

Injustice anywhere is a threat to justice everywhere

- Martin Luther



Grievances of business community to be resolved soon: Ahsan

-Page 06

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75

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-Page 12

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## Over 66 thousand complaints of overseas Pakistanis resolved during current year

### STAFF REPORTER

On the directions of the Federal Ombudsman Mr. Ejaz Ahmad Qureshi, One Window Facilitation Desk has started function-

ing at the Quetta International Airport. The Federal Ombudsman has also designated a senior officer as the Grievance Commissioner for Overseas Pakistanis (GCOP) who undertakes

prompt action on the complaints of Overseas Pakistanis.

During first six months of this year, 66746 complaints of Overseas Pakistanis were resolved by GCOP.

On the directions of the Federal Ombudsman, the Ministry of Foreign Affairs (MOFA) has nominated a senior officer as a focal person and established a fund to resolve the grievances of Overseas Pakistanis abroad. MOFA has also hired the services of a legal Advisor who provides legal advice to all Pakistan Missions abroad on the issues of Overseas Pakistanis.

On the directions of the Federal Ombudsman, there

will be separate counters at the airports for First/Business Class Overseas passengers for immigration and checking purposes. Moreover, Khuli Katcheri system in 128 Pakistan Missions abroad has started functioning to resolve complaints of Overseas Pakistanis.

Due to these initiatives, the number of complaints have risen by 200% in the first six months of 2022.

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed the concerned agencies to improve facilitation to the Overseas Pakistanis at the One Window Facilitation Desks (OWFDs) at all International airports in Pakistan.



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Vol. 16 No. 339

› Uzbekistan,  
Turkey Leaders  
discuss current  
issues on... PAGE-3

› China is ready to  
work with  
developing ... PAGE-4

› Uzbekistan –  
Saudi Arabia: 30  
years of ... PAGE-6

ONE WINDOW FACILITATION DESK (OWFD) STARTS FUNCTIONING  
AT QUETTA AIRPORT ON OMBUDSMAN DIRECTION.

## Nine million Overseas Pakistanis are our asset: Federal Ombudsman

ISLAMABAD, August 16: On the directions of the Federal Ombudsman Mr. Ejaz Ahmad Qureshi, One Window Facilitation Desk has started functioning at the Quetta International Airport. The Federal Ombudsman has also designated a senior officer as the Grievance Commissioner for Overseas Pakistanis (GCOP) who undertakes prompt action on the complaints of Overseas Pakistanis. During first six months of this year, 66746 complaints of Overseas Pakistanis were resolved by GCOP. On the direc-

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## One Window Facilitation Desk starts function at Quetta Airport on Ombudsman direction

**Syed mujebuddin**

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