



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

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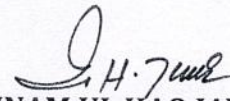
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No.WMS/GCOP/General/2020

Islamabad, the 18th December, 2020

**Subject: NEW STANDARD OPERATING PROCEDURES (SOPs)
REGARDING ONE WINDOW FACILITATION DESKS (OWFDS) AT
ALL INTERNATIONAL AIRPORTS**

In the light of the minutes of the meeting on the a/m subject, issued on 20-10-2020, revised SOPs, duly approved by the Honorable Wafaqi Mohtasib, are circulated herewith for information & necessary action


(DR. INAM UL HAQ JAVEID)
Advisor
Grievance Commissioner
For Overseas Pakistanis

1. The Secretary M/o Foreign Affairs, Islamabad.
2. The Secretary M/o Overseas Pakistanis & Human Resource Development Islamabad.
3. The Secretary M/o National Health Services, Regulations & coordination Islamabad
4. The Chairman, Federal Board of Revenue, Islamabad
5. The Chairman National Database & Registration Authority, Islamabad.
6. The Chief Executive Officer, Pakistan International Airline Corporation, Islamabad.
7. The Managing Director Overseas Pakistanis Foundation Islamabad.
8. The Managing Director, Overseas Employment Corporation Islamabad.
9. The Director General Federal Investigation Agency, Islamabad.
10. The Director General, Immigration & Passports, Islamabad.
11. The Director General, C.A.A Karachi Airport, Karachi
12. The Director General, Airport Security Force Headquarter, Karachi.
13. The Director General, Bureau of Immigration and Overseas Employment, Islamabad.
14. The Director General, Anti-Narcotics Force, Headquarter, Rawalpindi.

Copy for Information.:

1. S.P.S to Hon'ble Wafaqi Mohtasib.
2. S.P.S to Secretary WMS
3. A.P.S to Senior Advisor/NCC
4. S.P.S to Additional Secretary (Admn)
5. A.P.S to Additional Secretary (Coord)
6. Consultant (Media), WMS
7. Coordinator (Media), WMS

Director General (BE&OE)

Dy. No. 10229 Dated 21-12-20

A.D.G	
Dir. Admn/Finance/Estt.	✓
Dir. Coord/Res/Tower	
Dir. Operations	
Dir. IT	
PS to DG	

Action file
Dr. Inam ul Haq Javeid
21/12/20

DD
21/12/20

21/12/20
AD - I

STANDARD OPERATING PROCEDURES (SOPs) FOR ONE WINDOW
FACILITATION DESKS (OWFDS) AT ALL INTERNATIONAL AIRPORTS OF
PAKISTAN

S. NO	DIRECTIVES	AGENCY INVOLVED
1	<p>One Window Facilitation OWFDS 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.</p> <p><u>Electronic/bio-metric system may be installed to ensure the attendance of officials working on all OWFDS. The attendance report in this regard will be submitted by Civil Aviation Authority (CAA) & ASF to the Grievance Commissioner of Overseas Pakistanis on monthly basis.</u></p>	All Agencies including CAA
2	Surprise/monitoring visits will be made off & on for evaluation of staff deputed at all OWFDS and the mechanism for implementing the SOPs for functioning of these OWFDS	OPF & WMS
3	<p>Each Complaint Handling Agency at all Airports will submit monthly progress report on regular basis to the Head of Agency and OPF will submit a consolidated report to the Grievance Commissioner for Overseas Pakistanis by the 5th of each month.</p> <p>Duty officer of each stakeholder/Agency working at airport will properly maintain the record of resolved queries independently and will follow-up the unsettled</p>	All Agencies & OPF

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	queries till their resolution under intimation to the complainants.	
4	Ministry of Religious Affairs will look after and take care of the passengers particularly during Hajj & Umra season	M/O Religious Affairs
5	PIA will attend and facilitate their passengers at all airports in case of delay in flights and in emergency situation.	PIA
→ 6	Computer, email & WhatsApp facilities at OWFDs counters will remain operative round the clock enabling the complainants to directly communicate with the relevant representative of the Agency if he/she so desires.	All Stakeholders
→ 7	All Heads of Agencies will display on their websites complaints received action taken on it and suggestions received from Overseas Pakistanis at their respective Airports.	All Agencies
→ 8	Suggestions/Complaints box will be placed at One Window Facilitation Desks (OWFDs) and on different places of airports.	All Agencies

S. NO	DIRECTIVES	AGENCY INVOLVED
9	Quarterly meetings of all Agencies/stakeholders will be arranged for evaluation, working and suggestions for improvement of OWFDs and other facilities at airports for Overseas Pakistanis. Minutes in this regard would be circulated for information and necessary action to the Heads of Agencies.	WMS/OPF
10	Surveillance cameras for security purposes will be controlled by Airport Security Force.	CAA/ASF
→ 11	Universal Toll Free Number & Fax Machine and other relevant facilities will remain operative round the clock (24/7).	All Agencies
12	Free of cost Electricity and landline telephone facilities will be provided to these OWFDs.	CAA
13	Other public facilities including water dispensers inside airport lounges will be improved to facilitate the Overseas Pakistanis.	CAA
→ 14	Each Agency will be bound to display its contact number/e-mail/web address on boards for the information of Overseas Pakistanis.	All Agencies
→ 15	For awareness of overseas Pakistanis, Names/insignia/flashy display boards of all the Agencies/stakeholders and Federal Ombudsman Secretariat will be displayed at prominent place of	All Agencies/CAA

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	OWFDs and other areas of Airports with coordination of CAA.	
16	Standees of one window facilitation desk will be displayed at prominent places for the awareness of overseas Pakistanis.	OPF/CAA
17	Uniform Resource Locator (URL) for online complaint website (Urdu & English) will be displayed at these OWFDs for the purpose of awareness.	All Agencies
18	Immigration/Clearance facilities at OWFD at Lahore Airport need to be increased for Overseas Pakistanis.	FIA/ Customs Department/ CAA
19.	All the staff posted at OWFDs must be given training regarding their polite behavior with the incoming and outgoing overseas Pakistanis.	CAA
20.	A comprehensive broacher published in English & Urdu will be provided by WMS for distribution at all airports.	WMS/All Agencies