

FACILITATION OF OVERSEAS PAKISTANIS
AT INSTITUTIONAL LEVEL

To facilitate the overseas Pakistanis at the institutional level is also one of the focused areas of Prime Minister's priorities as, besides other resources, they are also considered a main component for the country's economy. The instructions from the PM's office in this regarding have also been issued. Therefore, in compliance to these instructions, Pakistan Civil Aviation Authority has already provided One Window Facilitation Desk with allied facilities at all its international airports throughout Pakistan.

Further, for the convenience of Overseas Pakistanis, Pakistan Civil Aviation Authority has also designated its officers at Headquarters and Airports' level as Focal Persons. Their details and contact numbers are as under:

Headquarters

Designation : Senior Additional Director APS (Facilitation)
Phone (Landline) : 0092-21-99072325-26
Mobile : 0092-300-5342358
Email : adldaps.fal@caapakistan.com.pk
Mailing Address : APS Dte., HQ CAA, Terminal-I Road, Karachi

At Airports (Terminal Managers)

<u>Location</u>	<u>Contact Number</u>
IIAP Islamabad	: 0092-302-8229285
JIAP Karachi	: 0092-302-8229287
AliAP Lahore	: 0092-302-8229289
BKIAP Peshawar	: 0092-302-8229284
MIAP Multan	: 0092-302-8290159
QIAP Quetta	: 0092-301-8294158
FIAP Faisalabad	: 0092-333-2699119

The Overseas Pakistanis may contact the above officers (Focal Persons) of Pakistan Civil Aviation Authority for guidance / assistance of their airports' related facilities as they have been entrusted to:

- Act as a convenient and dedicated point of contact
- Facilitation in processing of cases
- Facilitate in availing services
- Facilitation in intra / inter-departmental coordination
- Facilitate in redressal of complaints
- Provide guidance regarding adoption of right procedure etc.
- Provide any other relevant service

This is published to facilitate the Overseas Pakistanis at all international airports of Pakistan in compliance with the instructions of the office of Honorable Prime Minister of Pakistan.

PAKISTAN CIVIL AVIATION AUTHORITY