

Visit of Inspection Team to the Office of Protectorate of Immigrants

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- Five counters of National Bank to be made operational immediately.
- Separate counter for women and senior citizens.
- Computerization of insurance forms.

Islamabad (12.06.2024): Wafaqi Mohtasib Ejaz Ahmad Qureshi has issued directives to the Protectorate of Immigrants office to open a separate counter for women and senior citizens, provide online form-filling facilities, operationalize all five counters of the National Bank, and authorize regional offices to apply protector stamps. These directives followed an inspection report by a team led by Senior Advisor Ahmad Farooq.

The inspection team, constituted due to irregularities in the Protectorate of Immigrants office, visited the Rawalpindi office, addressing complaints from hundreds of people. They found a significant crowd with no seating for women, and only one active counter out of five at the National Bank for fee collection. The State Life Insurance counter, staffed by two employees, was causing delays.

The team directed the immediate operationalization of all five National Bank counters and the computerization of insurance forms to reduce waiting times. Additionally, they ensured on-the-spot protector clearance for many people.

Six complainants from Mianwali reported being shuffled between Lahore and Rawalpindi, with one person from Faisalabad spending a night on the road. The inspection team intervened, resolving these issues promptly.

The Protectorate office has prohibited the entry of agent mafias, handing over any such individuals to the police. Complaints of delays and agent interference in obtaining protector stamps prompted these inspections and subsequent actions.

Wafaqi Mohtasib's directives aim to streamline operations at the Protectorate of Immigrants, ensuring efficiency and reducing public grievances.

