

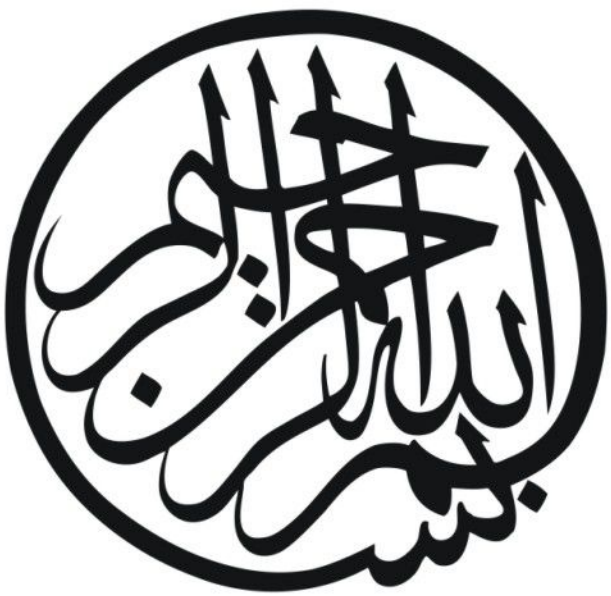
OVERSEAS PAKISTANIS COMMISSION PUNJAB

Annual Report

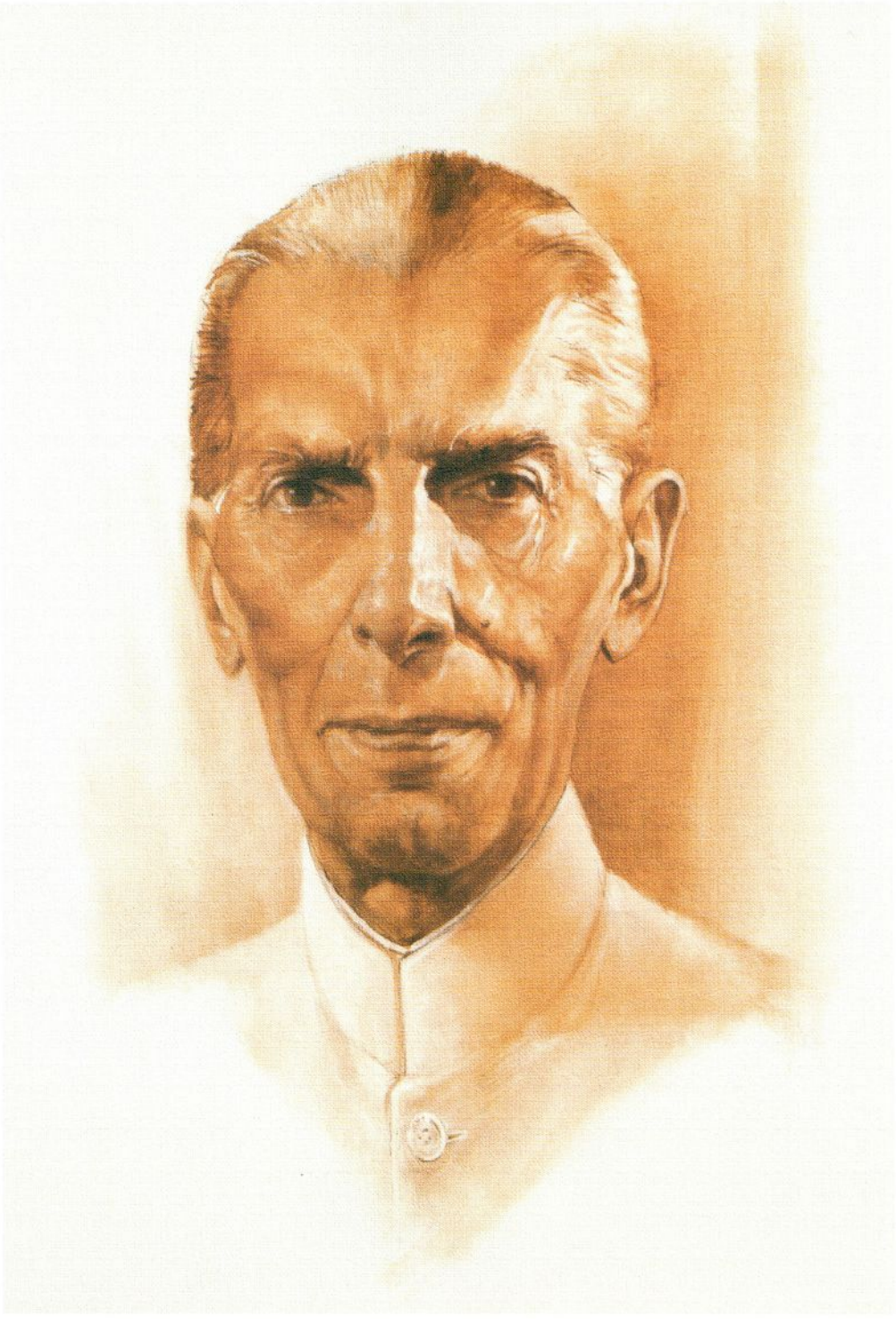
2015-16



GOVERNMENT OF THE PUNJAB



شروع اللہ کے نام سے جو بڑا مہربان نہایت رحم کرنے والا ہے۔



Father of the Nation

QUAID-E-AZAM MUHAMMAD ALI JINNAH



MUHAMMAD SHAHBAZ SHARIF
CHIEF MINISTER PUNJAB / CHAIRPERSON
OVERSEAS PAKISTANIS COMMISSION, PUNJAB

OVERSEAS PAKISTANIS
COMMISSION PUNJAB

Annual Report

2015-16

GOVERNMENT OF THE PUNJAB



Migration

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PREFACE

Annual report of the Overseas Pakistanis Commission (OPC) Punjab has been prepared pursuant to provision of Section 7 of the Punjab Overseas Pakistanis Commission Act 2014. This is first ever report of the Commission and attempts to give an overview of the Commission with details of its mandate, activities and achievements with following segments in particular:

The annual report comprises of 35 Chapters. The initial chapters deal with the Mission Statement and Messages of the Chief Minister Punjab, the Vice Chairperson, the Commissioner and the Director General of OPC.

The report includes mechanism of registration of complaints as well as tracking system. This also elaborates the working module of Overseas Pakistanis Commission with a glance at various wings and sections. It also mentions District Overseas Pakistanis Committees (DOPCs) operating in all the districts of Punjab for redressal of the grievances of Overseas Pakistanis.

The report also deals with the special status/significance of the Overseas Pakistanis and their families living in Pakistan. It reflects upon their contribution to the national economy, importance of being ambassadors of Pakistan all over the world and need to build the confidence of skilled and professional Pakistani nationals working in different parts of the world either to render services in the country by their physical presence or by making investments without any fear of loss of life or property.

In order to share the performance of OPC, a review has been included to show district wise complaints registered, with the trend and number of complaints in every district pertaining to Police, Revenue, Health, Education, LDA, NAB, Anti corruption departments etc. The cases of Overseas Pakistanis pending in the courts are looked after by the legal wing of the Commission. With the help of flow charts, the whole process of dealing with the complaints has been made part of the report.

Some model cases have been enumerated to highlight the role of the Commission to resolve the long-standing issues of the families of Overseas Pakistanis. Comments of the relevant persons have also been made part of report to show the sentiments and feedback of the persons who resorted to the OPC and got relief by resolution of their problems to render services in the country by their physical presence or by making investments without any fear of loss of life or property.

INTRODUCTION

In the whole of the universe, human beings are the most superior creation of the Creator. Besides other instincts, it is human nature that they crave for the better. Seldom are they satisfied with what they do and what they have. If we go through the chapters of history, we observe that humans have made tremendous development through science and technoloy. The bottom line is the very instinct to outshine others. According to text of a Hadith "Seek knowledge even if you have to proceed to China". Harsh circumstances at Makkah pushed the Holy Prophet Muhammad (PBUH) to migrate to Madina.

Human migration is a constant phenomenon in the history and same is the case in modern times. After renaissance, the European nations made amazing progress and evolved systems that helped the people to grow proportionately with hard-work. People from across the globe long to settle in these modern states for brighter and better future. Pakistanis are no exception to it. As our country is still developing, the educated and skilled professionals look for better opportunities abroad. It is because of this very reason that approximately 10 million Pakistanis are settled overseas.

As Pakistan is a developing country, our state institutions, government departments and agencies are also in a transitional phase. Different problems arising out of this archaic system are prevalent in our society. At times, Overseas Pakistanis become a victim of this system like other Pakistanis. However, their misery multiplies when their hard earned money sent to homeland for investment is usurped. In most of the cases, they are cheated by their trustworthies and near and dear ones. There is a general complaint of their properties being illegally occupied by land mafia and fake Housing Schemes/Societies.

The Overseas Pakistani Commission was created through Act XX of 2014, passed by the Provincial Assembly Punjab and started functioning w.e.f January 2015. Its office was established at a prestigious place of the Provincial Capital (Lahore) in GOR-1 under the umbrella of Chief Minister himself who is also the Chairperson of the Commission. The Commission is comprised of 21 members headed by the Chief Minister. The Vice Chairperson of the Commission, Chief Secretary, Provincial Police Officer, Senior Memebr Board of Revenue, Chairman PBIT, Chairman PITB, Advocate General, Prosecutor General and Commissioner Overseas Pakistanis Commission are its ex-officio members.

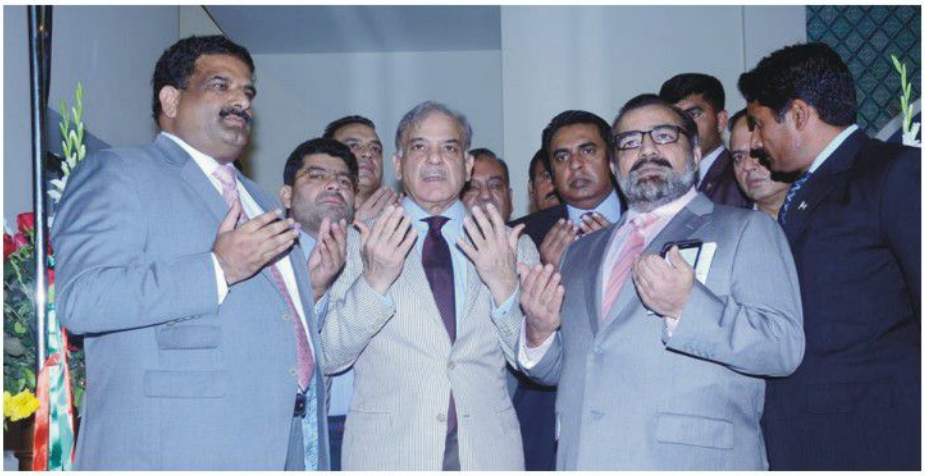
Mr. Shaheen Khalid Butt is the incumbent Vice Chairperson while Mr. Mohammed Afzaal Bhatti is the Commissioner of OPC. Both are hand-picked by the Chief Minister himself keeping in view their talent, experience and expertise. Both are very dynamic, devoted, and competent individuals. Besides, they are settled abroad, quite influential in their communities and well versed with the problems faced by Overseas Pakistanis. Whatever the success and good name the Commission has earned in a short span of two and a half year, is the result of unshakeable commitment and untiring efforts of both these gentlemen.

Since its inception, OPC has received more than 10000 complaints from all over the world. The Commission has exhibited exceptional performance in resolution of these

complaints and more than 50% complaints have been resolved amicably. It is heartening to note that today almost all public sector departments are fully sensitized of the issues and working of Overseas Pakistanis Commission.



Muhammad Shahbaz Sharif, Chief Minister Punjab
cutting ribbon during the inauguration ceremony of OPC



Muhammad Shahbaz Sharif,Chief Minister Punjab
offering prayer on the inauguration ceremony of OPC

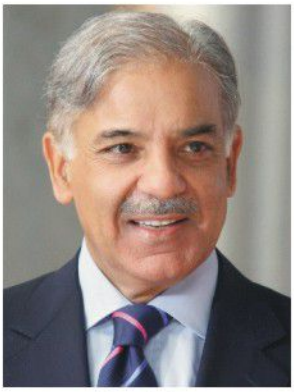


Mission Statement

MISSION STATEMENT

OPC Punjab is an institution first of its kind established with innovative mission to resolve the issues of Overseas Pakistanis and to give relief to their families in order to restore and rebuild their confidence as they are carrying the image of Pakistan world over. Worthy Chief Minister Punjab is striving hard for improved governance, speedy delivery of services and transparency in all matters. The aim is to extend the fruits of good governance to Pakistanis living abroad so that their confidence in the system and institutions is restored and they feel proud of being Pakistani. It is also meant to curb the brain drain from Pakistan and to encourage the professionals and skilled Pakistanis to prefer working in their own country and participate in nation building. If they enjoy peace of mind, they can bring human resource and investment in the country which may lead to building a prosperous Pakistan which is not possible until speedy justice at their door step is ensured.

MESSAGE OF CHIEF MINISTER PUNJAB / CHAIRPERSON, OVERSEAS PAKISTANIS COMMISSION, PUNJAB



It gives me immense pleasure to know that Overseas Pakistanis Commission (OPC) Punjab is bringing out its first Annual Report for the period 2015-16.

Globalization is an undeniable reality of present era. Human migration is the perpetual feature of civilization since the time immemorial. With the passage of time a significant portion of Pakistani population has spread all over the world. Although millions of Overseas Pakistanis are engaged in earning their livelihood abroad, yet their hearts are stuck in their homeland.

Besides emotional linkages with the motherland, the Overseas Pakistanis have tangible stakes in terms of physical assets and family business, etc. They are busy day and night in earning foreign exchange for Pakistan as well as building soft image of the country.

Every individual expatriate Pakistani is a real human asset and needs institutional help and care to resolve the issues pertaining to their families. Keeping this in mind, it became imperative to constitute a dedicated system to look after the issues and problems of the Overseas Pakistanis and resolve them on an emergent basis.

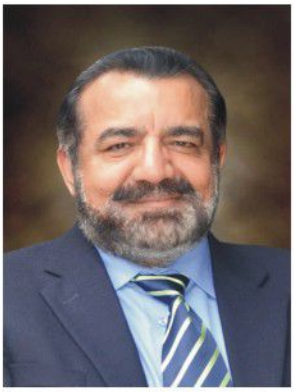
It is a matter of great satisfaction that OPC is endeavoring hard not only to secure the rights of Pakistanis living abroad but also striving to resolve their problems and address complaints through state of the art web portal system, giving electronic access to every Pakistani living anywhere in the world within minimum time limit specified for this purpose.

The Provincial Government considers its primary obligation to resolve the problems of expatriate community. Doing so is our duty as they are playing their part in national development.

I am confident that under its current leadership, OPC will continue to facilitate Overseas Pakistanis in resolution of their problems and will take all necessary steps to safeguard their rights.

MUHAMMAD SHAHBAZ SHARIF
Chief Minister, Punjab

VICE CHAIRPERSON'S MESSAGE



OPC was established in line with the vision of Chief Minister, Punjab to fulfill the special needs for an organized system to redress the complaints and concerns of Overseas Pakistanis in shortest possible time. As a matter of fact, the Overseas Pakistanis are deeply attached to their homeland. They make valuable contribution in the economy of their homeland through foreign remittances. Moreover, whenever Pakistan needed them, they displayed great enthusiasm. They have shown great generosity in every national calamity. While they are working abroad, their valuable stakes are present in Pakistan which need to be properly taken care of. Keeping in view the state of unemployment in Pakistan and the need for foreign exchange, it becomes imperative to create a system to look after the issues of Overseas Pakistanis. It will help them, regain confidence in the system which would convince them to bring investment in the country without any fear or hesitation.

The Chief Minister has envisaged the innovative and unconventional system of receiving and redressing the complaints of Overseas Pakistanis through the good office of OPC.

CAPT. (R) SHAHEEN KHALID BUTT
Vice Chairperson
Overseas Pakistanis Commission Punjab

COMMISSIONER'S MESSAGE



OPC Punjab is a flagship initiative of the dynamic and visionary Chief Minister of Punjab, Muhammad Shahbaz Sharif. During the years of exile, the Chief Minister had frequent interaction with Overseas Pakistanis and has deep and first-hand knowledge of the problems faced by them in their native homeland. OPC has been established to facilitate the expatriates and to provide a platform for resolution of their grievances viz a viz government departments/ agencies and private individuals/bodies/concerns.

Overseas Pakistanis are invaluable asset of Pakistan and they are making great contribution in the economy of our homeland by their receipts. Moreover, they are cultural ambassadors of Pakistan all over the world and have made tremendous contribution to their motherland in different walks of life. It is rather unfortunate that in their absence from Pakistan, many issues are raised which mainly revolve around their properties and investments. There existed no system to help them out in such situations and this is the main reason behind establishment of OPC. Here at OPC, we welcome all our complainants with a smiling face, give a serene hearing to their problems and offer our best services for resolution of their problems. We have developed an unconventional atmosphere where the Overseas Pakistanis feel like at home. The whole system of the department is state of the art and IT based. OPC is a one window operation for resolution of problems of Overseas Pakistanis and in this regard, we carry out the instructions of Chief Minister in letter and spirit.

In the end, I would like to express my gratitude to worthy Chief Minister Punjab, without his help and support it was not possible to establish an institution to redress the grievances of Overseas Pakistanis. I am also grateful to the Chief Secretary Punjab, PPO (Inspector General of Police, Punjab), District Administration, Police officers and OPC staff of past and present for their untiring efforts to make this institution a success story in a very short period of time.

MOHAMMED AFZAAL BHATTI
Commissioner
Overseas Pakistanis Commission Punjab

DIRECTOR GENERAL'S MESSAGE



The Overseas Pakistanis are playing an important role in the development of their country. The major source of our foreign exchange earnings is the remittances which are sent by the Overseas Pakistanis to our national exchequer. According to recent statistics there are more than ten (10) million Pakistanis living aboard with vast majority residing in Middle East. During the year 2014-15, the Overseas Pakistanis sent remittances to the tune of US$ 18.4 billion which reflects their commitment with the homeland. The Overseas Pakistanis face many problems in their homeland and there was no forum in the Punjab where they could approach and get redressed their genuine grievances. Chief Minister, Punjab took the initiative and constituted Overseas Pakistanis Commission in Punjab through an Act of the Provincial Assembly in the year 2014. It provides one window facility for resolution and redressal of grievances of Overseas Pakistanis.

Since its constitution, OPC Punjab is engaged in providing various services to Overseas Pakistanis. At OPC, a comfortable and respectable atmosphere has been provided for visiting expatriates and an open door policy has been introduced to expedite the resolution of their complaints in a friendly and congenial atmosphere. Districts Overseas Pakistanis Committees (DOPCs) are also playing an active role in providing relief to Overseas Pakistanis at local level. The main objective of the Commission is to redress the complaints of Overseas Pakistanis and to look after them in every possible manner. The OPC is fully empowered by law to protect the interests of Overseas Pakistanis.

In a short span of time, OPC has achieved many milestones which were not otherwise possible without kind support and close supervision of the Chief Minister Punjab and dedication, hard work and commitment of our team. The OPC is putting in all efforts to pursue the vision of its Chairperson/Chief Minister, Punjab and determined to continue to serve the Overseas Pakistanis with more zeal, dedication and commitment for all times to come.

SYED JAVED IQBAL BOKHARI
Director General
Overseas Pakistanis Commission Punjab

OWNERSHIP BY CHIEF MINISTER, PUNJAB

Not to talk about Overseas Pakistanis, if an ordinary citizen comes across a situation where his property is illegally occupied or he is defrauded, it is extremely difficult for him to get justice. There was no department which could address the issues of Overseas Pakistanis and extend legitimate help as they do not have time to stay in Pakistan and pursue their cases.

It is important to note that the Muhammad Shahbaz Sharif, Chief Minister Punjab identified the miseries and plight of Overseas Pakistanis. He is the one to have thought of establishing an independent government office to redress the grievance of Overseas Pakistanis. In fact, creation of OPC is the brain-child and vision of the Chief Minister, Punjab. It was established through a legal instrument passed by the Legislative Assembly known as the Punjab Overseas Pakistanis Commission Act, 2014. **(Annex-I)**

Although there are different government and semi-government organizations and institutions at federal level which are working to sort out the problems of Overseas Pakistanis but the desirable results are yet to be achieved. Keeping in view this fact, Muhammad Shahbaz Sharif, Chief Minister Punjab envisioned a plan to establish OPC.

Muhammad Shahbaz Sharif, Chief Minister Punjab has focused his full attention on the performance of OPC to ensure the provision of maximum facilities and guidance to Overseas Pakistanis and no one would be allowed to usurp rights of Pakistanis living abroad or grab their properties. There was a need for collective efforts to ensure protection of rights of Overseas Pakistanis and to resolve their problems on priority basis and this Commission has been set up for this purpose.

It is worth mentioning that worthy Chief Minister Punjab personally monitors the performance of the OPC as he has direct access to OPC Complaint Web Portal. Meetings of the OPC are being regularly conducted and presided over by Chief Minister himself.



Muhammad Shahbaz Sharif, Chief Minister Punjab presiding over a high level meeting of Overseas Pakistanis Commission.



Muhammad Shahbaz Sharif, Chief Minister Punjab presiding over a meeting of OPC through video link



Muhammad Shahbaz Sharif, Chief Minister Punjab chairing a review meeting of OPC



Composition

COMPOSITION OF OVERSEAS PAKISTANIS COMMISSION (OPC), PUNJAB

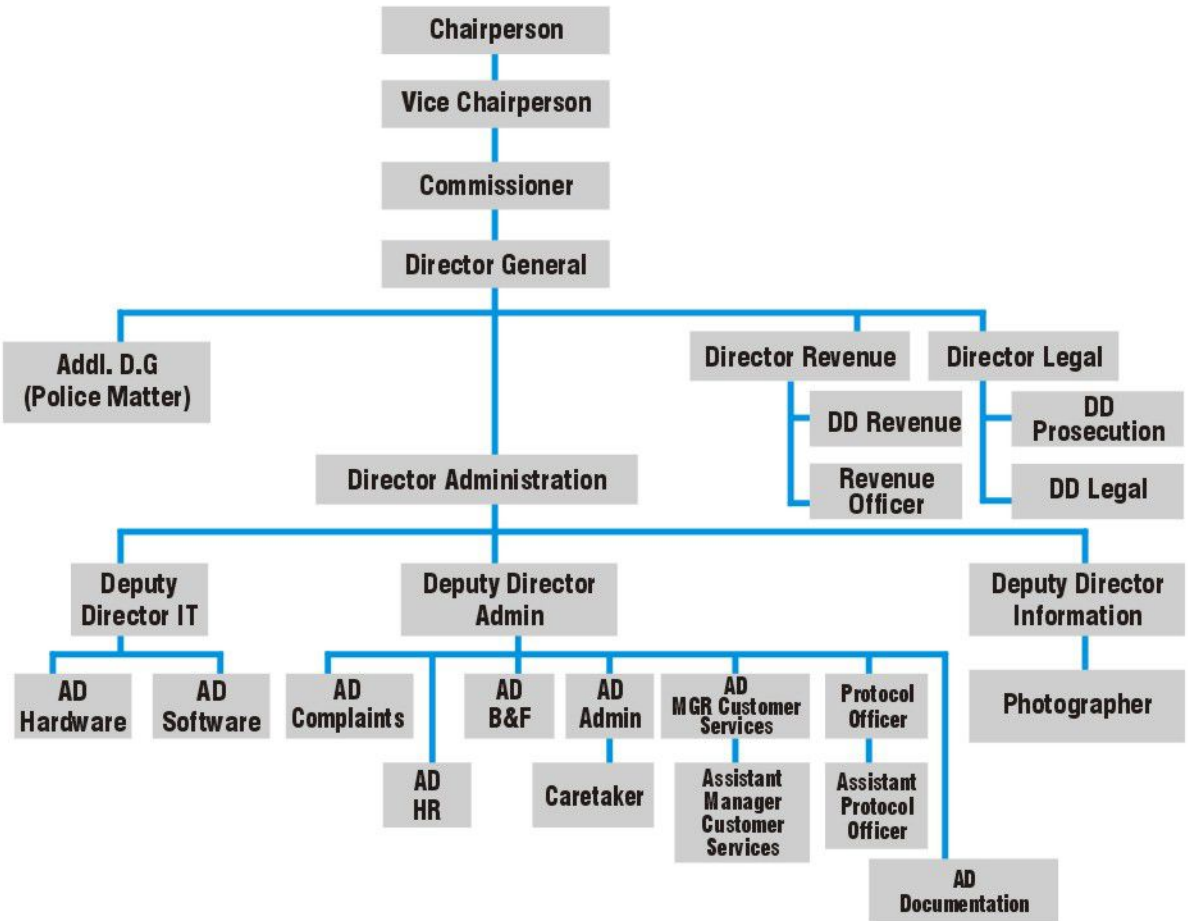
Chairperson / Vice Chairperson and Members of the Commission

The Commission is comprised of the Chief Minister Punjab who is its Chairperson, a Vice Chairperson who is an Overseas Pakistani of noted repute and experience nominated by the Chief Minister, and the following:

(a)	not less than three and not more than six including at least one woman member of the Punjab Assembly to be nominated by the Chief Minister preferably from those districts which have a large number of Overseas Pakistanis;	Members
(b)	not more than five members including not less than two women members, to be nominated by the Chief Minister for a term of three years, having experience in issues relating to Overseas Pakistanis;	Member
(c)	Chief Secretary Government of the Punjab;	Member
(d)	Senior Member, Board of Revenue of the Government of Punjab;	Member
(e)	Chairman, Planning and Development Board of the Government of Punjab;	Member
(f)	Secretary to the Government, Home Department;	Member
(g)	Provincial Police Officer, Punjab;	Member
(h)	Chairman, Punjab Board of Investment and Trade;	Member
(i)	Chairman, Punjab Information Technology Board;	Member
(i)	Advocate General Punjab;	Member
(k)	Prosecutor General Punjab; and	Member
(l)	Commissioner.	Member / Secretary

ORGANOGRAM

Chief Minister, Punjab is the Chairperson of Overseas Pakistanis Commission, Punjab. Due to his pre-occupations and hectic schedule, a full time Vice Chairperson has been appointed to head the OPC. He plays an important role in the policy formulation of the Commission. Commissioner is the administrative head of the OPC. Under him, Director General OPC is always a professional bureaucrat from federal or provincial service, who is overall in-charge of the administration of OPC.





Wings of OPC

WINGS OF OPC

OPC is organized in different wings which are headed by senior Government Officers. Business of OPC has been distributed amongst the following wings / sections:-

ADMINISTRATION WING

This wing is headed by Director (Administration) and it is the pivot of OPC. Its main responsibilities include coordination within and outside OPC, looking after overall administrative matters like provision of personnel, finance and budget, upkeep of the OPC premises, transport, IT equipment / support, media coverage and main reception of the OPC. Besides, its officers also deal with complaints of Overseas Pakistanis, as assigned to them being "Dealing Officers".

Brief description of offices working under Administration Wing is as follows:-

i) Information Section. Headed by Deputy Director (Information), manages the print and electronic media coverage of activities of OPC besides issuing handouts / news of important resolved cases.

ii) IT Section. It is headed by Deputy Director (IT). OPC's complaint work is completely online. He is responsible for maintaining the IT hardware and software systems / applications in coordination with PITB. He is assisted by two Assistant Directors (IT Hardware & Software) in carrying out responsibilities.

iii) Receptions of OPC. In order to attend the walk-in complainants, a state of the art Reception has been established at the main office of OPC. It is headed by Assistant Director (Complaints) who is responsible to register complaints of Overseas Pakistanis or their representatives visiting the OPC, after observing codal / procedural formalities as per SOPs designed for the purpose.

iv) Admn. Section. It is headed by Assistant Director (Admn). He is DDO of OPC inter alia. He is responsible for upkeep of OPC premises, Transport Pool and coordination within and outside OPC for meetings and allied activities.

v) Budget & Finance Section. It is headed by Assistant Director (B&F). He is responsible for budgeting and accounts of OPC and maintains the registers of all types including cash, inventory, stock registers, etc, prepared by the concerned officials.

vi) Human Resource Section. It is managed by an Assistant Director (HR). HR Section is responsible for overall personnel management of the OPC, including framing of service rules, amendments therein, recruitment of staff, their transfer / posting and other allied matters. OPC has 136 sanctioned posts of different grades and cadres from Commissioner OPC to Naib Qasid levels. Commissioner OPC is serving the Commission in MP-I scale. From Director General down to Assistant Director / Revenue Officer level, majority of the officers are posted in the OPC through transfer from different cadres / services as per service rules of the OPC. Some posts of the OPC meant for initial recruitment through PPSC like Assistant Directors, (IT Software & Hardware), Protocol & Assistant Protocol Officer, Manager Customer Services,

Punjab Public Service Commission. Posts in BS-10 and below have also been filled through Departmental Selection Committee.

REVENUE WING

This Wing is headed by Director (Revenue). It has been observed that majority of the complaints relate to the immovable property owned by Overseas Pakistanis. Revenue wing is the specialized wing of OPC to deal with the complaints regarding land e.g. partition of land, inheritance, illegal possession, demarcation, mutation, tenancy etc. Most of Overseas Pakistanis face various problems in property matters due to their absence. Their kith and kin take undue advantage of this factor. Mostly family disputes erupt due to joint holdings of inherited property. Majority of people are not aware of revenue laws and the plight of Overseas Pakistanis compound due to ill motives of other stake holders and revenue filed staff. Since Overseas Pakistanis are neither able to look after their property physically nor updated about revenue record like Girdawari etc, they are prone to multifarious issues regarding property. They are entangled in frivolous litigation with heavy loss of time and money besides mental trauma. The revenue wing of the OPC coordinates with the concerned revenue field staff all over the province to resolve the complaints.

Functions of Revenue Wing:

Once a complaint is lodged involving revenue matter, it becomes the responsibility of the revenue wing. All officers have been assigned various districts as “Dealing Officers” and they follow up complaints of their respective districts. They keep regular track, receive calls from complainants and settle their queries, update them regarding the progress about the status of their complaint. The dealing officers, besides communicating with the district authorities, keep the senior officers abreast of the developments about complaints and assist them by their expert opinion in the light of facts and laws.

Liaison with Board of Revenue:

Board of Revenue (BOR) is the supreme authority of all revenue field formations. Hence in order to follow up complaints and to expedite disposal, regular meetings are conducted by the Senior Member Board of Revenue to monitor the redressal of the complaints of Overseas Pakistanis on merit.

Liaison with District Authorities:

The officers of the revenue wing correspond with the district revenue authorities through portal access system keeping permanent record of all correspondence. On the other hand, the complainant is kept updated on the portal through user feedback system, as well asthrough correspondence. The complainant has uninterrupted access to the user feedback column of the portal with unique ID code assigned to him. Hence the complainant remains in the picture throughout the process of dealing with the complaint.

POLICE WING

This wing is led by ADG (Police Matters). It deals with complaints of Overseas Pakistanis involving matters pertaining to illegal possession of properties, FIRs and allied criminal matters.

This wing is currently headed by a DIG and his team of Police Officers to keep liaison with the Police Officers and Police Stations of the Punjab Province to promptly address the complaints of Overseas Pakistanis.

LEGAL WING

The Legal Wing is headed by Director (Legal) who is seasoned officer from Law Department and has served as Senior District Officer (Legal) and Deputy Director (Prosecution). The wing gives advice on legal matters and keeps a follow up of the court cases of Overseas Pakistanis. Besides, they appear in courts and represent the Commission, file para wise comments and contest cases on behalf of Commission.

In addition to legal work, the Director (Legal) is also looking after the complaints as a "Dealing Officer". He keeps a liaison as Focal Person with federal agencies like NAB, FIA, NADRA, WAPDA, Sui Gas, Federal Ombudsman and follows up complaints with these departments for resolution. Just recently, OPC and OPF have agreed to sing MOU aiming at joint efforts to resolve the issues of Overseas Pakistanis. Director (Legal) has been appointed as Focal Person for the Commission to finalize the MOU and take things forward to materialize the shared objectives.

FUNCTIONS OF DEALING OFFICERS:

To follow up complaints referred to Districts and Departments and to keep liaison with the Focal Persons of the concerned Districts / Departments / Revenue functionaries till the complaint is finally resolved/ disposed of, various officers of OPC have been declared as Dealing Officers, as per notification **(Annex-II)**. Functions of the Dealing Officers are as follows:-

1. The Dealing Officers take critical view of the reports submitted by the revenue functionaries of the districts and comment on them in the light of facts and law. Further actions are taken in the light of comments of Dealing Officers.
2. The Dealing Officers communicate with the complainant either on portal or on telephone and seek his comments or demand documentary evidence which can help resolve the issue in favor of the complainant.
3. The Dealing Officers discuss every individual case with the senior officers of OPC to determine final fate of the matter in the light of facts, evidence, field reports and law.
4. Board of Revenue has fixed specific timeline to decide the matter in the Courts of Revenue Officers, (Assistant Commissioners, ADCs (Revenue), Deputy Commissioners and Commissioners). The Dealing Officers keep liaison with these officers so that the matter is decided on merit within the prescribed timeline.
5. The Dealing Officers, before tagging the complaint as Resolved / Closed or Court Matter, call the complainant on telephone and register the conversation on the portal before discussing with the seniors i.e. Commissioner / Director General OPC for their decision. This unique feature of complainant feedback ensures transparency.



Our Team

OUR TEAM

Name	Designation	Contact #
Muhammad Shahbaz Sharif Chief Minister Punjab	Chairperson	042-99203232 042-99203233
Capt. (R) Shaheen Khalid Butt	Vice Chairperson	0301-8430005
Mr. Mohammed Afzaal Bhatti	Commissioner	0323-4444317
Syed Javed Iqbal Bokhari	Director General	0300-4215860
Agha Muhammad Yousaf	Additional Director General (Police Matters)	0321-9406122
Mr. Asad Naeem	Director (Admn)	0307-5555014
Raja Muhammad Zubair	Director (Legal)	0300-4477133
Mr. Ishrat Ullah Khan Niazi	Director (Revenue)	0300-8647922
Mr. Rizwan Nazir	Deputy Director (Admn)	0300-8405358
Mr. Wahid Arjmand Zia	Deputy Director (Revenue)	0300-4583070
Mr. Faisal Yousaf	Deputy Director (Police Matters)	0300-9473821
Mr. Muhammad Sohail Rana	Deputy Director (Information)	0333-4969319
Mr. Aqeelur Rehman Khan	Deputy Director (Prosecution)	0315-4060106
Mr. Nadeem Amar	Deputy Director (Legal)	0300-4168786
Hafiz Irfan Hameed	Assistant Director (Admn)	0306-6453427
Mr. Muhammad Hussain	Assistant Director (HR)	0334-4227242
Mr. Zafar Ali	Assistant Director (B&F)	0302-4222962
Mr. Ahmad Nauman	Assistant Director (IT Hardware)	0332-7009779
Mr. Farhan Ramzan	Assistant Director (IT Software)	0333-5946757
Mr. Abuzar Sabir	Assistant Director (Customer Services Manager)	0301-8616565
Mr. M. Anzar Mehman	Protocol Officer	0333-4186971
Mr. Jahanzeb Ahmad Khan	Revenue Officer	0331-4317734
Mr. Muhammad Saleem	Assistant Protocol Officer	0345-1060973

MECHANISM OF COMPLAINT REDRESSAL

1. Overseas Pakistanis can lodge their complaints with OPC through any one of three modes:
   i. OPC complaint portal: www.ospc.punjab.gov.pk
   ii. OPC 24/7 Helpline, UAN: +92 42 111 672 672
   iii. OPC Helpdesk established in OPC office at 1-Club Road, GOR-I, Lahore.
2. Once the complaint is received at OPC complaint portal it is scrutinized whether;
   a) The complainant is an Overseas Pakistani as defined in Punjab Overseas Pakistanis Commission Act, 2014.
   b) Complainant has provided/attached all the relevant doucments/information necessary for complaint processing.
3. If any of these two requirements are not met, complaint is marked as "Acknowledged" and Overseas Pakistani / complainant is asked to provide the missing details through phone, email and User Feedback box of OPC complaint portal. The complaint remains pending till the complainant provides the required details.
4. Depending on the issue involved, a complaint received in the Commission may be referred for redressal either to a Government Department or District Overseas Pakistanis Committee (DOPC). It is the prerogative of the Commissioner OPC to decide where a complaint is to be referred. The Director General OPC also enjoys this right.
5. After the required documents/ information is provided, the complaint is "Referred" online to the concerned District Overseas Pakistanis Committee (DOPC) or Government Department for its redressal within a period of one month. The complaint is assigned to a "Dealing Officer" (an officer of OPC) who is responsible for tracking the progress of complaint redress process and coordinates between complainant and the DOPC/Department.
6. The District Overseas Pakistanis Committee or the department processes the complaint, calls in reports from field formation, summons and hears both the parties in its meeting to resolve the issue.
7. A report is submitted to OPC and complaint is "Referred back" on the complaint portal after finalization of the complaint redress process.
8. Performance of DOPC/Department is reviewed constantly and reminders are issued if complaint is not resolved in stipulated time.
9. The final report by the DOPC/Department is scrutinized by the OPC and if the complainant is satisfied and confirms that his/her grievance has been redressed, the complaint is tagged as "Resolved".
10. If OPC or complainant feels that District Committee or Department has not done enough and complaint is not redressed, it is again referred to DOPC/Department.
11. In the whole process of redressal, the complainant can remain updated through phone, email and User Feedback box of OPC complaint portal. Overseas Pakistanis are also welcome to visit the OPC office for this purpose.



OPC - A Different Organization

OPC - A DIFFERENT ORGANIZATION

Overseas Pakistanis are playing a vital role in strengthening the national economy; they are the brand-ambassodors who have won laurels for Pakistan through their hard work around the world.

As stated earlier, OPC was established on the special instructions of Chief Minister Punjab, Muhammad Shahbaz Sharif, and the main objective of this Commission was to provide coherent platform to solve the problems of Overseas Pakistanis. Whatever the nature of complaints might be, OPC offers its services to Overseas Pakistanis. It is sanguine that more than 50% of the received complaints have already been resolved.

According to the vision of Chief Minister Punjab, state-of-the-art IT based system has been devised for speedy disposal of the complaints of Overseas Pakistanis. All the complaints are uploaded on web-portal designed by Punjab Information Technology Board (PITB) and monitored electronically.

The government of Azad Jammu and Kashmir (AJK) has also adopted the OPC Punjab model to address the grievances of Overseas belonging to the AJK. OPC has provided its full support, cooperation and arranged a workshop to train AJK officers regarding complaints redressal mechanism.

It may be added here that OPC Punjab has provided relief to thousands of Overseas Pakistanis by addressing their complaints, and has set a noble example by ensuring quick disposal, better service delivery and dedication. Merit and transparency are the two most conspicuous hallmarks of the OPC.

It is worth mentioning that Punjab is the only province which has established an institution to provide legal platform to settle the issues of Overseas Pakistanis, as there was a dire need of such a body which could address their grievances. Measures taken by the OPC for resolution of the problems of Overseas Pakistanis are appreciated all over Pakistan. Overseas Pakistanis have acknowledged the services and performance of OPC irrespective of any discrimination regarding caste, color or creed.



Overseas Pakistanis Are Special To Us.

WHY OVERSEAS PAKISTANIS ARE SPECIAL TO US?

Overseas Pakistanis, also known as Pakistan Diaspora are citizens of our beloved country who have migrated to another country of the world or living abroad with Pakistani descent. Around ten million Pakistanis are living abroad with a vast majority of them residing in Middle East and Kingdom of Saudi Arabia. Approximately 2.2 million overseas Pakistanis are residing there with largest number around the globe.

Overseas Pakistanis are the major source of foreign exchange remittances to Pakistan after exports. Moreover, Overseas Pakistanis have been playing a vital role in country's progress and development at both micro and macro level. Overseas Pakistanis are also contributing to enhance and increase the investment standards for development of business, industries, infrastructure and physical capital of Pakistan. Further, they are even helping to improve the political awareness of Pakistani people by providing their views and experiences on comparative political and social systems of the respective host countries.

In the chapter of developmental activities, Overseas Pakistanis support many schools financially, send charities, support university based research facilities, and many sponsor needy students and finance micro business as well. Even they send *zakat* to our beloved country, which is a true face of their being helping hand. These Pakistanis are really proud of their motherland as they expect nothing but respect from the people of Pakistan and government. Even though they have much more opportunities to avail there but they prefer to have a good life in Pakistan over a better life abroad. They only expect to get treated with respect and dignity. They are tremendously proud to be Pakistani and feel privileged to help Pakistan in whatever manner and capacity they can.

On the other hand as a harsh reality, Overseas Pakistanis have been facing immense problems particularly related to property. The Commission handles all the complaints faced by the Overseas Pakistanis relating to province of Punjab and facilitates the affectees. The complainants may lodge their grievances through different easy methods including online complaint portal, respective Embassies, High Commissions or Consulates, directly to the Office of the Commission or via 24/7 active helpline.

GLIMPSES OF INTERNAL MEETINGS OF OPC OFFICERS TO REVIEW PROGRESS OF COMPLAINTS



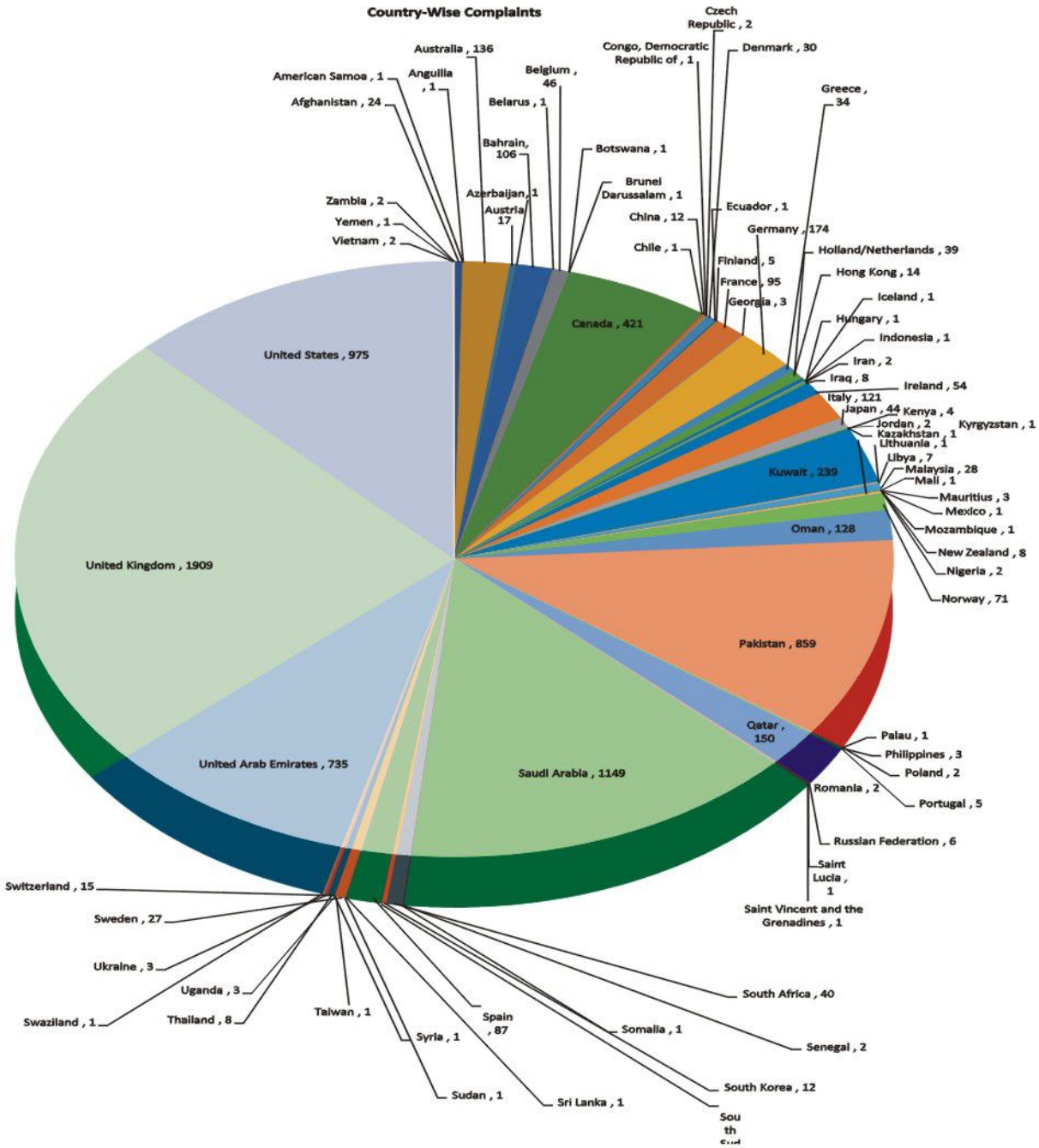


STATUS OF THE COMPLAINTS LODGED WITH OPC AS ON 30.06.2017

Total Complaints Lodged	7904
Total Resolved	3660
Acknowledged	400
Rejected by Commission	138
Referred Back / Under Process with OPC	456
Total Pending with Districts / Dept. / Agencies	2541
Civil Court Matters	681
Revenue Court Matters	20
Criminal Court Matters	08

COUNTRY-WISE COMPLAINTS		
Sr. No.	**Country**	**No. of Complaints**
1	Afghanistan	24
2	American Samoa	1
3	Anguilla	1
4	Australia	136
5	Austria	17
6	Azerbaijan	1
7	Bahrain	106
8	Belarus	1
9	Belgium	46
10	Botswana	1
11	Brunei Darussalam	1
12	Canada	421
13	Chile	1
14	China	12
15	Congo	1
16	Czech Republic	2
17	Denmark	30
18	Ecuador	1
19	Finland	5
20	France	95
21	Georgia	3
22	Germany	174
23	Greece	34
24	Holland/Netherlands	39
25	Hong Kong	14
26	Hungary	1
27	Iceland	1
28	Indonesia	1
29	Iran	2
30	Iraq	8
31	Ireland	54
32	Italy	121
33	Japan	44
34	Jordan	2

COUNTRY-WISE COMPLAINTS

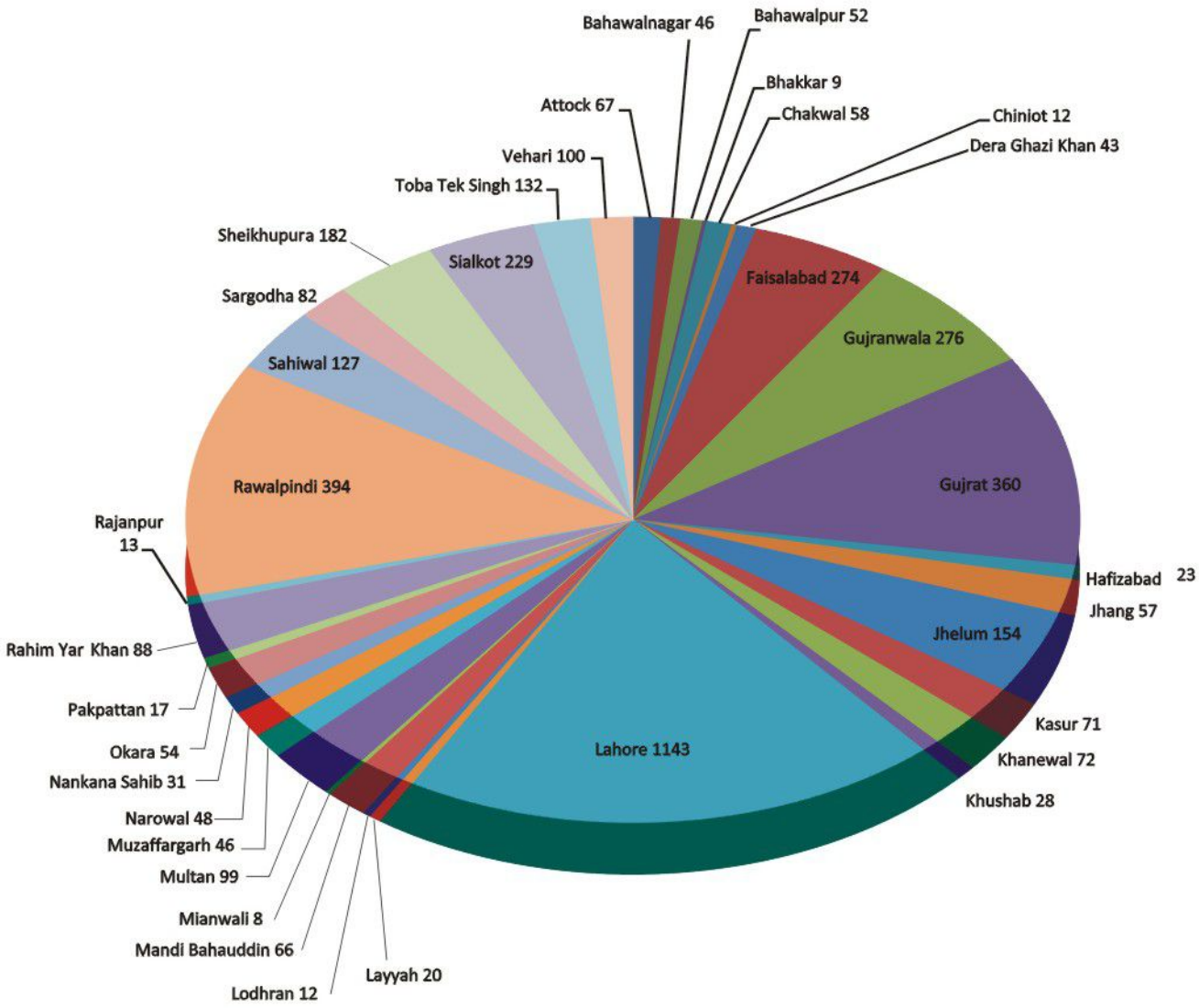


COUNTRY-WISE COMPLAINTS		
Sr. No.	**Country**	**No. of Complaints**
35	Kazakhstan	1
36	Kenya	4
37	Kuwait	239
38	Kyrgyzstan	1
39	Libya	7
40	Lithuania	1
41	Malaysia	28
42	Mali	1
43	Mauritius	3
44	Mexico	1
45	Mozambique	1
46	New Zealand	8
47	Nigeria	2
48	Norway	71
49	Oman	128
50	Pakistan	859
51	Palau	1
52	Philippines	3
53	Poland	2
54	Portugal	5
55	Qatar	150
56	Romania	2
57	Russian Federation	6
58	Saint Lucia	1
59	Saint Vincent and the Grenadines	1
60	Saudi Arabia	1149
61	Senegal	2
62	Somalia	1
63	South Africa	40
64	South Korea	12
65	South Sudan	1
66	Spain	87
67	Sri Lanka	1

COUNTRY-WISE COMPLAINTS		
Sr. No.	**Country**	**No. of Complaints**
68	Sudan	1
69	Swaziland	1
70	Sweden	27
71	Switzerland	15
72	Syria	1
73	Taiwan	1
74	Thailand	8
75	Uganda	3
76	Ukraine	3
77	United Arab Emirates	735
78	United Kingdom	1909
79	United States	975
80	Vietnam	2
81	Yemen	1
82	Zambia	2

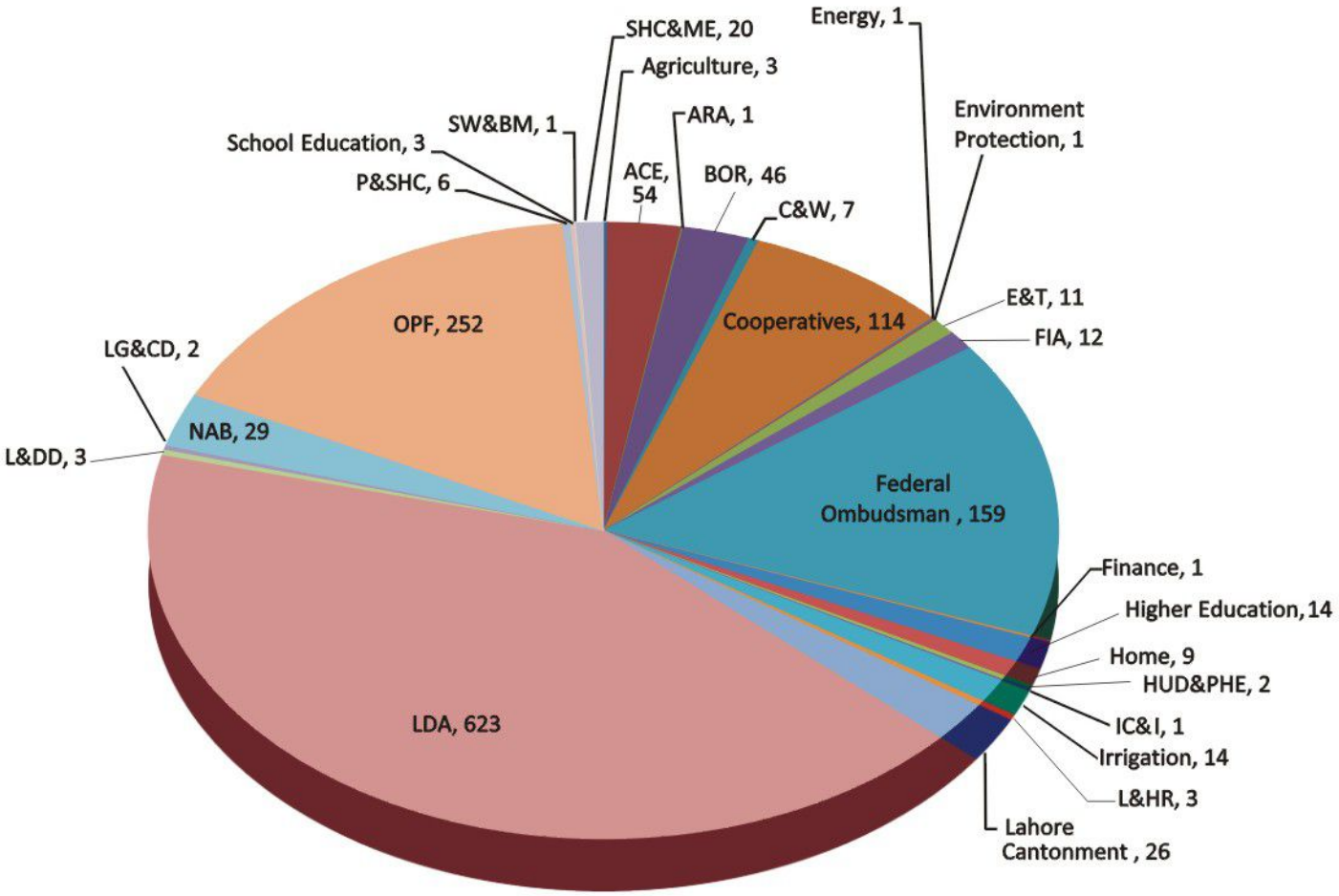
DISTRICT-WISE COMPLAINTS		
Sr. No.	**District**	**No. of Complaints**
1	Attock	67
2	Bahawalnagar	46
3	Bahawalpur	52
4	Bhakkar	9
5	Chakwal	58
6	Chiniot	12
7	Dera Ghazi Khan	43
8	Faisalabad	274
9	Gujranwala	276
10	Gujrat	360
11	Hafizabad	23
12	Jhang	57
13	Jhelum	154
14	Kasur	71
15	Khanewal	72
16	Khushab	28
17	Lahore	1143
18	Layyah	20
19	Lodhran	12
20	Mandi Bahauddin	66
21	Mianwali	8
22	Multan	99
23	Muzaffargarh	46
24	Narowal	48
25	Nankana Sahib	31
26	Okara	54
27	Pakpattan	17
28	Rahim Yar Khan	88
29	Rajanpur	13
30	Rawalpindi	394
31	Sahiwal	127
32	Sargodha	82
33	Sheikhupura	182
34	Sialkot	229
35	Toba Tek Singh	132
36	Vehari	100

DISTRICT-WISE COMPLAINTS



DEPARTMENT-WISE COMPLAINTS			
Sr. No	**Department**	**Department Abbreviations**	**No. of Complaints**
1	Agriculture	Agriculture	3
2	Anti-Corruption Establishment	ACE	54
3	Auqaf and Religious Affairs	ARA	1
4	Board of Revenue	BOR	46
5	Communications and Works	C&W	7
6	Cooperatives	Cooperatives	114
7	Energy	Energy	1
8	Environment Protection	Environment Protection	1
9	Excise and Taxation	E&T	11
10	Federal Investigation Agency	FIA	12
11	Federal Ombudsman	Federal Ombudsman	159
12	Finance	Finance	1
13	Higher Education	Higher Education	14
14	Home	Home	9
15	Housing Urban Development and Public Health Engineering	HUD&PHE	2
16	Industries Commerce and Investment	IC&I	1
17	Irrigation	Irrigation	14
18	Labour and Human Resource	L&HR	3
19	Lahore Cantonment	Lahore Cantonment	26
20	Lahore Development Authority	LDA	623
21	Livestock and Dairy Development	L&DD	3
22	Local Government and Community Development	LG&CD	2
23	National Accountability Bureau	NAB	29
24	Overseas Pakistanis Foundation	OPF	252
25	Primary and Secondary Healthcare Department	P&SHC	6
26	School Education	School Education	3
27	Social Welfare and Bait ul Maal	SW&BM	1
28	Specialized Healthcare & Medical Education	SHC&ME	20

DEPARTMENT-WISE COMPLAINTS





Awareness

AWARENESS CAMPAIGN

Overseas Pakistanis Commission (OPC), Punjab has devised and implemented a concerted strategy to reach out to the targeted audience, i.e. Overseas Pakistanis by employing different communication tools and a dexterous use of Print and Electronic Media. All options of outreach communication are optimally utilized. Besides this, the popular Social Media platforms are also exploited to keep the global audience fully informed. In this regard, representative delegations of the Overseas Pakistanis Commission have also visited different countries and held Roadshows for Pakistanis living there.

It may be added here that a Media Department is working in the Overseas Pakistanis Commission. This office is responsible for constant liaison with the Media, besides covering departmental meetings and functions. It is good to note that Media has always been very responsive to the OPC and highlighted its performance in a proper manner.

The Media Department has also been regularly highlighting the working in Electronic Media. In addition to this, articles and letters to the editors have been contributed. Interviews of Overseas Pakistanis Commission high ups including Capt. (R) Shaheen Khalid Butt, Vice Chairperson and Mohammed Afzaal Bhatti, Commissioner are arranged with eminent newspapers.

The Media Department has been benefiting from the support of the Information Department, Punjab to further the cause of the Overseas Pakistanis. This has helped to disseminate the working of OPC in proper and professional manner.

While Print Media is traditional, the Information Technology revolution has resulted in boom of Electronic Media which has been decisive in opinion making and information sharing. Keeping this fact in view, the interviews of Overseas Pakistanis Commission's Management, as well as the complainants who have got redressal of their complaints, have been managed at different TV channels. It is good to see that the official Facebook page of the OPC is regularly updated to keep the global audience fully informed.



Interaction With Federal Government Institutions

INTERACTION WITH FEDERAL GOVERNMENT INSTITUTIONS

Keeping in view the fact that Punjab is the only province where an institutional mechanism to address the grievances of Overseas Pakistanis has been established; It is important to note that OPC has never refused/returned the complaints of Overseas Pakistanis that directly pertains to the Federal Government Agencies. However, an effective policy has been devised to develop and maintain a close liaison with the Federal Government Ministries, Divisions and Institutions. The purpose of this exercise is to help expeditious disposal of the issues of Overseas Pakistanis regarding Federal Government. The OPC has therefore been successful in developing prompt and close liaison with the concerned Federal Government Institutions including National Accountability Bureau (NAB), Federal Ombudsman (Wafaqi Mohtasib), Overseas Pakistanis Foundation (OPF) and Chief Commissioner, Islamabad.

In November 2016, a delegation of Overseas Pakistanis Commission headed by the Shaheen Khalid Butt, Vice Chairperson and Mohammed Afzaal Bhatti, Commissioner visited Federal Capital and made detailed deliberations with the high ups of certain Federal Government institutions that could help boost the redressal of complaints of Overseas Pakistanis.



OPC high ups held a meeting with Federal Minister for Overseas Pakistanis, Pir Sadder-ud-Din Rashidi in Islamabad and apprised him about the grievances of expatriates Pakistanis regarding Federal Government Agencies. Federal Minister assured the OPC delegation that full cooperation would be extended in resolution of the issues pertaining to federal Institutions.



The Government of Pakistan issues National Identity Card for Overseas Pakistanis (NICOP) as proof of their Pakistani nationality. The card was issued for a period of ten years; however, the duration was curtailed to seven years by the previous Government. After setting up of OPC, the issue was also brought into the notice of Commission. OPC delegation held meeting with Ch. Nisar Ali Khan, Interior Minister and matters pertaining to NADRA, FIA and Passports came under discussion. After many concerted efforts, the time period of NICOP has again been extended to ten years. The expatriate community has intensely thanked OPC for this kind favor and termed it as a New Year boon.



OPC Delegation headed by Mohammed Afzaal Bhatti, Commissioner met with Mr. Ishaq Dar, Federal Finance Minister in Islamabad.



OPC delegation called on Mr. Shujaat Azeem, Special Assistant / Advisor to PM on Civil Aviation in Islamabad and discussed the problems of Overseas Pakistanis related to airports. Mr. Shujjat Azeem assured the OPC delegation that issues of Overseas Pakistanis would be solved on priority basis. Mohammed Afzaal Bhatti, Commissioner also briefed the Special Assistant/Advisor to PM about the working and performance of OPC.



Group photo of Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC Mohammed Afzaal Bhatti, Commissioner and Syed Javed Iqbal Bokhari , D.G with Mr. Zulfiqar Haider Khan, Chief Commissioner Islamabad Capital Teritory .





A delegation headed by Mohammed Afzaal Bhatti, Commissioner OPC held a meeting with Lahore Airport Authorities and discussed the problems faced by Overseas Pakistanis while traveling abroad. Airport officials assured the delegation to facilitate expatriates at maximum level and provide better facilities at airport. Airport authorities assured to streamline the process of return of dead bodies of expatriates to Pakistan.



Mohammed Afzaal Bhatti, Commissioner OPC also visited Rawalpindi Airport to inspect the necessary arrangements and facilities provided by airport authority for Overseas Pakistanis. Airport officials briefed the Commissioner about the revolutionary measures which were taken for the welfare of Overseas Pakistanis at airport. They assured the Commissioner, prompt resolution of the complaints and grievances of Overseas Pakistanis related to Rawalpindi airport.



Overseas Pakistanis Commissioner held a meeting with Syed Qammar Raza, Director OPF and Kamran Khan, Director BOI to discuss the expatriate issues in detail. Commissioner explained the complete working and functioning of OPC which was highly appreciated in meeting. The said officials assured the Mohammed Afzaal Bhatti, Commissioner for quick resolution of the expatriates issued and grievances of Overseas Pakistanis.



OPC is vigorously pursing the affairs of Overseas Pakistanis regarding private housing schemes and has approached National Accountability Bureau (NAB) to settle these issues. Mr. Qamar Zaman Chaudhary, Chairman NAB informed the OPC delegation that NAB is investigating the scams of Formanites Housing Society and DHA City Lahore and money invested by Overseas Pakistanis in these projects would be reimbursed to the effected expatriates. He said that establishment of OPC Punjab is a welcome addition in solving the issues of Overseas Pakistanis and NAB would extend its full cooperation to OPC. During the meeting matter pertaining to establishment of facilitation center by NAB Punjab for Overseas Pakistanis to interact with Dealing/Investigation officers and progress on the complaints referred by OPC to NAB Punjab also came under discussion.



On the initiative taken by the OPC Punjab, Federal Ombudsman has appointed a Focal Person to interact with OPC to solve the issues of Overseas Pakistanis regarding Federal Government Agencies. Decision to this effect was taken during a meeting of Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC and Mohammed Afzaal Bhatti, Commissioner OPC with Mr. Slaman Farooqi, Federal Ombudsman in Islamabad. Lauding the efforts of the OPC, Federal Ombudsman told that Punjab is the only province where an institution like OPC has been established to solve the problems of the Overseas Pakistanis. He further said that other provinces should also follow the OPC Punjab model to facilitate the Overseas Pakistanis.

COLLABORATION WITH OVERSEAS PAKISTANIS FOUNDATION (OPF)



With a view to early redressal of the complaints pertaining to federal government agencies, the OPC Punjab has developed close and continuous liaison with the Overseas Pakistanis Foundation (OPF) Government of Pakistan. The enhanced cooperation between these two important institutions would provide better service-delivery to the Pakistanis living abroad.

In this regard, Capt (R) Shaheen Khalid Butt, Vice Chairperson OPC Mohammed Afzaal Bhatti, Commissioner, Syed Javed Iqbal Bokhari, DG held a meeting with OPF high ups in Islamabad.

During the meeting, it was decided that OPC would refer the complaints of Overseas Pakistanis about federal government to the OPF, where a dedicated cell would take them up and expedite the redressal process.

MD OPF assured the OPC delegation that all complaints received from Punjab would be solved on priority basis. He said that cooperation between OPC and OPF would yield positive results regarding solution of the grievances of Overseas Pakistanis.

MEETING OF OPC DELEGATION WITH CHIEF JUSTICE LAHORE HIGH COURT

A delegation of Overseas Pakistanis Commission (OPC) Punjab, headed by Capt (R) Shaheen Khalid Butt, Vice Chairperson and Mohammed Afzaal Bhatti, Commissioner called on the Syed Mansoor Ali Shah, Honorable Chief Justice, Lahore High Court, in his office chamber and apprised him about the details of pending cases of expatriate Pakistanis in Lahore High Court and various district courts. Muhammad Akmal Khan, Director General District Judiciary, Mr. Shahid Shafi, Secretary to Chief Justice, Syed Javed Iqbal Bokhari, Director General OPC and Raja Muhammad Zubair, Director Legal were also present on this occasion. Chief Justice Lahore High Court informed that 262 cases of Overseas Pakistanis are under trial while during the last six months, 66 cases have been decided. Honorable Chief Justice further promised that a Bench shall be designated to deal with the cases of Overseas Pakistanis while in district two courts would also be designated to dispose of cases of Overseas Pakistanis. Chief Justice Lahore High Court told that instructions are being issued to dispose of cases of Overseas Pakistanis on fast track basis. Capt. (R) Shaheen Khalid Butt, VC OPC and Mohammed Afzaal Bhatti, Commissioner while lauding the steps taken by the Honorable Chief Justice Lahore High Court, said that instructions to the lower Judiciary regarding early disposal of the cases would provide substantial relief to expatriate Pakistanis as they come to Pakistan for a shorter period of time and cannot continue pursuing their cases due to paucity of time. Capt. (R) Shaheen Khalid Butt and Mr. Mohammed Afzaal Bhatti also apprised the meeting about the performance of OPC and steps being taken for early redressal of the complaints of Overseas Pakistanis.



Group photo of OPC delegation with Honorable Chief Justice Lahore High Court, Lahore



Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC, Mohammed Afzaal Bhatti, Commissioner and Javed Iqbal Bokhari, DG in meeting with Syed Mansoor Ali Shah, Honorable Chief Justice Lahore High Court


RoadSlows

ROAD SHOWS

With a view to sensitize Overseas Pakistanis living in different countries and to redress their complaints at doorstep, OPC has so far arranged road shows in Dubai, Saudi Arabia (Riyadh, Dammam, Madina Munawara, Jaddah), Bahrain, UK, (Manchester, Birmingham, London, Glasgow) and Europe (Italy, Spain, Norway, Belgium, France, Germany and Switzerland).

Capt. (R) Shaheen Khalid Butt, Vice Chairperson, OPC and Mohammed Afzaal Bhatti, Commissioner along with OPC Team addressed the participants of these Road Shows and gave a detailed briefing regarding functioning of OPC and grievance redressal mechanism. During Road Shows, OPC high ups informed the participants about the investment opportunities in Punjab especially in the fields of Energy, Agriculture, Livestock & Dairy Development, Mines & Minerals, Tourism and Infrastructure.

The team of experts from Punjab Board of Investment and Trade (PBIT) also accompanied OPC management and told that Punjab is offering a Pro-business environment and Overseas Pakistanis should benefit from the business-friendly policies of the Province.

It was also informed that PBIT is providing complete Technical Assistance to investors to initiate new projects in the Province. Overseas Pakistanis were assured that the Punjab Government would provide complete protection to their investment.

Participants of the road shows were also shown documentaries regarding investment opportunities in Punjab. They were told that a vigorous plan to expedite the pace of economic development is being pursued by the Punjab Province.



A group photo of Mohammed Afzaal Bhatti, Commissioner OPC with Asif Durani, Ambassador of Pakistan in UAE and representatives of Pakistani Community in Dubai



A graceful ceremony in connection with Pakistan Independence Day organized by OPC in Dubai





Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC and Mohammed Afzaal Bhatti, Commissioner participated in a ceremony organized by Pakistan Club Bahrain





OPC high ups participated in a ceremony during the road show in Qatar



Commissioner and VC OPC addressing the participants of a road show in Manchester UK



Mohammed Afzaal Bhatti, Commissioner OPC addressing the Members of Pakistani Community during a road show in London, UK



Participants of road show organized by OPC in Manchester UK



Mohammed Afzaal Bhatti, Commissioner OPC, Capt. (R) Shaheen Khalid Butt, VC and Ahmed Mobin Shaheed, Additional Director General addressing the gathering of Pakistani Community in Jeddah



Vice Chairperson and Commissioner OPC during a road show in Paris, France



Capt. (R) Shaheen Khalid Butt, VC OPC, Mohammed Afzaal Bhatti, Commissioner and Rana Liaqat, MPA addressing the participants of a road show in Frankfurt, Germany



Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC,
Mohammed Afzaal Bhatti, Commissioner and
Pakistani Community Leaders during road show in Bologna, Italy



Group photo of OPC delegation with
Ms. Riffat Masood, Ambassador of Pakistan in Norway



Mohammed Afzaal Bhatti, Commissioner OPC addressing
the participants of a road show in Barcelona, Spain



Group photo of Commissioner OPC with Pakistani
Community Leaders of Switzerland



Mohammed Afzaal Bhatti, Commissioner OPC and
Javed Iqbal Bokhari, DG during a meeting in Mayor Office Bologna, Italy



Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC addressing the
Pakistani Community in Brussels, Belgium



Ms. Naghmana A. Hashmi, Ambassador of Pakistan in Belgium,
Mohammed Afzaal Bhatti, Commissioner OPC and Capt. (R) Shaheen Khalid Butt,
Vice Chairperson addressing the participants of a road show in Brussels, Belgium

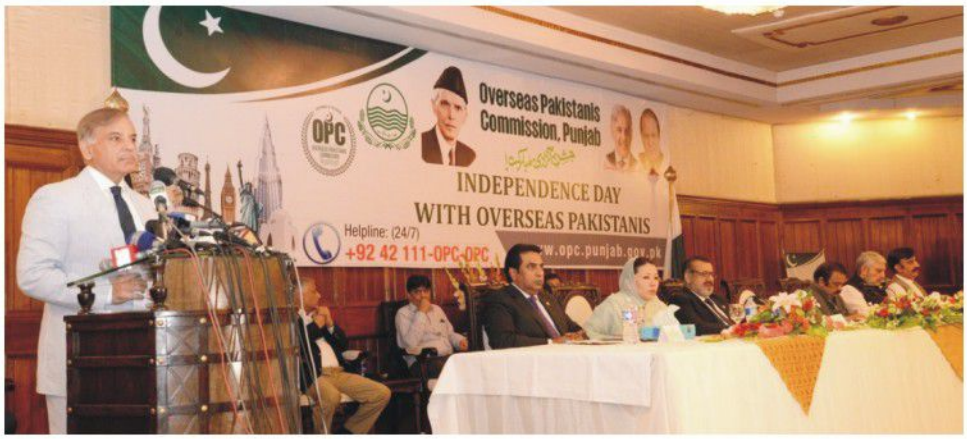
OVERSEAS PAKISTANIS CONVENTION



Muhammad Shahbaz Sharif, Chief Minister Punjab addressing the participants of first Overseas Pakistanis Convention. The Commission's remarkable performance and working was highly appreciated by the participants. The participants also shared their views about OPC and declared this Commission, a real blessing and gift of worthy CM Punjab for Overseas Pakistanis living all over the world



Muhammad Shahbaz Sharif, Chief Minister Punjab standing silent in honor of National Anthem during First Overseas Pakistani Convention in Lahore



Muhammad Shahbaz Sharif, Chief Minister Punjab
addressing the ceremony
in connection with Independence Day organized by OPC



A group photo of Muhammad Shahbaz Sharif, Chief Minister Punjab
with Overseas Pakistanis

COMPLAINTS AGAINST PRIVATE HOUSING SCHEMES

Almost every Overseas Pakistani wishes to have a sober accommodation back home where he with his family may enjoy a quality living. Most of the Overseas Pakistanis prefer to invest in housing sector. Overseas Pakistanis Commission received more than 392 complaints against different Housing Schemes. There are three categories of these complaints:

i. Non-delivery of possession of plot.
Ii. Non-delivery of possession of houses.
Iii. Dishonoring of refund cheques.

These Overseas Pakistanis complainants had booked houses or plots in various housing schemes. But due to certain reasons houses and plots were not delivered to them. OPC established a liaison with the top management of these housing schemes as well as concerned government agencies and ensured delivery of houses and plots. In one major break through a total of 170 houses and plots of a renowned housing scheme were handed over to Overseas Pakistanis.

OPC also ensured smooth reimbursement of Overseas Pakistani's money that had opted for refund of their amounts and more than 50 such complainants have been facilitated in this regard.

OPC is grateful to Lahore Development Authority, Lahore Cantonment Board, Cooperatives Department and the management of these Housing Schemes for their support in facilitating the Overseas Pakistanis and redressing their grievances.



Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC and
Mohammed Afzaal Bhatti, Commissioner presenting keys of houses
in a housing scheme to Overseas Pakistanis



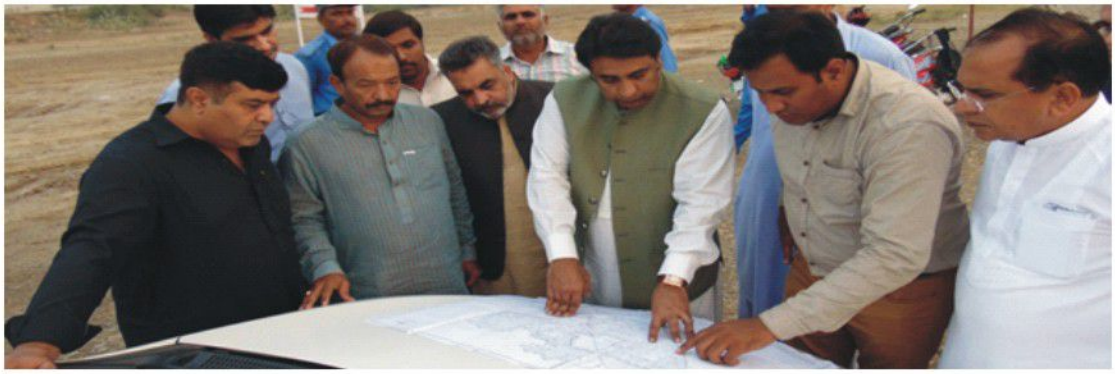
Mohammed Afzaal Bhatti, Commissioner OPC presenting documents of ownership of a Housing Scheme to the expatriate Pakistanis during a ceremony



Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC, Mohammed Afzaal Bhatti, Commissioner inspecting the houses in a Housing Scheme which were handed over to expatriates



Mohammed Afzaal Bhatti, Commissioner OPC presenting possession letters of plots of a Housing Scheme to Overseas Pakistanis



Mohammed Afzaal Bhatti, Commissioner OPC inspecting the development works in a private Housing Scheme to ensure timely provision of plots to Overseas Pakistanis

FACILITATION DESK FOR EXPATRIATES IN LDA

Capt (R) Shaheen Khalid Butt, Vice Chairperson Overseas Pakistanis Commission (OPC) Punjab formally inaugurated a Facilitation Desk for Overseas Pakistanis at LDA Office Johar Town, Lahore.

Mohammed Afzaal Bhatti, Commissioner OPC, Zahid Akhter Zaman, DG LDA, Javed Iqbal Bokhari, DG OPC, Haji Muhammad Nawaz, Coordinator and relevant officers were also present on this occasion. Director General LDA briefed the VC and Commissioner OPC about the newly established desk and facilities provided here.

This facilitation desk would help expatriates Pakistanis regarding their issues about LDA and their problems would be solved on priority basis. This state of the art facilitation desk will also provide detailed and up dated information about the sale and purchase of the properties and other relevant issues to Overseas Pakistanis. OPC and LDA are providing maximum support in resolution of expatriate issues.



Capt (R) Shaheen Khalid Butt, Vice Chairperson OPC inaugurating the dedicated facilitation desk for Overseas Pakistanis in LDA. Mohammed Afzaal Bhatti, Commissioner OPC, Zahid Akhter Zaman, DG LDA, Javed Iqbal Bokhari, DG OPC, Haji Muhammad Nawaz, Coordinator and relevant officers are also present on this occasion

FACILITATION DESK FOR OVERSEAS PAKISTANIS AT ANTI-CORRUPTION ESTABLISHMENT

On the initiative of Overseas Pakistanis Commission (OPC) Punjab, Anti-Corruption Establishment (ACE) Punjab has established a dedicated desk for Overseas Pakistanis, which was inaugurated by Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC, Mohammed Afzaal Bhatti, Commissioner OPC, Javed Iqbal Bokhari, DG OPC, Brig (Rtd) Muzzafar Ali Ranjha,DG ACE, Nadeem Sarwar, Addl. DG ACE, Raja Muhammad Zubair, Director Legal OPC were also present on this occasion. Brig (Rtd) Muzzafar Ali Ranjha, DG ACE informed the OPC high ups that Addl. DG ACE is personally monitoring the complaints of Overseas Pakistanis.



Group photo of Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC, Mohammed Afzaal Bhatti, Commissioner, Javed Iqbal Bokhari, DG, Brig (Rtd) Muzzafar Ali Ranjha, DG Anti-Corruption Establishment (ACE) and Nadeem Sarwar, Addl. DG after inauguration of facilitation desk for Overseas Pakistanis at ACE head office

MOU WITH PUNJAB UNIVERSITY

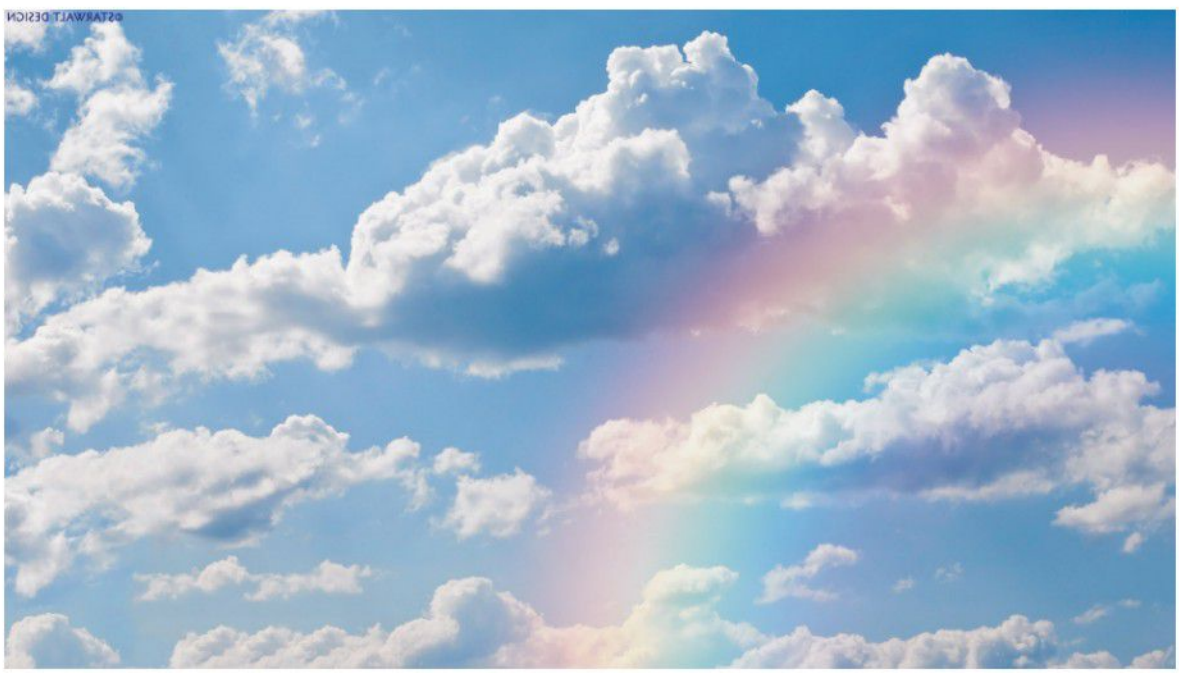
A Memorandum of Understanding (MOU) has been signed between OPC and Punjab University Administration for hiring interns for the OPC. Two batches of interns for a period of 02 months each, have completed their internship from OPC and the third batch of students is doing their internship in OPC for a period of six months. The presence of young students especially females present a soft image of the OPC. Interns are posted in different wings of OPC to familiarize them with office work and at the Reception of OPC to interact with the complainants along with officers / staff of the OPC.



Dr. Mujahid Kamra, Vice Chancellor Punjab University and Nadeem Sarwar, Director General OPC exchanging documents after signing of MOU regarding internship of university students in OPC

RESERVATION OF SEATS IN MEDICAL COLLEGES

The Overseas Pakistanis Commission has also taken up the issue of reserved seats for the children of expatriates Pakistanis in Medical Colleges of the Province. Earlier, these seats were filled on Self-Finance basis which was against the spirit of merit and hard work. It has now been decided that these 76 seats would be filled purely on merit. This decision would encourage and benefit the hardworking and talented students to study medicine in the esteemed institutions of the province of Punjab.



Future Plans

FUTURE PLANS
Establishment of Police Stations/Facilitation Centers

Establishment of police stations/facilitation centers for the Overseas Pakistanis has been envisaged. OPC Punjab has started drafting detailed Terms of References (TORs) of settign up police stations/facilitation centers for the Overseas Pakistanis.

A high-powered committee has been set up to proceed further in this regard. Committee included Additional Director General Police Matters OPC, Additional IGs Legal & Training, Additional Secretaries of Home, Prosecution and Law Departments and Deputy Secretary (Regulations) as its members. The committee has, so far, held detailed discussions and recommendations are being finalized in this regard.

Recommendations for the establishment of police stations / facilitation centers would be sent to the Chief Minister Punjab for formal approval, soon. These centers would be established in Lahore, Gujranwala, Rawalpindi and D.G Khan Division in the first phase; and state-of-the-art I.T. facilities would be provided to maintain close and continuous liaison with the expatriates Pakistanis for the solution of their genuine grievances. Facilities regarding National Identity Cards and Passports would also be provided in these centers. It is a novel idea to solve expatriates problems at the earliest and OPC is working on fast-track basis to provide conducive atmosphere to Pakistanis living abroad so that our brothers and sisters could live peacefully.

MOU WITH OPF

With a view to resolve their problems and to endeavor for their secure investment in Pakistan , the OPC as well as OPF are working for the welfare of Overseas Pakistanis. Both the institutions are willing to cooperate with each other for achieving their shared objectives of serving the Overseas Pakistani community. Both OPC and OPF have the same understandings that Overseas Pakistanis have great potential to contribute to the development and progress of the country.

OPC and OPF have planned to sign a Memorandum of Understanding (MOU) with the following provisions:-

i) The parties will assist each other in handling complaints of Overseas Pakistanis. For this purpose, both parties will make their Online Complaint Registration System compatible with each-other.

ii) OPC will refer the complaints of the Overseas Pakistanis related to Federal Department of Government of Pakistan to the OPF in hard form or through online system. OPF will help to resolve these problems and keep OPC and complainants updated about the progress on the complaints.

iii) OPC and OPF will jointly hold seminars or workshops for engagement of the stakeholders and awareness of the Overseas Pakistanis.

iv) OPC and OPF will invite each other for participation in Road-Shows held in Pakistan or in some foreign countries for creating awareness about foreign investments or for any other objectives.

v) OPF will facilitate OPC through its offices and desks at Airports.

vi) Facilitation of Overseas investors will be jointly ensured by the two organizations.

vii) OPC shall share welfare services/projects of OPF (Housing Schemes, Ambulance Services, educational institutions etc.) to the extent of province of Punjab. Both the parties shall further discuss between themselves and work hand in hand to facilitate Overseas Pakistanis to benefit from educational institutions, housing schemes, scholarships system, reimbursement of death benefits and insurance etc.

ROAD SHOWS

In order to sensitize the Overseas Pakistanis living around the globe and to redress the grievances at their doorsteps, OPC intends to hold further Road Shows in America and Canada this year. During the Road Shows, Overseas Pakistanis would be briefed about the functioning of OPC and its grievances redressal mechanism.



Audit Report

AUDIT REPORT OF OPC

On the instructions of Chief Minister Punjab Muhammad Shahbaz Sharif, audit of the OPC was conducted by the renowned chartered accountancy firm Earnest & Young. The report of the audit is placed below. This audit is in addition to the audit conducted by the Department of Auditor General of Pakistan which is being conducted as a constitutional requirement of OPC, being a government organization.



PUNJAB OVERSEAS PAKISTANIS COMMISSION

STATEMENT OF
RECEIPTS AND DISBURSEMENTS
FOR THE PERIOD
10 NOVEMBER 2014 TO 30 JUNE 2015

EY Ford Rhodes
Chartered Accountants
96-B-I, 4th Floor, Pace Mall Building
M. M. Alam Road, Gulberg-II
P.O. Box 104, Lahore-54660

Tel: +9242 3577 8402-11
Fax: +9242 3577 8412-13
ey.lhr@pk.ey.com
ey.com/pk

EY
Building a better working world

EY Ford Rhodes
Chartered Accountants
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Fax: +9242 3577 8412-13
ey.lhr@pk.ey.com
ey.com/pk

INDEPENDENT AUDITORS' REPORT TO THE COMMISSION

We have audited the accompanying statement of cash receipts and disbursements of **Punjab Overseas Pakistanis Commission** for the period from **10 November 2014 to 30 June 2015**, and a summary of significant accounting policies and other explanatory information (here-in-after referred to as the 'financial statement').

Basis of Preparation

The financial statement has been prepared by the management in accordance with the cash receipts and disbursements basis of accounting as described in note 2.1 thereto.

Management's Responsibility for the Financial Statements

The Commission is responsible for the preparation and fair presentation of this financial statement in accordance with the cash receipts and disbursements basis of accounting described in note 2.1, and for such internal control as the Trustees determines is necessary to enable the preparation of the financial statement that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statement based on our audit. We conducted our audit in accordance with the approved auditing standards as applicable in Pakistan. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statement. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, if any, made by the Trustees, as well as evaluating the overall presentation of the financial statement.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statement presents fairly, in all material respects, the statement of cash receipts and disbursements of Punjab Overseas Pakistanis Commission for the period from 10 November 2014 to 30 June 2015 in accordance with the cash receipts and disbursements basis of accounting as described in note 2.1

EY Ford Rhodes

Chartered Accountants
Audit Engagement Partner: Farooq Hameed
Lahore: 16 May 2017

A member firm of Ernst & Young Global Limited

PUNJAB OVERSEAS PAKISTANIS COMMISSION
STATEMENT OF RECEIPTS AND DISBURSEMENTS
FOR THE PERIOD 10 NOVEMBER 2014 TO 30 JUNE 2015

	Note	Period Ended 30-Jun-15 PKR
RECEIPTS		
Grant received from the Punjab Government	3	33,973,752
DISBURSEMENTS		
Expenditure for Salary Accounts	4	6,771,156
Expenditure for Non Salary Accounts	5	27,202,596
Total Payments		33,973,752
SURPLUS OF RECEIPTS OVER DISBURSEMENTS		-

The annexed notes numbered 1 to 7 form an integral part of these statements.

VICE - CHAIRMAN

COMMISSIONER

PUNJAB OVERSEAS PAKISTANIS COMMISSION
STATEMENT OF RECEIPTS AND DISBURSEMENTS
FOR THE PERIOD 10 NOVEMBER 2014 TO 30 JUNE 2015

1 THE COMMISSION AND ITS OBJECTIVES

The Punjab Overseas Pakistanis Commission is established as a Special Institution with the Punjab Government's Services and General Administration Department. The Commission was formed as an outcome of and is governed by the laws prescribed in The Punjab Overseas Pakistanis Commission Act 2014, enacted on 10th November, 2014.

The Commission's operational activities include the receipt and redress of the grievances of overseas Pakistanis, relating to Government agencies. Likewise, referring the complaints and suggestions received from overseas Pakistanis to the concerned offices of the Punjab Government, while the Commission also deal with the ancillary matters related to them. The core objectives of the Commission include; welfare of overseas Pakistanis, welcoming them in mainstream, protection from land grabbing and similar hazards, facilitating investments, etc.

2 SIGNIFICANT ACCOUNTING POLICIES

2.1 ACCOUNTING CONVENTION

This statement has been prepared on receipts and disbursement basis. Receipts from the Punjab Government are recognized as income when received, whereas expenses are recognized when the actual disbursement is made.

2.2 APPLICABLE LAWS AND REGULATIONS

The Commission makes all the procurements according to the applicable legislation and rules prescribed in the Punjab Procurement Regulatory Authority and Punjab Financial Power Rules 2006, mainly.

	Note	Period Ended 30-Jun-2015
		PKR
3. GRANT RECEIVED FROM THE PUNJAB GOVERNMENT		
Grant received from Punjab Government	3	**33,973,752**

Out of the total supplementary grant amounting to PKR 62.677 million, the Commission has utilized only PKR 33.974 million, whereas the remaining grant stands surrendered.

First Supplementary Grant - February 2015	22,686,000
Second Supplementary Grant - May 2015	32,040,000
Third Supplementary Grant - May 2015	7,951,000
	62,677,000

		Note	Period Ended 30-Jun-2015 PKR
4	**SALARY ACCOUNTS**		
	Pay of Officers		971,163
	Pay of Other Staff		3,665,258
	Conveyance Allowance		121,999
	House Rent Allowance		949,394
	Medical Allowance		115,634
	Special Allowance at 20%		135,721
	Special Allowance at 50%		299,936
	Adhoc Relief Allowance 2011		104,845
	Adhoc Relief Allowance 2012		265,998
	Adhoc Relief Allowance 2013		141,208
	Total	4.1	**6,771,156**

4.1 The above said grant of PKR 6.8 million is sanctioned to the Commission by the Finance Department of the Punjab government for the salaries and allowances of all the employees. The salaries are directly disbursed by the Office of the Accountant General to employee's accounts vide the pay slips, that are prepared by the District Accounts officers. These are recorded in books of the Commission on the basis of information received from office of the Accountant General.

		Note	Period Ended 30-Jun-2015 PKR
5	**NON SALARY ACCOUNTS**		
	Purchase of assets	5.1	23,014,648
	TA/DA Cost - Travelling Allowance		638,951
	Postage and Telegraph		300,000
	Telephone and Trunk Calls		398,542
	Electricity Charges		72,139
	Hot and Cold Weather Charges		120,052
	Stationary		442,322
	Printing and Publication		196,875
	Newspaper, Books and Periodicals		219,830
	Uniform and Liveries		145,997
	Cost of Other Store		173,160
	Computer stationary		222,824
	Others Charges		644,212
	Entertainment and Gifts		153,683
	Repair of Hardware		38,911
	Rates and Taxes		158,000
	Transportation Charges		64,000
	POL Charges		156,130
	Services rendered and Contingent paid staff		42,320
	Total		**27,202,596**

5.1 Purchase of assets, includes the following:

	Note	Period Ended 30-Jun-2015 PKR
Hardware		1,045,220
IT Equipment		1,138,798
Office Equipment		6,016,493
Furniture and Fixture		2,085,637
Transport		12,728,500
		23,014,648

6 AUTHORIZATION

This statement was authorized by the Governing Body on 05 APR 2017.

7 GENERAL

All figures have been rounded to the nearest of PKR.

VICE - CHAIRMAN

COMMISSIONER

COMMENTS OF OVERSEAS PAKISTANIS



Maliaka Qureshi (Complaint ID - 4342)

I live in PCSIR Society Lahore and my issue was related to land, which has been resolved by the grace of God. I could not believe that this would happen in such a fine and swift manner. Overseas Pakistanis Commission helped us to solve a long standing, rather 30 years old issue. I thank the OPC officials for their sincere input to settle a chronic issue.



Dr. Muhammad Sammi Mubarak (Complaint ID - 3838)

Assistant Professor, Government College University, Faisalabad.

I am representing my brother, Muhammad Asim Mubarik who launched a complaint against police Department, (Complaint ID No. 3838), I am very satisfied by the CM, Punjab's initiative to help out the Overseas Pakistanis, whatever the matter is. By the continuous efforts of Overseas Pakistanis Commission, Our problem has been resolved and my entire family is grateful to OPC team for rendering tireless services.



Mrs. Naseem Mahmood (Complaint ID - 1839)

I launched my complaint in September 2016, against Eden Housing Scheme. It is because of OPC that now I am owner of my house and have shifted there. I had paid the full amount nine years ago but was not given the possession of the house.

I was so fed up and used to weep, all the time with tears, praying at Haram Pak for solution of my problem. I just made a telephone call to the OPC and the Commission solved my issue within three months. I got my house on previous rates and didn't pay even a rupee as bribe. I want to add that Mr. Wahid Arjmand, Deputy Director (Revenue) did a lot for resolution of my complaint. Special regards to the Chief Minister, Punjab, Muhammad Shahbaz Sharif for setting up such an effective platform for Overseas Pakistanis.



Mr. Rai Faiz Ahmad Kharal (Complaint ID - 3891)

My uncle Syhabbir Ahmnad Farooqui is living in France. He bought 21 Acres of land in Mouza Tawailay Wali, District Hafizabad. The land was illegally occupied by some influential people of the area. We came to know through internet that CM Punjab has established OPC to resolve the issues of Overseas Pakistanis. We filed a complaint and within five months, OPC got retrieved the land from the grabbers. I thank CM Punjab and all Officers of OPC specially Mr. Wahid Arjumand, Deputy Directory (Revenue) who help us a lot to get our land.



Dr. Zia Hussain Sheikh (Complaint ID - 2814)

Senior Police Officer (Retd.), Hong Kong,

I bought a house in Chathar near Murree and paid full amount to the Estate Company. After earthquake the Estate Company closed its business both in Chathar and Lahore. Having known through newspaper about the OPC, I contacted the institution. It was really amazing for me that in just two days Overseas Pakistan Commission got hold of the Company Manager and afterward on the clue given by manager, the owner of the company was also caught. Due to the sincere efforts of OPC, I got my money back in four installments. I really appreciate the Chief Minister, Punjab for establishing such an effective set up to help Overseas Pakistanis. I also want to thank Vice Chairperson, Commissioner, DIG and OPC's officers and staff that helped me.



Tahira Ubaid Ullah (Complaint ID - 7000)

OPC is actively engaged in resolving the issues of Overseas Pakistanis. I filed a complaint with OPC about a housing scheme and with the efforts of OPC I have now got my plot in this housing scheme. I am really grateful to the OPC team.



Mr. Ali Haider Malik, Chicago, USA (Complaint ID - 391)

A fraud was committed with me and I had to come back Pakistan a number of times but returned to America without resolution of the problem. At that moment, I decided not to go Pakistan again because I was quite helpless there. I was given cheque of Rs. One Crore 27 Lacs by the other party which got dishonored. Somebody told me about OPC and I lodged a formal complaint over there. I want to tell that OPC fully helped me and I received back my One Crore 27 Lakhs Rupee within thirty days. I didn't pay even a single penny for the recovery of such a huge amount, however I presented sweets and "Gulab Jaman". Earlier I tried my level best to get my money back but all in vain. OPC provided me complete legal support free of cost and I really appreciate CM Punjab's Initiative. Now I have decided that I will not go to America and will live in Pakistan.



Appreciation Letters

APPRECIATION LETTERS BY OVERSEAS PAKISTANIS

Embassy of the Islamic Republic of Pakistan
Muscat
Sultanate of Oman

سفارة جمهورية الباكستانية الإسلامية
مسقط
سلطنة عمان

No.07/01/16-CWA

January 1, 2017

Subject: - **REDRESSAL OF GRIEVANCES - Thank you letter.**

Reference this Mission's letter of even number dated 17-4-2016 and to enclose here with a self-explanatory thank you letter for redressal of grievances of Mr. Ghulam Nabi son of Roshan Din who is presently residing / working in the Sultanate of Oman.

2. For information please.

Encl: as above.

Syedah Ramallah Ali
Community Welfare Attache

The Commissioner,
Overseas Pakistanis Commission Punjab,
Chief Minister's Office.
PUNJAB - PAKISTAN

P.O. Box : 1302, P.C. : 112, Ruwi, Tel. : 00968 - 24696511 / 24603439 / 24603343, Fax : 00968 - 24697462
E-mail. : pakrep@omantel.net.om Website : www.mofa.gov.pk/oman

26-12-2016

جانب جناب وزیر اعلیٰ پنجاب میاں محمد شہباز شریف صاحب

منجانب غلام نبی ولد روشن دین ساکن مکان نمبر 4 گلی نمبر 5 قلعہ گوجر پورہ راوی روڈ لاہور

جناب عالی!

بندہ جناب وزیر اعلیٰ صاحب کا دل کی گہرائیوں سے شکریہ ادا کرتے ہیں حکومتِ پنجاب کے قائم کردہ ادارہ (OPC) کے توسط سے ہمارا آٹھ سال سے قبضہ پلاٹ ہمیں واپس مل چکا ہے۔ اور مندرجہ ذیل افسران نے ہماری بات پوری توجہ اور اطمینان سے سُنی اور ہمیں انصاف دلانے میں بھرپور کردار ادا کیا اور مقدمہ نمبر 1396/15 کا فیصلہ آئین اور قانون کی رُو کے مطابق ہُوا۔

P.S.O شاہد صاحب :-
حامل/D.P.O شیخوپورہ جناب سرفراز احمد ورک صاحب = کمشنر افضال بھٹی صاحب =
ڈی آئی جی احسن اقبال صاحب = جناب اشرف رسول صاحب ایم۔پی۔اے =
S.H.O شیخوپورہ صاحب تھانہ فیروزوالا = سید مبین احمد ڈائریکٹر پولیس مینرز =
سیدہ صباء ناظم حسن اسسٹنٹ ڈائریکٹر اوورسیز پاکستانی فاؤنڈیشن =
اے ایس آئی نشان علی تھانہ فیروزوالا -

ہم مندرجہ بالا تمام حضرات و افسران کی کامیابی و کامرانی اور ترقی کے لیے دُعاگو ہیں۔
اور خصوصاً وزیر اعلیٰ پنجاب کے دل کی گہرائیوں سے شکر گزار ہیں اور حکومتِ پنجاب کی دن دُگنی رات چوگنی ترقی کے لیے دعاگو ہیں۔ اللہ وزیر اعلیٰ پنجاب کو صحت، لمبی عمر عطا فرمائے آمین

دُعاگو۔ اوورسیز پاکستانی برائے مسقط عمان۔

غلام نبی

جناب کمشنر اوورسیز پاکستانی کمیشن پنجاب۔

جناب عالی

ہاؤسنگ سکیم کے متعلق اپنی شکایت

OPC میں درج کروائی تھی جس پر OPC نے میری بھرپور مدد کی اور مجھے میرا آٹھ سال پہلے بُک کیا ہوا گھر دلوا دیا۔
میں ایسا ادارہ قائم کرنے پر جناب وزیر اعلیٰ محمد شہباز شریف صاحب کو مبارکباد پیش کرتا ہوں۔ اور OPC کے ڈی۔جی جناب فرخوش کمشنر افضال بھٹی صاحب، جنہوں نے ہماری شکایت کو سُنا اور ہمیں گھر کا قبضہ دلوانے میں بھرپور مدد کی۔ جزاک اللہ خیر۔

نام جاوید
شکایت نمبر 4857
پتہ: 155-D، فیصل ٹاؤن
لاہور
فون: 0333-4411780

Gmail

Saad Akbar <sec2ab@gmail.com>

Appreciation for your good services

1 message

Zoya Tanveer <zoya2091@gmail.com> Thu, Feb 23, 2017 at 4:06 PM
To: commissioner@opc.punjab.gov.pk, Saad bin Akbar <sec2ab@gmail.com>, ddr@opc.punjab.gov.pk, dg@opc.punjab.gov.pk

Aslam o Alaikum

Dear Sir,

It is to inform that, Few months ago i have came to know about OPC from one of my Class fellow. My father is in Kuwait working as a Port In charge and he had invested in a housing society (Eden Garden), but they were not issuing our plot even after completion of Installments. Then i have registered my complain in OPC.

It is my pleasure to tell you that, we got our plot in the last ceremony conducted by OPC. I found all members of OPC very efficient and co-operative.

I am greatful to Mr. Shabaz Shareef, Mr. Afzal Bhatti & entire team of OPC.

Thank You!

Regards:
Zoya Tanveer
D/O Tanveer Aslam

Syed Afreen Hussain <safreen68@yahoo.com>

Wed 11/9/2016 4:06 PM

To:

Info OPC;

Vice Chairman OPC;

Cc:

Commisssioner OPC;

Dear Sirs,

AOA:

First of all I am thankful to Allah Kareem who help us and our issue is solved by OPC. On 24th Feb 2016, I was invited by Overseas Pakistani Commissioner Office Lahore at Eden Abad. I am also thankful to CM Pubjab. Vice Chairperson of OPC, Commissioner OPC and specially thankful to Mr. Wahid Sb; Deputy Director Revenue. I am also thankful to Mr. Khurram Javed Butt (Head of Marketing Dept EHD) for his co-operation.

I got the possession letter of my house # D001-00099 and also know that Eden Housing Developers soon pay me Rs. 485750.00 as refund. I also visit my house in Eden Abad. Some thing is better than nothing. Once again I am thankful to all of you for your hard working and solving this famous issue.

With best regards,
Syed Afreen Hussain
Email. safreen68@yahoo.com

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/3454/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL DASHBOARD

USER FEEDBACK

RUKHSANA RASHID: May 23, 20016 07:26 AM

Thank you very much to Chief Minister, Commissioner, OPC team & focal person. Much appreciated the work, support & professionalism of OPC team is doing. I would like to express my special gratitude to ADCR, CCPO & focal person office. I believe miracle happened in my life on 17/5/16 with the blessing of Almighty Allah & strategic vision of CM Shahbaz Sharif for Punjab overseas Pakistanis. Please pass my special thanks & regards to everyone who has helped me. I would like to offer my volunteer services from Pakistan & UK to OPC. Rukhsana Rashid

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/4665/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL DASHBOARD

USER FEEDBACK

NASIR: August 2, 2016 03:18 PM

Respected Sir, I appreciate your work. I thank you and all the member of overseas department. Finally I got a cheque from that shrewd person. Rawalpindi CPO has done a great job. Every person I talked to your department was very polite and educated. Keep it up. Sir once again thanks all of you.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/9310/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL DASHBOARD

USER FEEDBACK

ABDUL GHAFOOR HAMIDI: August 15, 2017 02:30 PM

Dear All, Many Thanks for all the support provided. We are glad that matter is resolved with mutual consent of both parties involved. Kind Regards.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/1799/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

MUHAMMAD IMRAN ISHFAQ: December 15, 2016 02:03 PM

Dear Sir, we are happy to inform you that we received our Home at last. We really appreciate your cooperation and efforts towards our Case. No words to explain our excitement and also no words to thank to your team. Sabeen Imran 00971559122477

MUHAMMAD IMRAN ISHFAQ: November 7,2016 04:57 PM

Dear Sir, we have just seen your update post. We are already in touch almost every week with Mr. Khurram Javed (Eden Focal) and some other LDA parties and after 4 days reaching to Lahore to close this matter as we agreed to pay lump sum money and get the home possession. We really appreciate your cooperation and efforts towards our complaint. If anything else for the same, we will get back to you. Sabeen Imran 00971559122477

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/3646/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

AFSHAN AHMAD:

June 13, 2016 09:10 PM

I would like to thank all of OVERSEAS PAKISTANI COMMISSION your deeply concerned of my problem and resolving it in weeks. I wont' have done it without ALLAH & with every ones support. I would like to deeply thank you MR ALI SAEED ASGHAR whom kept me updated with the progress of my claim, he should be upgraded in his position. I would also like to thank you deeply to MR SARDER MOHAMMAD AKBAR NAKAI (director land development 3). I would like to thank you deeply to MR WAHID ARJMAND ZIA (deputy director REVENUE). Thank you very much for all what you have done for me. You have proved that Pakistan is not bad as we thought it might be. GOD BLESS.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/1269/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

DR. MOHAMMAD AFZAL:

June 25, 2016 07:24 PM

Thank you for helping me to resolve land issue with PCSIR housing Society. I have asked to defer the possession of my plot till September, 52016, when I shall visit Pakistan to surrender my plot 6B in lieu of the office space in the proposed commercial plaza in Phase 1 of PCSIR housing society. I thank you once again for your consideration.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/5907/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

JAVED IQBAL:

August 21, 2017 11:39 AM

Dear Sir. Thank you very much for your email which contains the reply from Excise and Taxation Department with all the necessary documents. I do appreciate the sincere and fruitful efforts of the Punjab Overseas Pakistanis Commission. This is the second occasion DOPC has helped me to resolve my issues. Please accept my sincere thanks in this regard. Javed Iqbal

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/389/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

SAJID SAQLAIN:

March 29, 2017 01:41 PM

Dear Sir. I would like to Thanks to this commission in regards to my this complain, with your efforts and continues follow up, the said project is approved and budget is released as per my information. This only becomes possible with your efforts. Once again I appreciate, Congratulate and Thanks to the all team / management of this commission and CM Janab Mian Shehbaz Shareef Sahib. With Best Regards and Thanks Sajid Saqlain

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/7542/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

SARFRAZ AHMAD:

May 10, 2017 08:05 PM

Dear sir. First of all I want to thank OPC team for their dedicated and hard work for citizens like us who live overseas and don't have resources to deal with different departments to resolve many issues. My complaint against LDA regarding my missing file has been resolved. I also want to thank Mr. Sheikh Khalid director Town planning in LDA who has followed the instructions and gave his full attention to resolve my issues. One again thank you very much for all the help provided to me from OPC. Sarfraz Ahmad

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/9055/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

ADIL RASHEED:

May 19, 2017 03:16 PM

Dear Sir/Madam. Thank you for your assistance. Its great job you are doing, much obliged. Allah bless you all specially Mr. Shahbaz Shareef. Mr. Afzal Bhatti, Mr. Shaheen Butt and Director admin.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/2778/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

MALIK ALLAH BAKHSH KALYAR:

August 23, 2016 06:45 PM

Dear Commissioner, OPC I have this opportunity to convey my pleasure for the redressal of my grievance.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/672/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

MOHAMMAD NAWAZ KHAN: June 9, 2016 10:25 PM

Dear Wahid Arjumand Sahib, Thank you very much for your kind cooperation. Allahumdullah The Matter has been resolved now. With out your cooperation it was not possible to handle this matter. Because the opponent party was strong and they were threatening me. It was really your cooperation that the matter has been resolved very quickly. Now I am in Germay when I will come to Pakistan. I will personally come to your office to thank for your act of kindness Regards, Mohammad Nawaz Khan P.S: I have attached with this email the IQRARNAMA of the both Parties

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/5975/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL

DASHBOARD

USER FEEDBACK

NAZAR HUSSAIN: November 23, 2016 12:09 PM

Dear Sir ! Thanks for the efforts of all team whom help to arrange our matter which was delay since long time. Alhamdulillah its done today. Thanks once again for all team.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/5985/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL DASHBOARD

USER FEEDBACK

ZAHID IQBAL: October 7, 2016 01:01 PM

I really appreciate Overseas Punjab Commission including Mr. Shahbaz Sharief, Mr. Afzaal Bhatti his team to have such fast platform to support Overseas Pakistanis in fast tracking channels for resolving their issues.

ospc.punjab.gov.pk/user/complaint_dashboard/view_detail/1751/?redirect=http%3A%2F%2Fospc.punjab.gov.pk

OVERSEAS PAKISTANI'S COMPLAINT PORTAL DASHBOARD

USER FEEDBACK

SALMAN MUNIR: February 24, 2017 02:38 PM

Commissioner Sb. I am glade to say that my money is given back with the efforts of Overseas Pakistanis' Commission, Punjab and special thank to Chief Minister Punjab to make OPC Punjab. I would like to thanks Mr. Afzaal Bhatti, Commissioner, OPC and Mr. Wahid Arjumand as well.



Pictorial View of Activities of OPC



A delegation of American investors called on Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC and Muhammed Afzaal Bhatti, Commissioner for redressal of their complaint



Delegations headed by Mohammed Afzaal Bhatti, Commissioner OPC, met with Mohammad Rafique Rajwana, Governor Punjab. Commissioner explained the OPC functioning to Honorable Governor Punjab and threw light on the remarkable performance of OPC. Governor Punjab highly appreciated the out standing performance and vibrant role of OPC in resolving the issues of expatriates at their door steps



Group photo of Mohammed Afzaal Bhatti, Commissioner OPC with Rafique Rajwana, Governor Punjab and his Staff



A delegation headed by Mohammed Afzaal Bhatti, Commissioner OPC, held a meeting with Ayesha Ghaus Pasha, Provincial Finance Minister in connection with the finance related issues of Overseas Pakistanis. Commissioner briefed the minister about the working of OPC. Provincial Minister lauded the efforts of OPC in resolving the issues of Overseas Pakistanis



Mohammed Afzaal Bhatti, Commissioner OPC addressing a press conference after recovery of amount worth Rs. 1 million which was looted from a UK based Overseas Pakistani Salah-ud-Din



Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC, presenting Cheuqe of Rs. 1 Crore 27 Lacs to Ali Haider of Chicago, USA



Mohammed Afzaal Bhatti, Commissioner OPC inquiring after the health of Overseas Pakistani lady, injured in acid attack in Mayo Hospital



A training session of District Overseas Pakistanis Committees (DOPCs) Chairpersons held for capacity building. Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC, Mohammed Afzaal Bhatti, Commissioner and other OPC officials addressed the session. During his address, VC said that OPC has developed IT based web complaints portal for quick resolution of the issues and grievances of expatriates. Mohammed Afzaal Bhatti, Commissioner emphasized the participants to attain full understanding of this system. The Chairpersons belonging to all districts of Punjab attended the meeting



Mohammed Afzaal Bhatti, Commissioner OPC inaugurating the Floor Mill setup by an Overseas Pakistani



Mohammed Afzaal Bhatti, Commissioner OPC inaugurated a water filtration plant donated by a UK based Pakistani Mr. Shahid Farooq in Bangla Chowk Mamunkanjan, Tehsil Samundri. Two water filtration plants provided by Overseas Pakistanis with an estimated cost of Rs. 2 Million have been installed in Government High School Chak No. 550-GB and Bangla Chowk Mamunkanjan to provide clean drinking water to the residents of this area. Mohammed Afzaal Bhatti said on this occasion that installation of water filtration plants by Overseas Pakistanis in educational institutions and public places is a laudable service to the humanity



Group photo of Mohammed Afzaal Bhatti, Commissioner OPC
with a Delegation of Foreign Investors



A delegation headed by Mohammed Afzaal Bhatti, Commissioner OPC held a meeting with Chief Secretary Azad Jammu & Kashmir in connection with provision of training facilities for officers of AJK. Commissioner highlighted the remarkable success stories of OPC. Chief Secretary AJK appreciated the outstanding working of OPC in resolving issues of expatriates



In order to study the working / complaint web portal of OPC, Punjab, a high ranking delegation of Govt. of Azad Jammu & Kashmid (AJK) comprising Secretaries Industries, Labour and Mineral Resources, Director Industries and Commerce and other officers attended a training workshop at OPC office. Commissioner OPC, Director General OPC and representatives of Punjab Information Technology Board (PITB) comprehensively briefed the delegation about the functioning of OPC. Delegates appreciated that OPC has developed a speedy and transparent online system to redress the grievances of the Overseas Pakistanis



Mr. Shamail Ahmad Khawaja. Additional Chief Secretary Punjab presiding over the meeting of DOPCs through video link to settle the issues faced by Overseas Pakistanis



Mr. Shamail Ahmad Khawaja. Additional Chief Secretary Punjab presiding over the meeting of Overseas Pakistanis Commission



Capt. (R) Shaheen Khalid Butt, Vice Chairperson OPC and Mohammed Afzaal Bhatti, Commissioner presiding over a meeting of Rawalpindi Division in connection with solution of complaints of Overseas Pakistanis



A group photo of Mohammed Afzaal Bhatti, Commissioner and other officials after a meeting of DOPC Faisalabad Division



Group photo of Capt. (R) Shaheen Khalid Butt, VC OPC,
Mohammed Afzaal Bhatti, Commissioner
with members of DOPC Gujranwala



View of 24/7 Helpline Desk to register the complaints of Overseas Pakistanis



Group photo of interns of Punjab University department of Mass
Communication during Independence Day Ceremony organized by OPC

COMPOSITION OF DISTRICT OVERSEAS PAKISTANIS COMMITTEES (DOPCs) IN PUNJAB

Chairperson / Vice Chairperson & members of the DOPCs

(a)	Chairperson	An MPA and renowned Person/Overseas Pakistani from the district nominated by the Chief Minister, Punjab.
(b)	Vice Chairman / Convener	Deputy Commissioner
(c)	Member	District Police Officer
(d)	Secretary / Member	Additional Deputy Commissioner
(e)	Representative of the Concerned district departments	To be co-opted by the DOPC
(f)	Two Members	To be nominated by Commissioner, OPC

LIST OF CHAIRPERSONS OF DISTRICT OVERSEAS PAKISTANIS COMMITTEES (DOPCs)

Sr. No	Name of Chairpersons / Members	District	Contact #
1.	Chaudhery Sher Ali Khan	Attock	051-5166929 0300-8552220
2.	Mr. Ehsan Bajwa	Bahawalnagar	063-2000174 0307-7474174
3.	Qazi Adnan Freed	Bahawalpur	062-2272986 0300-8681747
4.	Mr. Amir Inayat Khan Shahani	Bhakkar	0453-514514 0333-4341716
5.	Sardar Zulfiqar Dhulla	Chakwal	054-3410213 0333-4338171
6.	Mr. Khurram Syal	Chiniot	0320-7600077
7.	Mr. Aleem Shah	Dear Ghazi Khan	064-2470430 0333-7395555
8.	Mr. M Azad Ali Tabassum	Faisalabad	0300-6649616
9.	Mr. Rauf Mugal	Gujranwala	055-3811333 0300-8740338
10.	Chaudhary Shabbir Ahmed	Gujrat	053-7589200 0341-4159776
11.	Chaudhary Asad Ullah	Hafizabad	0547-500808 0300-8465365
12.	Chaudhary Lal Hussain	Jhelum	0300-5810555
13.	Miss. Rashida Yaqoob	Jhang	042-35746428 0302-4444448
14.	Malik Ahmed Khan	Kasur	0300-4655170
15.	Rana Babar Hussain	Khanewal	0321-232222
16.	Malik Muhammad Arif Kallu	Khushba	042-35721363 0300-6072790
17.	Rana Mashood Ahmad Khan	Lahore	042-99213124 0300-8429560
18.	Mehr Ijaz Ahmad Achlana	Layyah	0300-6765265
19.	Mr. Zubair Bloch	Lodhran	0300-2265555
20.	Syed Tariq Yaqoob Rizvi	Mandi Baha Ud Din	0546-596031 0342-7744091
21.	Mr. Amanat Ullah Khan Shadi Khel	Mianwali	042-35862210 0300-8454651
22.	Barrister Ali Khokhar	Multan	051-2293166 0333-6135576
23.	Malik Ahmad Karim Qaswar Langrial	Muzaffarghar	0662-423889 0300-9732077
24.	Chaudhary Muhammad Shafi	Nankana Sahib	0333-2333255
25.	Mr. Waseem Butt	Narowal	0542-410740 0300-7769777
26.	Mian Muhammad Munir	Okara	0300-9690475

Sr. No	Name of Chairpersons / Members	District	Contact #
27.	Mr. Kashif Chishti	Pakpattan	0446-51777 0300-9447415
28.	Mr. Ejaz Shafi	Rahim Yar Khan	0300-8674290
29.	Sardar Atif Hussain Khan Mazzari	Rajanpur	0323-3333084
30.	Mr. Iftikhar Ahmad Warsi	Rawalpindi	051-5476266 0300-5386266
31.	Malik Nadeem Kamran	Sahiwal	040-4553233 0321-8691234
32.	Dr. Nadia Aziz	Sargodha	04783-724530 0341-4849717
33.	Mr. Ashraf Rasool	Sheikhupura	042-37963686 0321-8493721
34.	Mr. Tariq Subhani	Sialkot	052-4260154 0302-6187120
35.	Miss Nazia Raheel	Toba Tek Singh	0334-444579
36.	Mr. Shahzad Ahmed Dogar	Vehari	0300-6855555

ANNEXURES

(Annex-I)

THE PUNJAB OVERSEAS PAKISTANIS COMMISSION ACT 2014

(Act XX of 2014)

CONTENTS

SECTION	HEADING
1.	Short title, extent and commencement.
2.	Definitions.
3.	Commission.
4.	Functions of the Commission.
5.	Advisory Council.
6.	Commissioner.
7.	Functions of the Commissioner.
8.	Departmental focal persons.
9.	District Committees.
10.	Functions of the District Committees.
11.	Directions of the Government.
12.	Rules.
13.	Repeal.

THE PUNJAB OVERSEAS PAKISTANIS COMMISSION ACT 2014

(Act XX of 2014)

[10 November 2014]

An Act to establish the Punjab Overseas Pakistanis Commission. Whereas it is expedient to establish the Punjab Overseas Pakistanis Commission to receive and redress the grievances of overseas Pakistanis relating to Government Agencies; refer complaints and suggestions of overseas Pakistanis to the concerned offices, and to deal with ancillary matters;

It is enacted as follows:

1. Short title, extent and commencement.

(1) This Act may be cited as the Punjab Overseas Pakistanis Commission Act 2014.

(2) It extends to whole of the Punjab.

(3) It shall come into force with effect from 9 September 2014.

2. Definitions. In this Act:

(a) "Advisory Council" means the Advisory Council consisting of the Overseas Pakistanis residing in different countries;

(b) "Commission" means the Punjab Overseas Pakistanis Commission;

(c) "Commissioner" means the Overseas Pakistanis Commissioner;

(d) "District" means a district notified under the Punjab Land Revenue Act, 1967 (XVII of 1967);

(e) "District Committee" means a District Overseas Pakistanis Committee;

(f) "Government" means Government of the Punjab;

(g) "Government Agency" means a department, attached department or special institution of the Government, a local government, or a body corporate owned or controlled by the Government or a local government;

(h) "Ombudsman" means the Ombudsman appointed under section 3 of the Punjab Office of the Ombudsman Act 1997 (X of 1997);

(i) "Overseas Pakistani" means a person of Pakistani origin who is either permanently or temporarily settled outside Pakistan:

(i) For employment; or

(ii) For carrying on a business or vocation; or

(iii) For any other purpose with intention to stay outside Pakistan for an unspecified period;

(j) "Prescribed" means prescribed by the rules; and

(k) "Rules" means the rules made under the Act.

3. Commission. - (1) there shall be a Commission to be known as the Punjab overseas Pakistanis Commission.

[2] (2) The Commission shall consist of the Chief Minister Punjab who shall be its Chairperson and an Overseas Pakistani of noted repute and experience nominated by the Chief Minister as Vice Chairperson, and the following members:

(a)	not less than three and not more than six members of the Provincial Assembly of the Punjab including at least one woman member of the Assembly to be nominated by the Chief Minister preferably from those districts as have a large number of Overseas Pakistanis;	Member
(b)	not more than five members including not less than two women members, to be nominated by the Chief Minister for a term of three years, having experience in issues relating to Overseas Pakistanis;	Member
(c)	Chief Secretary of the Government:	Member
(d)	Senior Member, Board of Revenue of the Government;	Member
(e)	Chairman, Planning and Development Board of the Government;	Member
(f)	Secretary to the Government, Home Department;	Member
(g)	Provincial Police Officer, Punjab;	Member
(h)	Chairman, Punjab Board of Investment and Trade;	Member
(i)	Chairman, Punjab Information Technology Board;	Member
(j)	Advocate General Punjab;	Member
(k)	Prosecutor General Punjab; and	Member
(l)	Commissioner.	Member/Secretary

(3) [3] [Six] members including the Chairperson or Vice chairperson shall constitute the quorum for a meeting of the Commission but an ex-officio member may be represented in the meeting by an officer of the department or organization not being below the rank of an Additional Secretary.

(4) The Commission shall meet at such time and place and shall observe such procedure in regard to transaction of business at its meetings as may be prescribed and until so prescribed as may be directed by the Chairperson.

4. Functions of the Commission. - (1) Subject to the provisions of this Act and rules, the Commission may exercise such powers and perform such functions as may be necessary for carrying out purpose of the Act.

(2) The Commission shall:

(a) Review annual reports about the working of the Commissioner and give necessary directions;

(b) Review performance of the Commissioner and pass appropriate orders;

(c) Ensure smooth functioning of the office of Commissioner;
(d) Resolve matters relating to conflict, if any, between the Commissioner and a Government Agency;
(e) Develop criteria for constitution of Advisory Council before its constitution;
(f) Nominate members of the Advisory Council; and
(g) Nominate members of the District Overseas Pakistanis Committees.

5. Advisory Council. - (1) there shall be an Advisory Council consisting of Overseas Pakistanis residing in different countries.
(2) The Commission shall:
(a) Constitute an Advisory Council for one or more countries;
(b) Determine the number of members of an Advisory Council; and
(c) Nominate members of an Advisory Council.
(3) An Advisory Council shall make recommendations for the redressal of grievances of Overseas Pakistanis and shall forward their complaints and suggestions to the Commissioner.

6. Commissioner. - There shall be an Overseas Pakistanis Commissioner to be appointed by the Government on such terms and conditions as may be prescribed and, until so prescribed, as may be determined by the Government.

8. Functions of the Commissioner. - (1) The Commissioner shall:
(a) Transmit a complaint received from an Overseas Pakistani to a Government Agency for redressal;
(b) Make recommendations for policy changes, improvements in the system to the Government or Federal Government on the basis of feedback received from an Advisory Council or the overseas Pakistanis;
(c) be authorized to refer any complaint of an Overseas Pakistani to the Ombudsman for further necessary action in accordance with law;
(d) Recommend disciplinary action against public servants who do not send reply to the Commissioner within thirty days of the receipt of reference from the Commission;
(e) Recommend initiation fo anti-corruption proceedings against a public servant where, on the basis of preliminary findings, a prima facie case for criminal action under the relevant law is made out in relation to protection of rights of an Overseas Pakistani;
(f) Refer the proposals of Overseas Pakistanis relating to investment to the Punjab Board of Investment and Trade and ensure their early processing;
(g) Prepare an annual report about the performance of the Commissioner for consideration and appropriate action by the Commission;
(h) Hold consultative conventions or workshops involving Overseas Pakistanis;
(i) Deal with references received from an Advisory Council on priority basis; and
(j) Perform any other function ancillary to any of the above functions or as may be prescribed.
(2) If the Commissioner has referred any complaint under subsection (1) to a Government Agency, The Government Agency shall, within a period not exceeding thirty

days, send its response to the Commissioner.

8. Departmental focal persons. - All Government Departments shall appoint senior officers as focal persons to liaise with the office of Commissioner for monitoring and disposal of matters relating to Overseas Pakistanis.

9. District Committees. - (1) There shall be a District Overseas Pakistanis Committee in each district consisting of the Chairperson to be nominated by the Commission for a period of three years, the District Coordination Officer as Vice Chairperson and the following members:

(a) Two persons to be nominated by the Commission for a term of three ears; Members
(b) District Police Officer or head of District Police; and Member
(c) Addition District Collector. Secretary/Member

(2) A District Committee may co-opt any other officer of the Government posted in the district as a member of the Committee.

(3) Four members including Chairperson or Vice Chairperson shall constitute the quorum for a meeting of the Committee.

(4) The Committee shall meet at such time and place and shall observe such procedure in regard to transaction of business at its meetings as may be prescribed and until so prescribed as may be directed by the Commission.

10. Functions of the District Committees. - A District Committee shall:

(a) Review complaints of overseas Pakistanis pending with different officers in the district and expedite their disposal; and

(b) Send progress report and suggestions for improvement in the system to the Commissioner.

11. Directions of the Government. - The Government may, by general or special order, issue directions regarding day to day working of the Commissioner.

12. Rules. - The Government may, by notification in the official Gazette, make rules for carrying out the purposes of this Act.

13. Repeal. - The Punjab Overseas Pakistanis Commission Ordinance 2014 (X of 2014) is hereby repealed.

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[1] This Act was passed by the Punjab Assembly on 24 October 2014; assented to by the Governor of the Punjab on 08 November 2014; and, was published in the Punjab Gazette (Extraordinary), dated 10 November 2014, pages 1679-82.

[2] Substituted by the Punjab Overseas Pakistanis Commission (Amendment) Act 2015 (XXIII of 2015) for the following:

"(2) The Commission shall consist of the Chief Minister Punjab who shall be its Chairperson and an Overseas Pakistani of noted repute and experience nominated by the Chief Minister as Vice Chairperson, and the following members:

(a) Three members of the Provincial Assembly of the Punjab belonging to those districts having large number of Overseas Pakistanis to be nominated by the Chief Minister; Members
(b) two women having experience in issues related to Overseas Pakistanis to be nominated by the Government for a term of three years; Members
(c) Chief Secretary of the Government; Members
(d) Senior member, Board of Revenue, Punjab; Members
(e) Chairman Planning and Development Board; Members
(f) Secretary to the Government, Home Department; Members

(g)	Provincial Police Officer, Punjab;	Members
(h)	Chairman, Punjab Board of Investment & Trade;	Members
(i)	Chairman, Punjab Information Technology Board; and	Members
(j)	Commissioner.	Member/Secretary

[3] Substituted for the word "Five" by the Punjab Overseas Pakistanis Commission (Ammendment) Act 2015 (XXIII of 2015).

(Annex-II)

No. AD(Admn)/OPC/1-36/2015 /1764
CHIEF MINISTER'S OFFICE
OVERSEAS PAKISTANIS COMMISSION PUNJAB
01-Club Road,GOR-1, LAHORE
Phone:042-99205729,Fax#042-99202255
Dated Lahore,16th August, 2017

To

i) All Administrative Secretaries to Government of the Punjab.
ii) All Divisional Commissioners in Punjab.
iii) Capital City Police Officer (CCPO) Lahore
iv) All Regional Police Officers (RPOs) in Punjab.
v) All Deputy Commissioners in Punjab.
vi) All District Police Officers (DPOs) in Punjab.

Subject:- **DEALING OFFICERS IN THE COMPLAINT PORTAL OF PUNJAB OPC.**

In continuation of this office earlier letter No. even dated 06-02-2017, the following Dealing Officers have been nominated by OPC to follow-up the complaints of Overseas Pakistanis referred to District Overseas Pakistanis Committees, Provincial Government Department/Agencies and Federal Government Ministries, Divisions & Organizations:-

Sr. No.	DEALING OFFICERS	DIVISIONS/DEPARTMENTS/ SUBJECT OF COMPLAINT
i.	**Agha Muhammad Yousuf,** Additional DG (Police). 0321-9406122, 042-99205728 dp@opc.punjba.gov.pk	Police Matters.
ii.	**Mr. Asad Naeem,** Director (Admn) 0307-5555014, 042-99202299 Asadnaeem1971@hotmail.com	All Administrative Departments except BOR and Cooperatives Department.
iii.	**Mr. Ishrat Ullah Khan Niazi,** Director (Revenue) 0300-8647922, 042-99202299 dr@opc.punjab.gov.pk	Gujranwala, Sargodha & Multan Divisions and BOR, Punjab.
iv.	**Raja Muhammad Zubair,** Director (Legal) 03004477133 042-99202299, 99205726 dl@opc.punjab.gov.pk	Writ Petitions, ACE, Punjab, Formanites Housing Scheme & cases relating to Federal Ombudsman, NAB, FIA, NADRA, OPF, and other Federal Government Ministries/ Agencies.
v.	**Mr. Wahid Arjumand Zia,** Deputy Director (Revenue) 0300-4583070, 042-99202299 ddr@opc.punjab.gov.pk	Lahore District & Cooperatives Department, Private Housing Schemes like Eden Housing/Bahria, etc.
vi.	**Mr. Rizwan Nazir** Deputy Director (Admn) 0300-8405358, 042-99202299 dda@opc.punjab.gov.pk	Bahawalpur and D.G. Khan Divisions, Kasur, Sheikhupura & Nankana Sahib Districts and LDA Housing Schemes.
vii.	**Mr. Aqeel ur Rehman,** Deputy Director (Prosecution/PSO to Vice Chairperson OPC. 0315-4060106, 042-99202299 ddp@opc.punjab.gov.pk	Rawalpindi, Faisalabad & Sahiwal Divisions
viii.	**Mr. Nadeem Aamir,** Deputy Director (Legal) 0321-4168786, 042-99202299 ddl@opc.punjab.gov.pk	Civil Court Matters pending in various courts of Punjab.

2. You are requested to liaise with the concerned Dealing Officers for final disposal/conclusion of complaints of Overseas Pakistanis. You are further requested to get complaint figures reconciled with the Dealing Officers OPC on regular basis.

(Syed Javed Iqbal Bokhari)
DIRECTOR GENERAL
16.8.2017

CC:-

1. Secretary to Federal Ombudsman, Islamabad.
2. PSO to Chairman NAB, Islamabad.
3. PSO to Chairman NADRA, Islamabad.
4. PS to Director General, FIA, Islamabad.
5. PS to Director General, Anti-Corruption Establishment, Punjab, Lahore.
6. PS to Director General, LDA, Lahore.
7. PSO to Vice Chairperson, OPC.
8. PSO to Commissioner, OPC
9. All Directors, OPC.
10. All Deputy Director, OPC.

(Annex-III)

GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMINISTRATION DEPARTMENT
(WELFARE WING)

Dated, Lahore the 28th March, 2014

NOTIFICATION

NO.SOW-II(S&GAD)2-1/2014. Competent Authority has been pleased to approve, establishment of the office of Overseas Pakistanis Commissioner, Punjab, under the Functional Unit "Secretariat Miscellaneous" of S&GAD with the following functions:

(i) Redressal of Complaints
(ii) Facilitation of Overseas Pakistanis
(iii) Coordination with the office of the Overseas Pakistanis Foundation
(iv) Coordination with concerned department/offices for complaint redressal of Overseas Pakistanis
(v) Making of recommendation for policy changes / Improvements to Federal Government as well as Provincial Government on the basis of feedback /recommendations from Overseas Pakistanis
(vi) Informal exchange of views with Overseas Pakistanis by holding annual gatherings
(vii) Referral of complaints to Ombudsman, Punjab, for investigation on behalf of Government
(viii) Liaison with focal persons of the respective departments.
(ix) Liaison with District Committees for Overseas Pakistanis having following composition/functions:

(1)	District Coordination Officer	Convener
(2)	District Police Officer	Member
(3)	Additional District Officer	Member / Secretary
(4)	Representatives of the concerned departments to be co-opted by the Committee.	

Functions:

(i) The District Committee will review complaints pending with different officers in the district and expedite disposal.

(ii) It may also send progress report and suggestions for improvement in the system to the Overseas Pakistanis Commissioner, Punjab.

BY ORDER OF THE GOVERNOR PUNJAB

CHIEF SECRETARY
PUNJAB

NO. & DATE EVEN: -

A copy is forwarded for information and necessary action to the: -

1. Special Secretary to Chief Minister Punjab.
2. All Administrative Secretaries of the Punjab.
3. All Commissioners of the Punjab.
4. All District Coordination Officers, Punjab.
5. PS to Chief Secretary Punjab.
6. PS to Additional Chief Secretary Punjab.
7. Section Officer (Accounts), S&GAD.
8. PA to Additional Secretary (Admn.), S&GAD.
9. PA to Additional Secretary (Welfare), S&GAD.
10. Office orders file.

SECTION OFFICER (WELFARE-II)

ABBREVIATIONS

ACE:	Anti-Corruption Establishment
ARA:	Auqaf and Religious Affairs
BOR:	Board of Revenue
BOI:	Board of Investment
C&W:	Communication and Works
DOPCs:	District Overseas Pakistanis Committees
E&T:	Excise and Taxation
FIA:	Federal Investigation Agency
HUD&PHE:	Housing Urban Development and Public Health Engineering
IC&I:	Industries, Commerce and Investment
LDA:	Lahore Development Authority
L&DD:	Livestock and Dairy Development
LG&CD:	Local Government and Community Development
L&HR:	Labour and Human Resource
NAB:	National Accountability Bureau
NADRA:	National Database and Registration Authority
NICOP:	National Identity Card Overseas Pakistani
OPC:	Overseas Pakistanis Commission
OPF:	Overseas Pakistanis Foundation
PITB:	Punjab Information Technology Board
P&SHC:	Primary and Secondary Healthcare Department
SHC&ME:	Specialized Healthcare & Medical Education
SW&BM:	Social Welfare and Bait ul Maal