



TOGETHER IN GOOD GOVERNANCE

FROM THE OMBUDSMAN'S DESK

Dear Overseas Pakistanis,

All praise to Almighty Allah, whose countless blessings continue to guide us. I remain deeply grateful for the honour and trust bestowed upon me through my appointment as the Wafaqi Mohtasib (Federal Ombudsman) of Pakistan. I regard this office not merely as a privilege, but as a solemn responsibility to uphold justice, fairness and good governance in the service of our people.

It gives me immense pleasure to connect with our overseas Pakistani brothers and sisters through this edition of our

newsletter. You have always occupied a special place in our nation's history. Through your dedication, resilience and hard work, you have made an extraordinary contribution to Pakistan's economy and have stood by your homeland through its most challenging times.

Your contribution extends well beyond foreign remittances. You bring home valuable knowledge, professional expertise and first-hand experience of efficient public administration, transparent governance and

cont.p/6



Naveed Kamran Baloch

Wafaqi Mohtasib
(Federal Ombudsman)

FOREIGN SECRETARY CALLS ON WAFAQI MOHTASIB; DISCUSSES ISSUES FACED BY OVERSEAS PAKISTANIS

The Foreign Secretary, Ms. Amna Baloch, called on the Wafaqi Mohtasib (Federal Ombudsman), Mr. Naveed Kamran Baloch, at his office and discussed matters



Wafaqi Mohtasib, Mr. Naveed Kamran Baloch presenting a souvenir to Foreign Secretary, Ms. Amna Baloch who called on him in his office, Islamabad on 04.06.2026.

relating to the welfare, facilitation, and grievance redressal of Overseas Pakistanis.

During the meeting, they exchanged views on measures aimed at strengthening institutional coordination for the prompt resolution of problems faced by the Pakistani diaspora residing in different parts of the world. The discussion focused on improving service delivery, enhancing responsiveness of Pakistani Missions abroad, and ensuring timely redressal of complaints received from Overseas Pakistanis.

The Wafaqi Mohtasib observed that Overseas Pakistanis are a valuable national asset and play a vital role in the country's socio-economic development through their contributions and remittances. He reiterated that the welfare of the Pakistani diaspora remains one of the foremost priorities of the Wafaqi Mohtasib Secretariat. He informed that a dedicated office of the Grievance Commissioner for Overseas Pakistanis is functioning within the Secretariat for expeditious resolution of complaints and facilitation of Overseas Pakistanis.

The Wafaqi Mohtasib informed the Foreign Secretary that on the initiative of his office, Pakistani Missions

abroad have appointed focal persons to deal with complaints and issues faced by Overseas Pakistanis. Missions have also been advised to regularly hold Khuli Katcheries and e-Katcheries and to allocate at least one day every week for direct interaction with members of the Pakistani community without prior appointments. These initiatives have significantly improved communication between Overseas Pakistanis and Pakistani Missions and have contributed to the timely resolution of a large number of grievances.

He further emphasized the importance of close coordination between the Ministry of Foreign Affairs and the Wafaqi Mohtasib Secretariat in addressing issues relating to documentation, attestation services, consular matters, prisoner welfare, repatriation cases, and other grievances frequently raised by Overseas Pakistanis. He noted that several complaints received from abroad have been successfully resolved through effective collaboration between the two institutions.

The Foreign Secretary appreciated the efforts of the Wafaqi Mohtasib Secretariat for promoting the welfare of Overseas Pakistanis and acknowledged the valuable role being played by the Grievance Commissioner for

Overseas Pakistanis. She stated that Pakistani Missions abroad remain committed to serving the community and assured that the directions and recommendations of the Wafaqi Mohtasib would be implemented in letter and spirit.

The meeting reaffirmed the shared commitment of both the institutions to further strengthen facilitation mechanisms for Overseas Pakistanis and ensure that members of the Pakistani diaspora receive timely assistance and effective grievance redressal wherever they may be residing. Such collaboration is expected to further enhance public confidence in government institutions and contribute towards better service delivery for Overseas Pakistanis across the globe.

As a follow-up measure, the Office of GCOP held another meeting with Additional Secretary MOFA in the second week of June this year to finalise modalities and implementation of the steps agreed upon. These included phased integration of the Complaint Management Information System (CMIS) with MOFA and Overseas Missions, designation of a dedicated Focal Person, display of awareness material carrying QR codes for online complaint registration, and regular monthly review meetings.

Mohtasib team directs Airport Authorities to improve quality of services

- Separate counters to be established for Senior Citizens and Special Passengers



Acting on complaints from domestic and international passengers regarding maladministration, service delays, negligence, and inappropriate conduct by some airport officials, a Wafaqi Mohtasib Inspection Team visited Islamabad International Airport under the directions of the Wafaqi Mohtasib (Federal Ombudsman), Mr. Naveed Kamran Baloch. The visit aimed at assessing passenger services, reviewing the functioning of the

One Window Facilitation Desk (OWFD), examine implementation of earlier recommendations, and identify further measures to improve facilitation, especially for Overseas Pakistanis.

The team was headed by Advisor, Wafaqi Mohtasib Secretariat, it inspected key operational areas, including international and domestic departure lounges, arrival halls, immigration counters, baggage

claim areas, customs examination points, airline service counters, and the OWFD established for Overseas Pakistanis.

The inspection formed part of the Secretariat's continuing efforts to improve public service delivery and ensure that passengers are treated with dignity, courtesy, and professionalism. The team noted that Overseas Pakistanis form a major segment of airport users and make significant contributions to the national economy through remittances; therefore, their facilitation during travel to and from Pakistan requires special attention.

During the visit, the team interacted with incoming and outgoing passengers and heard their complaints and observations. Passengers pointed out delayed immigration clearance, mishandling and late delivery of baggage, insufficient guidance at service counters, and discourteous behavior by some officials. Concerns were also raised about inadequate arrangements for

STEPS BEING TAKEN TO IMPROVE AIRPORT SERVICES

Continuous initiatives for efficient, transparent and passenger-friendly airports



These measures are being implemented in full speed to ensure improved efficiency, better facilitation and greater satisfaction for all passengers, especially Overseas Pakistanis.

senior citizens, women travelling alone, persons with disabilities, and families with young children.

Taking serious notice of recurring complaints about delayed baggage delivery and loss of luggage, the team emphasized the need for better coordination among airport authorities, airlines, and baggage handling contractors. The authorities were directed to ensure timely movement of luggage from aircraft to conveyor belts and strengthen monitoring systems to reduce incidents of misplaced baggage, which remain among the most common complaints of passengers arriving from abroad.

The team also reviewed the performance of the OWFD, established on the initiative of the Wafaqi Mohtasib to provide immediate assistance to Overseas Pakistanis and other passengers. Officials deputed at the desk briefed the team on the nature and volume of complaints received daily. Complaint registers, record-keeping procedures, and reporting mechanisms were examined. The team stressed that all complaints should be properly documented, categorized, and regularly reported so that recurring issues may be addressed at the policy level.

The team was informed that most complaints at the OWFD relate to

immigration delays, baggage issues, travel documentation requirements, and difficulties faced while dealing with various agencies operating at the airport. The inspection team directed all concerned agencies to adopt a proactive approach and resolve complaints at the earliest possible stage to avoid inconvenience to passengers.

Particular attention was given to facilities for elderly passengers and persons with special needs. The team observed that many senior citizens face difficulties during immigration, security checks, and boarding. It directed airport management to establish dedicated counters for senior citizens, ensure priority handling of their cases, increase the availability of wheelchairs, and deploy sufficient staff to assist passengers requiring special support.

The inspection team further reviewed the implementation status of recommendations made during previous visits. Officials of various agencies briefed the team on measures taken to improve passenger facilitation, coordination among departments, and complaint handling. While appreciating progress in certain areas, the team emphasized continued vigilance and regular monitoring to sustain improvements in service standards.

A detailed meeting was also held with local heads and representatives of agencies operating at the airport, including immigration authorities, airport management, customs officials, security agencies, and airline representatives. The team highlighted the importance of professionalism, transparency, and courteous conduct, reminding officials that airport personnel often create the first and last impression of Pakistan for overseas Pakistanis and foreign visitors.

All agencies were instructed to remain vigilant regarding public complaints, take immediate corrective measures where deficiencies are identified, strengthen coordination with the OWFD, and ensure prompt resolution of issues brought to their notice.

At the conclusion of the visit, the inspection team reiterated the commitment of the Wafaqi Mohtasib Secretariat to safeguarding passenger rights and improving airport service delivery across the country. The findings and recommendations will be incorporated into a comprehensive report for submission to the Wafaqi Mohtasib and shared with relevant authorities for implementation and follow-up, so that airport facilities, particularly for Overseas Pakistanis, continue to improve in line with public expectations and international standards.

Federal Ombudsman's Services for Overseas Pakistanis



Overseas Pakistanis are a vital national asset, contributing significantly to Pakistan's economy through remittances and representing the country across the world. To address their concerns promptly, the Government of Pakistan has established the office of Grievance Commissioner for Overseas Pakistanis within the Federal Ombudsman Secretariat, operating under the direct supervision of the Federal Ombudsman.

After assuming office in March 2026, Federal Ombudsman, Mr. Naveed Kamran Baloch reviewed the Overseas Pakistanis Wing and issued directions to further improve its efficiency, outreach, and complaint-resolution process.

The office provides assistance through One-Window Facilitation Desks at Pakistani missions abroad and international airports in Pakistan. Complaints may be submitted in Urdu or English by email, fax, WhatsApp, post, telephone, helpline, or through the Federal Ombudsman's website. Once received, complaints are referred to the departments concerned for action within 24 hours, and complainants are informed accordingly.

Routine matters such as NICOP, POC, passport renewal, new passport issuance, and related complaints are generally resolved within 25 days, while cases involving

multiple departments are addressed within a maximum of 60 days. No fee or legal representation is required, and complainants may pursue their cases personally.

Pakistan embassies and missions abroad have nominated senior focal persons for overseas Pakistanis, fixed weekly meeting times, and are required to hold monthly open courts to receive complaints in person, online, through WhatsApp, or in writing. Reports are submitted regularly to the Federal Ombudsman Secretariat.

At eight international airports, One-Stop Facilitation Desks operate around the clock with representatives from OPF, PIA, Customs, ASF, FIA, Pakistan Airports Authority, NADRA, ANF, Border Health Services, the Bureau of Immigration and Overseas Employment, and Immigration and Passports. These desks assist overseas Pakistanis arriving in and departing from Pakistan.

Inspection teams of senior advisers periodically visit airports to review services, meet stakeholders, identify operational issues, and recommend improvements. During 2025, sixteen airport visits were conducted, and on-the-spot directions were issued to resolve grievances and improve service delivery.

The office also works on collective and systemic issues, including facilitation for Pakistanis imprisoned abroad, the online Protector Stamp facility for employment-related travel, expanded apostille authentication services in Lahore, Gujrat, and Karachi, and digital Proof of Life submission for overseas pensioners through NADRA's Pak ID App.

In 2025, the Office of the Grievance Commissioner successfully facilitated the resolution of 135,559 complaints, reflecting its continued commitment to providing timely relief, improved access to services, and stronger institutional support for overseas Pakistanis worldwide.

TOGETHER WE DID IT JANUARY - JUNE, 2026

Complaints/ Problems/ handled by	RECEIVED	RESOLVED/ DISPOSED OF	UNDER-PROCESS
Grievance Commissioner Office WMS	1085	1019	66
Pakistan Missions Abroad	19,563	18,905	658
One Window Facilitation Desks	40,889	40,886	03
Total	61,537	60,810	727

REVIEW MEETING FOR THE PERFORMANCE OF OVERSEAS PAKISTANIS WING



A high-level review meeting was held recently under the chairmanship of the Wafaqi Mohtasib, Mr. Naveed Kamran Baloch, at the Wafaqi Mohtasib Secretariat, Islamabad, to assess the performance of the Overseas Pakistanis Wing and review the progress made in facilitating Overseas Pakistanis during the first half of 2026.

The meeting was attended by senior officers of the Secretariat, including representatives of the Overseas Pakistanis Wing, who gave a comprehensive briefing on complaint trends, disposal of cases, implementation of policy initiatives, and coordination with federal agencies and Pakistan Missions abroad.

During the briefing, it was informed that the Overseas Pakistanis Wing has continued to play a pivotal role in addressing the grievances of the Pakistani diaspora through an integrated complaint management mechanism. The meeting reviewed the performance of the Complaint Management Information System (CMIS), which has significantly improved monitoring, tracking, and disposal of complaints. It was noted that complaints received from Overseas Pakistanis are being processed on priority and taken up promptly with the relevant authorities for timely redressal.

The participants were informed that close coordination with the Ministry of Foreign Affairs and Pakistan Missions abroad has further strengthened the grievance redressal framework. Pakistan Missions have continued to organize regular Khuli Katcheries and e-Katcheries,

while designated focal persons remain available to address issues faced by members of the Pakistani community residing abroad. Monthly progress reports received from Missions are being monitored regularly to ensure effective follow-up and resolution of complaints. 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.

The meeting also reviewed the performance of One Window Facilitation Desks (OWFDs) established at international airports across Pakistan. It was noted with satisfaction that regular inspection visits by teams of the Wafaqi Mohtasib Secretariat have contributed to improvements in passenger facilitation, complaint handling, awareness dissemination, and coordination among airport stakeholders. Particular emphasis has been placed on addressing recurring complaints relating to immigration delays, baggage handling, passenger guidance, and treatment of Overseas Pakistanis at airports.

The Wafaqi Mohtasib was further informed about the positive impact of several facilitation initiatives introduced in recent years, including online registration for Protector Clearance, Apostille attestation services, and enhanced digital complaint management systems.

These measures have significantly reduced procedural delays and improved accessibility of services for Overseas Pakistanis.

Reviewing the overall performance of the Wing, the Wafaqi Mohtasib appreciated the efforts of officers and staff members and observed that Overseas Pakistanis constitute a valuable national asset whose welfare must remain a priority. He emphasized the need for strict monitoring of complaints, prompt implementation of directives issued to federal agencies, and greater public awareness regarding the facilitation mechanisms available through the Wafaqi Mohtasib Secretariat.

In his concluding remarks, he directed the Overseas

Pakistanis Wing to further strengthen coordination with stakeholders, intensify outreach activities, and ensure speedy disposal of complaints within prescribed timelines. He also stressed the importance of expanding awareness campaigns through print, electronic, and digital media so that a greater number of Overseas Pakistanis may benefit from the services being offered by the institution.

The meeting reaffirmed the commitment of the Wafaqi Mohtasib Secretariat to providing efficient, accessible, and citizen-centric grievance redressal services and to safeguarding the rights and interests of Overseas Pakistanis.

FROM THE OMBUDSMAN'S DESK

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citizen-centred public services. Your ideas, observations and aspirations enrich our national discourse and inspire us to build stronger, more responsive and more accountable institutions.

The Office of the Wafaqi Mohtasib (Federal Ombudsman) was established under the Constitution to promote these very values. Our mission is to protect citizens against maladministration, injustice and unfair administrative practices, while fostering transparency, accountability and excellence in public service. Approximately, 639 federal agencies fall in the ambit of this office.

The Mohtasib serves as a constructive course-correction mechanism within the public administration. We do not replace government institutions or enact laws. Rather, we help ensure that public organisations act within the law, follow their own rules and procedures, and deliver services fairly, efficiently and with respect for the citizens they serve. Our approach relies on dialogue, persuasion and cooperation because sustainable reform is achieved through partnership.

I am pleased to share that, through the collective efforts of the Wafaqi Mohtasib Secretariat, the Ministry of Foreign Affairs, Pakistan's Missions abroad and our One Window Facilitation Desks at international airports, 60,803 out of 61,526 complaints received during the first half of this year were successfully resolved. Complaints are required

to be decided within 60 days, entirely free of cost.

We have also strengthened the Office of the Grievance Commissioner for Overseas Pakistanis through closer coordination with Pakistan's Missions abroad and integration with our Complaint Management Information System. At the same time, reforms such as online e-Protector registration and the Apostille attestation system have simplified procedures for overseas Pakistanis. During 2025 alone, nearly 24,000 emigrants benefited from the online e-Protector facility, reflecting growing public confidence in these services.

This newsletter is intended to serve as a bridge between the Wafaqi Mohtasib and Pakistanis living across the world. Through it, we hope to keep you informed, listen to your concerns, share important developments and strengthen our partnership in improving governance and public service delivery. Your experiences, ideas and feedback will always be welcome.

As we embark on this journey together, let me reaffirm our unwavering commitment to protecting your rights and serving you with integrity, compassion and professionalism. Together, with mutual trust and a shared commitment to a better Pakistan, we can continue building a public administration that truly reflects the aspirations of our people.

Insha'Allah, together we shall succeed.



E-mails and Letters of Thanks OVERSEAS PAKISTANIS

Respected Sir,
Assalam-o-Alaikum.

I am Muhammad Ilyas, an overseas Pakistani in UAE.

I am writing to express my deepest gratitude to your office, especially the officer who took my call and listened to my issue with full attention. He immediately referred my case to his senior officer, who then escalated it internally to DGIP and ensured my matter was taken seriously.

This was the turning point in my case. Because of your office's prompt intervention, my passport was finally released and I have received it today.

I truly appreciate the professionalism, empathy, and seriousness with which your team handled my case. This is a great service to overseas Pakistanis.

• Name: Muhammad Ilyas

May Allah bless you all for your service

Dear Sir,

I wanted to extend my sincere thanks for your kind assistance in resolving the matter. Your help was truly made a difference, and I greatly appreciate the time and effort you dedicated to addressing the issue. Now, I am looking forward to receiving my certificate from the High commission. Thank you once again for your support your prompt action and guidance are genuinely appreciated.

Sir, whenever you come to Auckland, please don't forget to contact me. I would really like to meet you and thank you in person

Warm regards,
Adeel Qamar

Overseas Pakistani Receives Long-awaited Pension dues through Wafaqi Mohtasib's intervention

Mr. Imran Khalid, an Overseas Pakistani residing in Qatar, approached the Office of the Grievance Commissioner for Overseas Pakistanis (WMS) with a complaint regarding the non-payment of his late father's family pension. Despite repeatedly contacting the pension authorities concerned and submitting all the required documents, the matter had remained unresolved for more than two years, causing financial hardship to his widowed mother living in Pakistan.

Upon receipt of the complaint, the Office of the Grievance Commissioner immediately took up the matter with the relevant pension authorities and sought a detailed report. The department concerned was directed to examine the case on priority and remove any procedural hurdles delaying the release of the pension benefits.

As a result of the timely intervention of the Wafaqi Mohtasib Secretariat, the case was processed expeditiously, the pending documentation was verified, and the family pension along with the accumulated arrears was released to the beneficiary. The complainant's mother started receiving her regular monthly pension after a prolonged delay.

Mr. Imran Khalid expressed his heartfelt gratitude to the Wafaqi Mohtasib for providing much awaited relief and ensuring that his family received its lawful entitlement. He appreciated the efforts of the Grievance Commissioner for Overseas Pakistanis in resolving a matter that had remained pending for years despite numerous attempts through ordinary channels.

PROPOSED SCHEDULE OF INSPECTION VISITS OF AIRPORTS/ OWFDS TO BE CONDUCTED BY WMS INSPECTION TEAMS, DURING 2026

SR.	AIRPORTS	DATE OF VISITS	REMARKS
1	Islamabad International Airport	1.Third week of May 2026 2.Second Week of September 2026	First Visit Second Visit
2	Jinnah International Airport, Karachi	1.Second week of June 2026 2.First Week of October 2026	First Visit Second Visit
3	Allama Iqbal International Airport Lahore	1. First week of July 2026 2.Second week of November 2026	First Visit Second Visit
4	Bacha Khan International Airport Peshawar	1.Last week of August 2026 2.Second week of December 2026	First Visit Second Visit
5	Quetta International Airport	1.First week of June 2026 2. First week of September 2026	First Visit Second Visit
6	Sialkot International Airport	1.Second week of July 2026 2. Second week of October 2026	First Visit Second Visit
7	Faisalabad International Airport	1. First week of August 2026 2.First week of November 2026	First Visit Second Visit
8	Multan International Airport	1.Last week of September 2026 2. First week of December 2026	First Visit Second Visit



Federal Ombudsman

One Window Facilitation Desks For Overseas Pakistanis

(An initiative of Federal Ombudsman)

Representatives of following departments / Agencies are available at “One Window Facilitation Desks” at 8 international airports of Pakistan, to resolve the complaints of Overseas Pakistanis:

Overseas Pakistanis
Foundation (OPF)

Pakistan International
Airlines (PIA)

Pakistan Customs

Airport Security Force
(ASF)

Federal Investigation
Agency (FIA)

Pakistan Airport
Authority (PAA)



Overseas Employment
Corporation (OEC)

National Database &
Registration

Anti Narcotics Force
(ANF)

Border Health Services
Pakistan

Bureau of Emigration &
Overseas Employment

Directorate General of
Immigration & Passports

Overseas Pakistanis can lodge complaints with **Grievance Commissioner** against
Federal Government Departments/ Agencies through following e-mail.
mohtasiboverseasgcommissioner@gmail.com

Or

contact on following phone numbers:

Phone: 051-9217259 | Fax: 051-9217224 | Helpline within Pakistan: 1055
Helplines from other countries: 0092-51-9213886 | 0092-51-9213887

For more information about office of the Grievance Commissioner:

www.mohtasib.gov.pk/GoPInitiative

For online complaints: www.mohtasib.gov.pk

(Monday to Friday 08:30 AM to 09:30 PM)