

# Overseas Pakistanis

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

## FROM THE OMBUDSMAN'S DESK

The sixth issue of our bi-annual Newsletter for Overseas Pakistanis (July-December, 2025) is before you. I am happy to note that the office of Grievance Commissioner for Overseas Pakistanis established in 2015, is making persistent efforts for the welfare and wellbeing of the Pakistani diaspora. This has resulted in significant improvement in the delivery of services to Overseas Pakistanis by the relevant federal government departments.

The Grievance Commissioner/ Advisor for Overseas Pakistanis has taken a series of steps in discharge of his mandate. These include, enhancement of 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, 16 such Inspection visits to airports and OWFDs were carried out by our senior officers and meetings were held with Focal Persons/ representatives of relevant agencies at different airports to discuss problems faced by passengers. *Cont. P/5*



**Ejaz Ahmad Qureshi**  
Federal Ombudsman of Pakistan

## Inspection visits of International Airports of Pakistan by the Wafaqi Mohtasib's Inspection Teams

Responding to a large number of complaints regarding mal-administration by Federal agencies performing duties at airports, Wafaqi Mohtasib's inspection teams visited Islamabad, Lahore, Karachi, Peshawar, Quetta, Sialkot, Multan and Faisalabad airports under the directives of Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi. The teams led by Senior Advisors of the Wafaqi

Mohtasib's Head Office and Regional Offices 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. These visits to the country's international airports were intended to improve and upgrade the services being provided to the passengers,



WM Inspection team headed by Advisor; Maj. General ® Haroon Sikandar Pasha visiting Islamabad International Airport alongwith Dr. Inam ul Haq Javeid, Grievance Commissioner/ Advisor for Overseas Pakistanis. (20.10.2025)



*Head of Regional Office Multan, Dr. Muhammad Zahid, chairing a meeting after conducting an Inspection visit to Multan International Airport (10.12.2025)*

specifically at OWFDs, which were established at airports in 2015/ 2016 on the initiative of Wafaqi Mohtasib.

Inspections were organized at the National and International lounges, luggage areas, immigration counters, and counters of other agencies operating at the airports, to gain first-hand insight of the problems being 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 baggages, unfair behavior of officials on duty and delayed luggage delivery.

The Inspection teams also inquired about the

implementation status of recommendations made during previous 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



*WM Inspection team headed by Mr. Riaz Hameed, visiting Lahore International Airport alongwith Syed Ghazanfar Mehdi and Mr. Tahir Zameer: (24.12.2025)*



*Incharge WM Regional Office Gujranwala Mr. Mushtaq Ahmad Awan listening to problems of passengers at the Sialkot International Airport during Inspection visit (16.10.2025)*



*WM Inspection team headed by Incharge Regional Office Quetta Mr. Ghulam Sarwar Brohi visiting Quetta International Airport (22.09.2025)*

Office were properly displayed at OWFDs.

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



*Mr. Shahid Hussain Jilani, Advisor Incharge, Regional Office WMS, alongwith his team visiting Faisalabad International Airport (26.11.2025)*

during their visits to 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 tickets, 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.

It may be added here that inspection visits of each airport were conducted twice in this year by different teams of Wafaqi Mohtasib to evaluate the quality of services rendered by the staff at all OWFDs/ Airports. During these inspections, it was instructed that biometric system may be installed at OWFDs to ensure attendance of officials working at OWFDs. Each agency should submit a consolidated progress report alongwith categorization of complaints to GC (OP) before the 5th of next month, about facilities extended to Overseas Pakistanis. It was also instructed that if any passenger is offloaded, relevant FIA official will write proper reason in register and offload stamp should not be affixed on any passenger's passport until he has been proven guilty. Teams highlighted the need to enhance facilities for



*Incharge WMS Regional Office Peshawar Mr. Mushtaq Jadoon visiting International Airport Peshawar (10.09.2025)*



*Mr. Amir Ahmad Shaikh Member Incharge Regional Office Karachi alongwith Advisor Moula Bux Shaikh visiting the Karachi International Airport (04.12.2025)*

unaccompanied families, senior citizens and wheelchair-bound passengers. It was also recommended that separate counters should be established for diplomats, parliamentarians, senior citizens, and wheelchair-bound passengers. Airport authorities were directed to ensure that adequate staff is deputed by contractors for luggage handling from the aircraft to the conveyor belts and amount of fine should also be increased for delayed luggage delivery.

Inspection team visiting Peshawar Airport recommended that existing luggage conveyor belts, which are rusty and outdated, should be replaced with modern, durable, and high-capacity baggage handling system at the earliest. This upgradation will reduce delays,

improve passenger's satisfaction, and align with international standards of luggage management. Inspection team visiting Quetta Airport recommended that terminal manager should provide a dedicated facilitation booth to NADRA at departure area to facilitate complainants effectively. Inspection team visiting Multan Airport recommended to increase seating arrangements in visitors gallery outside the entry gate. Team further directed to beautify the area of airport, particularly the connecting road which is still barren. Team visiting Sialkot Airport directed SIAL management for expansion of immigration counters to effectively cater to the growing passenger traffic.

## DATA OF OVERSEAS PAKISTANIS FACILITATED & THEIR COMPLAINTS/ PROBLEMS RESOLVED FROM JANUARY TO DECEMBER 2025

Complaints/ Problems/ Facilitations	RECEIVED	RESOLVED/ DISPOSED OF	UN-RESOLVED/ UNDERPROCESS
Complaints received direct in Grievance Commissioner Office WMS	2250	2195	55
Problems/ Complaints handled by Pakistan Missions Abroad	43,011	41,418	1,593
Problems/ queries of Overseas Pakistanis going abroad & coming back to their homeland resolved instantly at One Window Facilitation Desks.	91,891	91,890	01
<b>Total</b>	<b>137,152</b>	<b>135,503</b>	<b>1,649</b>

## FROM THE OMBUDSMAN'S DESK

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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 have also allocated one day in a week for meeting the community at their respective stations without prior appointments. Monthly progress reports on prescribed proforma are also obtained from them regarding resolution of problems/complaints of Overseas Pakistanis, which are formulated in this office and proper record is being maintained for monitoring purposes. These steps are paying dividends and the results are encouraging.

Last year i.e 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 Complaint Management Information System (CMIS), of the Wafaqi Mohtasib Secretariat for proper registration and resolution of complaints received directly in this office. Due to this Change, receipts of complaints have increased from 945 in the year 2023 to 2,121 in the year 2024 and 2,250 in the current year which is 138.10 percent higher. The other development was the facilitation of online registration process for affixation of protector stamp on passports, which was started on our vigorous endeavors, from January 2024 for all those proceeding abroad, in connection with their employment or higher studies. During 2025 total 24059 immigrants have availed this online protector stamp facility.

The other initiative was the commissioning of the Apostille attestation of documents of Overseas Pakistanis. The Ministry of Foreign Affairs (MOFA) established a section within its premises, which 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 large number of people have been facilitated through this procedure.

According to data released by the state Bank of Pakistan, remittances by Overseas Pakistanis hit 38.3 billion dollars in fiscal year 2025 and if we consider both legal and informal channels together, the total remittance inflows from Overseas Pakistanis exceeds 40 billion dollars annually, a re-markable figure by any standard. This volume of foreign exchange not only supports the national economy but also underlines the trust and emotional investment that Overseas Pakistanis maintain in their home land. According to World Bank sources 9.4% GDP comes from Pakistani citizens working abroad through their remittances which is ever time high than other nearby countries. They are not just economic contributors but informal representatives of Pakistan's resilience and hard work.

Due to these contributions Overseas Pakistanis are very dear and near to us and I assure you that the Grievance Commissioner's office shall continue 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, meanwhile, we will also welcome suggestions for further improvement in the overall state of affairs.

### Success Story

Sometime back Mr. Abdul Mannan, a young man from Gujrat went to Malaysia on a company sponsored visa obtained through a travel agent after payment of Rs.600,000/-. As per conditions of the agreement signed, the company was supposed to provide accommodation and daily meals to the applicant in addition to the normal pay. However, when he reached Malaysia none of the condition was fulfilled and he was given neither a job nor

accommodation there. As a result he returned to Pakistan and approached the office of Grievance Commissioner for Overseas Pakistanis in the Wafaqi Mohtasib Secretariat for redressal. The GCOP took up the matter with the Bureau of Immigration and Overseas Employment. Both the parties were summoned and Abdul Mannan's case was settled by reimbursement of his stuck up amount with the travel agent.



*Secretary WMS Mr. Ali Tahir chairing a meeting with senior representatives of Finance Division, Ministry of Foreign Affairs, NADRA, AGPR, State Bank, National Bank, CGA and other relevant agencies, in the conference room of Wafaqi Mohtasib Secretariat regarding issues related to payment of pension to the Pakistani pensioners permanently settled in foreign countries (25.09.2025)*

## Meeting chaired by HWM to review the performance & progress of WMS Overseas Pakistanis Wing

A meeting was held under the chairmanship of Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, on 1<sup>st</sup> September, 2025 in the conference room of WMS, Head Office, Islamabad to review progress of the Overseas Pakistanis Wing of WMS with special reference to analysis of trajectory / trend, workload and disposal of cases in comparison with the years 2023 and 2024.

The Senior Advisor (Overseas Pakistanis Wing) recalled the directions given by the Honorable Wafaqi Mohtasib in the previous meeting held on the subject on 16.06.2025 and briefed on the followup actions taken on each of them. He informed that module of complaint management information system for Overseas Pakistanis introduced in 2024 has been further improved for better results, whereas new SOPs for “One Window Facilitation Desks” and Pakistan Missions Abroad, have been finalized and shared with the relevant agencies for necessary action.

While briefing about the disposal of cases by Overseas Pakistanis Wing, it was informed that Complaints of Overseas Pakistanis received directly in Grievance Commissioner's office are

being handled promptly on daily basis and taken up with the relevant departments for report/redressal within 15 days. Complaints are mostly disposed of within 30 days, however, no more than 60 days are allowed for their disposal. Analysis of trajectory/ trend of cases was also presented. A comparison of complaints received directly in the office of Grievance Commissioner/ Advisor for Overseas Pakistanis for the year 2023 (945 complaints) and 2024 (2,121 complaints) indicated 124% increase, whereas complaints received for the period from January to August, 2024 and 2025 showed slight increase of 1.22%. However, significant increase was seen in problems/complaints handled by Pakistan Missions Abroad in 2024 and 2025 as compared to year 2023.

In concluding remarks Wafaqi Mohtasib directed for strict monitoring of directions conveyed earlier to the relevant agencies and to enhance awareness about lodging of complaints by the overseas Pakistanis through print & electronic media alongwith distribution of booklets, leaflets and other awareness material printed by WMS.

## Colourful Lighting Transforms Plantation Zones at Islamabad Airport

“The Islamabad International Airport has recently enhanced the beauty of its incoming and outgoing road corridors through the elegant illumination of plantation zones. The central green belt is now adorned with vibrant, energy-efficient lights that highlight the lush landscape and create a visually captivating experience for passengers and visitors. This initiative adds a refined aesthetic charm to the airport environment, reflecting IIAP's continued commitment to excellence and hospitality.”



### E-mails & Letters of Thanks OVERSEAS PAKISTANIS

Dear Sir,

I would like to extend my sincere gratitude to you and your office for support and swift action regarding my grievance related to my daughter's NICOP. Your assistance has been valuable in ensuring that my concern was heard and addressed.

Warm regards, Muhammad Umair (Australia) dated 02.07.2025

Dear Mohtasib Team,

I truly appreciate your continued support throughout this process. This case had been pending for quite some time, and I was not receiving any clear or timely response from either the Jeddah Consulate or the passport authorities in Pakistan. I am pleased to inform you that I finally received my passport. Your help made a significant difference, and I'm genuinely grateful to you for this gesture.

Regards, Binish Javed (KSA) dated 04.07.2025

Dear Sir,

Thank you so much. My problem with NADRA has finally been resolved, and I am very glad to share my thoughts with you. In a country where we often face many difficulties, it is truly encouraging to see that some organizations are still working with honesty and dedication.

Kind regards, Qasim Qayyum Awan (Malta) dated 11.09.2025

Dear Sir,

I am writing to express my sincere gratitude for your invaluable assistance for my NICOP application (Reference: 503201188810). I truly believe, this positive outcome would not have been possible without your dedicated intervention. Your persistent efforts and support in navigating the obstacles presented by NADRA, made all the difference. Your office was the only channel through which I received updates and I am incredibly grateful for your consistent efforts to push this matter forward.

Sincerely, Aquib Hassan (UK) dated 21.07.2025

Respected Sir,

I would like to extend my heartfelt gratitude to your good office, and Ministry of Foreign Affairs, for kind attention and timely intervention regarding my grievance. This would not have been possible without the sincere efforts, cooperation, and coordination of your office with the Pakistan Mission in Phnom Penh and the relevant authorities. I am truly grateful for your support and assistance in resolving this matter. May Allah bless you and your team with success in all your noble endeavors.

With highest regards, Amman Rafique dated 22.08.2025

Dear Sir,

Case sorted out. Thank you very much for your response and intervention.

Regards, Taskeen Zafar (UAE) dated 27.09.2025



### 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](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)

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