

**E-MAIL MESSAGE**

Common-18.

From: Foreign Islamabad

To : All Pakistan Mission abroad (except honorary Consulates)

No : Dir (C&S) 9/2020

Dated: 25<sup>th</sup> September 2020

25/9/20

Please ensure.

28/9

127 HOP

**Head of Mission from Director (C&S)**

Subject: **MASS AWARENESS OF OVERSEAS PAKISTANIS REGARDING USE OF PAKISTAN CITIZEN'S PORTAL**

The Prime Minister Delivery Unit (PMDU) has desired to display public awareness banners regarding use of Pakistan Citizen's Portal (PCP) on the websites and social media pages (Facebook, twitter etc) of Pakistan Mission abroad as per the chart given below and attached template images.

2. Overseas Pakistanis can raise their issues on the PCP by using the following options:

By Using Mobile App (People having smart phones)	<ul style="list-style-type: none"><li>• Android Link: <a href="https://play.google.com/store/apps/details?id=com.povpk.citizensportal">https://play.google.com/store/apps/details?id=com.povpk.citizensportal</a></li><li>• iOS Link: <a href="https://apps.apple.com/pk/app/pakistan-cotizens-portal/id1439885831">https://apps.apple.com/pk/app/pakistan-cotizens-portal/id1439885831</a></li></ul>
By using Web-Access (People having no smart phones)	<a href="http://web.citizenportal.gov.pk">web.citizenportal.gov.pk</a>
By Participation in Khuli Kachehris	Overseas Pakistanis can participate in e-Kachehris which are being scheduled as per SOPs on Facebook, Radio or TV by 24 Federal Organizations (List attached).
Manual Complaint lodging facility	Overseas Pakistanis who are either illiterate or physically challenged, or aged or women/widows can lodge their written complaints as per SOPs through PCP-Dashboards. In this regard, all dashboards of MOFA and its Foreign Mission are authorized to do so.
Help-line for Guidance	051-9000111

3. Keeping in view the above, it has been desired that all mediums of communication (web-sites, Facebook, twitter etc) available with Pakistan Missions abroad shall be utilized on regular basis for awareness of the overseas Pakistani community regarding the above-mentioned facilities/options. It is further desired that the same message shall be disseminated in all community gatherings and on interaction platforms (help-desks, help-lines).

4. It is, therefore, requested that all the Missions may kindly display these banners in ~~pages~~ information on their websites and on social media pages (Facebook, Tweekr, etc), and send a compliance report with screenshots by 20<sup>th</sup> October 2020, positively for onward transmission to Prime Minister's Office.

*with respectful regards,*

*Faraz Zaidi*  
(Faraz Zaidi)  
Director (C&S)



# List for Federal Government's Organizations Responsible for holding Khuli Kachehris

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1. Managing Director, Pakistan Electric Power (PEPCO, Lahore
2. Managing Director, SNGPL, Lahore.
3. Managing Director, SSGCL, Karachi
4. Chairman, NADRA, Islamabad.
5. Director General, Immigration & Passport, Islamabad
6. Chairman, National Highway Authority, Islamabad
7. Inspector General of Police, National Highway & Motorway Police, Islamabad.
8. Director General, Postal Services, Islamabad
9. D.G, CAA, Camp Office Kohsar Block, 8<sup>th</sup> Floor, Aviation Division, Islamabad
10. Managing Director Pakistan International Airline, Karachi
11. Chairman/Secretary, Railways Board, D Block Islamabad
12. Chairman, FBR, Islamabad
13. Inspector General of Police, Islamabad
14. Chief Commissioner, Islamabad
15. Chairman, C.D.A, Islamabad
16. Mayor Metropolitan Corporation, Islamabad
17. Director, Excise & Taxation Department, H-9, Islamabad
18. Chairman, Higher Education Commission, Islamabad
19. Chairman, Board of Intermediate & Secondary Education, Islamabad
20. Chairperson, Private Educational Institutions Regulatory Authority, G-8, Islamabad
21. Chairman, Pakistan Engineering Council, Islamabad
22. Chairman, Pakistan Medical Commission, Islamabad
23. Chief Executive Office, Drug Regulatory Authority of Pakistan, Islamabad
24. Registrar, Pakistan Nursing Council, Islamabad
25. District Health Officer, F-8, Islamabad





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[Web.citizenportal.gov.pk](http://Web.citizenportal.gov.pk)



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PAKISTAN CITIZEN'S PORTAL

051-9000111

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**HELP LINE**

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