



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

<p>By Using Mobile App (People having smart phones)</p>	<ul style="list-style-type: none"> • Android Link: https://play.google.com/store/apps/details?id=com.govpk.citizensportal • iOS Link: https://apps.apple.com/pk/app/pakistan-citizens-portal/id1439885831
<p>By Using Web-Access (People having no smart phones)</p>	<ul style="list-style-type: none"> • web.citizenportal.gov.pk
<p>By Participation in Khuli Kachehris (Open Court)</p>	<p>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)</p>
<p>Manual Complaint lodging facility</p>	<p>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.</p>
<p>Help-line for Guidance</p>	<p>+051-9000111</p>

PAKISTAN CITIZEN'S PORTAL

WEB-BASED ACCESS TO PAKISTAN CITIZEN'S PORTAL

Web.citizenportal.gov.pk

LOGIN

MOBILE PHONE APPLICATION AVAILABLE DOWNLOAD AND INSTALL

Available on the App Store

Citizens Portal PAKISTAN

Available on Google play

عوام کی آواز

HELP LINE

051-9000111

بذریعہ ویب سائٹ شکایات درج کرنے کے لیے لاگ ان کریں

Web.citizenportal.gov.pk

LOGIN

بذریعہ موبائل ایپلیکیشن شکایت درج کرنے کے لیے اپنے موبائل پر پاکستان سیٹیزن پورٹل ڈاؤن لوڈ کریں۔

Available on the App Store

Citizens Portal PAKISTAN

Available on Google play

عوام کی آواز

051-9000111

ہیلپ لائن

List for Federal Government's Organizations Responsible for holding Khuli Kachehris (Open Court)

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