



Consulate General and Trade Commission of Pakistan

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No.Admn.-I/10-CG


Dated: 04-01-2017

Standing Order No.01/2017

Realizing the need to streamline provision of prompt Consular and Community Services to Pakistanis including Pakistani dual Nationals, increase interaction with the community and to redress their grievances, following instructions are being circulated for compliance of all concerned:

- a. The Vice Consul / Consul will be required to pay at least two regular visits to the Consular Hall during the Consular Services Timings on all working days.
- b. The Vice Consul / Consul will be available during the Consular Services Timings on all working days to redress public grievances and to facilitate overseas Pakistanis.
- c. The Vice Consul / Consul will be responsible for provision of effective and efficient Consular and Community Services to all Overseas Pakistani without any discrimination.
- d. Any Pakistani or dual National desirous of meeting the Vice Consul / Consul will be at liberty to book / schedule an appointment through the online system for any working day subject to the availability of the time slot. A monthly report shall be required to be furnished by the Vice Consul / Consul on every fifth day of the following month to the Consul General.
- e. The Consul General will be available to meet Overseas Pakistanis on every Tuesday (0930-1300 hours) in the Conference Room of the Consulate General of Pakistan (Level 3, 109-Pitt Street Sydney, CBD 2000) to hear and redress complaints. If any Tuesday falls on a closed holiday, the Consul General will be available on the following working day.
- f. Apart from the above provisions, Public Complaints can also be received through the Complaint / Feedback Box, e-mail (cg@pakistan.org.au), fax (02-9223-0140). A formal complaint / feedback proforma will soon be made available on the Mission's website for convenience and expeditious redressal.

- g. The complaints of Overseas Pakistanis received in the Mission shall be presented directly to the Consul General as soon as the same are received by the concerned official of the Mission.
 - h. Assistant Private Secretary (APS) shall be personally responsible for timely submission of the complaints / feedback received in the Mission and maintain record thereof.
2. The above instructions are being issued for strict compliance by all concerned.


(ABDUL MAJID YOUSEFI)
Consul General

Copy to:

1. All concerned
2. Master File (Office Record)