

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

<b>Complaints/ Problems/ Facilitations</b>	<b>RECEIVED</b>	<b>RESOLVED/ DISPOSED OF</b>	<b>UN-RESOLVED/ UNDER PROCESS</b>
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	-
<b>Total</b>	202,367	201,110	1257