OPF WELFARE & SERVICES DIVISION
(Complaint Cell)

MINUTES OF THE SIXTH MEETING OF ADVISORY COMMITTEE FOR THE MONTH OF JULY, 2015 HELD ON 05-08-2015 AT 1100 HOURS FOR RESOLVING THE ISSUES OF OVERSEAS PAKISTANIS.

In pursuance of decision taken by Grievance Commissioner, Wafaqi Mohtasib's Secretariat, Islamabad, the aforesaid committee probed the complaints of Overseas Pakistanis received in OPF Complaint Cell during the month of July, 2015 and has taken required actions to settle them.

2. OPF received **41** complaints from overseas Pakistanis (OPs) in July, 2015 while **905** complaints were already under process with concerned public departments. As such total complaints became **946** till July 31, 2015.

3. Complaint Cell has successfully managed to settle **37** complaints during the month through vigorous efforts and conducting personal visits by the officers to the concerned departments / agencies. Monthly Progress report of cases settled and under process is enclosed at **Annex-I**.

4. OPF and concerned Pak Missions succeeded to recover dues / death compensation etc. of Rs.**2,80,16,764/-** of deceased overseas Pakistanis from different employers abroad. This amount was disbusrsed among legal heirs according to the procedure.

5. Moreover, an activity on **202** complaints of Overseas Pakistanis was also carried out in order to update the Online Complaint Management System at OPF (**Annex-II**).

6. Mr. James Barket Masih, an Overseas Pakistani (OP) working in Manchester,U.K had lodged a complaint that someone was trying to sell his agriculture land through fake documents. OPF Complaint Cell resolved the matter within two months through Punjab Overseas Pakistanis Commission, Lahore, getting report of AC, Nankana Sahib that no change affected in the property ownership record of OP (Ref: File . 3014/02/8475).

7. Dr. Surraiya Sultana Zia, an OP working in UK had lodged a complaint against Ch. M Sarwar, Ex-MPA (Attorney) who had occupied her three (3) Flats in Jammu & Kashmir Cooperative Housing Society, G-15, Islamabad. OPF Officer visited the concerned quarter immediately and got vacated 2 flats out of 3 in the presence of OP and Police Authority. WMS has already been informed accordingly (Ref File No. 3014/02/8352).

8. Mr. Mubashir Mumtaz, an OP working in Jeddah (KSA) had lodged a complaint against Peace City Housing Scheme, Multan for non-transferring of 2 Plots measuring 10 marlas. OPF Complaint Cell contacted Regional Office, Multan and possession of Plots in question was handed over to OP within a month.(Reference File 3014/02/8402).

9. Mr. Muhammad Zahoor Khan Abbasi, an OP working in Kuwait had lodged a complaint against his relative Mr. Shafiq Khan who had occupied his land illegally. OPF Complaint Cell approached SSP, Rawalakot, Distt. Poonch. Dispute was got resolved amicably through compromise between the parties within 3 months (Reference File No. 3014/02/8439).

10. Mst. Salawar Jehan, an OP working in Canada, had complained against Mr. Peeran Ditta and Noor Alam etc. regarding illegal occupation of Plot. OPF Complaint Cell approached SSP, Islamabad and resolved the matter within a month (Reference File No. 3014/02/8488).

11. OPF Complaint Cell had got verified the Character and antecedents of Mr. Abdullah Khan S/o Munawar Ali Khan,an OP from City Police Office (CPO), Faisalabad (File No. 3014/26/5189), Mr.Anjum Latif S/o M Latif Bajwa, an OP from DPO, Sialkot (File No. 3014/26/5189) and Mr. Tariq Noor Khan, an OP from CPO, Rawalpindi (File No. 3014/26/5172) within a month and informed the above said Overseas Pakistanis accordingly.

12. OPF Complaint Cell has resolved the following complaints of Overseas Pakistanis regarding criminal nature (Threat, Harassment etc.):-

a.	Mr.Utman S/o Qamar Zaman	(U.A.E)	3014/01/6868
b.	Mr. Habib Ullah S/o Alam Khan	(KSA)	CWA/2-7/2015
c.	Mr. M. Amjad S/o Sultan Ahmed	(KSA)	3014/01/6847
d.	Mst. Anum D/o Abdul Qadeer	(Oman)	3014/01/6906
e.	Mr. M.Irshad S/o Abdul Aziz	(Qatar)	5011/HT/533/15
f.	Mr. M Bashir S/o M Ramzan	(UAE)	23865/01/PSO

13. Got the case settled by recovery of Rs. 700,000/- which was given by Mr. Taswar Iqbal, an OP working in Kuwait to his brother namely Mr. Imran for purchase of Car as per report received from DPO, Sargodha. (Reference File No. 3014/03/1958).

14. Got the case settled by recovery of Rs. 100,000/- and Passport which were given by Mr. Muhammad Aqeel S/o Muhammad Munir, an OP working in Saudi Arabia to Mr. Muhammad Sajid S/o Muhammad Banaras for employment abroad of his son as per report received from DPO, Sargodha. (Reference File No. 3014/03/1977).

15. Mr. Abdul Hameed, an OP working in Saudi Arabia lodged a complaint against his son-in-law namely Riffat Abbas who had snatched two infant children from his daughter and expelled her from house. OPF Complaint Cell has took up the case with CPO, Rawalpindi and Mr. Muhammad Ashfaq, Additional Director attended Family Court, RWP alongwith Sh. Nusrat Ullah Waleem, OPF Legal Adviser and succeeded to recover the children from Mr. Riffat & handed over to Mst. Rubina Shaheen D/o OP within three days (Reference File No. 3014/05/1115).

16. Mr. Shahid Iqbal, an OP working in Kuwait had lodged complaint against inlaws of his sister. OPF Complaint Cell took up case with DPO, Vehari through OPF R.O, Multan, who intervened and the problem was resolved according to the satisfaction of OP (Reference File No. 3014/05/1116).

17. Mr. Khalid Saeed Janjua, an OP working in Dubai lodged a Complaint against his son-in-law for provision of maintenance to his daughter and grandson. OPF Complaint Cell took up the case with Pak Consulate, Dubai and got progress within a week. OP was informed accordingly (Reference File No. 3014/01/6891).

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(Parvez Akhtar) Addl. Director (ERC)	(Muhammad Ashfaq) Addl. Director (CC)	(Tanvir Hussain) Addl.Director(Dues)

Station: **Islamabad**
File No: **OPF/3014/26/WMS Presentation/2015**
Dated: **5th August, 2015**