

Overseas Pakistanis

Grievance Commissioner's Office, Wafaqi Mohtasib (Ombudsman)'s Secretariat, Islamabad Pakistan



An Inspection Team from the Wafaqi Mohtasib Office holding a meeting with the officials of the 12 Federal Agencies deputed at the Islamabad Airport (07-03-2024)

Inspection Visits of all International Airports of Pakistan by WM Inspection Teams

On an initiative of Hon'ble Federal Ombudsman, "One Window Facilitation Desks" were established at all international airports of Pakistan where representatives of 12 relevant agencies remain present 24/7 to facilitate and resolve problems/complaints of Overseas Pakistanis on the spot. Any overseas Pakistani can seek help from these OWFDs while going out of country or coming back to Pakistan.

On the directive of Wafaqi Mohtasib periodic inspection visits are also conducted by Advisors of WM to monitor the functioning of these desks and enhancement of facilities for Overseas Pakistanis. During first 6 months of this year all the 8 international airports (Quetta, Multan, Faisalabad, Lahore, Sialkot, Karachi, Peshawar and Islamabad) have been visited by different inspection teams constituted by the Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi. These teams inspected "One Window Facilitation Desks" set up at the airports for facilitation of Overseas Pakistanis, interacted with the officials of 12 Federal agencies deputed there and checked complaint registers. The inspection teams also met the



From the Ombudsman's Desk

Serving as one of the major sources of foreign exchange earning for the homeland, the welfare of more than 10 million Overseas Pakistanis remains high on our priorities. Accordingly, the office of Grievance Commissioner for Overseas Pakistanis was established in the Wafaqi Mohtasib Secretariat in 2015 to attend exclusively, individual complaints and systemic issues faced by Overseas Pakistanis. During the first six months of this year the Grievance Commissioner's Office received

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Inspection visit of Karachi Airport by the team of Regional Office, Karachi (21-03-2024)



Inspection visit of Lahore Airport by the team of Regional Office, Lahore (04-06-2024)

passenger, listened their complaints and issued instructions on the spot for prompt redressal. Besides visiting all areas of airport, the inspection teams also held meetings with the senior officers of agencies concerned and gave necessary directions for addressing complaints of overseas Pakistanis on top priority.

The teams submitted their comprehensive reports on the proper proforma to the Federal Ombudsman alongwith points on which follow up action was required. It will not be out of way to mention here that welfare of more than 09 million Pakistani diaspora has always been under special attention of the Wafaqi Mohtasib and he himself monitors the implementation of directives issued by Coordination Wing of

WMS to different agencies for enhancement of facilitations to Overseas Pakistanis at airports. In this regard several initiatives have been taken and got implemented, such as launching of online emigrant registration/protector clearance system for intending migrants which started from Jan 2024, set up of joint search counters of the ANF, ASF, FIA & Customs so that the baggage of passengers could be checked at one place, installation of CCTV cameras at OWFDs, increase in wheel chairs, placement of awareness standees in different areas of airports, installation of guidance boards regarding DOs and DONTs, provision of computers and printers at International departure terminals for getting free prints of e-visa and e-tickets etc, increase in luggage handling



Inspection visit of Multan Airport by the team of Regional Office, Multan (23-05-2024)



Inspection visit of Faisalabad Airport by the team of Regional Office, Faisalabad (06-05-2024)



Inspection visit of Peshawar Airport by the team of Regional Office, Peshawar (08-05-2024)

vehicles, staff and scanner machines including conveyer belts to avoid unnecessary delay in collection of luggage by the passengers, provision of adequate

numbers of wrapping machines, increase in e-visa gates and separate immigration counters for F1st class, Business class and Sohni Darti card holders.



Inspection visit of Quetta Airport by the team of Regional Office, Quetta (23-05-2024)



Inspection visit of Sialkot Airport by the team of Regional Office, Gujranwala (18-04-2024)

From the Ombudsman's Desk

953 complaints of Overseas Pakistanis from all over the world showing an increase of 162.53% from the complaints received during the first six months of the last year which shows confidence of Overseas Pakistanis on this institution.

The Office of Grievance Commissioner remains closely in contact with Pakistan Missions abroad through Ministry of Foreign Affairs and acquires monthly reports, which show that the problems of 12163 Overseas Pakistanis have been solved by our Missions. Likewise, 55025 Overseas Pakistanis while going abroad or coming back to the homeland received assistance from the One Window Facilitation Desks (OWFDs) established by Wafaqi Mohtasib at all international airports of Pakistan.

As you are aware, Pakistanis proceeding abroad on work visa/student visa have been

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facing hardships in obtaining protector stamp from Bureau of Emigration & Overseas Employment. Due to affective follow-up by this office, the problem has been solved through provision of e-protector system and online emigrant registration/clearance facility has been launched by BE&OE from January, 2024. This facility is also available at all OWFDs at international airports in the country. I am also happy to share with you that beginning from 05 January, 2024, all complaints from Pakistanis abroad are registered at Wafaqi Mohtasib's Complaint Management Information System (CMIS). This has introduced greater transparency and efficiency in the handling of complaints.

I am confident that the newsletter in hand will play a positive role for sharing information and will facilitate overseas Pakistanis in establishing quick contact for seeking the required assistance.



Secretary, Wafaqi Mohtasib, chairing a meeting of representatives of agencies working at OWFDs (29.2.2024)

8.5 years old problem of plot of an overseas Pakistani resolved

An Overseas Pakistani Mr. Akif Zia complained that he is working in UAE. He bought a plot in IB Employees Housing Society, Islamabad (Gulberg) in 2015 but after a lapse of 8.5 years he could not get possession of his plot. On the intervention of GC (OP) WMS, senior management of IBEHS informed that the management has replaced his undeveloped plot with a developed plot No.166 measuring 30"x60" and now the complainant can get its possession.

Complainant given access to his plot

An overseas Pakistani Mr. Naveed Ifzal living in UK registered a complaint with GC (OP) WMS stating that his distant relative having adjacent land built a wall on his land and now there is no access to his plot. He further stated that he met village registrar (Patwari), police and other relevant authorities but instead of getting relief, the offender started threatening him. He informed that he is coming to Pakistan for 04 weeks and if the GC office can do something in these four weeks it will be a great help. GC (OP) immediately took up the matter with the relevant authorities for

redressal of the grievance of the complainant on priority basis. Within a week a detailed report attested by DPO Jhelum and DSP legal Jhelum received in this office that both the parties were summoned and now the wall has been demolished and access to the plot of the complainant has been given.

Death certificate issued to the widow

Ms. Sara Asghar residing in Karachi complained that her husband died suddenly in Nairobi due to severe heart attack and she needed his death certificate for legal and administrative purposes but despite all out efforts no response has been received so far from any side. GC (OP) WMS immediately took up the matter with MOFA and within seven days death certificate of her husband was issued.

On intervention of GCOP (WMS) stolen laptop returned to the overseas passenger

An overseas passenger Mr. Rashid Minhas complained on 07.04.2024 that while coming back from Saudi Arabia his laptop with bag was stolen from his trolley at the airport. He further stated that his laptop contained most important documents/informations but despite his

best efforts, no agency at airport helped him. Office of the GCOP (WMS) took up the matter with Ministry of Aviation, DG ASF, and Airport Manager for proper action. On 16.04.2024 report was received from Sr. Joint Director security/COO/Airport Manager stating that :

“CCTV footage was seen and it was observed that another passenger picked up the complainant’s bag having laptop in it and left the airport. This office traced out the passenger through picture taken from CCTV and traced the address with the help

of FIA (IBMS) and shared all details with the complainant/passenger and the Civil Police for further legal action. Ultimately with combined efforts made by PCAA Security, ASF and FIA, the Laptop with the bag has been recovered from the culprit and handed over to the rightful owner”.

Thus with the intervention of office of the Grievance Commissioner for Overseas Pakistanis WMS, the stolen laptop with bag was recovered and handed over to the owner within 09 days.

Meeting held with Focal Persons of 12 Agencies working at One Window Facilitation Desks of all International Airports of Pakistan

To check the performance of One Window Facilitation Desks (OWFDs) and to provide necessary facilities to Overseas Pakistanis at all International Airports of Pakistan, periodic meetings of Focal Persons of relevant agencies is a regular feature of office of the Grievance Commissioner for Overseas Pakistanis at the WMS. One such meeting was held on 28-3-2024 in the conference room of WMS which was chaired by Senior Advisor, Mr. Ahmad Farooq and attended by focal persons of OPF, PIA, Pakistan Customs, ASF, FIA, CAA, OEC, NADRA, ANF, Border Health Services Pakistan, BEOE and DG I&P.

The Senior Advisor directed all agencies to submit their monthly reports on due dates i.e. before 10th of next month. It was also directed that authentic figures along-with nature of problems/queries/complaints resolved on the spot should also be mentioned in broader categories and instead of sending these reports in

piecemeal by representative at each airport, a consolidated report prepared by Focal person of the department should be sent to the office of GCOP WMS.

Matter of delay in baggage clearance was discussed in detail and COO/Airport Manager told that CAA is taking serious action and maximum 50 minute’s time has been fixed for clearance of baggages of passengers from 1st bag to last bag and if any delay occurs, the relevant company is fined. He further told that by this action problems have been controlled successfully.

Focal person of BE&OE told that e/Protector system has been introduced in letter & spirit, its procedure is easy and after fulfilling codal formalities a passenger gets his visa protected within two hours.

About unjust & illegal detention of passengers by immigration staff, despite having valid visa & travelling documents,



Meeting with Focal persons of 12 agencies working at "One Window Facilitation Desks" established at all international airports of Pakistan (28-3-2024)

Deputy director FIA told that due to illegal human trafficking to Europe through Libya, Turkiye and some other countries, proper profiling is executed and only suspicious passengers are detained. Senior Advisor WMS directed that in future, if any passenger is detained by officer on duty, he should put on record the reasons that why this passenger has not been allowed to travel. GC (OP) will check it and if the version of the FIA officer is found wrong, this office will take necessary action against him. He further instructed that there should be only one queue and comprehensive checking of passengers should be made one time, whereas suspicious passengers should be segregated which are not more than 10% and they can be re-checked through a separate queue.

Additional Collector Customs told that on previous instructions of WMS, all necessary information including items which cannot be carried by passengers has been displayed on screens in waiting area

and in the departure hall.

Regarding complaints of non-issuance of boarding pass to the passengers having "OK to Board" tickets while travelling by airlines of other countries, Senior Advisor directed APM that being custodian of airport, he should visit the counters of these airlines at airport and instruct them.

Regarding delay in informing passengers about cancellation of the flight, Airport Manager agreed that he will ensure that passengers are informed about cancellation of flight at least 6 hours before the flight time.

It was also agreed upon that OPF will provide proper documents to ASF authorities for issuance of entry passes of all lounges to the representatives of OPF at all airports so that they can facilitate and take care of Overseas Pakistanis properly.

It was also informed by APM that money exchange counters and ATM machines were already working at Airports.

On line emigrant registration/protector clearance system launched by BE & EO from January, 2024

Intending emigrants can submit their protector clearance applications on line through bureau's website

The issue of starting protector stamp system at one window Facilitation Desks at all International Airports of Pakistan for work/study visa holders was taken up by WMS Head office with the concerned agency multiple times. Bureau of Emigration and Overseas Employment was sensitized to make proper arrangements at OWFDs to facilitate Overseas Pakistanis. The BE&OE due to financial, human resources and legal constraints in running a 24/7 setup has not been able to do the needful. This problem has been solved through e-protector system and e-protector manual has been widely publicized through media. On the instructions of Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, awareness standees have been placed at OWFDs, and manual of e-protector has also been sent to all Airport Managers, Pakistan Missions abroad and other relevant agencies by Grievance Commissioner for Overseas Pakistanis.

BE & OE has informed this office that e-protector stamp system has been introduced in letter & spirit, its procedure is easy and after fulfilling codal formalities

a passenger can get his visa protected within two hours. Moreover, representatives (Inspectors/Assistant Directors) of BE&OE have also been deputed at all airports for guidance and help of passengers.

It will not be out of place to mention here that e-protector system was introduced in September, 2023 on trial basis and from January, 2024 it has been launched properly. Following month-wise data of passengers who were benefitted from this facility show that number of passengers is increasing gradually.

Month wise e-Protector Registrations	
January	177
February	1337
March	1318
April	1094
May	1964
June	2102
Total	7,992
e-protector link:	https://beoe.gov.pk/online-emigrant-registration-delta

Data of Overseas Pakistanis Facilitated & Their Complaints/ Problems Resolved from 1st January To 30th June 2024

Complaints/ Problems/ Facilitations	RECEIVED	RESOLVED/ DISPOSED OF	UN-RESOLVED/ UNDER PROCESS
Complaints received direct in Grievance Commissioner Office WMS	953	885	68
Problems/ Complaints handled by Pakistan Missions Abroad	13,254	12,163	1,091
Problems/ queries of Overseas Pakistanis going abroad & coming back to their homeland resolved instantly at One Window Facilitation Desks.	55,037	55,025	12
Total	69,244	68,073	1,171

Inspection Team of WMS visits the Protectorate of Emigrants, Rawalpindi

Five counters of National Bank may be made operational immediately. Wafaqi Mohtasib directs opening of separate counters for women and senior citizens and computerization of insurance forms.



Incharge Inspection Team hearing complaints of general public at Protectorate of Emigrants office, Rawalpindi (12-06-2024)

Wafaqi Mohtasib Ejaz Ahmad Qureshi has directed the office of Protectorate of Emigrants to open separate counters for women and senior citizens, provide the facility of filling of forms online through internet, operationalize all the five counters of National Bank and authorize the regional offices to affix protector stamp. He further directed that the facility of protector stamp to all citizens of Pakistan be made available at one place instead of asking them to visit different regional offices. Wafaqi Mohtasib has given these directions after submission of report by his Inspection Team headed by Senior Advisor. It may be noted that the Wafaqi Mohtasib had constituted an Inspection team comprising officers of the Wafaqi Mohtasib Secretariat, after receiving complaints about irregularities in the office of Protectorate of Emigrants. The Inspection team visited the Rawalpindi office of Protectorate of Emigrants on 12 June, 2024 and heard the complaints of

hundreds of people present there and issued orders on the spot to the Protectorate officers. When the Inspection Team of Wafaqi Mohtasib reached there, a huge crowd in the office was waiting for their turn and there was no place for women to sit. Five counters of the National Bank existed to collect the fee but only at one counter, the bank employee was collecting the fee. Two employees at the State Life Insurance counter were filling the form of each customer manually, resulting delay. The team directed the Protectorate officials to make all the five counters of National Bank operational and computerize the insurance forms because a lot of time is being consumed at these two counters. On the directions of the Wafaqi Mohtasib's team, protector clearance was given to many people on the spot. The Office of the Protectorate informed that they have prohibited entry of agent mafia in office and if any such person is found, he is handed over to the police.



E-mails and Letters of Thanks OVERSEAS PAKISTANIS

The Wafaqi Mohtasib of Pakistan,

The undersigned had submitted an application to your good self on January 12, 2024 for release of my elder brother Sajid Mahmood from Shaher Bin Ghazi Jail, Libya. In this regard, your positive response, awakened a ray of hope in me.

I am writing to express my profound gratitude for your instrumental role in the release of my elder brother. He has returned home safely on March 19, 2024. Your commitment to justice and human rights is truly commendable. Your tireless efforts and dedication has brought significant change in his life. The relief and joy that my family is experiencing cannot be put into words.

I am particularly grateful for your transparent and fair handling of this sensitive issue.

I sincerely appreciate and request you to also make necessary arrangements for the release of those Pakistanis who are incarcerated in foreign jails and have no access to you.

Best regards,
Zubair Ahmed

Younger brother of Sajid Mahmood
Rawalpindi Cantt
Cell No.0308-8527426
28-03-2024

Respected Ombudsman,

I want to express my sincere gratitude for the services provided by your department. I recently had an issue with my passport and your team's prompt and efficient resolution was truly commendable.

I genuinely appreciate dedication demonstrated by the Ombudsman Office. I have now received my passport.

Please convey my thanks to the entire team for their hard work and commitment.

Warm regards,
Muhammad Qadeer Ashraf
School of Law
BARC University
Bangladesh
16-1-2024

The Wafaqi Mohtasib and Team,

After your kind direction to NADRA to redress my grievance, relevant agency was not only mobilised into action but I feel delighted to share that I have received my card on 13th May, 2024.

Please note that I reached out everywhere but everyone was too busy. However, to my surprise, in all this I got a very professional, meaningful and quick response from your good office. I highly commend your professionalism and dedication to public service. It reflects your passion towards your job.

You have not only earned all my respects but also revived my confidence in government machinery. Please note that as a goodwill, I have shared this whole experience with my peers and other community members and our feelings for your office are mutual.

Kind regards,
Muhammad Farukh Amin Sial
Perth, Australia
18 May 2024

السلام علیکم!

میرا نام طاہر سعید ہے، میں نے اپنے بچوں کے پاسپورٹ کے لئے وفاقی محتسب کے شکایات کفشنر آفس برائے اوورسیز پاکستانیز میں درخواست دائر کی تھی کہ میرے بچوں کا پاسپورٹ بہت تاخیر کا شکار ہو رہا ہے جس کی وجہ سے مجھے بہت پریشانی کا سامنا کرنا پڑ رہا ہے۔ دفتر کفشنر شکایات برائے اوورسیز پاکستانیز کی کوششوں کی وجہ سے میرے بچوں کے پاسپورٹ مجھے بہت جلد موصول ہو گئے۔ میں وفاقی محتسب کا بے حد ممنون ہوں۔

(وقاص طاہر سعید)
فرانس

27.05.2024

السلام علیکم!

سر! میں اور میرے تمام فیملی ممبر دل کی گہرا انیسوں سے آپ کا اور آپ کی پوری ٹیم کا شکریہ ادا کرتے ہیں۔ آپ لوگوں کی کوششوں سے میرے پاسپورٹ کا مسئلہ حل ہوا۔ آپ لوگ جس محنت سے میرے فون سننے رہے اور وائس لپ کال اور وائس میج کے ذریعے مجھے دفتر کی کارروائی سے آگاہ رکھتے رہے اس کے لئے میں آپ سب کو زندگی بھر اپنی دعاؤں میں یاد رکھوں گا۔ جس طرح آپ نے میرا مسئلہ حل کر دیا، اسی طرح اللہ پاک آپ سب کی ہر حاجت پوری کرے، آمین۔

(شیخا عت علی)
جرمنی

18.01.2024

CONTACT DETAILS: "ONE WINDOW FACILITATION DESKS"

Federal Investigation Agency (FIA),
Muhammad Tufail Niazi Rd, G-9
Mauve Area G-9/4, Islamabad.
Phone: 051-9260093
Fax: 051-9260863
Email: dg@fia.gov.pk

Directorate of Anti-Narcotics Force (ANF), Plot No. 13, Yamaha Chowk,
Industrial triangle, Kahutta Road,
Islamabad.
Phone: 051-9270173
Fax: 051-9270165
Email: anf@anf.gov.pk

Civil Aviation Authority (CAA),
DG Secretariat, Headquarter, Civil
Aviation, Karachi.
Phone: 021-99242002, 021-99242003
Fax: 021-99242004
E-mail: dgcaa@caapakistan.com.pk

Airports Security Force (ASF),
ASF Head quarter, B-280 old area,
Karachi.
Phone: 021-99242598, 021-9924599
Fax: 021-99242596
Email: hqasfops@gmail.com

Pakistan International Airlines (PIA),
Safety Building,
PIA Head office, Karachi.
Phone: 051-9059213, 051-9059336
Fax: 051-9209924
Email: ceo.sectt@piac.aero

National Database & Registration Authority (NADRA),
State Bank Building, G-5/2,
Islamabad.
Phone: 051-9208602
Fax: 051-9208616
E-mail: tariq.malik@nadra.gov.pk

Bureau of Emigration & Overseas Employment (BEOE),
Emigration Tower, Plot No.10, Mauve
Area, Sector G-8/1, Islamabad.
Phone: 051-9107272
Fax: 051-9107270
Email: dg@beoe.gov.pk

Directorate General of Immigration & Passports (DGI&P),
Mauve Area, G-8/1, Islamabad.
Phone: 051-9107070
Fax: 051-9107071
Email: info@dgip.gov.pk

Overseas Pakistanis Foundation (OPF),
G-5/2, Islamabad.
Phone: 051-9205122
Fax: 051-9224335
Email: md@opf.org.pk

Border Health Services Pakista,
Block 47, Pak Secretariat, Saddar,
Karachi.
Phone: 021-99201252
Email: directoratche@gmail.com

FBR Model Customs Collectorate,
Customs House, Mauve Area G-9/1,
Islamabad.
Phone: 051-9201938, 051-9209723
Fax: 051-9205308
Email: chairman@fbr.gov.pk

Overseas Employment Corporation (OEC),
PMI Building Auditorium, G-7/1,
Islamabad.
Phone: 051-9253241, 051-9253250
Fax: 051-9253244
Email: md@oec.gov.pk



HOW TO REGISTER A COMPLAINT?

Lodging of complaint with Federal Ombudsman is very simple. Any Overseas Pakistani can file his complaint: -

1. By e-mail: (mohtasiboverseascommissioner@gmail.com)
 2. By Mobile App - Google Play Store:
www.play.google.com/store/search?q=wafaqi%20mohtasib&c=apps
 3. By fax (92-51-9217224)
 4. By post (36, Constitution Avenue, Opposite Supreme Court of Pakistan, Sector G-5/2, Islamabad.
 5. By hand.
- For filing complaints neither lawyer nor any fee is required.

IN CASE OF UNRESOLVED COMPLAINTS PLEASE CONTACT:

Dr. Inam Ul Haq Javeid

Grievance Commissioner For Overseas Pakistanis

Wafaqi Mohtasib (Ombudsman)'s Secretariat
36-Constitution Avenue, G-5/2, Islamabad

mohtasiboverseascommissioner@gmail.com

☎ 051-9217259

📠 051-9217224

☎ 03035095361

Helpline No. within Pakistan : 1055

Helpline No. from other countries : 0092-51-9213886,
0092-51-9213887

(Monday to Friday 08:00 AM to 10:00 PM)

Website: www.mohtasib.gov.pk



(An initiative of Federal Ombudsman)

One Window Facilitation Desks For Overseas Pakistanis



(Message of Federal Ombudsman Ejaz Ahmad Qureshi)

Wafaqi Mohtasib Secretariat is here to instantly redress the genuine grievances of Overseas Pakistanis. Representatives of following departments are available at "One Window Facilitation Desks" at all international airports of Pakistan, round the clock (24/7), to resolve the complaints of Overseas Pakistanis:

1. Overseas Pakistanis Foundation (OPF)
2. Pakistan International Airlines Corporation (PIA)
3. Pakistan Customs
4. Airport Security Force (ASF)
5. Federal Investigation Agency (FIA)
6. Civil Aviation Authority (CAA)
7. Overseas Employment Corporation (OEC)
8. National Database & Registration Authority (NADRA)
9. Anti Narcotics Force (ANF)
10. Border Health Services Pakistan
11. Bureau of Emigration & Overseas Employment
12. Directorate General of Immigration & Passports



In case of unresolved complaints at Facilitation desk, please visit our website:

www.mohtasib.gov.pk/GoPInitiative

Or Contact

Dr. Inam-ul-Haq Javeid

Advisor/ Grievance Commissioner for Overseas Pakistanis

E-mail: mohtasiboverseasgcommissioner@gmail.com

☎ 051-9217259

☎ 051-9217224

☎ 03035095361

Helpline No. within Pakistan : 1055

Helpline No. from other countries :

0092-51-9213886, 0092-51-9213887

(Monday to Friday 08:00 AM to 10:00 PM)

Wafaqi Mohtasib (Ombudsman)'s Secretariat
36-Constitution Avenue, G-5/2, Islamabad

For lodging online complaints against Federal Government Departments:

www.mohtasib.gov.pk

OPF Focal Person:

Director (welfare & Services Division)
Overseas Pakistanis Foundation
G-5/2 Shahrah-e-Jamhuriat Islamabad

Universal Access Number:

0092-51-111-040-040