GOVERNMENT OF THE PUNJAB

OPC

OVERSEAS PAKISTANIS COMMISSION

PUNJAB OVERSEAS PAKISTANIS COMMISSION

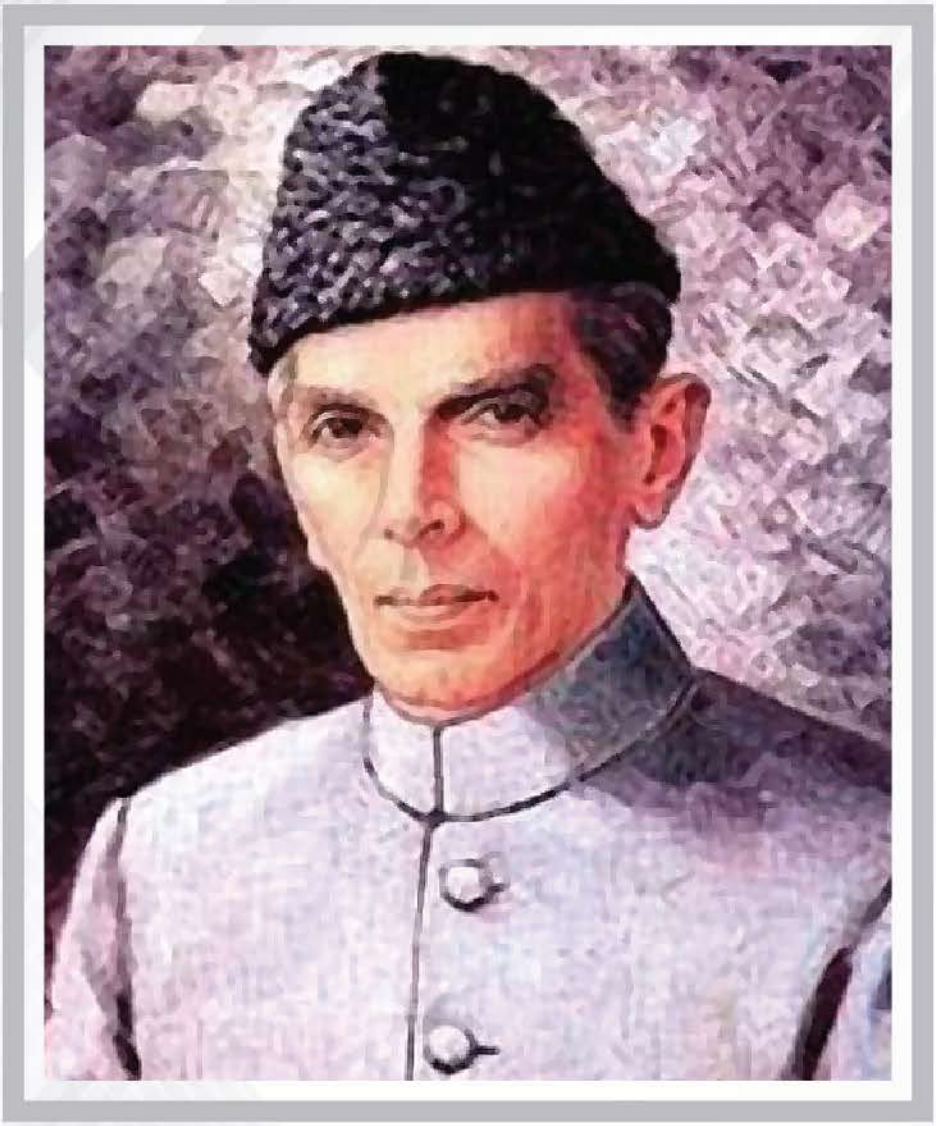
ANNUAL REPORT 2019-20



Government of the Punjab



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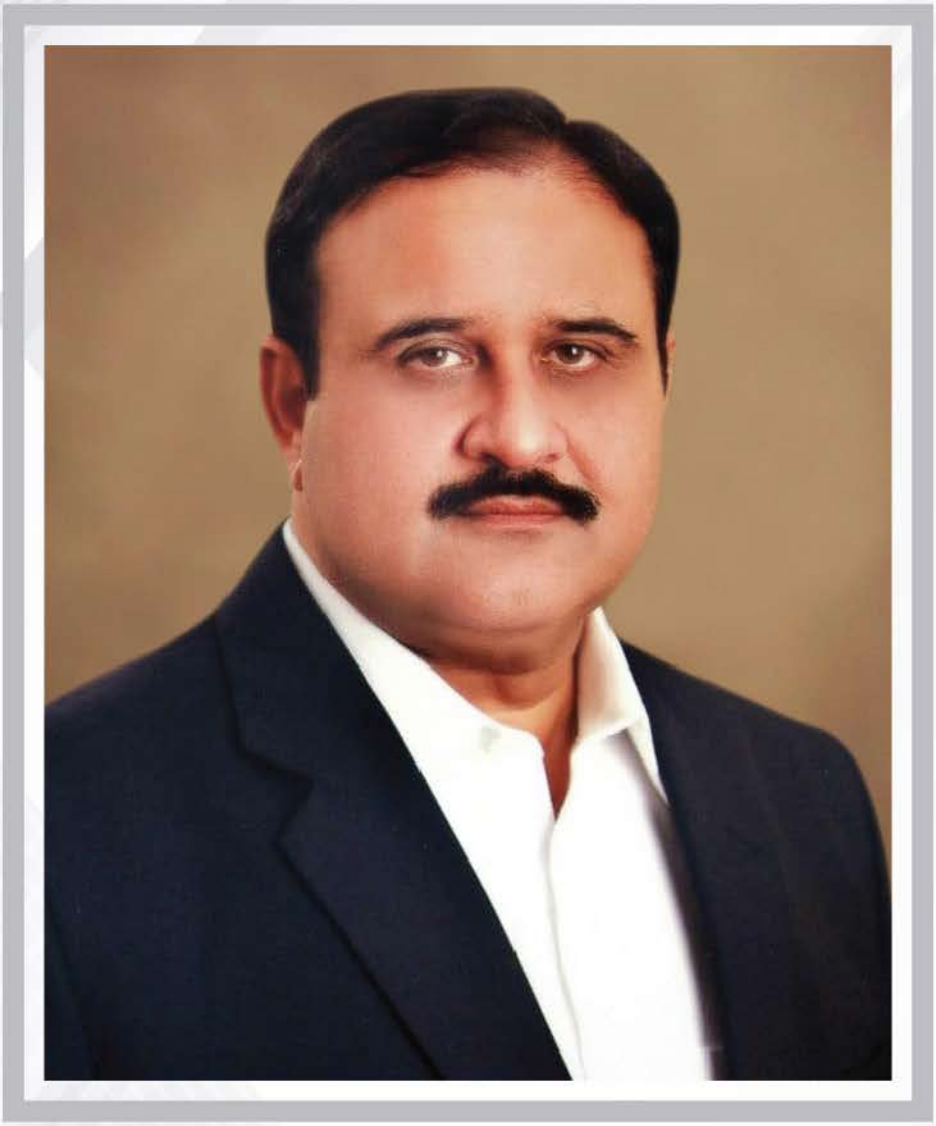


QUAID-E-AZAM MUHAMMAD ALI JINNAH

Father of the Nation



IMRAN KHAN
Prime Minister of Pakistan



SARDAR USMAN AHMED KHAN BUZDAR

Chief Minister Punjab / Chairperson OPC

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PUNJAB OVERSEAS PAKISTANIS COMMISSION
OPC

PUNJAB OVERSEAS PAKISTANIS COMMISSION

ANNUAL REPORT
2019-20

PREFACE

Under Section 7 (g) of the Punjab Overseas Pakistanis Commission, Act-2014; preparation and submission of an annual performance report before the Commission for consideration, guidance and appropriate action is a mandatory requirement.

The annual reports including the present one are meant to give an overview of the achievements and activities of the Commissioner's office within the given mandate and resources, both human and financial, with particular reference to the expeditious redressal of the grievances of the Overseas Pakistanis.

The report commences with an overall introduction, importance and the contributions of the Overseas Pakistanis living across the globe. It provides details of the most modern mechanism put in place by Overseas Pakistanis Commission to register the complaints online. It also explains about all-time tracking and access to updated progress on the complaints. Web Portal, 24/7 UAN and electronic mailing systems etc; are the few among many significant and salient services being offered and mantained by the office of Commissioner OPC.

The report covers the complete statistical data of the number and nature of complaints, their redressal rate, pendency coupled with all other allied information and descriptive details, where required.

At the end, it gives pictorial view of the whole year activities in "Picture Gallery", coupled with the changes brought about to improve the working and the office outlook etc.

Last but not the least, the report entails the stories of the Happy Clients (Overseas Pakistanis) whose complaints have been resolved to their satisfaction. It is a matter of pleasure that number of such happy clients is in thousands.

OPC AT A GLANCE

The Punjab Overseas Pakistanis Commission was constituted through an Act of Provincial Assembly of Punjab in 2014 and started working from January, 2015. The office of the Commission was established in GOR-I, Mall Road, Lahore under the umbrella of Chief Minister's Secretariat. The Commission is comprised of the Chief Minister as Chairperson, a Vice Chairperson and 21 members. The Chairperson is assisted by the Vice Chairperson who is an Overseas Pakistani of an international repute. Chief Secretary, Provincial Police Officer, Senior Member Board of Revenue, Chairman P&D Board, Chairman PBIT, Chairman PITB, Advocate General, Prosecutor General and Commissioner Overseas Pakistanis Commission are ex-officio members of the Commission. OPC is led by the Commissioner, Overseas Pakistanis Commission. Both Waseem Akhtar as Vice Chairperson and Passand Khan Buledi as Commissioner are very dynamic, devoted and competent individuals who take extra pains for Pakistani diaspora, living abroad. Besides all remarkable achievements of the Commission, the unshakable commitment and untiring efforts of both gentlemen are extremely commendable. Since its creation in 2014, OPC received 18,775 complaints from all over the world. The Commission exhibited extraordinary performance in resolution of these complaints, especially during the last one and a half year. It is heartening to note that around 61% complaints have been resolved/disposed of so far.

Punjab Overseas Pakistanis Commission is linked online with all provincial government departments, field offices of Commissioners, Deputy Commissioners, Capital City Police Officer and District Police Officers. In all 36 districts of Punjab, District Overseas Pakistanis Committees (DOPCs) are operational and working to safeguard the rights of Overseas Pakistanis. DOPCs are being headed by respectable public representatives/renowned individuals of the district whereas all Deputy Commissioners are acting as Vice Chairpersons of these DOPCs. It is worth-mentioning that special arrangements have been made by the Hon'ble Lahore High Court for expeditious disposal of the cases of Overseas Pakistanis, pending in different courts in the province. In this regard an Overseas Pakistanis Cell has been established in the Lahore High Court which is regularly monitoring the pending cases of overseas Pakistanis. In recent months, a similar cell has also been established in Board of Revenue.

All pending cases have been put on fast-track and being decided without unnecessary delays. In order to strengthen Punjab Overseas Pakistanis Commission and to make it more effective, a new draft OPC Act, 2020 has been prepared and the same is in process. It is likely to be enacted soon. After promulgation of this new OPC Act, 2020, the problems and grievances of Overseas Pakistanis will be redressed more effectively and speedily, saving time, energy and money of Overseas Pakistanis.

MISSION STATEMENT

Facilitating the Overseas Pakistanis in getting their grievances resolved expeditiiously and conveniently through "One Window Operation" of POPC (Punjab Overseas Pakistanis Commission)

MESSAGES



MESSAGE

It gives me immense pleasure to know that Punjab Overseas Pakistanis Commission (POPC) is publishing its annual report for the year 2019-20.

Having spent a considerable time in UK as an expatriate, I am fully aware of the problems faced by the Overseas Pakistanis. Upon assuming the public office in Pakistan, I nudged the then government to set up a dedicated, state-of-the-art institutional mechanism to redress the grievances of Overseas Pakistanis. It is without a doubt that Punjab Overseas Pakistani Commission has served the cause well over the years. This is the minimum that a government can do for a segment of the population that contributes so significantly to the national development and prosperity. The foreign remittances sent by the expatriates have shored up our economy at a time of economic turmoil. It is unfortunate that no government in the past took full ownership of Overseas Pakistanis and did not give them the much needed confidence and space to contribute their bit. The present government has engaged them like never before.

I am quite sanguine that the Punjab Overseas Pakistanis Commission will continue this noble cause of resolving the issues being faced by the Overseas Pakistanis through untiring hard work, devotion and commitment of all concerned. I would like to congratulate the Commissioner, Punjab Overseas Pakistanis Commission and his team on their keen interest for the noble cause.

Mohammad Sarwar
Governor Punjab

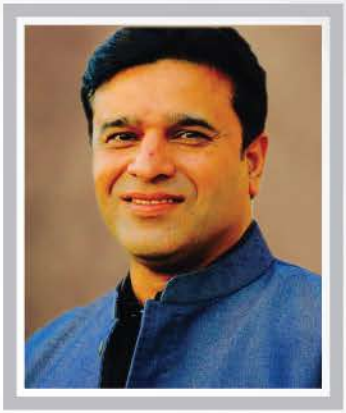


MESSAGE

I am glad to learn that Overseas Pakistanis Commission (OPC) Punjab is going to Publish its Annual Report for the year 2019-20. The Report is a useful document, giving an overview of OPC's performance over the year. It is in line with the government's policy of ensuring maximum transparency by providing important information to the stakeholders. The PTI government under the leadership of Prime Minister, Imran Khan considers Overseas Pakistanis as important stakeholders whose contributions to national development have not been acknowledged appropriately. The Prime Minister encourages facilitating the expatriate community and has appointed a Special Assistant for this purpose. OPC is working hard for the accomplishment of the Prime Minister's Vision. The expatriate community is the ambassador of the country abroad. I think it is the responsibility of the Government of the day to make sure that our Overseas brothers and sisters are facilitated in the best possible manner. We have already streamlined the working of OPC and welcome suggestions to further improve it. It has been turned into a one window institutional arrangement. Every expatriate can have direct access and trace the progress of his/her case through its electronic web portal. This is a significant technological intervention. The re-enactment of the OPC Act 2014, is in process which would help redress the grievances of the Overseas Pakistanis more effectively and expeditiously. OPC must work with dedication and commitment to resolve the problems of Overseas Pakistanis.

I wish OPC good luck!

Sardar Usman Ahmed Khan Buzdar
Chief Minister Punjab/Chairperson OPC



MESSAGE

The annual report for the year 2019-20 outlines the work done by Overseas Pakistanis Commission Punjab. The report is important because it documents the performance of the Commission under the PTI's government. I must say that what we achieved over the year is significant, but what remains to be achieved during the upcoming years is extensive. Prime Minister Imran Khan is the only leader of Pakistan who fervently spoke of the rights of the expatriates and their inclusion in the national affairs. The kind of empowerment that our Overseas brothers and sisters have felt after the PTI government came into power, is a sign of confidence in the leadership of the Prime Minister. Therefore, for us at OPC, it is not just the fulfillment of the official obligations but a mission to serve the people who continue to sacrifice so much for their motherland. By protecting their interests back at home, this is the least we can do for them, not as a matter of privilege but as a right and a token of gratitude for their incredible contributions to the country. Every member of OPC is imbued with a sense of purpose. I am happy that we have an amazing team of top performers under the leadership of the Chief Minister, Punjab that will leave no stone unturned to make OPC pride of Punjab. Moreover, I being the representative of Overseas Pakistanis am and will remain available to them 24/7. I will ensure to safeguard their rights during my incumbency.

I wish all of them the best of luck!

Ch. Waseem Akhtar
Vice Chairperson, OPC



MESSAGE

The annual report by the Commissioner, OPC is mandatory under section 7 (g) of the Punjab, OPC Act-2014. The aim is to keep the Commission and all other stakeholders informed and updated as to the performance, achievements and problems of the OPC, share views, discuss ideas and most importantly to seek the guidance of the Commission to further improve upon the service delivery and speedy redressal of the complaints of Overseas Pakistanis.

Earlier when there was no OPC; Overseas Pakistanis used to run from pillar to post in order to get their issues resolved thereby wasting lot of precious time, money and energy. Now, OPC through "one window operation" i.e online portal, help-line and help-desk is endeavoring its best to redress the genuine complaints of Overseas Pakistanis on fast-track basis. It has succeeded in it to a greater extent. The Commission is also working on to design a "preventive approach" strategy instead of curative one so as to ensure that such problems are not even created or cropped up in future.

After assuming the charge as Commissioner OPC on 8th January, 2020; quick redressal of the genuine grievances of Overseas Pakistanis, to their satisfaction, has always been my priority and for the purpose I have maintained close and continuous liaison/communication with Overseas Pakistanis around the world. Recently, dedicated Overseas NADRA Facilitation Counter has also been established for the convenience of Overseas Pakistanis at OPC premises. Further, I personally feel and believe that approval of the "Re-enactment of the OPC Act,2014" on 09-07-2020 by the "Standing Committee of the Cabinet on Legislative Business" will also go a long way to help quick redressal of the complaints through an empowered OPC. The annual report, in hand, is the outcome of the concerted efforts of the entire OPC team for which they all deserve my best appreciation!

Perfection is the virtue of Allah only; human endeavours can never be free of flaws; therefore, all suggestions for future improvements shall be thankfully welcomed. May Allah help and guide us all to serve above-self (Ameen).

Passand Khan Buledi
Commissioner OPC


Our Team

Name	Designation	Contact No.
Sardar Usman Ahmed Khan Buzdar	Chairperson	042-99203226-7
Ch. Waseem Akhtar	Vice Chairperson	0315-4025500
Mr.Passand Khan Buledi	Commissioner	0333-2034488
Ms. Naila Baqir	Director General	0313-8597006
Mr.Muhammad Shoaib Khurram	Director (Police Matters)	0300-5552236
Mr. Tayyab Farid	Director (Admn)	0308-4656644
Mr. Zahid Iqbal Awan	Director (Revenue)	0333-4845198
Raja Muhammad Zubair	Director (Legal)	0300-4477133
Mr. Ghulam Mustafa	Deputy Director (Admn)	0300-9460973
Mr. Faisal Atta	Deputy Director (Revenue)	0331-8400289
Ms. Wajeeha Ahmad	Deputy Director (Information)	0332-4840648
Mr. Kamran Iqbal	Assistant Director (Admn)	0300-4314346
Ms. Iram Shahzadi	Assistant Director (HR)	0321-9990898
Mr. Farhan Ramzan	Assistant Director (IT Software)	0333-5946757
Mr. Ahmad Nauman	Assistant Director (IT Hardware)	0332-7009779
Mr. Abuzar Sabir	Assistant Director (Customer Services)	0301-8616565
Mr. Anzar Mehman	Protocol Officer	0333-4186971
Mr. Waheed Ahmad	Personal Staff Officer	0300-8442496
Vacant	Deputy Director (Prosecution)	–
Vacant	Deputy Director (Legal)	–
Vacant	Deputy Director (IT)	–
Vacant	Deputy Director (Police Matters)	–
Vacant	Assistant Director (Complaints)	–
Vacant	Assistant Director (Documentation)	–
Vacant	Assistant Director (B&F)	–

PUNJAB OVERSEAS PAKISTANIS COMMISSION (POPC)

The Commission consists of the Chief Minister Punjab who is 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 Provicial Assambly of the Punjab including at least one woman member of the Assambly to be nominated by the Chief Minister preferably from those districts as have a large no 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;	**Members**
(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)	Additional Chief Secretary (Home), Punjab;	**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;	**Member**
(l)	Commissioner;	**Member/Secretary**

District Overseas Pakistanis Committees

Section 9 & 10 of Punjab OPC Act, 2014 deal with the composition of District Overseas Pakistanis Committees (DOPCs) and their scope respectively.

A DOPC, in each district consists of the Chairperson, nominated by the Commission for a period of three years, the Deputy Commissioner as Vice Chairperson and the following members:

a.	Two persons to be nominated by the Commission	**Members**
b.	District Police Officer or the Head of District Office	**Members**
c.	Additional District Collector	**Secretary/Member**

A District Committee may co-opt any other officer of the government posted in the district as a member of the Committee.

Four members including chairperson or vice chairperson shall constitute the quorum for meeting of the committee.

The Committee meets periodically and observes such procedure with regard to transaction of business as may be directed by the Commission.

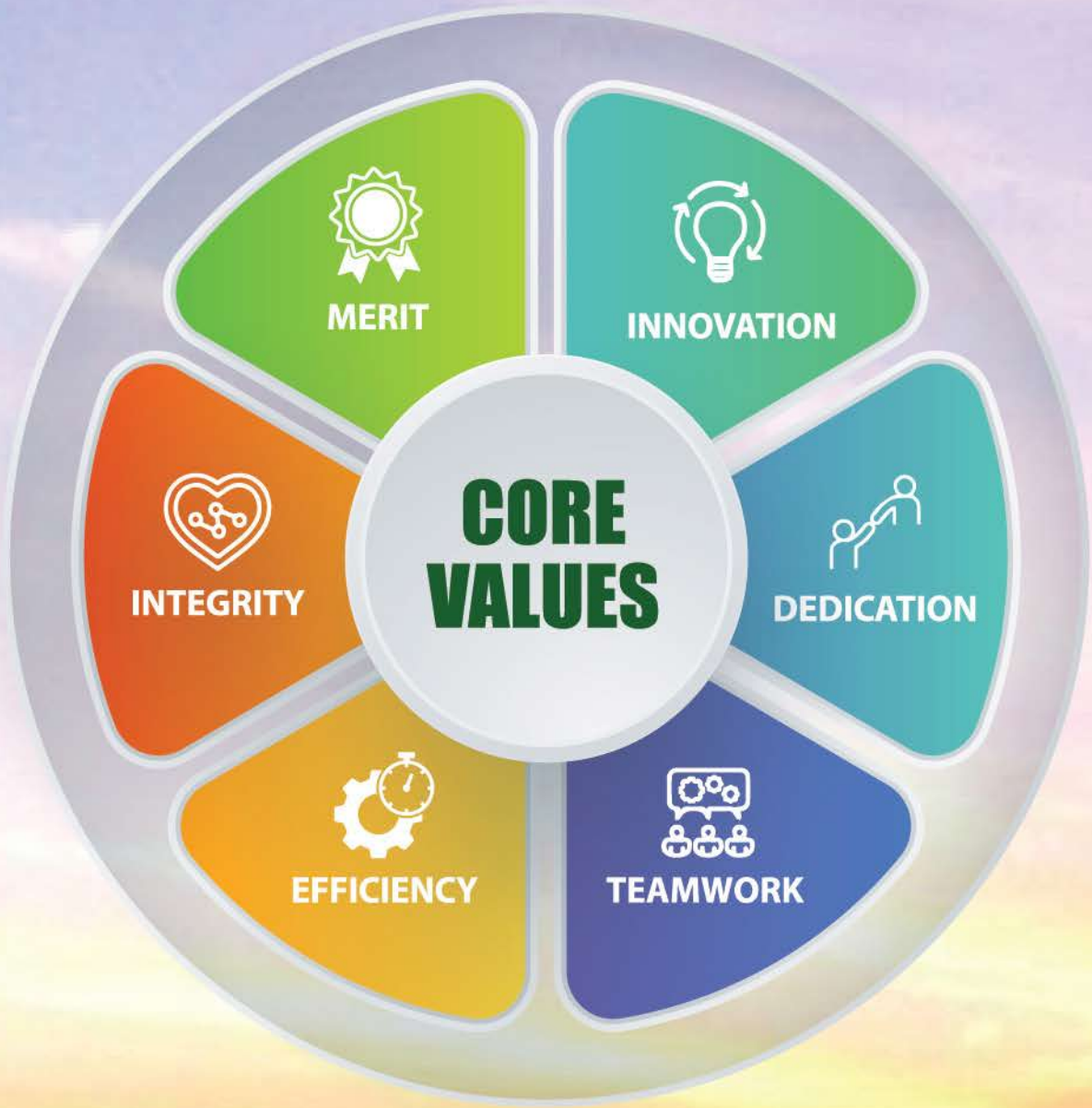
Function of the District Committee:

a. Review complaints of Overseas Pakistanis pending with different offices in the district and expedite their disposal.

b. Send progress reports and suggestions for improvement in the system to the Commissioner.

ORGANOGRAM


Chairperson
Vice Chairperson
Commissioner
Director General
Director Police Matters
DD Police Matters
Director Admin
Deputy Director Admin
Deputy Director Information
Deputy Director IT
AD Admin
Protocol Officer
AD HR
AD Complaint
AD Software
AD Hardware
AD/MGR Customer Services
AD Documentation
Director Revenue
DD Revenue
Director Legal
DD Prosecution
DD Legal


CORE VALUES
MERIT
INNOVATION
DEDICATION
TEAMWORK
EFFICIENCY
INTEGRITY

WINGS OF OPC

ADMINISTRATION WING

This Wing is headed by Director (Administration) and is the pivot of the OPC. Its main responsibilities include coordination within and outside OPC, looking after overall administrative matters, HR mangement, financial management and budgetary matters, upkeep of the OPC premises, provision of logistic and IT support, media coverage etc. Besides, its officers also deal with complaints of Overseas Pakistanis, as "Dealing Officers".

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

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

IT Section. It is headed by Deputy Director (IT). OPC complaint system is completely online. DD(IT) is responsible for maintaining the IT hardware and software systems / applications in coordination with PITB. There are two Assistant Directors for Hardware and software related responsibilities.

Help-Desk at OPC. In order to attend the walk-in complainants, a state of the art reception centre 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 OPC, after observing codal / procedural formalities as per SOPs.

Admn. Section. It is headed by Assistant Director (Admn) who is DDO of OPC as well. This office is responsible for upkeep of OPC premises, Transport Pool and coordination within and outside OPC for meetings and allied activities.

B&F Section. It is headed by Assistant Director (B&F). He is responsible for budgeting and accounts of OPC. He is responsible for conducting internal audits of the accounts along with facilitating the annual audit of the organization.

HR Section. It is managed by an Assistant Director (HR). HR Section is responsible for overall personnel management of 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 Director General down to Assistant Director level, majority of the officers are posted in the OPC through transfer from different cadres / services as per service rules of the OPC. Few posts of the OPC are meant for initial recruitment through PPSC like Assistant Directors IT Software & Hardware, Protocol & Assistant Protocol Officer, Manager & Assistant Manager Customer Services, Assistants, Personal Assistants, Stenographers, Junior Clerks, etc. Posts in BS-10 and below are being recruited through Departmental Selection Committee. First phase of recruitment of Naib Qasids and Drivers of OPC was completed in October 2016. Second phase of recruitment at departmental level is under process.



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, dealing 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 being abroad. Land mafia and their relatives often take undue advantage of this factor. Most of the family disputes erupt due to joint holding 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, who often join hands with revenue field staff. Since Overseas Pakistanis are neither able to look after their property physically nor updated about revenue record, they get entangled in complex revenue issues. They face frivolous litigation which causes heavy loss of time and money besides mental trauma. Revenue Wing of OPC coordinates with the concerned revenue field staff in the province to resolve these 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, respond to their queries, update them regarding the progress made in the matter. The dealing officers, besides communicating with the district authorities, keep the senior officers abreast of the progress on these complaints and assist them with their expert opinion in the light of facts of the case and prevalent laws.

Liaison with Board of Revenue:

Board of Revenue (BoR) is the admistrative department for revenue field formation 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. Recently a cell has also been established in BOR to further expedite the disposal of Overseas Pakistanis complaints.

Liaison with District Authorities:

The officers of the Revenue wing correspond with the district revenue authorities through portal access system. On the other hand, the complainant is kept updated on the portal through user feedback system.

POLICE WING

Police is the second most important government agency when it comes to OPC complaints. Provicial Police Officer is a member of Overseas Pakistanis Commission. A senior officer (BS-19) of Police Service of Pakistan has been appointed as Director (Police Matters) at OPC to handle the issues pertaining to Punjab Police. Director (Police Matters) with the help of Deputy Director (Police Matters) and allied staff welcome the complainants and try their best to get their grievances resolved.

OPC Desks have been established in the offices of CCPO, RPO, CPO and District Police offices all over Punjab. Every complaint received on OPC portal and marked to Director (Police Matters) by competent authority is immediately processed and written directions are issued to the concerned DPO/OPC Desk for quick and necessary legal action. In the year of 2019-20 this wing received 1,057 complaints relating to police in the provice. These complaints were immediately dispatched to the concerned authorities/ DPOs for disposal on merit and provision of justice to the complainants.

District Police Officer (DPO) in every district is an important member of DOPC. These committees are working hard to get the issues of Overseas Pakistanis resolved. District police under the leadership of respective DPO is contributing positively in sorting out the grievances of the Overseas Pakistanis. Focal persons in every regional/district police office have been appointed to attend and guide the complainants for quick disposal of their issues related to police.

LEGAL WING

The Legal Wing is headed by Director (Legal) who is a seasoned officer from Law Department and has served as Senior District Attorney at Provincial Service Tribunal, Punjab. Director (Legal) is assisted by Deputy Director (Legal) and Deputy Director (Prosecution). This wing gives advices 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 the Commission.

In addition to legal work, the Director (Legal) is also looking after the complaints as a "Dealing Officer". He keeps liaison as Focal Person with federal agencies like NAB, FIA, NADRA, WAPDA, Sui Gas, Federal Ombudsman and follows up complaints with these agencies for an ealry resolution.

Dirctor (Legal) also keeps a close contact and coodination with the cell, established in the Lahore Hight Court to ensure speedy justice to the Overseas Pakistanis.



DEALING OFFICERS

Section 6 & Section 7 of Punjab OPC Act, 2014 deal with the Commissioner and the functions of the Commissioner respectively. To follow-up complaints referred to districts and departments and to keep liaison with the focal persons of the concerned districts / departments till the complaint is finally resolved / disposed of, feedback to the Overseas Pakistanis etc; various officers of OPC, ranked from Assistant Director to Directors have been declared as "Dealing Officers." Each Dealing Officer is assigned at least one administrative division.

FUNCTIONS:

Main functions of dealing officers are as follows:-

Dealing officers communicate with the complainant either through web portal or on telephone, keep them updated, seek their comments and ask for support documents if found deficient.

Dealing officers discuss every individual case with the senior officers of OPC to determine further course of action, in the light of facts, evidence, field reports and prevalent laws.

Board of Revenue has fixed specific timelines to decide the matter pending in the revenue courts. Dealing Officers keep liaision with these offices/officers so that the matter is decided on merit within prescribed timelines.

Dealing officers, before recomending the complaint to be tagged as Resolved / Closed or Court Matter, mostly call the complainant on telephone and register the conversation on the portal before discussing with Commissioner / Director General OPC for decision. This unique feature of complainant feedback ensures transparency.

COMPLAINT REDRESSAL MECHANISM

1. Overseas Pakistanis can lodge their complaints to OPC through any one of three modes:
i. OPC complaint portal (http//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 it is scrutinized whether;
a) The complainant is an Overseas Pakistani as defined in Punjab Overseas Pakistanis Commission Act, 2014 or otherwise to make sure that only lawful complaints by genuine Overseas Pakistanis are coming up and entertained.
b) Complainant has provided/attached all the relevant documents/information necessary for complaint processing.

3. If any of these two requirements is not met, complaint is marked as "Acknowledged "and Overseas Pakistani / complainant is asked to provide the missing details through telephone, email and User Feedback Box of OPC complaint portal. The complaint remains pending untill the complainant provides the required details. A complaint complete in all respects is marked as "Accepted" and processed accordingly.

4. Depending on the issue involved and subject to completion of all formalities, a complaint received in the Commission is either referred to a government department or District Overseas Pakistanis Committee (DOPC). The complaint is reffered to concerned offices either by the commissioner or DG-OPC.

5. Within OPC, the complaint is assigned to a "Dealing Officer" who is responsible for tracking the progress of complaint and coordinates between complainant and the concerned DOPC/Department/Agency.

6. The District Overseas Pakistanis Committee or the department processes the complaint and endeavors to resolve the same on priority basis.

7. An interim/final report is furnished to OPC web portal via reffered back mechanism. The complainant is simultaneously kept posted. As the process on a particular complaint is completed, the complainant is informed about the outcome.

8. 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"

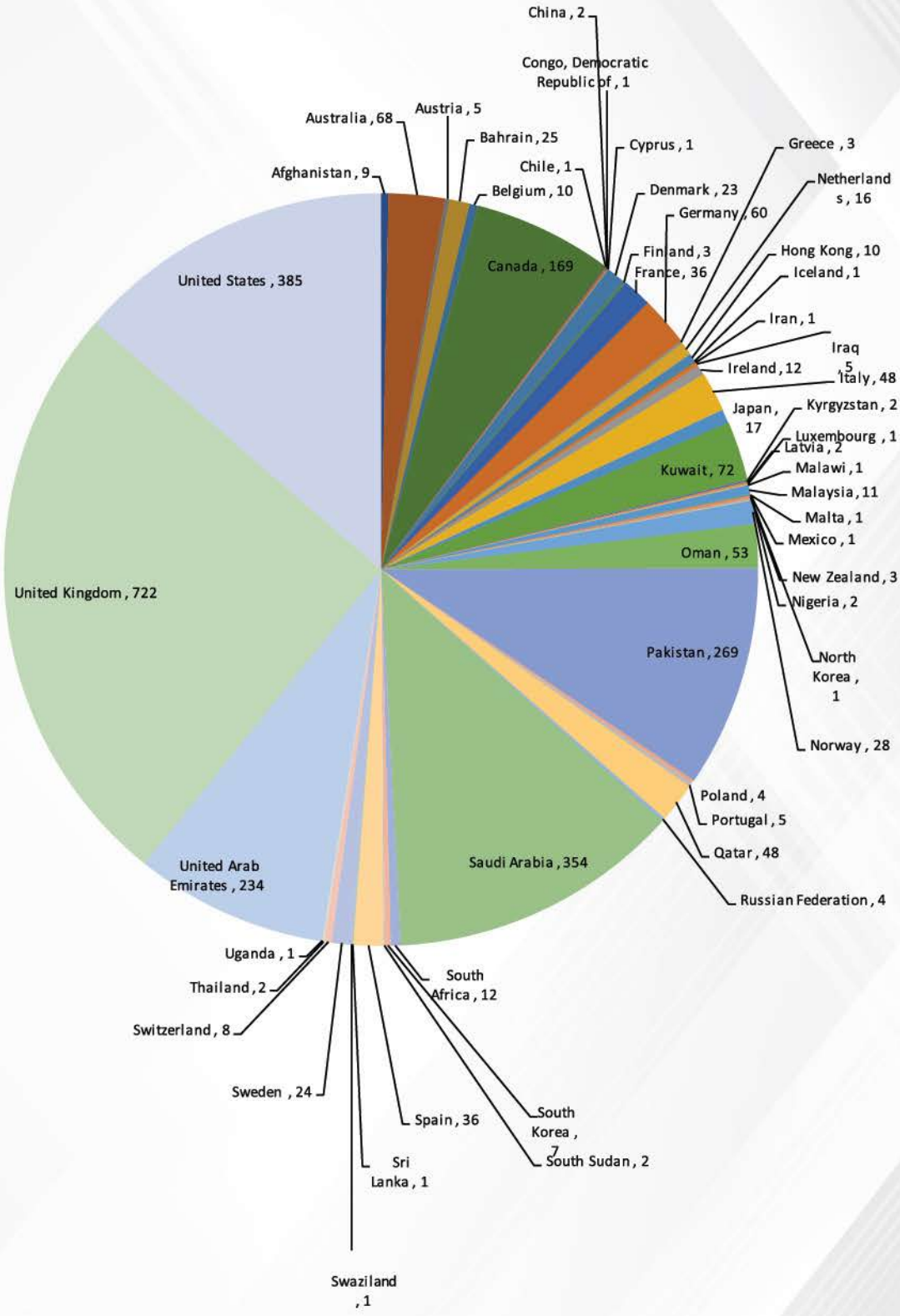
9. Performance of DOPC/Department is reviewed constantly and reminders are issued if complaint is not resolved in stipulated time.

10. If OPC or complainant feels that District Committee or Department has not done enough and complaint is not redressed, it is referred to DOPC/Department once again for further scrutiny, probe and redressal.

STATUS OF THE COMPLAINTS AS ON 30.06.2020



Country-Wise Complaints

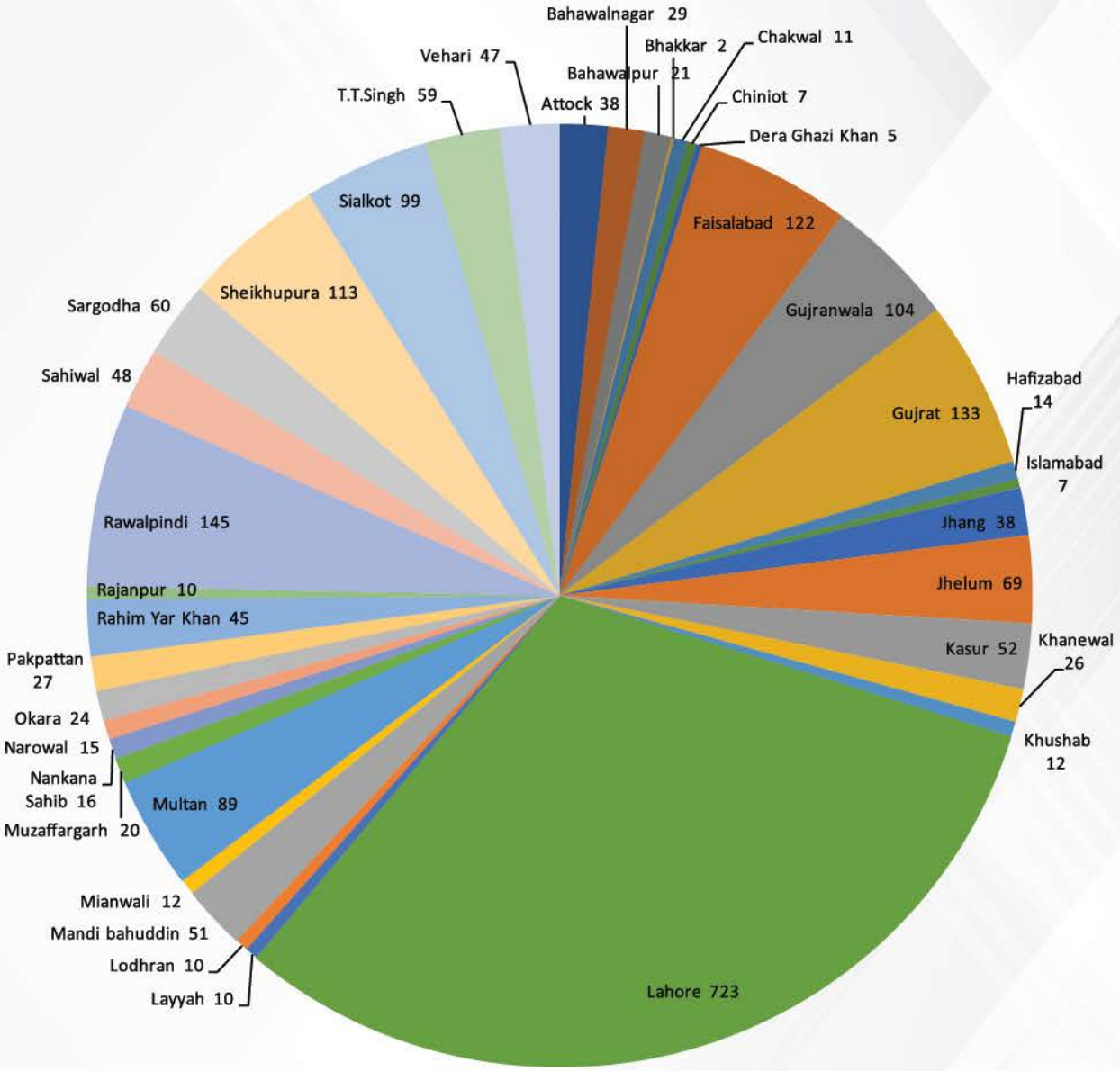


Country-Wise Complaints

Sr. No.	Country	No. Of Complaints
1	Afghanistan	9
2	Australia	68
3	Austria	5
4	Bahrain	25
5	Belgium	10
6	Canada	169
7	Chile	1
8	China	2
9	Congo, Democratic Republic	1
10	Cyprus	1
11	Denmark	23
12	Finland	3
13	France	36
14	Germany	60
15	Greece	3
16	Netherlands	16
17	Hong Kong	10
18	Iceland	1
19	Iran	1
20	Iraq	5
21	Ireland	12
22	Italy	48
23	Japan	17
24	Kuwait	72
25	Kyrgyzstan	2
26	Latvia	2
27	Luxembourg	1
28	Malawi	1

Sr. No.	Country	No. Of Complaints
29	Malaysia	11
30	Malta	1
31	Mexico	1
32	New Zealand	3
33	Nigeria	2
34	North Korea	1
35	Norway	28
36	Oman	53
37	Pakistan	269
38	Poland	4
39	Portugal	5
40	Qatar	48
41	Russian Federation	4
42	Saudi Arabia	354
43	South Africa	12
44	South Korea	7
45	South Sudan	2
46	Spain	36
47	Sri Lanka	1
48	Swaziland	1
49	Sweden	24
50	Switzerland	8
51	Thailand	2
52	Uganda	1
53	United Arab Emirates	234
54	United Kingdom	722
55	United States	385

District-Wise Complaints

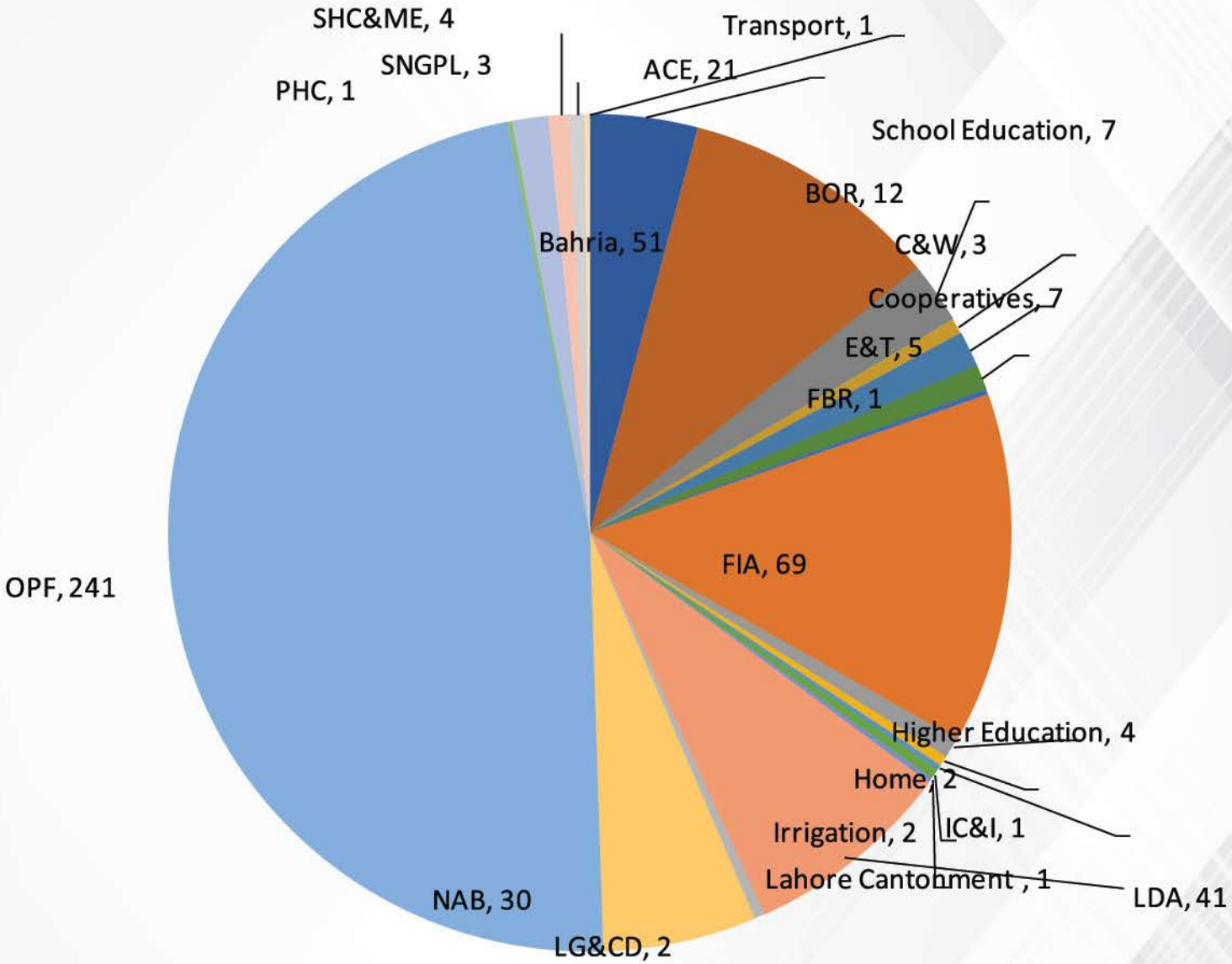


District-Wise Complaints

Sr. No.	District	No. Of Complaints
1	Attock	38
2	Bahawalnagar	29
3	Bahawalpur	21
4	Bhakkar	2
5	Chakwal	11
6	Chiniot	7
7	Dera Ghazi Khan	5
8	Faisalabad	122
9	Gujranwala	104
10	Gujrat	133
11	Hafizabad	14
12	Jhang	38
13	Jhelum	69
14	Kasur	52
15	Khanewal	26
16	Khushab	12
17	Lahore	723

Sr. No.	District	No. Of Complaints
18	Layyah	10
19	Lodhran	10
20	Mandi bahuddin	51
21	Mianwali	12
22	Multan	89
23	Muzaffargarh	20
24	Nankana Sahib	16
25	Narowal	15
26	Okara	24
27	Pakpattan	27
28	Rahim Yar Khan	45
29	Rajanpur	10
30	Rawalpindi	145
31	Sahiwal	48
32	Sargodha	60
33	Sheikhupura	113
34	Sialkot	99
35	T.T.Singh	59
36	Vehari	47

Department-Wise Complaints



Department-Wise Complaints (Federal)

Sr. No.	Department	Department Abbreviations	No. Of Complaints
1	Federal Board of Revenue	FBR	1
2	Federal Investigation Agency	FIA	69
3	National Accountability Bureau	NAB	30
4	Overseas Pakistanis Foundation	OPF	241
5	Sui Northern Gas Pipelines Limited	SNGPL	3

Department-Wise Complaints (Provincial)

Sr. No.	Department	Department Abbreviations	No. Of Complaints
1	Agriculture		1
2	Anti-corruption Establishment	ACE	21
3	Bahria Town, Lahore	BTL	51
4	Board of Revenue	BOR	12
5	Communications and Works	C&W	3
6	Cooperatives	--	7
7	Excise and Taxation	E&T	5
8	Higher Education	HE	4
9	Home	--	2
10	Industries Commerce and Investment	IC&I	1
11	Irrigation & Power	I&P	2
12	Lahore Cantonment Board	LCB	1
13	Lahore Development Authority	LDA	41
14	Local Government and Community Development	LG&CD	2
15	Punjab Healthcare Commission	PHC	1
16	School Education	SE	7
17	Specialized Healthcare & Medical Education	SHC&ME	4
18	Transport	--	1

CIVIL AUDIT OF PUNJAB OVERSEAS PAKISTANIS COMMISSION

Office of the Auditor-General of Pakistan is constituionally empowerd to conduct annual audit of the accounts of federal and provicial governments. This audit process helps promoting accountability, transparency and good governance in the management. It gives an insight to the use of public resources through an independent and objective reporting. The mandate of Auditor-General of Pakistan is prescribed in sections 168 - 171 of the Constitution of Pakistan and Auditor General's Ordinance 2001.

The office of Director General Audit (Punjab), Lahore has conducted annual civil audit of Punjab Overseas Pakistanis Commission for year 2018-19 in October 2019. The office of Director General Audit, Punjab has submitted its Audit and Inspection Report 2018-19. Punjab Overseas Pakistanis Commission being a responsible government organization has ensured the annual statutory audit of its accounts regularly.

ACCOUNTS STATEMENT AND AUDIT REPORT OF OPC FOR FINANCIAL YEAR 2018-19

Punjab Overseas Pakistanis Commission is a Special Institution of Services & General Administration according to Punjab Government Rules of Business 1974 and allocated annual non-development budget under 015101-Establishment Service General Administration, LQ5039-Punjab Overseas Pakistanis Commission from Finance Department, Government of the Punjab.

Punjab Overseas Pakistanis Commission was allocated a sum of Rs.173,295,000/- as Annual Budget 2018-19. This allocation was made under the Grant No.PC21010/PC24010 (010)-General Administration. The revised budget estimates 2018-19 were estimated at Rs.103,820,000/- after submission of 2nd Statement of Excesses and Surrenders. The budget had two broad components i.e salary budget and contingent budget. Major chunk of budget was allocated for salary and employees related expenses. The salaries of officers/officials are managed through office of Accountant General, Punjab and credited into accounts of officers/officials directly through scheduled banks.

The office of Punjab Overseas Pakistanis Commission has ensured prudent and transparent use of financial resources in year 2018-19 through its strong internal financial control mechanism and austerity measures. This financial discipline resulted in saving of huge amount of budget. Revised budget estimates for 2018-19 declined from original allocation of Rs. 173,295,000 to Rs.103,820,000. The saving was made available to the government well in time for optimum utilization in COVID 19 pandemic.

SUMMARY OF BUDGET OF PUNJAB OVERSEAS PAKISTANIS COMMISSION FOR THE FINANCIAL YEAR 2018-2019

Description	Description
Employees Pay & Allowances	**Operational Expenses (Contingent)**
Estimated Budget	Estimated Budget
75,877,000	**27,943,000**
Total Expenditure	Total Expenditure
64,215,879	**16,969,495**
Total Estimated expenditure	Total Incurred expenditure
103,820,000	**81,185,374**

Major Achievements

- Complaints resolved - 6,013
- Properties Recovered worth Rs. 10 billion (Approx.)
- Empowerment of OPC through "Re-enactment of OPC Act-2014"
- Upgradation of system to system integration with OPF
- NADRA Facilitation Centre at OPC
- A special cell for Oversease Pakistanis in Board of Revenue
- Incentive notifications for Overseas Pakistanis by PTDC, Education, Health Departments



Major Achievements

- Overseas Pakistanis Cell-LHC (OPC-LHC) at the Principal Seat
- Designated Benches in LHC for cases of OPs
- Designated Civil Courts for OPs (no adjournments beyond 15 days)
- District Judiciary to decide cases of OPs within 6 months
- Tagging on OPs cases to distinguish them in the cause list
- District Criminal Justice coordination comittee to review pending cases of OPs
- DG District Judiciary appointed as focal person for OPC

Complaints Resolved (2015-2019)	5354 Pending
Complaints Resolved (2019-2020)	6013
Enhanced Resolved Rate	37% - 61%

PICTURE GALLERY



MEETING OF THE COMMISSION, PRESIDED OVER BY CHIEF MINISTER, PUNJAB/CHAIRPERSON OPC (MARCH 5, 2019)



SEMINAR ON THE "RIGHTS OF OVERSEAS PAKISTANIS"
AT PUNJAB JUDICIAL ACADEMY



ORIENTATION WORKSHOP FOR
CHAIRPERSONS OF DOPCs



MEETING WITH HON'ABLE CHIEF JUSTICE LHC





DIVISIONAL PROGRESS REVIEW MEETINGS, CHAIRED BY ADDITIONAL CHIEF SECRETARY, PUNJAB



INTERNAL MEETING CHAIRED BY VICE CHAIRPERSON, OPC



PERFORMANCE REVIEW MEETING CHAIRED BY COMMISSIONER, OPC



DELEGATION FROM UK LED BY MR. ANEEL MUSSARAT CALLED ON VC OPC



MEETING WITH SAPM (MINISTRY OF OP&HRD, ISLAMABAD)



MEETING IN NADRA HEADQUARTERS, ISLAMABAD



INAUGRATTION OF NADRA SPECIAL
FACILITATION DESK,
FOR OVERSEAS PAKISTANIS AT OPC OFFICE, LAHORE



SIGNING OF MOU BETWEEN OPC AND PITB



MEETING WITH DELEGATION OF LAHORE DEVELOPMENT AUTHORITY



MEETING WITH THE DELEGATION OF ANTI-CORRUPTION ESTABLISHMENT, PUNJAB



RALLY IN SOLIDARITY WITH PEOPLE OF KASHMIR



TREE PLANTATION CAMPAIGN AT OPC, PUNJAB

Meetings of DOPCs



DOPC LAHORE



DOPC JHANG



DOPC MULTAN



DOPC GUJRAT



DOPC JHELUM



DOPC SAHIWAL



DOPC MUZAFFARGARH



DOPC MAINWALI



DOPC RAHIM YAR KHAN

INTERNATIONAL ROAD SHOWS



GROUP PHOTO WITH OVERSEAS PAKISTANIS COUNCIL IN LONDON



MEETING WITH LORD NAZEER AHMAD IN LONDON



MEETING WITH THE DELEGATION OF SIKH BUSINESS COMMUNITY IN LONDON



MEETING WITH BUSINESS COMMUNITY IN LONDON



DINNER AFTER MEETING WITH THE FOREIGN MINISTER ON ISSUES OF OVERSEAS PAKISTANIS IN LONDON



CHIEF JUSTICE LHC SARDAR MUHAMMAD SHAMIM KHAN MEETING WITH PAKISTANI COMMUNITY IN USA



MEETING WITH PAKISTANI COMMUNITY IN U.A.E



VISITING OVERSEAS PAKISTANIS IN KUWAIT

HAPPY COMPLAINANTS FEEDBACK



Complaint ID. **21112**



Complaint ID. **16338**



Complaint ID. **18427**



Complaint ID. **20773**



Complaint ID. **15964**



Complaint ID. **21002**



Complaint ID. **3522**

FEEDBACK

Name: Zainab Naseem
Complaint ID: 12013

EXPATRIATE LADY's PROPERTY WORTH Rs 5.3 MILLION RETRIEVED

Overseas Pakistanis Commission (OPC) Punjab has got vacated 13 Kanal, 18 Marla property belonging to an expatriate Pakistani lady, worth Rs 5.3 Million from the illegal occupation of her brother.

Thanks to OPC!

Name: Muhammad Rizwan
Complaint ID:22870

EXPATRIATE PROPERTY WORTH Rs.15 MILLION RETRIEVED

Overseas Pakistanis Commission (OPC) Punjab has got vacated one shop belonging to an expatriate Pakistani, worth Rs.15 Million from the illegal occupant.

Well done OPC !

Name: Amber Mujtaba
Complaint ID: 16416

OPC HELPED EXPATRIATE LADY TO SECURE HER HOUSE WORTH RS 46.5 MILLION

The timely intervention of Overseas Pakistanis Commission (OPC) Punjab has helped a USA based expatriate lady to secure her house worth Rs 46.5 million from the land grabbers.

Great work done !

Name: Hassan Askari Khan
Complaint ID: 10187

EXPATRIATE GOT BACK POSSESSION OF HOUSE WORTH Rs 5 MILLION

An expatriate Pakistani has got back possession of house worth Rs 5 Million, with the efforts of Overseas Pakistanis Commission (OPC) Punjab.

Long Live OPC !

Name: Muhammad Nawaz Anjum
Complaint ID:21674

PROPERTY WORTH Rs.06 MILLION RETRIEVED

Overseas Pakistanis Commission (OPC) Punjab got one house vacated belonging to an expatriate worth Rs.06 Million from the illegal occupation and handed over to its original owner.

Name: Noor Hayat Noon
Complaint ID: 16256

RECOVERY OF ENCROACHED INHERITED AGRICULTURAL LAND

An encroached agricultural land worth millions of rupees was recovered by the Government of Punjab/OPC.

Great job done by the Government of Punjab !

Name: TARIQ ABDUL REHMAN
Complaint ID:22986

RECOVERY WORTH Rs. 1 MILLION

Overseas Pakistanis Commission (OPC) Punjab has got recovered Rs.01 Million, belonging to above name expatriate Pakistani.

Name: Raja Al Hilal Bashir
Complaint ID:21625

RECOVERY WORTH Rs.13 MILLION

Overseas Pakistanis Commission (OPC) Punjab has got recovered Rs.13 Million, belonging to an expatriate.

THE CHANGE

BEFORE (2019)



AFTER (2020)



THE CHANGE

BEFORE (2019)



AFTER (2020)



THE CHANGE

BEFORE (2019)



AFTER (2020)



THE CHANGE

BEFORE (2019)



AFTER (2020)



NOTIFICATIONS

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; 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;

Members

(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 purposes 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.
7. 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 of 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 years;	Members
(b) District Police Officer or Head of District Police; and	Member
(c) Additional 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 offices in the district and expedite their disposal; and
(b) Send progress reports 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.

[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;	Member
(d) Senior Member, Board of Revenue, Punjab;	Member
(e) Chairman, Planning and Development Board;	Member
(f) Secretary to the Government, Home Department;	Member
(g) Provincial Police Officer, Punjab;	Member
(h) Chairman, Punjab Board of Investment & Trade;	Member
(i) Chairman, Punjab Information Technology Board; and	Member
(j) Commissioner.	Member/Secretary"

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

LAHORE HIGH COURT LAHORE

NOTIFICATION

No. 212-B/RHC/CJJ Dated Lahore, the 28 of June, 2019.

The Hon'ble Chief Justice & Judges are pleased to post Mr. Khalid Saeed Wattoo, AD&SJ/Additional Registrar (HR), as **Director** in the newly established **"Overseas Pakistanis Cell-LHC"** (at Principal Seat), in addition to his own duties (viz. Additional Registrar-HR), against newly created post (BS-20), to deal with all matters/problems of Overseas Pakistanis and to ensure disposal of their judicial cases pending in Lahore High Court, Lahore by way of fixation, on fast track mode, before the **"Special Bench"** constituted by the Hon'ble Chief Justice specifically for this cause, comprising **Hon'ble Mr. Justice Jawad Hassan**, in the public interest, with immediate effect.

(CH. HUMAYUN IMTIAZ)
REGISTRAR

Endst No. & Date even:

Copy forwarded for information to:-

1. The Registrar, Supreme Court of Pakistan, Islamabad
2. The Registrar, Islamabad High Court, Islamabad
3. The Secretary, Govt. of Pakistan, Law, Justice and Human Rights Division, Islamabad
4. The Secretary, Govt. of Pakistan, Law & Justice Commission of Pakistan, Islamabad
5. The Chief Secretary, Govt. of the Punjab, Lahore
6. The Director General (District Judiciary), Lahore High Court, Lahore
7. The District & Sessions Judge (HR-District Judiciary, Lahore High Court, Lahore.
8. The Senior Additional Registrar/Chairman, COM, Lahore High Court, Lahore
9. All the District & Sessions Judges in the Punjab
10. All the District & Sessions Judges posted on ex-cadre
11. The Secretary, Govt. of Punjab, Home Department, Lahore
12. The Secretary (Services), Govt. of Punjab, S&GAD, Lahore
13. The Solicitor, Government of the Punjab, Lahore
14. The Director General, Federal Judicial Academy, Islamabad
15. The Director General, Punjab Judicial Academy, Lahore
16. The Secretary, Election Commission of Pakistan, Islamabad
17. The Secretary, Provincial Election Commission, Punjab, Lahore
18. The Accountant General, Punjab, Lahore
19. The Accountant General, Pakistan Revenue, Islamabad
20. The President, Lahore High Court Bar Association, Lahore
21. The officer(s) concerned
22. The Director General, Public Relations, Punjab, Lahore.
23. The Additional Registrars/Deputy Registrars, Lahore High Court, Multan, Rawalpindi & Benches for circulation to the Hon'ble Judges functioning at the respective Benches
24. The Secretary/P.S. to the Hon'ble Chief Justice, all Additional Registrars(CS)/Sr.P.Ss/P.Ss to Hon'ble Judges, Staff Officer to Registrar, Additional Registrar (PD&IT-DDJ), all Gazetted Officers, Assistant Registrars (Service-I & II), (Bills) and (Media), Lahore High Court, Lahore
25. The Superintendent, Govt. Printing, Punjab, Lahore

REGISTRAR

LAHORE HIGH COURT LAHORE

NOTIFICATION

No. 212-A/HR-I Dated Lahore the 28th of June, 2019

In partial modification of this Court's Organogram-2015, the Hon'ble Chief Justice, with a view to safeguarding legal rights and interests of the **Overseas Pakistanis** and to devise a mechanism for swift fixation & disposal of their civil and other cases, pending in Lahore High Court, has been pleased to establish an '**OVERSEAS PAKISTANIS CELL-LHC**' (OPC-LHC) at the Principal Seat, on the analogy of Overseas Pakistanis Cell already stand established at Directorate of District Judiciary (only for the cases pending in District Judiciary) as well as '**EXPATRIATE PAKISTANIS WING**' functioning at the Supreme Court of Pakistan. The Cell shall be headed by a **Director (BS-20),** assisted by a **Secretary (BS-19)** and consist of as many other officers/support staff as may be determined by the Hon'ble Chief Justice, from time to time. The prime and foremost objectives of the OPC-LHC shall be as under:-

(i) The OPC-LHC shall function independent of OPC-District Judiciary and has been established to redress grievances and legal disputes of Expatriate Pakistanis pending for years in Lahore High Court and their disposal within a stipulated time period on fast track mode;

(ii) **A Special Bench** comprising **Hon'ble Mr. Justice Jawad Hassan** has exclusively been constituted for all the cases of Overseas Pakistanis in Lahore High Court under a separate cause list and his lordship has also been notified as **Special Judge** under section 2(d) and 3 of the **Recognition and Enforcement (Arbitration Agreement and Foreign Arbitrall Act, 2011**;

(iii) A window/page in the official website of this Court shall be created for projection of objectives of the Cell and its functioning parameters to the Pakistanis living abroad;

(iv) Likewise, an online **Web-Portal** will also be developed for extending information and dealing with queries and complaints of the expatriates regarding their cases' status to the extent of Lahore High Court. The Director and Secretary of the Cell shall maintain a constant liaison and interaction with the Overseas Pakistani litigants for their facilitation. In this regard, IT-LHC Section shall render complete assistance & support including

provision of equipment/gadgets and technical staff, to **OPC-LHC** to ensure an un-interpreted on-line System;

(v) The Director and Secretary shall frame further Standing Operating Procedures (SOPs) and Terms of Reference (TORs) under guidance of Hon'ble Mr. Justice Jawad Hassan for befitting functioning of OPC-LHC.

(CH. HUMAYUN IMTIAZ)
REGISTRAR

Endst No. & Date even:

Copy forwarded for information and necessary action to:-

1. The Director General, Directorate of District Judiciary, Lahore High Court, Lahore
2. The District & Sessions Judge (HR-DJ) Lahore High Court, Lahore
3. The Secretary to Hon'ble Chief Justice, Lahore High Court, Lahore
4. The Senior Additional Registrars at Principal Seat as well as three Benches, Lahore High Court, Lahore
5. The Private Secretary-I to Hon'ble Chief Justice, Lahore High Court, Lahore
6. The Sr. Private Secretary to Hon'ble Mr. Justice Jawad Hassan, Lahore High Court, Lahore
7. All the Additional Registrars, Lahore High Court, Lahore
8. The Senior Protocol Officer, Lahore High Court, Lahore
9. All the Deputy Registrars, Lahore High Court, Lahore
10. The Secretary, Ministry of Overseas Pakistanis & Human Resource Development, Government of Pakistan, Islamabad
11. The Secretary, Punjab Overseas Pakistanis Commission, Lahore
12. Office Record.

REGISTRAR

No.324-2020/PA Secy (Revenue),
Board of Revenue, Punjab.
Lahore dated the 13-02, 2020

To

The Director General,
Punjab Overseas Pakistanis Commission,
Lahore.

Subject: - **EXPEDITIOUS DISPOSAL OF REVENUE CASES OF OVERSEAS PAKISTANIS.**

Kindly refer to your Note for the Learned Senior Member on the above noted subject.

2. I am directed to state that Board of Revenue, Punjab, as per policy of the Government, attaches top priority to the cases of Overseas Pakistanis. These cases are pending on administrative as well as judicial side and have to be processed/ decided after fulfilling the requirement of law i.e. adherence to the Court procedure and relevant rules/policies. Nevertheless, Board of Revenue, Punjab re-iterates its resolve to decide/disposal of these cases on priority basis in accordance with the spirit of law.

3. It may be appreciated that Board of Revenue Punjab has taken a number of steps for quick redress of grievances of the Overseas Pakistanis. A brief detail is given below: -

a) An Overseas Pakistanis Cell headed by the Registrar, Board of Revenue, has been established for effective supervision of the cases of Overseas Pakistanis.

Focal Person:	**Registrar, BOR**
Contact No.	**042-99213521**
Email.	**registrarborpb@gmail.com**

b) Necessary instructions have been circulated to the Commissioners and District Collectors for regularly monitoring the cases Overseas Pakistanis. They have further been requested to depute their focal persons (not below BS-18) for effective liaison with the Cell established in BOR.

c) Board of Revenue, Punjab is developing a Court Case Management System and a File Tracking System, with the technical assistance of PITB, for effective monitoring of all important cases of administrative and judicial nature. These systems would contain a separate module for Overseas Pakistanis.

d) The proposal of assigning all judicial cases of Overseas Pakistanis to a single Member of BOR is also under consideration.

3. Meanwhile, Board of Revenue is compiling updated information on all the above referred cases, a suitable date for the proposed meeting would be communicated in due course of time.

Secretary
(Revenue/Establishment)
Board of Revenue, Punjab

C.C.

Private Secretary to Senior Member, Board of Revenue, Punjab.

BOARD OF REVENUE, PUNJAB.
Lahore, dated the 13th February, 2020

OFFICE ORDER

No.3222020/53-Reg. The following cell is hereby created in Board of Revenue, Punjab for monitoring the disposal of cases of overseas Pakistanis with immediate effect: -

Focal Person	Registrar, BOR
Mr. Sajjad Hussain,	Assistant, Land Revenue Branch
Contact:	042-99213519
Email:	registrarborpb@gmail.com

TORs

i. The cell will keep a complete updated record of revenue cases (judicial and administrative) pending in Board of Revenue, Punjab as well as at divisional, district and sub-divisional level

ii. The cell will maintain the close liaison with the Punjab Overseas Pakistanis, Commission as well as the focal persons of the office of Divisional Commissioners and District Collectors in the Punjab.

BY THE ORDER OF THE
SENIOR MEMBER/ MEMBER (REVENUE),
BOARD OF REVENUE, PUNJAB.

C.C.

1. Secretary (I&C), S&GAD, Punjab.
2. The Commissioner, Lahore Division, Lahore.
3. The Director General, Punjab Overseas Pakistanis.
4. All Deputy Commissioners in the Punjab.
5. The Additional Secretary staff to Chief Secretary.
6. PS to Senior Member, Board of Revenue, Punjab.

SECRETARY (REVENUE)
BOARD OF REVENUE, PUNJAB.

DIRECTORY DOPCs

SR. NO.	DIVISION	DISTRICT	CHAIRPERSON	DEPUTY COMMISSIONER	DPO/CPO	ADC(R)
1.	RAWALPINDI	RAWALPINDI	0300-0555550	0304-0920070 051-9292530-1	051-929629-30	051-929252-7-8
2.		ATTOCK	0300-8503314 051-2653797 051-2651183	0304-0920072 057-9316010	057-9316026	057-9316013
3.		JHELUM	Vacant	0304-0920071 0544-9270081	0544-9270042	0544-9270102
4.		CHAKWAL	0333-51268324	0304-0920073 0543-660101-4	0543-660066	0543-660102
5.	SARGODHA	SARGODHA	0302-8135698	0304-0920074 048-9230025-6	048-9230333-222	048-9230255
6.		BHAKKAR	Vacant	0304-0920077 0453-9200188-288	0453-9200350	0453-9200396
7.		KHUSHAB	0345-8666444	0304-0920075 0454-920202-720626	0454-720726	0454-920120
8.		MIANWALI	0306-7950000	0304-0920076 0459-234300 0459-231595	0459-920092-29	0459-920393
9.	FAISALABAD	FAISALABAD	041-8530124	0301-8662426 041-9200205-6	041-9200233-34	041-9200306
10.		JHANG	0345-7961436	0304-0920080 047-9200081 047-9200201	047-9200444	047-9200107
11.		CHINIOT	Vacant	047-9210111 0304-0920089	047-9210022-4	047-9210101
12.		TOBA TEK SINGH	0341-4380244	0304-0920079 046-9201001	046-9201051	046-9201011
13.	GUJRANWALA	GUJRANWALA	0300-6407899	0304-0920064 055-9200051-2	055-9200606-7	055-9200034
14.		HAFIZABAD	0345-4641111 0320-4641111	0304-0920069 0547-521784 0547-524085	0547-523337	0547-541100
15.		MANDI BAHAUDDIN	0300-7746274	0304-0920068 0546-504220	0546-502324	0546-506488
16.		GUJRAT	0300-9620212 0321-5996000	0304-0920066 053-9260010 053-9260100	053-9260026	053-9260061
17.		SIALKOT	0345-4092927	0304-0920065 052-9250451-2	052-9250321-2	052-9250466-36
18.		NAROWAL	0307-4444896	0304-0920067 0542-9200102	0542-412800	0542-920063

DIRECTORY DOPCs

SR. NO.	DIVISION	DISTRICT	CHAIRPERSON	DEPUTY COMMISSIONER	DPO/CPO	ADC(R)
19.	LAHORE	LAHORE	0300-4099117	0304-0920060 042-99211003-4	042-99202976	042-99210614-5 0321-4888857
20.		KASUR	0321-9442430 0345-9442430	0304-0920062 049-9250143	049-9250137	049-9250099
21.		SHEIKHUPURA	0346-4848748 0300-4723093	0304-0920061 056-9200150	056-9200104-101	056-9200163
22.		NANKANA SAHIB	0333-4129993 0300-9411006	0304-0920059 056-9201010-1	056-9201100	056-9201080
23.	SAHIWAL	SAHIWAL	0300-8647134	0304-0920086 040-9200060-1	040-9200011-33	040-9200078
24.		OKARA	0300-8699009	0341-0922063 044-9200025	044-9200351	044-9200251
25.		PAKPATTAN	0300-8100170	0304-0920087 0457-921003-4	0457-374106	0457-921093
26.	MULTAN	VEHARI	0308-9282010	067-3362122 0304-0920094	067-9201076	067-3364063
27.		MULTAN	0300-8639196	0304-0920081 061-9200042-43	061-9200476-448	061-9200073
28.		LODHRAN	0345-4246444 042-35955464	0304-0920088 0608-9200066	0608-9200062-75	0608-9200121
29.		KHANEWAL	0305-4052997 042-35117836	0304-0920082 065-9200032	065-9200175	065-9200069
30.	DERA GHAZI KHAN	DERA GHAZI KHAN	Vacant	0304-0920090 064-9260340	064-9260100-1	064-9260334
31.		RAJANPUR	Vacant	0304-0920093 0604-920001-02	0604-920155- 0055	0604-920008
32.		LAYYAH	0300-6760153	0606-920103 0304-0920092	0606-920151	0606-920107
33.		MUZAFFARGARH	0300-7353994	0304-0920091 066-9200251	066-9200311-2	066-9200264
34.	BAHAWALPUR	BAHAWALPUR	Vacant	0341-0922083 062-9250069	062-9250360-1	062-9250046
35.		BAHAWALNAGAR	0300-8715100	0304-0920084 063-9240201	063-9240053-5	063-9240209
36.		RAHIM YAR KHAN	0300-8003464	0304-0920085 068-9230266-33	068-9230301	068-9230226

How to Access

ONLINE

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HELPLINE

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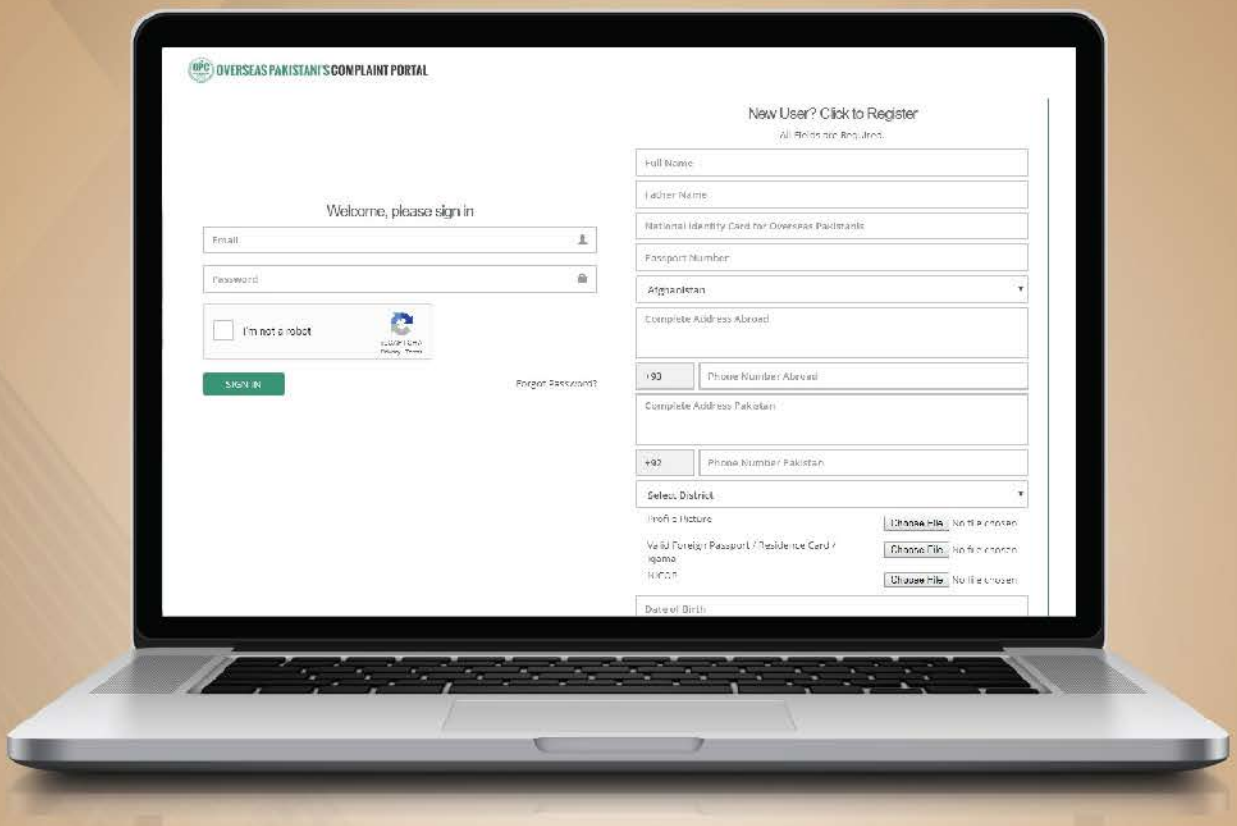
Helpdesk

OPC Office at 1- Club Road, GOR-I, Lahore

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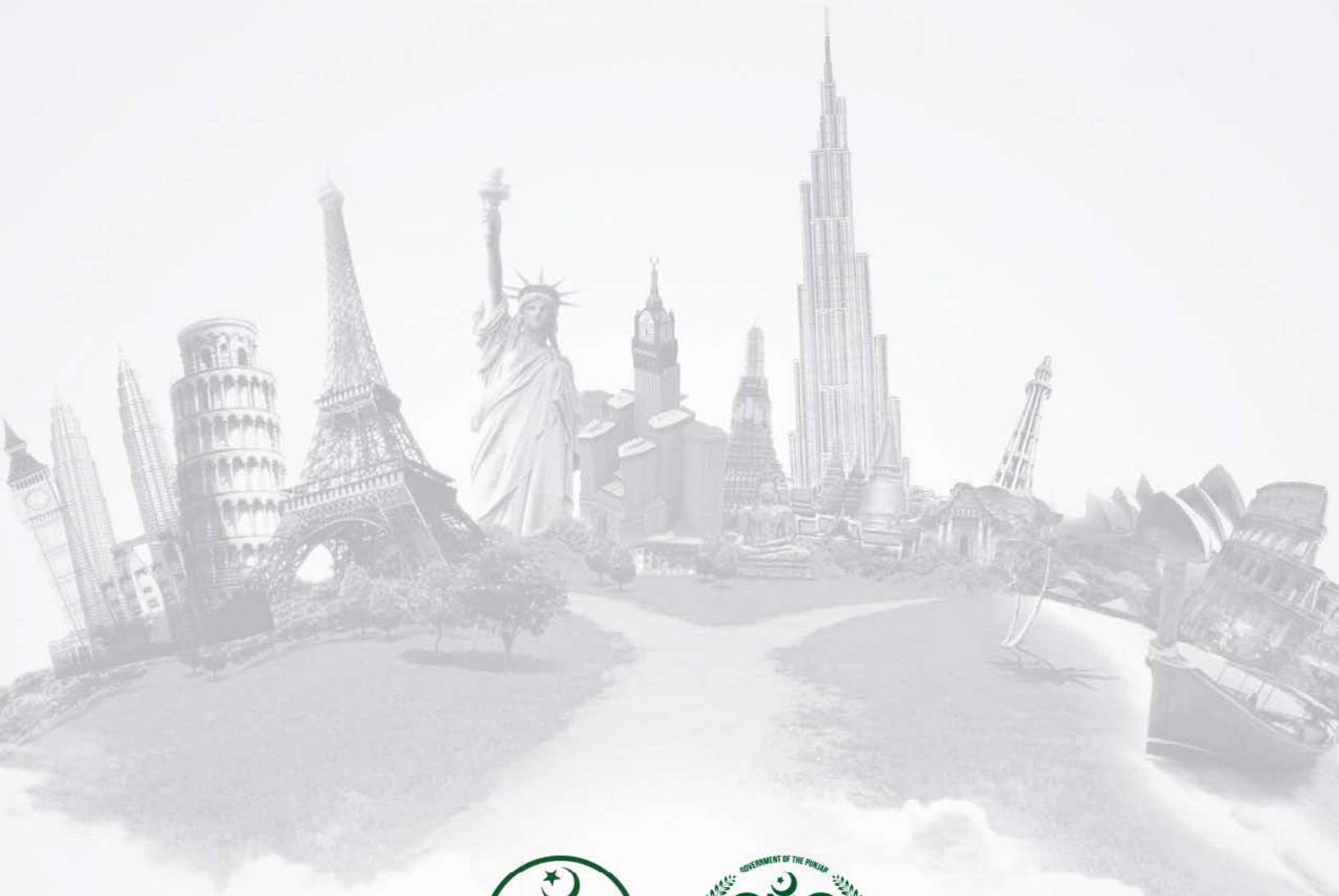


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PUNJAB OVERSEAS PAKISTANIS COMMISSION

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