

# Overseas Pakistanis

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



Group photo of WMS inspection team with officials of the government agencies performing duties at the Jinnah International Airport Karachi on 20.09.2024.

## INSPECTION VISITS OF INTERNATIONAL AIRPORTS OF PAKISTAN BY THE WAFAQI MOHTASIB'S INSPECTION TEAMS

Responding to a large number of complaints regarding mal-administration of the Federal Agencies performing duties at the airports, Wafaqi Mohtasib's Inspection Teams visited Islamabad, Karachi and Lahore Airports under the directions of Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi. These teams headed by Senior Advisors of Wafaqi Mohtasib office visited the One Window Facilitation Desks (OWFDs) set up for facilitating Overseas Pakistanis, interacted with the passengers, listened to their complaints, and passed on the spot instructions to the administration for their immediate redressal. This series of visits to international airports of the country was part of a programme aimed at further improvement of services available at the airports, particularly at OWFDs.

These teams visited national and international lounges, luggage area, besides the immigration counters and the counters of other agencies performing duties at airports and obtained first hand knowledge of the problems being faced by the passengers. It was found that a large number of complaints of the passengers going abroad were related to delays in immigration and



### From the Ombudsman's Desk

The second issue of our bi-annual Newsletter for Overseas Pakistanis (July-December, 2024) is before you. I am happy to note that the office of Grievance Commissioner for Overseas Pakistanis established in 2015, is making consistent efforts for the welfare and wellbeing of the Pakistani diaspora. This has resulted in perceptible improvement in the delivery of services to Overseas Pakistanis by the relevant agencies.

The Grievance Commissioner for Overseas Pakistanis has taken a series of

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*Meeting of Wafaqi Mohtasib's inspection team with relevant officials of 12 agencies working at One Window Facilitation Desk at Islamabad Airport - 26.09.2024.*

unwarranted meddling and high-handed attitude of the FIA, ASF and Custom officials posted there; whereas the incoming passengers complained about loss of baggage and late delivery of luggage.

Inspection Teams also reviewed the status of implementation of the recommendations made by such teams during their previous visits. It may be recalled that the inspection teams during their previous visits had

authorities in addition to placing English and Urdu bill boards on all counters for the general information of the passengers. The teams were informed that airport authorities have already implemented these instructions and provided e-protector stamp facility at the airports from January 2024. During the inspection of OWFDs, the teams observed that the complaint registers are being maintained on regular basis. Physical verification of figures of monthly reports sent by agencies were also carried out. It was also observed that awareness material i.e. leaflets, brochures, bi-annual Newsletters for Overseas Pakistanis sent by Grievance Commissioner's office Wafaqi Mohtasib Secretariat were also placed properly at OWFDs.

Representatives of the agencies were sensitized for timely submission of monthly reports to G.C. office alongwith nature of complaints in broad categories. It was observed with appreciation that snake queue system has been installed at immigration counters, preventing long queues in rush hours and more staff was made available, while special counters were set up for women and senior citizens in the departure lounge. Briefing the team, Director ASF and representatives of airport



*WMS inspection team inspecting One Window Facilitation Desk at Lahore Airport on 18.09.2024.*

instructed the authorities concerned to combine the desks of ANF, ASF and Customs and to place CCTV cameras on the search desks manned by the Custom

management, Customs, FIA and other relevant organizations informed that four international audits of Karachi Airport have been conducted this year by the international organizations, which recognized the world-class security arrangements at the airport. Other teams also found excellent security arrangements by the ASF at Lahore and Islamabad airports.

Inspection teams also held a meeting with the local heads of the agencies concerned at the airports, wherein the problems and difficulties of the Overseas Pakistanis with particular reference to their home visits came under discussion. Authorities concerned were instructed to take proper steps for timely redressal. It was also directed that CAA should issue compulsory directions and reminders to travelling agents that while writing "OK to board" on tickets, it should also be entered in the computer system of the airlines so that passengers may not suffer at airports by missing flights. If any agent

commits this omission 3 times, he should be black listed. The team instructed FIA that there must not be a long queue and the passengers' credentials etc should be comprehensively checked only once at the main counter. The practice of double checking should be carried out only for suspicious cases, which may not be more than 10% of the total passengers.



*Wafaqi Mohtasib's inspection team interacting with relevant officials and passengers at the Islamabad Airport on 26.09.2024.*

## **Pakistanis stranded in Cambodia retrieved courtesy Ombudsman's Office**

Eight Pakistanis belonging to Faisalabad who were stranded in Cambodia, have been repatriated and reached home safely owing to the efforts of the Grievance Commissioner for Overseas Pakistanis, Wafaqi Mohtasib Secretariat. According to details one Mr. Sheraz Shaikh son of Mr. Shezad Rizwan, resident of Faisalabad went to Cambodia legally alongwith eight other persons on an employment visa through a Cambodian company but it later turned out to be a fake and scandalous one which held them captive for a long time and engaged

them in illegal activities. As a result they ended up in jail.

Mr. Sheraz Shaikh's father, approached the Grievance Commissioner for Overseas Pakistanis in the Wafaqi Mohtasib Secretariat and requested for arranging their release. The GC office contacted the Foreign Office and managed to secure their release through official channels by writing to the Cambodian authorities in this regard. The victims have managed to reach home safely. They have conveyed their deep gratitude to the Wafaqi Mohtasib in this regard.

## **Problems of Overseas Pakistanis be resolved on top priority - Wafaqi Mohtasib**

### **Directed that NADRA offices may be opened in Bahrain and Baghdad**

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi has instructed all departments dealing with Overseas Pakistanis to redouble their efforts for early resolution of their problems. He has further directed the NADRA to set up its offices in Bahrain and Baghdad and asked the ASF to issue entry passes to the OPF officials performing duties at the "One Window Facilitation Desks" (OWFDs).

The Wafaqi Mohtasib observed that the Overseas Pakistanis are the backbone of Pakistan's economy and a major source of foreign exchange earning in the country and deserved to be facilitated in all respects. He gave these instructions on receipt of a report with regard to the Overseas Pakistanis with special reference to the problems being faced by them.

It may be pointed out that the Secretary, Wafaqi Mohtasib Office, Mr. Afzal Latif

chaired a meeting of the Senior Officials of the Ministries and Government Departments dealing with the Overseas Pakistanis on 24th July 2024 which considered ways and means to reach out to the Overseas Pakistanis and improve the delivery of services to them.

During the meeting, the Grievance Commissioner for Overseas Pakistanis gave a detailed presentation on the problems being faced by them. He said that over 70,000 Overseas Pakistanis have been facilitated and their complaints have been resolved upto July 2024.

It may also be mentioned that a full-fledged office of the Grievance Commissioner for the Overseas Pakistanis has already been working in the Wafaqi Mohtasib's office wherein any Overseas Pakistani can lodge his complaint with regard to any of the problems or injustice being faced by him.



*Facilitation counter of OPF at International arrival lounge of Islamabad airport established in 2024. This facility has been provided at all International arrival lounges of airports of Pakistan for instant resolution of problems/queries of Overseas Pakistanis coming to homeland.*



*Renowned Overseas Pakistani senior reporter of Qatar Tribune in G.C. office WMS.*



*Editor World Tribune, Mr. Iftikhar Mashwani in the office of Grievance Commissioner for Overseas Pakistanis.*

## From the Ombudsman's Desk

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steps in the discharge of his mandate. These include, facilitations at airports through the One Window Facilitation Desks (OWFDs), at 08 international airports in Pakistan. Working of these OWFDs is monitored by our inspection teams and monthly progress reports are acquired from every agency represented at these desks. During the current year 11 such Inspection visits of various airports and OWFDs were carried out by our senior officers to monitor their operations.

Likewise, Pakistan Missions abroad have been directed to hold Khuli Katcheries and e-Katcheries, at least once a month besides appointing focal persons to deal with the problems of the Pakistani diaspora. The Heads of the Pakistan Missions also allocate at least one day in a week for meeting the community at their respective stations without prior appointments. Monthly progress reports are obtained from them regarding resolution of problems/complaints of Overseas Pakistanis.

The year 2024 witnessed two landmark developments which have brought about a qualitative change in the services available to Overseas Pakistanis. The first relates to the linking of the Grievance Commissioner's office to the state of the art, Complaint Management Information System (CMIS), of the Wafaqi Mohtasib Secretariat for correct

registration and resolution of complaints received directly in this office. Due to this arrangement, receipts of complaints have increased from 945 to 2121 which is 124.44 percent higher than last year. The other development is the facilitation of online registration process for affixation of protector stamp on passports, which has been made available at all airports from January 2024, for all those proceeding abroad, in connection with their employment or higher studies. So far 26,080 immigrants have availed this online protector stamp facility in this year (2024).

The other initiative is the commissioning of the Apostille attestation of documents of Overseas Pakistanis. The Ministry of Foreign Affairs (MOFA) has established a section within its premises, which has started Apostille attestation of documents from July 2024. This facility is also available at the MOFA's liaison offices at Lahore, Karachi and Gujrat. Uptill now a very large number of people have been facilitated through this procedure and more than 1,66,590 documents have been attested.

I assure you that the Grievance Commissioner's office shall not relent in its efforts to promote the welfare of the Pakistani Community abroad. We shall keep you informed of our efforts in this regard through this Newsletter.

### DATA OF OVERSEAS PAKISTANIS FACILITATED & THEIR COMPLAINTS/ PROBLEMS RESOLVED FROM JANUARY TO DECEMBER 2024

Complaints/ Problems/ Queries	RECEIVED	RESOLVED/ DISPOSED OF	UN-RESOLVED/ UNDER PROCESS
Complaints received direct in Grievance Commissioner Office WMS	2121	2035	86
Problems/ Complaints handled by Pakistan Missions Abroad	38,592	35,876	2716
Problems/ queries of Overseas Pakistanis going abroad & coming back to their homeland resolved instantly at One Window Facilitation Desks.	1,11,184	1,11,149	35
<b>Total</b>	<b>1,51,897</b>	<b>1,49,060</b>	<b>2837</b>



## Awareness Material for Overseas Pakistanis

Awareness raising is an important function in respect of all public sector organizations with a view to informing a large segment of the population about its activities. In this communication age, not only the traditional print and electronic media but the digital platforms like Website, Facebook, Instagram etc are also being utilized for this purpose. With the same consideration in view, the office of the Grievance Commissioner at the WMS has taken a number of important steps to achieve the objective. These include:

- Panaflexes and standees have been prepared and placed at airports to disseminate information about the One Window Facilitation Desks (OWFDs) set up there. These also describe the method of registering and lodging complaints alongwith displaying the relevant telephone numbers.
- Awareness leaflets both in English and Urdu have been placed at the OWFDs and made available for distribution amongst the Overseas Pakistanis and other relevant

stake holders.

- A large number of Articles, Columns and News are also being published in National and Regional newspapers to raise awareness.
- A booklet in Urdu, comprising 08 pages has been published for distribution.
- Bi-annual newsletter containing the gist of GC office activities is being published regularly, which is also being sent to the Pakistan Missions abroad, office bearers of welfare associations of overseas Pakistanis in different counties and other relevant agencies.
- Relevant information about the working of Grievance Commissioner's Office is being updated at the WMS website almost daily.
- In order to guide the general public about the method of lodging complaints, necessary details are also being made available through the official YouTube channel, alongwith Facebook and SMS messages.

## Directions of Wafaqi Mohtasib for Online e-Protector Stamp Facility implemented

Bureau of Emigration and Overseas Employment commences

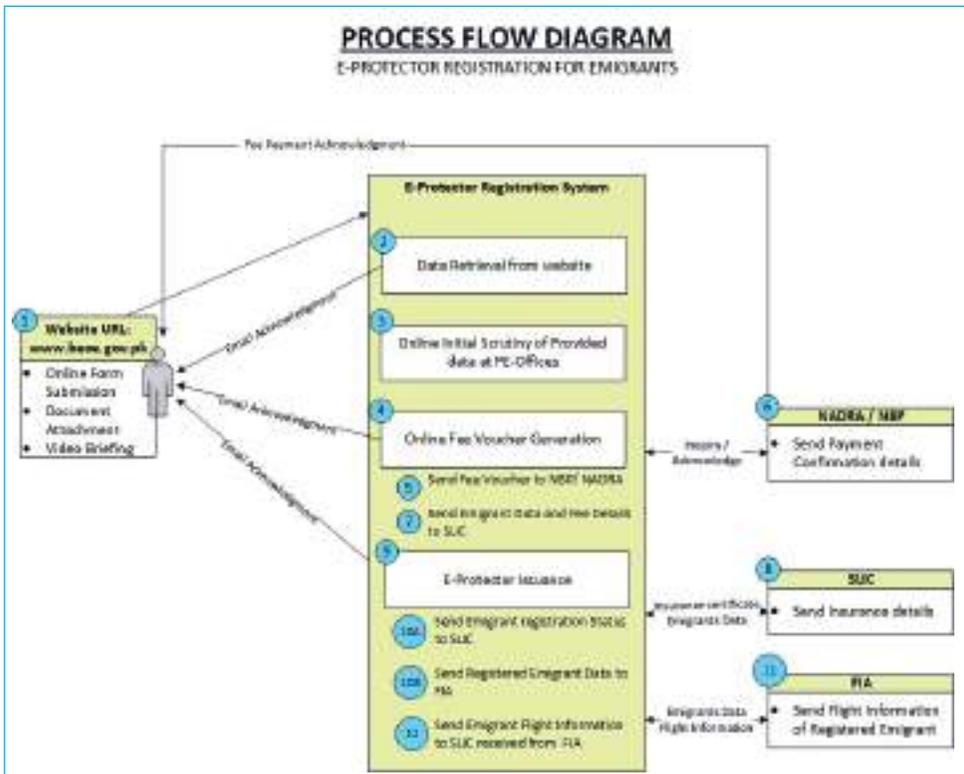
this facility at Airports as well

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi intervened to resolve the long-standing issue of affixing of e-protector stamp on the passports of Pakistanis intending to proceed abroad for employment or higher education. As a result, Bureau of Emigration and Overseas Employment has now started online e-protector facility, which is available at the airports also.

It may be informed that it is obligatory for all those travelling to middle eastern or other countries for employment to get the protector stamps affixed on their passports otherwise they were not granted permission to travel

abroad and many had to return from the airports due to its non-availability. This resulted not only in the loss of foreign employment but also the money spent on buying the tickets.

On the directions of the Wafaqi Mohtasib, online e-protector stamp facility is now available at all international airports of the country on 24/7 basis so that a protector stamp may be affixed on the passport of anyone desirous of going abroad, who might have forgotten to get his passport stamped. During this year 26,080 Pakistanis have availed themselves of this facility.





## E-mails and Letters of Thanks OVERSEAS PAKISTANIS

Dear Sir!

Concerning my complaint submitted on October 22, 2024, as an overseas Pakistani citizen residing in Italy, I would like to inform you that I received my Family Registration Certificate (FRC) yesterday. I appreciate your quick reply, which shows your commitment and vigilance in your work and the excellence of the department. I would also like to extend a special thanks to Grievance Commissioner for Overseas Pakistanis, WMS for his serious concern regarding urgent matters faced by overseas Pakistanis.

Best regards,  
Farida Ishaq- Italy.

Dear Sir!

I hope this message finds you well. I am writing to express my sincere gratitude for your invaluable support in resolving my passport renewal issue. I received my passport yesterday, and I truly believe that without your intervention, it was not possible. Special thanks to Mr. Ghulam Hussain Zaidi from your office, who guided me, how to approach the Wafaqi Mohtasib and gave me hope during this process. I believe that many other overseas Pakistanis are also getting benefit from your department in such turbulent situations.

I would not hesitate to reach out to this esteemed department again if needed in the future. Your supportive acts motivated me to represent Pakistan with pride and I will continually strive to raise the Pakistani flag higher wherever I go.

Best regards,  
Affan Ahmad Khan- Saudi Arabia

Respected Sir,

I would like to say thank you for your continuous follow-ups with the PIA for my refund of ticket from Lahore to Dubai. I received my refund today in my account. Once again I appreciate your efforts and continuous support for me.  
Best regards,  
Muhammad Ishaq-UAE

Respected Sir,

On behalf of my elderly parents and our entire family, I would like to extend our heartfelt gratitude for your noble efforts in facilitating the return of my younger brother, Mr. Ali Abbas, to Pakistan who was imprisoned in Athens, Greece. Today, my elderly parents not only pray for you but also for your family and all patriotic officials who worked tirelessly for the welfare of Pakistan and its citizens. In their gratitude, they have organized a Mehfil-e-Milad-un-Nabi to honor and pray for your continued success and the prosperity of Pakistan. Your intervention has brought immense relief to our family, and we will forever remain indebted to you for this dedication.

Babar Hussain  
(Nankana Sahib)

My problem is resolved and I am thankful to you and your team specially your APS Mr. Waqas Shah who every time behaved politely and nicely on phone and extended full co-operation in resolution of my complaint. May Allah bless you and all your team with good health which is solving problems of Overseas Pakistanis properly and humbly under the guidance of Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi. Pakistan Zindabad.

Adnan Mohammad Nasim  
(Saudi Arabia)

**Some select facilities provided, improved and strengthened by  
G.C. office WMS at One Window Facilitation Desks**

- Provision of computer & printer at OWFDs for free prints of e-visas & e-tickets of Overseas Pakistani passengers.
- Initiation of strict procedure of timings and implementation of fines to the port handling agencies in case of delays in clearance of luggages of incoming overseas passengers. Due to vigilant monitoring, punctuality in delivery of luggage has improved to 98%.
- Increase in facility of shuttle service vehicles and wheel chairs to carry aged and disabled persons.
- Provision of OPF, Border Health Services Desks and Branch of National Bank inside international arrival terminal.
- Provision of seating arrangements in the visitor's gallery outside the arrival & departure area.
- Issuance and renewal of NICOP/POC and expired CNICs at airports.
- Strengthening of "border health services" for facilitations of Overseas Pakistanis.
- Availability of Universal Toll-Free Number (092-51-111-040-040), Fax Machine and e-mail facilities at all One Window Facilitation Desks.
- Combined counters of ASF, ANF & Customs for search of baggages at international departure lounge.

**CONTACT DETAILS: INTERNATIONAL AIRPORTS OF PAKISTAN**

COO/APM  
**Jinnah International Airport**  
Karachi.  
Phone: 021-99248690  
Fax: 021-99248146  
Email: [apm.jiap@caapakistan.com.pk](mailto:apm.jiap@caapakistan.com.pk)

COO/ APM  
**Allama Iqbal International Airport**  
Lahore.  
Phone: 042-99240508  
Fax: 042-36611507  
Email: [apm.aiiap@caapakistan.com.pk](mailto:apm.aiiap@caapakistan.com.pk)

COO/APM  
**Islamabad International Airport**  
Islamabad.  
Phone: 051-95550703  
Fax: 051-95550702  
Email: [apm.iiap@caapakistan.com.pk](mailto:apm.iiap@caapakistan.com.pk)

COO/APM  
**Bacha Khan International Airport**  
Peshawar.  
Phone: 091-9211507  
Fax: 091-9211508  
Email: [bkiap@caapakistan.com.pk](mailto:bkiap@caapakistan.com.pk)

COO/APM  
**Quetta International Airport**  
Quetta.  
Phone: 081-2880212  
Fax: 081-9241002  
Email: [apm.quetta@caapakistan.com.pk](mailto:apm.quetta@caapakistan.com.pk)

COO/APM  
**Multan International Airport**  
Multan.  
Phone: 061-9202611  
Fax: 061-6306607  
Email: [apm.multan@caapakistan.com](mailto:apm.multan@caapakistan.com)

COO/APM  
**Faisalabad International Airport**  
Faisalabad.  
Phone: 041-9201616  
Fax: 041-9201617  
Email: [apm.faisalabad@caapakistan.com.pk](mailto:apm.faisalabad@caapakistan.com.pk)

COO/APM  
**Sialkot International Airport**  
Sialkot.  
Phone: 052-6633029  
Fax: 052-6633023-4  
Email: [apm@sial.com.pk](mailto:apm@sial.com.pk)

**CONTACT DETAILS OF FOCAL PERSONS OF 12 AGENCIES WHOSE REPRESENTATIVES ARE PERFORMING DUTIES AT "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](mailto:dg@fia.gov.pk)

**Directorate of Anti-Narcotics Force (ANF),** Plot No. 13, Yamaha Chowk,  
Industrial triangle, Kahuta Road,  
Islamabad.  
Phone: 051-9270173  
Fax: 051-9270165  
Email: [anf@anf.gov.pk](mailto: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](mailto: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](mailto:hqasfops@gmail.com)

**Pakistan International Airlines (PIA),**  
Blue Area, AKM Fazl-e-Haq Road  
Islamabad – Pakistan.  
Tel: (+92-51) 9059429  
Fax: (+92-51) 9209929  
E-mail: [khiatpk@piac.aero](mailto:khiatpk@piac.aero)

**National Database & Registration Authority (NADRA),**  
State Bank Building, G-5/2,  
Islamabad.  
Phone: 051-9208602  
Fax: 051-9208616  
E-mail: [csd@nadra@gov.pk](mailto:csd@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](mailto: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](mailto:info@dgip.gov.pk)

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

**Border Health Services Pakista,**  
Block 47, Pak Secretariat, Saddar,  
Karachi.  
Phone: 021-99201252  
Email: [directoratche@gmail.com](mailto: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](mailto: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](mailto:md@oec.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](http://www.mohtasib.gov.pk/GoPInitiative)

Or Contact

**Dr. Inam-ul-Haq Javeid**

Advisor/ Grievance Commissioner for Overseas Pakistanis

E-mail: [mohtasiboverseasgcommissioner@gmail.com](mailto: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)

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

**For lodging online complaints against Federal Government Departments:**

[www.mohtasib.gov.pk](http://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



### 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](http://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

**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](http://www.mohtasib.gov.pk)**