

GRIEVANCE COMMISSIONER CELL FOR OVERSEAS PAKISTANIS

TABLE OF TOTAL COMPLAINTS REDRESSED/ DISPOSED OF 1ST JANUARY TO 30TH JUNE 2023

COMPLAINTS	RECEIVED	RESOLVED/ DISPOSED OF	UN-RESOLVED
One Window Facilitation Desks	88,150	88,150	--
Pakistan Missions Abroad	11,122	10,735	387
Grievance Commissioner Cell WMS	363	354	9
Total	99,635	99,239	396

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COMPARISON OF NUMBER OF COMPLAINTS RECEIVED DURING THE PERIOD FROM 1ST JANUARY TO 30TH JUNE, 2022 & 2023

Complaints received	2022	2023	Increase/ Decrease	Percentage %
One Windows Facilitations Desks	54,997	88,150	33,153	+60.28
Pakistani Missions Abroad	11,310	11,122	-188	-1.66
Grievance Commissioner Cell WMS	439	363	-76	-17.31
Total	66,746	99,635	32,889	+49.27

**Complaints of Overseas Pakistanis received, resolved and disposed of during the year
2022 from 1st January to 31st December 2022.**

Complaints/ Issues received at:	Complaints/ Issues Received	Complaints/ Issues Resolved/ Disposed of	Complaints/ Issues Un-Resolved/ Under Process
Grievance Commissioner Cell WMS	815	784	31
Pakistan Missions Abroad	18,542	18,403	139
One Window Facilitation Desks at International Airports of Pakistan	118,290	118,236	54
Total	137,647	137,423	224