



GOVERNMENT OF PAKISTAN
BUREAU OF EMIGRATION & OVERSEAS EMPLOYMENT
EMIGRATION TOWER, 10-MAUVE AREA, G-8/1

No. BE-Ops(PCY)123/2022

Islamabad the: 04 March, 2022

SUBJECT: PROCEDURE FOR ONLINE PERSONAL HEARING.

I am directed to refer to the subject cited above and to state that a large number of complaints are pending due to delay in personal hearing and non-availability of complainants belonging from remote areas. The Director General (BE&OE) is pleased to allow Protectors of Emigrants to conduct the online personal hearing to improve the complaint resolution process and ensure quick service delivery.

2. If an OEP or a complainant belongs to a remote area, the Director General or Protector of Emigrants may conduct online personal hearing of the parties involved in a dispute/ complaint. The following procedure shall be followed:

- a) The Network System Engineer in Protectorate of Emigrants or Director (IT) in the Bureau shall make arrangements for such online hearing;
- b) Parties shall be informed through written and telephonic communication by the Protector of Emigrants;
- c) Notice for personal hearings shall not be issued with less than 15 days notice period so that the parties shall be able to defend themselves with supporting documents/ evidence; and
- d) The Protector of Emigrants shall place the proceedings of the hearing on the record with time and date of the hearing.

3. Interviews for the issuance of the license and personal hearing under Section 12 (3) of the Emigration Ordinance 1979 shall also be held by the Director General online in case a candidate or OEP belongs to a far-off area.

4. All Protectorates of Emigrants are requested to align their complaint management system with the above-mentioned guidelines and initiate the process of online personal hearing for early resolution of pending complaints.

5. This issue with the approval of the Director General.

(Safdar Mehmood)
Deputy Director (Operation)

Protectorate of Emigrants,

Rawalpindi, Lahore, Multan, Karachi, Quetta, Sialkot, DG Khan, Malakand, Peshawar.

Copy to:

- 1) PS to Secretary, Ministry of Overseas Pakistanis and Human Resource Development, Islamabad.
- 2) PS to Director General, Bureau of Emigration & Overseas Employment, Islamabad.

- 3) Chairman, Pakistan Overseas Employment Promoters Association (POEPA), Islamabad.
- 4) Director (Operations), Director (Admin), Director (IT), Director (Research and Coordination), BE&OE, Islamabad.
- 5) Mr. Israr Ahmed, Assistant Director (Ops), BE&OE, Islamabad.
- 6) Mr. Ashfaq ur Rahman, Assistant Director (Ops), BE&OE, Islamabad.
- 7) Mr. Muhammad Ahmad, Assistant Director (Ops), BE&OE, Islamabad.
- 8) D.E.O. (Operations) with the instruction to upload the same on Bureau's website as news update and add this letter under Policy/Legal Framework section of the website.

Sdr

(Safdar Mehmood)
Deputy Director (Operation)