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PRESS RELEASE

WAFAQI MOHTASIB INAUGURATES FACILITATION DESK FOR EXPATS AT KARACHI AIRPORT

Karachi, August 6, 2015: In a bid to provide relief to overseas Pakistanis and solve their problems at Pakistani airports, Federal Ombudsman, Mr. M. Salman Faruqui on Thursday inaugurated One Window Facilitation Desk for the expats here at the Quaid-e-Azam International Airport.

2. Accompanied by Hafiz Ahsan Ahmad Khokhar, Grievance Commissioner for Overseas Pakistanis & Registrar/Advisor Law Wafaqi Mohtasib Secretariat, Mr. Faruqui inaugurated the third of its kind that is followed by Islamabad and Lahore.

3. Briefing on the occasion, Hafiz Khokhar told that several ministries and division have been taken on board for resolution of the problems faced by overseas Pakistanis including; Ministry of Foreign Affairs. Federal Board of Revenue, Federal Investigation Agency, Overseas Pakistanis Foundation. Overseas Pakistanis Foundation. Overseas Pakistanis Employment Corporation, Ministry of Overseas Pakistanis & Human Resource Development, Passport and Immigration, Associated Press of Pakistan Corporation, Pakistan Broadcasting Corporation, Civil Aviation Authority, National Database & Registration Authority, Board of Investment, Pakistan International Airline Corporation, Ministry of Information Broadcasting & National Heritage, Bureau of Immigration, State Bank of Pakistan, Capital Development Authority, Ministry of Interior, Ministry of Finance, Ministry of Housing and Works, Ministry of Religious Affairs, Pakistan Television Corporation, Civil Aviation Division. Ministry of Information Technology and Ministry of Commerce.

4. He said that Honorable Federal Ombudsman has taken special initiative for overseas Pakistanis and established Grievance Commissioner Cell for Overseas Pakistanis under Section 7 of Federal Ombudsmen Institutional Reforms ACT, 2013.

5. Giving details, he said that the main objective of the appointment of Grievance Commissioner for expatriates was to evolve online complaint handling mechanism of the resolution of individual and collective problems of overseas Pakistanis here in Pakistan and abroad as well.

6. Hafiz Ahsaan Ahmad Khokhar maintained that the Grievance Commissioner Cell for Overseas Pakistanis has taken an initiative to provide facility to Overseas Pakistanis by creating a one stop complaints management system with the technical support of the National Information Technology Board (NITB), Ministry of IT. Complaints management system will be developed for registration and tracking of complaints, he added.

7. This is the first step ever taken by any Ombudsman of the World for Overseas. It would help millions of Pakistanis to resolve their issues here in Pakistan and in their respective countries, he apprised.

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