



**FEDERAL OMBUDSMAN OF PAKISTAN**



# **HANDBOOK FOR OVERSEAS PAKISTANIS**

**HAFIZ AHSAN AHMAD KHOKHAR**

**Grievance Commissioner for Overseas Pakistanis**

Federal Ombudsman Secretariat, 36-Constituion Avenue, Islamabad

Phone: 92-51-9217206-10, Fax: 92-51-9217224

Email :hafizahsaan1973@gmail.com

Website: [www.overseaspakistanis.ombudsman.gov.pk](http://www.overseaspakistanis.ombudsman.gov.pk)

## **INTRODUCTION**

The Honorable Federal Ombudsman appointed Hafiz Ahsaan Ahmed Khokhar, Senior Advisor (Law), Wafaqi Mohtasib Secretariat as the Grievance Commissioner for overseas Pakistanis with the objective to, inter alia, advance the welfare of Pakistanis working or settled abroad and their families living in Pakistan by identifying their problems and by contributing to the solution of those problems within the scope of Wafaqi Mohtasib Secretariat. The Grievance Commissioner cell prepared a plan of action to quickly bring the relevant Ministries, Divisions, Departments and other relevant agencies on board. A detailed study of the problems of the overseas Pakistanis was carried out and extensive discussions were undertaken with all the relevant agencies to redress the complaints of overseas Pakistanis through a multi-pronged strategy. This strategy also envisaged some immediate measures aimed at resolving individual and systemic issues of overseas Pakistanis and to advance their welfare and that of their families living in or outside Pakistan. These measures have now started bearing fruit and a well-coordinated effort is in hand to build upon the initiatives taken and to consolidate the arrangements for quick and meaningful resolution of complaints of overseas Pakistanis. It is encouraging to note that there has been a good response from the Pakistani diaspora and some useful proposals have been received from them for improvement of the system. Regular meetings are being convened in Wafaqi Mohtasib Secretariat with all stakeholders including Federal Ministries and Departments. It is presumed that with the latest introduction of One Window Facilitation Desks at the international airports in Pakistan a considerable chunk of complaints of Overseas Pakistanis will be adequately addressed. Similarly, the introduction of online complaint resolution mechanism will facilitate quick redressal and proper tracking of the complaints. The Foreign Office has been requested to make necessary arrangement for hearing of complaints through video link between Federal Ombudsman's Secretariat and the Pakistan Missions where concentration of Pakistanis is higher i.e. USA, UK, Canada, Saudi Arabia and UAE.

This booklet contains information on various decisions taken during the meetings held between the Wafaqi Mohtasib Secretariat and the concerned Agencies from time to time and the steps taken to implement those decisions. It also enumerates the steps taken by the Wafaqi Mohtasib Secretariat in collaboration with Federal Government Agencies for the welfare of overseas Pakistanis. Besides, it contains details of the focal persons in the Ministries and Government Agencies as well as in Pakistan Missions abroad and describes the Standard Operating Procedure for the recently established One Window Facilitation Desk at various international airports in Pakistan. The booklet has been brought out to further facilitate the overseas Pakistanis to establish quick contact with the relevant Agencies for seeking the required assistance.

**DETAILS OF CONTACT OF THE GRIEVANCE COMMISSIONER  
FOR OVERSEAS PAKISTANIS, WAFAQI MOHTASIB  
SECRETARIAT, ISLAMABAD**

**Hafiz Ahsaan Ahmed Khokhar**

**Grievance Commissioner for Overseas Pakistanis**

**Contact:**

**E-mail: [hafizahsaan1973@gamil.com](mailto:hafizahsaan1973@gamil.com)**

**Tell No: 051-9217243**

**Cell No: 0300-8487161**

**Fax: 92-51-9217224**

**Website: [www.overseaspakistanis.ombudsman.gov.pk](http://www.overseaspakistanis.ombudsman.gov.pk)**

**Address: Federal Ombudsman Secretariat, 36-Constituion  
Avenue, Islamabad, Pakistan**

# **SUMMARY OF STEPS TAKEN BY THE GRIEVANCE COMMISSIONER FOR OVERSEAS PAKISTANIS, WAFAQI MOHTASIB (FEDERAL OMBUDSMAN) SECRETARIAT IN COLLABORATION WITH FEDERAL GOVERNMENT MINISTRIES FOR THE WELFARE OF OVERSEAS PAKISTANIS.**

## **WEBSITE**

Online mechanism for resolution of complaints of Overseas Pakistanis has been established with independent website [www.overseaspakistanis.ombudsman.gov.pk](http://www.overseaspakistanis.ombudsman.gov.pk). This system is connected online with all relevant Ministries/Departments.

## **FOCAL PERSONS**

Focal persons have been appointed in all the relevant Ministries, Government Agencies and in all the concerned Pakistan Missions abroad.

## **TOLL FREE NUMBER**

Toll Free Number has been activated for Overseas Pakistanis.

## **SYSTEMIC ISSUES**

Urgent resolution of systemic issues faced by Overseas Pakistanis is a priority area for the Grievance Commissioner.

## **COORDINATION WITH PAKISTAN MISSIONS ABROAD**

The office of Grievance Commissioner coordinates with community Welfare Attaches (CWA) and Information Officers posted in Pakistan Missions abroad for launching awareness campaign for overseas Pakistanis and for resolution of complaints of the aggrieved Pakistanis.

## **ADVISORY COUNCILS**

Agencies have constituted Advisory Councils comprising senior officers and members from the civil society to identify and resolve systemic issues relating to overseas Pakistanis.

## **ONLINE SYSTEM**

Agencies are developing online system for tracking of complaints lodged by overseas Pakistanis.

## **REMITTANCES BY OVERSEAS PAKISTANIS**

State Bank of Pakistan (SBP) has been requested to further facilitate overseas Pakistanis to send remittances through the formal channel.

## **MRP FACILITY**

Machine Readable Passport (MRP) has been recommended to be provided through Pakistan Missions in those countries where more than 10 thousand Pakistanis are residing.

## **PIA SERVICES**

PIA authorities have been advised to improve their services to the passengers traveling through PIA.

## **ONE WINDOW FACILITATION DESK**

One Window Facilitation Desks are being established at all international airports in Pakistan to facilitate incoming and outgoing overseas Pakistanis. Such Desks have already been established at Benazir Bhutto International Airport, Islamabad, Allama Iqbal International Airport, Lahore and Jinnah international Airport, Karachi. These Desks will be operational round the clock (24/7) and will be manned by the officers from the concerned agencies.

## **RESERVATION OF SEATS IN EDUCATIONAL INSTITUTIONS**

OPF will arrange for reservation of seats for the children of the poor overseas Pakistanis in professional educational institutions in Pakistan.

## **TAXI SERVICE**

The concerned authorities have been advised to ensure availability of taxies at all international airports in Pakistan.

## **WEBSITE IN ENGLISH AND URDU**

The relevant Ministries have been advised to include Urdu version in their respective websites.

## **INVESTMENT BY OVERSEAS PAKISTANIS**

Board of Investment has been advised to especially prepare policies to attract Overseas Pakistanis to make investment in Pakistan.

## **HOUSING SOCIETIES OFFERING PLOTS AND BUILT-HOUSES TO OVERSEAS PAKISTANIS**

Development Authorities throughout Pakistan have been advised to publish lists of registered housing societies.

## **OVERSEAS PAKISTANIS COMPANIES & TAX REGISTRATION**

SECP, FBR and PRAL have been advised to streamline the process of registration of companies etc. so that Pakistanis could register their companies within the shortest possible time.

## **PROVISION OF FACILITIES AT AIRPORTS**

Civil Aviation Authority has been advised to provide all the required facilities at airports and take steps for early clearance of luggage of the passengers at all international airports in Pakistan.

## **HEARING OF COMPLAINTS THROUGH VIDEO LINK**

Foreign office has been advised to coordinate with Federal Ombudsman Secretariat for establishing video links with the Pakistan Missions in UK, Canada, Saudi Arab and UAE for hearing of complaints with the Wafaqi Mohtasib. First such link with the Pakistan Consulate General, New York is likely to be activated shortly. The Foreign office has further been requested to advise all heads of Pakistan Missions abroad to fix a day every week for hearing of complaints of overseas Pakistanis in their respective Missions.

## **OVERSEAS PAKISTANI PRISONERS**

Foreign office has been asked to take necessary steps for early release of Pakistani prisoners in different jails abroad and to provide the detailed country wise data of such prisoners.

## **ATTESTATION OF DOCUMENTS**

Foreign office and Higher Education Commission of Pakistan have been requested to make SOP for early attestation of documents submitted by Pakistanis and to ensure security of their documents.

## **RESIDENCE PERMIT FOR OVERSEAS PAKISTANIS**

Ministry of Interior, FIA and Foreign office have been requested to make online verification system of Temporary Residence Permit of overseas Pakistanis working or living in South Africa, Greece or any other country. It will resolve multiple issues of immigration of overseas Pakistanis.

## **E-GATE IMMIGRATION FACILITY AT INTERNATIONAL AIRPORTS OF PAKISTAN**

Instruction have been issued to FIA, Directorate of Passport and Immigration, NADRA, Civil Aviation Authority and other relevant agencies for submitting their views and implementation strategy for E-gate Immigration at all international airports of Pakistan. This will facilitate millions of Pakistanis at airports.

## FOCAL PERSONS IN PAKISTAN MISSIONS ABROAD FOR OVERSEAS PAKISTANIS

<b>Location of Pakistan Mission</b>	<b>Name of Focal Person</b>	<b>Contact Number</b>
Ankara, Turkey	Mr. Atif Sharif, First Secretary	0090-549-7849291 Mobile atif.sharif@mofa.gov.pk
Istanbul, Turkey	Mr. Dildar Ali Abro, Vice Consul	0090-5377-809918 Mobile 0090-212-3249154 dildarali19@gmail.com
Bern, Switzerland	Mr. Murad Baseer, First Secretary/Head of Chancery (HOC)	0041-31-3501796 office 0041-31-3501799 Fax muradbaseer@mofa.gov.pk
Male', Maldives	Mr. ShahidMehmood, Head of Chancery (HOC)	(+960) 332 3005
Shanghai, China	Ms. Farhat Ayesha, Head of Chancery (HOC)	0086-21-62377266 0086-21-62377000 Ext.802 0086-21-62377066 Fax cgpakshanghai@yahoo.com parepshanghai@mofa.gov.pk
Bucharest, Romania	Mr.MuhammadSheryar Khan, Second Secretary	(0040-21) 318.78.73, 318.78.76
Sana'a, Yemen	Mr. Khalid Hussain Khan Gudaro, Head of Chancery (HOC)	(+967) 1-434 045 / 4
Pretoria, South Africa	Mr. Falak Sher, First Secretary	(+27-12) 3624324
Guangzhou, China	Mr. S.M. Hasan Akhtar, Vice Consul	Tel: 0086-20-8550-5057 Fax: 0086-20-8550-5682 parepguangzhou@mofa.gov.pk parepguangzhou@hotmail.com
Damascus, Syria	Syed FarrukhMehboob, Head of Chancery (HOC)	(+963-11) 6132696
Barcelona, Spain	Mr. Muhammad Aslam Ghauri, Community Welfare Attache	Res: 0034-936673439 Mob:0034-66318475 Fax: 0034-934514865 cwabarcelona@gmail.com
Chicago, USA	Ms. SamanMuneeb, Vice Consul	00312-781-1834 saman@cgpakchicago.org
Chengdu, China	Mr. Naveed SafdarBokhari, Consul	Tel: 0086-28-85268051 Mobile: 0086-18683786251 parepchengdu@hotmail.com
Ashgabat, Turkmenistan	Mr. Shafeeur Rahman Awan, Charge'dAffiares (a.i)	00993-12-482128-29 0093-65850213 (mobile) parepashgabat@gmail.com shafeeawan@gmail.com



Abdu Dhabi, UAE	Dr. Faisal Aziz Ahmed, Deputy Head of Mission/ Community Welfare Attache (a.i)	Tel: +971-2-444-8282
Tunis	Mr. Marwan Alex Ayyash, First Secretary	(+216) 71 871 330 / 1
Beirut	Deputy Head of Mission	Tel: No. 00961-01-790327 00961-01-790471 Fax: 00961-01-790471 parepbeirut@mofa.gov.pk
Seoul, South Korea	Mr. Muhammad Humair Karim, Community Welfare Attache	0082-2-796-8252 0082-2-796-0312 Ext 120 Fax: 0082-2-796-0316 mhumairkarim@yahoo.com
Dushanbe, Tajikistan	Mr. Muhammad Aslam Khan, First Secretary	(+992-37) 2510065
Kabul, Afghanistan	Mr. Mohammad Atif, Third Secretary	(+93 20) 2202 746 thirdsecretary@pakembassyka bul.com
Dhaka, Bangladesh	Mr. Nasir Aftab Bhaba, First Secretary (Consular Affairs)	+880.2.882.5388
Los Angeles, USA	Malik Qamar Abbas Khokhar, Consul/ Head of Mission	Tel: 0013104415145 Fax: 0013104419256
Jakarta, Indonesia	Mr. Giyan Chand, Second Secretary/ Head of Chancery	Tel (off) 00622157851836-37 Mob: 006285881238221
Addis Ababa	Mr. Adeel Ashraf, Head of Chancery (HOC)	(+251-11) 6188395
Sofia	Mr. Saeed urRehman, Third Secretary	(+359-2) 9712316
Nairobi, Kenya	Mr. M. Saleem Ullah Khan, First Secretary	Ph: +254204440503 +254204443911-2 Pahicnairobi@mofa.gov.pk info@pakhe.or.ke Pahicnairobi@gmail.com
Jeddah, Saudi Arabia	Mr. Muhammad Junaid Wazir, Head of Chancery	(966-2) 6652867
Colombo, Sri Lanka	Mr. Shehyar Malik, First Secretary (Culture)	0094-11-2055756
New York (CG), USA	Mr. Muhammad Rahimoon, Counsellor, (Community Welfare)	0012128796088 (off) 0013105620222 (Cell) cws@Pakistanconsulateny.org
Pretoria	Mr. Falak Sher, First Secretary	(+27-12) 3624324
Tashkent	Mr. Naveed Anjum, Second Secretary	(+998-71) 2281524
Beijing,	Mr. Khalid Majid,	(Off)00861065323411

China	Counsellor	(M)008618810773142 info@pakbj.com Khalidmajid15@yahoo.com
Havana, Cuba	Mr. Naeemullah Khan, Charged' Affairs(a.i)	(+53-7) 2141172
Kyiv, Ukraine	Mr. Zafar Iqbal, Consellor	(+380-44) 2542540
Muscat	Mr. ShahidJaved, Community Welfare Attache	24603343, (M): 96250158 (Fax): 24601206 cwaparepmuscat@gmail.com
Baku, Azerbaijan	Mr. Mubashar Ahmed Tahir, Head of Chancery	0099452079188 Diplomate37@yahoo.com
Canberra Sydney, Australia	Mr. Asima Rabbani, Deputy Head of Chancery, Shifaat Ahmed Kaleem, Consul	+61 2 92221806 enquiry@pakistan.org.au
Kuwait	Mr. Noor ud Din, Community Welfare Attache	0096525327651 (Tel) 0096525322917 (Fax) Parepkuwaitcwa@hotmail.com
Ottawa, Canada	Mr. Abrar H. Hashmi, Charge d' Affairs	+1-604-569-1415
Brasilia	Mr. MubeenMehr, Second Secretary	(+5561-33641632 & 34) mubeenmehr@mofa.gov.pk
Cairo, Egypt	Mr. Farhan Ali, Third Secretary	(+20-2) 33379139
Frankfurt, Germany	Mr. Waqas Ahmed, Head of Chancery	Pakmissionfrankfurt.de
Belgrade	Mr. Mirza Salman Baber Baig, First Secretary	(+381 11) 6304947
Khartoum, Sudan	Mr. Shahbaz Mustafa, Charged' Affairs(a.i)	00249-927000047 00249-183262099 embkhartoum@live.com
Manila, Philippines	Mr. Taimur Zulfiqar, Head of Chancery	(+63-2) 8172776
Amman, Jordan	Mr. Masood Gul, Head of Chancery	(00962-6-4622787)/Ext 103
Budapest, Harare	Mr. Azeem Khan, Deputy Head of Mission	+263-4-762018
Algiers	Mr. JunaidSadiq, Second Secretary	0021321792804
Argentina	Mr. ShahrAsim, Third Secretary	00541147722782
Austria	Mrs. ZaibTayyabAbbasi, Second Secretary	00431368787381
Bahrian	Mr. Muhammad Ahad, Second Secretary	0097317423069
Belgium	Mrs. Sara Ijaz, Second Secretary	006632726

Brazil	Mr. MobeenMehr, Second Secretary	00556133641632
Bulgaria	Mr. Saeed urRehman, Third Secretary	0035929713976
Cambodia	Mr. Nazar Jamal, Second Secretary	0088523996895
Denmark	Mr. Muddassar Chaudhary, First Secretary	004539625207
Ethiopia	Mr. Muhammad Adeel Ashraf, Second Secretary	00251116188395
France	Mr. Ammar Amin, Third Secretary	0033145626467
Greece	Mr. ShafiqatUllah, Third Secretary	00302107220675
Iran	Mr. Saqib Rauf, First Secretary	0066944891
Iraq	Mr. Iqbal Hussain, Second Secretary	009647704843092
Italy	Mr. Aamar Saeed, Second Secretary	00390687695065
Japan	Mr. Adnan Javed, Third Secretary	0054213603
Lebanon	Mr. SibtainAfzzal, Third Secretary	009611785574
Libya	Mr. Liaqat Ali Warich, Third Secretary	00218213610878
Malaysia	Mr. Murad Ali, First Secretary	0021610167
Mauritius	Mr. Ahmed Nadeem Mustafa, Second Secretary	002306987669
Mexico	Mr. UzairZahid Sher, Third Secretary	00525552033636
Myanmar	Mr. Shakeel Ahmed Siddiqui, Second Secretary	00951221867
Nepal	Mr. Nazar Hussain, Third Secretary	0097714374013
Netherlands	Mr. Syed Faraz Hussain Zaidi, First Secretary	0031703645238

New Zealand	Mr. Abdul Malik, Head of Chancery	006444970075
Nigeria	Mr. Asim Ali Khan, Third Secretary	002349461737
Norway	Mr. Ibrar Hussain Khan, Head of Chancery	004723136092
Philippine	Mr. TaimourZulifiqar, Second Secretary	006140354
Qatar	Mr. Wajid Hussain Hashmi, First Secretary	0044831714
Romania	Mr. Muhammad Sheryar Khan, Head of Chancery	0040213187875
Saudi Arabia	Mr. Abbas Sarwar Qureshi, Second Secretary/Head of Chancery	(00966-11)4807604
Senegal	Mr. Shamas urRehman, Third Secretary	00221338246137
Singapore	Mr. Suleman Athar, First Secretary	6567320144
South Africa	Mr. Falk Sher, Second Secretary	27123624342
Spain	Mr. Farhana Asif, Second Secretary	0034911393371
Sri Lanka	Mr. Hasan Ali Zaigham, First Secretary	20556698
Sweden	Mr. NajeebDurani, Deputy Head of Mission	0046824543
Switzerland	Mr. Murad Baseer, Head of Chancery	0041313501796
Serbia	Mr. Mirza Sulaman Baber Baig, First Secretary	381116304947
Tajikistan	Mr. Muhammad Aslam Khan, First Secretary	992372510165
Thailand	Ms. Aqsa Nawaz, First Secretary	6622530719
Turkey	Mian AtifSharif, First Secretary	009031246620
Ukraine	Dr. Zafar Iqbal, Counsellor	00380442542540
U.A.E	Ms. FaizaHaseeb, Third Secretary	4449101
U.K	Mr. Syed Mustaf Rabbani, Head of Chancery	00442076649242

**LIST OF COMMUNITY WELFARE ATTACHES IN PAKISTAN  
MISSIONS ABROAD**

<b>Location, City and Country Wise</b>	<b>Office Tel</b>	<b>Residence Tel</b>	<b>Fax No/ email</b>
EMBASSY OF PAKISTAN, ABU DHABI	009712-4449334 009712-4447800- Exch	---	009712-4447037 009712-4447172
EMBASSY OF PAKISTAN, BAHRAIN Mr. MaqsoodQadir Shah	00973-17245799 00973-17244113/104- Exch	00973-17754184-R 00973-39120960-M	00973-17263807 00973-17255960 Dip cwabahrain@hotmail.com
CONSULATE GENERAL OF PAKISTAN, BARCELONA Mr. Muhammad AslamGhauriPathan	0034-934510708 0034-934512756 Exch	0034-936673439-R 0034-66318475-M	0034-934514865 0034-934510709 Dip cwabarcelona@gmail.com
EMBASSY OF PAKISTAN, DOHA Mr. Rashid Nizam	00974-44836708 00974-44832525- Exch	0074-44638844 (R) 00974-33704250-M	00974-44832227 Rashid_nizam786@Yahooon.com
CONSULATE GENERAL OF PAKISTAN, DUBAI-II Dr. RiazHussainLaang	00971-43966651 00971-43973600/117-118	00971-42388243-R 00971-551551682-M	00971-43971364 00971-43971975
CONSULATE GENERAL OF PAKISTAN, DUBAI –I Mr. Haroon Waqar	00971-43971748	00971-567015168-M	00971-43971364 00971-43971975 haroonwmalik@yahooon.com

CONSULATE GENERAL OF PAKISTAN , JEDDAH – I	009662-6611661 009662- 6692371/225	---	0096612- 6606275 00966126693309 dip Vcw1@pakconsulatej eddah.com
CONSULATE GENERAL OF PAKISTAN , JEDDAH – II Syed Tehseem-ul-Haq	00966-2-6633605 00966-2- 6692371/225	00966- 582850517-M	00966-12- 6606275 00966126693309 dip vcw2@pakconsulatej eddah.com
HIGH COMMISSION OF PAKISTAN , KUALA LUMPUR Syed Azhar Raza Hashmi	00603-21645949 00603-21618877- 79	---	0060321648220 00603-21624515 cwamalaysia@gmail. com
EMBASSY OF PAKISTAN , KUWAIT Mr. Noor U Din, Community Welfare Attache	00965-25327649 00965-25327651	0096525648869- R 0096555044759 M	00965-25322917 00965-25327648 Dip Rz_khan25@hotmail. com
CONSULATE GENERAL OF PAKISTAN , MANCHESTER Mr. SajidMehmoodQazi, Community Welfare Attache	0044-1612253368	0044- 798350922-M	0044-1612253281 dip
CONSULATE GENERAL OF PAKISTAN , MILAN Dr. Akhtar Abbas, Community Welfare Attache	0039-02- 66703271(Exch) 0039-02-66718727 (Direct)	00393279160000 (M)	0039-02-67479076 (CWA) 00390267479076 (Dip)
EMBASSY OF PAKISTAN , MUSCAT Mr. ShahidJaved	00968-24603343	00968- 24699771-R 00968- 96250158-M	00968- 24601206 <i>Tele-fax</i> 00968-24697462 shahidj07@gmail.co m

EMBASSY OF PAKISTAN, RIYADH – I Mr. Mueenudin	00966-544458935	00966-1- 4607870-R 00966-540- 497567-M	00966-114887953 mueenanwar1@gmail .com
EMBASSY OF PAKISTAN, RIYADH –II Syed HammadAbid	00966-14826473	00966- 14632051-R 00966-54- 1517192-M	00966-11488795 shammada@yahoo.c o.uk
EMBASSY OF PAKISTAN, SEOUL Mr. Muhammad HumairKarim	00822 7968252 & 3 & 00822 7960312 (Extension # 120 or 110) 00822 7960314 (Off Direct)	00822 7960315- R 008210 65056895-M	00822 7960313 00822 7960316- CW Wing mhumairkarim@yah oo.com
EMBASSY OF PAKISTAN, ATHENS (GREECE)	001-310-441-5114	---	001-281-890-1433 consul@pakconsulat ela.org
CONSULATE GENERAL OF PAKISTAN, NEW YORK Mr. MureedRahimoon	001-212-879-6088 (direct) 001-212-879- 5800/234 (Ext)	---	001-212-517-6987 (Dip) 001-212-517-6987 (CWA)
EMBASSY OF PAKISTAN, BAGHDAD (IRAQ) Mr. AmirRehman	---	00964- 750595905741-M	---

## FOCAL PERSONS IN THE MINISTRIES AND GOVERNMENT AGENCIES DEALING WITH OVERSEAS PAKISTANIS

<b>Name of Ministry/ Government Agency</b>	<b>Name of Focal Person</b>	<b>Designation</b>	<b>Phone Number</b>	<b>Email Address</b>
M/O Foreign Affairs	Mr. Nadeem Ahmed	Director General (NASA & OP)	0331-5422202 051-9207972	opdivision@gmail.com
M/O Foreign Affairs	Syed Mosawwir Abbas	Assistant Director	0300-4034924	mosawwirabbas@gmail.com
Overseas Pakistanis Foundation	Syed Khalid Ali	Deputy Director (W&S)	051-921458 03215105544	md@opf.org.pk
Overseas Pakistanis Foundation	Mr. M. Arshad Ali	Director Coordination	0519206122 03335156781	arshad@opf.org.pk
Overseas Pakistanis Foundation	Mr. Habib urRehman Khan	Managing Director	05-9205122 03335555554	md@opf.org.pk
M/O Overseas Pakistanis	Mr. M. Atta-ur-Rehman	Assistant Chief	0300-8992280	ccophrd@gmail.com
Ministry of Overseas Pakistanis	Mr. Fayyaz Malik	Chief, PPU	051-9219618	fayyazam@hotmail.com
M/O Interior	Mr. Waqas Maqsood	Section Officer, Federal Investigation Agency	0314-5634292	---
Federal Investigation Agency	Mr. Sajid Akram Chaudhry	Deputy Director	051-9262457 051-9261955	directorimmigration@gmail.com
Immigration & Passport	Mian Aurangzeb	Deputy Director	0333-9116144	m.aurengzeb60@gmail.com
Immigration & Passport	Mr. Nadeem Rehman	Director Database	0346-5155165	---
Bureau of Emigration	Mr. Ghulam Hyder Khaskheli,	Additional Director General	0333247559	hyderkhasakheli@yahoo.com
Board of Investment	Mr. Lal Dino	Deputy Director	051-9204335	---



Pakistan International Airlines	Capt.S.Adnan Haris	Director Safety & Q	0321-2484905	Director.safety@piac.aero
Pakistan International Airlines	Mr. Shoaib Ahmed Dahri	General Manager Focal Person	0323-2320909	Gm.sbu@piac.aero
Pakistan Housing Authority	Mr. Muhammad Irfan	Director General	0333-5113470	---
Overseas Employment Corporation	Mr. Hameed-ur-Rehman	Executive Director	0519253245 0313-5099989	Hameedrehman2003@yahoo.com
Overseas Employment Corporation	Mr.ShahrukhNusrat	Managing Director	051-9253241	Srukh2002@hotmail.com
Civil Aviation Authority	Mr. Obaid-ur-RehmanAbbasi	Sr. Joint Director Legal	0302-8274322	Aghajan61@gmail.com
Civil Aviation Authority	Mr. Iftikhar Ahmed Mir	Sr. Joint Secretary	0333-6154947	---
M/O Information Broadcasting	Mr. Shahzad M. Vaseer	Deputy Director	0321-4110306	smvaseer@hotmail.com
M/O Information Broadcasting and National Heritage	Mr. MustaeenAlvi	Deputy Secretary/F.P	051-9203310	---
Capital Development Authority	Mr. Arshad Afridi	Assistant Director	0332-9987089	---
Capital Development Authority	Mr. Rafat Ali	Director(IT)	0333-5570793	grievance.cell@cda.gov.pk
Capital Development Authority	Mr. Ali Asghar	Director (HR)	0333-0584446	---
Associate Press of Pakistan	Mr. Sheraz Latif	Managing Director	0342-5197033	---
Associate Press of Pakistan	Mr. Farooq Ahmed	Director	0333-5223692	---
Associate Press of Pakistan	Mr.M.Jamil	Chief Comp Engr	0300-9723846	Mj_chaudhary@hotmail.com
Ministry of Finance	Mr. Iftikhar Ahmed	Joint Secretary (HRM)	051-9206818 03335685268	Iftikharahmad_78@yahoo.com

Federal Board of Revenue	Mr. Masood Ahmed	Additional .Collector Customs	0519280446 0519215308	---
Federal Board of Revenue	Mr. RahmatulaVistro	Secretary (Customs Wing)	051-9215308	Anti.smuggling@fbr.gov.pk
NADRA HQ	Col. Khalid Usman	Director	0300-8557192	Khalid.usman@nadra.gov.pk
NADRA HQ	Mr. Aamir Bukhari	Director	03225100029 051-9215770	Aamir.bokhari@nadra.gov.pk
NADRA HQ	Col.SohailMehmood	Director	0332-5195160 051-90391912	Sohail.mehmood@nadra.gov.pk
M/O Information and Technology	Syed Khalid Gardezi	Joint Secretary	051-9206277	skgardezi@gmail.com
National Information Technology Board	Syed Iftikhar H. Shah	Executive Director	051-9208207	siftikhar@moit.gov.pk
Pakistan Broadcasting Corporation	Mr. Nayyar Jamal	Director Programmes	051-9214932	jamalnayyer@gmail.com
Radio Pakistan	Mr. Khurshid Malik	Controller External Services	0300-7342759	controllerexternalservices@gmail.com
Radio Pakistan	Mr. Riaz Ahmed	Controller News	051-9209602	riazhaji@hotmail.com
M/O Housing and Works	Mr. Akhtar Jan Wazir	Sr. Joint Secretary	031-5552992	---
M/O Housing& Works	Mr. Muhammad Saleem	Deputy Secretary	0300-5252246	Msaleem1964@yahoo.com
Religious Affairs	Mr. Noor Zaman	Joint Secretary (Admin)	0333-5685268	noorzamanenv@yahoo.com
State Bank	Mr. M.Akmal	Director	02132453522 0300703785	Akmal.bhatti@sbp.org.pk
Chief Commissioner Islamabad Capital Territory	Ms.NadiaSaqib	Director (Admin)	051-910837	---
Anti-Narcotics Force	Mr. Muhammad Ayub	Assistant Director	03334516368	Khansa5000@gmail.com

Airports Security Force	Mr. Khalid Waqar	Chief Security Officer	03345113919	asfopsbbia@yahoo.com
Federal Board of Revenue	Mr. Akhlaq Ahmed Khatak	Chief Customs	03008370315	akhlaqhattak@gmail.com
Securities and Exchange Commission of Pakistan	Mr. Bilal Rasul	Director (Chairman Secretariat Islamabad)	111-117-327/327	bila.rasul@secp.gov.pk

## TELEPHONE/FAX AND E-MAIL ADDRESS OF PRESS OFFICERS ABROAD

<b>S. No.</b>	<b>Name of Mission</b>	<b>Name of Officer/ Designation</b>	<b>Tele Office</b>	<b>Tele Home &amp; Mobile</b>	<b>Fax No.</b>	<b>E-mail and address</b>
<b>1.</b>	Ankara	Mr. Abdul Akbar  Press Attache	0090312-4270243	0090312-4392695  M:0090-5305692828	0090312-4670337  HoC:  0090312-4671023	infosec_ankara@yahoo.com  abdul.akber@gmail.com
<b>2.</b>	Beijing	Mr. Asif-ur-Rehman  Press Attache	008610-65323072	008610-65321917  M:0086-13581761517	008610-65322569	pressbeijing@yahoo.com  dgilani@gmail.com
<b>3.</b>	Berlin	Mr. Ghulam Haider  Press Counsellor	0049-30-21244140	0049-30-88627449  M:0049-17662951846	0049-30-21244240	presssectionb@hotmail.com  ghaider56@hotmail.com
<b>4.</b>	Brussels	Vacant  Press Counsellor	0032-2-6632727	0032-2-6128019  M:0032-487331542	0032-2-6732669	inforbrussels@yahoo.com
<b>5.</b>	Cairo	Press Attache	002-02-37487806  002-02-37487677	002-02-37499606  M: 0020-1142299004	002-02-37486965	pakinfocairo@yahoo.com

<b>6.</b>	Colombo	Mr. Muhammad DaudEhtesham, Press Attache	0094-11-2055815	0094-11-4737245 M: 0094-713606753	0094-11-2055683	papahic@gmail.com
<b>7.</b>	Dhaka	Ms. Ambreen Jan Press Attache	0088-02-9880892 Ex: 0088-02-8825388-9	0088-02-8832488 M:0088-01766677283	0088-02-8834755 HoC: 0088-02-8832488	presscounselor@gmail.com
<b>8.</b>	Dubai	Mr. Abdul Wahid Khan Press Counsellor	00971-4-3970692	00971-43551160 M: 00971-563225942	00971-4-3973686	presscounselordubai@gmail.com presscounselordxb@gmail.com
<b>9.</b>	Hong Kong	Mr. Ali Nawaz Malik Press Attache	00852-25780510	M: 00852-65046103	00852-28276786	presssectionhk@gmail.com
<b>10</b>	Jeddah	Mr. Sohail Ali Khan Press Counsellor	009662-6605814	009662-6989217 M: 00966-561576980	009662-6637454	pakpressjed@gmail.com
<b>11.</b>	Kabul	Mr. Muneer Akhtar Press Counsellor	0093-752023663 0093202230439	00937-52004594 (M) 0093-799553550	0093-20-2302491	infokabul@yahoo.com

<b>12.</b>	London	Mr. Minister Press	0044-20- 7664-9216  0044-20- 7664-9253	0044-20- 79019096  M: 0044- 74248075 17	0044- 20- 7664- 9226	ministerpres s@phclondo n.org
<b>13.</b>	London	Mr. Muneer Ahmed  Press Attache	0044-20- 76649253	M: 0044- 79615738 34	0044- 20- 7664- 9226	pressoffice@ phclondon.o rg  muneer.ahm ad@phclond on.org
<b>14.</b>	Moscow	Raja Abdul Qayyum  Press Counsellor	007-499- 2547838  007-499- 2549791	007-499- 1259206  M:007- 92651271 24	007- 495- 23294 36	pressection moscow@ya hoo.com
<b>15.</b>	New Delhi	Vacant  Minister (Press)	0091-11- 26886165	009111- 26145948  00919910 337864(M)	00911 1- 26888 330	Khalidsarwa r@alumni.uo ttawa.ca
<b>16.</b>	New Delhi	Mr. Manzoor Ali Memon  Press Attache	0091-11- 24101980	0091-112- 4114757  M:0091- 99710652 91	0091- 112- 68883 30	iministerpre ssnewdelhi@ gmail.com  manzooralim emon@yaho o.com
<b>17.</b>	New York	Mr. Masood Anwer  Press Counsellor	001-212- 8798600/1 26	001- 91786000 98(M)  001- 64684002 80 (R)	001- 212- 988- 5346	pakpress2@ gmail.com  judsamerica @gmail.com
<b>18.</b>	Ottawa	Mrs. Nazia Khalid	001-613- 2387881-	001-613- 4242893	001- 613- 23872	naziakhalid0 3@gmail.co

		Press Counsellor	83 Exch. 001-613- 2382393	M:001- 613- 6681109	96	m  press_counsellor@yahoo.ca
<b>19.</b>	Paris	Mr. Tahir Khushnood  Press Counsellor	0033-1- 4561-4898  0033-1- 45622332	0033-1- 40476596  M: 0033- 61691086 1	0033- 1- 45611 017	press_paris@yahoo.com
<b>20.</b>	Singapore	Syed MobashirToq ir  Press Counsellor	0065- 67372274	0065- 63455208  M:0065- 90288221  0065- 96155739	0065- 67372 275	presscounselor.sing@gmail.com  samwaq_060@hotmail.com
<b>21.</b>	Tehran	Mr. M.M.H. Jaffari  Press Counsellor	0098-21- 66944887	0098-21- 88077903  M: 0098- 91971382 90	0098- 21- 66944 887	infopaktehnan@yahoo.com
<b>22.</b>	Tokyo	DrRafique Ahmed Soomro  Press Counsellor	0081-3- 54213605  0081-3- 54217741- 2	0081-3- 3445-1028  M: 0081- 80354934 63	0081- 3- 54213 612  0081- 3- 54212 610	presswing_tokyo@yahoo.com
<b>23.</b>	Washington	Vacant  Minister (Press)	001-202- 2433263	001-703- 7593158  M: 001- 202- 7167400	001- 202- 68614 95	pressminister@embassyofpakistanusa.org

24.	Washington	Mr.Ahmed Nadeem SadiqHotian a, Press Attache	001-202- 2436501	001-703 533 1135  M: 001- 301 318 6668	001- 202- 68614 95	nhotiana@g mail.com  pressattache @embassyof pakistanusa. org  pressinfodiv @embassyof pakistanusa. org  dcpresclipp ings@ebassy ofpakistanus a.org
-----	------------	--	---------------------	---	-----------------------------	---



**STATISTICS OF OVERSEAS PAKISTANIS ABROAD,  
COUNTRY-WISE**

<b>S. No.</b>	<b>Name Of Country</b>	<b>No. of Pakistanis Living in this Country as on 31-12-2014</b>
1.	Afghanistan	71,000
2.	Algeria	60
3.	Angola	70
4.	Argentina	45
5.	Australia	100,000
6.	Austria	10,000
7.	Azerbaijan and Georgia	478
8.	Bahrain	110,000
9.	Bangladesh	988
10.	Belgium and Luxembourg	15,000
11.	Bolivia	07
12.	Bosnia & Herzegovina	20
13.	Brazil	220
14.	Brunei Darussalam	3000
15.	Bucharest	590
16.	Bulgaria	100
17.	Burundi	150
18.	Cambodia	70
19.	Canada	175,000
20.	Chile	760
21.	China	17,992
22.	Colombia	62
23.	Comoros	15
24.	Congo	110
25.	Cote Devoir	36
26.	Croatia	10
27.	Cuba	600
28.	Cyprus	3500
29.	Czech Republic	500
30.	Denmark	35,000
31.	Djibouti	200
32.	Ecuador	1,800
33.	Egypt (UAR)	2000
34.	Eritrea	80
35.	Estonia	57
36.	Ethiopia	270
37.	Finland	1,700
38.	France	104,000
39.	Gambia	76
40.	Germany	90513

41.	Ghana	100
42.	Greece	70,000
43.	Guinea	24
44.	Guinea Bissau	04
45.	Hong Kong	18,780
46.	Hungary	162
47.	Indonesia	500
48.	Iran	7000
49.	India	10,000
50.	Iraq	4,000
51.	Ireland	12,000
52.	Italy	119,331
53.	Ivory Coast	45
54.	Lao PDR	35
55.	Japan	11,119
56.	Jordan	14,000
57.	Kazakhstan	1,500
58.	Kenya	3500
59.	Kuwait	114,142
60.	Kyrgyzstan	600
61.	Latvia	44
62.	Lebanon	400
63.	Libya	12,000
64.	Madagascar	65
65.	Malawi	415
66.	Malaysia	100,000
67.	Maldives	92
68.	Mali	50
69.	Mauritania	40
70.	Mauritius	289
71.	Mexico	200
72.	Moldova	10
73.	Morocco	160
74.	Myanmar	64
75.	Nepal	94
76.	Netherlands	35,000
77.	New Zealand	4000
78.	Niger	22
79.	Nigeria	2,500
80.	North Korea	08
81.	Norway	38000
82.	Oman	238,556
83.	Paraguay	05
84.	Peru	600
85.	Philippines	1,300
86.	Poland	431
87.	Portugal	2000
88.	Qatar	107,000

89.	Romania	562
90.	Russia	3560
91.	Russian Federation	2,800
92.	Rwanda	120
93.	Saudi Arabia	1,900,000
94.	Senegal	87
95.	Serbia and Montenegro	20
96.	Seychelles	15
97.	Sierra Leone	78
98.	Singapore	4600
99.	Slovak	50
100.	South Africa(Botswana, Lesotho, Mozambique)	100,000
101.	South Korea (Republic of Korea)	11,209
102.	Spain	82,000
103.	Sri Lanka	203
104.	Sudan	2000
105.	Surinam	05
106.	Sweden	8,700
107.	Switzerland	4,575
108.	Syria	325
109.	Tajikistan	120
110.	Tanzania	3000
111.	Thailand	65000
112.	Tunisia	57
113.	Turkey	500
114.	Turkmenistan	48
115.	U.S.A	500,000
116.	UAE	1,300,000
117.	Uganda	3800
118.	Ukraine	2100
119.	United Kingdom	1,792,000
120.	Uzbekistan	120
121.	Vietnam	63
122.	Yemen	3000
123.	Zambia	350
124.	Zimbabwe	470
<b>Total of Overseas Pakistanis as on 31-12-2014</b>		<b>7,467,803</b>

## STANDARD OPERATING PROCEDURE

<b>S. No.</b>	<b>Procedure</b>	<b>Agency Involved</b>
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

<b>8.</b>	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
<b>9.</b>	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
<b>10.</b>	Immigration/Clearance Desks at Lahore Airport for facilitation of Overseas Pakistanis will be increased.	FIA/ CUSTOMS DEPARTMENT/CAA
<b>11.</b>	Facility of tracking of complaints/issues of expatriates will be provided on websites of the Agencies.	ALL STAKEHOLDERS
<b>12.</b>	Electricity and landline telephone facility will be provided free of cost to the Facilitation Desks.	CAA
<b>13.</b>	Surveillance cameras for security purpose will be installed at One Window Facilitation Desks which will be controlled by Airport Security Force.	CAA/ASF
<b>14.</b>	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
<b>15.</b>	Water dispensers inside airport lounges will be installed to facilitate the Overseas Pakistanis.	CAA
<b>16.</b>	Each Agency will be bound to display their contact numbers/e-mail/web addresses on boards for the information of Overseas Pakistanis.	ALL STAKEHOLDERS
<b>17.</b>	PIAC will attend to and facilitate their passengers at airports in case of delay of flights and in any emergency situation.	PIAC
<b>18.</b>	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
<b>19.</b>	URL for online complaint website (Urdu & English) will be displayed at the Facilitation Desks for the purpose of raising awareness.	ALL STAKEHOLDERS
<b>20.</b>	All the Agencies will regularly submit the 60 days duty roster/chart to the Grievance Commissioner for Overseas Pakistan on email.	ALL STAKEHOLDERS



## One Window Facilitation Desk

FOR OVERSEAS PAKISTANIS AT BBIA ISLAMABAD, AIRPORT.

Wafaqi Mohtasib Secretariat is here to instantly redress the genuine grievances of Overseas Pakistanis. In case of unresolved complaints at facilitation desk, please contact our

**website:**

[www.overseaspakistanis.ombudsman.gov.pk](http://www.overseaspakistanis.ombudsman.gov.pk)

**OR Call:-**

**Hafiz Ahsaan Ahmad Khokhar**

Senior Advisor Law/ Grievance Commissioner  
for Overseas Pakistanis

E-mail: hafizahsaan1973@gmail.com

Phone. No. 051-9217243 Fax No.: 051-9217224

Mobile: 0300-8487161 Helpline: 1055

**Wafaqi Mohtasib (Ombudsman)'s Secretariat**

36, Constitution Avenue, G-5/2, Islamabad.

Facilitation desk Telephone No. at Airport 051-9031373

Following departments are available at facilitation desk to resolve the complaints of Overseas Pakistanis.



MINISTRY OF RELIGIOUS AFFAIRS  
& INTERFAITH HARMONY  
GOVERNMENT OF PAKISTAN



BUREAU OF EMIGRATION &  
OVERSEAS EMPLOYMENT



IMMIGRATION & PASSPORT  
GOVERNMENT OF PAKISTAN

**PICTURESGALLERY**



GROUP PHOTO AT INAUGURAL CEREMONY OF WEBSITE FOR OVERSEAS PAKISTANIS



GROUP PHOTO OF ALL THE FEDERAL AGENCIES AND MINISTRIES DEALING WITH OVERSEAS PAKISTANI ISSUES





FEDERAL OMBUDSMAN OF PAKISTAN CHAIRING THE MEETING



INAUGURATION OF WEBSITE FOR OVERSEAS PAKISTANI



Federal Ombudsman of Pakistan inaugurated First One window Facilitation Desk at BBIA, Islamabad



Group Photo at BBIA, Islamabad





Federal Ombudsman of Pakistan inaugurated Second One window Facilitation Desk at AIIA, Lahore



Group Photo at Lahore Airport