



Air Transport & Economic Regulation
Directorate
HEADQUARTERS
CIVIL AVIATION AUTHORITY
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Ref: HQCAA/1105/005/ATCP/X

Date: 26th May, 2023

Dear Sir,

**RESOLUTION OF COMPLAINTS / QUERIES REGISTERED AT ONE WINDOW FACILITATION DESKS ESTABLISHED BY
WAFaqi MOHTASIB AT ALL INTERNATIONAL AIRPORTS OF PAKISTAN
[INFORMATION ABOUT PRE-DEPARTURE FORMALITIES]**

Enclosed herewith please find Wafaqi Mohtasib (Ombudsman)'s Secretariat letter No. WMS/GCOP/OWFD/2023 dated 16th May 2023 on the subject.

2. Foregoing in view, it is advised to ensure the display of the following desired information for the knowledge of passengers on the airlines' websites and communication to travel agents for conveying to passengers at the time of ticket purchase:

- i. The passengers must ensure that their CNICs/NICOPs are valid;
- ii. The passengers should submit proof of the required Inoculation Certificate before purchasing their air tickets;
- iii. The passengers proceeding to foreign countries on work visas must ensure that their visas have been endorsed by the Protector of Emigration and that they are in possession of all the required documentation for the purpose;
- iv. Passenger must have polio vaccination card/medical fitness certificate where necessary.

3. Strict compliance and confirmatory reply is solicited in this regard.

Encl.: As stated


(MOHAMMAD JAVED HAMEED)
Additional Director AT
(Consumer Protection)

To,
All Airlines

Copy to:

- Advisor / Grievance Commissioner for Overseas Pakistanis,
Wafaqi Mohtasib (Ombudsman)'s Secretariat,
36-Constitution Avenue, G 5/2, Islamabad.
- D. APS
- PSO to DG CAA



WAFaqi MOHTASIB (OMBUDSMAN)'S SECRETARIAT

36-Constitution Avenue, G-5/2, Islamabad
Phone No. 051-9217259, Fax No: 051-9217224

Email: mohtasiboverseasgcommissioner@gmail.com

Dir (APS)

Dir (AT)

For the needful
please.

No. WMS/GCOP/OWFD/2023

Islamabad, the 16th May, 2023

Subject: **RESOLUTION OF COMPLAINTS/QUERIES REGISTERED AT ONE WINDOW FACILITATION DESKS ESTABLISHED BY WAFaqi MOHTASIB AT ALL INTERNATIONAL AIRPORTS OF PAKISTAN.**

19/5

While scrutinizing the complaints/queries lodged at One Window Facilitation Desks by Overseas Pakistanis travelling abroad, it was noticed that the complaints are mostly related to lack of information about the predeparture formalities needed to be completed as per requirement of various agencies.

2. In order to facilitate the Overseas Pakistanis, the Hon'ble Wafaqi Mohtasib has desired that CAA may advise PIA and all International Airlines operating in Pakistan to devise a mechanism to ensure that following requirements are fulfilled by the passengers before proceeding abroad:

- i. The passengers must ensure that their CNICs/NICOPs are valid;
- ii. The passengers should submit proof of the required Inoculation Certificate before purchasing their air tickets;
- iii. The passengers proceeding to foreign countries on work visas must ensure that their visas have been endorsed by the Protector of Emigration and that they are in possession of all the required documentation for the purpose.
- iv. Passenger must have polio vaccination card/medical fitness certificate where necessary.

3. It will be desirable if the above information is also displayed on the websites of the airlines, preferably in both English and Urdu languages, for information of the passengers.

4. Furthermore, approved travelling Agents of foreign airlines may be instructed to clearly convey the aforementioned instructions to the Pakistani passengers travelling

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ISLAMABAD

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abroad at the time of purchase of air tickets. This is particularly relevant in respect of PIA, being the national airline.

5. A progress report on the action taken in the matter may be furnished to this office within 30 days for information of the Hon'ble Wafaqi Mohtasib.


Dr. Inam-ul-Haq Javied
Advisor/Grievance Commissioner
for Overseas Pakistanis

**The Secretary,
Ministry of Aviation,
Islamabad**

Copy for information and for further necessary action under intimation to this office, to:

1. **Chairman, National Database and Registration Authority, (NADRA) Islamabad**
2. **Director General, Bureau of Emigration & Overseas Employment, Emigration Tower, Plot No.10, Mauve Area, Sector G-8/1, Islamabad.**
3. **Director General, Border Health Services, Karachi.**
- ✓ 4. **Director General, Civil Aviation Authority, Karachi**