

Overseas Pakistanis

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



Federal Ombudsman Mr. Ejaz Ahmad Qureshi chairing a meeting for enhancement of efficiency of Overseas Pakistanis wing of WMS (08.12.2023).

Ombudsman Calls for resolving Grievances of Overseas Pakistanis on priority basis

Federal Ombudsman Mr. Ejaz Ahmad Qureshi called for resolving the grievances of Overseas Pakistanis on priority basis as they play a pivotal role in the socio-economic development of the country by remitting billions of dollars annually to their homeland. He was chairing a meeting of senior officers of Overseas & Media wing. He said that the main purpose of this meeting was to review the performance and improve efficiency and service delivery of office of the Grievance Commissioner for Overseas Pakistanis. He added that monitoring of output figures through interface may also be explored to bring the working of GC(OP) office in mainstream of WMS. He further stated that close liaison should be established with MOFA, DG I&P, NADRA & other relevant agencies for prompt action on the complaints of Overseas Pakistanis and measures should be adopted to raise

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Overseas Pakistani gets back one Crore rupees on directions of Wafaqi Mohtasib

Mr. Muhammad Fayyaz, an Overseas Pakistani approached WMS Regional Office Faisalabad and stated that his hard earned money amounting to USD 33 thousand and 71, has been stuck up in the State Bank of Pakistan for the last many years and he has been unable to get it back despite several attempts. The bank was using delaying tactics and reluctant to settle his case. Mr. Shahid Hussain Jilani of R.O Faisalabad took up the matter with SBP authorities and ultimately managed to handover possession of the amount of approximately Rs. one crore to Mr. Fayyaz. The petitioner expressed his profound thanks to the Wafaqi Mohtasib.

BRIEF INTRODUCTION AND FUNCTIONS OF GRIEVANCE COMMISSIONER OFFICE FEDERAL OMBUDSMAN SECRETARIAT

More than 9 million overseas Pakistanis constitute the 6th largest diaspora in the world. Despite contributing significantly as the third largest source of foreign exchange for the country, overseas Pakistanis face a variety of issues and problems. For expeditious resolution of their grievances, Wafaqi Mohtasib established a Grievance Commissioner office in 2015 under Section 7 of the Federal Ombudsmen Institutional Reforms Act, 2013.

All overseas Pakistanis can lodge their complaints with Grievance Commissioner WMS against Federal Government Ministries/ Departments/ Organizations/ Agencies regarding maladministration, delay, inattention or injustice, through e-mail, WhatsApp, online or by post. Uptil now several measures have been adopted to resolve such complaints and to address systemic issues.

FUNCTIONS, PROCEDURE AND PERFORMANCE

Complaints of overseas Pakistanis received in the Grievance Commissioner's office through e-mail or by post are handled promptly on daily basis and taken up with the relevant agencies for report/ redressal within 15 days and complainants are kept informed about the progress/ redressal of their cases through e-mail, WhatsApp, voice messages or phone. Systemic issues and general problems are also taken up with the relevant agencies.

PAKISTAN MISSIONS ABROAD

On the initiative taken by the Wafaqi Mohtasib, each Pakistan Mission/ Consulate abroad has appointed a focal person and allocated one day in a week for meeting with overseas Pakistanis to redress their grievances. Khuli katchehries/ e-katchehries are also conducted by Heads of Missions or their representatives on monthly basis to facilitate Pakistani diaspora. Detailed monthly progress reports on prescribed proforma regarding complaints/problems and queries of overseas Pakistanis resolved/under process are acquired for monitoring purpose and proper data is maintained in the G.C. office.

ONE WINDOW FACILITATION DESKS

On the initiative of Federal Ombudsman, One Window Facilitation Desks (OWFDs) have been established at 8 International Airports of Pakistan for instant redressal of complaints/ problems/ queries of overseas Pakistanis. Activities of these OWFDs are regularly monitored & monthly progress reports are acquired from all stakeholders. Any overseas Pakistani travelling abroad or coming back to homeland can use services of these desks where representatives of relevant agencies remain present 24/7.



From the Ombudsman's Desk

Second issue of the bi-annual news letter for the current year (July to December issue) for Overseas Pakistanis is before you. Pakistani diaspora, which is residing in different countries of the globe, continues to contribute significantly towards the national exchequer and supplement country's economic development. Serving as the third largest source of foreign exchange earning for the country, the welfare of more than 9 millions Overseas Pakistanis has always been under our special focus. Keeping in view the importance of the matter, a full time Grievance Commissioner for Overseas Pakistanis is working since 2015 to attend to the individual complaints and resolve systemic issues faced by overseas Pakistanis on account of any injustice done through mal-administration on the part of Federal Government. Agencies. Last year, 784 complaints of Overseas Pakistanis were redressed by the Grievance Commissioner's Office whereas 118,236 Overseas Pakistanis were facilitated through One Window Facilitation desks established at 08 international airports of Pakistan by the Wafaqi Mohtasib Secretariat.

On my direction, all Pakistan Missions abroad have nominated a focal person to help and redress the grievances of Overseas Pakistanis. Heads of mission have also been directed to hold public courts (Khuli Katchehries) at least once in a month and ensure allocating one day of the week for meeting with Pakistani diaspora residing there. The Grievance Commissioner's office at the Wafaqi Mohtasib Secretariat closely coordinates with Pakistan Missions abroad. During 2022, 18,403 complaints/problems of overseas Pakistanis were redressed/resolved in different countries by Pakistan Missions abroad.

It is worth mentioning that during last year total 1,37,423 overseas Pakistanis and during this year 201,110 Overseas Pakistanis were facilitated and their complaints/problems were redressed/ resolved collectively through OWFDs, Pakistan Missions abroad and the Grievance Commissioner's Office.

If any overseas Pakistani residing in any country has any complaint against any Federal Government Agency, he/she may not hesitate to approach us. We will make our best efforts to resolve your problem in the most expeditious manner.

Inspection visits of One Window Facilitation Desks and International Airports at Quetta, Peshawar, Karachi and Lahore

Wafaqi Mohtasib Asks Authorities Concerned for Implementation of Recommendations of WM Inspection Teams



Dr. Arshad Mehmood Member Incharge WMS R.O Lahore with the officials of Lahore International Airport after the inspection of airport conducted on the direction of Federal Ombudsman Mr. Ejaz Ahmad Qureshi on 11.12.2023

Taking cognizance of the complaints of the Overseas Pakistanis, Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi constituted 04 inspection teams headed by member Incharge of WMS Regional offices Quetta, Peshawar, Karachi and Lahore for inspection visits of international airports at these stations to investigate and resolve the issues and problems of the Overseas Pakistanis. These teams visited airports in September, October, November and

December, 2023 respectively and submitted reports to Wafaqi Mohtasib. WMS teams after listening to passengers, witnessing the entire process of baggage handling of overseas Pakistanis, visiting international lounges and OWFDs and holding meetings with the management of airports and representatives/focal persons of 12 relevant agencies observed and recommended that:

- Overseas passengers are forced to wait for hours in getting possession of their luggages when flights land one after another, due to insufficient staff of the luggage handling companies, so the staff of these companies and luggage conveyer belts should be increased.
- FIA should ensure two e/visa gates instead of one and CAA should provide computer/printer facility for e/visa holders.
- Number of wheel chairs should be increased for the old and disabled passengers.
- “Sohni Dharti App” holders should be given due relaxation in taxes by Customs



Syed Anwar Haider, Sr. Advisor (Incharge) WMS R.O Karachi visiting Jinnah International Airport Karachi on 29.11.2023



Mr. Badshah Gul Wazir Incharge WMS R.O Peshawar visiting Bacha Khan International Airport Peshawar on 27.10.2023

Department according to this point-based loyalty scheme and list of free of cost services at multiple service entities should be provided by State Bank/Ministry of Finance at these counters.

- Proper record of facilities extended to Overseas Pakistanis should be maintained by each representative of the Agency at OWFDs.
- Presence of staff of 12 agencies should be ensured at OWFDs for instant redressal of complaints of overseas passengers and monthly authenticated reports should be

sent timely to G.C. Office WMS.

- Number of standees, information charts regarding prohibited items and other necessary awareness material should be displayed properly.
- Training of staff at airports should be conducted especially for courtesy and polite behaviour with passengers.

The Federal Ombudsman has forwarded these recommendations to concerned agencies for implementation and remedial measures.

Contd. from Page #1

Ombudsman Calls for resolving Grievances of Overseas Pakistanis on priority basis

the level of public awareness about G.C Office.

During the presentation of performance analysis, GC(OP) briefed the meeting that prompt action is taken on daily basis on complaints of overseas Pakistanis and most of the routine cases are resolved within 15 to 20 days, whereas urgent nature of complaints are dealt with over telephone for immediate redressal. Presenting the status of received & disposed of complaints, he stated that during last 11 months 803 complaints were received by G.C. Office out of which 766 have been resolved/ disposed of and

37 are under process. 18,884 problems/ complaints were handled by Pakistan Mission abroad out of which 17,650 were resolved/ disposed of, whereas 1,234 are under process and 173,353 Overseas Passengers were facilitated through OWFDs established at 8 international Airports of Pakistan on the initiative of Federal Ombudsman. He further informed that total 191,769 Overseas Pakistanis were benefitted by G.C office, OWFDs and Pakistan Missions abroad during last 11 months of this year with a total increase of 45.22% as compared to the year 2022.



Renowned Overseas Pakistani Journalist from Qatar Mr. Ashraf Siddiqui interviewing Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi for "Qatar Tribune" at conference room of Wafaqi Mohtasib Secretariat Islamabad. (20.09.2023)

FACILITY OF E-PROTECTOR REGISTRATION TO INTENDING EMIGRANTS

E-Protector registration was a long standing demand of the outgoing Pakistani workers and they have been facing a great deal of difficulties due to non- availability of this facility. In response to repeated demands in this regard, the Grievance Commissioner Office for Overseas Pakistanis at WMS secretariat took up the matter with the authorities concerned.

As a result, the Bureau of Emigration & Overseas Employment has started e-protector registration of the intending emigrant's w.e.f 14.09.2023 to facilitate the outgoing emigrants. Protector offices of BE&OE already established at Rawalpindi, Lahore, Peshawar, Sialkot, D.G Khan, Multan, Karachi, Quetta & Malakand were working to affix protector stamp on passports of work visa holders but now this facility has provided digital solution for labour class/ students and other emigrants across the country. Necessary directions have been issued in this regard to all protector of emigrants.

ON THE DIRECTIONS OF WAFAQI MOHTASIB OVERSEAS PAKISTANI LADY GETS BACK HER 7000 US DOLLARS

A UK based Overseas Pakistani lady, Mst. Yasmin Sultana, opened a Foreign Currency Account in Bank Al Falah in 2000, in its Sialkot Branch, by depositing 7000 US Dollars. Incidentally, she didn't utilize or withdraw the amount for the next 15 years. When she approached the bank to withdraw the same, she was informed that his account was declared dormant by the bank and the money was accordingly transferred to the State Bank of Pakistan. After moving from pillar to post for many years, the lady ultimately approached the Wafaqi Mohtasib through its Gujranwala office to take her money back. The Wafaqi Mohtasib intervened and directed the SBP to transfer the money to Bank Al Falah so that the account holder could receive it back. The lady expressed her gratitude to Wafaqi Mohtasib and officers of Regional Office WMS for playing an important role in getting her money back, after so many years.



GC(OP) WMS Dr. Inam-ul-Haq Javeid presenting copies of "News Bulletin for Overseas Pakistanis" to Dy. Director OPF, Rao Farman and Dy. Terminal Manager Incharge International Departure lounge Mr. Maaz Malik for distribution among overseas Pakistani passengers and placement at OWFD established at Islamabad airport for awareness purposes (12.09.2023).



HEAD OF WMS R.O MULTAN DR. ZAHID MALIK VISITS PROTECTOR OF EMIGRANTS OFFICE

Head of WMS R.O Multan, Dr. Zahid Malik has termed the Overseas Pakistanis as a precious asset for the country which needs to be facilitated in all respect. He was inspecting the Protector of Emigrants office Multan, (Bureau of Immigration and Overseas Employment). He met a number of intending immigrants on the spot and gave a patient hearing to them. He obtained first hand knowledge of the problems being faced by them and instructed the authorities concerned to resolve these issues as early as possible. He also handed over a cheque to the widow of a deceased Overseas Pakistani on this occasion.



Incharge, WM, R.O.Multan, Dr. Zahid Malik handing over cheque to the widow of an Overseas Pakistani in his office on 11.10.2023.

Reports on Visits of Jails/ Detention Centers of Foreign Countries for Providing Legal & Consular Services to Overseas Pakistanis

To attend the complaints for provision of free legal aid and release of Pakistani prisoners from jails in other countries is a regular feature of office of Grievance Commissioner for Overseas Pakistanis at WMS. Sometimes relatives of these prisoners want to talk to their dear ones in prison which is also arranged through our missions by this office whereas release of prisoners detained after the period of sentence due to nonpayment of fine money are also executed by the missions on the directions of WMS. Prompt action is also taken on complaints regarding missing Overseas Pakistanis received from their relatives and regular reports are acquired from our missions abroad.



GRIEVANCE COMMISSIONER FOR OVERSEAS PAKISTANIS' VISITS QATAR, DELIVERS AWARENESS LECTURE

The Grievance Commissioner for Overseas Pakistanis in the WMS, Dr. Inam-ul-Haq Javeid proceeded to Doha (Qatar) recently on a private visit, wherein he interacted with the Pakistani community in Qatar, granted interviews to the local Press and media besides delivering awareness lecture on the working of the WMS, with particular reference to the steps being taken for early resolution of the problems faced by the Pakistani community abroad.

The All-Pakistan Overseas Organization

(APOO), a community-based body in Qatar held a special function, which was largely attended by the Pakistani diaspora there, in addition to the local media and notables.

GCOP in his awareness lecture enlightened the audience on the steps and measures adopted for prompt redressal of problems being faced by the Pakistanis abroad. Giving a gist of these measures, he said promoting the weal of our workers is one of the top most priorities of the Wafaqi Mohtasib, Mr. Ejaz Ahmed



Awareness meeting of Grievance Commissioner in Doha Qatar with representatives of welfare societies, community organizations & Journalists. (03rd November 2023)



Qureshi, who is keenly interested in early resolution of their problems. He elaborated the steps taken in this regard, which he hoped would go a long way in ushering in a new era for the overseas community. On this occasion awareness material and copies of WMS "Newsletter for Overseas Pakistanis" were also distributed among the participants. In the end question answer session was held and representatives of different Pakistani Organizations informed him about their problems.

The Grievance Commissioner also interacted with the local press and media. He met with Senior Reporter of the "Qatar Tribune" Mr. Ashraf Siddiqui, Central Chairman, Mr. Zahid Sheikh, President APOO Qatar, Mr. Iftikhar ud din, Coordinator youth wing Mr. Aqib yahya, representative of Bol TV in Qatar, Chairman Pak youth society Qazi Asghar, Mr. Nadir Khan Wazir, Chairman Pakhtoon community in Qatar & Raza Hussain Raza from the Pakistani Teacher's Association.

GCOP, WMS HOLDS PRESS BRIEFINGS, DELIVERS AWARENESS LECTURES IN UK



Awareness lecture of Grievance Commissioner for Overseas Pakistanis in London, (06.11.2023)

The Grievance Commissioner for Overseas Pakistanis, Dr. Inam-ul-Haq Javeid during his private visit to the UK, held meetings with members of the Pakistani Community living in UK,

delivered awareness lectures, interacted with the Press corps and attended literary functions.

In one of the awareness lectures, arranged



Meeting with media in UK (07.11.2023)

in Manchester by Chairman welfare society Mr. Sabir Raza, TV anchor Kashif sajjad, and editor daily "speaker" UK Mr. Mehboob Elahi Butt, he elaborated the steps taken by the WMS for resolving the issues and problems being faced by the Pakistani community abroad. He said that the Wafaqi Mohtasib, Mr. Ejaz Ahmed Qureshi himself evince a keen personal interest in prompt redressal of their complaints and often states that the overseas Pakistanis are our ambassadors abroad and as such their progress and welfare is very close to our heart. GCOP reminded that creation of the office of Grievance Commissioner for Overseas

Pakistanis in the WMS itself is a very significant step, which demonstrates commitment of Wafaqi Mohtasib to this cause. On this occasion copies of WMS "Newsletter for Overseas Pakistanis" were also distributed among participant for awareness purposes.

In another function organized by the General Secretary, Pakistan Welfare Association London, Mr. Ehsan Shahid, in Hounslow, London, who is also the co-founder of the "Muslim Hands open kitchen", London, Dr. Inam delivered an awareness lecture about working of Grievance Commissioner Office for Overseas Pakistanis. Immediately afterwards, a meeting with media persons



Press conference of WMS Grievance Commissioner for Overseas Pakistanis in UK. (07.11.2023)

was arranged in which Shaukat Dar, President Pakistan press club UK, Chief editor & columnist Mr. Wajahat Ali Khan, Senior Journalist Ahmad Ali syed, representative of Jang & CEO Raja Faiz Sultan, TV anchor Naseem Siddiqui, Mufti Abdul Wahab of Islam channel, Radio Broadcaster Mr. Abid Ali Beg & other reporters & representatives of different local Urdu newspapers & channels were invited.

While interacting with office bearers of the various organizations, he received first-hand knowledge of the issues and complaints of the community members and assured them of his fullest co-operation in their prompt resolution.

SALIENT FEATURES OF FACILITIES EXTENDED TO OVERSEAS PAKISTANIS BY Wafaqi Mohtasib

- Resolution of complaints within 30 days, maximum 60 days.
- Most of the complaints regarding issuance/renewal of NICOPs, passports and issuance of visas are being resolved at earliest stages i.e. within 15 to 20 days after receipt of the complaint whereas complaints of urgent nature where travelling date is deemed ahead, are taken up on WhatsApp or phone for timely redressal.
- Establishment of One Window Facilitation Desks at all international airports in Pakistan.
- Issuance and renewal of NICOP at international airports of Pakistan.
- Machine readable passport (MRP) facilitation for overseas Pakistanis in every foreign country which has more than 10 thousand Pakistanis. Uptil now 92 Pakistan missions abroad have been equipped with MRP system out of which 49 have been manned by DGI&P staff for immediate action concerning to issuance/renewal of passports whereas 43 Missions have been manned by Ministry of Foreign Affairs. Likewise, staff of NADRA has also been posted in Pakistan missions to provide quick services related to matters of POC, NICOP, Pakistan citizenship and its renunciation etc.
- Automation in Bureau of Emigration & Overseas Employment, opening of protector offices in different cities for embossing protector stamp on the passports of work permit holders and launching of e-protector certificate facility for intending emigrants from 14.09.2023.
- Settlement of workers insurance claims and increase in period of coverage from two years to five years.
- Counselling and legal assistance to Overseas Pakistani prisoners through embassies/ missions.
- Overseas Pakistanis' systemic issues taken up with the relevant authorities such as NADRA, D.G. Passport, FIA, OPE, PIA, Customs, CAA, etc.
- Availability of Universal Toll-Free Number (092-51-111-040-040), Fax machine and e-mail facilities.
- Regular inspections & meetings at airports to improve/ enhance facilities for overseas Pakistanis.
- Hearing of complainants through WhatsApp.
- Availability of helpline Nos. (0092-51-9213886, 0092-51-9213887) in Federal Ombudsman Secretariat for call from other countries.

COMPARISON OF COMPLAINTS/ PROBLEMS RECEIVED & FACILITATIONS PROVIDED TO OVERSEAS PAKISTANIS, FOR THE YEAR 2022 & 2023

Complaints/ Problems received and facilitations provided at:-	2022	2023	Increase/ Decrease	Percentage %
Grievance Commissioner Office, WMS	815	945	130	+15.95
Problems/ Complaints handled by Pakistan Missions Abroad	18,542	19,550	1,008	+5.44
Overseas Pakistanis facilitated at One Window Facilitation Desks	118,290	181,872	63,582	+53.75
Total	137,647	202,367	64,720	+47.02



E-mails and Letters of Thanks OVERSEAS PAKISTANIS

Dear Sir!

Once again let me say that the services you rendered for overseas Pakistanis are remarkable as we both husband and wife will always comment your office and staff which is the most efficient and friendly among other departments, so far we have faced, during this situation not even in Pretoria.

Yes the case has been approved and is in printing. I will keep you informed once I receive the passport in Johannesburg so that you may close the case.

With best regards.

Zakir Hussain Burfat (South Africa)
06.10.2023.

Dear Sir,

I have today received my passport from the RPO Office in Karachi. Though delayed, my issue has been resolved through your kind notice.

I'm grateful to you for taking notice of my complaint which expedited the delivery of my passport today.

Regards, Waqas Ahmed
(Karachi) 01.12.2023

Dear Sir!

It is to bring to your kind knowledge, that I have received my passport, and my problem is resolved now. I am highly obliged and grateful to you, for the prompt response and timely resolution of my matter.

Thanks once again!

Best Regards

Ahsan Humayun (China) 04.12.2023

Dear Sir!

Thank you so much for your follow-up as I received my wife's passport from Doha Embassy on 11/12/2023. I really appreciate the efforts by Overseas Grievance commissioner office. On behalf of overseas Pakistanis community in Umm bab (Qatar), we are thankful to you and your team. Best regards.

Engineer Waseem Akhtar (Qatar)
12.12.2023.

Respected Sir!

I am Dr. Muhammad Pervaiz pediatrician from Saudi Arabia. I requested overseas commissioner for grievance for solving issue of my daughter Dr. Humaira Pervaiz residing in London regarding delivery of passport renewal with complaint no GCOP/Complaint /774/23. I appreciate efforts and cooperation of Dr. Inam-ul-Haq Javeid. Thanks once again with best regards. (15.12.2023)

Thanks for your support. Mr. Danial Anwar is very honest and helpful. He has resolved my issue on priority basis.

Mr. Noor Khilji
(United Kingdom) 25.09.2023.

Very very Thanks for your cooperation, sir. Today I received passport.

Mr. Shahbaz Abbasi
(Saudi Arabia) 09.10.2023

السلام علیکم ورحمۃ اللہ وبرکاتہ!
بندہ ناچیز بے حد مشکور ہے آپ کا، بہت بہت شکر یہ مجھے
میرا پاسپورٹ آپ کی کاوشوں سے موصول ہو گیا
ہے۔ اللہ تعالیٰ آپ کو جزائے خیر عطا فرمائیں۔ آمین
یارب العالمین زادہ ترمذی (برسنی) 29 نومبر 2023ء

DATA OF OVERSEAS PAKISTANIS FACILITATED & THEIR COMPLAINTS/ PROBLEMS RESOLVED FROM JANUARY TO DECEMBER 2023

Complaints/ Problems/ Facilitations	RECEIVED	RESOLVED/ DISPOSED OF	UN-RESOLVED/ UNDER PROCESS
Complaints received direct in Grievance Commissioner Office WMS	945	898	47
Problems/ Complaints handled by Pakistan Missions Abroad	19,550	18,340	1,210
Problems/ queries of Overseas Pakistanis going abroad & coming back to their homeland resolved instantly at One Window Facilitation Desks.	181,872	181,872	-
Total	202,367	201,110	1257

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: bkiaip@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

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: (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:

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 08:00 AM to 10:00 PM)

Website: www.mohtasib.gov.pk



(An initiative of Federal Ombudsman)

One Window Facilitation Desk 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



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Or Contact

Dr. Inam-ul-Haq Javeid

Advisor/ Grievance Commissioner for Overseas Pakistanis

E-mail: mohtasiboverseasgcommissioner@gmail.com

☎ 051-9217259

☎ 051-9217224

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Helpline No. within Pakistan : 1055

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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**

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OPF Focal Person:

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

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