

One-window help desk at airport praised

KARACHI: Federal Ombudsman Syed Tahir Shahbaz on Friday appreciated the services of One-Window Facilitation Desk (OWFD) at the country's airports, an umbrella facility of 12 different federal government agencies facilitating the travel of overseas Pakistanis, said a statement.

The federal ombudsman visited the OWFD at the Jinnah International Airport (JIAP) along with grievances commissioner for overseas Pakistanis Hafiz Ehsan Ahmed Khokhar and witnessed the provision of assistance to overseas Pakistanis by different departments and agencies of the federal government from the desk.

"Deputy airport manager of JIAP Imran Khan briefed the ombudsman about the functioning of the OWFD," it said.

"Federal ombudsman appreciated the functioning of the desk and expressed his satisfaction on its performance being undertaken by 12 different departments/agencies for the assistance of OPs at JIAP."

He was informed by the staff of the OWFD that 150,000 passengers were provided assistance at eight major airports so far and their dedicated personnel were doing their best to resolve the individual and systematic issues of overseas Pakistanis relating to government departments, ministries, organisation and agencies working at these airports, it said.

"The ombudsman was informed that 623 complaints have been answered out of 650 received up till now," added the statement.

"OWFD is working at Islamabad, Lahore, Kara-chi, Peshawar, Quetta, Multan, Sialkot and Faisal-a-bad international airports to provide assistance to OPs. One-Window Facilitation Desk is operational round-the-clock and manned by staff from Civil Aviation Authority, Federal Board of Revenue, Federal Investigation Agency, Overseas Pakistani Foundation, Overseas Employment Corporation, Immigration and Passport, Ministry of Religious Affairs, National Database and Registration Authority, Pakistan International Airlines, Airport Security Force, Anti-Narcotics Force and Bureau of Immigration and Overseas Employment."

The Newspaper's Staff Reporter