

Subject: Hearing of Implementation proceedings held in Federal Ombudsman Secretariat regarding redressal mechanism on issues of Overseas Pakistanis.

As per instructions received from the Grievance Commissioner for Overseas Pakistanis through Ministry of Foreign Affairs, the following information in respect of this mission is to be displayed prominently on the website of the mission:

a) **Direction Complaints with Federal Ombudsman**

The email of the grievance commissioner for the Overseas Pakistanis, Federal Ombudsman's secretariat for lodging direct complaints to the Federal Ombudsman:

Hafizahsaan1973@gmail.com

b) **One Window Desk at Airports:**

The information on the availability of One Window Desk at seven airports of Pakistan including Islamabad, Karachi, Lahore, Sialkot, Multan, Peshawar and Gawader.

c) **Focal Person for Public Complaints**

The name and contact details of the head of sub mission/focal person for hearing public complaints as given below

Khalil Ahmed Bajwa, Consul

Phone: 0044 1274 307411 Fax 0044 1274 208874

Email: parepbradford@phclondon.org

Parepbradford@hotmail.com

d) **Day & Time for Public Complaints**

Friday, 1500 to 1730 has been fixed for hearing of public complaints by the focal person/head of sub mission.

e) **Online Complaints Mechanism:**

Online complaints may be lodged through above mentioned email address of the mission.