

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

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