDOW FACILITATION DESKS ESTABLISHED AT INTERNATIONAL AIRPORTS OF PAKISTAN HELD ON 23-6-2016 IN THE FEDERAL OMBUDSMAN'S SECRETARIAT, ISLAMABAD.**

Enclosed please find herewith a copy of minutes of the meeting held on 23rd June, 2016, 2015 in the Federal Ombudsman's Secretariat, Islamabad and SOPs on the above subject for compliance under intimation to this Secretariat by 15-7-2016 positively.

Encl: As above


(HAFIZ AHSAN AHMED KHOKHAR)
Senior Advisor (Law)
Grievance Commissioner for
Overseas Pakistanis

Distributions:

1. The Secretary, Aviation Division, Islamabad, PIA Building, Blue Area, Islamabad.
2. The Secretary, Ministry of National Health Services and Regulation, Islamabad.
3. The Secretary, Ministry of Overseas Pakistanis and Human Resources Development, Islamabad
4. The Chairman, Federal Board of Revenue, Islamabad.
5. The Chairman, National Database and Registration Authority, Islamabad.
6. The Director General, Civil Aviation Authority, Karachi.
7. The Director General, Federal Investigation Agency, Islamabad.
8. The Managing Director, Overseas Pakistanis Foundation, Islamabad.
9. The Managing Director, Overseas Employment Corporation, Islamabad.
10. The Director General, Directorate General of Immigration and Passports, Islamabad.
11. The Managing Director, Pakistan International Airline Corporation, Karachi.
12. The Director General, Bureau of Emigration and Overseas Employment, Islamabad.
13. The Director General, Airports Security Force, Karachi.
14. The Director General, Anti-Narcotics Force, Rawalpindi.
15. The APM, CAA, Islamabad, Karachi, Lahore, Peshawar, Quetta, Multan, Sialkot and Faisalabad Airports.
16. Office copy.

17- P.S To HWM.

**MINUTES OF THE MEETING ON EVALUATION OF
WORKING OF ONE WINDOW FACILITATION DESKS
ESTABLISHED AT INTERNATIONAL AIRPORTS OF
PAKISTAN HELD ON 23 JUNE 2016 IN THE FEDERAL
OMBUDSMAN'S SECRETARIAT, ISLAMABAD**

A meeting to deliberate upon One Window Facilitation Desk (OWFD) at international airports in Pakistan was held on 23/06/2016 at 11:00 a.m. under the chairmanship of Hafiz Ahsan Ahmad Khokhar, Senior Advisor (Law), Wafaqi Mohtasib Secretariat and Grievance Commissioner for Overseas Pakistanis in the Conference Room of the Wafaqi Mohtasib's Secretariat, Islamabad. The meeting was attended by the representatives of relevant Agencies, amongst others. List of participants is attached.

2. The Honourable Federal Ombudsman of Pakistan who attended the meeting for a short time on special invitation congratulated Hafiz Ahsan Ahmad Khokhar, Civil Aviation Authority and other Agencies dealing with OWFDs for setting up of the Desk at all International Airports in Pakistan, except Faisalabad (which the Hon'ble Wafaqi Mohtasib will be inaugurating soon) and manning them with all the Agencies working at the Airports to ensure that Overseas Pakistanis, in particular, are not harassed and are not made to wait unnecessarily on arrival and departure, while strictly complying with the rules and regulations and necessary checks of baggage and documents. He pointed out that the general feedback is very favourable and he appreciated supervision exercised by the Airport Managers at all the

airports at the OWFDs, who were made responsible by Grievance Commissioner. He observed that the initiative by the Federal Ombudsman was necessitated by large scale complaints by Overseas Pakistanis to the Heads of State and Government when they visit foreign countries and interact with the Pakistani community. Overseas Pakistanis used to allege harassment and extortions at the airports. The Hon'ble Wafaqi Mohtasib was pleased to learn from the representatives of Civil Aviation Authority that after setting up of OWFD, complaints had gone down by more than 80%. As the office of the Federal Ombudsman of Pakistan is not equipped to oversee and monitor on daily basis the working of the OWFDs on long term basis, Hon'ble Federal Ombudsman conveyed his decision to the participants that the responsibility of owning, monitoring, controlling and managing OWFD should now on rest with the Civil Aviation Authority. Henceforth the role of the office of Federal Ombudsman of Pakistan and Grievance Commissioner for Overseas Pakistanis in respect of the OWFD will be confined to processing complaints of overseas Pakistan in respect of OWFDs, if and when received. He hoped that in such cases, the issues raised by overseas Pakistanis and conveyed by the Grievance Commissioner to the Agencies will be addressed on priority basis, which is the objective of setting up the OWFDs. He hoped out that the minutes of this meeting should suffice and no further communication would be necessary as regards the transfer of OWFDs to Civil Aviation Authority with immediate effect.

3. Hafiz Ahsan Ahmad Khokhar, Grievance Commissioner pointed out that a special invitation was extended to the Director General, Civil Aviation Authority by Secretary, Wafaqi Mohtasib Secretariat because of the momentous decision taken by the Hon'ble Federal Ombudsman, but he has sent his representatives who have taken note of the decision of the Hon'ble Wafaqi Mohtasib and will communicate the same to the Director General, Civil Aviation and Secretary, Ministry of Aviation which will take effect immediately.

4. The Grievance Commissioner for Overseas Pakistan made the following observations:

- I. Regular attendance and punctuality at One Window Facilitation Desks need to be further improved in accordance with the SOPs.
- II. Civil Aviation needs to install surveillance cameras at the Desks and set up a system to hold absentee agency officials responsible, if they are found missing. In this regard concerned agencies need to fully cooperate with Civil Aviation by initiating disciplinary proceedings against delinquent officials.
- III. OWFDs are expected to resolve complaints instantly. However, complaints requiring policy issues or attention at higher levels should be recorded for action by concerned

agencies. Copy may also be marked to Grievance Commissioner for record and follow up.

IV. Lack of coordination between officials of all Agencies at OWFD is required to be addressed in fortnightly meetings of Civil Aviation Authority with senior officers of the concerned Agencies at the Airport.

V. Awareness in public regarding OWFD at arrival / departure / lounge area / entrance and exit points may be ensured by CAA with the cooperation of PIA and other airlines through their onboard and lounge announcements and standees.

5. The meeting ended with vote of thanks to / from the Chair.

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STANDARD OPERATING PROCEDURES (SOPS) FOR ONE WINDOW FACILITATION DESKS ESTABLISHED AT ISLAMABAD, LAHORE, KARACHI, PESHAWAR, QUETTA, MULTAN AND SIALKOT AIRPORTS

Sr No	Directions	Agency Involved
1	All Agencies will ensure their officials' presence at One Window Facilitation Desks, Islamabad, Lahore, Karachi, Peshawar, Quetta, Multan, Sialkot and Faisalabad airports round the clock (24/7) and to take action against the delinquent officials under intimation to this Secretariat on weekly basis. Duty roster of two months of officials of every employee must be submitted regularly.	<p align="center"><u>ALL AGENCIES AT OWFD</u></p> Civil Aviation Authority, Airports Security Force, Federal Investigation Agency(FIA), Federal Board of Revenue Overseas Pakistanis Foundation(OPF), Overseas Pakistanis Employment Corporation, Directorate General of Immigration & Passports, National Database and Regulatory Authority, Pakistan International Airline Corporation, Bureau of Emigration & Overseas Employment, Anti-Narcotics Force (ANF) Ministry of Health and Regulation
2	All agencies to ensure the availability of their brochures / organization working material at these facilitation desks for public awareness.	ALL AGENCIES AT OWFD
3	All agencies to ensure to design and notify their SOPs and Monitoring & Evaluation system along-with the templates for the working & complaints of One Window Facilitation Desks established at airports under intimation to this Secretariat.	ALL AGENCIES AT OWFD
4	All Agencies to ensure that their names/insignia/flashy display boards and contacts are displayed at One Window Facilitation Desks and other areas (arrival / departure / parking / entrance and exit) of Airports in coordination with CAA.	ALL AGENCIES AT OWFD

5	All Agencies to ensure the facility of computer to their officials and SKYPE facility (audio chatting only) at their computer in Desks enabling the complainant to directly correspond with the relevant representative of the Agency if he/she so desires.	ALL AGENCIES AT OWFD
6	All Heads of Agencies to pay surprise visit to these facilitation One Window Facilitation Desks and will submit regularly fortnight reports on the complaints and suggestions received from Overseas Pakistanis at respective airports	ALL AGENCIES AT OWFD
7	Duty officer of each stakeholders/Agency working at airports shall maintain the record of resolved queries on spot and independently. Follow-up unsettled queries till their resolution under intimation to the complainant. The respective Agencies will inform their Heads of Agencies and the Grievance Commissioner for Overseas Pakistanis on weekly basis. The Particulars of visitors and complaint date be also mentioned.	ALL AGENCIES AT OWFD
8	Suggestions/Complaint box be placed at One Window Facilitation Desks and at different places of airports. Electronic/bio-metric system to ensure the attendance of officials working in Desks.	CAA/OPF
9	Tracking of resolution of complainants/issues of expatriates to be provided on websites of the Agencies.	ALL AGENCIES AT OWFD
10	Surveillance cameras for monitoring and security purpose to be installed each One Window Facilitation Desks. Daily and weekly, fortnight and monthly report to be submitted to the office of Grievance Commissioner for overseas Pakistanis and to the Heads of representative agencies.	ASF/CAA
11	Universal Toll Free Number, Fax Machine and E-mail facilities to be available at all One Window Facilitation Desks. Expenditure in this regard would be jointly borne by BOE & OE and OPF.	CAA
12	URL for online complaint website (Urdu & English) will be displayed at these desks for the purpose of awareness.	ALL AGENCIES AT OWFD
13	All the Agencies will regularly submit the 60 days duty roster/chart to the Grievance Commissioner for Overseas Pakistan in next three days on email.	ALL AGENCIES AT OWFD

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LIST OF PARTICIPANTS

1. Honorable federal Ombudsman of Pakistan
2. Hafiz Ahsaan ahmed Khokhar (Grievance Commissioner for overseas Pakistanis)
3. Mr Jamshaid ahmed (Executive Director OEC)
4. Mr rahmatullah Vistro (secretary custom/FBR)
5. Mr Aman Ullha alvi (APM CAA)
6. Mr zaheer Ahmed (director fIA)
7. Mr Khalid Waqar Khan (Director ASF)
8. Mr Iftikhar Naqi (Assitant Director ASF)
9. Syed Imran Haider (DD NADRA)
10. Mr Asad Raza (AD NADRA)
11. Mr Nadeem Islam (Joint Director)
12. Mr Naveed Wirk (CSO ASF)
13. Mr Amin Ullah S.O Admn
14. Dr Irfan tahir AHO
15. Dr Naseer Mohiuddin
16. Miss maria jabeen
17. Mr naeem A khan
18. Mr Jamil Afzal Cheema OPF
19. Mr Tanvir Hussain OPF