



FEDERAL OMBUDSMAN OF PAKISTAN



**STANDARD OPERATING PROCEDURE FOR ONE WINDOW
FACILITATION DESKS FOR OVERSEAS PAKISTANIS**

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INTRODUCTION

For resolving instantly the overseas Pakistanis problems/complaints at Pakistanis airports, in May 2015 initiative was taken for establishment of One Window Facilitation Desks for Overseas Pakistanis at all International Airports of Pakistan. First, Second and third facilitation desks have been established at Islamabad, Lahore and Karachi airports respectively in the month of May, June and August 2015. Peshawar one window facilitation desk will be inaugurated on 31st August 2015, Quetta will be 2nd September, Sialkot 7th September, Faisalabad 11th September and Multan will be on 16th September 2015.

Facilitation desk is a coordinated forum for overseas Pakistanis for resolution of their problems instantly at airports backed by strong monitoring system. Overseas Pakistanis, Supreme Court of Pakistan and all agencies have appreciated this initiative.

FEDERAL MINISTRIES / AGENCIES TAKEN ON BOARD FOR ONE WINDOW FACILITATION DESK AT international AIRPORTS OF PAKISTAN

- **Ministry of Overseas Pakistanis, Civil Aviation Division**
- **Federal Investigation Agency , Overseas Pakistanis Foundation**
- **Overseas Pakistanis Employment Corporation**
- **Directorate General of Immigration & Passports**
- **Civil Aviation Authority, National Database and Registration Authority**
- **Pakistan International Airline Corporation**
- **Bureau of Immigration & Overseas Employment**
- **Ministry of Religious Affairs**
- **Anti-Narcotics Force**
- **Airports Security Force**
- **Special Branch of Police**
- **Representative of airlines**

**STANDARD OPERATING PROCEDURE FOR ONE WINDOW
FACILITATION DESKS FOR OVERSEAS PAKISTANIS**

S. No.	Procedure	Agency Involved
1.	One Window Facilitation Desks will be operational round the clock (24/7) and all concerned Agencies will ensure the presence of their concerned officials so that no desk would be left unattended.	ALL STAKEHOLDERS
2.	Names/insignia/flashy display boards of all the Agencies/stakeholders and Federal Ombudsman Secretariat will be displayed at prominent place of One Window Facilitation Desks for Overseas Pakistanis and other areas of Airports in coordination with CAA.	ALL STAKEHOLDERS
3.	Equipment/furniture/fixtures/infrastructure/display boards for One Window Facilitation Desks and stationery will be provided by OPF and Bureau of Emigration.	OPF and BOE
4.	Complaint Handling/Coordination Agencies will regularly submit weekly report to the heads of Agencies and Grievance Commissioner for Overseas Pakistanis in the WMS.	OPF & CAA
5.	Each Agency will provide the facility of computer to their officials and SKYPE facility (audio chatting only) at their computer at the Desks, enabling the complainant to directly correspond with the relevant representative of the Agency if he/she so desires.	ALL STAKEHOLDERS
6.	All Heads of Agencies shall regularly submit fortnightly reports on the complaints and suggestions received from Overseas Pakistanis at respective airports or on their websites and action taken on those to the Grievance Commissioner for Overseas Pakistanis.	ALL STAKEHOLDERS
7.	Surprise visits for monitoring the attendance of staff deputed at airports at Desks as well as adherence to the SOP for efficient functioning of these Desks will be ensured by Heads of relevant Agencies.	ALL STAKEHOLDERS

8.	Duty officer of each stakeholder/Agency working at airports will properly maintain the record of resolved queries independently and will follow-up the unsettled queries till their resolution under intimation to the complainant. The respective Agencies will submit report to their respective Heads and to the Grievance Commissioner for Overseas Pakistanis on weekly basis.	ALL STAKEHOLDERS
9.	Suggestions/Complaint box will be placed at One Window Facilitation Desks and at other suitable places in the premises of the airports.	CAA BUREAU OF EMIGRATION & OVERSEAS EMPLOYMENT
10.	Immigration/Clearance Desks at Lahore Airport for facilitation of Overseas Pakistanis will be increased.	FIA/ CUSTOMS DEPARTMENT/CAA
11.	Facility of tracking of complaints/issues of expatriates will be provided on websites of the Agencies.	ALL STAKEHOLDERS
12.	Electricity and landline telephone facility will be provided free of cost to the Facilitation Desks.	CAA
13.	Surveillance cameras for security purpose will be installed at One Window Facilitation Desks which will be controlled by Airport Security Force.	CAA/ASF
14.	Universal Toll Free Number, Fax Machine and E-mail facilities will be made available to all One Window Facilitation Desks. Expenditure in this regard would be jointly borne by BOE &OE and OPF.	BOE &OE and OPF
15.	Water dispensers inside airport lounges will be installed to facilitate the Overseas Pakistanis.	CAA
16.	Each Agency will be bound to display their contact numbers/e-mail/web addresses on boards for the information of Overseas Pakistanis.	ALL STAKEHOLDERS
17.	PIAC will attend to and facilitate their passengers at airports in case of delay of flights and in any emergency situation.	PIAC
18.	Ministry of Religious Affairs will also look after the	M/O RELIGIOUS

	passengers proceeding on Hajj and Umrah. Monthly report in this regard will also be submitted to the office of Grievance Commissioner for Overseas Pakistanis	AFFAIRS
19.	URL for online complaint website (Urdu & English) will be displayed at the Facilitation Desks for the purpose of raising awareness.	ALL STAKEHOLDERS
20.	All the Agencies will regularly submit the 60 days duty roster/chart to the Grievance Commissioner for Overseas Pakistanon email.	ALL STAKEHOLDERS

PICTURES OF ONE WINDOW FACILITATION DESKS ISLAMABAD AND LAHORE



PICTURES OF ONE WINDOW FACILITATION DESKS KARACHI AND MULTAN



PICTURES OF ONE WINDOW FACILITATION DESKS SIALKOT



PICTURES OF ONE WINDOW FACILITATION DESKS QUETTA AND PESHWAR



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