

Overseas Pakistanis

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

From the Ombudsman's Desk



Ejaz Ahmad Qureshi
Federal Ombudsman Pakistan

The 5th issue of the bi-annual Newsletter for Overseas Pakistanis (January – June 2025) is before you. It was started in 2023 as an effective tool for sharing of information, new developments and policies that may be of interest to you when travelling to and from Pakistan. The feedback received from some overseas friends was found very helpful and accordingly, some changes have been introduced in the structure and the layout of the Newsletter. I am confident that you will find it more informative and useful.

You will be pleased to know that the Office of the Advisor for Overseas Pakistanis, established as part of the Wafaqi Mohtasib (Ombudsman) Pakistan has undertaken a number of initiatives or has been instrumental in providing necessary facilities to overseas Pakistanis at home and abroad. Some of the major developments, in this regard, include the launching of Apostille Attestation system through the good offices of the Ministry of Foreign Affairs and other stakeholders, provision of e-Protector Stamp facility at airports, the One Window Facilitation Desks (OWFDs) at eight international airports in the country and nomination of focal persons by Pakistan Missions abroad to redress problems of Pakistani diaspora at their respective stations.

I commend the efforts of Pakistan Missions abroad and other relevant agencies who are fully cooperating with the Advisor, Overseas Pakistanis in addressing complaints received from Overseas Pakistanis. Today, an increasing number of Pakistanis are approaching our Office seeking assistance in various issues faced by them. This is reflective of their trust and confidence in our services which we greatly value and seek to maintain in recognition of their contribution to the economic wellbeing of the country.

I assure you of our continued resolve and commitment, to redress grievances of overseas Pakistanis expeditiously and without any cost.



A view of the meeting under the chairmanship of Wafaqi Mohtasib, Ejaz Ahmad Qureshi to review the performance of Overseas Pakistanis Wing WMS (16.06.2025).

Inspection visits of Islamabad, Peshawar, Quetta, Faisalabad & Sialkot International Airports by WM inspection Teams



WM Inspection team headed by Mr. Ahmed Farooq, Senior Advisor, visiting OWFD at Islamabad International Airport to review the facilities provided to passengers there (23.04.2025).

Upon receipt of a large number of complaints regarding mal-administration by Federal agencies performing duties at airports, Wafaqi Mohtasib's inspection teams visited Islamabad, Peshawar, Sialkot, Quetta, and Faisalabad airports under the directives of Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi. The teams led by Senior Advisors of the Wafaqi Mohtasib's Office inspected the One Window Facilitation Desks established for overseas Pakistanis, listened to the complaints of passengers, and issued on-the-spot instructions for speedy solution of their problems regarding maladministration. These visits to the country's international airports were intended to improve and upgrade the services being provided to the passengers, specifically at OWFDs.

Inspections were organized at the national and international lounges, luggage areas, immigration counters, and counters of other agencies operating at the airports, gaining first-hand insight into the problems

faced by passengers. It was observed that a significant number of complaints from outgoing passengers pertained to delays in immigration, unwarranted interference, and the high-handed attitude of FIA, ASF, and Customs officials. Conversely, incoming passengers also indicated issues such as lost baggage and delayed luggage delivery.

The Inspection Teams also inquired about the implementation status of



WM Inspection team headed by Incharge Regional office Peshawar Muhammad Mushtaq Jadoon visiting Bacha Khan International Airport Peshawar (25.03.2025).

recommendations made during these visits. During earlier inspections, the teams had advised relevant authorities to integrate the desks of ANF, ASF, and Customs, install CCTV cameras at Customs search desks, and display bilingual (English and Urdu) billboards at all counters for passenger's information. It was apprised by the airport authorities that they had already abided by these instructions.

During the inspection of OWFDs, the teams noted that complaint registers were being regularly maintained. Physical verification of monthly reports was also conducted. Awareness material such as leaflets, brochures, and bi-annual Newsletters for Overseas Pakistanis provided by the WMS Advisor/ Grievance Commissioner's Office were properly displayed at OWFDs. Agency representatives were reminded to submit monthly reports to the G.C. Office in time along with the categorization of the complaints.



WM inspection team headed by Incharge Regional office Quetta Mr. Ghulam Sarwar Brohi visiting Quetta International Airport (25.04.2025).

The teams appreciated the installation of a snake queue system at immigration counters, which prevented long queues during peak hours. Additional human resource had been deployed, and special counters were established for female and senior citizens in the departure lounge.

Pakistan. Authorities were instructed to take appropriate measures for timely resolution of the grievances. Moreover, instructions were issued to PAA to adopt strict guidelines for travel agents, ensuring that "OK to board" status is not only written on tickets but also updated in the airline's computer system to prevent passengers from missing flights. It was also instructed that PAA may make it a mandatory requirement for all airlines to provide an informational leaflet along with the air ticket, highlighting the pre-boarding requirements such as Protector's stamp for work visa holders, Polio drops for certain countries as well as the items which a passenger may or may not carry during travelling.



WM Inspection Team headed by Incharge R.O Faisalabad, Mr. Shahid Hussain Jilani visiting Faisalabad International Airport (16.06.2025).

Meetings were also convened with local heads of the agencies concerned at the airports, discussing specific issues faced by Overseas Pakistanis, during their visits to

During the inspection of Sialkot International Airport, Head of Inspection team, Incharge WMS Regional office Gujranwala brought into the notice of APM/COO that complaints have been received that some personnel at the airport were allegedly found detaining passengers un-necessarily and taking money from them. He instructed that strict action should be taken against such individuals to stop this malpractice.



Incharge WMS Regional Office Gujranwala Mr. Shahid Latif chairing a meeting at Sialkot International Airport after inspection (20.05.2025).

MEETING TO ADDRESS GRIEVANCES RELATED TO PASSPORT ISSUANCE/ RENEWAL AND ADMINISTRATIVE CHALLENGES FOR OVERSEAS PAKISTANIS

A meeting was convened on 18th March 2025 at Wafaqi Mohtasib Secretariat (WMS), chaired by Secretary WMS. The purpose of the meeting was to address and resolve critical issues faced by overseas Pakistanis, particularly concerning passport renewals, non issuance of passports to asylum seekers, biometric issues in online applications, unprofessional behavior of staff at foreign missions, unnecessary interview calls and delays in passport processing etc. The meeting aimed to discuss these issues in detail, identify root causes, and propose actionable solutions to improve service delivery and ensure the efficient handling of grievances of overseas Pakistanis. DG IMPASS and representatives of the Ministry of Foreign Affairs were present to provide insights and updates on the measures being taken to address these concerns.

DG IMPASS briefed that e-passport facility has already been launched and launch of digital passport is expected soon which will minimize such complaints. He further added that for quick verification an integrated dashboard is also being introduced which will be linked with CTD, FIA,

IB and other relevant agencies. The DG communicated that at present 223 passport offices are providing services to the public and 18 portable passport machines have also been imported. Backlog of paper applications was acknowledged, however DG assured that necessary steps have been taken to address this backlog, and improvements are expected soon. The DG clarified that while most applicants are successful in the process, there are some cases where doubtful applicants are required to visit the nearest embassy for further verifications. This step is necessary to ensure the integrity of the passport issuance process as it is an important document. However, efforts will be made to minimize inconvenience to genuine applicants.

Representative from Ministry of Foreign Affairs provided updates on ongoing measures to resolve these concerns, emphasizing improved protocols, better staffing, and timely reporting. The chair expressed optimism that the proposed solutions would lead to more efficient service delivery and effective grievance resolution for Overseas Pakistanis.

DATA OF OVERSEAS PAKISTANIS FACILITATED & THEIR COMPLAINTS/ PROBLEMS RESOLVED FROM 1st JANUARY TO 30th JUNE, 2025

| COMPLAINTS/ PROBLEMS/ FACILITATIONS | RECEIVED | RESOLVED/ DISPOSED OF | UN-RESOLVED/ UNDER PROCESS |
|--|---------------|-----------------------|----------------------------|
| Complaints received direct in Grievance Commissioner Office WMS | 889 | 850 | 39 |
| Problems/ Complaints handled by Pakistan Missions Abroad | 21,634 | 20,889 | 745 |
| Problems/ queries of Overseas Pakistanis going abroad & coming back to their homeland resolved instantly at One Window Facilitation Desks. | 48,054 | 48,038 | 16 |
| Total | 70,577 | 69,777 | 800 |

Salient features of facilities extended to Overseas Pakistanis during last 06 months

- Meeting under the chairmanship of Honourable Wafaqi Mohtasib to review enhancement of facilities provided to OPs by Advisor/ Grievance Commissioner for Overseas Pakistanis.
- Meeting with representatives of responsible Agencies in the matter about verification of National status so that the cases of Overseas Pakistanis, who apply to the Pakistan Missions for issuance of CNICs & NICOP and Pakistani Passport should not be delayed.
- On the intervention of Advisor/ GCOP (WM) several Overseas Pakistanis were provided legal assistance and counseling through our Missions & were got released from Prisons of Libya, Cambodia and other countries.
- Several Overseas Pakistanis, who complained about lost of Baggage or who missed their flights without any fault on their part were compensated by the relevant agencies/ Airlines on the intervention of this office.
- Five Inspection visits of Airports at Islamabad, Quetta, Faisalabad, Peshawar and Sialkot by WMS Inspections teams for monitoring and strengthening the facilities provided at OWFDs.
- Issuance of New SOPs for Pakistan Missions Abroad and OWFDs established at Airports of Pakistan regarding streamlining facilities for Overseas Pakistanis.
- 7686 intending immigrants going on work visa or education have been facilitated with online registration for affixation of protector stamp on their passports during last six months.
- 2,68,104 documents of 65,296 applicants have been attested through Apostille legalization system by the Ministry of Foreign Affairs at Islamabad and its liaison offices at Karachi, Lahore and Gujrat during last six months.



Special facilities for children/ people with invisible disabilities like Autism, reduced mobility and other psychological conditions have been started at Islamabad International Airport from April 2025. A special PAA lanyard/ card is being issued to such passengers, which entitles them to special priority handling, at each counter of the airport. Any passenger can contact "Information and help desks" established by PAA at International Arrival and departure lounges to avail this facility.



E-mails and Letters of Thanks OVERSEAS PAKISTANIS

Mohtasib Sahib,

I want to extend my heartfelt thanks for your help in getting my passport. Your support truly made a difference whether it was guiding me through the application process, offering advice, or helping to expedite things, I really appreciate it.

Now I have my passport in hand. I'm incredibly grateful for your time and effort.

Regards: Shoaib Nazir (UAE)

Assalam o Alaikum,

I am writing to confirm that my brother Ali Fiaz (Cambodia) has been issued emergency travel document (exit pass).

Thank you so much for your persistent efforts.

Kind regards,

Muhammad Imran Fiaz (UK)

Assalam O Alaikum,

Thank you for your invaluable efforts and support throughout the process of renewing my passport and getting it delivered to me. Although UPS did not deliver it to my address, and I had to travel to another city to collect it, still I am happy to inform you that I have received the renewed passport.

Once again, I would like to express my heartfelt gratitude for your support, and I deeply appreciate the time and care you have invested in this matter.

Warm regards,

Asad ullah Khan (KSA)

Dear Sir,

My issue has been resolved, sorry for the delayed response. Appreciate your help, Thank you.

Regards: Haseeb-ur-Rehman

Dr. Inam-ul-Haq Javied,

After not receiving any response to my emails, I visited the Manchester Consulate on 16th January 2025 to inquire about the status of my passport, which had been sent for printing. The staff advised me to come on 17th January with my original slip, and I was able to collect my passport that day.

While I am relieved after receiving my passport, I am disappointed that the relevant departments did not respond to my emails, nor did the consulate notify me when my passport was ready for collection. Without your interventions, the process may have been delayed by several months.

I am truly grateful for your support to expedite the process. Your assistance ensured and I got my passport in time for my planned Hajj journey this year. Please know that I have got my book of duas ready, have listed you at the top of this, and will be praying for you and mentioning your name in my duas, asking Allah to reward you for your efforts and kindness.

Jazakallah for your continued help and support. It is sincerely appreciated. Stay blessed. Ameen

Best regards,

Abdul Majid Hussain (UK)



Mr. Shahid Mushtaq Pansota (Chairman Union of Overseas Pakistanis UK/ Europe, Radio/ TV anchor & Analyst at London) discussing problems of Overseas Pakistanis in the office of the "Advisor for overseas Pakistanis".



Prominent writer and social worker, Syed Asad Rizvi from France visiting Advisor/G.C office WMS (10th March 2025).



Mr. Ijaz Ahmad Piyara, "President Pakistan Overseas Alliance Forum Europe" from Germany alongwith other community leaders of Overseas Pakistanis from different countries, visiting WMS stall at Convention Centre Islamabad during "Overseas Pakistanis convention" held on 13 to 15 April, 2025.

SUCCESS STORY

One Mr. Muhammad Razzaq from tehsil Jand, district Attock has expressed his profound gratitude to the Wafaqi Mohtasib and the Office of the Advisor/Grievance Commissioner for Overseas Pakistanis for extending their valuable help in recovering his dues from abroad. In a letter to the Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, he said that his long standing problem has been resolved only due to the sincere efforts of your office, for which he will remain grateful throughout his life.

CONTACT DETAILS: INTERNATIONAL AIRPORTS OF PAKISTAN

COO/APM

Jinnah International Airport
Karachi.

Phone: 021-99248690

Fax: 021-99248146

Email: apm.jiap@caapakistan.com.pk

COO/ APM

Allama Iqbal International Airport
Lahore.

Phone: 042-99240508

Fax: 042-36611507

Email: apm.aiiap@caapakistan.com.pk

COO/APM

Islamabad International Airport
Islamabad.

Phone: 051-95550703

Fax: 051-95550702

Email: apm.iiap@caapakistan.com.pk

COO/APM

Bacha Khan International Airport
Peshawar.

Phone: 091-9211507

Fax: 091-9211508

Email: bkiap@caapakistan.com.pk

COO/APM

Quetta International Airport
Quetta.

Phone: 081-2880212

Fax: 081-9241002

Email: apm.quetta@caapakistan.com.pk

COO/APM

Multan International Airport
Multan.

Phone: 061-9202611

Fax: 061-6306607

Email: apm.multan@caapakistan.com

COO/APM

Faisalabad International Airport
Faisalabad.

Phone: 041-9201616

Fax: 041-9201617

Email:

apm.faisalabad@caapakistan.com.pk

COO/APM

Sialkot International Airport
Sialkot.

Phone: 052-6633029

Fax: 052-6633023-4

Email: apm@sial.com.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: (mohtasiboverseasgcommissioner@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:

Grievance Commissioner/Advisor For Overseas Pakistanis

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

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 08:30 AM to 10:30 PM)

Website: www.mohtasib.gov.pk