

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"> • Android Link: https://play.google.com/store/apps/details?id=com.povpk.citizensportal • iOS Link: https://apps.apple.com/pk/app/pakistan-cotizens-portal/id1439885831
By using Web-Access (People having no smart phones)	web.citizenportal.gov.pk
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

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

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, 8th 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

PAKISTAN CITIZEN'S PORTAL

WEB-BASED ACCESS TO PAKISTAN CITIZEN'S PORTAL

Web.citizenportal.gov.pk



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ANDROID APP ON
Google play

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HELP LINE

051-9000111



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Web.citizenportal.gov.pk



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