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40  
years of service  
1983-2023



Annual Report  
**2023**



Federal Ombudsman of Pakistan

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



Wafaqi Mohtasib

**ANNUAL REPORT**

**2023**





No.1(10)/HWM/2024  
Islamabad, 29 March, 2024

Dear Mr. President,

It is a great honour for me to present to you the Annual Report - 2023 in pursuance of Section 28 (1) of the President's Order No.1 of 1983. This Report, though relates to the second year of my tenure as Wafaqi Mohtasib, it provides an overview of the evolution and achievements of this Office since its inception on 24 January 1983. From a modest beginning four decades ago, it stands today as a premier institution of administrative accountability in the country. It owes its success to the continued patronage of your high office alongside the utmost commitment and dedication of my illustrious predecessors and the staff in promoting the core values of ombudsmanship.

It is a matter of great satisfaction that the institution of ombudsman has taken firm roots in Pakistan. The trust and confidence of the general public that the Office has earned over the years for its efforts towards the promotion and protection of human rights, good governance and the rule of law is amply reflected in numbers. The incidence of complaints has increased manifold and touched an all-time high number of 194,106 during 2023, marking an increase of 18% over the figure of 2022. Likewise, the disposal of 193,030 has also been unprecedented showing an increase of 22% over the complaints addressed in the preceding year.

During 2023, we focused primarily on consolidating the gains of the earlier initiatives and their impact on the efficiency and quality of work of this institution. The ever increasing number of complaints is, in fact, an outcome of various initiatives which included, inter-alia, opening of new Regional Offices, holding of Khuli Katcheries, launching of the Informal Resolution of Disputes (IRD) mechanism and the visits of Ombudsman's Inspection Teams to various service delivery agencies to enhance their responsiveness to the expectations of the general public. In addition, a well-designed and calibrated media campaign was launched to enhance awareness about the availability of this forum for speedy and inexpensive relief. These initiatives have tremendously increased the institution's outreach as well as its ability to mend shortcomings in the service delivery operations of public agencies. Despite manifold increase in its workload, strict austerity measures were employed to make do within the available means.

Following a series of such innovations, an in-house study on the evaluation of the performance of this institution has been completed. The key findings indicate, inter-alia, 81% awareness rate about the institution among the general public, a high satisfaction rate of 96% regarding the ease of the complaining process and 67% expressing satisfaction with its services. The study recommends measures to enhance the institution's accessibility and outreach to remote areas and bringing administrative justice further closer to the public.

Besides, its successes in carrying out the mandate at the national level, this Office maintained a robust profile at the international fora. I was re-elected unopposed as President of the 47-member strong Asian Ombudsman Association (AOA). Likewise, our active role in upholding the cause of ombudsmanship from the platforms of International Ombudsman Institute (IOI) and the OIC Ombudsman Association (OICOA) was well recognized and earned a distinct honour for the country.

I am confident that the Report in hand shall provide a good insight into the working of this institution during the year under review. Let me assure you, Mr. President, that building upon the legacy of commitment and the selfless service of the past 40 years, we shall not relent in our efforts towards the promotion and protection of human rights, good governance and the rule of law with the same missionary zeal in the future.

Sincerely,

  
(Ejaz Ahmad Qureshi)

Hon'ble Mr. Asif Ali Zardari,  
President of the Islamic Republic of Pakistan,  
Islamabad.



## FOREWORD

Section 28 (1) of the President's Order No.1 of 1983 requires the Wafaqi Mohtasib to submit an Annual Report to the Hon'ble President within three months of conclusion of the calendar year. Accordingly, the Annual Report - 2023 has been prepared, which carries a detailed account of the activities of this Office in pursuance of its mandate.

The Annual Report - 2023, unlike the previous annual reports, has an additional feature as the year under reference marks the 40th year of the establishment of this institution. The Report, therefore, offers an overview of the activities of the Office of Wafaqi Mohtasib during these years and their impact on its evolution as a premier agency of administrative accountability in the country. The first two chapters of the report, therefore, outline the achievements of the institution in the service of the country and its people and also sketch out the evolution of the concept of ombudsmanship through the prism of history. Chapters 3 to 14 present a detailed account of ongoing activities of this Office during 2023 including steps to enhance its outreach to the general public, addressing systemic issues, strengthening its capacity and simplifying procedures for speedy and inexpensive disposal of public grievances.

As provided for in the Federal Ombudsmen Institutional Reforms Act of 2013, the Ombudsman enjoys complete administrative and financial autonomy. Accordingly, chapter 15 illustrates how this Office has successfully carried out its operations registering manifold increase in the incidence of complaints, expanding its footprints to remote areas, maintaining high standards of quality and efficiency without commensurate increase in the budget by following strict austerity measures. The concluding chapter 16 highlights the centrality of public awareness in any successful ombuds system as stipulated in the relevant UN resolutions. The robust public awareness campaign has enhanced its outreach and visibility among the masses, holding out a promise for further growth of the institution in the coming years.

The role of ombudsman in the promotion and protection of human rights, good governance and the rule of law is universally recognized in terms of all international instruments on the subject. Fully supported by necessary data, the Report in hand brings out the successes achieved by the Wafaqi Mohtasib's Office in carrying out its mandate at the national level alongside promoting ombudsmanship in Asia and beyond.





## **Profile of Mr. Ejaz Ahmad Qureshi, Wafaqi Mohtasib (Ombudsman) of Pakistan**

Mr. Ejaz Ahmad Qureshi took oath of the Office of Wafaqi Mohtasib (Ombudsman) on 27 December 2021. He holds a Master's degree in Political Science from University of the Punjab and one in Public Policy & Planning from Pennsylvania State University, USA. He joined Civil Service of Pakistan in 1972 through competitive examination.

He has held prestigious positions both in the Federal and the Provincial governments including Chief Secretary Khyber Pakhtunkhwa, Chief Secretary Sindh and Federal Secretary of the Ministries of Railways and the Environment. He remained Provincial Secretary of a number of departments and also served as Commissioner, Deputy Commissioner and Assistant Commissioner in various areas. During his service, he has also served as the Consul General/Trade Commissioner of Pakistan in Canada and Pakistan's Permanent Representative to the UN Body, International Civil Aviation Organization. 'Tamgha-i-Eisar' was conferred on him in recognition of his outstanding services in the earthquake of 2005. Before assuming the charge of Wafaqi Mohtasib (Ombudsman), he has served as Senior Advisor to three former ombudsmen; and as the National Commissioner for Children in the Wafaqi Mohtasib Secretariat, Islamabad.

He is also the President of the Asian Ombudsman Association (AOA) and a member each of the Forum of Pakistan Ombudsman (FPO), the OIC Ombudsman Association (OICOA) and the International Ombudsman Institute (IOI).



## ACKNOWLEDGEMENTS

The Honourable Wafaqi Mohtasib (Ombudsman) Mr. Ejaz Ahmad Qureshi was pleased to constitute the following Committee for preparing the Annual Report 2023.

i.	Ambassador (R) Abdul Moiz Bokhari, Senior Advisor, WMS	Chairman
ii.	Mr. Shahid Humayun, Advisor, WMS	Member
lii.	Mr. Muhammad Safdar, DG (Administration)	Member
iv.	Mr. Muhammad Ashfaq Ahmad, DG (Coordination)	Member
v.	Capt. (R) Abdul Majeed Khan Niazi, DG (Media)	Member/Secretary
vi.	Mr. Adnan Ahmad, Sr. Investigation Officer/PSO to HWM	Member
vii.	Mr. M. Iqbal Siddiqui, Director (Coordination)	Co-opted Member
viii.	Mr. Muhammad Ikhlaq, Assistant Graphic Designer	Co-opted Member

The Committee expresses its thanks and gratitude to the Honorable Wafaqi Mohtasib (Ombudsman) for his valuable guidance, wisdom and direction during the preparation of this Report.

The Committee also expresses its appreciation and thanks to all the officers and staff of the Wafaqi Mohtasib Secretariat for providing the necessary support as well professional input for bringing out this Report. The Committee is also grateful to the Secretary, Wafaqi Mohtasib Secretariat and the Administration Wing for providing logistic support and assistance in the preparation of the Annual Report 2023.



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## Acronyms

ADR	Alternate Dispute Resolution
AGP	Auditor General of Pakistan
AGPR	Accountant General Pakistan Revenues
AIOU	Allama Iqbal Open University
AOA	Asian Ombudsman Association
BISP	Benazir Income Support Programme
CDA	Capital Development Authority
CDNS	Central Directorate of National Savings
CMIS	Complaints Management Information System
CNIC	Computerized National Identity Card
DAC	Departmental Accounts Committee
DISCOs	Electricity Distribution Companies
EOBI	Employees' Old-Age Benefits Institution
ERRA	Earthquake Reconstruction and Rehabilitation Authority
FGEHA	Federal Government Employees Housing Authority
FIA	Federal Investigation Agency
GESCO	Gujranwala Electric Supply Company
HEC	Higher Education Commission
HESCO	Hyderabad Electric Supply Company
ICR	Integrated Complaint Resolution
ICRS	Instant Complaint Resolution System
IESCO	Islamabad Electric Supply Company
ICT	Islamabad Capital Territory
ILO	International Labour Organization
IRD	Informal Resolution Of Disputes
LESCO	Lahore Electric Supply Company
MCMC	Mid-Career Management Course
MEPCO	Multan Electric Power Company
NADRA	National Database and Registration Authority
NBP	National Bank of Pakistan
NCC	National Commissioner for Children
NEPRA	National Electric Power Regulatory Authority
NICOP	National Identity Card for Overseas Pakistanis

NGO	Non-Governmental Organization
NIM	National Institute of Management
NITB	National Information Technology Board
NPO	Non-Profit Organization
OCR	Outreach Complaint Resolution
OGRA	Oil and Gas Regulatory Authority
OPF	Overseas Pakistanis Foundation
PBM	Pakistan Bait-ul-Mal
PEMRA	Pakistan Electronic Media Regulatory Authority
PESCO	Peshawar Electric Supply Company
PIAC	Pakistan International Airlines Corporation
PIMS	Pakistan Institute of Medical Sciences
PLI	Postal Life Insurance
POC	Pakistan Origin Card
PTA	Pakistan Telecommunication Authority
PTCL	Pakistan Telecommunication Company Limited
SIMU	Special Initiatives Monitoring Unit
SLICP	State Life Insurance Corporation of Pakistan
SMS	Short Message Service
SNGPL	Sui Northern Gas Pipelines Limited
SSGCL	Sui Southern Gas Company Limited
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations International Children's Emergency Fund
WMS	Wafaqi Mohtasib Secretariat

# Federal Ombudsmen of Pakistan



**Chief Justice (R) Sardar Muhammad Iqbal**  
Former Ombudsman  
08.08.1983 - 07.08.1987



**Mr. Justice Shafi ur Rehman**  
Acting Ombudsman  
14.08.1987 - 18.04.1988



**Mr. Justice Aslam Riaz Hussain**  
Acting Ombudsman  
19.04.1988 - 25.03.1991



**Mr. Justice (R) S. Usman Ali Shah**  
Former Ombudsman  
28.03.1991 - 27.03.1995



**Mr. Justice (R) Abdul Shukurul Salam**  
Former Ombudsman  
28.03.1995 - 27.03.1999



**Mr. Justice Khalil ur Rehman Khan**  
Acting Ombudsman  
04.04.1999 - 06.02.2000



**Mr. Justice Muhammad Bashir Jehangiri**  
Acting Ombudsman  
10.02.2000 - 31.01.2002



**Mr. Imtiaz Ahmed Sahibzada**  
Former Ombudsman  
25.02.2002 - 24.02.2006



**Mr. Javed Sadiq Malik**  
Former Ombudsman  
28.10.2006 - 27.10.2010



**Mr. M. Salman Faruqi, (NI)**  
Former Ombudsman  
01.03.2013 - 20.07.2017



**Syed Tahir Shahbaz**  
Former Ombudsman  
21.07.2017 - 26.12.2021



**Mr. Ejaz Ahmad Qureshi**  
Federal Ombudsman  
Assumed Office on 27.12.2021



# WAFAQI MOHTASIB (OMBUDSMAN)'S OFFICE 40 YEARS OF SERVICE

The year 2023 marks the coming of age of the Wafaqi Mohtasib (Ombudsman)'s Office. Established on 24 January 1983 vide the President's Order No.1 of 1983, it has witnessed 40 momentous years of growth and progress. In this regard, the contribution and services of twelve illustrious ombudsmen till date is a saga of utmost commitment and dedication in promoting core values of ombudsmanship i.e., promotion and protection of human rights, good governance and the rule of law in the country. It is through their relentless efforts including those rendered by the officers and staff that the institution stands today as a premier agency of administrative accountability in Pakistan.



The Office of Wafaqi Mohtasib (Ombudsman) was established with the explicit mandate to diagnose, investigate, rectify and redress public grievances against maladministration by Government agencies. Its mandate flows from Article 37 (d) of the Principles of Policy enshrined in chapter 2 of the Constitution of the Islamic Republic of Pakistan which entrusts the State with the responsibility to ensure inexpensive and expeditious justice to the public. The establishment of this Office, therefore, marks an important milestone in the fulfilment of the constitutional obligations of the Government to the people of Pakistan.

**Its mandate flows from Article 37 (d) of the Principles of Policy enshrined in chapter 2 of the Constitution of the Islamic Republic of Pakistan**

In pursuance of its mandate, the Office of Wafaqi Mohtasib follows an elaborate complaint redressal mechanism. It is unique in a sense that while it redresses the petitioner's grievance, it also offers recommendations and practical solutions to the issues without impinging upon the operational and policy making domains of the federal agencies. It has, over the years, grown into a national institution comprising, a Head Office, 17 Regional Offices and 04 Complaints Collection Centres functioning in various parts of the country. It has a very efficient and user-friendly Complaint Management Information System (CMIS) that allows accessibility and ease to the aggrieved citizens for filing complaints from any part of Pakistan without physically visiting the Office. Similarly, a Mobile App has been introduced to make the process more portable and citizen friendly.

**Today, the institution comprises, a Head Office, 17 Regional Offices and 04 Complaints Collection Centres functioning in various parts of the country.**

In carrying out the objectives of the President's Order referred to above, Wafaqi Mohtasib is authorized to arrange systemic studies or research for ascertaining the root causes of corrupt practices and injustice and recommending appropriate steps for their eradication. Accordingly, the Wafaqi Mohtasib Secretariat conducted numerous studies and proposed standards of good governance to various government agencies. The Hon'ble Supreme Court also made a number of references to the Wafaqi Mohtasib on issues of public concern. Accordingly, after carrying out necessary investigation, reports were submitted to the Apex court. Similarly, the Wafaqi Mohtasib took a number of initiatives to facilitate the overseas Pakistanis, government pensioners, senior citizens and the prisoners especially the women and children in jails.

The objective of dispensing speedy and inexpensive administrative justice could be best achieved when an effective mechanism for executing the order was in place. Accordingly, an Implementation Wing was established at the Head Office in 2007 with the precise mandate of pursuing agencies to provide either a compliance report or evidence that the Agency had asked for reconsideration of the case or had gone to the Honourable President in a representation against the findings of the Wafaqi Mohtasib. Subsequently, dedicated Implementation Wings were established in all the Regional Offices to ensure that the findings/recommendations stood implemented in accordance with the provisions of the President’s Order No.1 of 1983.

**The objective of dispensing speedy and inexpensive administrative justice could be best achieved when an effective mechanism for executing the order was in place**

Article 33 of the said Order vests in Wafaqi Mohtasib authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without any written memorandum and without the necessity of docketing any complaint or issuing any official notice. This concept of Informal Resolution of Disputes (IRD), therefore, was developed in the form of a pilot project both at the Head Office and at the select regions. Following its serious review and scrutiny, the IRD procedure has been perfected. It is now being used as a regular feature of Alternate Dispute Resolution (ADR) and is contributing significantly in maximizing the outreach of the Wafaqi Mohtasib’s Office especially in the remote areas of the country.

Under the Outreach Complaint Resolution (OCR) system, Investigation officers visit various districts to redress grievances at the doorsteps of the complainants. Around 11359 complaints have been resolved in the years 2022-23 under this project. The OCR has been further strengthened by organizing Khuli Katcheries in remote areas. This provides general public with an opportunity to raise their grievances in the presence of the representatives of service providers closer to their homes and get immediate relief. A series of Khuli Katcheries and inspection visits have tremendously increased the outreach of this Office as well as its ability to amend shortcomings in the service delivery operations of public agencies in the short and medium terms alike.

**Khuli Katcheries and inspection visits have tremendously increased the outreach of this Office.**

Under the Integrated Complaint Resolution (ICR) system, the Ombudsman office has developed interface with 183 government agencies, whereby any complaint which remains unresolved with the agency for 30 days, is automatically transferred to the Wafaqi Mohtasib’s CMIS for further processing and disposal.

Grievance Commissioner’s Office for the Overseas Pakistanis offers an Institutional framework for addressing individual complaints and systemic issues faced by Overseas Pakistanis. One Window Facilitation Desks (OWFDs) have been established at all international airports of the country to facilitate Overseas Pakistanis and their families travelling to or from Pakistan. In addition, on the special direction of

**OWFDs have been established at all international airports of the country to facilitate Overseas Pakistanis.**

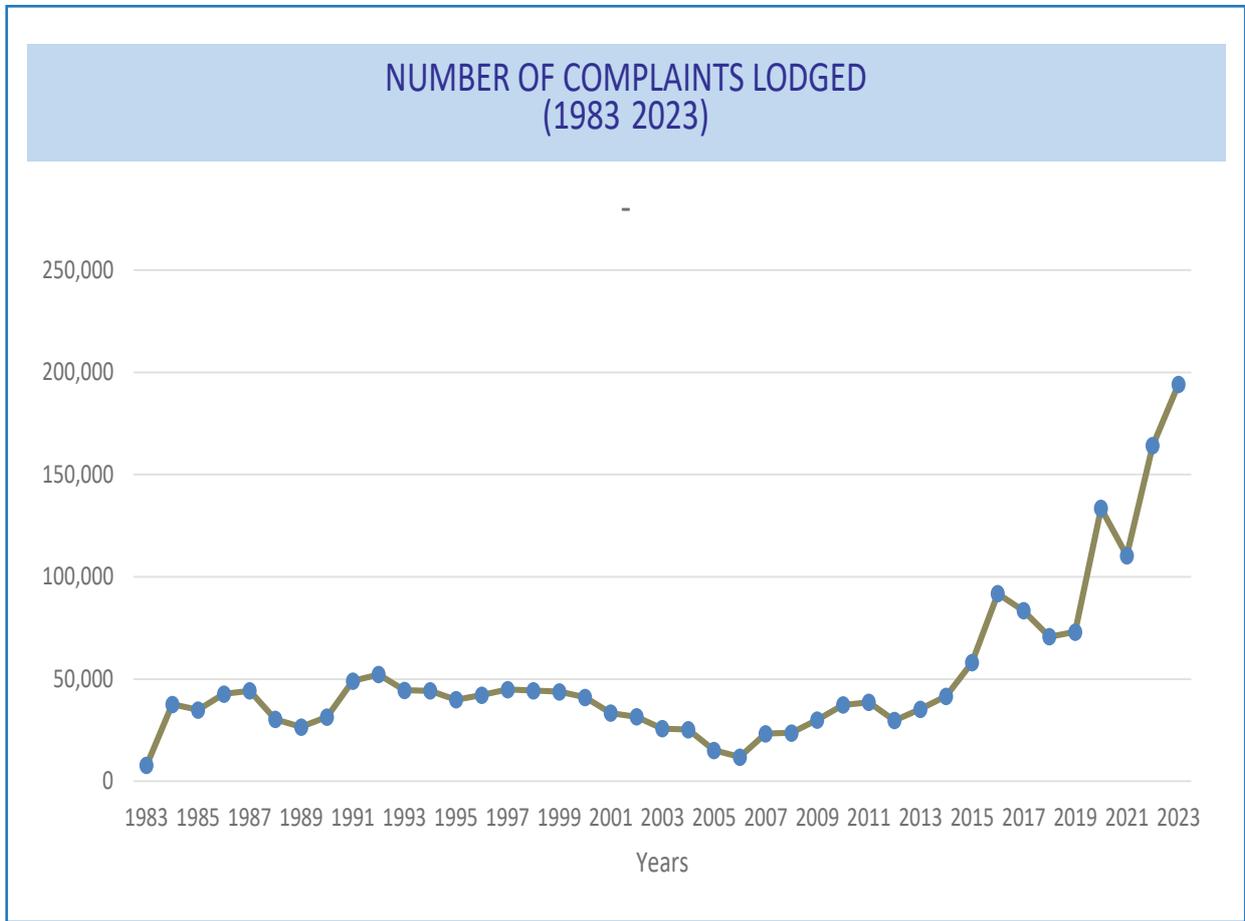


the Ombudsman, Focal Persons have been appointed in Pakistan Missions abroad to personally hear and resolve problems faced by Pakistani diaspora.

Wafaqi Mohtasib’s Office has been deeply conscious of its responsibility in pursuing the child rights issues in Pakistan. The Office of Grievance Commissioner for Children has been set up in the Wafaqi Mohtasib Secretariat to redress the individual grievances of children, monitor the overall situation and address the systemic issues faced by them. This Office provides the children with a forum to raise their voice in matters relating to them and has to its credit various initiatives including Zainab Alert Response and Recovery Act 2020 and a Bill on Prevention and Control of Cybercrimes against Children/Criminal Law Amendment Act.

The trust and confidence of the general public that the institution of Wafaqi Mohtasib has earned over the years for its integrity, transparency, professionalism is borne out in numbers as over two million households have benefited from its services since its inception in 1983. The year wise processing of complaints is given in the graph below:

**Over two million households have benefited from its services since its inception in 1983.**



During the year 2022, the receipt of complaints was 164,174 out of which 157,803 complaints were disposed of reflecting an impressive rate of 96%. The incidence of complaints during 2023 has touched an all-time high number of 194,106 and the disposal of 193,030 has also been unprecedented, marking an increase of 18% and 22% respectively over the figures of the preceding year.

**The incidence of complaints during 2023 has touched an all-time high number of 194,106.**

Wafaqi Mohtasib’s institution is enjoying full support from the government and the citizenry in Pakistan. Consequently, it has recorded uninterrupted growth in qualitative and quantitative terms

alongside taking steps to enhance its efficiency and efficacy. It has, over the years, fine-tuned its complaints handling mechanism comprising registration, investigation, appraisal, review and implementation of recommendations of the Wafaqi Mohtasib. Various initiatives, taken over the years to facilitate the citizens in seeking redressal of their grievances including opening of new offices, Khuli Katcheries, inspection visits and alike, have increased manifold the incidence of complaints and disposal thereof during the year. Accordingly, the need was felt to carry out an in-house evaluation of the performance of the institution which has been completed with the following TORs:

**An in-house evaluation of the performance of the institution has been completed.**

- To suggest improvement at critical stages in the working of this office.
- To analyse the efficiency/process of providing services in accordance with the timeframe specified in laws/acts.
- To suggest measures to bring administrative justice further closer to the doorsteps of the public within the resources available to this office.

With responses from 200,000 complainants, 12,000 members of the general public, 777 Wafaqi Mohtasib employees, and 550 representatives of agencies, the survey through the Citizen Report Card provides a comprehensive assessment of the institution's effectiveness.

Key findings from the survey include an 81% awareness of the Mohtasib's services among the general public, a high satisfaction rate of 96% among complainants regarding the ease of the complaining process, and 67% expressing satisfaction with the services provided by Mohtasib. More details about this study are available in Chapter 8 (Studies and Reports).

The awareness - raising has been recognized by all international instruments as an essential feature of any successful ombuds system. The ultimate goal of good governance and the rule of law cannot be achieved in the absence of awareness in the masses about their rights and obligations as well as knowledge about the availability of a forum for providing quick relief. The Hon'ble President of Pakistan during his visit to the Wafaqi Mohtasib Secretariat last year has duly emphasized the need to raise greater awareness about the scope of work and functioning of this institution among the general public. Accordingly, a robust awareness campaign was pursued in cooperation with Regional Offices in 2023. The significance and impact of the awareness campaign involving use of various media tools has been discussed in the Chapter-16 of this report.

**Awareness - raising has been recognized by all international instruments as an essential feature of any successful ombuds system.**

Ombudsmanship has taken firm roots in Pakistan. Currently, 14 ombudsman institutions dealing with matters relating to Banking, Insurance, Taxation and Harassment of Women at Workplace are functioning in the country. Subjects falling within the purview of provincial governments and AJ&K are dealt with by their respective ombudsman institutions. As member of the Forum of Pakistan Ombudsman (FPO), all these institutions are working together to promote ombudsmanship in the country.

Wafaqi Mohtasib's Office has concurrently been taking steps to promote ombudsmanship at international level and contribute in responding to the development challenges of the 21<sup>st</sup> century including good governance and public sector performance. The goals espoused by the UN Development Agenda 2030 make efficient service delivery and good administration as important pre-requisites for any effective development process.

**Wafaqi Mohtasib's Office has concurrently been taking steps to promote ombudsmanship at international level.**

Pakistan through its membership of International Ombudsman Institute (IOI), a global ombuds body of over 200 members from 125 countries, has been an important stakeholder in this process. We convened the first Asian Ombudsman Conference in April 1996 at Islamabad that led to the



*Heads of delegations to the historical first Asian Ombudsman Conference, Islamabad with Mohtarma Benazir Bhutto, Prime Minister, Islamic Republic of Pakistan.*

establishment of the Asian Ombudsman Association (AOA). Pakistan took the initiative to promote ombudsmanship in the Muslim World and was instrumental in establishing the OIC Ombudsman Association (OICOA) in 2014.

**The first Asian Ombudsman Conference in April 1996 at Islamabad led to the establishment of the Asian Ombudsman Association.**

AOA is a major non-political, independent and professional body of international character representing more than two thirds of the world population. Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi is currently the President of the Association. With its Secretariat within the premises of the Office of Wafaqi Mohtasib, the AOA has continued to expand its membership. It started with 18 members in 1996, which is now a



**A group of distinguished members with President of the Asian Ombudsman Association at the AOA Secretariat, Islamabad.**

47-member strong family. Our interaction with the international ombuds community adds to the country's stature and helps in building bridges and learning from each other in areas of professional interest.

**The AOA started with 18 members in 1996 and now it is a 47-member strong family.**



Encouraged by the accomplishments of the past forty years, the Office of the Wafaqi Mohtasib remains committed to pursuing the goals and objectives as enshrined in the President's Order No. 1 of 1983. The trust and confidence of the general public that the institution of Ombudsman has earned over the years for its integrity, transparency, professionalism and above all, commitment to the cause of justice and fair play will continue to provide inspiration for further upgrading its operational activities in the future.

**Office of the Wafaqi Mohtasib remains committed to pursuing the goals and objectives as enshrined in the President's Order No. 1 of 1983.**

# OMBUDSMANSHIP - A HISTORICAL PERSPECTIVE

The earliest historical accounts which show the existence of ombudsman or a prototype of it, were found in China during the Qin Dynasty in 200 BC. The Roman Empire also had a system where the Roman Tribune could overrule any law infringing upon the rights of its citizens. The advent of Islam and its subsequent spread across the continents ushered in a new era of justice and accountability. During the period of the second Caliph of Islam, Hazrat Umar ibn Al-Khattab (R.A.), the process of accountability was institutionalized in the form of “Deewan-e-Mazalim”. It was the first open court where citizens used to come and lodge their complaints against the government officials and the Caliph used to conduct the hearings, thereby, laying the foundations of transparency and justice.

**Deewan-e-Mazalim was the first open court where citizens used to come and lodge their complaints against the government officials.**

Similarly, during the Joseon Dynasty, in Korea in the 14th Century, an amhaeng-eosa (secret royal inspector), appointed by the King, used to travel across the province to secretly monitor the performance of government officials. The term Ombudsman in its current form was used for the first time in Sweden when King Charles XII established an office of Supreme Ombudsman in 1713, which later on came to be known as “Chancellor of Justice” in 1719. The Swedish Parliamentary Ombudsman was instituted in 1809 to safeguard the rights of the citizens. Since then the term Ombudsman has been widely accepted and used across the globe to refer to any political arrangement made for the administrative accountability, with varying degrees of autonomy and powers to exercise.

**The term Ombudsman was used for the first time in Sweden when King Charles XII established an office of Supreme Ombudsman in 1713.**

In the global perspective, the human society has witnessed important political and social developments in the form of Magna Carta in England to the Bill of Rights in the US Constitution. The United Nations Charter in 1945, which brought the international community together to save succeeding generations from the scourge of war, recognized the need for a more just and equal international order. In 1948, the United Nations General Assembly adopted an extra ordinary piece of legislation which has come to be known as the Universal Declaration of Human Rights. The document outlines all those rights to which every human being is equally entitled. Similarly, this document stipulates those rights which are universally granted to the people including the right to justice and equality. Ensuring the right to justice and equality requires more robust and effective judicial and quasi-judicial system, where every individual has access to justice. This tremendously increases the role of the ombudsman in any modern democratic society aspiring to abide by the Universal Declaration of Human Rights.

The structure, scope and powers of ombudsman vary from one society to another as per their socio-political and legal framework. However, typically the duties of an ombudsman include investigation, resolution of complaints against maladministration and identification of systemic issues prevailing in the public offices.

The ombudsmen around the world function in aid of supreme judiciary to ensure that matters of administrative accountability are resolved thereby easing the burden and making administrative justice more accessible and inexpensive. It provides a platform for any act of omission or commission by public agencies taking place on daily basis to be addressed in



real time without the barriers of legal complications. Therefore, contrary to what is usually perceived, the Office of Ombudsman is not an alternative to the superior judiciary but exists to support it by playing a complementary role.

**The Office of Ombudsman is not an alternative to the superior judiciary but exists to support it by playing a complementary role.**

The United Nations duly recognizes the importance of the institution of ombudsman. In a series of General Assembly resolutions, it has emphasized the role of ombudsman and mediator institutions in promoting good governance in public administrations and improving their relations with citizens. Its pronouncements define the scope of their work in promoting respect for human rights and fundamental freedoms and in strengthening the delivery of public services, by promoting the rule of law, good governance, transparency, accountability, and fairness.

Accordingly, a set of international instruments has evolved, upholding the ultimate goals of ombudsmanship which include principles relating to the status of national institutions (The Paris Principles) adopted by the UN General Assembly vide Resolution 48/134 on 20 December 1993. Likewise, the Venice Principles on the Protection and Promotion of the Ombudsman Institution adopted on 15 - 16 March 2019 recognize the importance of these institutions in strengthening democracy, the rule of law, good governance, protection and promotion of human rights and fundamental freedoms. These Principles set out, an elaborate criteria and highlight the responsibilities of the state to provide enabling environment for effective functioning of ombudsman institutions, ensuring administrative, financial and legal autonomy.

**UN Resolutions recognize the importance of Ombudsman institutions in strengthening democracy, the rule of law, good governance, protection and promotion of human rights.**

In Pakistan, the Office of Wafaqi Mohtasib was established in 1983 with the explicit objectives:

- To diagnose, investigate, redress and rectify any injustice done to a person through maladministration.
- To undertake and investigate into any allegation of maladministration on the part of any agency or any of its officer or employee.
- To provide speedy and expeditious relief to citizens by redressing their grievances to promote good governance.
- May arrange for studies to be made or research to be conducted to ascertain the root causes of corrupt practices and injustice.



Seen from the perspective of the Paris Principles, the Venice Principles and the UN Resolution 77/224 of 15 December 2022, the Wafaqi Mohtasib's Institution in Pakistan meets the internationally accepted and recognized standards. It has now 22 Regional Offices including Complaints Collection Centres in various parts of the country and more Offices are in the offing to enhance the outreach of this institution.

**The Wafaqi Mohtasib's institution in Pakistan meets the internationally accepted and recognized standards.**

The concept of ombudsmanship has been replicated into other areas of governance in Pakistan such as tax, insurance, banking and protection of women against harassment at workplace. Such offices have also been

**The concept of ombudsmanship has also been replicated into other areas of governance in Pakistan.**

established at the provincial levels. Simultaneously, subjects falling within the purview of provincial governments and the government of AJ&K are dealt with by their respective ombudsman institutions. Today, ombudsman institutions are flourishing in Pakistan with the full support of its citizenry and the government. These institutions are playing their due role in dispensation of quick administrative justice



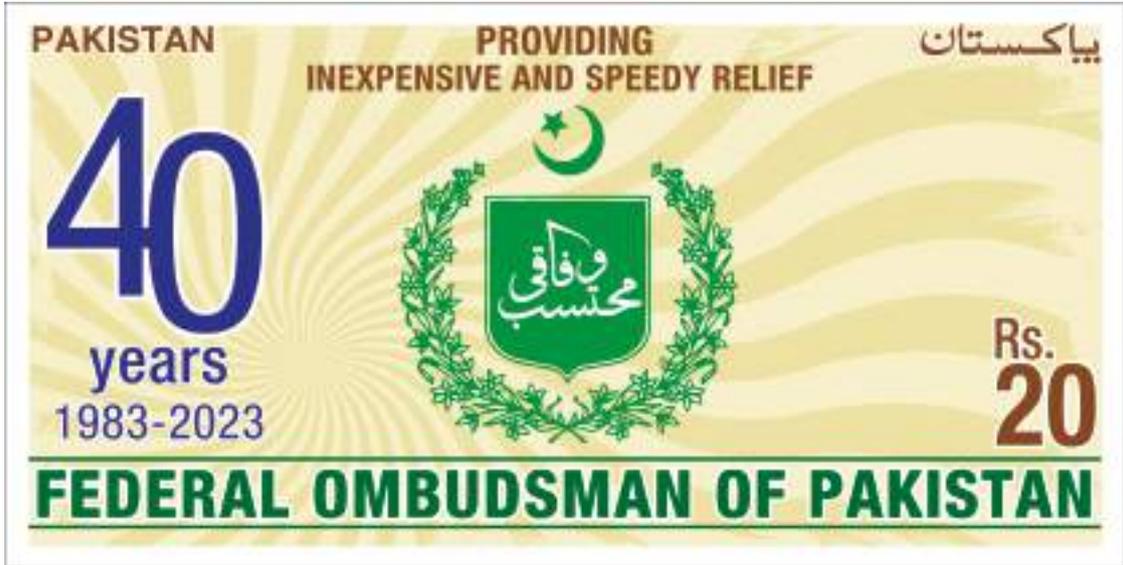
Federal Ombudsman Mr Ejaz Ahmad Qureshi in a group photo with ombudspersons on the occasion of 27th meeting of Forum of Pakistan Ombudsman at Wafaqi Mohtasib Secretariat, Islamabad. (21-03-2023)

thereby acting in support of the supreme judiciary.

The journey of Wafaqi Mohtasib's Office during the last 40 years has been exceptionally fulfilling in delivering to the people as per its mandate. It enjoys full support at the highest level to bring about a much needed change in the lives of our people by addressing the imbalance of power between the individuals and the providers of public services. The core values of ombudsmanship i.e., promotion

and protection of human rights, good governance and the rule of law shall, therefore, continue to guide us in maximizing its outreach and providing inexpensive and speedy relief to the general public.

It enjoys full support to bring about a change in the lives of the people by addressing the imbalance of power between the individuals and the providers of public services.



Commemorative postage stamp issued by Pakistan Post on 24 January 2023 to mark the 40<sup>th</sup> year of the establishment of the Wafaqi Mohtasib's institution in Pakistan



The Additional Director General, Pakistan Post Mr. Maqsood Baloch presenting commemorative postage stamp issued on the occasion of 40<sup>th</sup> year of establishment of Wafaqi Mohtasib to the Federal Ombudsman Mr. Ejaz Ahmad Qureshi. (24.01.2023)

## LEGAL AND OPERATIONAL FRAMEWORK

The Office of the Wafaqi Mohtasib, established under the President’s Order No. 1 of 1983, operates as an independent and autonomous institution mandated to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration by Federal Government agencies or their functionaries. The legal framework governing its operations and authority is fundamental in guiding its functions and ensuring transparent redressal of public complaints. The legal framework governing the Wafaqi Mohtasib's role, powers, and functions is primarily outlined in the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President’s Order No. 1 of 1983), Federal Ombudsmen Institutional Reforms Act, 2013 and Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

### AMENDMENTS IN THE PRESIDENT’S ORDER NO. 1 OF 1983

Continuous evaluation and adaptation is necessary to ensure that the Office remains responsive to the needs of citizens and the government entities. Accordingly, amendments were introduced in 2013 through an Act of Parliament known as the Federal Ombudsmen Institutional Reforms Act, 2013. Notably, the amendments include provisions requiring the Office to conclude its Findings within 60 days, and for the President to adjudicate on a representation within 90 days of its submission. These timeframes are indeed exceptional, as are the new stipulations for the issuance of injunctions, penalties for contempt and the effective implementation of decisions.

Furthermore, the amended law now allows for a review of Findings, a provision that was previously not available to the complainants. It also outlines unique interventions aimed at enhancing the responsiveness of certain public sector organizations to the needs of the people. The swift approval of the law for institutional reforms, within a remarkably short timeframe, is reflective of the complete satisfaction of the lawmakers with the working of the institution.

**It outlines unique interventions aimed at enhancing the responsiveness of public sector organizations to the needs of people.**

The Federal Ombudsmen Institutional Reforms Act 2013, besides making the institution even more responsive to the aggrieved persons, has further strengthened it in having its findings/ recommendations implemented by the Federal Government agencies. The comparative statement, as given below, of original provisions (1983) and the additions/amendments (2013) thereto, reinforces the institution’s commitment to the goals of good governance, the rule of law and the promotion and protection of human rights.

Sr.No	ESTABLISHMENT OF THE OFFICE OF WAFAQI MOHTASIB (OMBUDSMAN) PRESIDENT’S ORDER NO. 1 OF 1983	FEDERAL OMBUDSMEN INSTITUTIONAL REFORMS ACT NO. XIV OF 2013
1.	<p><b>2. Definitions.</b>-In this Order, unless there is anything repugnant in the subject or context,                      (1) 'Agency' means a Ministry, Division, Department, Commission or office of the Federal Government or a statutory corporation or other institution established or controlled by the Federal Government but does not include the Supreme Court, the Supreme Judicial Council the Federal Shariat Court or a High Court.</p>	<p>“Agency" means, the Agency defined in the relevant legislation and in relation to the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983) shall include an Agency in which the Federal Government has any share or which has been licensed or registered by the Federal Government and notified by the Federal Government in the Official Gazette (Section 2(a), of The Federal Ombudsmen Institutional Reforms Act 2013).</p>

<p>2.</p>	<p><b>3. Appointment of Mohtasib.</b> (1) There shall be a Wafaqi Mohtasib (Ombudsman), who shall be appointed by the President. (2) Before entering upon Office, the Mohtasib shall take an oath before the President in the form set out in the First Schedule.</p>	<p><b>Oath of office:</b> An Ombudsman shall take Oath before he enters upon his office in the form as prescribed in the relevant legislation and in case such form is not prescribed in the relevant legislation he shall make oath before the President before he enters upon office in the form set out in the Schedule to this Act (Section 8, The Federal Ombudsmen Institutional Reforms Act, 2013)</p>
<p>3.</p>	<p><b>4. Tenure of the Mohtasib:</b> (1) The Mohtasib shall hold office for a period of four years and shall not be eligible for any extension of tenure or for re-appointment as Mohtasib under any circumstances.</p>	<p><b>Tenure of the Ombudsman:</b> The Ombudsman shall hold office for a period of four years and shall not be eligible for an extension of tenure or appointment as Ombudsman under any circumstances. Provide that the Ombudsman shall continue to hold office after expiry of his tenure till his successor enters upon the office (Section-3 of the Federal Ombudsmen Institutional Reforms Act, 2013)</p>
<p>4.</p>	<p><b>7. Acting Mohtasib:</b> At any time when the office of Mohtasib is vacant, or the Mohtasib is absent or is unable to perform his functions due to any cause, the President shall appoint as acting Mohtasib.</p>	<p><b>Acting Ombudsman:</b> At any time, the office of Ombudsman is vacant or he is unable to perform his function due to any cause the President shall appoint an Acting Ombudsman who shall perform functions and powers as are vested in the Ombudsman and shall be entitled to all privileges as are admissible to Ombudsman. Provided that till such time the Acting Ombudsman is appointed the Wafaqi Mohtasib (Ombudsman) shall act as Ombudsman of the concerned office and in case the Wafaqi Mohtasib is absent or unable to perform functions of his Office, the Federal Tax Ombudsman shall act as Wafaqi Mohtasib (Ombudsman) in addition to his duties (Section 4, The Federal Ombudsmen Institutional Reforms Act. 2013)</p>
<p>5.</p>	<p><b>No Provision.</b></p>	<p><b>Temporary Injunction.</b> The Ombudsman may stay operation of the impugned order or decision for a period not exceeding sixty days (Section 11, The Federal Ombudsmen Institutional Reforms Act 2013)</p>
<p>6.</p>	<p><b>No Provision.</b></p>	<p><b>Review:</b> (1) The Ombudsman shall have the powers to review any findings, recommendations, order or decision on review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision. (2) The Ombudsman shall decide the review petition within forty-five days. (3) In review, the Ombudsman may alter, modify amend or recall the recommendation, order or decision (Section 13, The Federal Ombudsmen Institutional Reform Act, 2013)</p>

7.	<p><b>16. Power to punish for contempt:</b> (1) The Mohtasib shall have the same powers, mutatis mutandis, as the Supreme Court has to punish any person for its contempt</p>	<p><b>Power to punish for Contempt:</b> An Ombudsman shall have power to punish for contempt as provided in the Contempt of Court Ordinance 2003 (V of 2003) (Section 12, The Federal Ombudsman Institutional Reforms Act, 2013).</p>
8.	<p><b>No Provision.</b></p>	<p><b>Grievance Commissioner.</b> (1) The Ombudsman shall appoint or designate an officer not below BPS-21 as Grievance Commissioner in an Agency against which a large number of complaints are received persistently. (Section 7, The Federal Ombudsmen Institutional Reforms Act, 2013).</p>
9.	<p><b>29. Bar of jurisdiction:</b> No Court or other authority shall have jurisdiction.- (1) to question the validity of any action taken, or intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Order; or (2) to grant an injunction or stay or to make any interim order in relation to any proceedings before, or anything done or intended to be done or purporting to have been done by, or under the orders or at the instance of the Mohtasib.</p>	<p><b>Bar of Jurisdiction.</b> No court or authority shall have jurisdiction to entertain a matter which falls within the jurisdiction of an Ombudsman nor any court or authority shall assume jurisdiction in respect of any matter pending with or decided by an Ombudsman (Section 18, The Federal Ombudsmen Institutional Reforms Act 2013).</p>
10.	<p><b>32. Representation to President:</b> Any person aggrieved by a decision or order of the Mohtasib may, within thirty days of the decision or order, make a representation to the President, who may pass such order thereon as he may deem fit.</p>	<p><b>Representation</b> (1) Any person or party aggrieved by a decision order, findings or recommendations of an Ombudsman may file representation to the President within thirty days of the decision, order, findings or recommendations. (2) The operation of the impugned order, decision, findings or recommendations shall remain suspended for a period of sixty days if the representation is made as per sub-Section (1). (4) The representation shall be processed in the office of the President by a person who had been or is qualified judge of the Supreme Court. (5) The representation shall be decided within 90 days (Section 14, The Federal Ombudsmen Institutional Reforms Act 2013).</p>
11.	<p><b>36. Rules:</b> The Mohtasib may, with the approval of the President, make rules for carrying, out the purposes of the Order</p>	<p><b>Power to make rules-</b> The Federal Government may by notification in the Official Gazette, make rules to carry out the purposes of this Act (Section 22, The Federal Ombudsmen Institutional Reforms Act, 2013)</p>
12.	<p><b>37. Order to override other laws:</b> The provisions of this Order shall have effect notwithstanding anything contained in any other law for the time being in force.</p>	<p><b>Overriding effect</b> (2) In case there is conflict between the provision of this Act and the relevant legislation the provision of this Act, to the extent of inconsistency shall prevail (Section 24, The Federal Ombudsmen Institutional Reforms Act, 2013).</p>

## **OPERATIONAL FRAMEWORK OF Wafaqi Mohtasib Secretariat**

The functioning of the Wafaqi Mohtasib is regulated by the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013. The main features of these Regulations are as follows:

### **A. PROCEDURE FOR REGISTRATION OF COMPLAINTS**

#### **Presentation/Registration of complaints. (Regulation 3)**

A complaint may be lodged in a number of ways. Complainant may file complaint in person or by post or online (by fax, email) or through Mobile App against maladministration of Federal Agencies as defined in Article 2(1) of President's Order No. 1 of 1983 and section 2(a) of the Federal Ombudsmen Institutional Reforms Act, 2013. Upon receipt, the Registrar processes the complaint on Complaints Management Information System (CMIS) and allocates a complaint number to each case.

#### **Admission and rejection of complaints at preliminary stage. (Regulation 5)**

Initial scrutiny is undertaken by the Registrar, who determines its admissibility according to the procedure laid down in Articles 2, 9 and 10 of President's Order No. 1 of 1983. For admitted complaint, acknowledgement is sent to the complainant via CMIS generated letter as well as by SMS.

The admissible complaints are marked to the designated Investigation Officer for examination and inquest. In the cases which are not admitted an intimation is sent to the complainant along with reason for non- admittance. To dispose of complaints within the stipulated period of 60 days, the complainants are encouraged to furnish all relevant documents along with the complaint.

### **B. PROCEDURE FOR PROCESSING OF COMPLAINTS BY INVESTIGATING OFFICERS.**

The Investigation Officer proceeds with investigation as follows:

- Calls for report from the government Agency concerned
- Receives response from the Agency
- Calls for rejoinder from the complainant, (if needed)
- Conducts hearing
- Carries out onsite inspection (if required)
- Prepares draft Findings
- Submits draft Findings for approval of the Wafaqi Mohtasib through CMIS
- Issues attested copies of approved findings to the complainant and the Agency

### **C. PROCEDURE FOR DISPOSAL OF COMPLAINTS**

Completion of Investigation (Regulation 23) and appraisal.

Once the investigation concludes, the Investigating Officer prepares the draft Findings, which are then submitted to the Appraisal Officer. Upon completing the appraisal, the Findings are forwarded to the Wafaqi Mohtasib for approval.

#### **Completion of Findings and consignment of files to Record Room (Regulation 25)**

After the Findings are approved by the Mohtasib, the copies of the Findings are authenticated by the Investigating Officer and despatched free of cost, to the complainant and the Agency and the file is consigned to the record section.

#### **Review Petition (Regulation 26)**

If the complainant or the Agency is not satisfied with the Findings, a Review Petition can be filed with the Ombudsman within 30 days of the receipt of Findings. The Ombudsman is required to decide the review within 45 days of such application

**Representation (Section 14, The Federal Ombudsmen Institutional Reforms Act, 2013)**

If the complainant or the Agency is not satisfied with the Findings or order passed by the Mohtasib, a Representation can be submitted to the President. The President has to decide the Representation within 90 days of its submission.

**Execution/Implementation of Recommendations (Regulation 30)**

The Ombudsman Secretariat has established an Implementation Wing to implement the Findings with recommendation and timeline/due date for implementation. Such cases are also uploaded on the implementation module of the CMIS.

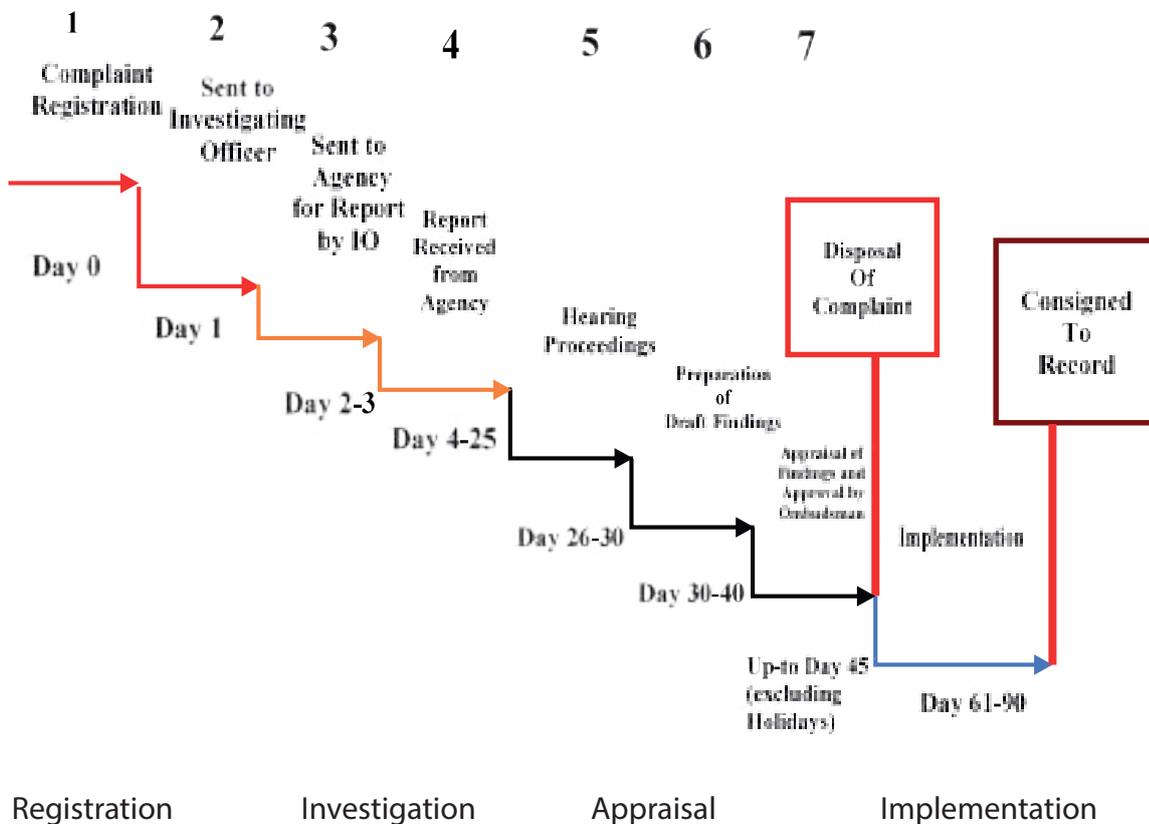
**Defiance of Recommendations (Regulation 29)**

If the Agency does not, within the specified time, fully complies with the Findings or does not give reasons for non-implementation of the recommendations to the satisfaction of the Mohtasib, it shall be liable for initiation of proceedings against it for defiance of the findings, recommendations, order or decision under Article 12 of the Order.

**Expeditious Disposal of Complaints (Regulation 23 (5))**

According to Section 9 of the Federal Ombudsmen Institutional Reforms Act, 2013, the Ombudsman shall dispose of complaint within a period of sixty days (60). Timeline of disposal of complaint from registration to disposal is provided in the chart below:-

**INVESTIGATION TIMELINE**



Wafaqi Mohtasib's Office is a quasi-judicial body that redresses the grievances of the common man against federal agencies and organizations. It takes cognizance of cases of maladministration and offers remedies through a simple and expeditious process. It is considered a "poor man's court" as it operates without charging any fees and there is no need of engaging a lawyer. The Federal Ombudsmen Institutional Reforms Act, 2013 made this office more sensitive and responsive to the complaints of the aggrieved persons. The provisions relating to the finalization of the case within 60 days and other provisions for grant of injunction, punishment for contempt and provisions for effective implementation has further improved the efficacy of this institution. Additionally, the Act has introduced provision for Review which was earlier not available to the complainants. Article 33 of the President's Order No.1 of 1983 empowers the Mohtasib or a member of his staff to informally conciliate, amicably resolve the disputes between parties. This provision not only widens the ambit of Ombudsman's activity but also provides positive means of settlement of dispute through conciliatory proceedings and mutual satisfaction of parties. Under the umbrella of legal and operational framework, the Office of Wafaqi Mohtasib is making critical contribution towards the accomplishment of the core values of ombudsmanship.

**It is considered a "poor man's court" as it operates without charging any fees and there is no need of engaging a lawyer.**

# PROMOTING GOOD GOVERNANCE AND THE RULE OF LAW

Celebrating the 40th anniversary of its establishment, the Office of Wafaqi Mohtasib (Ombudsman) stands as a beacon of hope as it strives for promoting good governance, the rule of law and inviolability of human rights in the country. Over the past four decades, this institution has played a pivotal role in ensuring administrative accountability and justice by addressing citizens' grievances against Federal government functionaries and agencies. It has been instrumental in promoting principles of fairness, equity, and efficiency in public administration, fostering a culture of responsiveness and responsibility within government institutions.

Since its establishment in 1983, the Office of Wafaqi Mohtasib has diligently fulfilled its mandate, systematically refining operations, expanding geographical outreach and embracing the latest information technology tools for enhanced efficiency. Notably, awareness-raising received due emphasis ensuring that a maximum number of citizens are aware of and can avail themselves of its cost-free and prompt services. This strategic approach reflects the institution's commitment to continuous improvement and dedication to fostering transparency and accountability within government agencies.

The year 2023 witnessed the highest-ever numbers in both receipt and disposal of complaints. The scope of the institution's activities, too, was broadened to inspection visits to various Government agencies, demonstrating a proactive approach to addressing citizen's concerns. The institution facilitated grievance redressal of public through Khuli Katcheries, showcasing a dedication to prompt and efficient grievance redressal. Emphasis was placed on following up on WMS reports, particularly those pertaining to pension and prison reforms, alongside other initiatives undertaken in recent years. Additionally, studies on topics of significant public concern were undertaken showcasing a commitment to in-depth analysis and understanding of critical issues.

### Unprecedented Receipts and Disposal of Complaints

In the year 2023, the Wafaqi Mohtasib Secretariat (WMS) experienced unprecedented surge in both, receipts and disposal of public complaints, with no additional budget and human resources. This phenomenon reached its pinnacle in November 2023, when for the first time in 40 years, an all-time high figure of 20,472 complaints were filed in a single month, 19,280 complaints disposed of in December 2023, which is the highest ever in a single month. Throughout the entire reporting year, the Secretariat received a record-breaking number of 194,106 public complaints of maladministration, demonstrating a significant increase from the previous year's 164,173 complaints. Equally impressive was the disposal rate, with 193,030 complaints effectively addressed, compared to the previous year's 157,803. Barring a few cases that required additional information for meaningful decision-making, all complaints were resolved within the statutory timeline of 60 days.

**A record number of 194,106 public complaints were received and 193,030 complaints were disposed of in 2023.**

### Dealing with Complaints against Utility Companies

In the year 2023, DISCOs faced a substantial surge in complaints, with a predominant focus on issues related to excessive billing. The complaints related to electricity reached a figure of 82,134, representing 42.3% of the total complaints in 2023. This marked an increase from the previous year, where electricity-related complaints stood at 62,298, accounting for 37.9% of the total complaints in 2022.

**The complaints related to electricity reached a figure of 82,134, representing 42.3% of the total complaints in 2023.**

Though there was a 3% decrease in complaints against SNGPL- dropping from 6314 in 2022 to 6125 in 2023 complaints against SSGCL experienced a 10.3% increase, rising from 11,808 in 2022 to 13,027 in 2023. The cumulative complaints against both SNGPL and SSGCL totaled 19,152 in 2023, reflecting a 5.7% increase compared to 18,122 complaints registered in 2022. These grievances primarily revolved around issues such as mal-administration in the process of billing, as well as delays in providing new gas connections, shifting, and the replacement of defective meters. Additionally, a smaller number of complaints pertained to inadequate gas supply, non-installation of meters, neglect in repairing gas pipelines, and delays in the restoration of gas connections. This notable increase in complaints during 2023 underscores significant concerns regarding service delivery and process of billing within the energy sector.

### Facilitating the General Public Through IT Tools

Over the preceding three years, the WMS has significantly enhanced its accessibility by introducing cutting edge IT tools in the process for lodging complaints against federal agencies. In the year 2023, a total of 88,981 complaints were submitted online by the general public. Among these, 22,321 were registered through the WMS Mobile App, and 48,190 through the website, marking a notable 21% and 47% increase, respectively, from the previous year's online complaints. Furthermore, 18,470 complaints were channelled through the Integrated

**22,321 complaints were registered through the WMS Mobile App, and 48,190 through the website, marking a notable 21% and 47% increase, respectively.**

Complaint Resolution System (ICRS). Under the ICRS framework, any complaint unresolved at the Agency level for over 30 days is automatically transferred to the Complaint Management Information System (CMIS) of WMS for further processing. For seamless operation of ICRS, Wafaqi Mohtasib Secretariat has successfully established interfaces with 183 agencies through its CMIS.

### Resolving Public Complaints Through OCR and Khuli Katcheris

The Outreach Complaint Resolution (OCR) Project, initiated nearly eight years ago in January 2016, has been instrumental in facilitating the resolution of public complaints at the grassroots level. Investigating Officers from the WMS continued to conduct visits to various tehsils/district headquarters to address complaints in proximity to the complainants' doorsteps. In the year 2023 alone, a total of 3,148 complaints were successfully resolved through this system. Furthermore, the OCR visits by Investigating Officers served a dual purpose of reaching out to the complainants at their doorsteps as well as fostering increased engagement with the media. During these occasions, Investigating Officers also organized Khuli Katcheris, providing an additional platform for open and transparent communication. This multi-faceted approach not only expedites complaint resolution but also contributes to a more informed and empowered citizenry.

**This multi-faceted approach not only expedites complaint resolution but also contributes to a more informed and empowered citizenry.**

### Informal Resolution of Disputes (IRD)

Under Article 33 of the President's Order No.1 of 1983, the Federal Ombudsman and his staff are authorized to informally conciliate, amicably resolve, stipulate, or settle grievances without the need for a written memorandum or the formal docketing of complaints or official notices. Accordingly, a project was launched in April 2022, which has proven to be highly successful, resulting in the resolution of 2,112 cases, with an additional 302 cases in progress during the reporting year. The resolved cases encompass a wide array of matters, including pension disbursement for widows, settlement of service dues, payments to contractors and labourers, addressing grievances of students against their schools/universities, and encashment of cheques for private individuals from their bank accounts. The successful growth of the IRD project is outlined in Chapter 10 of the Annual Report.

### Quality Control through Appraisal of Findings

In maintaining the quality and soundness of its decisions, a meticulous quality control system is in

place through appraisal of Findings. A team of highly experienced retired civil service officers, judges, and seasoned professionals with extensive public service background serve as Appraisers. They thoroughly scrutinize all Findings before submission of the same for final approval by the Federal Ombudsman. For Findings related to complicated issues, different Advisors conduct a re-vetting process to ensure uniformity, soundness, and correctness from all perspectives in the recommendations, decisions, and orders.

The efficacy of the Appraisal Team is evident from the fact that reviews filed with the Federal Ombudsman or representations made by aggrieved parties before the President are less than 1% of cases. Noteworthy is the fact that the Hon'ble President upheld the decisions of the Federal Ombudsman in 1012 out of 1084 cases, highlighting the consistency and trustworthiness of the appraisal process.

**Reviews filed with the Federal Ombudsman or representations made by aggrieved parties before the President are less than 1% of total cases.**

### Implementation of Findings

Ensuring the implementation of decisions, orders, recommendations, and Findings remains the primary focus for the Wafaqi Mohtasib Secretariat (WMS) to uphold public trust in the institution's effectiveness. The Implementation Wing, led by an Advisor and supported by a team of experienced officers, actively monitors the implementation of all Findings. Recommendations are provided to the concerned agencies, and compliance is diligently pursued through the dedicated interface in the CMIS of WMS.

Implementation Officers conduct regular hearings to ensure the timely execution of Findings. The Federal Ombudsman personally chaired periodic meetings of the Implementation Wing at the Head Office and visited Regional Offices, reviewing the performance of Implementation Officers and upholding the commitment to effective implementation.

### Low Percentage of Review Petitions and Representations

The governing statutes of the Federal Ombudsman's Office allow for the review of any Findings, recommendations, order, or decision by an aggrieved party within 30 days, to be decided by the Federal Ombudsman within 45 days. The purpose of the review is limited to rectifying apparent errors or resulting injustices from the Mohtasib's decision. The consistent trend over the years reveals that the number of review petitions filed by aggrieved parties remains below 1% of the total complaints. In the year 2023, a total of 1226 review petitions were filed, out of them 496 by the agencies and 730 by the complainants. Of these, 1291 (including the backlog) were decided, with the remaining at various stages of processing. Encouragingly, the total number of review petitions filed constituted only 0.64% of the overall complaints decided in the reporting year, reflecting the soundness of the Mohtasib's decisions.

Under the Federal Ombudsmen Institutional Reforms Act 2013, aside from filing a review petition to the Federal Ombudsman, any aggrieved person has the option to file a representation to the President within 30 days of the Mohtasib's decision. In 2023, only 792 representations were filed before the President, accounting for 0.41% of the total complaints disposed of during the year. The consistently low percentage of representations to the President underscores the accuracy and trustworthiness of the Federal Ombudsman's Findings.

### Systemic Reforms

The Federal Ombudsman has the mandate to investigate the underlying causes of persistent complaints against various agencies, aiming to initiate systemic reforms. To achieve this, the Federal Ombudsman formed committees comprising experts, professionals, and seasoned civil service officers. These committees produced 30 invaluable reports, subsequently submitted to the government for consideration and the implementation of their recommendations. Throughout the reporting year, the Federal Ombudsman conducted numerous meetings to oversee the progress,

particularly focusing on pension reforms, issues concerning Overseas Pakistanis, and the well-being of prisoners, with specific attention to women and children in jails.

### Prison Reforms

As a regular feature, the Federal Ombudsman chairs meetings in all provincial capitals, along with the provincial Chief Secretary concerned to monitor the implementation of the recommendations of the report of the Federal Ombudsman Secretariat's Committee on Prison Reforms. Appropriate directions are issued to all concerned during such meetings to remove the bottlenecks in implementation of the recommendations of the report with a view to improve the living conditions of the inmates of prisons



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi chairing a meeting on prison reforms at Karachi (24.11.2023)

in Pakistan. The Federal Ombudsman has so far submitted 16 progress reports on the subject to the Supreme Court of Pakistan, including three reports in the year 2023. These initiatives reflect the Federal Ombudsman's commitment to addressing systemic issues and fostering positive transformations across various sectors.

### Facilitating Overseas Pakistanis

In 2015, the Grievance Commissioner for Overseas Pakistanis was appointed to address individual and systemic issues faced by Pakistani diaspora regarding Federal Government entities. Complaints can be submitted through various channels, and the Grievance Commissioner's Office ensures prompt handling with regular updates. Pakistan Missions abroad have appointed Focal Persons for weekly grievance resolution. Monthly progress reports are received from Pakistan Missions abroad on their interaction with the Pakistani community. One Window Facilitation Desks (OWFDs) at 8 international airports in the country are engaged in addressing concerns of Overseas Pakistanis round the clock.

In 2023, there was a notable surge in complaints from Overseas Pakistanis, with 202,367 complaints received, reflecting a substantial increase of 47.02% compared to the 137,647 complaints received in the previous year. The One Window Facilitation Desks (OWFDs) significantly contributed to this rise, facilitating 181,872 complainants, marking a substantial 53.75% increase from the 118,290 complainants assisted in the preceding year. Conversely, Pakistan Missions abroad received 19,950 complaints, showing an increase of 5.44% compared to the 18,542 complaints received last year. The Grievance Commissioner at the Wafaqi Mohtasib Secretariat received 945 complaints, indicating an increase of 15.95% from the 815 complaints received in the previous year. More details on the subject are available in the dedicated Chapter 12 of this Annual Report.

## Important Events & Meetings in 2023

In 2023, the Federal Ombudsman spearheaded several significant meetings and events aimed at advancing good governance, the rule of law and the cause of ombudsmanship. Some of these events and meetings are discussed in the succeeding paras.

### AOA re-elects Federal Ombudsman as its President

Federal Ombudsman, Mr. Ejaz Ahmad Qureshi, was re-elected unopposed as President of the Asian Ombudsman Association (AOA) for a four-year term during its 17th General Assembly meeting held at Kazan (Republic of Tatarstan) in September 2023. The re-election of Wafaqi Mohtasib is a clear manifestation of the confidence of the international community in Pakistan's contribution in promoting the cause of ombudsmanship. The AOA is a non-political professional body with 47 member institutions. Its permanent secretariat is hosted by the Wafaqi Mohtasib Secretariat at Islamabad. A detailed account of the active role played by Pakistan in promoting ombudsmanship in Asia and beyond is contained in Chapter 14 of this Report.

**The re-election of Wafaqi Mohtasib is a clear manifestation of the confidence of the international community in Pakistan's contribution in promoting the cause of ombudsmanship.**

### 40th Anniversary year of the Establishment of Wafaqi Mohtasib's Office

24 January 2023 marked the 40th anniversary year of the establishment of Wafaqi Mohtasib's institution. The occasion was celebrated in a simple manner by issuing a special supplement of the News Bulletin, launch of a commemorative postage stamp by Pakistan Post and the release of a PTV documentary titled, "40 years of service: 1983-2023". The growth of ombudsmanship in Pakistan and the achievements of the institution in promoting good governance, the rule of law and the fundamental rights are discussed in a historical perspective in Chapter 1 & 2 of this Annual Report.

### 27th Meeting of the Forum of Pakistan Ombudsman (FPO)

The 27th Forum of Pakistan Ombudsman (FPO) meeting, chaired by Dr. Asif Mahmood Jah, Federal Tax Ombudsman (FTO) was held on 21 March 2023, at the Wafaqi Mohtasib Secretariat. The meeting highlighted the Forum's role since its establishment in 2011 in fostering collaboration among Ombudsman Offices operating in the country in different areas of competence. Emphasizing its commitment against maladministration and corruption, the Forum decided to establish a dedicated secretariat for sustained coordination. Recognizing Pakistan's stature in the global ombuds fraternity, FPO pledged to enhance collaboration with international partners in the subject.

### Webinar on Informal Resolution of Disputes (IRD)

The Federal Ombudsman Secretariat organized a Webinar on IRD under the Asian Ombudsman Association (AOA) on June 14, 2023. The Federal Ombudsman inaugurated the event, highlighting the IRD system's key features, offering free and prompt justice through mediation and conciliation without docketing and other formalities. Attended by over 70 representatives from AOA member institutions and local ombudsman offices, the Webinar was aimed at promoting professionalism, cooperation and ombudsmanship in the Asian region and beyond.

### Seminar on Cyber Crimes against Children

Federal Ombudsman addressed a well-attended seminar on "Threats of Cyber Crime: Growing Vulnerabilities of Societies" at COMSATS University, Islamabad. The event saw participation from representatives of Federal ministries, relevant agencies, and online attendees from the Asian Ombudsman Association (AOA), OIC Ombudsman Association (OICOA), and Forum of Pakistan Ombudsman (FPO). The seminar was held in the context of Universal Children's Day and emphasized the need to renew commitment to child rights protection. Discussing the global issue of child exploitation and cybercrimes, the role of Wafaqi Mohtasib's institution in addressing child rights and various initiatives including the Zainab Alert Response and Recovery Act 2020 was highlighted.

### Other Highlights

- The Federal Ombudsman constituted a team to carry out an inspection visit of Islamabad International Airport on receipt of reports about mismanagement in service delivery including passenger harassment, delays in luggage delivery for both inland and overseas travelers, corruption complaints, and lapses in joint scanning checks. The visit was meant to rectify issues and ensure collaborative luggage searches, streamline processes for obtaining e-visas and ticket printing, distribute airline leaflets on travel guidelines, and enforce proper lounge usage.
- The inspection team of Regional Office, Lahore conducted a visit to Allama Iqbal International Airport, Lahore, with a focus on ensuring essential amenities. The visit was aimed at guaranteeing the availability of wheelchairs, proper affixing of protector's stamp, arrangements for visa exemptions, installation of information boards at strategic points, and maintaining cleanliness across all areas of the airport. The inspection sought to enhance the overall traveler experience and address key aspects related to accessibility, information dissemination, and cleanliness standards.



Wafaqi Mohtasib's Inspection Team interacting with the complainants during their Inspection Visit to CDA on 01.11.2023

- Federal Ombudsman took note of the issue of unpaid post-retirement benefits to retired teachers in educational institutions under the Federal Directorate of Education, Islamabad. Prompted by a web report titled, 'Forgotten Heroes: Islamabad's Retired Teachers Await Their Pending Dues,' the Wafaqi Mohtasib directed the Finance Division to allocate the required funds in the upcoming budget. Additionally, he instructed the Federal Directorate of Education to expedite the disbursement of approximately Rs. 2.6 Billion to the affected retired teachers.
- Due to the timely intervention of the Federal Ombudsman, a widow received compensation of Rs. 750,000 from the Islamabad Electric Supply Company (IESCO) after her son died from electrocution caused by a hazardous electric pole in their street. Federal Ombudsman's efforts, involving various agencies, led to the delivery of the compensation on April 14, 2023, providing the widow with her rightful due.
- During the Head Office's inspection visit to the Federal Government Employees Housing Authority (FGEHA), several concerns were highlighted. Delays in allotment, issues with digitalizing data, the presence of 'qabza mafia', and protracted legal disputes were identified. Additionally, the Park Road Islamabad project faced delays due to landowner issues. Recommendations were

made to streamline processes, enhance communication and address challenges in the operations of the Housing Authority.

- Following Federal Ombudsman's intervention, a Federal Government employee, Mr. Muhammad Akhlaq, received pension benefits totaling Rs. 9,478,415/- after a prolonged wait. Mr. Akhlaq was unjustly deprived of his pension benefits on unsubstantiated grounds. After exhausting all avenues, he filed a complaint with Federal Ombudsman, leading to a favorable decision within 30 days. The Implementation Wing of Federal Ombudsman diligently pursued the case with AGPR, ensuring the employee finally received his dues and expressed gratitude for the rightful relief provided by the Federal Ombudsman.
- The widow of the late Muhammad Latif, a former Driver with the National Trust for the Disabled (NTD), filed a complaint against the Ministry of Human Rights through Wafaqi Mohtasib Secretariat's Mobile App. She cited an inordinate delay in receiving her dues under the Prime Minister's Assistance Package. Despite her entitlement to full pay and allowances until her husband's superannuation, arrears and PM Assistance Package payments were unduly withheld since his demise in 2014. After Federal Ombudsman's intervention, commitments were made, and within 45 days, the widow received all dues, expressing gratitude for the Mohtasib's timely intervention after 10 years.
- During the visit to the Federal Employees Benevolent & Group Insurance Funds (FEB&GIF) by the Regional Office Karachi, several issues were identified. Recommendations were made to constitute a committee of senior officers to address issues related to the inadequate office space, staff shortages, and equipment deficiencies. Urgent steps were suggested to fill vacancies promptly and improve overall working conditions at FEB&GIF in Karachi.
- The Federal Ombudsman took notice of the objectionable act of physical punishment inflicted on special children by the staff of the National Institute of Special Education in H-9, Islamabad, under Article 9(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983. The Federal Ombudsman has directed the Secretary of the Ministry of Human Rights to submit a comprehensive report detailing all aspects of the incident, actions taken against those responsible for the inhuman treatment, and the management of the center.
- During the visit by the Regional Office Quetta to the Benazir Income Support Programme (BISP) in Kalat, critical issues were identified. Recommendations were made to address these concerns, including renting a more suitable building and promptly appointing additional staff for BISP in Kalat. These measures are geared towards enhancing the operational capacity and overall efficiency of the Benazir Income Support Programme in the region.
- During the recent Head Office's inspection visit to the Capital Development Authority (CDA), several concerns were raised. Recommendations were made to establish clear timelines for future projects, streamline the issuance of Completion and Transfer certificates, improve the user-friendliness of the website, ensure the cooperation of CDA officials in addressing complaints, identify and remove illegal encroachments, and implement the posting of signboards. These measures aim to enhance transparency, efficiency, and public satisfaction with the services provided by the Capital Development Authority.
- During the recent visit to the Passport Office, Islamabad by the inspection team, various issues were identified. Recommendations were made to improve the fee collection process by implementing on-site payments, installing token machines to streamline queues, optimizing staff allocation, establishing a one-window facilitation system, ensuring timely processing to prevent delays in passport delivery, and instituting a refund policy for urgent passport fees in case of printing issues. These measures aim to enhance the overall efficiency and service quality of the Passport Office.



Wafaqi Mohtasib Regional Office Peshawar Incharge Mr. Badshah Gul Wazir during inspection visit of Bacha Khan International Airport Peshawar. (30.11.2023)

- During the visit to the Postal Life Insurance Company Limited (PLICL) by the Regional Office Karachi, several critical issues were identified. Recommendations were made to urgently address those issues and ensure the timely filling of vacant positions to improve the overall functionality and condition of the Postal Life Insurance Company office in Karachi.
- During the recent inspection visit to Polyclinic Hospital, Islamabad, several critical issues were identified. Recommendations were made to implement Hospital Information Management Systems (HIMS) in all hospitals, ensure cleanliness, optimize facility utilization, promptly fill vacant positions of doctors and staff, conclude all pending inquiries by the Federal Investigation Agency (FIA), mandate the digitalization of store inventory, and investigate substandard anesthesia supply agents. Furthermore, the Ministry of Health was urged to arrange all the necessary equipment promptly. These measures aim to enhance overall healthcare service delivery, efficiency, and accountability at Polyclinic Hospital.

# REGIONAL OFFICES: ENHANCING ACCESSIBILITY & OUTREACH

Accessibility and Outreach are recognized among the most essential characteristics of any effective ombudsman institution in the available literature on the subject of ombudsmanship. The UN Resolution 77/224 of 15 December 2022 strongly encourages member states to develop and conduct outreach activities at the national level. The Paris Principles relating to the Status of National Institutions for the Promotion and Protection of Human Rights (Resolution 48/134 of

20 December 1993) and the Venice Principles on the Protection and Promotion of the Ombudsman Institutions of 02 May 2019 emphasize the centrality of accessibility and inclusivity in promoting the core principles of ombudsmanship. In the same vein, the study report of the Asian Development Bank on “Strengthening the Ombudsman Institutions of Asia” (24 - 25 August, 2010, Manila) concluded that the “Ombudsman should reach out to vulnerable sections of the population and remote areas that are unserved or underserved.” Likewise, in the World Bank study report on the Office of Wafaqi Mohtasib (2015), it was observed that the people from far-flung areas had difficulties in approaching the Federal Ombudsman in the absence of regional offices in most of the districts and there was a need to extend the service delivery of the ombudsman institution across the country for resolution of complaints of citizens at their doorsteps.

**The UN Resolutions emphasize the centrality of accessibility and inclusivity in promoting the core principles of ombudsmanship.**

Like most developing countries, Pakistan since its inception has confronted challenges of governance, political, social and economic stability and development. Despite the enormity of these challenges, Pakistan being the 33rd largest country in terms of area (796,096 KM<sup>2</sup>) and the 5th most populous with a population of over 240 million, has shown remarkable commitment to the State’s responsibility of ensuring inexpensive and expeditious justice to its citizens. Accordingly, the idea of an Office of Ombudsman was first conceived in the interim Constitution of 1972 and subsequently in the Constitution of 1973. It was almost ten years later when the Office of Wafaqi Mohtasib (Ombudsman) was established through the President’s Order No.1 of 1983. The establishment of regional offices of the Wafaqi Mohtasib’s institution in the Provincial capitals was also notified in January 1983 and a regional office each was established at Karachi, Lahore, Peshawar and Quetta in the years 1984-85.

Realizing the necessity of the ombudsman being easily accessible to the general public, specially the poor, marginalized and disadvantaged, the then Ombudsman in 1992 started visiting remote areas not only for speedy redressal of complaints at the doorsteps of the citizens but also to educate the citizens about the availability of Ombudsman’s Office for redressal of their grievances. The successive ombudsmen, since then, have relentlessly continued their efforts to strengthen the institution’s outreach and accessibility to general public. In January 2016, a pilot project was launched for speedy complaint resolution closer to the doorsteps of the complainants. It is still continuing as “Outreach Complaint Resolution (OCR)” project. Under this project, the Investigating Officers of the Wafaqi Mohtasib Secretariat (WMS) visit various districts and tehsils on pre-advertised dates and hear public complaints closer to the doorsteps of the complainants. During 2023, Regional Offices at Bahawalpur, D.I. Khan, Gujranwala, Hyderabad, Lahore, Multan and Sukkur undertook OCR visits and disposed of 3148 cases, thereby, saving the complainants from the hassle of travelling to the Mohtasib’s Office.

**Outreach Complaint Resolution (OCR) project was launched for speedy complaint resolution closer to the doorsteps of the complainants.**

**Khuli Katchery (Open Court) system is an extension of the OCR mechanism, which is being followed in a fairly regulated manner in various remote areas.**

Khuli Katchery (Open Court) system is an extension of



Regional Director Quetta, Mr. Ghulam Sarwar Brohi conducted Khuli Katcherhi at Quetta. Provincial Ombudsman Blochistan is also present. (26.11.2023)

the OCR mechanism, which is being followed in a fairly regulated manner in various remote areas. During the year under reporting, 19 Khuli Katcheries were held at various districts including Hangu, Karak, Haripur, Khanpur, Lora, Bannu, Narowal, Sambrial, Bahawalnagar, Rahim Yar Khan, Kohlu, Turbat, Zhob, Khuzdar, Gujranwala, Buner, Shangla, Dargai and Karachi. The local residents take full advantage of the visit of Investigating Officers from the WMS and are able to seek immediate relief as the departmental representatives are also present on the occasion. Greater use of technology during the recent years has remarkably increased the outreach of this Office and has made it easily accessible to the public. A state-of-the-art system, “Complaint Management Information System (CMIS)” was conceived by the WMS in the year 2005 and was formally launched in July 2007. This system is clearly contributing towards the efficient functioning of the WMS and has greatly enhanced the accessibility and outreach of the Office. The CMIS based services are now available in all the Regional Offices of the WMS and are being utilized by the complainants effectively. The number of complaints received online/website were recorded as 48,190 in 2023 marking an increase of 47% over the figure of the year 2022. Likewise, 22,321 complaints were received through Mobile App in 2023, which reflected an increase of 21% over the figure of 18,389 in the previous year.

**Greater use of technology during the recent years has remarkably increased the outreach of this Office and has made it easily accessible to the public.**

The Office of Wafaqi Mohtasib commenced its journey 40 years ago with four Regional Offices. The population of Pakistan at that time was 86.29 million. The theme of enhancing accessibility and outreach has been emphasized by the consecutive Heads of State in the country during their visits to the WMS. They were pleased to direct that the Wafaqi Mohtasib’s institution should enhance its outreach as much as possible to cover a broader spectrum of the society. For this, possibility of opening more regional offices should be explored to increase its physical and IT footprints with a view to redressing the grievances of even higher number of aggrieved persons. Today, with rapid increase in the number of households, complaints against maladministration on the part of the Government agencies have also increased significantly. Currently, a Head Office at Islamabad along with 17 Regional Offices and 04 Complaints Collection Centres are available in different parts of the country and are performing their statutory functions. Figure-I outlines the physical and IT footprints of the Wafaqi Mohtasib’s institution across the country.

**The theme of enhancing accessibility and outreach has been emphasized by the consecutive Heads of State in the country.**



The territorial jurisdiction of the Headquarters and its Regional Offices is specified in the Schedule-E to Regulation 3(2) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013. The jurisdiction of the Regional Offices is subject to change and is updated for the purposes of administrative exigency and the convenience of general public (Figure-II).

OFFICE	TERRITORIAL JURISDICTION
<b>HEADQUARTERS, ISLAMABAD</b>	Federal Capital Area Islamabad, Rawalpindi, Attock, Jhelum, Chakwal. Besides, the complaints received from all districts of A.J. & K and Northern Areas / Gilgit Baltistan shall continue to be investigated at Head Office, Islamabad till the establishment of Regional Offices.
<b>PUNJAB</b>	
Regional Office, Lahore	Lahore, Okara, Kasur, Sheikhupura and Nankana Sahib
Regional Office, Multan	Multan, Pakpattan, Vehari, Khanewal, D.G. Khan, Layyah, Muzaffargarh and Rajanpur
Regional Office, Faisalabad	Faisalabad, Sahiwal, Jhang, Toba Tek Singh and Chiniot
Regional Office, Gujranwala	Gujranwala, Gujrat, Sialkot, Narowal and Hafizabad
Regional Office, Bahawalpur	Bahawalpur, Bahawalnagar, Rahim Yar Khan and Lodhran
Regional Office, Sargodha	Sargodha, Khushab, Mianwali and Mandi Bahauddin
<b>SINDH</b>	
Regional Office, Karachi	All districts of Karachi and Lasbella (Balochistan)
Regional Office, Sukkur	Sukkur, Khairpur, Ghotki, Naushero Feroze, Larkana, Jacobabad, Shikarpur, Kashmore, Qamber and Shahdadkot
Regional Office, Hyderabad	Hyderabad, Jamshoro, Matiari, Tando Muhammad Khan, Shaheed Benazirabad (Nawabshah), Badin, Dadu, Thatta and Sajawal
Regional Office, Mirpur Khas	Mirpur Khas (Digri), Umarkot, Sanghar (Tando Adam), Tando Allah Yar and Tharparkar - Mithi
<b>KHYBER PAKHTUNKHWA</b>	
Regional Office, Peshawar	Peshawar, Charsada, Hangu, Karak, Kohat, Mardan, Nowshera, Swabi and Ex-Federally Administered Tribal Areas (FATA) Sada Complaints Collection Center for Kurram and Orakzai Districts
Regional Office, D. I. Khan	D. I. Khan, Bannu, Lakki Marwat, Bhakkar and Tank Wana Complaints Collection Center for South Waziristan Upper, South Waziristan Lower and North Waziristan Districts
Regional Office, Abbottabad	Abbottabad, Haripur, Mansehra, Battagram, Upper Kohistan, Lower Kohistan, Koli Polas (Kohistan) and Torghar (Kala Dhaka)
Regional Office, Swat	Malakand, Swat, Chitral, Shangla, Buner, Upper Dir and Lower Dir
<b>BALUCHISTAN</b>	
Regional Office, Quetta	Quetta, Barkhan, Dera Bugti, Duki, Harnai, Jafarabad, Jhal Magsi, Kachi, Kech, Qilla Abdullah, Kohlu, Musa Khel, Naseerabad, Pishin, Qilla Saifullah, Sherani, Sohatpur, Zhob and Ziarat.  Complaints Collection Centres at Loralai and Sibi.
Regional office, Kharan	Kharan, Noshki, Chaghi, Mushkay, Panjgur, Turbat and Gawadar
Regional office, Khuzdar	Khuzdar, Surab, Awaran, Kalat and Mastung

Figure-II

The Federal Ombudsman's Office has, over the years, perfected to a large extent its complaint handling mechanism comprising registration, investigation, appraisal, review and implementation of decisions. It is now fully capable of (i) resolving complaints of maladministration in large numbers (ii) reaching out to the complainants through OCR (iii) holding public hearings at their doorsteps (iv) introducing Informal Resolution of Disputes (IRD) mechanism as an additional feature of the institution's functions and (v) carrying out inspection visits of government agencies to improve their service delivery. The Regional Offices and the Complaints Collection Centres located at various stations in the country act on behalf of the Office of Wafaqi Mohtasib and provide an interface with the general public at their doorsteps.

**The Regional Offices and the Complaints Collection Centres located at various stations in the country act on behalf of the Office of Wafaqi Mohtasib and provide an interface with the general public at their doorsteps.**

Figure-III below gives the data of receipt and disposal of complaints during 2022 and 2023 at the Head Office and different Regional Offices. These numbers bring out as to how the enhanced geographical outreach of the Wafaqi Mohtasib's Offices is adding to its visibility and accessibility attracting the highest ever number of households to use its services in defence of their fundamental rights. The impact of greater accessibility and regional presence is evident as 12.24% of the total complaints (194,106) was received at the Head Office, whereas 170,332 complaints (87.76% of the total) were received at the Regional Offices.

S.No	Office	RECEIPT (Marked for Investigation + Limine)				DISPOSAL (Approved + Limine)			
		2022	2023	Increase / Decrease	% Increase / Decrease	2022	2023	Increase / Decrease	Increase / Decrease
1	Islamabad	19,092	23,772	4,679	24%	18,098	24,660	6,562	36%
2	Abbottabad	9561	6,789	-2,772	-29%	7,810	8,719	909	12%
3	Bahawalpur	10,316	12,618	2,302	22%	10,085	11,690	1,605	16%
4	D.I. Khan	5,676	4,813	-863	-15%	5,207	4,961	-246	-5%
5	Faisalabad	4,660	6,446	1,787	38%	4,604	6,440	1,836	40%
6	Gujranwala	4,095	4,656	558	14%	4,384	4,636	252	6%
7	Hyderabad	13,045	13,345	300	2%	11,280	14,694	3,414	30%
8	Karachi	22,134	27,885	5,751	26%	21,174	27,571	6,397	30%
9	Kharan	1,346	2,903	1,557	116%	1492	2,573	1,081	72%
10	Khuzdar	449	2,215	-	-	294	1731	-	-
11	Lahore	27,385	34,333	6948	25%	27,052	33,097	6,045	22%
12	Mirpur Khas	1,875	3,304	-	-	1,275	3,545	2,270	-
13	Multan	10,571	13,069	2,498	24%	10,730	12,249	1,519	14%
14	Peshawar	9,948	10,389	441	4%	9,201	10,373	1,172	13%
15	Quetta	10,187	10,666	479	5%	11,425	9,619	-1,806	-16%
16	Sargodha	2586	3,623	1,036	40%	2512	3,454	942	38%
17	Sukkur	9,576	8,935	-641	-7%	9,675	9,037	-638	-7%
18	Swat	1,671	1,732	61	-	1,505	1,613	108	-
19	Sadda Kurram	-	358	-	-	-	301	-	-
20	Wana	-	2,255	-	-	-	2,067	-	-
	<b>Total:</b>	<b>164,173</b>	<b>194,106</b>	<b>29,933</b>	<b>18%</b>	<b>157,803</b>	<b>193,030</b>	<b>31,422</b>	<b>22%</b>

Figure-III

The institution of Wafaqi Mohtasib is playing its due role in dispensation of quick administrative justice. Its mandate as given in the President's Order No.1 of 1983, provides for the Wafaqi Mohtasib to diagnose, investigate, redress and rectify any injustice done to a person through maladministration. Its mandate is not limited to redressal of grievances alone but also provides for ascertaining the root causes of corrupt practices and injustice, arranging study & research and recommending appropriate steps for their eradication. The Federal Ombudsmen Institutional Reforms Act, 2013 further sets out that the redressal of public grievances is the means to an end, i.e., to promote good governance. Given the development challenges of the 21st century, good governance and public sector performance have assumed critical importance. The UN Development Agenda 2030's aspiration is to 'Leave No One Behind' in the development process which makes efficient service delivery and good administration as important pre-requisites. In addressing maladministration and administrative excesses, the Wafaqi Mohtasib's Office and its Regional Offices are, in fact, contributing towards promoting good governance, the rule of law and inviolability of fundamental rights. It is abundantly clear from the mandate of the Wafaqi Mohtasib that the institution is not merely a complaints office but serves as an architect of better governance. In this mission, the Office of Wafaqi Mohtasib draws strength from its Regional Offices and looks forward to expanding its geographical outreach in the years ahead.

**The Wafaqi Mohtasib's Office and its Regional Offices are, in fact, contributing towards promoting good governance, the rule of law and inviolability of fundamental rights.**

### IMPLEMENTATION UPDATES

The Wafaqi Mohtasib (Ombudsman)'s Office, established with the core objective of investigating, redressing and rectifying injustices caused by maladministration in Federal Government agencies, serves as a pivotal instrument in ensuring justice and fairness for the citizens of Pakistan. Often referred to as the 'poor man's court,' the institution symbolizes hope and accessible justice for those who might otherwise be regarded as marginalized in the society.

The Wafaqi Mohtasib's Institution has fortified its operations by establishing an Implementation Wing at its Head Office and across its Regional Offices. This wing is entrusted with a critical mandate to guarantee that Findings or Recommendations issued by the Wafaqi Mohtasib are either duly implemented by the agencies concerned or adequately justified in cases of non-implementation.

**The Wafaqi Mohtasib's Institution has fortified its operations by establishing an Implementation Wing at its Head Office and across its Regional Offices.**

Rooted in the President's Order No. 1 of 1983 and the Federal Ombudsmen Institutional Reforms Act, 2013, the institution is equipped with a comprehensive legal framework. This framework empowers the Wafaqi Mohtasib with the authority, under the civil procedure code, to initiate legal action against agencies that disregard its Findings and recommendations. Moreover, the Ombudsman is authorized to mandate disciplinary proceedings against officers or officials found intentionally evading the implementation of these Findings.

**The Ombudsman is authorized to mandate disciplinary proceedings against officers or officials found intentionally evading the implementation of these Findings.**

The effectiveness of the Wafaqi Mohtasib in implementing its Findings is not merely a procedural matter but is intrinsically linked to its identity as the 'poor man's court.' This concept underscores the institution's commitment to providing an accessible platform for the common citizen to seek justice without the burden of excessive cost or complexity.

As we reflect on the updates in the implementation of the Federal Ombudsman's recommendations, it is evident that the institution continues to play a crucial role in safeguarding the rights and interests of the ordinary citizens. The Wafaqi Mohtasib's commitment to ensuring effective implementation of its decisions is a sine qua non for carrying out its mandate of dispensing speedy and inexpensive administrative justice to the general public. This chapter highlights the achievements during 2023 in pursuing the goals of providing fair and just response to the administrative excesses committed by the Federal government agencies.

**Effective implementation of its decisions is a sine qua non for carrying out its mandate of dispensing speedy and inexpensive administrative justice to the general public.**

#### Practices and Procedures

The practices and procedures outlined under the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013, establish a structured and accountable system for ensuring the implementation of recommendations made by the Wafaqi Mohtasib. This process begins with the Investigating Officers assigning a specific timeline to the concerned agencies for the implementation of the Wafaqi Mohtasib's recommendations. Upon the expiry of this timeline, if the recommendations have not been implemented, the Implementation Wing of the Wafaqi Mohtasib Secretariat (WMS) takes proactive measures by issuing notices to the concerned agencies. This step is crucial in maintaining the momentum of the implementation process and ensuring that delays are addressed promptly.

Further enhancing the credibility and efficiency of the process, the Implementation Wing goes beyond merely relying on the reports submitted by the agencies. It actively seeks confirmation from the complainants themselves, ensuring an unbiased and accurate assessment of whether the recommendations have been effectively implemented. This is achieved through direct contact with the complainant, typically via a phone call to their cell number. This personal engagement with the complainant serves as a critical cross-check against the implementation reports provided by the agencies. Cases where the implementation is confirmed by the complainants are then recommended for final closure. This comprehensive approach, which combines administrative diligence with direct feedback from the complainant, ensures that the resolution provided by the Wafaqi Mohtasib is not just theoretically proposed but is practically and satisfactorily implemented, reflecting the true spirit of justice and fairness envisaged under its own Regulations.

**It actively seeks confirmation from the complainants themselves whether the recommendations have been effectively implemented.**

### New CMIS Module for Implementation

A significant advancement in the implementation process is the development of the Online Implementation Module by the Wafaqi Mohtasib Secretariat, which ensures efficient and accurate processing of complaints. One of the primary benefits of the online system is the elimination of errors associated with manual listing. In traditional manual system, the risk of human error can lead to inaccuracies in recording and tracking complaints. The new module, integrated with the Complaint Management Information System (CMIS), automatically generates relevant details such as the complaint number, type of Findings, Complainant’s name, dates for implementation and Compliance submission. This automation not only reduces the likelihood of errors but also streamlines the entire process, ensuring that every piece of information is accurate and up-to-date.

**The online implementation Module ensures efficient and accurate processing of complaints.**

Furthermore, the online module significantly enhances the performance and speed of the Implementation Wing. By providing real-time data on the exact pendency of implementation, it enables the Wafaqi Mohtasib to effectively monitor progress and address bottlenecks, if any. This transparency is crucial for maintaining the integrity and responsiveness of the complaint resolution process. Additionally, the system eradicates the issue of duplicative work, allowing officers to focus on more critical aspects of their roles. Implementation officers are given the capability to edit, download, and print notes directly from the CMIS, with the edit option remaining open until the final submission of the note. This flexibility ensures that all documentation is precise and comprehensive. Moreover, the system’s capacity to attach multiple documents to a complaint further enhances the depth and quality of information available for each case, enabling a more thorough and informed decision-making process. These features collectively contribute to a more efficient, transparent, and effective operation of the Implementation Wing.

**By providing real-time data on the exact pendency of implementation, it enables the Wafaqi Mohtasib to effectively monitor progress and address bottlenecks.**

### The Year at Glance

Over the course of the year, there has been a notable increase in the number of cases for implementation, witnessing a rise from 57,316 to 70,813. This positive trend is a testament to the concerted efforts of the Implementation Wing within WMS. Impressively, out of the total, 60,754 Findings have already undergone successful implementation. The remaining cases are currently at different stages of the implementation process, showcasing a commitment to thorough and effective execution.

**Impressively, out of the total, 60,754 Findings have already undergone successful implementation.**



A cheque of Rs. @.9 million being handed over to a widow of deceased employee by Qesco Officials on the decision of Wafaqi Mohtasib.



The following table presents a comprehensive breakdown of the net implementable cases at both the Head Office and Regional Offices, along with details on the cases successfully implemented during the year under review:

Name of Office	Net Implementable	Implemented	Percentage
H.O. Islamabad	4,076	3,011	73.87%
R.O. Abbottabad	3,657	3,635	99.40%
R.O. Bahawalpur	2,661	2,363	88.80%
R.O. D I Khan	4,109	3,245	78.97%
R.O. Faisalabad	1,238	1,132	91.44%
R.O. Gujranwala	872	717	82.22%
R.O. Hyderabad	5,026	4,247	84.50%
R.O. Karachi	9,492	7,697	81.09%
R.O. Kharan	122	106	86.89%
R.O. Khuzdar	27	26	96.30%
R.O. Lahore	21,962	20,506	93.37%
R.O. Mirpur Khas	877	746	85.06%
R.O. Multan	4,098	3,560	86.87%
R.O. Peshawar	7,047	5,201	73.80%
R.O. Quetta	692	658	95.09%
R.O. Sargodha	178	171	96.07%
R.O. Sukkur	4,272	3,388	79.31%
R.O. Swat	368	315	85.60%
Sadda, Kurram District, Collection Center,	35	30	85.71%
Wana, Collection Center,	4	0	0.00%
<b>Total</b>	<b>70,813</b>	<b>60,754</b>	<b>85.8%</b>

IMPLEMENTATION UPDATES

The following data shows the Agency wise implementation of cases:

Name of Agency	Net Implementable	Implemented	Percentage
Lahore Electric Supply Company (LESCO)	20,110	19,038	94.7%
Peshawar Electric Supply Company (PESCO)	9,812	7,326	74.7%
K-Electric (KARACHI ELECTRIC SUPPLY CORPORATION (KESC))	7,636	6,149	80.5%
Multan Electric Power Company (MEPCO)	4,588	3,838	83.7%
Benazir Income Support Programme (BISP)	4,885	4,830	98.9%
Hyderabad Electric Supply Company (HESCO)	4,226	3,495	82.7%
Sukkur Electric Power Company (SEPCO)	3,065	2,401	78.3%
Sui Southern Gas Company Limited (SSGCL)	2,877	2,606	90.6%
Postal Life Insurance (PLI)	2,472	2,442	98.8%
Sui Northern Gas Pipelines Ltd. (SNGPL)	2,179	1,904	87.4%
Pakistan Post Office Department	978	693	70.9%
Pakistan Bait ul Mal, Islamabad	728	682	93.7%
Capital Development Authority (CDA)	671	313	46.6%
Faisalabad Electric Supply Company (FESCO)	560	508	90.7%
Islamabad Electric Supply Company (IESCO)	573	383	66.8%
National Database & Registration Authority (NADRA), Islamabad	478	424	88.7%
Pakistan Railways	453	341	75.3%
Gujranwala Electric Power Company (GEPCO)	343	248	72.3%
Federal Employees Benevolent And Group Insurance Funds (FEB&GIF)	333	292	87.7%
State Life Insurance Corporation Of Pakistan(SLICP),Karachi	281	206	73.3%
Allama Iqbal Open University	286	284	99.3%
Employees' Old Age Benefits Institution (EOBI)	274	224	81.8%
Federal Investigation Agency (FIA)	195	108	55.4%
Pakistan Broadcasting Corporation (PBC), Islamabad	143	110	76.9%
Islamabad Capital Territory (ICT)	107	85	79.4%
Others	2,560	1,824	71.3%
<b>Total</b>	<b>70,813</b>	<b>60,754</b>	<b>85.8%</b>

# REVIEW PETITIONS AND REPRESENTATIONS

### Legal Framework

The fundamental right to appeal, an integral component of constitutional law, finds explicit acknowledgment in the Constitution of the Islamic Republic of Pakistan. This pivotal right serves as a safeguard against any lacunae or errors, whether stemming from legal nuances or factual inaccuracies inherent in the original order or judgment. Besides its corrective function, the right to appeal assumes a broader role, contributing significantly to fostering citizens' confidence in the legal system. Within the framework of the Office of the Federal Ombudsman, the governing statutes meticulously incorporate provisions to ensure the efficacious exercise of the right to appeal by way of a review petition or representation.

**Besides its corrective function, the right to appeal assumes a broader role, contributing significantly to fostering citizens' confidence in the legal system.**

Since the enactment of the Federal Ombudsmen Institutional Reforms Act of 2013, an individual aggrieved by a decision or order of the Federal Ombudsman is bestowed with legal empowerment to initiate remedial actions. The aggrieved party may opt to set in motion a review petition before the Federal Ombudsman, invoking the pertinent provisions delineated in section 13 of the Act of 2013.

Upon presentation of substantial grounds for review of the decisions within a timeframe of 30 days from their receipt, the Federal Ombudsman, in adherence to the mandate articulated in section 13 of the Act of 2013, is vested with the authority to effect alterations, modifications, amendments, or even recall the earlier order, recommendation, or decision. This remedial process is expressly mandated to conclude within a stipulated timeline of 45 days, underscoring the commitment to expeditious administration of justice.

**The law grants the Federal Ombudsman the authority to review any decision on a review petition filed within a period of 30 days, with a requirement for a final resolution in 45 days.**

Concomitantly, Article 32 of President's Order No. 1 of 1983 extends to the President of Pakistan the discretionary authority to adjudicate upon a representation filed by an aggrieved party against a decision or order of the Federal Ombudsman. This authority vests the President with the power to pass any order deemed judicious for the administration of justice. The procedural framework governing this avenue is delineated in section 14 of the Act of 2013.

**The legislation stipulates that the President is empowered to make a judgment on a representation against the decision of the Federal Ombudsman submitted by the aggrieved party.**

It is imperative to note that the representation before the President must be diligently submitted within a period of 30 days from the receipt of the decision or order. This punctuated timeline is complemented by a comprehensive resolution period of 90 days, thereby emphasizing the deliberative nature of the process and its commitment to thorough examination.

Beyond its intrinsic corrective function, the right to appeal plays an important role in enhancing the overall legitimacy of the legal system. This not only reaffirms the principles of fairness and equity but also amplifies the accountability of the institution. Moreover, the timelines as stipulated within the legal framework governing appeals before the Federal Ombudsman and representation to the President of Pakistan are pivotal in ensuring the expeditious administration of justice. The prescribed periods for filing and resolving appeals underscore a commitment to efficiency, responsiveness, and, above all, the timely redressal of the citizen's concerns. The specific legal channels available whether

**The right to appeal plays an important role in enhancing the overall legitimacy of the legal system.**

through the Federal Ombudsman or the President of Pakistan, exhibit a commitment to the prompt resolution of grievances.

**Procedure and Disposal**

**Review Petitions**

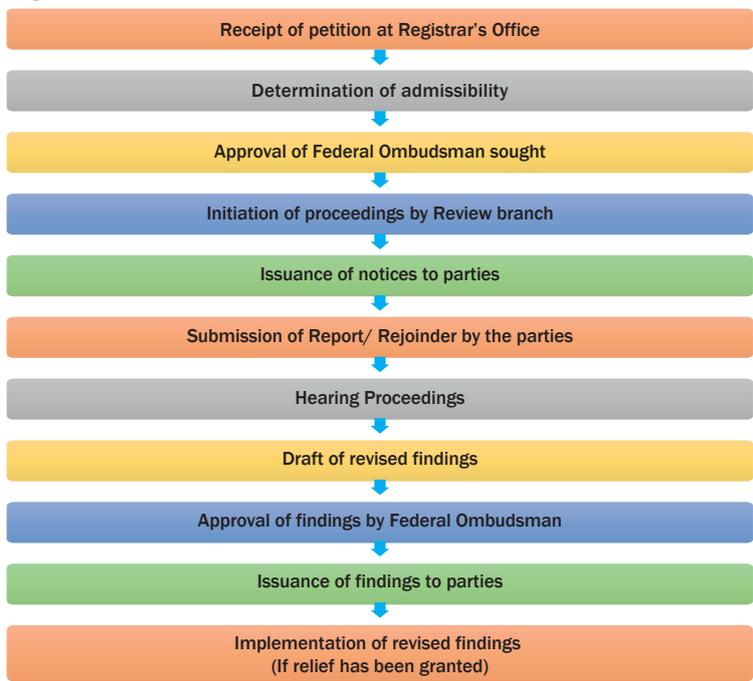
Review petitions are submitted to the Registrar’s Office at the Headquarters and to the Regional Heads at various Regional Offices. Upon receipt, a rigorous evaluation is conducted to determine their admissibility. If found admissible, these petitions are then submitted to the Federal Ombudsman for his approval. Following approval, the Review branch, led by a team of senior officers both at the Head Office and Regional Offices, undertakes the process of these petitions.

To commence the review process, notices are promptly issued to the concerned parties, and a comprehensive report is solicited from the relevant Agency. Subsequently, both parties participate in a hearing, where their arguments are thoroughly considered. After an exhaustive examination of the case record, revised Findings are drafted and presented to the Federal Ombudsman for his final approval.

Strict adherence to the prescribed timeline is observed throughout the proceedings, ensuring that within 45 days, the review petitions are disposed of through revised Findings. Copies of these Findings are then disseminated to all relevant parties. In instances where relief has been granted to the complainant, the revised Findings are seamlessly transmitted to the Implementation Wing for initiation of implementation proceedings. This comprehensive and streamlined process underscores the commitment of the Office of Federal Ombudsman to prompt, fair, and effective resolution of review petitions.

**This comprehensive and streamlined process underscores the commitment of the Office of Federal Ombudsman to prompt, fair, and effective resolution of review petitions.**

**Figure 1: PROCEDURE FOR DISPOSAL OF REVIEW PETITIONS**



**Representations**

In the President’s Secretariat (Public), representations are received and processed through a systematic protocol. Upon receipt, an intimation is promptly dispatched to the Representation Section of the office of Federal Ombudsman. This initiates the requisition of a comprehensive, attested record of the case, which is diligently compiled and submitted. The mere filing of a representation has a consequential impact, leading to the temporary suspension of the implementation of the impugned order or decision. In

response, the other party impleaded in the representation is obligated to furnish a written report or rejoinder.

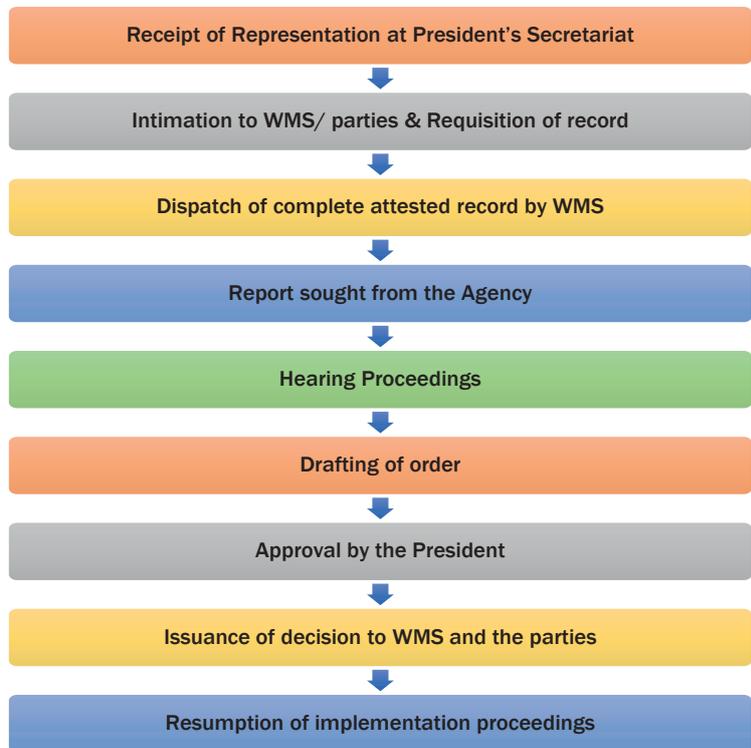
The entire representation process unfolds under the supervision of either a retired Judge of the Supreme Court of Pakistan or an individual possessing the requisite qualifications to hold such a judicial position. The procedural steps include a thorough examination of the case record, the conduct of hearings, and finalization of the case followed by its approval by the President. Copies of final verdict are conveyed to the Federal Ombudsman Secretariat as well as the parties involved.



Review session in progress at Wafaqi Mohtasib Secretariat

Following the issuance of the decision, implementation proceedings promptly resume, as per the directives of the Honourable President. This comprehensive process underscores the commitment to a fair and just resolution of representations, ensuring due diligence, transparency, and adherence to legal provisions.

**Figure 2: PROCEDURE FOR DISPOSAL OF REPRESENTATIONS**



**Comparative Analysis of 2022 and 2023**

**Review Petitions**

In the year 2023, a comprehensive review of 1,437 petitions was conducted, encompassing 1,226 fresh review petitions and 211 petitions that were initially registered in November and December 2022. Notably, 1,291 review petitions have been conclusively determined during this reporting year, while the remaining cases are currently progressing through different stages of resolution. It is noteworthy that an unwavering commitment exists to adhere to the statutory limit of 45 days for the disposition of all review petitions received at the Wafaqi Mohtasib Secretariat (WMS), ensuring expeditious and judicious resolution. The dedication to timely processing reflects a conscientious approach to addressing legal matters within established frameworks.

The following table reflects the region-wise breakup of the work load and disposal of review petitions

## REVIEW PETITIONS AND REPRESENTATIONS

during the year 2023 as compared to 2022:

Head Office/Regional Offices	Review Petitions registered		Review Petitions disposed of	
	2023	2022	2023	2022
Head Office, Islamabad	351	276	364	293
Regional Office, Abbottabad	13	-	13	-
Regional Office, Bahawalpur	31	17	26	16
Regional Office, D.I. Khan	5	10	6	9
Regional Office, Faisalabad	62	53	66	55
Regional Office, Gujranwala	23	31	22	33
Regional Office, Hyderabad	29	31	21	36
Regional Office, Karachi	246	357	276	299
Regional Office, Kharan	-	-	-	-
Regional Office, Khuzdar	-	-	-	-
Regional Office, Lahore	64	85	56	89
Regional Office, Mirpur Khas	-	-	-	-
Regional Office, Multan	100	147	97	167
Regional Office, Peshawar	182	196	209	174
Regional Office, Quetta	119	132	132	89
Regional Office, Sargodha	-	1	-	1
Regional Office Sukkur	1	8	3	7
Regional Office, Swat	-	-	-	-
<b>Total</b>	<b>1,226</b>	<b>1,344</b>	<b>1,291</b>	<b>1,268</b>

In the year 2023, a total of 1,226 review petitions were filed, out of these 496 by the Agencies and 730 by the complainants. This diverse input underscores the engagement of both public entities and individuals in seeking reviews, reflecting the varied dynamics of legal discourse and the comprehensive nature of the review process.

### Representations

In the year 2023, a total of 792 representations were submitted to the President, with bifurcation of 444 filed by the complainants and 348 by the Agencies, marking an increase from 668 received in 2022. Notably, only 40 representations were accepted, while a substantial 1012 decisions of the Federal Ombudsman were upheld and 32 decisions were remanded. This highlights the intricate process of addressing concerns and upholding the principles of fairness and justice within the administrative framework of the office of the Federal Ombudsman.

### CONCLUSION

In conclusion, the consistent trend of review petitions and representations comprising less than 1% of the total complaints received by the WMS over the past two years is a testament to the commendable accuracy and quality of the institution's decisions and orders. This remarkably low figure not only underscores the efficacy of WMS in providing relief and administrative justice to citizens but also reflects the unwavering trust that the public places in the institution. The enduring confidence in Federal Ombudsman's institution stands as a robust endorsement of its commitment to fairness and competence in addressing grievances.

**The consistent trend of review petitions and representations being less than 1% is a testament to high accuracy and quality of the decisions and orders.**

## STUDIES AND REPORTS

### Mandate

Article 9(3) of the President’s Order No.1 of 1983 on the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) provides that for ascertaining the root causes of corrupt practices and injustice, the Mohtasib may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication. Likewise, the Paris Principles relating to the Status of National Institutions (General Assembly Resolution 48/134 of 20 December 1993) stipulate functions entrusted to ombudsman institutions as, “making recommendations to the competent authorities especially by proposing amendments or reforms of the laws, regulations and administrative practices, especially if they have created the difficulties encountered by the persons filing the petitions in order to assert their rights.” In the same vein, the UN Resolution 77/224 of 15 December 2022 stresses that ombudsman institutions “can play an important role in advising governments with respect to drafting or amending existing national laws and policies, ratifying relevant international instruments and bringing national legislations and practices in line with the international human rights obligations of their States.”

**Article 9(3) provides for undertaking research/study to ascertain the root causes of corrupt practices and injustice.**

**The UN Resolutions stress that ombudsman institutions can play an important role in advising governments with respect to drafting or amending existing national laws and policies.**

### Studies conducted in the Past

Guided by the above legal provision of the President’s Order and the international practices, the Office of Wafaqi Mohtasib has, over the years, conducted many studies/ reports to identify and address issues of maladministration in government departments. The focus was on agencies generating a high number of complaints due to operational lacunae which included WAPDA, KESC, SNGPL, PTCL, HBFC, PLI, Pakistan Post, NADRA and alike. Reports with recommendations were sent to relevant departments and other stakeholders to enhance efficiency, improve service delivery, help departments to overcome obstacles and promote good governance. Follow-up on implementation of recommendations made in those studies/reports revealed a mixed response, with some departments showing improvement, while others, did not fully implement recommendations.

**WMS conducted many studies/ reports to identify and address issues of maladministration in government departments.**

Moreover, the Hon’ble Supreme Court of Pakistan under Article 9 of the President’s Order No.1 of 1983, has forwarded the following references to the Wafaqi Mohtasib, which were investigated and the cases were disposed of on the recommendations of the Mohtasib.

S. No	Case title	Petition No	Date of Reference	Status of the Case
1	Action taken by HCJ on Application Regarding Miserable Condition of Women in Jails	Suo Moto Case No.1 of 2006	02.07.2018	15 <sup>th</sup> Quarterly report was submitted to Supreme court on 11.08.2023
2	In the matter regarding Environmental Pollution in Coastal Area being poisoned by Industrial Waste Material Discharged in the Sea.	CP.No.1 of 2018	20.06.2018	Report submitted on 24.08.2018 and the case was disposed of on 22.11.2018
3	In the matter regarding incidents of fire at Margalla Hills, Islamabad	CMA 2018 in Human Rights Case No.30023-G of 2018		Report submitted on 27.07.2018 and case disposed of on 30.10.2018.

S. No	Case title	Petition No	Date of Reference	Status of the Case
4	In the matter of large scale encroachments on Botanical Garden and Unplanned/Unregistered Plazas in Bani Gala (illegal Construction in Nala Korang)	Human Rights case No.6465-G of 2017 & HRMA No. 113/2018.	13.05.2018	Report submitted on 06.06.2018.
5	Discuss and Deliberate various issues and suggest possible solutions including Fee Charged by Private Schools, Facilities Provided and Quality of Faculty: Committee constituted by Chief Justice of Pakistan Organizer: Law and Justice Commission	Civil Appeal No. 1095-1097, 134-L, 1021-2016, 1138, 1154-1158/2018 and Civil Misc. Application No.8466 of 2018 in Civil Petition No. Nil of 2018.		Case disposed of on 12.06.2019.
6	In the matter of authorized and Unauthorized Marriage Halls Functioning in ICT	Human Rights case No. 1445-G of 2018.	16.04.2018	Report Submitted in April 2018.
7	Petition regarding Miserable condition of a School (in Gujranwala where Girls sit beside graves whilst taking a test during their daily Classes in Graveyard)	Criminal original petition No. 133 of 2016 Constitution Petition No. 37 of 2012.	10.03.2018	Case disposed of on 01.01.2019.

Salient features of some important studies are discussed in the succeeding paragraphs.

### **i. Study on Central Directorate of National Savings**

The Wafaqi Mohtasib formed a committee following receipt of numerous complaints of maladministration to investigate those reports in the Central Directorate of National Savings (CDNS). The committee's terms of reference included studying CDNS's organizational setup, identifying weaknesses, and recommending improvements. Key findings and recommendations included appointing a full-time CEO with financial expertise, evaluating employee performance regularly, establishing a web-based complaints portal, and transforming CDNS into a Savings Bank. Other suggestions involved redesigning CDNS centres, setting up an ATM system, creating a National Savings Fund, and expanding CDNS's role in mobilizing savings. The short-term recommendations given in the report have been implemented.

**The short-term recommendations given in the report have been implemented.**

### **ii. Report to Transform Radio Pakistan to Meet Contemporary Challenges**

The Wafaqi Mohtasib formed a committee to address complaints from Radio Pakistan employees about pension delays and financial issues. The committee, consisted of former civil servants, aimed to study financial challenges, overall operations, and propose solutions. The terms of reference included reviewing performance issues, identifying causes of the financial crisis, studying revenue sources, and suggesting restructuring measures. Key findings and recommendations encompassed technological advancements, manpower audit, clearing past liabilities, exploring additional revenue streams, and strengthening PBC's financial and marketing wings. Some of the recommendations given in the report were implemented, but others are pending due to budgetary constraints.

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### **iii. Report on the State of Children in Pakistan**

The comprehensive report on the state of children in Pakistan examined child rights nationwide, emphasizing the impact of economic decline, poverty, and deprivation on children. The declining economic situation has hindered capacity of social institutions to address the alienation and

marginalization of children. The report observed the inadequacy and ineffectiveness of measures taken in providing rightful facilities in the education, health, and services sectors for children. Recommendations included the development of a Child Rights Policy, a Plan of Action on Children, and the establishment of various relevant entities. The implementation status indicated progress in some areas but impediments such as resource constraints were also noted. Due to non-implementation of remaining recommendations, the sheer number of at-risk children, numbering in millions, poses a formidable challenge for any government or society.

**The implementation status indicated progress in some areas but impediments such as resource constraints were also noted.**

#### **iv. Report on Capital Development Authority (CDA)**

The report on the Capital Development Authority (CDA) was initiated to address systemic issues and unsatisfactory delivery of CDA services. Key findings highlighted management deficiencies, loose monitoring, lack of standard operating procedures, and undue influence from political and non-political stakeholders. The absence of computerization, inter-departmental coordination, and project management systems were also identified. Recommendations included financial sustainability planning, a dynamic team for action plans, control over encroachments, a robust waste collection and disposal system, and improvement in infrastructure and services. The report emphasized on periodic reshuffling of staff, performance-oriented work, extension of CDA's limits, and enhanced coordination among different Directorates. The implementation status revealed a lack of serious response from CDA attributed to factors like uncertain tenure, lack of professional officers and human resource issues including unionization and unwillingness. Besides the study, the Wafaqi Mohtasib's Office has remained engaged with the CDA and its inspection teams have visited the Agency on a few occasions in connection with complaints received from the general public.

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#### **iv. Report on the working of National Database and Registration Authority (NADRA)**

The study report on the functioning of the National Database and Registration Authority (NADRA) was initiated to enhance efficiency and service delivery of this Agency. Key findings included challenges in obtaining identity cards, especially for the poor in rural and remote regions. The report identified weaknesses in preparing population registers, leading to the issuance of multiple identity cards and registration of non-nationals through forgery. The manual handling of voluminous citizen records was also highlighted.

Recommendations included establishing a well-connected database between NADRA and Union Councils, reviewing the fee structure, implementing a robust IT system, ensuring that officers are well-versed with NADRA laws and incorporating transparency and efficiency in operations. The report suggested a member with a legal background for dealing with fraud cases and called for a comprehensive revisit of NADRA's overall operations, technical expertise, and human resources, emphasizing transparency, efficiency, customer service, customer facilitation, and professionalism. The implementation status revealed that the report was sent to the Ministry of Interior and relevant agencies. Further efforts are underway to pursue the implementation status of the recommendations with NADRA. Wafaqi Mohtasib's inspection teams have been visiting the Agency and its Offices on various occasions to look into the complaints received from the general public.

**Wafaqi Mohtasib's inspection teams have been visiting the Agency and its Offices on various occasions to look into the complaints received from the general public.**

#### **v. Report on Pakistan Railways on Settlement of Pension Claims and Allotment of Accommodation to its Employees**

The report on Pakistan Railways focused on the settlement of pension claims and the allotment of

accommodation to its employees. The scope included studying the reasons for delays in pension procedures and identifying factors causing grievances to pensioners. The terms of reference involve recommendations and remedial measures related to pension and accommodation issues, identification of pensioners' grievances, and probing causes of delays.

Key recommendations for pension cases included annual service record verification, correction of employees' CNIC information, completion of service records a year before retirement, timely resolution of outstanding debts, activation of online banking and the pension department's bank cell, full computerization of the pension system, and regular shuffling/posting of pension staff to minimize the corruption.

Recommendations on accommodation problems included vigilance against malpractices, merit-based allotment, new construction for all categories, simplified requisition procedures, priority renovation for dilapidated quarters, and increased house rent allowance. The implementation status notes that the report was sent to the concerned agency, but implementation faced challenges due to the financial crises of Pakistan Railways.

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### Recent Studies

**Primary Health Care System in ICT** - The study on the primary healthcare system in Islamabad Capital Territory (ICT) revealed significant gaps and issues in governance, service delivery quality and accountability. The primary responsibility for healthcare lies with the provincial government, and in federally administered areas like ICT, it falls under the Federal Government. The research identified gaps including uneven resource distribution, lack of coordination, absence of a centralized body for policy, and bureaucratic resistance to community involvement. The study recommended rationalizing PHC facilities, establishing unified command through an Oversight Committee, promoting community participation, exploring public-private partnerships, enhancing branding and demand generation, strengthening the referral system, introducing telemedicine, filling vacant positions, implementing a complaint management system, and conducting financial and performance audits. The report has been sent to the Ministry of Health for compliance. Some recommendations of the report have been complied with by the DHO Islamabad, but no positive response was received from the Ministry of Health & Regulations.

**Inquiry into the Plight of Street Children in ICT** - Taking cognizance of the exploitation of children in terms of their involvement in labour/beggary. Key findings of the report are:

- The issues related to the deprivation of the rights of street children are closely linked with extreme poverty;
- The lack of proper mechanism for data collection, particularly in the case of unregistered refugee children, is a serious impediment making the task of protection of the rights of children difficult;
- Child protection system is a combination of formal and informal structure which is complicated by the fact that there is no Child Court in Islamabad;
- For the protection of female street children, no welfare centre is in existence;
- Most of the street children in ICT, are brought from other areas in the country and are often involved in begging and collection of waste, trash and rags.

The study sets out priorities and gives evidence based recommendations to the key stakeholders. Some of its recommendations are at the implementation stage. Approximately, 18000 street children have been enrolled at schools by the Federal Directorate of Education and 6 technical labs have been established in collaboration with NAVTTC.

**Some of its recommendations are at the implementation stage.**

## The Objective Assessment of the working of Wafaqi Mohtasib's Institution

The study endeavours to evaluate the institution's operations from various perspectives, including that of the public complainants, Agency representatives and employees of the Wafaqi Mohtasib Secretariat. Despite many achievements on its credit, it is acknowledged that the grievance redressal mechanism at the Mohtasib's institution necessitates continual evaluation and enhancement. Consequently, a committee has been established to perform an objective assessment of the institution's performance, focusing on service delivery and citizen's satisfaction in accordance with its mandate.

The study conducted by the committee for the objective assessment of the Wafaqi Mohtasib's Office revealed crucial insights into its performance and the satisfaction levels of various stakeholders. The objectives of the study were to improve responsive redressal procedures emphasizing accountability, transparency, integrity, and swiftness through mechanisms like the Complaint Management Information Systems and administrative reforms. Secondly, to bolster public demand for accountability, transparency, integrity, and swiftness in service delivery, thereby engaging citizens in the process of enhancing governmental effectiveness. Finally, to facilitate access to information and service delivery mechanisms to foster good governance and combat maladministration, creating awareness and promoting active participation in governance processes. With responses from 200,000 complainants, 12,000 members of the general public, 777 Wafaqi Mohtasib employees, and 550 representatives of agencies, the survey through the Citizen Report Card provided a comprehensive evaluation of the Wafaqi Mohtasib's effectiveness.

**Survey was based on responses from 200,000 complainants, 12,000 members of the general public, 777 Wafaqi Mohtasib employees, and 550 representatives of agencies**

Key findings from the survey include an 81% awareness of Mohtasib's services among the general public, a high satisfaction rate of 96% among complainants regarding the ease of the complaining process, and 67% expressing satisfaction with the services provided by Mohtasib. Additionally, timely communication and a fair decision-making process were highlighted, with 94% receiving messages and notices for hearings on time, 70% reporting being heard patiently and carefully, and 93% of agency representatives finding decisions fair and impartial. Furthermore, a significant 90% of agency representatives expressed a preference for implementing the decisions.

**Key findings indicated 81% awareness rate of Mohtasib's services, high satisfaction rate of 96% regarding the ease of the complaining process.**

The report also emphasized the historical success of the Wafaqi Mohtasib Secretariat, established in 1983, in redressing grievances and rectifying injustices through maladministration. Over the years, the Secretariat has received a substantial number of complaints, with an independent evaluation in 2009 and 2015 in collaboration with UNDP and the World Bank. The recent surge in complaints in 2023, reaching 194,106, highlights the continued relevance and demand for the Secretariat's services.

Despite the commendable track record, the report acknowledges the need for regular evaluation and improvement in the Secretariat's performance. The formation of a committee for the objective assessment reflects a commitment to enhancing the grievance redressal mechanism at the Mohtasib level.

The evaluation parameters applied to investigation officers, such as the disposal of at least 60 complaints per month and resolution within 60 days, were deemed objective but not sufficient to measure citizens' satisfaction. Consequently, the committee conducted in-depth desk research and explored various qualitative and quantitative performance parameters, including case narratives, outcomes of complaints, citizen satisfaction surveys, investigators' evaluation tools, and stakeholders' feedback. The segmentation-wise resolution of complaints, considering geographic, regional, and sectoral aspects, was also considered.

A citizen report card survey added a unique perspective by including feedback from both officers and

employees, offering a more holistic understanding of the institution's functioning. The survey indicated that over 66.6% of complainants were satisfied with the performance and conduct of the Wafaqi Mohtasib's institution.

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Recommendations arising from the report include tailored strategies for different age groups, addressing gender imbalances in participation, and enhancing outreach to specific regions. To improve awareness, a multifaceted strategy involving collaboration with influencers and media, targeted SMS campaigns, and regional adaptation efforts is proposed. Gender-specific initiatives, professional engagement programs, and collaboration with other grievance redressal platforms aim to ensure inclusivity.

The proposed strategy also emphasizes improved user experience, communication, follow-up mechanisms, and urban-rural accessibility. Ongoing staff training, ethical conduct promotion, and continuous adaptation for service improvement are highlighted, with a strong focus on fairness, impartiality, and confidentiality. The collective initiatives aim to optimize Wafaqi Mohtasib's effectiveness, ensuring comprehensive redressal and fostering a culture of continuous improvement and responsiveness.

In conclusion, the report underlines the need for concerted efforts to continually enhance the functioning of the Wafaqi Mohtasib's institution. Leveraging positive trends, addressing identified concerns, and implementing the proposed recommendations will strengthen the Institution's procedures, communication, and organizational culture, contributing to continued success in upholding justice and accountability.

**The report underlines the need for concerted efforts to continually enhance the functioning of the Wafaqi Mohtasib's institution.**

## SPECIAL INITIATIVES

The Office of Wafaqi Mohtasib was set up under the President's Order No.1 of 1983 with an explicit mandate to diagnose, investigate, redress and rectify any injustice done to a person through maladministration. Its mandate is not confined to redressal of grievances alone but also provides that for ascertaining the root causes of corrupt practices and injustice, the Mohtasib may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication. The Federal Ombudsmen Institutional Reforms Act, 2013 further sets out that the redressal of public grievances is the means to an end i.e. to promote good governance. The Wafaqi Mohtasib's institution in accordance with its mandate has remained proactively engaged in fine-tuning its operational mechanisms, enhancing accessibility and outreach with a view to facilitating a meaningful transition towards a social order based on good governance, the rule of law and promotion and protection of human rights.

**Wafaqi Mohtasib's institution has remained proactively engaged in facilitating a meaningful transition towards a social order based on good governance and the rule of law.**

Guided by the above provisions, the Office of Wafaqi Mohtasib has over the years taken some important steps to provide administrative justice to the marginalized segments of the society against acts of omission and commission and maladministration by the government agencies and functionaries. These initiatives are briefly discussed as under:

### **i. Outreach Complaint Resolution (OCR) Mechanism**

A pilot project to extend the outreach of the Federal Ombudsman to district and tehsil level was launched on 27th January, 2016, under which the Investigating Officers of the Wafaqi Mohtasib visited 36 districts and decided the complaints within 15 days. The program continues in the shape of Outreach Complaint Resolution Mechanism (OCR). Under this project, the Investigating Officers visit various districts/sub-districts and hear public complaints closer to the doorsteps of the complainants. During 2023, Regional Offices at Bahawalpur, D.I. Khan, Gujranwala, Hyderabad, Lahore, Multan and Sukkur undertook OCR visits to various areas and disposed of 3149 cases.

### **ii. Integrated Complaint Resolution (ICR)**

It is mandatory under law that a complainant should first, resort to the department concerned, before filing a complaint in the Office of the Federal Ombudsman. Integrated Complaint Resolution (ICR) was started in the 2015 to ensure paperless coordination/communication with all the Federal Government Ministries/Divisions and agencies, by linking them with CMIS for real-time access and processing of the complaints, for speedy and transparent justice. Through this mechanism any complaint pending resolution for more than 30 days on the Agency's portal is transferred to CMIS of the WMS automatically. 183 agencies have so far been linked with the CMIS. Under the ICR system, 18,470 complaints were processed by the Wafaqi Mohtasib Office in 2023.

### **iii. Grievance Commissioner for the Overseas Pakistanis**

Grievance Commissioner's Office in the Federal Ombudsman's Secretariat was established in 2015 under Section (7) of the Federal Ombudsmen Institutional Reforms Act 2013, to address the individual and systemic issues of the Overseas Pakistanis that related to the Federal Government Ministries, Departments, Organizations and Agencies.

Any Overseas Pakistani can lodge a complaint with the Grievance Commissioner against Federal Government Ministries /Departments /Organizations /Agencies, regarding maladministration, delay, inattention or injustice, through e-mail, WhatsApp or by post. Complaints of Overseas Pakistanis received directly in the Grievance Commissioner's Office, through Email/Dak are handled promptly on

daily basis and complainants are kept informed about the progress of their cases through e-mail, WhatsApp, voice messages and telephone.

#### **iv. Pakistan Missions Abroad**

On the initiative of the Federal Ombudsman, each Pakistan Mission/Consulate abroad has appointed a focal person and allocates one day in a week for meeting with Overseas Pakistanis to redress their grievances. Khuli Katcheries/e-Katcheries are also conducted by Heads of Missions. Detailed monthly progress reports, on prescribed proforma, are acquired by the Wafaqi Mohtasib's Secretariat from the Missions.

#### **v. One Window Facilitation Desks (OWFDs)**

Likewise, provision of One Window Facility Desks (OWFDs) at all international airports of the country has greatly facilitated the Overseas Pakistanis, a fact duly acknowledged by the Pakistani diaspora during their visits to the homeland. The total number of complaints handled in 2023 by the Office of Grievances Commissioner for Overseas Pakistanis at the WMS, the Mission abroad and the One Window Facilitation Desks stand at 202,367, which shows an increase of 47% from the figure of the previous year.

#### **vi. Prisons Reforms**

The Hon'ble Supreme Court of Pakistan entrusted the Office of Wafaqi Mohtasib with the responsibility to carry out study of the country's criminal justice system in 2018 and to suggest reforms in this connection with a view to providing a better deal to the prisoners.

In pursuance of the directions given by the Apex Court, a Committee was constituted, which painstakingly visited 06 prisons in the country and suggested a number of measures to improve the lot of prisoners. Many steps taken for the purpose include, on-line meeting through zoom facility for the prisoners and their families, provision of better facilities for their health and hygiene apart from their educational and skill development. 16 reports have already been submitted to the Supreme Court giving details of the implementation of these measures. Status of implementation of the report is summarized as follows:

- District Oversight and Welfare Committees have been established and are actively monitoring prison conditions.
- Focal Persons have been nominated by Provincial Home Departments and Jail Authorities to facilitate the Committees' functions.
- Efforts to reduce overcrowding, by constructing new jails in Punjab (Nankana Sahib, Khushab, Chiniot), KPK (D.I Khan, Swabi), Balochistan (Loralai, Qilla Saifullah, Harnai, Gwadar), and Sindh (Thatta, Shaheed Benazirabad, Malir).
- Medical coverage has improved, with each jail having medical officers and staff, and segregated facilities for drug users and mentally challenged prisoners.
- Education and skill development initiatives have been enhanced, including a MoU with the Higher Education Commission and Vocational Training Institutions.
- Biometric systems, with the support of UNODC, are being implemented in jails.
- Efforts are underway to separate women and juvenile prisoners, with special provisions like Sweet Homes for children living with incarcerated mothers.
- Measures for health and hygiene, including toilet facilities and clean drinking water, have been improved.

#### **vii. Pension System of the Federal Government Agencies**

The Wafaqi Mohtasib, taking cognizance of the growing number of complaints regarding delay in grant of pension to retired government servants, as well as media reports relating to problems faced by

pensioners in receiving pension from National Bank of Pakistan, constituted a Committee to conduct a study of Federal Government pension system and to suggest reforms to make it more efficient, effective and transparent.

Based on the recommendations of the Committee, following measures have been taken to streamline the pension system of the Federal Government employees:

- Establishment of pension cells in all federal government departments.
- Appointment of focal persons/welfare officers in all federal government departments.
- Process of documentation with the coordination of Finance and Establishment Divisions simplified.
- Steps for automation of pension process and service books initiated.
- Agencies to initiate pension cases of retiring officers/officials 15 months prior to their retirement
- AGPR has established a Facilitation Centre for Pensioners. AGPR to finalize pension cases in 30 days from the day of its submission.
- Monitoring through correspondence and regular meetings.
- Efforts for clearance of all pending cases of pensioners within the Ministries and attached organizations.

Efforts are being made in coordination with offices of the Controller General of Accounts and the Accountant General Pakistan Revenues to develop an appropriate framework to address systemic shortcomings in deciding pension cases of the officers of All Pakistan Unified Grades, who during their service remain posted both in the Federal Government and the Provincial Governments. After retirement, they face problems due to incomplete service and fund record causing inordinate delays in payment of their pensionary dues.

### viii. Inspection Visits

Article 17 of the President's Order No. 1 of 1983 provides as under:

1. "The Mohtasib may constitute an Inspection Team for the performance of any of the functions of the Mohtasib.
2. An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Mohtasib may consider necessary.
3. An Inspection Team shall exercise such of the powers of the Mohtasib as he may specify by order in writing and every report of the Inspection Team shall first be submitted to the Mohtasib with its recommendations for appropriate action".

Article 9 of President's Order No. 1 of 1983 states that:

"The Mohtasib may, on a complaint by any aggrieved person, on a reference by the President, the Federal Council or the National Assembly, as the case may be, or on a motion of the Supreme Court or a High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees."

Pursuant to the above provisions, the Wafaqi Mohtasib Secretariat constituted inspection teams to carry out inspections of the agencies against whom frequent complaints are received, to identify problems and suggest remedial measures. In this regard, Wafaqi Mohtasib's Secretariat developed and issued detailed SoPs for undertaking inspection visits of the agencies. The inspection visits have proved an effective measure to reach out to the general public and help improve the service delivery of those agencies. During the year under review, 38 such inspection visits were undertaken by the Wafaqi Mohtasib Officers at the Head Office and the Regional Offices.

### **ix. Khuli Katcheries (Open Courts)**

Khuli Katcheries (Open Court) system is an extension of the OCR mechanism being followed in a fairly regulated manner in remote areas. During 2023, Khuli Katcheries were held in 19 remote districts including Karak, Hangu, Bannu, Kohlu, Turbat, Shangla, Dargai and alike. In WMS, most of the complaints are heard in the Head Office and the Regional Offices by the Investigating Officers in the presence of complainant and the Agency's representatives. A large number of complainants live in remote cities and towns and find it difficult to reach the Investigating Officers. In Khuli Katcheries, general public is invited to participate in the proceedings along with representatives of the Federal as well as Provincial agencies of the concerned district/sub-district. Most of the complaints raised by the people relate to electricity, gas, drinking water, roads, sanitation, education, health, district administration, NADRA, BISP etc. Representatives of the Federal and Provincial Agencies present on the occasion help in resolving the issue. The Khuli Katcheries are helping in spreading the Ombudsman's message to a large number of people, who participate in these Khuli Katcheries. Further, local and regional press gives vast coverage to these events.

## **INFORMAL RESOLUTION OF DISPUTES: A NEW DIMENSION OF ADR**

Article 33 of the President’s Order No.1 of 1983 on the Establishment of the Office of the Wafaqi Mohtasib (Ombudsman) provides for resolution of disputes through informal means. The said Article reads as follows:

“Notwithstanding anything contained in this Order, the Mohtasib and a member of the staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.”

Hence, the system of Informal Resolution of Disputes (IRD), responds to the dire needs of the general public for resolving their complaints at the grass roots level without hiring services of an advocate or waiting for lengthy legal processes. This mechanism involves resolution through mediation and persuasion rather than a decision arrived at through following a strict process or procedure. It draws strength from the system of Alternative Dispute Resolution (ADR), which has existed and evolved along with the formal judicial system in most parts of the world.

**This mechanism involves resolution through mediation and persuasion rather than a decision arrived at through following a strict process or procedure.**

The terms Informal Resolution of Disputes (IRD) and the Alternative Dispute Resolution (ADR) are often used interchangeably, but it is not correct to do so as they are very different in scope and process. The inherent difference between the two approaches is evident from the comparative statement given below:

<b>Informal Resolution of Disputes</b>	<b>Alternative Dispute Resolution (ADR)</b>
An agreed way of dealing with a complaint outside the formal procedures.	A specific and structured way of dealing with a complaint outside the standard formal procedure.
Usually recommended for less serious complaints which did not fall in the jurisdiction, purview of WMS, or where a full investigation is not required to determine what has happened and who was responsible.	Generally, not suitable where there is an imbalance of power that cannot be successfully mitigated by the mediator/third party.
Something that can be tried before resorting to either alternative dispute resolution or the formal process.	Something that can be tried before resorting to the formal process.
A process that can be facilitated by someone who doesn't have specific training or qualifications. However, the person should have access to informal resolution guidelines and know where to access support if required.	A process that can only be facilitated by a qualified practitioner.

This mechanism involves “resolution” rather than “decision” whereby parties are persuaded to come to an understanding/agreement. This provision not only widens the ambit of the Ombudsman's activity but also provides positive means for settlement of disputes through conciliatory proceedings and mutual satisfaction of the parties as observed by the first Federal Ombudsman Justice (R) Sardar Muhammad Iqbal, that “it would focus on resolution rather than decision” and that “it will be less time consuming and will provide win-win solution for both the parties”.

The guiding principles of Wafaqi Mohtasib in resolution of disputes with the consent of all the parties under IRD include independence, neutrality, impartiality, confidentiality and informality. Neither solutions are imposed nor decisions are enforced. The outcome of the process is entirely controlled by the parties to the dispute; all communications in the process are confidential and cannot be disclosed without permission. The process include facilitation, negotiation, problem-solving, shuttle diplomacy, mediation and conciliation. They are provided on a case-by-case basis for individuals and/or groups, offering direct and in-person methods. Informal Resolution of Disputes services are available before, during, or in place of a formal complaint, while providing an alternative to litigation with opportunities to transform potentially volatile situations into ones of mutual understanding.

**The guiding principles under IRD include independence, neutrality, impartiality, confidentiality and informality. Neither solutions are imposed nor decisions are enforced.**

### Helping the Parties to Help Themselves

The unique process of Informal Resolution of Disputes adopted by this Office is an innovative approach in litigation management where, with the consent of the parties, the goal of finding a solution of dispute is achieved. Efforts are made to help the parties to help themselves. This is done without imposing a decision on them. The parties are encouraged to explain their viewpoint, either separately or in a joint interactive session, in a cordial and friendly atmosphere of neutrality and confidentiality. It is explained to them that inquisitorial and analytical process of problem solving has long term benefits as compared to the adversarial approach.

**The parties are encouraged to explain their viewpoint, either separately or in a joint interactive session, in a cordial and friendly atmosphere of neutrality and confidentiality.**

During the discussion, the parties are encouraged to negotiate by offering different options to attain the win-win situation for all of them and their posterity. The legal position of the point-in-issue is explained and analysed. Various options and alternatives of compensations, apologies and withdrawals are suggested to them. During the hearing of the case if there appears a tie, the officer concerned facilitates them by referring to religious preferences and by generating further options to resolve the deadlock. The matter is also adjourned to some other convenient date to provide an opportunity of consultation. In most of the cases the discussion leads to a compromise. The compromise is documented, if needed, by drafting an agreement. In case of failure to reach a consensus, the matter is either closed or, if permission is granted, converted into a regular complaint or, in appropriate case, the matter is referred to the concerned Ombudsman's Office for further process.

**In case of failure to reach a consensus, the matter is either closed or, if permission is granted, converted into a regular complaint.**

Although, the provision of Informal Resolution of Disputes was available in the President's Order No. 1 of 1983, but it was practiced in a very limited scale. However, in March 2022, it was decided to further broaden the scope of activities of the Wafaqi Mohtasib by invoking Article 33 for the benefit of common man. The step was taken in compliance with the advice of the Honourable President of Pakistan to expand the scope of activities of Wafaqi Mohtasib to the remote areas of the country and to discover unexplored avenues. Accordingly, a committee of senior officers of Wafaqi Mohtasib Secretariat (WMS) was tasked to prepare modalities and procedure for implementation of IRD. The Pilot Project was launched at the Head Office Islamabad and the Regional Offices at Karachi, Lahore, Peshawar, Quetta, Multan, Bahawalpur, Abbottabad and D.I. Khan. After successful results of the pilot project for about a year, it was decided that the scheme shall be applied by all the Regional Offices of this secretariat.

The scope of IRD is extended to complaints of citizens, being received either directly or by post or online at the WMS Offices, which do not fall in the normal jurisdiction of the institution. These

complaints are processed under Regulation 5(2) of Wafaqi Mohtasib (Ombudsman)'s Investigation and Disposal of Complaints Regulations 2013 with the consent of the parties concerned. During March - December, 2022 complaints received under IRD programme were 915 and 664 complaints were disposed of by all the designated officers. In the current year, 2113 complaints were disposed of which shows tremendous acceptance and increase in complaints from the previous year. The success ratio for resolution of these complaints is more than 42%, which is encouraging. The nature of these complaints includes small contractual claims & negotiable instruments up to the value of Rs. 50,000/, delay in processing the pension and other retirement benefits to the retired employees and the families of deceased employees of the defence forces, delay in reimbursement of medical claims of employees of federal agencies, delay or refusal to grant house subsidy or hiring facility to the ministerial staff of federal agencies and any dispute where the parties agree for the resolution of their dispute through Wafaqi Mohtasib Secretariat.

**The scope of IRD is extended to complaints of citizens which do not fall in the normal jurisdiction of the institution.**

**The success ratio for resolution of these complaints is more than 42%.**

**Trainings and Meeting Sessions**

Two of the best ways to enhance knowledge and skills is through training and monitoring. Providing the designated officers hearing the IRD cases with relevant and consistent training can help improve performance and efficiency in the workplace. In this regard, the WMS Officers attended a Webinar on



A Training session on IRD matters in progress at WMS, Islamabad. (05.12.2023)

‘Mediation/Alternative Dispute Resolution’ on 17 January 2023 at the Wafaqi Mohtasib Secretariat, Islamabad. Further, a meeting was held on 06 November 2023 under the chairmanship of Mr. Afzal Latif, Secretary Wafaqi Mohtasib Secretariat, wherein all the IRD related technical issues were discussed in the presence of IT Wing, whereupon it was decided to settle the CMIS related issues of the different regional offices through a training session. Consequently, a two day training session was conducted on 5 - 6 December 2023, which was attended by IRD dealing officers/officials.

**Webinar Organized by Wafaqi Mohtasib Secretariat**

In order to share Pakistan’s experience from the platform of Asian Ombudsman Association (AOA), Wafaqi Mohtasib Secretariat organized a Webinar on Informal Resolution of Disputes (IRD) on 14 June 2023. Inaugurating the Webinar, Wafaqi Mohtasib Pakistan and the President of the Asian



President AOA chairing the Webinar on Informal Resolution of Disputes (IRD) at AOA Secretariat, Islamabad. (14.06.2023)

Ombudsman Association, Mr. Ejaz Ahmad Qureshi, highlighted the main features of the IRD system and performance of this Secretariat in administering free and expeditious justice to the general public through mediation and conciliation. He also stated that the Webinar was part of the series of activities planned for promoting professionalism, cooperation and ombudsmanship in Asia and beyond. He offered that Pakistan remained ready to share its expertise and best practices on subjects of professional interest with members of other regional and international ombudsman associations.

The Webinar was attended by over 70 participants representing member institutions of the Asian Ombudsman Association including Azerbaijan, Thailand, Malaysia, Indonesia, Japan and other countries. It was also attended by the representatives of Ombudsmen institutions functioning in the country including Provincial Ombudsman Sindh, Banking Mohtasib, Federal Tax Ombudsman and the Regional Offices of the Wafaqi Mohtasib Secretariat. The Webinar was addressed by Mr. Shahzar Ilahi, Associate Director of ADR Centre for Arbitration and Dispute Resolution in Pakistan. Mr. Justice M. Raza Khan, formerly Chief Justice Peshawar High Court and the Federal Secretary, Law and Justice Division spoke about the practices and procedures of IRD in the context of Wafaqi Mohtasib's institution.

### Success Stories of IRD Cases

#### 1. Mr. Muhammad Asghar VS. Widow of Mr. Manzoor Hussain

Mr. Muhammad Asghar, having Mob. No.03015484186, submitted an application stating that his father had passed away leaving behind three widows and Children. His step mother had taken possession of the entire property, including 38 acres of land, a tractor, various agricultural tools, crops, a garden, and a home (estimated value Rs. 140 million). Mr. Asghar, along with the other heirs, requested her to divide the assets among all the legal heirs, but did not succeed. The complaint was taken up in terms of Article 33 of the President's Order No. 1 of 1983. Both the parties were taken on board telephonically and a meeting was conducted at Regional Office Multan. All the parties were heard in person separately and then a joint meeting led to the following agreement:

- a. The 38 acres of land were divided among all parties according to the law of inheritance.
- b. Tractor was given to the step mother and the cost of other tractor attachments including harrow, front dozer etc. were divided among all the other heirs,
- c. The house and garden, situated on about one acre of land each, were also divided among the parties according to their shares.

Hence, with the mutual consent of the parties, the assets (estimated value Rs.140 million) were divided among all the heirs as per their due right and stand implemented.

**2. Mr. Muhammad Zeeshan & 38 Others VS. M/s Azan Enterprises (MEPCO's Contractor)**

Mr. Muhammad Zeeshan and 38 Others Complainants submitted that they were working under a MEPCO Contractor on the basis of daily wages and they were deprived of their wages for 05-months. The complaint was taken up in terms of Article 33 of the President's Order No. 1 of 1983. The concerned office of MEPCO was contacted and the concerned contractor was also called for IRD Meeting. During proceedings, Mr. Muhammad Ayub, Assistant Director, MEPCO Contractor and two complainants were present, who were heard. The representative of the contractor undertook to pay wages to more than 300 employees within a week before Eid ul Fitr. Within a week, the concerned MEPCO office apprised that the daily wages (Rs. 15 million) of all the employees had been paid by the contractor. The complainants also confirmed that their grievance has been redressed after IRD proceedings.

**3. Mr. Naveed Ahmed Chauhan & 49 others VS. Pakistan Broadcasting Corporation**

Mr. Naveed Ahmed Chauhan & 49 others lodged a complaint against the Pakistan Broadcasting Corporation (PBC) regarding non-payment of pension on enhanced rate. In their complaint, they have expressed that the PBC has failed to implement the 17.5% increase in the pensions of Federal Government Employees, effective from July 1, 2023, as stipulated in the Budget for the fiscal year 2023-24.

The matter was processed under Article 33 of P.O. NO. 1 of 1983. The hearings were attended by the representatives of the M/o Information & Broadcasting, the Pakistan Broadcasting Corporation (PBC) and the complainants. Rep. of Finance Division also attended the last hearing. After intervention of this Office, the PBC convened a meeting of PBC Board and submitted its Report vide No. Admn-III/1(11)2019 dated 01.11.2023, in which it was stated that PBC had issued orders, with the approval of the PBC Board, to grant increased pensions to all PBC pensioners w.e.f. 01.07.2023, subject to availability of funds. The order of PBC is reproduced below:



- i. The 17.5% increase in pension as mentioned at para-1 above will also be admissible to the PBC pensioners who would retire on or after 01.07.2023;
- ii. For the purpose of admissibility of increase in pension for the PBC pensioners, the term "Net Pension" means "Pension being drawn" minus "Medical Allowance."
- iii. The increase will also be admissible on family pension granted under the PBC Pension-cum-Gratuity Scheme.
- iv. The increase in pension shall not be admissible on Special Additional Pension allowed in lieu of pre-retirement orderly allowance and monetized value of a driver or an orderly.

#### 4. Mst. Gulshad Mithal VS. Deputy Controller DTS Quetta

A lady, Mst. Gulshad Mithal lodged complainant that medical bills of her deceased husband were submitted by her in the Culture, Tourism and Archives Department Baluchistan, Quetta in the year 2014, but the payment of the same was still pending. The matter was taken under Informal Resolution of Disputes (IRD) under Article 33 of P.O NO. 1 of 1983. The matter was taken up with the Finance Department and Culture, Tourism and Archives Department Baluchistan, whereupon a cheque amounting to Rs.3018185/- was issued to the complainant who thanked the Secretariat for redressing of her grievance.

The intention of the law makers for providing IRD mechanism was to provide an alternative system of finding justice to those who are marginalized and unable to seek formal justice due to cost and delays. The fixation of monetary value of disputes at Rs. 50,000/- gave the clear message that IRD was a pro-poor mechanism and intended to deal with small disputes. The large number of complaints received from different sections of society in the year 2023 seeking resolution of their disputes under IRD, particularly from the clients of banking and financial institutions, testify that the IRD approach has become a viable means of resolving disputes in an amicable and transparent manner.



Informal Resolution of Disputes (IRD) offers a win-win solution to all.  
Wafaqi Mohtasib Secretariat, Islamabad (02.02.2023)

# PROMOTION AND PROTECTION OF CHILD RIGHTS

Spanning over a period of fifteen years, the Federal Ombudsman’s commitment to the promotion and protection of child rights has been unwavering and consistent. In view of the growing challenges impacting the welfare of the children and the youth globally, the Office of Grievance Commissioner for Children (OGCC) has endeavoured to fulfil the Wafaqi Mohtasib’s mandate, to “diagnose, investigate, redress and rectify” grievances as well as to identify their underlying causes and develop strategies to eradicate/mitigate them. The inherent objective is to fulfil domestic and international obligations through a consultative process, networking and engagement with all the stakeholders. The aim is also to help strengthen structural and administrative mechanisms so that a consolidated intervention system is evolved leading to a comprehensive response and relief infrastructure for the children.

**The aim is to help strengthen mechanisms leading to a comprehensive response and relief infrastructure for the children.**

Pakistan has a population of over 240 million and as per estimate, 58% of this population is children and adolescent. The huge challenge for the country is how to cater to their needs in at least four areas: i) child health and wellbeing where a large number of children are suffering from malnutrition, stunting and related problems; ii) child nutrition and food security as situation of food security has further exacerbated due to 2022 floods and impacts of climate crisis are continuing; iii) Basic education and schooling: regrettably Pakistan has the highest number of out-of-school children. The inter-related issue is that of vocational training and other capacity building initiatives to make them employable and productive citizens; iv) child protection and welfare which happens to be the most precarious area as it includes such issues as child sexual abuse, missing children, economic exploitation of children, child trafficking, child labour, forced criminal activity, begging, illegal adoption and removal of organs. In relation to child protection, cybercrimes against children and online sexual crimes involving children have become more rampant for which collective remedial measures need to be taken.

Within the framework of Child Rights, the OGCC is performing the role of an oversight that is keeping a watch over the state of children in Pakistan and their protection. The key strategy involves monitoring of media to identify cases of violence against children and to achieve the defined objective by facilitating interaction at various levels between Federal Government ministries and agencies as well as between different institutions, with state and civil society organizations and supporting parliament for legislative reforms and other responses. Addressing systemic issues through consultations with key stakeholders, conducting research studies and through other available means; advocacy, awareness raising and capacity building is a crucial undertaking which is carried out on a continuous basis.

**The OGCC is performing the role of an oversight that is keeping a watch over the state of children in Pakistan and their protection.**

With the foregoing in view, following major strategic initiatives have been taken in the recent past:

- 1. Booklet titled Promotion and Protection of Child Rights:** As an awareness raising initiative, a booklet titled “Promotion and Protection of Child Rights” has been published. It is a comprehensive document containing all the relevant information about the OGCC, work done by OGCC and the procedure for lodging complaint/grievance, in an encapsulated form. It is a handy document, easy to read and for instant reference.
- 2. Redressal of cases handled by OGCC:** In compliance of its task of monitoring cases of violence against children and their redress, the OGCC monitors media and other sources for identifying cases of violence against children. In addition to referral and follow up on these cases, the

concerned agencies are continuously contacted. In the year under review, 54 cases have been pursued.

**3. Report on Inquiry into the Plight of Street Children in ICT:** Challenges and Way Forward: The report was launched in October 2022. Its recommendations fall within the domains of: administrative/public sector; legal requiring legislative action; support of private sector (NGOs and others); and monitoring by the WMS. A meeting chaired by the Wafaqi Mohtasib was held with all the government stakeholders concerned soon after the unveiling of the report. The report acknowledged the constraints primarily due to resources, capacity and manpower as well as effective mechanisms to ensure comprehensive child rights protection. This was followed by the

meeting of the Task Force constituted for administrative matters held in March 2023. This meeting had deliberated on four-point agenda: i) registration, profiling and registration of unregistered refugee children; ii) internal trafficking, rescue and protection; iii) formal and informal education; iv) employment and education. Two thematic groups were identified: one on human rights issues and the other on education, vocational training and related matters. Follow-up action as reported by the Ministry of Human Rights indicates that result-oriented coordination meetings were held by them on referring cases of child abuse, internal trafficking of



children, cybercrime and unattended Afghan children and how to reunite them with their families. As a result, 9 Child Protection Committees have been set up in the peri-Urban areas of ICT as well in the establishment of Child Protection Case Management and Referral System for referring cases of child abuse to relevant institutions/organizations for appropriate action.

Similarly, Ministry of Federal Education and Professional Training has apprised about the steps taken by them. Federal Directorate of Education (FDE) in collaboration with NGOs is sharing the responsibility of free and compulsory education (formal and informal) for street children across ICT. They have reviewed reasons for out-of-school (OOSC) children phenomenon, have held deliberations with key stakeholders and their teams and have undertaken a few visits to the OOSC hotspots in ICT. The teams have narrowed down supply- and-demand side issues to Access, Quality and Governance. Educational institutions under the Ministry's jurisdiction have also been enrolling OOSC in nearby radius of schools for formal education and ensuring their admissions and retention, though some challenges like migrating and transitioning families in ICT will always remain reflecting fluctuation in OOSC counts. Steps taken by FDE include:

- i. Enrolment of approx. 18000 children in existing schools
- ii. Establishment of 42 Non Formal Education Centres
- iii. Establishment of Technical Labs in 06 institutions in collaboration with NAVTTC.

The Higher Education Commission (HEC), has advised, in fulfilment of its responsibility, public and private sector Higher Education Institutes (HEIs) to analyse and resolve the problems of street children and take measures to enrol them into an informal education system in collaboration with other social sector organizations. It is a matter of satisfaction that HEIs will design a framework and make social work as a part of course work for the students to educate the street children. Some universities are already carrying out such programmes in collaboration with community. It is heartening to note that the study conducted by WMS on street children has galvanized all concerned to play a proactive role in the promotion and protection of Child Rights.



The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing a Seminar on "Threats of Cybercrimes: Growing Vulnerabilities of Societies", jointly organized by the Wafaqi Mohtasib Secretariat and COMSATS University Islamabad on 30.11.2023.

**4. Efforts to curb Cybercrimes against Children:** OGCC has vigorously pursued the issue of prevention of cybercrimes against children and has focused on four areas:

- (i) awareness raising and media sensitization;
- (ii) advocacy and capacity building;
- (iii) legal reforms; and

(iv) education reforms. Awareness raising and media sensitization has been an ongoing endeavour with public service messages regularly being disseminated through PEMRA, PTV, Radio Pakistan, PTA and other social media sources. In collaboration with FIA cybercrimes wing, the dissemination of information and briefing on safeguarding and protecting children from the threat of cybercrime has been undertaken within ICT. In addition, a one-day seminar was organized in collaboration with COMSATS University Islamabad on the topic, "Threats of Cybercrime: Growing Vulnerabilities of Societies" on 30 November 2023, which was attended by representatives from different ministries/ government agencies, various stakeholders and a large number of students and faculty. Since online facility was made available especially for participation from the member countries of the Asian Ombudsman Association, OIC Ombudsman Association and Forum of Pakistan Ombudsman, there was a fairly large online participation as well.

The seminar emphasized that given the evolving nature of technology, combating cybercrime has acquired urgency. This requires continuous adaptation, innovation and collaboration across sectors. Cybersecurity Protocols have relevance but equally important is awareness, education and knowledge about the risks and threats. It was emphasized that educational institutions fulfil an important need in combating cybercrime through curriculum development, training and workshops, research and innovation, partnerships and collaboration, and consultancy and support. There was unanimity of views in securing child rights which was a complex challenge where all stakeholders need to join hands in making their contribution. WMS is cognizant of its role as a catalyst and is ready to explore all opportunities and possibilities to play its part.

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressed the launching ceremony of study on assessment of malnutrition which was sponsored by International Ombudsman Institute (IOI)



Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing the launching ceremony of study initiative by the Provincial Ombudsman Sindh on assessment of malnutrition (stunting) in Tharparkar. (13.03.2023)

and the Provincial Ombudsman Sindh. On this occasion, He stated that Pakistan is a signatory to the UN Convention on the Right of Child which entrusts the State with the responsibility to combat disease and malnutrition of children. Pakistan’s Constitution also recognized access to food and nutrition as a fundamental right. He added that any failure or shortcoming in dealing with the challenges of food insecurity and malnutrition, on the part of various stakeholders was tantamount to maladministration and bad governance. He stressed that the rising numbers of un nourished people in Pakistan and elsewhere required urgent corrective steps to uphold inviolability of human dignity.

**5. Legal reforms for child protection:** The passing of the Zainab Alert, Response and Recovery Act, 2020 by the Parliament reflects a pivotal step in the legal reforms for child protection in Pakistan. Named after Zainab Ansari, whose tragic case sparked public outrage, this act establishes a comprehensive system to swiftly alert, respond, and recover missing or abducted children, showcasing the commitment of Federal Ombudsman to address the urgent needs of child protection.

Simultaneously, the pending bill on the Prevention and Control of Cybercrimes against Children/Criminal Law Amendment Act in the Senate underscores the continuous efforts of the Wafaqi Mohtasib in adapting legal frameworks to modern challenges. This bill, once enacted, is anticipated to fortify legal provisions against cybercrimes targeting children, recognizing the evolving threats they face in the digital age.

Together, these legislative measures signify a concerted effort by the Wafaqi Mohtasib and the government to create a more resilient and responsive legal apparatus for the protection of children, acknowledging the multifaceted nature of contemporary challenges and ensuring a holistic approach to child welfare.

### National Committee on Children

The National Committee on Children (NCC) is an important forum established by the Wafaqi Mohtasib, which functions in advisory capacity. Its mandate is to monitor the status of the rights of children in Pakistan especially children at risk and redress their grievances through OGCC as well to address the systemic issues through consultations with stakeholders. The NCC members are drawn from different walks of life and are prominent personalities from parliament, academia, civil society and NGOs. By constituting thematic committees on advocacy, legal framework, promotion and awareness raising, research and coordination and child protection, it is expected to provide quality input for developing sound strategies to take the work on Child Rights forward. Constant liaison is maintained with the chairperson and prompt action is taken on the cases referred to OGCC.

# OVERSEAS PAKISTANIS

More than 9 million Overseas Pakistanis constitute the 6th largest diaspora in the world. Despite contributing significantly as the third largest source of foreign exchange earnings for the country, overseas Pakistanis face a variety of issues and problems. For expeditious resolution of their grievances, Wafaqi Mohtasib appointed a Grievance Commissioner for Overseas Pakistanis in 2015 under Section 7 of the Federal Ombudsmen Institutional Reforms Act, 2013.

All Overseas Pakistanis can lodge their complaints with the Grievance Commissioner for Overseas Pakistanis against maladministration of Federal Government Ministries/Departments/Organizations/Agencies through Email, WhatsApp, online or by post. Uptil now several measures have been adopted to resolve such complaints and to address systemic issues.

### Functions, Procedure and Performance

Complaints of overseas Pakistanis received in the Grievance Commissioner's Office are handled promptly on daily basis and taken up with the relevant agencies for report/redressal within 15 days. The complainants are kept informed about the progress/redressal of their cases through email, WhatsApp, Voice messages or Phone. Systemic issues and general problems are also taken up with the relevant Agencies by the Grievance Commissioner Office.

### Pakistan Missions Abroad

On the initiative taken by the Wafaqi Mohtasib, each Pakistan Mission/Consulate abroad has appointed a Focal Person, who allocates one day in a week for meeting with Overseas Pakistanis to redress their grievances. Khuli Katcheries/e-Katcheries are also conducted by Head of Missions abroad or their representatives on monthly basis to facilitate Pakistani diaspora. Detailed monthly progress reports on prescribed proforma regarding complaints/problems and queries of Overseas Pakistanis resolved/under process are acquired for monitoring purposes and proper data is maintained in the Grievance Commissioner's Office.

### One Window Facilitation Desks

One Window Facilitation Desks (OWFDs) were established in 2015/2016 at following 8 International



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi chairing a meeting regarding enhancement of efficiency of the Office of Grievance Commissioner for Overseas Pakistanis (08.12.2023)

Airports for instant redressal of complaints/ problems/ queries of overseas Pakistanis:

1. Islamabad Airport	2. Karachi Airport	3. Lahore Airport
4. Peshawar Airport	5. Quetta Airport	6. Multan Airport
7. Faisalabad Airport	8. Sialkot Airport	

According to the revised SOPs issued on 18.12.2020, activities of these OWFDs are regularly monitored & monthly progress reports are acquired from all stakeholders. Any Pakistani travelling abroad or coming back to homeland can use services of these desks, where representatives of twelve relevant agencies i.e., FIA, ANF, CAA, ASF, PIA, NADRA, BE&OE, DGI&P, OPF, FBR (Customs), Central Health Establishment and OEC, remain present 24/7. Time to time visits/inspections of these OWFDs and meetings with the Focal Persons/Representatives of above-mentioned 12 agencies are conducted by Grievance Commissioner and teams of Senior Advisors constituted by the Wafaqi Mohtasib.

### Summary of Facilities Extended to Overseas Pakistanis

#### A. Office of the Grievance Commissioner for Overseas Pakistanis

- Complaints are required to be disposed of within 30 days but not later than 60 days.
- Availability of dedicated telephone Nos. 051-9217259, 051-9213886-7 to attend to phone calls of Overseas Pakistanis in the Grievance Commissioner's Office and Helpline No. 1055 in WMS exchange for proper guidance. Registers of these phone calls are also being maintained for record.
- Appointment of Focal Persons in 12 relevant agencies at 8 International airports of Pakistan.
- Addressing complaints of delay in issuance of NICOP and POC of Overseas Pakistanis.

#### B. Systemic issues

- Streamlining the system of issuance of Police Clearance Certificate in coordination with Ministry of Interior and I.B.
- Automation in Bureau of Emigration & Overseas Employment and initiative of online registration process for affixation of protector stamp on passports of immigrants.
- Settlement of Worker's insurance Claims and increase in period of coverage from two years to five years.
- Overseas Pakistanis' systemic issues taken up with the relevant authorities i.e., Ministry of Interior, Ministry of Foreign Affairs, NADRA, DGI&P, OPF, PIA, Customs, CAA, for urgent resolution.

#### C. Facilities in other countries through Pakistan Missions Abroad

- Meeting with complainants by Heads of Missions abroad, once a week without any appointment.
- Counselling and legal assistance to Pakistani Prisoners abroad.
- Online appointment system in Pakistan Missions abroad.
- Ensuring establishment of Machine Readable Passport (MRP) Facility for Overseas Pakistanis in every foreign country which has more than 10 thousand Pakistanis.
- Compilation and assessment of monthly reports received from Missions/ Community Welfare Attaches.



Grievances Commissioner for Overseas Pakistanis speaking to representatives of welfare societies, columnists and journalists, as part of awareness campaign, at Doha, Qatar. (3.11.2023)

#### **D. Physical facilities provided at OWFDs/Airports**

- Issuance and Renewal of NICOP/POC and expired CNICs at airports.
- Compilation and assessment of monthly reports received from One Window Facilitation Desks.
- Ensuring presence of representative of each Agency at OWFDs for instant resolution of problems of Overseas Pakistanis in coordination with other agencies.
- Placement of suggestions/complaints registers at One Window Facilitation Desks and complaint boxes at different places of airports by Civil Aviation Authority.
- Installation of surveillance cameras for security purposes by Civil Aviation Authority at One Window Facilitation Desks.
- Availability of Universal Toll-Free Number (0092-51-111-040-040), Fax Machine and E-mail facilities at all One Window Facilitation Desks.
- Allocation of separate gates for senior citizens and female passengers in international departure lounges at Airports.
- Facilitation at airports to “Sohni Dharti App” holders, which is a point-based loyalty scheme.
- Availability of facility of plastic tape coating of loose luggage at all Airports.
- Increase in facility of drinking water coolers, shuttle service and wheel chairs to carry old age and disabled persons.
- Facilitation and quick action at “loss and found” facility for the luggage of passengers.
- Increase in conveyer belts and scanning machines.
- Provision of computers and photocopy machines at airports for passengers.
- Combined counters of ASF, ANF & Customs for search of baggage in departure lounge.
- Installation of surveillance cameras at combined counters of ASF, ANF & Customs.

#### **E. Creating awareness**

- Placement of awareness posters in Pakistan Missions abroad about the procedure for lodging of complaints with Grievance Commissioner’s Office.
- Affixation of new panaflexes and placement of standees at each Airport providing information regarding lodging of complaints with Grievance Commissioner’s Office.

- Uploading of latest information in (Urdu & English) about working of Grievance Commissioner's Office and procedure for submission of complaints, in a separate section of WMS website.
- Publication of "Handbook for Overseas Pakistanis", containing information about complaints procedures, phone Nos. e-mails and addresses of Pakistan's embassies abroad and relevant agencies in Pakistan for establishing quick contact and to seek the required assistance.
- Issuance of bi-annual "Newsletter for Overseas Pakistanis", for awareness purposes.
- Placement of awareness material (leaflets and copies of Newsletter for Overseas Pakistanis) from time to time at OWFDs for distribution among the passengers.
- Awareness lectures delivered by Grievance Commissioner for Overseas Pakistanis in different gatherings of Pakistani community in New York, Dallas, London, Manchester (UK) and Doha (Qatar) in July and November, 2023.
- Publication of 49 articles in Urdu & English newspapers about working of Grievance Commissioner's Office for awareness purposes.
- Publication of news in National and Regional Newspapers for awareness of Overseas Pakistanis.

#### DATA OF OVERSEAS PAKISTANIS FACILITATED & THEIR COMPLAINTS/ PROBLEMS RESOLVED FROM JANUARY TO DECEMBER 2023

Complaints/ Problems/ Facilitations	RECEIVED	RESOLVED/ DISPOSED OF	UN-RESOLVED/ UNDER PROCESS
Complaints received direct in Grievance Commissioner Office WMS	945	898	47
Problems/ Complaints handled by Pakistan Missions Abroad	19,550	18,340	1,210
Problems/ queries of Overseas Pakistanis going abroad & coming back to their homeland resolved instantly at One Window Facilitation Desks.	181,872	181,872	-
<b>Total</b>	<b>202,367</b>	<b>201,110</b>	<b>1257</b>

#### COMPARISON OF COMPLAINTS/ PROBLEMS RECEIVED & FACILITATIONS PROVIDED TO OVERSEAS PAKISTANIS, FOR THE YEAR 2022 & 2023

Complaints/ Problems received and facilitations provided at:-	2022	2023	Increase/ Decrease	Percentage %
Grievance Commissioner Office, WMS	815	945	130	+15.95
Problems/ Complaints handled by Pakistan Missions Abroad	18,542	19,550	1,008	+5.44
Overseas Pakistanis facilitated at One Window Facilitation Desks	118,290	181,872	63,582	+53.75
<b>Total</b>	<b>137,647</b>	<b>202,367</b>	<b>64,720</b>	<b>+47.02</b>

## THE DIGITAL FRAMEWORK

Information Technology Management in Wafaqi Mohtasib Secretariat (WMS) is playing a vital role to foster trust of the public in the institution. Digital processes, in WMS, were incorporated in 2007 and, since then, the Federal Ombudsman has become the front runner in the efficient, expeditious and free redressal of the complaints against the maladministration of government departments. This has been achieved through Digital Process Mapping and Re-Engineering of Physical Process under the Complaint Management Information System (CMIS), which has augmented the capacity of WMS to handle a fairly large number of complaints, which increased from 23,000 in 2007 to 194,106 in 2023. The Computer Section of WMS is, constantly, endeavouring to make the redressal mechanism more efficient and effective through the use of latest technology.

The receipt and disposal of the complaints during the last four years, as an illustration of CMIS effectiveness, is given below.

Receiving Mode/Year	Receipt					Disposal				
	2020	2021	2022	2023	Total	2020	2021	2022	2023	Total
ICR	55,304	16,418	19,459	18,470	109,651	55,066	16,097	19,008	18,616	108,787
M App	6,023	10,128	18,389	22,321	56,861	5,737	9,808	17,437	22,484	55,466
Normal	55,374	68,167	93,602	105,125	322,268	52,516	66,111	90,050	104,947	313,624
Online	16,811	15,692	32,723	48,190	113,416	16,845	14,808	31,308	46,983	109,944
<b>Total</b>	<b>133,512</b>	<b>110,405</b>	<b>164,173</b>	<b>194,106</b>	<b>602,196</b>	<b>130,164</b>	<b>106,824</b>	<b>157,803</b>	<b>193,030</b>	<b>587,821</b>

The slight drop in complaints in 2021 was because of Covid-19. Use of technology has, definitely, resulted in improved processes of registration/receipt of complaints and their disposal, which has increased by over 30 percent (ICR + Mobile App + ICR + Online).

In essence, the function of the Federal Ombudsman is to provide speedy and free of cost relief to the citizens, aggrieved by the maladministration and misuse of authority of the federal government agencies. In optimum terms, this is only possible through a prompt and efficient processing of complaints and, thereafter, their disposal. Complaint Management Information

**CMIS, an elaborate mechanism for complaint handling, has been put in place to facilitate digital processing of the complaints.**

System (CMIS), an elaborate mechanism for complaint handling, has been put in place to facilitate digital processing of the complaints. Its step-wise working is outlined in Figure-I.

### Complaint Handling System

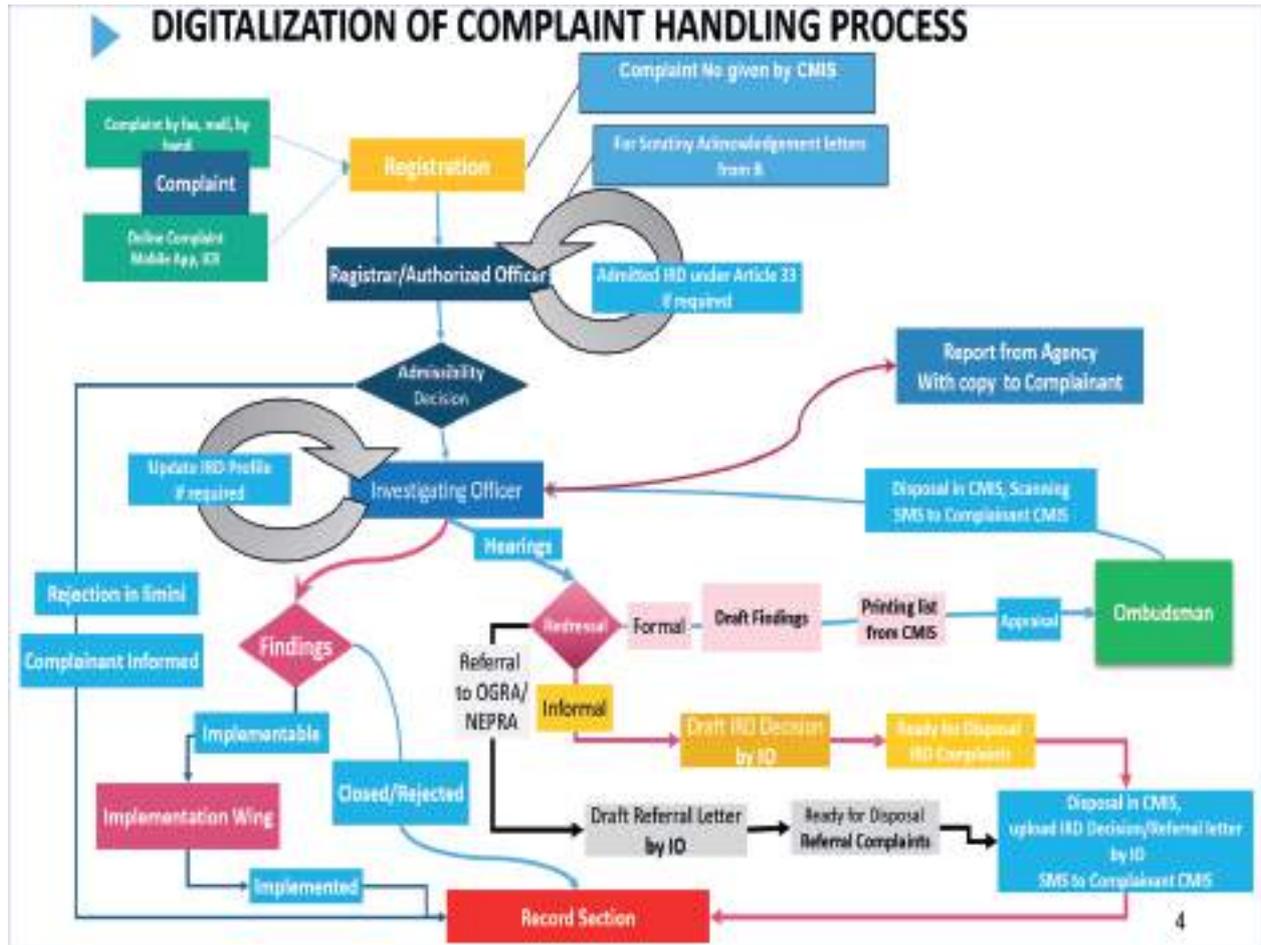
Digitalization and regular enhancement of digital processes is a continuous activity. The consolidation of the state-of-the-art technology in CMIS and its integration with the federal agencies has been tested, and it has proved its strength and utility through the unprecedented increase in the receipt and redressal of complaints in the Wafaqi Mohtasib's institution, during 2023. The integration of mobile apps, such as Skype, WhatsApp, video calling, etc. with CMIS has further eased the process of redressal of complaints. It has enabled the public to approach WMS

**The integration of mobile apps, such as Skype, WhatsApp, video calling, etc. with CMIS has further eased the process.**

conveniently and without cost. It has also enabled the federal agencies to redress 34,891 complaints, at their level, using Integrated Complaint Resolution (ICR) mechanism.

The existing Complaint Management Information System (CMIS) allows a complainant to file a complaint, against maladministration, online

**CMIS allows a complainant to file a complaint online using the direct link to CMIS, provided on the website of the WMS.**



(Figure-I)

using the direct link to CMIS, provided on the website of the Wafaqi Mohtasib’s Secretariat, as well as those of most Ministries/Divisions, their Attached Departments and Corporations/ Companies etc. Written complaints received are also scanned and registered individually on the CMIS, which has a strong monitoring mechanism that keeps track of the complaints at every stage, i.e., registration, hearing, investigation, appraisal of Findings and approval thereof; and finally dispatch of Findings to the complainant and the concerned Agency.

**1. Successful IT Management in Public Grievance Redressal System (PGRS)**

- Digitalization of Processes
- Provision of digital support to every business process of PGRS
- No exception provided to the individuals
- Alignment of the IT tools and technologies with core objectives of PGRS to gain overall effectiveness
- Core/backbone of the WMS which is playing the pivotal role in complaint handling process by providing digital support to every process since the adoption of technologies in 2007
- Digital record keeping of complaint handling using Information Technology
- Data protection
- IT Trainings to end users
- Enhancement and development of CMIS, mobile apps, website administration, system security and protection

- System integration and security
- Provision of software and hardware support to end user
- Free of cost intra-sectoral technological collaboration and integration
- Management and enhancement of operations of data centre, i.e., servers, storage, networking, security, management and facilities

## 2 Distinctive features of CMIS

- Data flow application
- Digital record keeping of the complaints
- Standardized and institutionalized processes
- Clear boundary of each process, no grey areas in the process
- Strong Monitoring and Evaluation Dashboard
- Online complaint registration through the website, mobile application, Integrated Complaint Resolution (ICR) mechanism
- Provides manual registration of a complaint received by hand, fax or by mail
- 35 modules of CMIS to handle the different processes of the complaint during disposal
- The latest CMIS version 23.9 was launched on December 22, 2023
- Modernized CMIS has proved to be a robust and essential tool, which eased the processes with speed and efficiency
- CMIS sends SMS messages to the complainant on his/her mobile about the status of complaint
- Mobile App provides the online access to the Findings in the complaint.
- The new module for representation against the Ombudsman's Findings has further strengthened and eased the redressal process of complaint by integrating the President's Secretariat with CMIS of the Wafaqi Mohtasib's Secretariat (WMS).

The integration of the CMIS with 183 agencies under ICR mechanism has greatly facilitated the redressal process of complaints at the Agency level. The complaints that could not be redressed, in 30 days, at the Agency level, are automatically transferred on the WMS Interface. Such complaints, relating to different agencies, stood at 18,470, which were finally redressed by the Wafaqi Mohtasib's Secretariat, during 2023.

Every activity on the complaints is integrated using effective and time-tested systems, which, automatically processes the steps taken by each section at different stages. For this reason, status of complaints remains updated in CMIS to meet the timelines. WMS ensures fast track communication at both ends, i.e., the complainant and the Agency, to keep them informed about the status of the complaint at every stage of investigation. This information is also available on the WMS website for complainants, whereas Agency remains informed via CMIS. The Complaint Management Information System ensures fast and paperless communication, which has been introduced by providing direct linkage with the agencies, through their separate interface to CMIS. This linkage is now providing direct access to the agencies at various levels. The access levels are:

- View complaints at Registration stage
- View complaints at Investigation stage
- View complaints at Hearing stage
- View complaints at Disposal stage
- View complaints at Implementation stage

CMIS also kept the complainant informed through SMS, mobile applications, and other fast and paperless communication.

### 3. Strengths and effectiveness of CMIS

The system also distinctly serves and monitors important initiatives taken recently. The initiatives are explained, in some details, as under:

i. Complaints at Mohtasib is a module for all Federal Government Ministries/Divisions, their attached departments, autonomous bodies, corporations, boards, authorities and organizations, established anywhere in Pakistan, to see and open the complaints, which have been received by the Wafaqi Mohtasib against the federal agencies. This module provides access to agencies on the decisions (Findings) of the Wafaqi Mohtasib from 1998 onwards. The agencies can also access the relevant complaints in the module at various stages i.e., Registration, Investigation, Hearings, Implementation, Review etc. This module has also provided paperless communication with the agencies, which save resources in terms of time and money.

ii. Instant Complaint Resolution is a CMIS module developed for the Federal agencies for their internal complaint resolution of complaints, lodged at the agency level. All the Federal Government Ministries/Divisions, their attached departments, autonomous bodies, corporations, boards, authorities and organizations, established anywhere in Pakistan, are linked with CMIS for real time access, processing and redressal of complaints. So far, 183 agencies have been connected with CMIS.

iii. Integration with the President's Secretariat: For dealing with the cases of representations, a new Representation Module of CMIS has been developed to integrate the President's Secretariat with the WMS for paperless communication. The President's Secretariat has been given a user name and password to have access to Complaint Management Information System (CMIS) of the WMS. The President's Secretariat can make use of integrated CMIS for:

- Getting access and download, if necessary, the complaint, Agency's Report, Rejoinder, Findings, Review Petitions and Revised Findings etc. from CMIS for the purpose of processing the representation;
- Generating the hearing notice to the parties and SMS alert at each stage of processing of representation;
- Uploading the decision of the Honourable President on CMIS for implementation by WMS

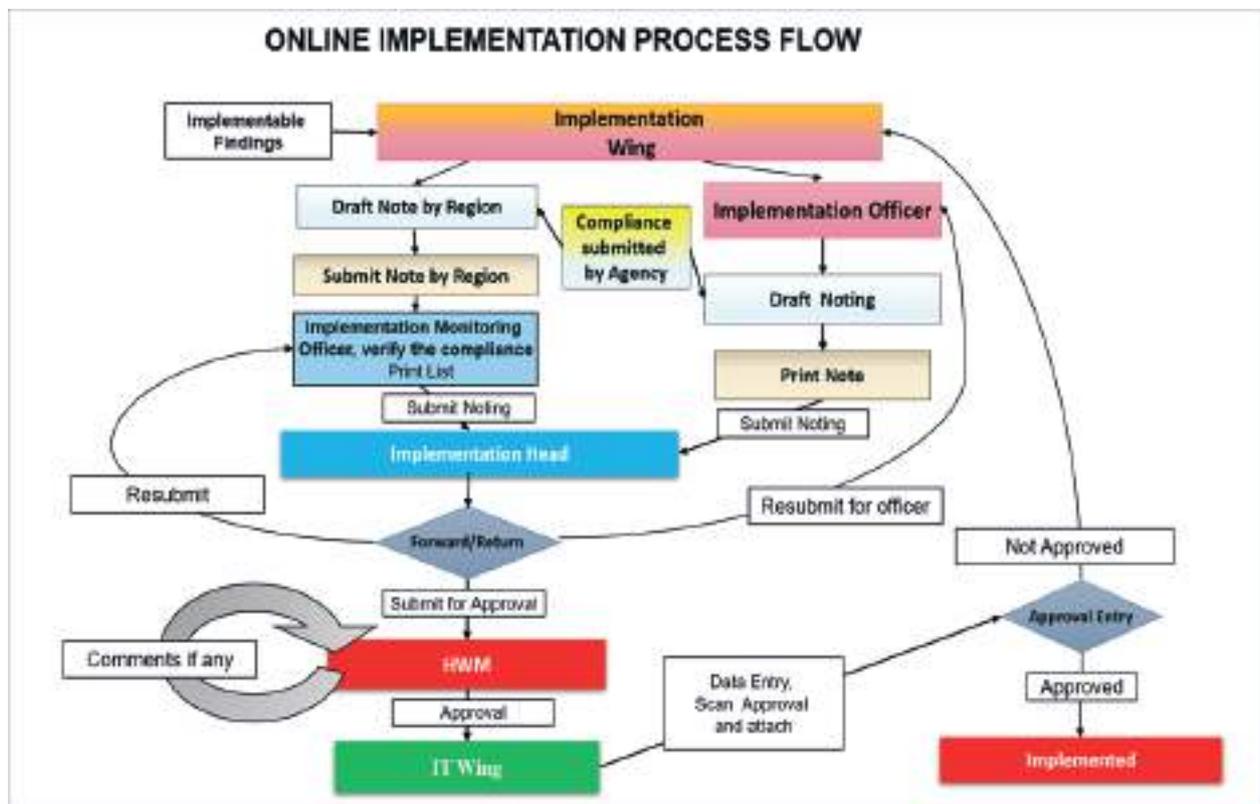
iv. Integrated Complaint Resolution (ICR) Mechanism: Integrated Complaint Resolution (ICR), is a process in which complaints pending for more than 30 days at the agency level are transferred to the Wafaqi Mohtasib's Secretariat from the agency's system of complaint resolution. This integration is provided for two complaints systems (1) by Wafaqi Mohtasib and (2) developed internally by the agency. Till date, 109,722 complaints have been transferred to the Wafaqi Mohtasib for their redressal using ICR. In the second (System – System) integration, Pakistan Post, SSGCL, EOBI, and Power Information Technology Company (PITC) have developed an in-house internal system for complaint resolution, which have been integrated with CMIS of the Office of the Wafaqi Mohtasib. Moreover, HEC, AIOU, CDNS, SNGPL, NADRA, and Pakistan Citizen Portal are in the process of system-system integration.

v. Outreach Complaint Resolution Mechanism (OCR): The Wafaqi Mohtasib's Secretariat has established 22 Regional Offices and Complaints Collection Centres under Outreach Complaint Resolution (OCR) mechanism. The services of complaints resolution are extended to tehsils level by using CMIS.

vi. Informal Resolution of Dispute (IRD): The Informal Resolution of Dispute (IRD) module has been developed for processing of IRD cases in the CMIS. It was approved by the Wafaqi Mohtasib and the user guidelines were circulated accordingly.

vii. Introduction of Implementation Module in the CMIS: During the year 2023, an online process for implementation has been introduced and a dedicated module of CMIS has been developed for this purpose. Its details are as under:

- The Agency can submit online implementation/compliance report with its attachment (Implementation Letter) in CMIS to the implementation section concerned or officer using the “Submit Implementation Compliance” Interface.
- Online implementation module has eliminated the erroneous manual list.
- CMIS generated list will fill all the information automatically regarding the complaint, such as complaint number, type of finding, complainant’s name, implementation date, days, compliance submission date etc.
- It provides exact pendency of the implementation to the HWM
- Duplication of work has been removed
- It has enhanced the performance, efficiency and the speed of the Implementation Wing
- Implementation Wing can now attach the documents with complaints.



(Figure-II) Online Implementation Process Flow

viii. Other Initiatives: CMIS facility is also extended on pro bono basis to Federal Tax Ombudsman and Federal Ombudsman for Harassment against Women at Workplace and Ombudsmen of the Provinces of Punjab and Khyber Pakhtunkhwa.

#### 4. Sharing of CMIS with others

CMIS provides a virtual office for each user independent of other.

- All Federal and Provincial Ombudsmen Offices are inter-connected through CMIS, which broadens the scope and effectiveness of the service across the length and breadth of the country. The expertise of WMS is shared with the Offices of:

- Human Rights Cell (The Supreme Court of Pakistan)
- Federal Service Tribunal of Pakistan
- Oil and Gas Regulatory Authority (OGRA)
- Federal and Provincial Ombudsmen Offices

### The Way Forward

The digitalization of the complaints handling process demands continuous upgradation in CMIS, using consolidated latest technologies, which is being maintained professionally and dedicatedly for redressal of the grievances of citizens. Wafaqi Mohtasib Secretariat is seriously pursuing the target of enhancing the digital connectivity of CMIS to overcome the socio-economic divides. The CMIS services are now accessible on Mobile App throughout the country. It also provides connectivity to 183 Federal agencies to respond digitally, without delay of uploading online. CMIS is sending SMS messages to the complainants regarding the registration, admissibility, hearings and disposal of complaints (status of complaint) using the short code. The integration of CVAS in CMIS will improve the SMS delivery even on port-in mobile numbers. The government is committed to redressing the public complaints in the shortest possible time. The citizens can directly approach the Prime Minister, through Prime Minister's Citizen Portal, and report their grievances. This portal is connected with all government organizations, both at the federal and provincial levels and serves as a carrier of complaints to the respective offices. Wafaqi Mohtasib's CMIS can meaningfully assist in this venture and it can easily be integrated with the Prime Minister's Citizen Portal. Similar arrangement can also be made with the President's Secretariat. The WMS is continuously advancing toward a paperless environment with digitalization and integration of Federal agencies.

**The digitalization of the complaints handling process demands continuous upgradation in CMIS, using consolidated latest technologies.**

**The WMS is continuously advancing toward a paperless environment with digitalization and integration of Federal agencies.**

# PAKISTAN AND THE INTERNATIONAL OMBUDS FRATERNITY

The institution of Ombudsman has evolved over the years and is recognized today as an essential feature of every modern democratic society. The structure, scope and powers of ombudsman vary from one society to another and are directly related to the larger social, political and legal systems being followed in that country. The ombudsman institutions, around the world, act in support of supreme judiciary and contribute in making dispensation of justice more accessible and inexpensive.

The ombudsmanship has taken firm roots in Pakistan. The Office of the Wafaqi Mohtasib (Ombudsman) was established vide the President's Order No.1 of 1983 with the explicit objectives to diagnose, investigate, redress and rectify any injustice done to a person through maladministration by the government agencies. Encouraged by the success of the Wafaqi Mohtasib's institution in redressing public grievances, the concept has been replicated into other areas of governance including banking, insurance, taxation and harassment of woman at workplace. In addition, subjects falling within the purview of provincial governments and the government of AJ&K are dealt with by their respective institutions.

Currently, 14 Ombudsman institutions including the Wafaqi Mohtasib (Ombudsman) are functioning in the country and enjoy full support of the citizenry and the government. The Forum of Pakistan Ombudsman (FPO) is a collective platform of these institutions and works for the advancement of good governance across Pakistan and AJ&K. Its objectives include; to support the ombudsman organizations in improving their operations, service delivery, effectiveness and establishing professional linkages internationally. The Forum of Pakistan Ombudsman (FPO) was established on 15 April 2011 and is headed by the Federal Tax Ombudsman. The Wafaqi Mohtasib (Ombudsman) joined the FPO in December 2013 and closely coordinates with other members on all matters of professional interest.



The work of Wafaqi Mohtasib's institution has not been confined to Pakistan alone. It has concurrently been taking steps to promote the cause of ombudsmanship at the international level. Given the



Federal Ombudsman & President AOA Mr. Ejaz Ahmad Qureshi in a group photo with Mr. Somsak Suwansujarit, the Asian Regional President of the IOI and Chief Ombudsman of Thailand, Mr. Chris Field, the President of the IOI and Western Australian Ombudsman and other participants in Asian Regional Meeting 2023 and the International Seminar at Bangkok, 9-13 July 2023.

development challenges of the 21st century, good governance and public sector performance have acquired an important dimension. The goals espoused by the UN Development Agenda 2030 make efficient service delivery and good administration as important pre-requisites for any effective development process. Federal Ombudsman of Pakistan through its membership of International Ombudsman Institute (IOI), a global ombuds body of over 228 members from 125 countries, has been an important stakeholder in this process. The IOI was established in 1978 to promote, inter-alia, ombudsmanship and to encourage its development throughout the world, support study, research and educational programmes and to collect, store and disseminate information about the ombudsman institutions.

The Wafaqi Mohtasib joined International Ombudsman Institute (IOI) in April 1984. He was elected member of the Board of Directors in 1993 and maintained its position as Director till 2010. The Wafaqi Mohtasib was re-elected in February 2013 – 2017 and has held the position of the President of the Asian Chapter of IOI. Subsequently, Provincial Ombudsman Sindh was elected President of the Asian Chapter for 2017-2019 term. Currently, Provincial Ombudsman for Protection against Harassment of Women at Workplace, Sindh and the Provincial Ombudsman Sindh are represented as Directors in the IOI Board.

The ombudsman fraternity witnessed another important development when Pakistan took the initiative to promote ombudsmanship in the Muslim World from the platform of the Organization of the Islamic Cooperation (OIC). The first conference on ‘Networking of Ombudsmen in the OIC Member States’ was held on 28 – 29 April 2014 at Islamabad, which adopted Islamabad Declaration leading to the establishment of the OIC Ombudsman Association (OICOA). Pakistan hosts its Secretariat and the Federal Tax Ombudsman was elected as the Permanent Secretary General of this body in November 2019. It has a current membership of 38 institutions from 23 OIC Member States.



In the context of the Asian Region, Pakistan hosted the first Asian Ombudsman Conference on 15 -16 April 1996 at Islamabad. The Islamabad conference decided to establish the Asian Ombudsman



The first Asian Ombudsman Conference chaired by Mr. Justice (Rtd) Abdul Shakurul Salam, Ombudsman of Pakistan on 15-16 April 1996 at Islamabad.

Association (AOA) with its Secretariat housed within the premises of the Wafaqi Mohtasib Secretariat at Islamabad. Its current membership stands at 47 members including the 18 founding members, who had decided to establish AOA in 1996. The Federal Ombudsman of Pakistan was elected as the first President of the Board of Directors and has held this position for most of the time since the inception of the AOA in 1996.

The Asian Ombudsman Association is a major non-political, independent, democratic and professional body of international character representing more than two thirds of the World population. The Association has held 24 Meetings of the Board of Directors and 17 Meetings of the General Assembly. In addition, 17 International Conferences and a good number of seminars/webinars and training workshops have been held under the auspices of the Association. Six (06) out of nine (09) objectives of AOA prescribe specific activities aimed at promoting professionalism in the discharge of the functions of an ombudsman. These include to encourage study and research, training and educational programmes, to collect, store and disseminate information, to facilitate exchange of information and experiences and to arrange periodic meeting.

The Asian Ombudsman Association (AOA) has gradually developed institutional strength and features that are necessary for the promotion of mutual cooperation and realization of its goals and objectives. The highlights of its ongoing activities include; monthly e-Newsletter, e-Profile Directory of AOA Members and Alumni Members, upgrading of the AOA Resource Centre facility, and the Annual Calendar of Activities.

The General Assembly of the AOA meets every two years, whereas its Board of Directors meets



President Asian Ombudsman Association (AOA) and Federal Ombudsman of Pakistan Mr. Ejaz Ahmad Qureshi in a group photo, following the opening session of the 24<sup>th</sup> meeting of the Board of Directors of Asian Ombudsman Association held at Kazan, Republic of Tatarstan on 11<sup>th</sup> September 2023

annually. The General Assembly during its 17th Meeting held on 11 September 2023 at Kazan (Republic of Tatarstan) elected the following office bearers of the Association:

S N	Position	Name	Institution	Country
1	President	Mr. Ejaz Ahmad Qureshi	Federal Ombudsman	Pakistan
2	Vice President	Ms. Sabina Aliyeva	Commissioner for Human Rights	Republic of Azerbaijan
3	Secretary	Ms. Winnie Chiu Wai-yin	Ombudsman	Hong Kong, China
4	Treasurer	Mr. Justice Dr. Zabihullah Khodaeiyan,	President, General Inspection Organization (GIO)	Islamic Republic of Iran
5	Member	Mr. FU Kui	Vice Chairman, NCS	People's Republic of China
6	Member	Mr. Seref Malkoc	Chief Ombudsman	Republic of Turkiye
7	Member	Mr. Sugawara Nozomu	Director General, Administration Evaluation Bureau	Japan
8	Member	Mr. Tae Kye, KIM,	Vice Chairperson, ACRC	Republic of Korea
9	Member	Ms. Saburskaya Sariya Kharisovna	Commissioner for Human Rights	Republic of Tatarstan



President, Asian Ombudsman Association and Federal Ombudsman of Pakistan Mr.Ejaz Ahmad Qureshi addressing the inaugural session of the 17<sup>th</sup> meeting of the General Assembly of AOA held at Kazan (Republic of Tatarstan) on 11<sup>th</sup> September 2023.

Pakistan's recognition as an important player in the international ombuds community is, to a large extent, related to the growth and maturity of the ombudsman institutions within the country. The Federal Ombudsman's institution since its inception in 1983 has established its credentials as an effective instrument for providing speedy and inexpensive administrative justice to the people. The institution meets all the given standards in terms of the Paris Principles (1993), Venice Principles (2019) and stipulation of the UN Resolution 77/224 of December 2022. The Resolution sets out an elaborate agenda for advancing ombudsmanship through working together at bilateral regional and global levels. In this regard, the above mentioned resolution recognises the Asian Ombudsman Association (AOA) amongst the active regional ombudsman bodies.

The Forum of Pakistan Ombudsman (FPO), the OIC Ombudsman Association (OICOA), the Asian Ombudsman Association (AOA) and the International Ombudsman Institute (IOI) share common aspirations and constitute an international fraternity. This is reflected in terms of the goals and objectives as well as the overlapping of membership of these bodies. Pakistan's active association with the work of IOI, AOA, FPO and OICOA manifests its commitment to the cause of ombudsmanship as a means to achieving the ultimate goals of good governance, the rule of law and fundamental freedoms.

## ORGANIZATION AND MANAGEMENT

During its long journey, the Office of Wafaqi Mohtasib (Ombudsman) has followed a positive trajectory both in quantitative and qualitative terms. Today, it is capable of handling a large number of complaints within the prescribed time limits, from 7,812 in 1983 to 194,106 in 2023 bringing comfort and relief to 25 times more households in the country. This Office made a modest beginning in 1983 with four Regional Offices in the Provincial capitals, one each at Karachi, Lahore, Peshawar and Quetta. Today, in addition to the Headquarters in Islamabad, it has 17 Regional Offices and 04 Complaints Collection Centres in remote areas.

**Today, it is capable of handling a large number of complaints bringing comfort and relief to 25 times more households than in 1983.**

This upsurge in the workload of the Institution can be attributed to the trust and confidence of the people that it has earned on account of its efficiency and efficacy. The increasing population pressure, too, has led to myriad socio-economic challenges faced particularly by the disadvantaged and the marginalized segments of the society. In this atmosphere, the Wafaqi Mohtasib’s Office handled the growing demands on the existing financial and human resources by adopting strict austerity measures and frugal policies. Accordingly, a set of well-considered management and administrative strategies was adopted under the guidance of the

**Wafaqi Mohtasib’s Office handled the growing demands on the existing financial and human resources by adopting strict austerity measures and frugal policies.**

Wafaqi Mohtasib to ensure that the institution’s growth remains on track and its ability to deliver to the general public is not compromised. The highlights of these measures are as under:

### A. Enhancing outreach to the general public

i. Decision to open new regional offices is taken after due diligence and mamking the cost-benefit analysis of the project. Accordingly, nine Regional Offices were opened between 1983 – 2000, one Office in 2014, three in 2016, one each in 2020 and 2021. It was followed by three Regional Offices and four Complaint Collection Centres/Complaint Collection Desks in 2022. A list of the calibrated growth in the geographic spread of the Wafaqi Mohtasib Office is given in Figure-I.

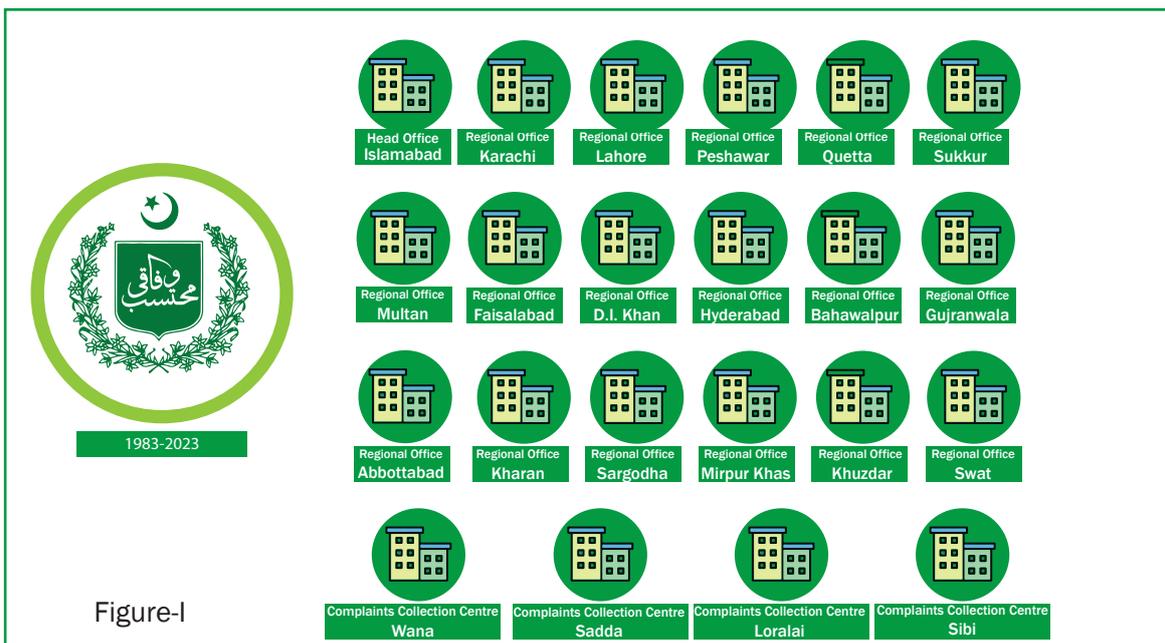


Figure-I

During the year under review some essential staff and physical assets were added to make these Offices fully functional discharging their statutory responsibilities towards the general public. The Office building of the Regional Office, Quetta was shifted to new premises while some additional space was acquired for the Office building of Regional Office, Sargodha in the wake increased workload of complaints at the station.

**ii. Helpline 1055 and 1056**

Helpline 1055 for filing complaints by the general public and 1056 dedicated for children’s complaints were acquired. Necessary trained staff to serve at these helplines was deputed to assist the callers.

**B. Optimum Utilization of Resources**

i. Organizing a workforce competent to act in support of the institution and its objectives is fundamental to its success. The organogram in figure-II explains the structure and functions of different departments/wings/sections being followed in the Wafaqi Mohtasib Secretariat for the purpose.

**ii. Recruitment**

**a. Appointment on regular basis against 06% Balochistan Quota**

A consolidated advertisement including two posts of APS (BS-16) (Open Merit) and one post of Steno-typist (BS-14) (Women), was published in press after receiving the directions of the Hon’ble Prime Minister of Pakistan. The recruitment against two posts of APS (BS-16) has been made; however, no candidate could qualify the requisite criteria for appointment to the post of Steno-typist (BS-14).

**b. Appointment of Interns**

In order to enhance the capacity and employability of young graduates, an “Internship Program” for a period of 04 months, but extendible, was initiated by WMS. After scrutiny of 3,937 applications, 146 candidates belonging to Rawalpindi/Islamabad were called for written test held at NITB, Islamabad whereas 93 candidates appeared for test out of which 26 were shortlisted for interviews. The shortlisted candidates were interviewed by the Selection Committee. The top five shortlisted candidates were appointed as Intern in WMS, Head Office, Islamabad. Afterwards, in second phase, interviews were again conducted and as a result thereof two more Interns were appointed in Head Office and one in Regional Office, Hyderabad and in the similar manner in third phase, two more interns were appointed which are now serving at this Secretariat.

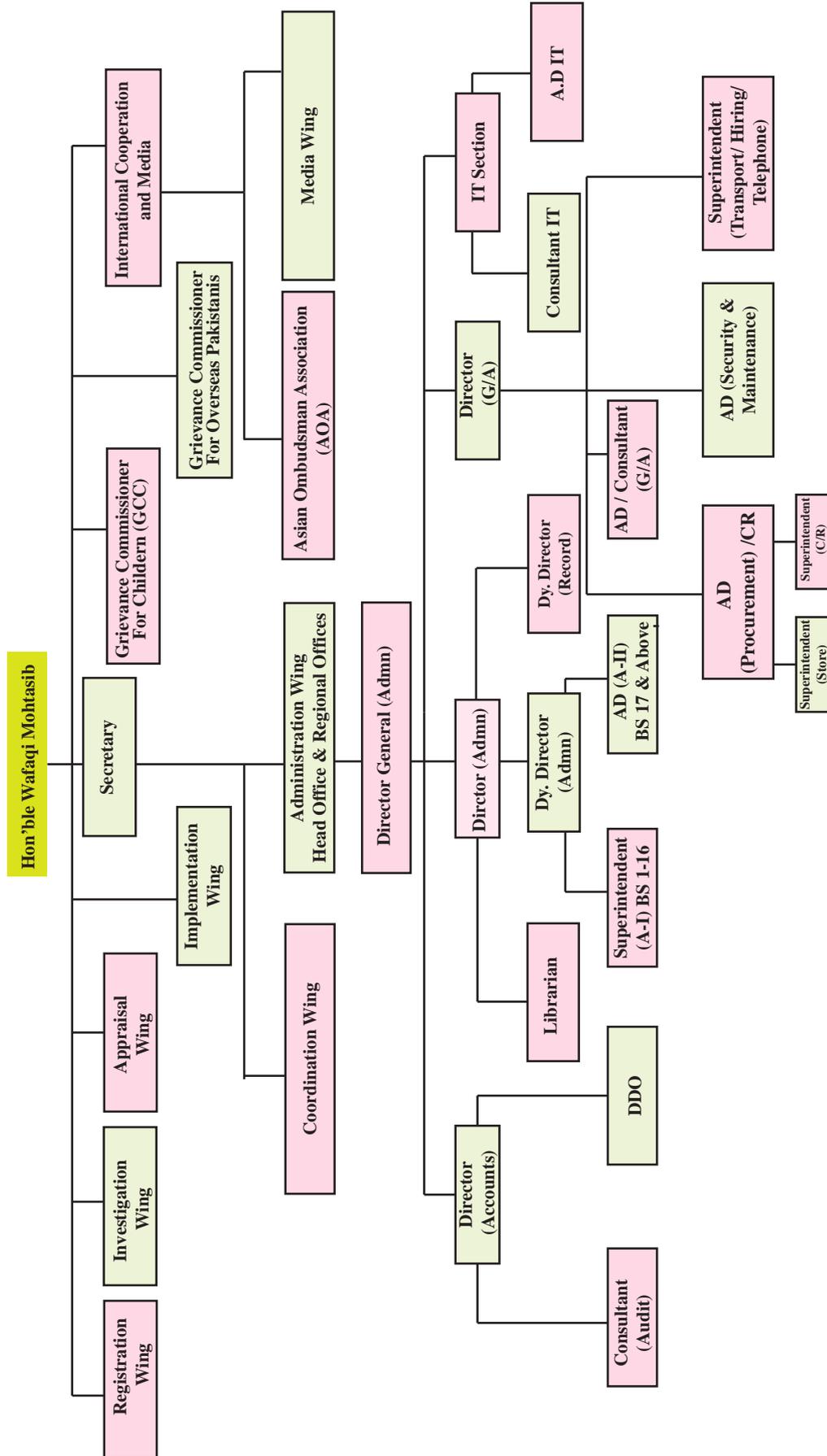
**c. Appointment of officers/staff on contract basis**

The following appointments of Officers/ Ministerial staff equivalent to BS-01 to 22 were made during 2023 on contract basis under Article 20 of P.O. No. 1 of 1983:

S. No.	Station	Total	S. No	Station	Total
i.	Head Office	14	x.	R.O. Peshawar	04
ii.	R.O. Lahore	02	xi.	R.O. D.I. Khan	01
iii.	R.O. Gujranwala	06	xii.	Complaint Collection Centre (CCC) established in Southern districts of KPK, FATA (at Wana, South Waziristan) (under Regional Office D.I. Khan)	01
iv.	R.O. Faisalabad	01	xiii.	R.O. Abbottabad	04
v.	R.O. Bahawalpur	01	xiv.	R.O. Swat	01
vi.	R.O. Karachi	05	xv.	R.O. Quetta	03
vii.	R.O. Hyderabad	04	xvi.	Complaint Collection Desk, Sibbi (under R.O. Quetta)	01
viii.	R.O. Sukkur	02	xvii.	R.O. Mirpurkhas	02
ix.	R.O. Multan	01	xviii.	R.O. Khuzdar	04

Figure-ii

Organogram of Wafaqi Mohtasib (Ombudsman)'s Secretariat



#### **d. Promotion**

Promotion in various cadres of officers/ officials in BS 1 to 19 was carried out in accordance with Wafaqi Mohtasib Secretariat Officers/ Ministerial Staff Rules 2009 and fresh rules 2022. Eighteen (18) meetings of Selection and Promotion Boards/Committees considered the cases of eligible officers/ministerial staff at Head Office and Regional Offices accordingly recommended 30 cases of staff members (non-gazetted) and 04 gazetted officers for their elevation.

#### **e. Regular evaluation of contract employees**

Performance of employees appointed under Article 20 of P.O. No. 1 of 1983 is evaluated on regular basis against multiple parameters such as integrity, performance, professionalism, etc. at the time of renewal of their contracts. Contracts of only those who perform their duties and discharge responsibilities as per prescribed standards are renewed.

### **C. General Administration**

Various steps were taken during the year for creating better, healthier and safer environment for the personnel working in the Secretariat through direct intervention as well as on receiving feedback both from the general public/ complainants / visitors and the agencies. Following is the list of some important initiatives and welfare measures taken by Wafaqi Mohtasib Secretariat:

#### **a. Amended Wafaqi Mohtasib (Ombudsman) Secretariat's Services Rules, 2022**

A committee comprising Senior Officers of WMS, was constituted for removing impediments and anomalies in the existing Service Rules of WMS promulgated in 2009. The Committee unanimously recommended certain modifications in the Service Rules which after necessary consultation with the Establishment Division, Finance Division and Law & Justice Division were sent to the Hon'ble President of Pakistan for his concurrence. Consequently, with the approval of the Federal Cabinet, the amended Wafaqi Mohtasib (Ombudsman) Officers/Ministerial Staff Rules, 2022 were notified on 16.08.2023. The current rules of the WMS are aligned with the Federal Government updations/upgradations made in respect of various cadres made from time to time, developed career paths for multiple cadres, increased percentage (%) of promotions quotas for enhancing promotion prospects of the eligible and qualified staff, especially in the lower cadres, etc.

#### **b. Regularization of Contract Employees**

In pursuance of directions of 'National Assembly Special Committee on Affected Employees' under the Chairmanship of Mr. Qadir Khan Mandokhail, MNA, and upon the recommendations of the Implementation Committee of WMS, the services of 171 contractual employees in BS-1 to 17 working under Article 20 of P.O. No.1 of 1983, in WMS, Head Office, Islamabad and its Regional Offices, were regularized vide office order dated 08.06.2023, 14.06.2023 & Memorandums dated 04.09.2023.

#### **c. Security Arrangements**

Elaborate arrangements are available for the safety and security of the visitors/complainants and staff members in the Wafaqi Mohtasib Secretariat. Detailed security SOPs have been developed and followed which include personnel deployment, access control, supervision mechanism, response in case of emergency, CCTV monitoring and Inspection of security gadgets, etc. Fortnightly security committee meetings are held to review the security related issues including inspection of security registers maintained by security personnel.

#### **d. Eid Milad un Nabi ﷺ**

In pursuance of the instructions of the Ministry of Religious Affairs and Interfaith Harmony, a Speech/Naat competition on Seerat-un-Nabi ﷺ was arranged in this Secretariat on 02.10.2023. Hon'ble Minister for Religious Affairs distributed awards to the successful participants.

**e. Facilitation Centre (FC)**

Wafaqi Mohtasib Secretariat maintains a facilitation centre at the main entrance of its premises. A new facilitation centre has been established at the rear gate as well to facilitate the



complainants/visitors in registering/ writing their grievances along with their proper guidance.

**f. Day Care Centre (DCC)**

Day Care Centre facility is available in the building of WMS, Islamabad. The facilities at Wafaqi Mohtasib's Secretariat have been upgraded/improved with more cleanliness/hygienic environment encouraging mothers to make best use of the Day Care Centre. To look after the children of female staff, Aya has also been deputed. Regular visits are made by the authorities to ensure best environment and amenities to the children.

**g. Cafeteria**

For facilitation of complainants / visitors and staff of the office a cafeteria is available at WMS, Islamabad. To ensure better food quality, services and cleanliness, a Canteen Committee has been tasked to monitor the operations of Canteen which is done on regular basis.

**h. Auction of condemned vehicle/motorcycles**

As per General Financial Rules of the Federal Government, one condemned staff car and six motorcycles were auctioned in a transparent manner and handed over to the successful bidders after completion of codal formalities.

**i. Medical camp**

A medical camp was arranged on 22.09.2023 for check-up of employees of this Secretariat for general ailments an ophthalmic issues. Free consultations/ medicines were also provided.



Free medical camp at Wafaqi Mohtasib Secretariat, Islamabad (23.09.2023)

### D. Budget Allocation

Smooth and timely release of funds is important for realization of organisational goals and sustainability of operations. The allocated financial resources for F.Y 2022-23 were released in time by the Finance Division and utilised prudently by WMS considering the austerity drive initiated by the government and maintaining financial discipline. The Indicative Budget Ceiling (IBC) of this Secretariat including its seventeen (17) Regional Offices was Rs.943 million for the financial year 2022-23. It is added that some amount was not released by the government due to the 05% cut on non-Employee Related Expenditure (ERE) budget in the last quarter of the fiscal year and ban on purchase of physical assets as a part of the austerity measures.

It is worthwhile to mention that out of the total budget, Rs.936.621 million (99.33%) were spent by observing austerity measures. Wafaqi Mohtasib personally supervises and monitors all heads of expenditure to ensure the financial propriety and discipline in letter and spirit. It is useful to highlight WMS annual budget along with actual expenditure in last five years.

Financial Year	Budget Allocated (In Rs.)	Actual Expenditure (In Rs.)	Savings (+) Excess(-) (In Rs.)	Percentage Increase (+) Decrease (-) in budget
2018-19	707,509,000	696,252,568	11,256,432	5.57%
2019-20	711,808,000	710,151,197	1,656,803	0.61%
2020-21	790,787,000	790,191,518	0.595,482	11.10%
2021-22	837,000,000	834,942,463	2,057,537	5.84%
2022-23	935,844,147	936,620,790	-776,643	11.81%

\* Allocated Budget for the CFY: 2023-24 is Rs.1250 million.

Figures reported in the above Table amply reflect that WMS (Head Office and Regional Offices) has optimally utilized budgets allocated during the referred period. It is instructive to underscore that WMS workload of complaints have surged by 76% in last two years (from 110,000 in 2021 to 194,106 in 2023); nevertheless, budget allocation from 2021-22 to 2023-24 increased from Rs. 837 million to Rs.1250 million implying no-commensurate rise in budget. Thus, the organization is managing its unprecedented increased quantum of workload within the approved budget in an austere and frugal manner without compromising its performance and outreach to the complainants.

### Internal / External Audit

Following the canons of financial discipline, internal control environment and good governance in management/use of public resources, an elaborated mechanism for Internal Audit is in place in the Wafaqi Mohtasib's Secretariat and its Regional Offices. It involves regular and critical analysis of the functions of the institution for the purposes of recommending improvements in accordance with the laid down procedure. It also aims at assisting the management in discharging its responsibilities in an effective manner. Regular and periodic follow up after a period of time is being done to ensure that recommendations of Internal Audit have been implemented and have improved and enhanced operational efficiency.

As regards the external audit, the Public Accounts Committee (PAC) discussed the Audit Report 2021-22 on 09.03.2023 and recommended Audit Para No. 33.5.1 pertaining to Wafaqi Mohtasib Secretariat. PAC also discussed the Appropriation Accounts for the year 2020-21 and settled the grant on recommendations of the DAC. The DAC meetings on the audit reports / paras of the WMS and its Regional Offices up to the year 2022 were held on 09.01.2023, 08.02.2023 and 04.05.2023 wherein almost all the paras were settled. Thus, WMS is complying with the professional standards essential for use of funds from the national exchequer and ensuring good governance.

## PUBLIC AWARENESS

The ultimate goals of good governance and the rule of law can be best achieved when masses are well conversant with their rights and obligations alongside the availability of an appropriate forum for quick relief in the face of administrative excesses by government agencies. Despite the fact that over 2 million households in Pakistan have benefitted from the services of the Federal Ombudsman's institution since its inception in 1983, a major portion of the population is still not fully aware of the availability of this easily accessible forum for redressing their grievances against government agencies.

The awareness raising has been recognized by all international instruments as an essential feature of any successful ombuds system. The Paris Principles (General Assembly Resolution 48/134 adopted on 20 December 1993) require a national institution "to publicise human rights and efforts to combat all forms of discrimination, in particular racial discrimination, by increasing public awareness, especially through information and education and by making use of all press organs." Additionally, the UN Resolution 77/224 of 15 December 2022 strongly urges Member States "to develop and conduct, as appropriate, outreach activities at the national level, in collaboration with all relevant stakeholders, in order to raise awareness of the important role of Ombudsman and mediator institutions."

**UN Resolutions call for publicising efforts to combat all forms of discrimination by increasing public awareness, especially through information and education and by making use of all press organs.**

The Hon'ble President of Pakistan, during his visit to the Wafaqi Mohtasib Secretariat last year, emphasized the need to raise greater awareness about the functioning of this institution among the general public. He was also pleased to direct the Wafaqi Mohtasib to take necessary steps for enhancing the outreach of the institution to remote areas by employing latest IT tools for redressal of grievances, and undertake concerted media campaign to educate the general public about the scope of work of the Ombudsman's institution.

Recognizing the centrality of public awareness in promoting the goals of good governance and the rule of law, the Wafaqi Mohtasib's institution and its Regional Offices have successfully pursued a robust awareness campaign during 2023. Such activities contributed effectively in educating the general public about the availability of this forum, particularly in remote areas, for redressal of their grievances. Initiatives such as IRD project, OCR visits, Khuli Katcheries, and Inspection visits, too, have added value to the operations of the institution and enhanced its outreach and visibility among the masses. The impact of the awareness campaign and the above listed outreach activities is evident as the incidence of complaints has shown 18% increase while the disposal has recorded 22% increase over the figures of the last year.

**Wafaqi Mohtasib's institution and its Regional Offices have successfully pursued a robust awareness campaign during 2023.**

Public awareness is not a onetime event. It is an ongoing process and needs to be pursued on a sustained basis. For this purpose, a Steering Committee on Media comprising Senior Officers of Wafaqi Mohtasib Secretariat was appointed to chalk out a comprehensive media strategy and a road map for the awareness campaign. The goals and objectives thus identified were further strategized into a Calendar of Activities for the year under reference, which was pursued in cooperation with the Regional Offices. The said Calendar provided for a balanced mix of various awareness raising options which

**The goals and objectives thus identified were further strategized into a calendar of activities which was pursued in cooperation with the Regional Offices.**

included revamping the official website, digital transformation, use of social media pages, documentaries, coordination with PEMRA and PTA, regular liaison with media, press conferences, TV interviews, press releases, articles/columns, awareness lectures, TV/Radio talks, TV tickers and alike.

The broad features of the Calendar of Activities 2023 and achievements thereof are discussed in the sections given below:

**i. Awareness Lecturers/Seminars/Workshops/Webinars:** Participation in the Seminars/Webinars/Workshops and lecturers was an important feature of the Calendar of Activities 2023. The Wafaqi Mohtasib addressed three International Conferences at Bangkok, Moscow, Kazan and six seminars/conferences at Islamabad, Karachi and Quetta on various themes relating to ombudsmanship. The Senior Officers of the Wafaqi Mohtasib Secretariat and its Regional Offices also delivered lecturers at various universities, chambers of commerce and government training institutions. The total number of such events during 2023 stood at twenty-eight.

**ii. Thematic Articles/Columns:** Unlike the previous practice, a set of topics was identified for contributing articles/columns in English and Urdu Newspapers. Accordingly, a series of articles appeared in the print media on topics including, The Role of Ombudsmanship in Promoting Human Rights, Good Governance and the Rule of Law, Informal Resolution of Disputes (IRD), Overseas Pakistanis, Child Rights and alike. Special articles/columns were also written as part of the celebrations marking the completion of 40 years of service (1983-2023).

**iii. New Template of Website:** The Website of the Wafaqi Mohtasib Secretariat ([www.mohtasib.gov.pk](http://www.mohtasib.gov.pk)) was redesigned introducing a new template, a

user-friendly interface and extra security features. All relevant information, in the form of videos, pictures, important rulings and documents, were uploaded. It was visited by 120,000 users, during 2023. The website also allowed online registration of complaints, feedback from general public, and was linked with official Facebook, Instagram pages and YouTube channel of WMS.

**iv. Urdu Version of Website:** In order to enhance access of those complainants who are not well versed with the English language, the important sections of the official website dealing with the grievance redressal mechanism and special initiatives of the Wafaqi Mohtasib's Office were translated into the Urdu language. In addition, the quarterly news bulletins, press clippings and some major reports have also been uploaded in the Urdu language.

**v. Mobile App:** Mobile Application of WMS remained fully functional, which was visited by 74000 users and 22,321 complaints were received during 2023. The various features of this application greatly enhanced the accessibility and portability, allowing citizens, especially the Overseas Pakistanis, to lodge their complaints without personally visiting the Office of Wafaqi Mohtasib. This application not only allows a complainant to keep track of his/her complaint, but also provides the ease of viewing and downloading the Findings on his/her complaint.

**vi. Facebook, Instagram and YouTube:** All important updates regarding the activities of WMS were regularly shared on Facebook, Instagram and YouTube. These official outlets were viewed by 57,748 people, during 2023.

**vii. Quarterly News Bulletin:** In addition to the quarterly News Bulletin in English and Urdu languages, a special supplement was issued to mark the 40 years of service (1983 - 2023) of the Wafaqi Mohtasib's institution. A soft copy of the News Bulletin was also uploaded on the Secretariat's website, Facebook and Instagram to ensure its wider dissemination. It was circulated on large scale to government agencies, media houses, Pakistan Missions abroad and academia.

**viii. Action by PTA:** PTA was requested to disseminate and broadcast thematic public awareness messages on the cellular networks in Pakistan. Accordingly, all mobile operators broadcast/disseminated the awareness messages covering 120.46 million users of mobile phone during 2023.

**ix. Action by PEMRA:** Public awareness messages were telecast with the help of PEMRA on many TV/FM radio channels and cable operators to generate greater awareness about the activities of Wafaqi Mohtasib's institution across the country.

**x. Integration of websites:** 183 Federal agencies have been integrated with the Complaints Management Information System (CMIS) of the Office of Wafaqi Mohtasib. This information is simultaneously displayed on the websites of all integrated departments for awareness purposes.

**xi. PTV Documentaries:** Two documentaries were prepared through the good offices of Pakistan Television Cooperation to highlight the scope of work of the Wafaqi Mohtasib. An English version was also prepared for the international audience. Another documentary was prepared to project the activities of the Asian Ombudsman Association (AOA) which is headed by the Wafaqi Mohtasib of Pakistan.

The other important activities undertaken as part of the Calendar of Activities 2023 included, regular liaison with the media houses, periodic meetings and press conferences to keep the general public fully aware of the activities and services of the Wafaqi Mohtasib's institution to improve the service delivery of government agencies. These activities during 2023 are summarised in the table below:

### PUBLIC AWARENESS ACTIVITIES AT A GLANCE

January to December 2023

Total Articles/Columns published in National and Regional News papers	<b>365</b>
Press Clippings from National/ Regional Newspaper (Urdu/ English)	<b>5828</b>
Press Conferences / Media Talks of Wafaqi Mohtasib and Heads of Regional Offices	<b>33</b>
Newspapers, Television and Radio Interviews of Wafaqi Mohtasib and Heads of Regional Offices.	<b>44</b>
TV/YouTube short Video Clips regarding Media Coverage of Regional Offices activities	<b>339</b>
Radio Programmes of Head Office and Regional Offices	<b>84</b>
Public Service Message (General) SMS Broadcast through PTA	<b>120.46 million</b>
Public Service Message (IRD) telecast through PEMRA on various channels	<b>614 T.V Channels</b>
Public Service Message (IRD) SMS Broadcast	<b>111.59 Million (English) 111.62 Millions (Urdu)</b>
<ul style="list-style-type: none"> <li>• WMS documentary (Urdu) recorded on DVD Distributed to Regional Offices</li> <li>• WMS documentary recorded in English for international Viewers</li> <li>• Dubbing of Urdu documentary into English for viewers at home and abroad.</li> </ul>	<b>3 documentaries (Urdu documentary was distributed to 17 Regional offices )</b>
Awareness Lectures/Seminars by Head Office and Regional Offices	<b>26</b>
TV Tickers	<b>210</b>
Issuance of Commemorative Postage Stamp in cooperation with Pakistan Posts to mark the 40 Years of Service (1983 - 2023)	<b>Amounting to Rs.0.4 million</b>



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing civil servants at the National School of Public Policy, Peshawar. (10.05.2023)

The above activities project a collective view of the efforts undertaken by the Wafaqi Mohtasib Office both at the Headquarters and the Regional Offices. In order to carry out public awareness activities in a calibrated and professional manner, a strong in-house mechanism has been developed for monitoring performance in this essential area of the institution. During the monthly review meetings, activities of the Head Office and the Regional Offices in the field of public awareness are regularly evaluated and directions are issued by the Wafaqi Mohtasib for an effective follow up of the same.

**A strong in-house mechanism has been developed for monitoring performance in this essential area of the institution.**



Mr Shahid Humayun, Advisor Wafaqi Mohtasib delivering awareness lecture to the law students of Bahria University, Islamabad. (25-05-2023)

# **PRESS CLIPPINGS**





DAWN ISLAMABAD, MONDAY JANUARY 2, 2023

# Sui gas providers asked to effectively address public complaints

By Our Staff Reporter

ISLAMABAD: Federal Ombudsman Ejaz Ahmad Qureshi has directed gas providing agencies including Sui Northern Gas Pipelines Limited (SNGPL) and Sui Southern Gas Company Limited (SSGCL) to make a more responsive and effective mechanism to deal with people's complaints.

He was presiding a high-level meeting to discuss the working of gas companies and their administrative arrangements to address citizens' complaints.

The meeting was attended by the Secretary (Petroleum) retired Capt Muhammad Mahmood, chairman of Oil and Gas Regulatory Authority (Ogra) Masroor Khan, SNGPL Managing Director Ali Javed Harandi, SSGCL Managing Director Imran Manzar, Waqaf Mohtashib Secretariat Secretary Afzal Latif and senior officers from both sides. The ombudsman said that it was important that due attention and prompt administrative measures were required on the part of utility companies while the Ministry

exercise proper supervision to resolve public grievances.

In this respect, proposals developed by the Waqaf Mohtashib Secretariat were discussed and vital decisions were taken for provision of prompt relief to consumers over their genuine grievances. It was agreed that local persons on BS-2B will be designated on behalf of the federal secretary (petroleum) and the top management of SNGPL and SSGCL within one week would coordinate with Waqaf Mohtashib advisors and remove bottlenecks, where necessary. The ombudsman also asked officials to make stable of outstanding dues so that low income consumers may pay it in easy installments.

The Waqaf Mohtashib made it clear that no laxity in the implementation of decisions will be tolerated and further cautioned that some state corporations were going to courts against decisions of the president of Pakistan which was a clear violation of the cabinet's instructions on the subject. The secretary (petroleum) passed directions during the meeting to managing directors of

these firms from courts within one week.

## Low gas pressure in Taxila, Wah

Several areas in Taxila and Wah have been hit by a drastic reduction in gas supply, resulting in a sharp increase in the usage of illegal compressors. It has been observed that the use of compressors during peak hours worsens gas pressure and, consequently, consumers who do not use them experience low pressure in their homes.

Residents have held the authorities of Sui Northern Gas Pipelines (SNGPL) responsible for the situation, claiming that they have provided connections to commercial units from the line meant for domestic consumption.

Low gas pressure has affected schoolchildren and others the most as they have to leave for their respective destinations without breakfast. The residents of various localities in Taxila and Wah have expressed concern over continued low gas pressure and called upon the authorities to ensure uninterrupted gas supply to domestic consumers.

Complaints have been received from Pind Tarbela Colony, Aharna, Pind Gondal, Samakabad, Patti Mohallah, Mohalla Banni, Ghoola Khurd, Jamsalabad, Nawababad, Wah Model Town, Ahmad Nagar, Misserabad, Asifabad, Malikabad, Chachi Mohallah, Aashabad, Pind Gondal, Bhakkar Town, Bilal Colony, Wahdar Colony, Mehran Shah Wali Shah and Mohallah Elighah. Residents said that they were facing low gas pressure since the last couple of weeks.

Ahmad Khan Awan, a resident of Minirabad said that the pressure of gas being supplied from 7pm till 5pm was very low. He added that in some other localities, the pressure was so low that residents could only see a tiny flame on their stoves.

"We cannot cook food on time as even preparing a cup of tea takes an hour," said Elighah Bibi - a resident of Ahmad Nagar.

Kiran Khosa, a resident of Bilal Colony, said she was facing difficulty in cooking food, especially in the morning and evening. "We go to work without having breakfast," said Syed Omara, a resident of the

gas had vanished with the start of the winter season, leaving consumers with no other option but to use liquefied petroleum gas (LPG).

"In this situation, we have to bring coal for lunch and dinner from markets of nearby areas where the gas pressure is normal," he said.

Muhammad Aslam - a resident of Mohallah said that the SNGPL connections are buried in utility canal, LPG cylinders and used to cook food. Arifur Kadheri - a local Jamsalabad leader said that the gas pressure had been very low since the start of the current cold spell, adding that people were forced to opt for alternative fuel like coal and wood. He added that the price of coal had also increased considerably.

When contacted, an official of SNGPL said gas pressure had dropped due to the rise in demand. "We have not reduced the supply and are doing our best to manage the load," he said.

There will go door-to-door and consumers using compressors would be fixed hourly whereas their gas connections would be severed and cases would be resolved.



DAWN ISLAMABAD, WEDNESDAY JANUARY 25, 2023

## Ombudsman rests rule of law on good administration

By Bakhtawar Mian

**ISLAMABAD:** Federal Ombudsman Ejaz Ahmad Qureshi has said maladministration and bad governance are two sides of the same coin and both breed in an environment of favouritism, discrimination and corruption.

Speaking at a press conference to mark the 40th anniversary of the ombudsman institution on Tuesday, Mr Qureshi said resolving the issue of maladministration was essential to ensure sanctity of human rights and achieve ultimate goals of good governance and rule of law.

The office of the Federal Ombudsman was established on Jan 24, 1983 with the explicit objective to diagnose, investigate, redress and rectify injustice done to a person through maladministration by government agencies.

Mr Qureshi said the ombudsman institutions, around the world, acted in support of supreme judiciary and contribute to making dispensation of justice more accessible

and inexpensive.

It is fundamentally the poor man's court. The complainants are not required to hire the services of a lawyer nor have to face lengthy legal processes as the cases are disposed of within the prescribed limit of 60 days.

Reviewing the performance of the Wafaqi Mohtasib's institution during the last 40 years, Mr Qureshi said more than 1.9 million households have benefited from the services of this office since its inception.

It is the most cost-effective way of providing relief to the common man.

He said periodic inspections of different agencies such as Passport Office, Islamabad International Airport, Nadra, Polyclinic, Pims, CDA Facilitation Centre, Railway Stations and Utility Stores in different cities by a team of his senior officers has helped improve their service delivery.

Referring to the legal framework which governs the operations of the Wafaqi Mohtasib's institution, he added that the efficiency and efficacy of its operations was directly

related to the enabling statutory provisions. These include, powers to undertake any investigation of his own motion into any allegation on the part of any agency, and stay operation of the impugned order/decision for a period not exceeding 60 days.

Likewise, the Ombudsman enjoys same powers mutatis mutandis as the Supreme Court to punish for contempt.

Mr Qureshi stated that while focusing on resolving individual complaints, equal emphasis is placed on ascertaining the root causes of corrupt practices and injustice.

Meanwhile, recognising the significance of the role of ombudsman institution and its successful journey of four decades in providing speedy and inexpensive relief to the common man, Pakistan Post has issued a Commemorative Postage Stamp of Rs20 on this occasion. Its launching was also held at the same time in the Ombudsman Secretariat. The postage stamps are available in all post offices in the country.

# Ombudsman ensured improving jail conditions, delivery of pension: Qureshi

Addressing a widely attended Press Conference on the occasion the 40th year of the establishment of the Ombudsman institution in Pakistan, Mr. Ejaz Ahmad Qureshi, the Federal Ombudsman stated that maladministration and bad governance are two sides of the same coin. Both breed in an environment of favoritism, discrimination and corruption. Addressing maladministration, therefore, is essential for ensuring sanctity of human rights and achieving the ultimate goals of good governance and the rule of law. He added that the Office of the Federal Ombudsman was established vide the President's Order No. 1 on 24 January 1983 with the explicit objective to diagnose, investigate, redress and rectify any injustice done to a person through maladministration by the government agencies.

Mr. Ejaz Ahmad Qureshi stated that the institution of Ombudsman has evolved over the years and is recognized today as an essential feature of every modern democratic society. The structure, scope and powers of Ombudsman, however, vary from one society to another and is directly related to the larger social, political and legal systems being followed in that country. The ombudsman institutions, justice more accessible and inexpensive. He added that the Wafaqi Mohtasib's institution is fundamentally the poor man's court. It is not an alternative to the supreme judiciary but plays a complementary role. The complainants are not required to hire the services of a lawyer nor have to face lengthy legal processes as the cases are disposed of within the prescribed limit of 60 days.

Reviewing the performance of the Wafaqi Mohtasib's institution during the last forty years, Mr. Qureshi stated that more than 1.9 million households have benefited from the services of this Office since its inception. He recognized the services of his illustrious predecessors who have contributed in



developing this institution into a premier institution of administrative accountability in the country. Comparing the number of complaints received during the year 2022, he said that the receipts rose from 110,405 in 2021 to the highest ever number of 164,174 (49% increase) and disposal reached an all-time high of 157,770, marking an increase of 47.7% over the figures of the year 2021. He said that 137,423 complaints of Overseas Pakistanis were resolved with the increase of 133% as compared to 2021. He further stated that people's trust has immensely increased resulting in a dramatic increase in the registration of complaints and complaints worth over Rs.3 billion of disputed amounts were counts. He said that Government expenditure per complainant in disposing of complaint through Wafaqi Mohtasib construes negligible amount, thus it the most cost-effective way of providing relief to the common man.

Mr. Qureshi stated that the institution has expanded its operations by opening three regional offices in Mirpurkhas, Khairpur and Swat and two Sub Offices at Wana (South Waziristan) and Sada (Kurram District) during the year 2022. He added that the ever increasing of complaints received was in fact a direct consequence of the massive support that the Ombudsman's Office always receive from the print and electronic media in rising awareness

about the scope and extent of its services to the general public. It was also a clear manifestation of the confidence and trust reposed by the people in this institution.

Referring to the initiatives, he has taken during the first year of his term of office, Mr. Qureshi stated that the institution has diversified its activities by undertaking inspections of various agencies against whom persistent complaints were pouring in order to improve their service delivery. An Informal Resolution of Disputes (IRD) project was initiated in April last year to informally conciliate and settle disputes between the two parties with their mutual consent. So far, 1114 cases have been disposed of while 266 cases were, in such as Passport Office, Islamabad International Airport, NADRA, Polyclinic, PIMS, CDA, Facilitation Centre, Railway Stations and Utility Stores in different cities has helped improve their service delivery.

Referring to the legal framework which governs the operations of the Wafaqi Mohtasib's institution, he added that the efficiency and efficacy of its operations was directly related to the enabling statutory provisions. These include, powers to undertake any investigation of his own motion into any allegation on the part of any agency, and stay operation of the impugned order/decision for a period not exceeding 60 days. Likewise, the Ombudsman

enjoys same powers mutatis mutandis as the Supreme Court to punish for contempt.

Mr. Qureshi stated that while focusing on resolving individual complaints, equal emphasis is placed on ascertaining the root causes of corrupt practices and injustice. Accordingly, study reports have been prepared in the context of systemic reforms in regard to 28 government agencies and recommendations submitted to the government for ameliorating their operations. Recently, first ever empirical study focusing on street children in the ICT has been completed.

Highlighting the success of ombudsmanship in Pakistan, Mr. Qureshi added that the concept has been replicated into other areas of governance i.e. insurance, taxation, banking and harassment against women at work place. Accordingly, 14 Ombudsman institutions including at provincial level are functioning in the country.

The Federal Ombudsman further stated that his Office has played an important role in promoting ombudsmanship in Asia and the Muslim world. He is the current President of the Asian Ombudsman Association (AOA) which maintains its Secretariat in the Wafaqi Mohtasib premises. The AOA is a non-political, democratic and pro-union of the world. Mr. Ejaz Ahmad Qureshi concluded that Pakistan's active role in the global ombudsman fraternity projects an international face of the country promoting the cause of good governance, rule of law and inviolability of human rights.

Recognizing the significance of the role of ombudsman institution and its successful journey of four decades in providing speedy & inexpensive relief to a common man, Pakistan Post has issued a Commemorative Postage Stamp of Rs. 20/- on this occasion. The launching ceremony was held on the side lines of the today's Press Briefing. The postage stamps are available in all the Post Offices in the country. **NEWS DESK**

# DAWN

DAWN ISLAMABAD, THURSDAY FEBRUARY 23, 2023

## Case registered against teacher for torturing differently-abled children

ISLAMABAD: The capital police on Wednesday registered a case at the Industrial Area police station against a teacher involved in the torture of differently-abled students at a special education centre in Sector H-9 whereas a lawyer demanded the transfer of the centre from the human rights ministry to the education ministry.

The National Institute of Special Education located in H-9 should have been a part of the education ministry but former education minister Shaukat Mahmood constituted a "blunder" and placed the institution under the administrative control of the human rights ministry, said Parliamentary Secretary for Law and Justice Mehtab Akbar Aziz while speaking on a point of order in the National Assembly.

The lawyer said that she visited the centre to inquire about the issue which resulted in the suspension of the official involved in the torture. "All institutions meant for the differently-

abled students should be made part of the education ministry," she demanded and confirmed that the person involved in the incident has already been suspended.

According to the MNA, the next morning the official set only "physically tortured the students but also pulled them from their hair to wake them up".

She added that relevant law will be used to prosecute the official.

Meanwhile, a source in the human rights ministry told Dawn that the individual involved in the torture is a warden as well as a teacher at the centre and has a few months left in his retirement.

Similarly, Federal Ombudsman Ejaz Ahmad Qureshi took a suo moto notice under Article 9(1) of the Waqf Muhtasab (Ombudsman) Order, 1983. A statement from the Ombudsman's office said Mr Qureshi has asked the secretary of the Ministry of Women

Rights to submit a comprehensive report regarding the said incident.

He also sought details on action taken against those responsible for this "inhumane treatment" and the management of the centre within one week, it added.

Meanwhile, a rights-based organisation working for persons living with disabilities has condemned the incident of corporal punishment and physical abuse.

It has urged the government to make rules for the ICT Disability Act for Persons with Disabilities 2021 to translate words into actions.

In a statement, Pehkar Mental Health Association (PMHA) extended its grave concern regarding the unethical incident.

"Corporal punishment is connected to an array of damaging consequences for children's emotional, mental, physical health and well-being and could lead to augmented anxiety and

enactment of brutality," said PMHA Chief Executive Zulqasim Aghar.

He further added that it was disclosed that these were model institutions but the existence of such kind of malpractices was not acceptable. "There is a dire need of making rules of ICT Disability Act for Persons with Disabilities 2021 as a lot still needs to be done to translate words into actions," he said.

He said that independent, non-judgmental sign inspectors should be made part of the inquiry to ensure that the perspective of students has been taken correctly.

"It is encouraging that the standing committee on human rights has taken notice of the incident and PMHA hopes that this will ensure a transparent inquiry to safeguard the children from any kind of abuse in special education institutions," Mr Aghar, who is sexually impaired, said. — Kashif Akhtar

INTERNATIONAL  
THE NEWS

Sunday

May 21, 2023

## Ombudsman directs payment of dues to retired teachers

Islamabad

In response to a suo moto notice filed by the Federal Ombudsman regarding non-payment of dues to retired teachers, widespread praise from the teaching community particularly from the retired teachers has been observed.

The retired teachers, who have been grappling with severe financial difficulties due to the non-payment of their dues, have found hope in the Federal Ombudsman's intervention.

Numerous teachers and professors who retired from educational institutions under the Federal Directorate of Education (FDE) in Islamabad have been waiting for their dues for a substantial period.

These dues include leave encashment, house rental ceiling, and traveling allowance to their native homes after retirement.

The prolonged delay in disbursing these payments has resulted in financial har-

ships for retirees.

Acknowledging the plight of retired teachers, the Federal Ombudsman has promptly directed the Ministry of Finance to allocate funds in the new budget.

Additionally, the FDE has been directed to pay the pending dues of retired teachers promptly from the available resources in the current financial year.

If the required funds are not fully available, the remaining amount is to be included in the upcoming budget.

Many retirees have expressed their gratitude for the intervention of the Federal Ombudsman, who has come as a beacon of hope during their time of distress.

A female teacher on the condition of anonymity shared her ordeal with APP, explaining how she had tirelessly pursued her pending dues, only to encounter a cold and indifferent attitude

from the Federal Directorate of Education.

She commended the Federal Ombudsman's actions and expressed her happiness at the resolution of the long-standing issue of retired teachers.

She demanded for a fair and supportive system that caters to the needs of both retired and working teachers.

A retired Associate Professor informed this news agency: "The Federal Ombudsman's proactive involvement in addressing the grievances of retired teachers has shed light on the pressing need for improved administrative practices within educational institutions."

The timely intervention and directives from the Federal Ombudsman have brought much-needed relief to the retired teachers, offering a glimmer of hope that their long-overdue dues will finally be paid.

A serving teacher voiced

concerns not only about the pending dues of retired teachers but also about the pending rental ceiling issues faced by working teachers.

She lamented the failure of the Federal Directorate of Education to address the concerns of the teaching staff, forcing them to seek relief through legal means.

She told that the officers of FDE were enjoying timely payment of their rental ceiling.

They got the rental ceiling in advance and left the teachers deprived.

She further criticised the biased approach of the authorities and called for a change in administration, emphasising the need for efficient and supportive leadership.

The teacher further emphasised the need for sensible leadership within the FDE to prevent such issues from arising in the first place. — APP

INTERNATIONAL  
**THE NEWS****Friday**

June 16, 2023

## Ombudsman's team inspects arrangements at Islamabad airport

**By our correspondent**

**ISLAMABAD:** Following numerous complaints from domestic and international passengers regarding Islamabad International Airport, a federal ombudsman inspection team visited the airport on Wednesday to evaluate the performance of airport personnel and address procedural issues, particularly the functioning of the joint search counters.

The ombudsman formed an inspection team in response to the complaints received from passengers at Islamabad International Airport.

The team conducted the visit to assess the effectiveness of the airport personnel and investigate procedural matters, with a specific focus on the joint search counters.

Consultations were held with representatives from the Airport Security Force (ASF), Anti-Narcotics Force (ANF), and Customs. It was observed that, given the available resources, the assigned tasks were being satisfactorily carried out by these entities.

The input provided by these agencies for enhancing the mechanisms was duly noted for further action by the respective authorities.

The inspection team also visited the national and international lounges, the CIP (commercially important person) lounges, the baggage claim area, immigration

counters, health services, the airport security office, and other relevant agency counters.

The team directed the installation of CCTV cameras at the joint search desks of the Federal Investigation Agency (FIA), ANF, ASF, and Customs.

Furthermore, instructions were given to the administrative staff to display billboards at all counters, providing information in Urdu and English regarding prohibited items. The federal ombudsman had received complaints of unlawful solicitation of money from passengers. The inspection team directed the airport management to conduct an inquiry into these activities and submit a report accordingly.

The team also noticed the absence of a representative from the ministry of religious affairs and directed the ministry concerned to ensure the presence of their representative at the One Window Facilitation Desk (OWFD) during Hajj flights.

It was also brought to the team's attention that the check-in staff was requesting passengers to provide a printed copy of their e-reservations. To address this issue, it was decided that the airport management would install a printer at the counter to facilitate passengers. Additionally, the team recommended the inclusion of a pamphlet, displaying a list of prohibited items, to be

attached to tickets and displayed on screens throughout the airport for passenger convenience.

The team also acknowledged the unavailability of the "Visa Protection Stamp," which is necessary for the convenience of traveling immigrants. They directed for its immediate availability.

The team visited the One Window Facilitation Desk (OWFD), established under the federal ombudsman's direction, to assist overseas Pakistanis. The desk includes representatives from all 12 Federal Agencies who are present round-the-clock to address and resolve passenger complaints on the spot.

Airport officials informed the team that, as per the ombudsman's directive, separate counters for senior citizens, females, and diplomats have been designated during the check-in and visa control processes.

Most complaints from overseas Pakistani immigrants were related to mishandling and loss of baggage, delays in passport control, and unnecessary harassment by the narcotics control officials stationed at the airport.

At the conclusion of the visit, a joint meeting was held with the heads of all relevant agencies to finalise recommendations aimed at facilitating overseas Pakistanis.

The inspection team would submit a report to the federal ombudsman on Friday.

INTERNATIONAL  
**THE NEWS**

Wednesday, March 22, 2023

## Ombudsman forum resolves to promote good governance in country

FPO is working as effective mechanism for providing speedy, inexpensive justice to general public

By Asim Yasir

ISLAMABAD: The Forum of Pakistan Ombudsman (FPO) resolves to act as a platform for promoting the cause of Ombudsmanship and good governance in the country.

The FPO decides to establish a dedicated FPO Secretariat to plan, implement and coordinate its activities and reiterates its commitment to strengthen cooperation with its international partners.

It was decided in the 27th meeting of the FPO held here at the Wafaqi Mohtasib Secretariat, with chair of its President Dr Asif Mahmood Jah, Federal Tax Ombudsman and was attended by Federal Ombudsman and President AOA Ejaz Ahmad Qureshi, Federal Ombudsman for Protection Against Harassment at Workplace Ms. Fauzia Vigar, Banking Ombudsman Muhammad Kamran Shehzad, Provincial Ombudsman, Punjab Azam Suleman Khan, Provincial Ombudsman Balochistan Nazar Muhammad Baloch, Provincial Ombudsperson for Protec-

tion against Harassment at Workplace Punjab Ms. Nabila Khan, Provincial Ombudsperson for Protection against Harassment at Workplace, KPK Ms. Rukhshanda Naz and Ombudsperson for Protection Against Harassment at Workplace, Balochistan Ms. Noor Jahan Manga.

Established in April 2011, the FPO is a non-political, independent and professional network of ombudsmen in Pakistan. Its membership includes, Federal Ombudsman of Pakistan, Ombudsman of Azad Jammu & Kashmir, all provincial Ombudsmen in Pakistan and Ombudsmen in specialised fields i.e. banking, tax matters, insurance and Protection against Harassment of Women at Workplace.

The FPO operates across Pakistan and Azad Jammu & Kashmir for coordinating activities of ombudsman institutions to advance good governance improve operations, service delivery and effectiveness in their respective areas of competence.

The FPO meeting coincided with the 40th anni-

versary celebrations of the establishment of the institution of Federal Ombudsman in Pakistan and the FPO appreciated that the ombudsmanship has come of age in the country and the institution is working as an effective mechanism for providing speedy and inexpensive justice to the general public against maladministration by government agencies.

The meeting took important decisions with a view to strengthening mutual cooperation in promoting core values of administrative propriety, rule of law, good governance and inviolability of human dignity.

The FPO agreed to take concrete steps to create greater awareness among the public about their rights and obligations and the availability of the ombudsman institution for provision of speedy and inexpensive relief against administrative excesses by the governmental agencies.

The FPO meeting reiterated its resolve to act as a platform for promoting the cause of ombudsmanship and robust public opinion

against maladministration, discrimination, favouritism, corruption and alike.

The Forum agreed to maintain regular interaction among its member institutions with a view to sharing knowledge and best practices in carrying out statutory role in their respective fields. It decided to establish a dedicated FPO Secretariat to plan, implement and coordinate its activities in a professional manner on sustained basis.

The meeting took note of Pakistan's pivotal role in promoting ombudsmanship at international level. Currently, Pakistan holds the positions of the President of Asian Ombudsman Association (AOA), Secretary General of the OIC Ombudsman Association (OICOA) and Directors in the International Ombudsman Institute (IOI).

In this regard, the FPO expressed its resolve to contribute in strengthening mutual cooperation with its international partners in all fields of professional interest and pursuing the common goals and aspirations of its membership.

# DAWN

DAWN ISLAMABAD, THURSDAY APRIL 6, 2023

## Widow granted dues 10 years after husband's death

By Our Staff Reporter

**ISLAMABAD:** A widow has succeeded in receiving pensionary benefits of her late husband after 10 years due to intervention of the federal ombudsman.

The widow of late Mohammad Latif, who worked as a driver with National Trust for the Disabled (NTD) filed a complaint against Ministry of Human Rights through the mobile application of Wafaqi Mohtasib Secretariat (WMS) for inordinate delay in payment of her dues admissible under the Prime Minister's Assistance Package.

She stated that her husband died during service in 2014 and she was entitled to receive full pay and allowances till the age of her husband's superannuation.

In her complaint, she stated that her repeated visits, spread over many years, to NTD and the Ministry of Human Rights failed to get lawful entitlements released to her. She requested the federal ombudsman to order the department concerned to release her dues.

The federal ombudsman took up the complaint and summoned high officials of NTD - which has been merged with the Directorate General of Special Education - and the Ministry of Human Rights.

In their replies, the two departments highlighted that the widow's dues including the senior scale promotion benefits have not been paid due to shortage of funds.

Representatives of the directorate and the Ministry of Human Rights made written commitments that her case is being sent to the Finance Division for provision of funds.

After taking into consideration the facts of the case, the Federal Ombudsman directed relevant officials to make the payment to the complainant within 45 days. The case was vigorously pursued by the federal ombudsman and ultimately all dues were paid to her.



## Federal ombudsman elected AOA president

By our correspondent

ISLAMABAD: Federal Ombudsman Ejaz Ahmad Qureshi was re-elected unopposed President of the Asian Ombudsman Association (AOA) at Kazan (Republic of Tatarstan) on Monday.

The elections to the various positions on the AOA Board of Directors were held at the 17th Meeting of the General Assembly.

In addition to the election of Ejaz Ahmad Qureshi as President of AOA, the General Assembly elected the Heads of Ombudsman Institutions in Azerbaijan, Hong Kong, and Iran as Vice-President, Secretary, and Treasurer of the association, respectively.

Heads of Ombudsman Institutions in China, Japan, Korea, Tatarstan, and Turkey were elected as members of the Board of Directors.

Following his election, Federal Ombudsman Ejaz Qureshi thanked the General Assembly for expressing confidence and trust in Pakistan's contribution to promoting the cause of ombudsmanship and the ultimate goals of good governance and the rule of law in Asia and beyond.

The Asian Ombudsman Association (AOA) is a major non-political, independent, and professional body of international character, representing more than two-thirds of the world population.

In his address to the Conference, Federal Ombudsman Ejaz Qureshi highlighted the centrality of ombudsmanship as an effective mechanism for promoting the rule of law, good governance, justice, and fair play in the daily life of a common man.

He added that the ombudsman institutions constitute a universal fraternity that makes a strong case for greater interaction and mutual cooperation in pursuit of their common goals and aspirations.



## Ombudsman takes notice of complaints against passport office

By Asim Yasin

ISLAMABAD: Federal Ombudsman Ejaz Ahmed Qureshi has taken a notice of thousands of complaints lodged against the passport office for undue delay in printing of passport.

The federal ombudsman constituted an inspection team led by the senior advisor to visit the office of the Directorate General of Passport to identify the causes underlying to these complaints and recommend remedial measures. In addition, the inspection team members will also hear the complainants on the spot and meet with the administration of the Directorate General of Passport to ascertain steps being taken to address the public grievances.

The complainants while lodging the complaints in the Federal Ombudsman Office stated that they were experiencing serious difficulties even in the renewal and urgent fee passports. Sources revealed that around 400,000 passports are pending with the directorate.







**وفاقی تختب کے حکم پر بیوہ کو انصاف مل گیا 32 لاکھ واجبات ادا**  
 وزارت انسانی حقوق مرحومہ اور ایف کی بیوہ جن سے تین لاکھ مل کر تھی  
 وفاقی تختب نے اپنے فیصلہ میں بیوہ کو 45 دن میں واجبات ادا چکی کا حکم دیا تھا  
 اسلام آباد (پبلک ریسولوشن) وفاقی تختب 1997 سے بیوہ کو تین سال بعد 32 لاکھ روپے کے  
 امر قریبی کی عدالت سے انسانی حقوق کی وزارت 30 واجبات مل گئے ہیں (پرائیویٹ مطبعہ نمبر 40)

**بقیہ** وفاقی تختب 40  
 بیوہ کے وفاقی تختب کا حکم دیا گیا کہ وہ اپنے بیوہ کے  
 لیے 32 لاکھ روپے دے گا۔ بیوہ نے اس کے لیے 32 لاکھ روپے  
 کیلئے وفاقی تختب سے درخواست کی تھی۔ بیوہ نے وفاقی  
 تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے لیے  
 واجبات ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست  
 کی تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔  
 بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ  
 اپنے بیوہ کے لیے واجبات ادا کرے۔ بیوہ نے وفاقی  
 تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے  
 لیے واجبات ادا کرے۔ بیوہ نے وفاقی تختب سے  
 درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات  
 ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست کی  
 تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔

کچھ دنوں کے بعد وفاقی تختب نے بیوہ کو 32 لاکھ روپے  
 کے واجبات ادا کر دیے۔ بیوہ نے وفاقی تختب سے  
 درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات  
 ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست کی  
 تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔  
 بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ  
 اپنے بیوہ کے لیے واجبات ادا کرے۔ بیوہ نے وفاقی  
 تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے  
 لیے واجبات ادا کرے۔ بیوہ نے وفاقی تختب سے  
 درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات  
 ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست کی  
 تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔



**تختب کی عدالت پر بیٹا کروڑوں روپے 9 سال بعد پیش ادا**  
 بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔

**بقیہ** تختب 40  
 بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔ بیوہ نے وفاقی تختب سے درخواست کی تھی کہ وہ اپنے بیوہ کے لیے واجبات ادا کرے۔



**وفاقی محتسب نے ہائی وے سٹیشن کو ساڑھے 5 کروڑ روٹوادیئے**  
 کوئٹہ میں آئس بیس کی فراہمی کے مقاصد سے وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔ وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔ وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔

**وفاقی محتسب**  
 وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔ وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔ وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔



**وفاقی محتسب کی مداخلت پر آئیٹیکو سے بیوہ کو معاوضہ ادا**  
 وفاقی محتسب نے بیوہ کو معاوضہ ادا کرنے کے لیے مداخلت کی ہے۔ وفاقی محتسب نے بیوہ کو معاوضہ ادا کرنے کے لیے مداخلت کی ہے۔ وفاقی محتسب نے بیوہ کو معاوضہ ادا کرنے کے لیے مداخلت کی ہے۔

**ایجنڈہ**  
 وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔ وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔ وفاقی محتسب نے ہائی وے سٹیشن کی تعمیراتی کارروائی میں تاخیر کی ہے۔









**وقالی قسب کے زیر پرکشی عدالت ہریانہ میں شکیا کار کے زیر پرکشی**

ہریانہ کی عدالت میں اضافی ادارے پر احتجاج کا مظہر ہے۔ وہاں سالانہ ایک لاکھ 78 ہزار سے زائد شکایات کے فیصلے کر چکے ہیں۔

14 نومبر 2023 کو ہریانہ کی عدالت نے ایک لاکھ 78 ہزار سے زائد شکایات کے فیصلے کر چکے ہیں۔ یہ فیصلے عدالت نے ایک لاکھ 78 ہزار سے زائد شکایات کے فیصلے کر چکے ہیں۔

**30 اچھا قریشی**

پتلی کا قریشی کہتے ہیں۔ وہ ایک ایسا قبیلہ ہے جس کا تعلق ان کی طرف سے ہے۔ ان کی تعداد 2023 کے دوران ایک لاکھ 78 ہزار سے زائد ہے۔ ان کی تعداد 2023 کے دوران ایک لاکھ 78 ہزار سے زائد ہے۔ ان کی تعداد 2023 کے دوران ایک لاکھ 78 ہزار سے زائد ہے۔

ہریانہ کی عدالت میں اضافی ادارے پر احتجاج کا مظہر ہے۔ وہاں سالانہ ایک لاکھ 78 ہزار سے زائد شکایات کے فیصلے کر چکے ہیں۔ یہ فیصلے عدالت نے ایک لاکھ 78 ہزار سے زائد شکایات کے فیصلے کر چکے ہیں۔



**بچوں کو سائبر کرائم سے بچانا ناگزیر ہو چکا: اعجاز قریشی**

سائبر کرائم کی رو سے بچوں کو سائبر کرائم سے بچانا ناگزیر ہو چکا ہے۔ اس کی وجہ سے بچوں کو سائبر کرائم سے بچانا ناگزیر ہو چکا ہے۔ اس کی وجہ سے بچوں کو سائبر کرائم سے بچانا ناگزیر ہو چکا ہے۔

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روزنامہ دنیا اسلام آباد

THURSDAY, DECEMBER 28, 2023

پندرہواں نمبر: 29 دسمبر 2023ء نمبر: 14 نمبر: 1445 نمبر: 28 دسمبر 2023ء 15-2088 نمبر: 298 نمبر: 051-2891830 نمبر: 051-2891814 نمبر: 10 نمبر: 30

**تہذیبوں کیساتھ ادارہ وفاقی محتسب کی نئی ویب سائٹ کا اجرا**

ادارہ وفاقی محتسب کے ادارہ وفاقی محتسب کی نئی ویب سائٹ کا اجرا کیا گیا ہے۔ اس سائٹ پر ادارہ وفاقی محتسب کی تمام سرکاری معلومات، نوکریوں کی فراہمی، درخواستوں کی فہرستیں اور دیگر اہم ترین معلومات درج کی گئی ہیں۔ ادارہ وفاقی محتسب کی ویب سائٹ کے ذریعے ادارہ وفاقی محتسب کے تمام کاموں کی نگرانی کی جائے گی۔ ادارہ وفاقی محتسب کی ویب سائٹ کے ذریعے ادارہ وفاقی محتسب کے تمام کاموں کی نگرانی کی جائے گی۔ ادارہ وفاقی محتسب کی ویب سائٹ کے ذریعے ادارہ وفاقی محتسب کے تمام کاموں کی نگرانی کی جائے گی۔

ABC Group

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The Daily MURAD Karachi

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قیمت 10 روپے

جلد 151، اگست 02، ستمبر 2023ء بمطابق 10 رجب المرجب 1444ھ شمارہ 43 قیمت 10 روپے

**ذاتی محتسب اعلیٰ انچارج احمد قریشی جی عدالتوں کی رجسٹر فیلڈ محتسب سکر سید مجاہد علی شایع موبائی محتسب ایس لاکھو و ذاتی کاتن ڈالان شکایتیں بدین**



Npc Lrk

ادارہ وفاقی محتسب کے ادارہ وفاقی محتسب کی نئی ویب سائٹ کا اجرا کیا گیا ہے۔ اس سائٹ پر ادارہ وفاقی محتسب کی تمام سرکاری معلومات، نوکریوں کی فراہمی، درخواستوں کی فہرستیں اور دیگر اہم ترین معلومات درج کی گئی ہیں۔ ادارہ وفاقی محتسب کی ویب سائٹ کے ذریعے ادارہ وفاقی محتسب کے تمام کاموں کی نگرانی کی جائے گی۔ ادارہ وفاقی محتسب کی ویب سائٹ کے ذریعے ادارہ وفاقی محتسب کے تمام کاموں کی نگرانی کی جائے گی۔ ادارہ وفاقی محتسب کی ویب سائٹ کے ذریعے ادارہ وفاقی محتسب کے تمام کاموں کی نگرانی کی جائے گی۔

**جيڪو سچ چوي**

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رابطي لاءِ: 03003577050

ڪراچي

جلد (13) آچر 08 آڪٽوبر 2023 بمطابق 21 ربيع الاول 1445 هـ، شمارو (258) قيمت 05 روپيا

**سيد محمود علي شاھ ريجنل هيڊ وفاقي محتسب سيڪريٽريٽ ريجنل آفيس سکر ۾ 47 شڪايتن جي ٻڌڻي ڪئي**



جيڪب آباد (ريپورٽر حيدر بخش سومرو) سيد محمود علي شاھ ريجنل هيڊ وفاقي محتسب سيڪريٽريٽ ريجنل آفيس سکر ۾ 47 شڪايتن جي ٻڌڻي ڪئي. وفاقي محتسب سيڪريٽريٽ ريجنل آفيس سکر جي ريجنل هيڊ سيد محمود علي شاھ درخواستگذارن جا عدالتا دور ڪيون ۽ انصاف فراهم ڪيون. 47 شڪايتون پڌري ڪيون ۽ انهن تي ڏنل حڪمن تي عمل ڪرڻ جي منظوري ڏني. انهن ٻڌڻيون سيڪريٽريٽ ريجنل آفيس سکر جي ٻڌڻي مشنيجر عثماني ۽ سيڪريٽريٽ ريجنل آفيس سکر جي ٻڌڻي مشنيجر جي موجودگي ۾ ڪيون ويون. انهن ٻڌڻيون شڪايت ۽ غير جانمعي اٿارٽي وٽ ڪيون وينديون آهن. شڪايت طعنن کي ٽهڻ جي حڪمن جو اظھار ڪرڻ ۽ عدالت ٽرين جي ريج ۾ محتسب تعسري ڳالھه ٻوليھ جي اعزاز ڏني ويندي آھي. سيد محمود علي شاھ جي توجھ جو اظھار وفاقي محتسب سيڪريٽريٽ ريجنل آفيس سکر جي حلقن جي تحت 47 حوزن جو

اظھار ان کان علاوه سيد محمود علي شاھ سولي سون گيس ڪمپني لميٽيڊ (ايس ايس ايس) جي سي ايل خلاف داخل 8 ڪيسن، ريجنل آفيس لاڙڪاڻو ۾ پڻ خطاب ڪيو. انهن جي ٻڌڻي ريجنل مشنيجر ايس ايس جي سي ايل لاڙڪاڻو وٺي مشنيجر بنگم ۾ ٻڌڻي مشنيجر سعيد ظفر جو جي موجودگي ۾ ٿي. انهن ڪيسن ۾ عدالتن، سربراھ جي سرگرمي انصاف ۽ شفافيت جي اهميت جي تصديق ڪري ٿي. ڏيکاري ٿو ته وفاقي محتسب سيڪريٽريٽ سکر ريجنل آفيس جي ٻڌڻي ڪري شهرين جي شڪايتن جي تظوي آڻي. 47 وفاقي محتسب سيڪريٽريٽ ريجنل آفيس سکر شهرين جي حلقن جي تحت 47 پنهنجن خدمتون مهيا ڪري، پنهنجي مشن کي پورو ڪرڻ لاءِ پوري توجھ سان ڪم ڪري رهي آهي. 31/38



**جیلن ۾ سڌارن وفاقي ۾ جنسب جي سفارشون ٿي ڪيا پيا رجن؛ چيف سيڪريٽري**

نگران ڪميٽيون به ٺاهي وين آهن، جن ۾ تعليم، سون سوسائٽي، تعليم ۽ صحت جا ماهر به شامل آهن

سنڌ ۾ ٽيڊين کي قانوني امداد به ڏني ويندي آهي، جنهن لاءِ سنڌ حڪومت 825 ملين رپيا ڏنا آهن

صدارت هيٺ سنڌ سيڪريٽريٽ ۾ صوبي جي جيلن ۾ سڌارن بابت اهم اجلاس ٿيو بقايا نمبر 29 ڏسو صفحو 2

ڪراچي (بيورو رپورٽ) چيف سيڪريٽري سنڌ ڊاڪٽر محمد سهيل راجپوت ۽ وفاقي محتسب اعجاز احمد قريشي جي گڏيل



ڪراچي: وفاقي محتسب اعجاز احمد قريشي اجلاس جي صدارت ڪري رهيو آهي

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پہا پرنٹنگ شاہ زین بابر سعود  
محمد آصف نوید

جلد 6 جمعرات 9 نومبر 2023ء  
23 دسمبر 1445ھ 8 صفحات  
شمارہ 262 قیمت 15 روپے  
25 کاکہ 2078 بھ

## وفاقی محتسب ریجنل آفس کی کارروائی، اوور سیزر پاکستانی کو 1 کروڑ واپس دلوا دیئے

فیاض کے 33 ہزار 71 امریکی ڈالر گزشتہ چار، پانچ سال سے اسٹیٹ بینک آف پاکستان کے پاس پڑے تھے

فیصل آباد (شاہ زین نبوز ایبسی) وفاقی محتسب سیکرٹریٹ ریجنل آفس فیصل آباد نے بڑی کارروائی کرتے ہوئے متاثرہ اوور سیزر پاکستانی کو ایک کروڑ روپے (33 ہزار 71 ڈالر) واپس دلوا دیئے۔ شاہد حسین جیلانی ایڈووایٹر انچارج وفاقی محتسب سیکرٹریٹ ریجنل آفس فیصل آباد نے اے بی پی سے خصوصی گفتگو کرتے ہوئے کہا کہ محمد فیاض نامی ایک اوور سیزر پاکستانی نے جنوری 2023 کو وفاقی محتسب سیکرٹریٹ ریجنل آفس فیصل آباد میں ایک شکایت درج کروائی کہ اس کے 33 ہزار 71 امریکی ڈالر گزشتہ چار پانچ سال سے اسٹیٹ بینک آف پاکستان کے پاس پڑے ہیں۔ سائل مذکور نے درخواست میں بتایا کہ اسٹیٹ بینک میں سائل امریکہ سے متعدد مرتبہ اپنی مذکورہ رقم حاصل کرنے پاکستان آ چکا ہے مگر اسٹیٹ بینک آف پاکستان مختلف تاخیری حربے استعمال کرتے ہوئے سائل کو اب تک اس رقم واپس نہیں کر رہا ہے تاہم سائل نے وفاقی محتسب سیکرٹریٹ ریجنل آفس فیصل آباد میں درخواست پر کارروائی کرتے ہوئے ایک مہینے کے قلیل عرصے میں متاثرہ سائل اوور سیزر پاکستانی محمد فیاض کو اس کی مکمل رقم 33 ہزار 71 ڈالر جو کہ پاکستانی تقریباً ایک کروڑ روپے بنتے ہیں واپس دلوا دی ہے۔

# PHOTO GALLERY





Wafaqi Mohtasib of Pakistan, Mr Ejaz Ahmad Qureshi, presenting the Annual Report 2022 of his organization to the President of Pakistan, Dr Arif Alvi, at Aiwan-e-Sadr, Islamabad. (17.03.2023)



President, Islamic Republic of Pakistan Dr. Arif Alvi in a group photo with the Federal Ombudsman Mr. Ejaz Ahmad Qureshi and other participants of the Seminar on "Safeguarding of Public Rights and Good Governance" held at Quetta on 31-05-2023

PHOTO GALLERY



Federal Ombudsman Mr. Ejaz Ahmad Qureshi unveiling the plaque of commemorative postage stamp issued by Pakistan Post on the 40th year of the establishment of the Wafaqi Mohtasib's Office, Islamabad. (24.01.2023)



President, Islamabad Bar Association and a delegation of lawyers of Islamabad High Court called on Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi. (17-10-2023)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi receiving Dr. Asif Mahmood Jah, Federal Tax Ombudsman in his office. (21.09.2023)

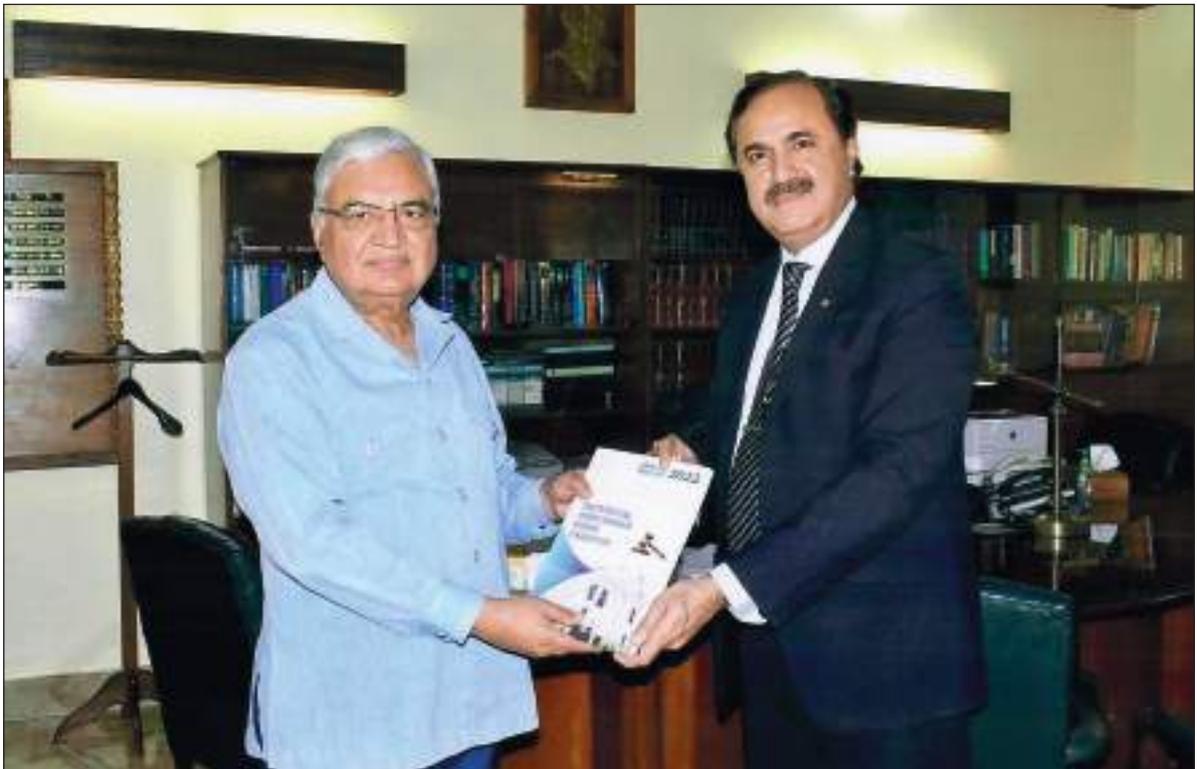


Ms. Fauzia Viqar, Federal Ombudsperson for Protection against Harassment of Women at Workplace called on Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi in his Office. (23.05.2023)

PHOTO GALLERY



Ms. Raheela Hameed Durani, Former Speaker Provincial Assembly Balochistan called on Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi at his Office, Islamabad. (30.08.2023)



Mr. Ajaz Ahmad Khan, Provincial Ombudsman Sindh presenting a souvenir to Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi during his visit to Karachi. (22.07.2023)



Renowned Overseas Pakistani Journalist from Qatar Mr. Ashraf Siddiqui interviewing Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi for "Qatar Tribune" at the Wafaqi Mohtasib Secretariat, Islamabad. (20.09.2023)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi giving an interview to local TV Channel after his election as President of the Asian Ombudsman Association at Islamabad. (20.09.2023)

PHOTO GALLERY



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi receiving Mr. Shafaqat Ali Khan, Ambassador of Pakistan to the Russian Federation at his office. (21-07-2023)



Mr. W. Somsak Suwan Sujarit, President, International Ombudsman Institute (IOI) presenting a souvenir to Federal Ombudsman Mr. Ejaz Ahmad Qureshi, Bangkok (10-13 July 2023). Mr. Chris Field, Global President, IOI, is also seen in the picture.



The Ombudsperson of Bahrain, Ms. Ghada Hameed Habib Ahmed Hasan presenting a souvenir to Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi at Islamabad.



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi exchanging views with H.E. Mr. Yerzhan Kistafin, Ambassador of the Republic of Kazakhstan who called on him at his office. (07-10-2023)

PHOTO GALLERY



Provincial Ombudsman Punjab, Major (R) Azam Suleman Khan and Ombudsman of Azad Jammu & Kashmir, Ch. Muhammad Naseem in conversation with Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi at Islamabad.



Mr. Mohamed Benalilou, Mediator/Ombudsman of the kingdom of Morocco meeting with the Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi at Islamabad.

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# **REGIONAL OFFICES**

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REGIONAL OFFICES



Incharge Regional Office Abbotabad Mr. Ghafoor Beg Mirza handing over a cheque of pension to a retired person (24.11.2023)



Incharge Wafaqi Mohtasib Regional office Mr. Aijaz Lone giving interview on the working of Wafaqi Mohtasib to Radio Pakistan Station at Bahawalpur (14.11.2023)



Incharge Wafaqi Mohtasib Regional Office Dera Ismail Khan Mr. Sang-e-Marjan hearing complaints during open court at D.I. KHAN (05.12.2023)



Incharge Wafaqi Mohtasib Regional Office Faisalabad Mr. Ghazanfer Mehdi in an OCR meeting at Faisalabad. (10.10.2023)



Incharge Wafaqi Mohtasib Regional Office Gujranwala Mian Muhammad Shafi resolving the issues of complainants through IRD mechanism at Gujranwala. (13.10.2023)



Regional Office Hyderabad Amb(Rtd) Dr. Syed Rizwan Ahmad in an OCR meeting.(06.10.2023)



incharge Wafaqi Mohtasib Regional Office Karachi, senior Advisor Syed Anwaar Haider on inspection visit to the EOBi office at Karachi. (14-09-2023)



Regional head wafaqi Mohtasib Khuzdar Mr. Kashif Baluch briefing the students about the working and achievements of wafaqi Mohtasib at his office. (06.11.2023)



Incharge Regional Office Wafaqi Mohtasib Kharan Shezada Alloudin listening to the complainants in an OCR meeting at Kharan (20.11.2023)



Deputy Advisor Jannat Gul of Regional Office Peshawar listening to the complaints during an open court at Nowshera. (05.12.2023)



Consultant IRD Mr. Basit Aziz resolving the grievances through the mechanism of Informal Resolution of Disputes at Rahim Yar Khan



Incharge Wafaqi Mohtasib Regional office Sargodha Mr. Mushtaq Ahmad Awan receiving complaints from public during Khuli Katechari. (10.07.2023)



Incharge Wafaqi Mohtasib Office Sukkur Syed Mehmood Ali Shah on inspection visit to a utility store in Sukkur (29.11.2023)



Incharge wafaqi Mohtasib Regional Office Swat Khwaja saif ur Rehman in OCR meeting at Malakand (Swat) (11.05.2023)



Mr. Sarwar Brohi Incharge Wafaqi Mohtasib Regional Office Quetta arranged an awareness campaign at Rural Area of Quetta (Pashtoon Bagh) on 15.06.2023



The Associate Advisor R.O. Lahore Mr. Tariq Mehmood holding a hearing in connection with OCR on 22.11.2023.

REGIONAL OFFICES PHOTO



Incharge Complaints Collection Center Sada (Kurram) Mr. Jannat Gul in OCR meeting at Sada (06.03.2023)



Senior Investigation Officer, D.I.K Imran Khan listening to the public complaints against NADRA, BISP, Passport Office etc. during his visit to the Complaints Centre WANA on 18.10.2023.



Incharge, R.O.Multan, Dr. Zahid Malik handing over cheque to the widow of an Overseas Pakistani in his office on 11.10.2023.



Associate Advisor Muhammad Arif R.O MirPur Khas in Khuli katchehry at Tando Jan Muhammad. (27.12.2023)

## **SELECTED FINDINGS**





A)

**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**FINDINGS**

<b>Complaint No</b>	:	WMS-APP/0000343/23
<b>Date of Registration</b>	:	05.01.2023
<b>Name &amp; Address of the Complainant</b>	:	MR. ABDUL HAMEED S/O ALIF DIN, C/O MUHAMMAD SHAHZAD (CASHIER), CMA(OP), CMA COMPLEX NEAR KAMRAN MARKET, SADDAR, RAWALPINDI.
<b>Name of the Agency complained against</b>	:	NATIONAL INSTITUTE OF HEALTH (NIH).
<b>Name &amp; Designation of the Investigating Officer, Station</b>	:	ARSHAD MAHMOOD CHEEMA, ADVISOR, H.O. ISLAMABAD.
<b>Brief Subject</b>	:	FAILURE OF THE AGENCY IN PAYMENT OF INTEREST ON GP FUND.
<b>Date when IO asked for report from Agency</b>	:	09.01.2023
<b>Date of Receipt of Agency's report in WMS</b>	:	08.02.2023
<b>Number &amp; Dates of Hearing</b>	:	i) Number: 02 ii) Dates: 26.01.2023 & 08.02.2023
<b>Name and Designation of the Agency's Representative who attended the hearing</b>	:	Mr. Qudrat Ali, Accounts Officer, NIH.
<b>Whether the complainant attended the hearing?</b>	:	No
<b>In case a nominee of complainant attended the hearing, his/her name</b>	:	Mr. Muhammad Kamran, son of the complainant.



**THE COMPLAINT**

Precisely, Mr. Abdul Hameed, has filed the above referred complaint against the National Institute Of Health (NIH)/Agency, asserting therein that he retired from the Agency's service on 14.10.2021. Allegedly, at the time of retirement, he filed an application to the Agency for the payment of GP fund, which was unnecessarily delayed and paid to him on 13.09.2022 (after about 11 months). Asserted that under the rules, he was entitled for payment of mark-up till the date of payment of GP fund but the same had not been paid. He time and again requested the Agency to redress his grievance but in vain. By alleging the same as an act of maladministration, he has filed the instant complaint for redressal of his grievance.

**COMMENTS OF THE AGENCY**

2. The Agency, vide, its letter No. F.7(3-1)GP Fund/2022-2023/FD dated 08.02.2023, submitted that for the purpose of GP/CP fund transactions of the Agency's employees, it has made its own regulations, u/s 24 of the National Institute of Health's Ordinance, 1980 (XLIII of 1980). In view of the rules, the Agency has developed a system to invest the GP fund contributions into DSC schemes and earn profit which is being en-cashed in due course of time. It was further submitted that final payment of GP fund claim to the complainant was made up to the date of his retirement with applicable rate of interest. The delay in payment was occurred due to delayed releases of investment by the National Savings. Concluded that question of interest for additional period beyond his retirement is not covered under NIH provident fund regulations.

**HEARING PROCEEDINGS**

3. Hearings were held on 26.01.2023 and 08.02.2023. Both the parties attended the hearings and reiterated the stances as taken in their respective pleadings.

**FINDINGS**

4. Admittedly, the complainant retired on 14.10.2021 and despite his request for immediate payment of GP fund, it was paid to him on 13.09.2022, after about 11 months of his retirement. The Agency has admitted that the amount of GP fund of the employees is invested in the DSC scheme to earn profit which is being en-cashed in due course of time and the delay in payment of GP fund to the complainant occurred due to delayed release of investment by the National Savings. Now the Agency has admitted two things. Firstly, delay in payment of GP fund to the complainant, as alleged by him and secondly, earning of profit on the GP funds contributions of the employees including that of the complainant. This means that the Agency obtained profit of 11 months on the GP fund of the complainant, then how it can say that he was not entitled for the said profit. Even it is not understandable that how the Agency is entitled for the profit earned on the GP fund of the complainant. During the course of hearing on 08.02.2023, the Agency's representative admitted that there is no bar in grant of profit/mark-up for the period GP fund of the complainant remained in use of the Agency. He gave justification for non payment that the Agency was afraid of audit objection. Of course, this is a lame and bald excuse. Nobody's genuine right can be usurped or put in abeyance under the fear of any audit objection, particularly when there is no bar in grant of profit for the impugned period of 11 months. In these circumstances, act of refusal to grant profit/ mark-up on the GP fund of the complainant for the impugned period is perverse, arbitrary, unjust and oppressive, which is a maladministration, in terms of Article 2(2)(b) of P.O No. 1 of 1983.

5. In view of the above, while accepting the complaint under Regulation 23(4) of Wafaqi Mohtasib (Investigation And Disposal of Complaints) Regulations, 2013 the Agency is recommended as under:-

- i. to make payment of profit to the complainant from 15.10.2021 to 13.09.2022 on the amount of GP fund, as per applicable rate of interest; and
- ii. compliance be reported to this Secretariat, within 30 days of receipt of copy of the Findings, in terms of Article 11(2) of P.O No.1 of 1983.

6. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.



(EJAZ AHMAD QURESHI)  
WAFAQI MOHTASIB (OMBUDSMAN)



**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**FINDINGS**

<b>Complaint No</b>	:	WMS-HQR/0010680/22
<b>Date of Registration</b>	:	02.11.2022
<b>Name &amp; Address of the Complainant</b>	:	MR. WASIF RASOOL S/O AFTAB HUSSAIN, HOUSE NO. 02, STREET NO. 2, QUAID E AZAM COLONY, OPP. ZAKA PETROL PUMP, NEAR FEROZE PUR ROAD, KASUR.
<b>Name of the Agency complained against</b>	:	INTELLIGENCE BUREAU (IB)
<b>Name &amp; Designation of the Investigating Officer, Station</b>	:	ARSHAD MAHMOOD CHEEMA, ADVISOR, H.O. ISLAMABAD.
<b>Brief Subject</b>	:	<b>FAILURE OF THE AGENCY TO GIVE CONTRACTUAL EMPLOYMENT TO THE COMPLAINANT AGAINST DECEASED EMPLOYEES QUOTA UNDER PM ASSISTANCE PACKAGE</b>
<b>Date when IO asked for report from Agency</b>	:	03.11.2022
<b>Date of Receipt of Agency's report in WMS</b>	:	01.12.2022
<b>Number &amp; Dates of Hearing</b>	:	i. Number: 08 ii. Dates: 15.11.2022, 23.11.2022, 24.11.2022, 01.12.2022, 02.12.2022, 15.12.2022, 21.12.2022 and 26.12.2022
<b>Name and Designation of the Agency's Representative who attended the hearing</b>	:	Mr. Amjad Iqbal, Deputy Director, IB.
<b>Whether the complainant attended the hearing?</b>	:	Yes
<b>In case a nominee of complainant attended the hearing, his/her name</b>	:	



**THE COMPLAINT**

Precisely, Mr. Wasif Rasool, has filed the above referred complaint against INTELLIGENCE BUREAU (IB)/Agency, asserting therein that his father, namely Mr. Aftab Hussain, was serving as Inspector in the Agency who died during his service on 29.07.2015. At the time of his father's death, the complainant was aged about 17 years and 20 days. It is alleged that he thrice applied for his appointment in the Agency as a son of the deceased employee on attaining the age of majority. However, his requests were declined while referring to O.M. No. 4/1/2005-CP-1 dated 13.01.2005, issued by the Establishment Division, by virtue of which, he was required to move the Agency for his appointment, within one year of death of his father or attaining the age of majority. Concluded that the condition of one year has since been amended and waived off by the Establishment Division vide O.M. No. 8/13/2016-E-2 dated 17.04.2018, whereby he was legally entitled to avail the facility granted by the government through PM Assistance Package (PMAP) but the Agency in derogation/violation of rules/instructions of the federal government, has totally declined to accept his right of job. By alleging the same as an act of maladministration, he has filed the instant complaint for redressal of his grievance.

**REPORT OF THE AGENCY**

2. The Agency, vide its letter No. Nil dated 01.12.2022 admitted the service of father of the complainant in the Agency, death during his service on 29.07.2015, entitlement for contractual appointment of an eligible family member under the PMAP, filing of application for contractual employment by the complainant on 12.03.2020 and its rejection while relying on Establishment Division's O.M. No. 4/1/2005-CP-1 dated 13.04.2005 as being time-barred. Added that family of the deceased employee was informed to submit application for contract appointment of any other eligible child, within one year of his/her attaining the age of majority. By these submissions, the Agency requested that the complaint being bereft of any merit, may be dismissed.

**REJOINDER**

3. On 15.12.2020, the complainant filed rejoinder by almost reiterating the same contention as was taken up by him in the complaint but his reliance was on the rules of Punjab Civil Servants Rules, 1974 which had no nexus with the proposition in hand.

**HEARING PROCEEDINGS**

4. Hearings were held on 15.11.2022, 23.11.2022, 24.11.2022, 01.12.2022, 02.12.2022, 15.12.2022, 21.12.2022 and 26.12.2022.

**FINDINGS**

5. Both the parties attended the hearings and reiterated the stances as taken in their respective pleadings. The complainant, while referring to Office Memorandum No. 8/13/2016-E-2 dated 17.04.2018, issued by the Cabinet Secretariat, Establishment Division, submitted that the condition to apply for employment within one year, under the PMAP, dated 06.08.2004 and 13.04.2005, has been amended to the extent that "widow/widower or a child of a civil servant who dies during service, may be entitled to apply for contract appointment as per maximum age limit, prescribed for initial appointment to civil posts (Relaxation of upper age limit) Rules, 1993" therefore, refusal to extend him the PMAP under the garb of one year's condition is against the policy/rules/directions of the government. The Agency's representative, on the other hand, submitted that the complainant attained the age of majority on 09.07.2016. He could have applied for contract appointment, within one year. He further submitted that the O.M., relied upon by the complainant, was issued on 17.04.2018 which has no retrospective effect, therefore, he cannot be the beneficiary of the said amendment.

6. Admittedly, the deceased left behind two widows. The complainant is son of the deceased employee from his second widow. According to the revised PMAP, applicable w.e.f 09.02.2015, it has been clarified that in case, the deceased government servant, is survived by two or more widows, the first right of contract appointment, shall devolve upon the first widow or a child from her. The first widow of the deceased employee had no issue. However, she herself did not avail this grace of the government for the reasons best known to her. After expiry of one year, right of first widow expired on 30.07.2016, where after the right of contract appointment devolved upon the second widow (mother of the complainant) or her child for the next year i.e. up till 29.07.2017.

7. The complainant attained the age of majority on 09.07.2016 and applied for contract appointment to the Agency on 12.03.2020. If the general principal of one year is applied then obviously request of the complainant was time-barred but in view of O.M, dated 17.04.2018, relied upon by the complainant, it is clear that he was within the age limit on 12.03.2020 (aged about 22 years) for initial appointment to civil posts (Relaxation of upper age limit) Rules, 1993. Since, he was not overage in view of revised rules ibid. (dated 17.04.2018), therefore, he could not be deprived of the benefit of contractual employment. There is no question to dilate upon the retrospective applicability of the O.M. dated 17.04.2018, for the reason that at the time of issuance of the said O.M., the complainant was yet within the age of appointment to civil posts, therefore, stance of the Agency is of no merit.

8. For what has been discussed above, denial of the Agency to extend the usufruct of the PMAP to the complainant by departure from the Establishment Division's OM No. 8/13/2016-E-2 dated 17.04.2018, amounts to maladministration, in terms of Article 2(i)(a) of P.O. No.1 of 1983.

9. In view of the above, while accepting the complaint under Regulation 23(4) of Wafaqi Mohtasib (Investigation And Disposal of Complaints) Regulations, 2013 the Agency is recommended as under:-

- i. to revisit the IB HQ's Memorandum dated 07.04.2020 and in pursuance of Establishment Division's OM No. 8/13/2016-E-2 dated 17.04.2018, case of the complainant for contractual employment, as per his educational eligibility be processed; and
- ii. report compliance within 45 days of the receipt of copy of the Findings.



(EJAZ AHMAD QURESHI)  
WAFAQI MOHTASIB (OMBUDSMAN)



**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**FINDINGS**

Complaint Number	:	WMS-MLN/4480/22
Date of Registration	:	12.12.2022
Name and Address of the Complainant	:	Mst. Saira Wd/O Abdul Rasheed, R/O Aslam Colony, St. No.10-H, No. 04, Near Rahim Karyana Store, Mahmood Abad, Multan
Name of the Agency Complained Against	:	Employees' Old Age Benefits Institution (EOBI)
Name of the Investigating Officer, Station	:	Mr. Mahmood Javed Bhatti, Associate Advisor Incharge, R.O. Multan
Subject of Complaint	:	Maladministration in issuance of survivor's old age pension
Date when IO asked for Report from Agency	:	13-12-2022
Date of Receipt of Report from the Agency	:	09-01-2023
Number & dates of Hearings	:	(i) Number: 03 (ii) Dates: 29-12-2022, 05-01-2023 & 09-01-2023
Name & Designation of the Agency's Representative who attended the hearing	:	Hafiz Muhammad Akram, A.D, EOBI, Multan
Whether the complainant attended the hearing.	:	Attended

**THE COMPLAINT**

The complainant, while alleging maladministration on the part of the Agency stated that her husband, after rendering service in private organization and attaining the age of 60 had applied for Old Age Pension. The Agency after verification of his service approved his pension case and issued pension book No.FA15424 but due to sudden severe ailment his husband died on 01-07-2021 before receipt of pension. She, then, applied for survivor's old-age pension but Agency rejected her case, hence, present complaint.

**RESPONSE BY THE AGENCY**

2. The Agency in its initial report dated 29-12-2022 intimated that one payment order in favour of the complainant has been approved. In a subsequent report dated 01-09-2023, the Agency contended that husband of the complainant had claimed service of 15.09 years but beat officer verified service of 14.96 years. As per circular of EOBI dated 03-09-2019 his pension case was settled vide pension order No. FA 15424 but he did not collect it himself and died on 01-07-2021. Now, the complainant being widow of the insured has applied for survivor pension but her claim was settled as per circular dated 17-02-2022 under which she is entitled to one time payment of Rs.120,000/- only.

**COMPLAINANT'S REJOINDER (IF ANY)**

3. The complainant did not file any rejoinder.



**POINTS AT ISSUE**

4. The point at issue is whether there is any mal-administration on the part of the Agency while not allowing old-age survivor pension as per Prescribed Procedure or otherwise

**HEARING PROCEEDINGS**

5. Hearings were held on 29-12-2022, 05-01-2023 & 09-01-2023. Representative of the Agency appeared and reiterated the stance of the Agency. The complainant was present in person and stated that her husband could not approach the Agency in time for old-age pension due to acute illness. Both the parties were heard at a quite length and record perused minutely. The last report of the Agency was also perused as per its earlier request.

**FINDINGS/RECOMMENDATIONS**

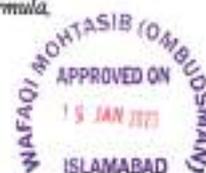
6. Perusal of record revealed that the complainant has allegedly served in the private organization for 15.09 years, out of which 14.96 service has already been verified. The Schedule to EOBI Act describes the formula for calculation of pension of the insured person which is as follows:

*"(1) The monthly rate of old-age pension or invalidity pension payable to an insured person shall be calculated in accordance with the following formula, namely:-*

*Average monthly wages X Number of years of insurable employment.*

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*A period of six months or more of insurable employment shall be treated as one full year. No account shall be taken of any period of insurable employment completed by the insured person after becoming entitled to old-age pension."*



7. A perusal of the above quoted Schedule clearly reveals that while calculating pension of an insured person a period of six months or more of insurable employment shall be treated as one full year. The Honourable President of Pakistan vide order dated 05-08-2019 had held under schedule to Section 22 of EOBI Act 1976, short fall upto 06 months in insurable employment shall be counted as 01-years for the purpose of payment of pension. Except the self serving interpretation, the Agency could not bring forth any cogent ground in rebuttal of the aforesaid position. Following, the above order, the Agency circulated the instruction vide No. EOBI/Operations/DDGs (B&Cs)/19-3002 dated 03-09-2019 that a period of six months or more of insurable employment shall be treated as full one year. Appellate Board of Trustees, EOBI Multan vide appeal No.00/MLN/19 also awarded pension to the insured person having less than 15 years service. In the present case, husband of the complainant was accordingly granted old-

age pension accordingly in light of above directions/circular. The Agency subsequently, vide Circular No.01/2022 ref No.EOBI/OPS(N)/2022/1912 dated 17-02-2022 has withdrawn the previous circular No. EOBI/Operations/DDGs (B&Cs)/19-3002 dated 03-09-2019 and issued direction that the insurable employment of 14.5 years or more shall not be rounded and pension shall be awarded to those insured persons who have minimum 15 years of insurable employment. The latest circular is silent about the insured/pensioners who had been granted old-age pension. In case the old-age pension granted to the insured persons during the intervening period of two circulars (03-09-2019 & 17-02-2022) has not been stopped, then the complainant is entitled to survivor old-age pension without taking into loop any subsequent circular, since the deceased had been granted old-age pension but he could not draw due to severe illness and died, hence, he is at par with all those insured persons who were granted old-age pension before issuance of latest circular dated 17-02-2022.

8. Admittedly, the complainant's insurable service was 14.96 years and in the light of what is stated above in para "7" and calculation formula given in the Schedule to the EOBI Act, as quoted in para "6" above, the insurable employment of the complainant shall be deemed to have been 15 years qualifying for payment of old age pension under section 22 (1) (b) of the EOBI Act. Hence, the Agency's refusal to grant old age survivor pension to the complainant tantamounts to mal-administration on their part under Article 2 (2) of President's Order No. 1 of 1983.

9. Based on the findings in the preceding paragraphs, the complaint is **accepted** in terms of Regulation 23(4) of Wafaqi Mohtasib (Investigation & Disposal of Complaints) Regulations, 2013 and it is recommended that appropriate measures may be adopted for correction of the mal-administration and the grievances of the complainants may be reconsidered in line with the prescribed procedure, rules and regulations highlighted above.

10. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

*Amal*



(EJAZ AHMAD QURESHI)  
WAFaqI MOHTASIB (OMBUDSMAN)





## WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

**FINDINGS**

Complaint No	: WMS-MLN/1015/23
Date of Registration	: 28.02.2022
Name & Address of the Complainant	: Mst. Safia Kalsoom Wd/o Muhammad Riaz R/o House No. 410 Altan Town Near Tariq Road Multan.
Name of the Agency complained against	: State Life Insurance Corporation of Pakistan (SLICP).
Name & Designation of the Investigating Officer	: Dr. Muhammad Zahid, Senior Investigation Officer WMS-R.O. Multan.
Subject of complaint	: Mal-Administration in Payment of Death Claim.
Date when report called from the Agency	: 28.02.2023
Date of Receipt of complete report	: 22.03.2023
Number & Dates of Hearing	: 1. Number: 01 2. Dates: 22.03.2023
Name of the Representative of the Agency who Attended the Hearing?	: Mr. Tariq Hussain, AM
Whether the Complainant Attended the hearing?	: Yes
In case a nominee of complainant attended the hearing, his/her name	: No

**THE COMPLAINT**

The Complainant, in the instant complaint, stated that Mr. Muhammad Riaz, husband of the complainant, purchased an insurance policy, bearing no. 180150014316 from the Agency through Bancassurance on 01.07.2015 for sum assured Rs 550000/- and he died on 15.11.2019. She, being nominee, submitted death claim of the deceased policy holder against the impugned insurance policy, but the same has not been paid as yet, which was unjustified and mal-administration on the part of the Agency. Failing to get relief from the Agency, she has sought this office's help for redressal of her grievance at the earliest.

**RESPONSE BY THE AGENCY**

2. The matter was taken up with the Agency for submission of report. In response, the Agency vide Memo No. RI/PHS/WM/BWP/4857/22 reported the following details of the case:

Policy No.	180150014316
Sum Assured	Rs. 550000/-
Date of commencement	01.07.2015
Medical or Non-Medical	Non-Medical
Date of Death	15.11.2019

The policy was issued on 01.07.2015 at standard premium rates, also revived on 22.08.2017, as no history of any chronic disease/ailment was disclosed by the policy holder/life insured at the time of issuance of policy. The policy holder died on 15.11.2019 i.e. 04 Year 04 months & 15 days after issuance of policy and 02 years 02 months of revival of policy. Being an early death claim, inquiry was conducted, which revealed pre-revival ailment i.e. HTN/DM, non-disclosure and concealments of facts on part of the policyholder, and the claim was repudiated by the competent authority.

**COMPLAINANT'S REJOINER (IF ANY)**

3. The complainant did not file any rejoinder.

**POINTS AT ISSUE**

4. The point at issue is whether there is any mal-administration on the part of the Agency in repudiation of death claim or otherwise?



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**HEARING PROCEEDINGS**

5. To probe further into the matter a hearing was fixed, which was attended by Mr. Tariq Hussain Assistant Manager SLICP Multan, the representatives of the Agency, while the complainant was heard in person. Both the parties advanced their respective arguments on the basis of their earlier submissions inscribed in complaint and in the report of the Agency. The representative of the Agency further argued that the insurance claim is based on policy obtained through fraud, misrepresentation and concealment of material facts, therefore, it was rightly repudiated by the Agency, while the complainant controverted version of the Agency and deposed that insured was in good health at the time of issuance of policy and he was not taking any treatment at the time when he purchased policy. She also deposed that her husband did not conceal any information regarding his health and he was healthy at the time of agreement. On query, the representative of the Agency admitted the fact that after investigation into the matter, the complainant was not provided opportunity of hearing by the competent authority before repudiation of the instant Death Claim.

**FINDINGS/RECOMMENDATIONS**

6. Perusal of record divulges that the policy was issued on 01.07.2015 at standard premium rates, also revived on 22.08.2017, as no history of any chronic disease/ailment was disclosed by the policy holder/life insured at the time of issuance of policy. The policy holder died on 15.11.2019 i.e. 04 Year 04 months & 15 days after issuance of policy and 02 years 02 months of revival of policy. The policy claim of the complainant was repudiated by the Agency after alleging concealment of ailment by the insured at the time of contract.

7. Disclosure of material facts as to one's health, is a ticklish issue and that what is material depends upon the circumstances of each case, the concept of good health means reasonably good health and a warranty of good health can never mean that a person has not in him the seeds of disorder as one is born with seeds of mortality. A person can be ignorant about his health or about the deadly disease, which has its roots in him. A person has normally a general idea of his health, so question arises as to when the contract of insurance becomes voidable at the option of insurer. Non-disclosure relates to the facts which are in the knowledge of the person making statement. A person who is himself unaware of his ill health, can make an innocent statement that he is not suffering from disease/illness. This statement cannot be used against such a person and statement is fatal only when person making the statement deliberately and willfully suppresses the material facts, knowing that disclosure of such facts was material and facts were fraudulently suppressed.

8. No direct evidence/ medical record in connection with the disease of HTN/DM were presented by the Agency. The report of Ghuri Lab, submitted by the Agency, issued on 31.03.2017 (after two years from issuance of policy) provisionally diagnoses diabetes and the treatment record of Nishtar Hospital Multan dated 15.11.2019 pertained to the day of death of the deceased policy holder, which cannot be used cogent legal reason for repudiation of the impugned policy claim. The repudiation of the impugned policy claim by the competent authority without considering the facts and the cause of death is unconvincing.

9. Further, the president on appeal by the Agency in complaint No. M/3179/2016 vide No. 140/WM/2017 dated 5.5.2017 termed that DM and HTN have become a normal feature of recent times and have been considered to be a manageable medical condition. Insurers may not be allowed to take advantage of such a situation to deny rightful claim of policyholders. The Honourable Lahore High Court vide judgment 2009 CLD 1666 Lhr observed as under:-

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...Plea of Company that as per medical certificate produced by plaintiff insurer was patient of hypertension, diabetes and mellitus... Such ailment of plaintiff could not be called as exceptional reasons --majority of people having such ailments by remaining more careful in their life time lived either for 20 years or longer than people not having such diseases-- Concealment of such diseases could not be term as done fraudulently. ---"

10. Further, Section 80 of the Insurance Ordinance, 2000 provides that notwithstanding anything contained in Section 79, no policy of life insurance effected before the commencement date of the Ordinance ibid shall after the expiry of two years from the commencement date of this Ordinance and no

No. MLN/1015/23

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policy of life insurance effected after the commencement date shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal form for insurance or in any report of a medical officer, or referee, or friend of the policy-holder, or in any other document leading to the issue of the policy, is inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it is material to disclose and that it is fraudulently made by the policy holder and that the policy holder knows at the time of making it that the statement was false or that it suppressed facts which it was material to disclose. Similarly, in case law reported as *"State Life Insurance Corporation and others" Vs. Mst. Shumila and others* (2013 CLD1525) it has been laid down that the appellants once entered into the contract after fully satisfying themselves, so keeping in view, the provision of Section 77 of the Insurance Ordinance, 2000 read with Section 78 and sub-section (2)(a)(b) of Section 79 on the subject, the Agency cannot repudiate or avoid the contract after lapse of more than two years and that too after the death of deceased policy holder.

11. Another aspect of the matter is that, during investigation, the Agency had gathered Medical Reports as evidence to prove the concealment of facts by deceased, therefore, the policy had been rendered null and void and expressed inability to pay the claim under policy and complainant was not given right of hearing by the competent authority before repudiating insurance claim. Under the law principle of natural justice enshrined in the maxim *audi alteram partem* is one of the most important principles and its violation is always considered enough to vitiate even most solemn proceedings and where adverse action is contemplated to be taken against a person he has a right to defend such action, notwithstanding the fact that the statute governing his right does not contain provision of the principle of natural justice and even in absence thereof it is to be considered as a part of such statute in the interest of justice. It has also been settled by Superior Courts that principle of natural justice is now made inbuilt part of civil contracts like the one under discussion. Moreover, whenever any person or body of person is empowered to take decision after ex-post facto investigation into facts which would result in consequences affecting the person, property or other right of another person, then in the absence of any express words in the enactment giving such power excluding the application of the principles of natural justice, the Courts of law are inclined generally to imply that the power so given is coupled with the duty to act in accordance with such principle of natural justice as may be applicable in the facts and circumstances of a case. In this regard reliance is placed on judgments reported as *"Pakistan International Airlines Corporation (PIAC) through Chairman and others Vs. Nasir Jamal Malik and others"* (2001 SCMR 934), *"Hazara (Hill Tract) Improvement Trust through Chairman and others Vs. Mst. Qaisra Elahi and others"* (2005 SCMR 678), *"Abdul Hafeez Abbasi and others Vs. Managing Director, Pakistan International Airlines Corporation, Karachi and others"* (2002 SCMR 1034) and *"The University of DACCA through Its Vice Chancellor and the Registrar University of DACCA Vs. Zakir Ahmed"* (PLD 1965 Supreme Court 90).

12. Viewing the complaint on the above circumstances, settled principles and judgments of the superior courts, the process of repudiation of death claim is found arbitrary, illegal and unjust; so, amounts to mal-administration as defined under Article 2(2) of P.O.1 of 1983. Consequently, the complaint under Regulation 23(4) of the Wafaqi Mohtasib (Investigation & Disposal of Complaints) Regulations, 2013 is **accepted**.

13. Following the above, the Agency is advised to consider the matter further, and provide appropriate relief to the complainant as per policy agreement and rules & procedures of the Agency. Compliance report be submitted within thirty (30) days or reasons for not doing so may be intimated in terms of Article 11(2) of P.O. 1 of 1983.

14. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

*(Signature)*



*(Signature)*  
(EJAZ AHMAD QURESHI)  
WAFAQI MOHTASIB (OMBUDSMAN)



**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**REVISED FINDINGS**

a	No of Original Complaint	:	WMS-MLN/1678/23
b	Date of Registration	:	01.05.2023
c	Name & Address of the Complainant	:	Mr. Muhammad Naeem S/O Muhammad Sharif through Irshad and company, Shop No.44, Ghalla Mandi Burewala Vehari
d	Name of the Agency	:	<b>MEPCO</b>
e	Name and Designation of the Investigating Officer/Station	:	Mr. Mahmood Javed Bhatti, Associate Advisor (Incharge) WMS, R.O. Multan & Dr. Muhammad Zahid, Senior Investigation Officer, WMS, R.O. Multan.
f	Subject of the Original Complaint	:	<b>Mal-administration in Prescribed Procedure/Rule</b>
g	Date of Findings in Original Complaint	:	07.06.2023
h	Date of Registration of Review/reconsideration petition by the complainant	:	13.07.2023
i	Name & Designation of the Investigating Officer, if different from (e)	:	Mr. Mahmood Javed Bhatti, Associate Advisor (Incharge), R.O. Multan Mr. Mahmood Khan Mahay, Assistant Director, R.O. Multan



**GIST OF ORIGINAL FINDINGS / RECOMMENDATIONS**

The complainant, alleged mal-administration on the part of the Agency stated that his meter became defective during 06/2021 and on submission of stamp paper, his supply was restored through direct supply. Moreover, defective code was allotted during 07/2021 and due to heavy rain, the complainant requested the Agency to disconnect supply during 07/2021 which was disconnected by the Agency since supply was not in use that's why zero units were charged during 08/2021. Now, the Agency had issued him detection bill for Rs.91,033/- during 03/2023 which was unjustified. The Agency reported that the complainant was charged bill for Rs.1,10,480/- in view of nil units charged during 08/2021 which was pointed out by Audit Party vide Audit Note No.68 dated 13.10.2022. Facts in the case of the complainants were disputed between the parties which requires detailed examination of both the parties. Therefore, investigation in the instant complaint was closed under Regulation 23(1)(r) of the Wafaqi Mohtasib (Investigation & Disposal of the Complaints) Regulations, 2013.

*Amir*

*isid*

**REASONS FOR REVIEW**

2. The complainant feeling aggrieved with the findings dated 07.06.2023 submitted review for reconsideration of findings on the grounds that detection bill for Rs.91,033/- charged to him vide audit note No.68 dated 13.10.2022 was unjustified which required to be reviewed his case. The complainant submitted the review petition on the plea that detection charged to him was against the para No 7.5.2 Consumer Service Manual 2021. The complainant further elaborated in his review petition that these charges were raised within one year of such notification and after one year no claim shall be legal under para 7.5.1 CMS-2021. Moreover, CSM was issued during 2021 while amount had been debited during 01/2023 which was later than a year and the claim was not legal. The complainant also referred complaint No. M/843/2023 and submitted that the issue of complainant was same according to decision of the complaint No.M/843/2023. The complainant also referred decision of Honourable Lahore High Court in case of WAPDA vs Umaid Khan (1988 CLC-501) held that Audit note could not make consumer liable for payment of any amount. The complainant in his review petition also referred decision of NAPRA wherein it was held that the audit para is an internal matter between FESCO and its audit department and the complainant cannot be made liable for payment of any amount of arrears which was pointed by the audit. In the circumstances, the complainant requested to review his case in the light of above decision.

**RESPONSE OF THE AGENCY**

3. The Agency relied upon its previous report, filed during investigation of original complaint and the Agency further added that the case of the complainant was based on factual controversies which is disputed by the parties and which required oral evidence as well as documentary evidence.

**POINTS AT ISSUE**

4. The point at issue is whether the reasons advanced by the complainant warrant any alteration, modification, amendment or recall of the original recommendations or otherwise?

**HEARING PROCEEDINGS**

5. Hearing was held on 06.07.2023, Agency was representative by Mr. Muhammad Rasheed-ul-Rehman S.D.O MEPCO Sub Division, Burewala while the complainant remained absent though he was issued hearing notice, however, he was heard on phone. Both the parties were heard in detail and relevant record was examined carefully. Moreover, the complainant pointed out above precedents as elaborated in his review petition and requested to modify decision dated 07.06.2023.

**REVISED FINDINGS**

6. Perusal of record revealed that audit para No. 68 had been raised on 13.10.2022 by Audit Party, MEPCO Division, Burewala and the Agency had charged unjust bill of Rs.91,033/- during 03/2023 after elapse of 6<sup>th</sup> months to the complainant in view of audit note. The Agency charged the bill through Audit Note without issuing notice and providing any opportunity of being heard to the complainant, as required under Section 26-A of the Electricity Act, 1910. The complainant was condemned unheard against the principle of natural justice (audi alteram partem). In the case reported as 2008 YLR 308 (Lahore) titled WAPDA through Chairman and three others Vs. Fazal Karim and five others, it was held by the Hon'ble Lahore High Court Lahore that without

*Mali*

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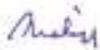


issuing show cause notice to the consumer or joining him with proceedings, the audit report would neither be binding on consumer nor he be held responsible for fault of the department. In the case (1988 CLC 501) Lahore, titled WAPDA and others Vs. Umaid Khan, it was laid down by the Hon'ble Lahore High Court Lahore that audit affair is a matter, between *WAPDA and the Audit Department and any audit report could not make the consumer liable for any amount and could not bring about any agreement between the Distribution Company and the consumer making him liable to pay the said amount.* Similarly, in the case titled M/s Mehmood Textile Mills Ltd. through General Manager Finance Vs. MEPCO through CEO (2014 MLD 1253) it was pronounced by the Hon'ble Lahore High Court Lahore that audit objection was **internal affair of MEPCO.** NEPRA decisions reported as para 5.(iv) dated 15.9.2015 (F/A) and (4.v) F/B dated 10.2.2017 can also be referred to argue that audit para is an **internal matter between PESCO and audit department.** In the said back drop; charging/debiting of audit note of Rs.91033/-by the Agency to the complainant tantamount to its maladministration as defined under Article 2(2) of P.O 1 of 1983, being perverse, arbitrary, unreasonable, unjust, biased, oppressive, contrary to Law, Rules and Regulations, departure from established practice and procedure. Hence, the review petition of the complainant is hereby **accepted** under Regulation 23(4) of the Wafaqi Mohtasib (Investigation & Disposal of Complaints) Regulations 2013. The decision dated 07.06.2023 is hereby withdrawn in the light of above.

#### FINAL RECOMMENDATIONS

7. Consequently, the review petition filed by the complainant is **accepted** and decision dated 07.06.2023 is hereby modified as discussed above in para No.6.

8. The party aggrieved of the Findings may file a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

*Handwritten signatures:*  
  
  


  
 (EJAZ AHMAD QURESHI)  
 WAFAQI MOHTASIB (OMBUDSMAN)





**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**CLOSURE FINDINGS**

Complaint No	:	WMS-ONL/0013484/23
Date of Registration	:	26.04.2023
Name & Address of the Complainant	:	<b>MR. JAVED IQBAL BHATTI S/O MUHAMMAD AMIN BHATTI, R/O 956, CLIFTON TOWNSHIP, GULSHANABAD, ADYALA ROAD, RAWALPINDI (03214886943)</b>
Name of the Agency complained against	:	EMPLOYEES' OLD AGE BENEFITS INSTITUTION (EOBI), ISLAMABAD.
Name & Designation of the Investigating Officer, Station	:	<b>ARSHAD MAHMOOD CHEEMA, ADVISOR, H.O. ISLAMABAD.</b>
Brief Subject	:	<b>FAILURE OF THE AGENCY TO GRANT OLD AGE PENSION TO THE COMPLAINANT.</b>
Date when IO asked for report from Agency	:	04.05.2023
Date of Receipt of Agency's report in WMS	:	18.05.2023
Number & Dates of Hearing	:	i) Number: 02 ii) 18.05.2023 & 25.05.2023
Name and Designation of the Agency's Representative who attended the hearing	:	No
Whether the complainant attended the hearing?	:	Yes.
In case a nominee of complainant attended the hearing, his/her name	:	-



**THE COMPLAINT**

Precisely, Mr. Javed Iqbal Bhatti has filed the above referred complaint against Employees' Old Age Benefits Institution (EOBI)/Agency, asserting therein that he was registered with the Agency in the year, 2008 when he was about 34 years of age. His service was verified from 01.07.2008 to 09.05.2014 (5.86 years). Since he was registered beyond the age of 45 years and completed more than 5 years of insured service, therefore, he was entitled for the benefit of "old age pension." Since the Agency declined to grant him old age pension, therefore, by alleging the same as an act of maladministration, the complainant has come up with the prayer to recommend the Agency for its rectification.

**REPORT OF THE AGENCY**

2. The Agency, vide its letter No. EOBI/LHRN/2023/3633 dated 24.05.2023, admitted that the complainant applied for grant of benefits available under the EOB Act, 1976 (the Act of 1976) on 15.07.2014, whereupon the Agency moved for verification of his insured service from M/s. Askari Bank (employer). Accordingly, the employer verified period of his insured service from 01.07.2008 to 09.05.2014 (5.86 years). The Agency added that in view of section 47 of the Act of 1976, the complainant is not entitled for the old age pension. However, he was rightly awarded old age grant of Rs.48,000/- on 16.12.2015, as per his verified insurable employment. Also contended that the complainant is not entitled for any kind of benefits under the Act of 1976, as per decision of honorable Supreme Court of Pakistan (SCP).

**HEARING PROCEEDINGS**

3. Hearings were held on the above mentioned dates. The complainant attended the hearing. However, none appeared on behalf of the Agency.

**FINDINGS/RECOMMENDATIONS**

4. An appraisal of the complaint, documents tendered by the complainant reflect that claim of the complainant is that he was registered as insured person under Section 2(i) of the Act, when he was over 45 years of age and that he had paid contribution for the period of five years. To this extent, contention of the complainant is admitted by the Agency in the comments referred to in

para-2 supra but controverted claim of the complainant by referring to Section 22(1)(b) of the Act, asserting that at-least 15 years of contribution is essential for the grant of old age pension. Also contended that bank employees were exempt from EOB scheme as per Section 47 of the Act prior to 30.06.2008, therefore, the complainant is debarred to get the old age pension.

5. The complainant controverted contention of the Agency regarding the age limit, while placing reliance on judgment of the Honorable Islamabad High Court (IHC) 2021 PLC (C.S) 1200, captioned as Aftab Ahmed Vs Regional Head/Director Employees' Old Age Benefits Institution (EOBI), Islamabad & two others, and judgment of the Honourable SCP dated 29.03.2022 in C.P Nos. 6286-6295 of 2021, captioned as Regional Head/Director Employees' Old Age Benefits Institution (EOBI), Islamabad & others Vs Aftab Ahmed & Others. He submitted that the Honourable IHC, Islamabad in the case referred to above, while interpreting Section 22(1) of the Act, held that entire scheme of this Section creates three groups. Firstly, any person who becomes registered as insurable employee within the age of 18 to 40 years, he shall pay contribution for 15 years. Secondly, an employee who is registered within the age of 40 to 45 years shall pay contribution of next 07 years. Thirdly, if an employee is registered when he/she is over 45 years of age then he/she has to pay the contribution for the period of 05 years. Concluded that since his service from 01.07.2008 to 09.05.2014 (5.86 years) was verified by the M/s. Askari Bank as admitted by the Agency, therefore, he was entitled for the old age pension. The above referred judgement of the Honourable IHC was assailed by the Agency by filing intra-court appeal which was dismissed being non-maintainable. The matter did not end here as the Agency filed C.P Nos. 6286-6295 of 2021 before the Honourable SCP. C.P No. 6286/21 pertains to the judgement of the Honourable IHC referred to as 2021 PLC (C.S) 1200. This C.P along with others was withdrawn by the Agency, therefore, for all ends and purposes, judgement of the Honourable IHC holds the field which is a judgement in rim and fully sustains contention of the complainant.

6. On the touch stone of judgment of honourable IHC, Islamabad, referred to in the preceding para, if case of the complainant in particular is examined, then it reflects that date of birth of complainant is 10.05.1954. He joined the employer on 01.07.2008, meaning thereby, at the time of joining of service, he was about 54 years of age. His service and payment of contribution for a period of 5.86 years was verified by the employer and this too has been admitted by the Agency in its comments referred to in para-2 supra. In this way, the complainant's case is fully covered as mandated in para-13 (Thirdly), of the judgment of the honourable IHC, Islamabad, therefore, the case of the complainant is fully covered and he is entitled for the old age pension.

7. The contention of the Agency regarding the exemption of bank employees from EOB scheme, is self contradictory. On one hand, it has been alleged in para-3 of its comments that the bank employees were exempt from EOB scheme, prior to 30.06.2008 but it did allow old age grant of Rs.48,000/-, vide claim No.GAS01511 on 16.12.2015, as per verified insurable employment of the complainant. If the bank employees were exempt from EOB scheme, then why old age grant was allowed to the complainant. Moreover, the embargo if any, existed then it was prior to 30.06.2008 and not thereafter. The complainant joined the employer on 01.07.2008, therefore, the said embargo was not applicable on the complainant. The Agency, as per its submission in the comments, failed to refer to any judgment of the honourable SCP, debarring the complainant or alike employees for the grant of old age pension. As a result, stance of the Agency is of no merit. The complainant has successfully sustained his contention and refusal to grant old age pension to him amounts to mal-administration.

8. As a sequel to the above, while accepting the complaint, in terms of Regulation 23 (4) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013, the Agency is recommended to process case of the complainant for grant of old age pension, as per law, and Rules.

9. Compliance be reported to this Secretariat within 30 days of the receipt of copy of the Findings, in terms of Article 11(2) of P.O. Order No.1 of 1983.

10. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

APPROVED  
13 JUN 2023  
ISLAMABAD

(EJAZ AHMAD QURESHI)  
WAFAQI MOHTASIB (OMBUDESMAN)



**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**FINDINGS**

<b>Complaint No</b>	:	WMS-ONL/0029553/23
<b>Date of Registration</b>	:	24.08.2023
<b>Name &amp; Address of the Complainant</b>	:	<b>MS. KEHKESHAN AZHAR, W/O MALIK AZHAR ELAHI, 159-W/1, STREET NO. 22, DEFENCE PHASE-3, LAHORE</b> E-mail: kehkeshan@gmail.com
<b>Name of the Agency complained against</b>	:	M/O FOREIGN AFFAIRS
<b>Name &amp; Designation of the Investigating Officer, Station</b>	:	<b>ARSHAD MAHMOOD CHEEMA, ADVISOR, H.O. ISLAMABAD.</b>
<b>Brief Subject</b>	:	<b>FAILURE OF THE AGENCY TO ALLOW PENSION</b>
<b>Date when IO asked for report from Agency</b>	:	28.08.2023
<b>Date of Receipt of Agency's report in WMS</b>	:	26.09.2023 & 05.10.2023
<b>Number &amp; Dates of Hearing</b>	:	i) <b>Number: 03</b> ii) <b>13.09.2023, 27.09.2023 &amp; 09.10.2023</b>
<b>Name and Designation of the Agency's Representative who attended the hearing</b>	:	Mr. Arif Malik, AD (PFC), M/o F.A
<b>Whether the complainant attended the hearing?</b>	:	No
<b>In case a nominee of complainant attended the hearing, his/her name</b>	:	Mr. Azhar Ali, h/nominee of the complainant [(on call from Holland)]-



**THE COMPLAINT**

Precisely, Ms. Kehkeshan Azhar, has filed the above referred complaint against M/o Foreign Affairs / Agency, asserting therein that she opted for voluntary retirement from government service on 27.07.2012, upon completion of 25 years mandatory qualifying service. As a result whereof, the Agency issued a notification dated 31.07.2012 that her request had been approved and she stood retired from government service. Allegedly, she moved for grant of pension but the Agency remained deaf and dumb for years together. Ultimately, in November, 2020, the Agency informed her that she is not entitled for pension as she had not completed required 25 years of service due to a marginal shortfall. Further alleged that it was incumbent upon the Agency to calculate her service and inform her about the shortfall, if any, as required under the rules, so that she could have completed that period in order to get the pension. She then made all out efforts to convince the Agency to acknowledge its negligence and dereliction of duty in calculation of her service and issue her pension which was her fundamental right but it evoke no response. By alleging the same as an act of maladministration, she has filed the instant complaint for redressal of her grievance.

**REPORT OF THE AGENCY**

2. The Agency submitted reports vide its letters of even No. Estt(I)-I/42/95 dated 26.09.2023 and 05.10.2023. The Agency in the letter dated 26.09.2023 submitted that as per rules of Finance Division O.M. No. OB-2/112/63-Imp(I) dated 18.06.1966, 'a retiring pension' is granted to a government servant who is permitted to retire after completion of qualifying service of 25 years.

C.NO. WMS-ONL/29553/23

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Since the complainant's service fell short of 'one month and 09 days', therefore, the matter was referred to the AGPR and the Finance Division for one time relaxation who responded that completion of 25 years service is mandatory and no relaxation can be granted.

3. In addition to the above submissions, the Agency vide letter dated 05.10.2023 referred to above, admitted that in terms of Finance Division's O.M.F. No. 8(5)-Reg.6/73 dated 04.01.1975 read with Auditor General's letter No. 32/A/69-66 dated 06.02.1975, in case of voluntary retirement, the Head of Department (HOD) is responsible for ensuring verification of qualifying service by the audit within one month and to inform the concerned government servant before the expiry of three months notice period regarding any shortfall and to direct to complete the qualifying period. Added that the HOD approved condonation of deficiency of one month and 09 days in qualifying service of the complainant. However, the Finance Division returned the case that subject OM does not cater to voluntary retirement cases.

#### HEARING PROCEEDINGS

4. Hearings were held on the above mentioned dates. Representative of the Agency attended the hearing. The complainant being settled in Holland was contacted on her given cell phone No. +31624244935, which was attended to, by her husband, Mr. Azhar Ali who too was her nominee. Both the parties reiterated their stances as incorporated in their respective pleadings

#### FINDINGS

5. An appraisal of the complaint, comments of the Agency, relevant rules and verbal arguments, it is clear that the complainant applied for retirement presumably on completion of mandatory 25 years qualifying service on 27.07.2012. At this juncture, responsibility of the Agency started in view of Finance Division's O.M. No. 8(5)-Reg.6/73 dated 04.01.1975 read with Auditor General's letter No. 32/A/69-66 dated 06.02.1975 which reads as under:-

**'In case of voluntary retirement, the Head of Department (HOD) is responsible for ensuring verification of qualifying service by the audit within one month from the date of receipt of application for voluntary retirement after 25 years qualifying service. If the service is less than 25 years qualifying service the government servant will have to continue in service till he/she completes that length of qualifying service. The fact of the shortfall in the qualifying service should be pointed out by the HOD to the government servant concerned, before the expiry of three months notice period'**



6. Now there are two crucial questions to be answered. Firstly, whether the Agency discharged its lawful duty on receipt of retirement application of the complainant in view of the notifications referred to in para 5 supra. Secondly, the propriety of response of the Finance Division regarding submission of case of the complainant for one time approval.

7. It is appropriate to first dilate upon the second question regarding response of the Finance Division for seeking one time relaxation by the Agency regarding condonation of deficient period. Suffice it to observe that the opinion of the FD is quite in accordance with rules. There is no denying the fact that a government servant qualifies for pension on voluntary retirement subject to completion of 25 years of service. This is what the FD responded to the Agency while requesting for one time

relaxation, so the opinion of FD is quite in accordance with law and rules but case of the complainant is a bit different, which shall be discussed in the para to follow.

8. The first question is really very crucial. Admittedly, the complainant applied for voluntary retirement presumably on completion of 25 years qualifying service on 27.07.2012. At this point of time, HOD was required to follow the procedure as laid down in the O.Ms referred to in the preceding para. During the course of arguments, representative of the Agency was specifically questioned that whether the above procedure was followed and what were the circumstances under which the Agency moved the FD and AGPR for one time relaxation. He had absolutely no reply to this question. Even the representative sought substantial adjournment of almost 15 days for scanning of record regarding the action taken by the HOD upon receipt of retirement application of the complainant. Finally, representative of the Agency candidly admitted that no such record regarding the action taken consequent upon receipt of retirement application of the complainant in terms of OMs dated 14.01.1975 and 06.02.1975 referred to above, is available in the office record except issuance of notification dated 31.07.2012 regarding approval of retirement of the complainant. This means that factually the retirement application of the complainant was received by the Agency and without adhering to the rules on the subject, issued a notification of retirement in a casual and slipshod manner. Perhaps, this is the reason that the Agency instead of contesting the complainant's request of grant of pension moved the FD for one time relaxation. On minute scanning of the record and evaluation of the arguments there appears no fault on part of the complainant, which could debar her from issuance of pension. Ironically, she is suffering for the last almost 11 years, rather is facing agony and mental torture because of Agency's indolence, inattention, negligence, inefficiency and ineptitude in the discharge of duties amounting to maladministration as is envisaged in Article 2(2)(ii) of the P.O. No. 1 of 1983.

9. For what has been discussed above, while accepting the complaint in terms of regulation 23(4) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints), Regulations, 2013, the Agency is recommended to:-

- i. to fix and start paying pension to the complainant alongwith arrears right from the date of retirement;
- ii. identify and initiate disciplinary action against the delinquent officer(s)/official(s) responsible for this serious lapse; and
- iii. compliance be reported within 30 days regarding recommendation No. i and 75 days regarding recommendation No. ii in terms of Article 11(2) of P.O. No. of 1983 of receipt of copy of the Findings.

10. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.



  
(EJAZ AHMAD QURESHI)  
WAFAQI MOHTASIB (OMBUDSMAN)



**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**FINDINGS**

<i>Complaint Number</i>	:	WMS-PSH/0001502/2023
<i>Date of Registration</i>	:	12-04-2023
<i>Name and Address of the Complainant</i>	:	Mr. Bashir Ahmad Khan, R/o Plot No. 54-A Industrial Estate Jamrud Road, Peshawar
<i>Name of the Agency</i>	:	WAPDA
<i>Complained Against</i>	:	
<i>Name of the Investigating Officer, Station</i>	:	Mumtaz Ahmad, Associate Advisor, R.O Peshawar
<i>Subject of Complaint</i>	:	Non-payment of grant of WWF for the period from 01/2018 to 10/2020
<i>Date when IO asked for Report from Agency</i>	:	13-04-2023
<i>Date of Receipt of Report from the Agency</i>	:	03-05-2023
<i>Number &amp; dates of Hearings</i>	:	(i) Number: 01 (ii) Dates: 03-05-2023
<i>Date of dispatch of draft findings</i>	:	26-05-2023



**THE COMPLAINT**

The complainant filed the present complaint against the PESCO stating that he was an employee of WAPDA and retired from service in the year 2004. He was granted pension. One of his sons, Mr. Sajjad Ahmad, mentally retarded was sanctioned grant from WAPDA Welfare Fund in 1994 till his death. He further contended that he was receiving his monthly pension as well as the said grant from the office of XEN, PESCO, Lakki Marwat. On his shifting from Lakki to Peshawar, he applied to the Secretary WAPDA, Welfare Fund, through XEN Office, for transfer of monthly grant of Mr. Sajjad to WAPDA, Peshawar. The XEN had endorsed his request for transfer of grant to the Fund Office, WAPDA at Lahore, vide his letter No. 8454-55 dated 29-05-2019, mentioning therein that the grant has been paid upto to December 2017. That office has sought clarification and reasons for non-payment of grant beyond 2017. It was clarified that the payment was not made due to lack of funds with the XEN Office. After explaining the position to the Fund Office, Lahore, his request was acceded to and conveyed the revival of grant from 11/2020 to onward for life omitting the period from 01/2018 to 10/2020. Again request was made for paying the fund for the omitted period, but no action was taken, as such, this complaint.

**RESPONSE BY THE AGENCY**

2. The Agency submitted its report on the last date of hearing and placed on record the instructions which provided that the monthly grant would be discontinued if the recipient of grant did not draw the same for continuous period of one year or more. The revival of grant would be made on special consideration on receipt of the application form duly signed by the applicant and recommended by the Head Office on production of medical certificate of WAPDA hospital vide Secretary (Funds) WAPDA Lahore, letter No. WWF(51)/2441-2750 dated 02-04-1997. It was further elaborated that the Management Committee, WAPDA Welfare Fund decided that the cases of widow/handicapped for revival of grant where the beneficiaries failed to comply the formalities as mentioned in the above letter dated 02-04-1997, would be considered from the date of application or arrears upto a maximum of two years, vide Secretary WW (Funds) WAPDA, Lahore letter No. WWF/ASF-23/MISC/1478-1578 dated 28-05-2022. Secretary WAPDA Welfare Fund stated that the case of the complainant was considered earlier, treated as time barred as per policy. In order to revive

the grant, the pre requisite documents as mentioned in above referred letter No. dated 02-04-1997 were not provided by the complainant to XEN WAPDA Lakki Marwat vide his letter No. 17876-78 dated 02-12-2022. However, the handicapped cases were revived allowing two years arrears in the light of WAPDA Welfare Fund Policy. XEN Operation PESCO Division Lakki Marwat vide his letter No. 5660-70 dated 08-05-2023, informed that the Secretary Funds was duly informed that the payments was made upto June 2017 and thereafter no payment was released due to lack of funds. The complainant was several times asked verbally to submit the documents for onward transmission to the Secretary Funds Lahore for revival of monthly grant, but it was submitted late and transmitted to the Secretary Funds Lahore who has accorded approval for revival of monthly grant w.e.f 11/2020 to onward for life @Rs. 3,240/- vide his letter No. WWF/H-236/2388-91 dated 19-01-2023. The Chief Engineer Operation, PESCO Division, Lakki, Marwat, further pointed out that the intervening period w.e.f 01/2018 to 10/2020 was omitted by approving Authority, Secretary Funds WAPDA, Lahore.

#### **POINTS AT ISSUE**

4. Whether the complainant was entitled to Welfare Fund grant for the period 01/2018 to 10/2020?

#### **HEARING PROCEEDINGS**

5. Hearing was held on 03-05-2023. Mr. Khalid Hussain Assistant Secretary Fund, WAPDA Lahore, appeared for hearing and stated that the complainant has claimed the grant of fund after several years. As such, the grant for the aforesaid period was not allowed in accordance with the instructions of WAPDA. However, the claim for grant of subsequent period was allowed by the Competent Authority. The complainant who was present stated that the claim of grant of fund was sanctioned to his handicapped child from 1994. The release of grant was held up by the Agency on one pretext or other, despite the facts that he was requesting for payment of grant amount off and on.

#### **FINDINGS/RECOMMENDATIONS**

6. Pervasal of record revealed that the complainant was entitled for grant from Welfare Fund, but due to laxity of the Agency he was deprived from the grant for the period 01/2018 to 10/2020 without any justification when the grant was continuously sanctioned and paid to the complainant from 1994. The referred letter by the Agency was not applicable in this case because the grant was duly sanctioned and was regularly paid. The stoppage of payment of grant was on account of paucity of funds (for which the complainant cannot be blamed) and negligence of the Agency, which amounts to mal-administration on the part of the Agency as defined in Article 2(2) of President's Order No.1 of 1983. Consequently, this complaint is accepted under Regulation 23(4) of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

7. In view of foregoing, it is recommended that:-

Corrective measures may be taken by the Agency for rectification of the mal-administration highlighted above and the matter may be reconsidered in line with the prescribed procedure, rules and regulations outlined in the preceding paragraph.

8. Compliance be reported within 30 days of the receipt of a copy of these findings or reasons for not doing so may be intimated in terms of Article 11 (2) of P.O.1 of 1983.

9. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

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(EJAZ AHMAD QURESHI)  
WAFAQI MOHTASIB (OMBUDSMAN)

# APPENDICES



## OUR TEAM

### **Mr. Afzal Latif, Secretary, Wafaqi Mohtasib Secretariat**

He served as Secretary, Ministry of Human Rights, Industries & Production and Establishment Division.

### HONORARY SENIOR ADVISORS

1. **Justice (R) Muhammad Raza Khan, Senior Advisor, Head Office, Islamabad**  
He served as Secretary, Law & Justice and Chief Justice, Peshawar High Court.
2. **Mr. Ahmed Farooq, Senior Advisor, Head Office, Islamabad**  
He served as Secretary to the President of Pakistan and Member, Federal Public Service Commission.

### SENIOR ADVISORS/INVESTIGATING OFFICERS

1. **Raja Raza Arshad, Senior Advisor, Head Office, Islamabad**  
He served as Federal Secretary in Ministry of Women Development, Senior Member Prime Minister's Inspection Commission and Additional Secretary, Ministry of Environment.
2. **Syed Anwar Haider, Senior Advisor, Regional Office, Karachi**  
He served as Retired Federal Secretary (Senior Member), Board of Revenue (BS-22) and Additional Chief Secretary, Home & Prison Department, Sindh.
3. **Mr. Abdul Moiz Bokhari, Senior Advisor, Head Office, Islamabad**  
He served as Special Secretary, Ministry of Foreign Affairs, Assistant Secretary General, Organization of Islamic Cooperation (OIC), Jeddah and Ambassador to various countries.
4. **Ms. Raana Seerat, Senior Advisor, Head Office, Islamabad**  
She served as Member (Audit) in Federal Board of Revenue and Chief Commissioner, Large Taxpayers Unit, Islamabad.
5. **Mr. Abdul Hameed Razi, Senior Advisor, Regional Office, Lahore**  
He served as Member (Incharge), Wafaqi Mohtasib Secretariat, Regional Office, Lahore.
6. **Ms. Seema Shakil, Senior Advisor, Regional Office, Karachi**  
She served as Member, Inland Revenue, FBR and Advisor (In-charge), Federal Tax Ombudsman, Karachi
7. **Ms. Fauzia Nasreen, Commissioner-IRD (Informal Resolution of Disputes), Islamabad**  
She served as Ambassador/ High Commissioner in various countries.

### ADVISORS/INVESTIGATING OFFICERS

8. **Mr. Javaid Akhtar Sheikh, Advisor, Head Office, Islamabad**  
He served as Additional Secretary, Ministry of Railways and Additional Secretary, National Assembly Secretariat, Islamabad.
9. **Mr. Sang-i-Marjan Mahsud, Advisor, Regional Office, D.I.Khan**  
He served as Chief Secretary, Northern Areas (GB) and Secretary to Chief Minister, KPK.
10. **Mr. Shahid Humayun, Advisor, Head Office, Islamabad**  
He served as Additional Secretary and Joint Secretary, Cabinet Division, Islamabad.
11. **Syed Zakir Hussain, Advisor, Regional Office, Karachi**  
He served as Chairman, Enquiries and Anti-Corruption Establishment, Sindh and Additional IGP on various positions in Sindh Police.

- 12. Mr. Saqib Aleem, Advisor, Regional Office, Lahore**  
He served as Additional Secretary, Ministry of Law & Justice and Wafaqi Mohtasib Secretariat, Islamabad.
- 13. Mr. Shahid Latif Khan, Advisor, Regional Office, Lahore**  
He served as Director General, TDAP, NAVTTC & Intellectual Property Organization and Executive Director General, Ministry of Commerce.
- 14. Mr. Muhammad Misbah Tunio, Advsiior, Regional Office, Karachi**  
He served as Managing Director, National Security Printing Company, Ministry of Finance.
- 15. Mian Shuja ud Din Zaka, Advisor, Regional Office, Lahore**  
He served as Accountant General, Punjab.
- 16. Mr. Haroon Ahmed Khan, Advisor, Regional Office, Karachi**  
He served as Additional Secretary, Ministry of Religious Affairs & Interfaith Harmony and Secretary to Government of Sindh.
- 17. Mr. Badshah Gul Wazir, Advisor, Regional Office, Peshawar**  
He served as Provincial Ombudsman, KP and Secretary to various departments in KP.
- 18. Mr. Fazal Karim Khattak, Advisor, Head Office, Islamabad**  
He served as Additional Chief Secretary, FATA and Secretary to Government of KPK.
- 19. Prof. Dr. Inam Ul Haq Javeid, Advisor, Head Office, Islamabad / Grievance Commissioner for Overseas Pakistanis**  
He served as Chairman, Pakistan Academy of Letters, Federal Text Book Board and Managing Director, National Book Foundation.
- 20. Mr. Sohail Ahmad Khan, Advisor, Head Office, Islamabad**  
He served as Additional Secretary, Wafaqi Mohtasib Secretariat, Islamabad & Board of Investment.
- 21. Mr. Shahid Hussain Jilani, Advisor, Regional Office, Faisalabad**  
He served as Additional Secretary, National Assembly Secretariat.
- 22. Raja Akhlaq Hussain, Advisor, Head Office, Islamabad**  
He served as District & Sessions Judge in various districts and Secretary, Law and Justice Commission of Pakistan.
- 23. Mr. Arshad Mahmood Cheema, Advisor, Head Office, Islamabad**  
He served as District and Sessions Judge & Advisor/ Registrar, Federal Tax Ombudsman.
- 24. Mr. Mohammad Tanvir Mir, Advisor, Head Office, Islamabad**  
He served as District and Sessions Judge in various Districts of Punjab.
- 25. Mr. Shah Mahboob Alam, Advisor, Head Office, Islamabad**  
He served as Joint Director, Intelligence Bureau, Advisor, National Accountability Bureau and Managing Director/CEO in Oil & Gas Development Corporation of Pakistan.
- 26. Major General (Retd.) Haroon Sikandar Pasha, Advisor, Head Office, Islamabad**  
He served as Director Chief Executive, President Secretariat and DG, NAB, Sindh.
- 27. Ms. Mahrukh Aziz Tarar, Advisor, Head Office, Islamabad**  
She served as Director General, Punjab Judicial Academy and District & Sessions Judge.
- 28. Mr. Ejaz A. Chaudhry, Advisor, Regional Office, Lahore**  
He served as Operational Consultant in different projects of World Bank.
- 29. Mian Muhammad Shafi, Advisor, Regional Office, Gujranwala**  
He served as District & Sessions Judge.
- 30. Dr. Syed Rizwan Ahmed, Advisor, Regional Office, Hyderabad**  
He served as Ambassador/ High Commissioner in various countries.

- 31. Mr. Muhammad Farhat Ullah Khan, Advisor, Regional Office, Peshawar**  
He served as District & Sessions Judge.
- 32. Mr. Masood Arshad, Senior Consultant Legal, Regional Office, Lahore**  
He served as Director General, Lahore High Court and District & Sessions Judge.
- 33. Mr. Ashfaq Ahmad Rana, Advisor (Honorary), Regional Office, Gujranwala**  
He served as District and Sessions Judge.
- 34. Mr. Farman Ahmed Jatoi Baloch, Consultant-IRD (Informal Resolution of Disputes), Regional Office, Sukkur**  
He is a practicing lawyer and advocate High Court.
- 35. Mr. Muhammad Waqas Raja, Legal Consultant (Honorary), Head Office, Islamabad**  
He is an advocate, High Court and practicing since 2015.

### **ASSOCIATE ADVISORS/ INVESTIGATING OFFICERS**

- 35. Mr. Ghulam Sarwar Brohi, Associate Advisor, Regional Office, Quetta**  
He served as Director General, Trade Development Authority of Pakistan and Secretary to Chief Minister, Balochistan.
- 36. Captain (Retd.) Abdul Majeed Khan Niazi, Associate Advisor, Head Office, Islamabad**  
He served as Joint Secretary, Ministry of National History & Literary Heritage.
- 37. Syed Ghazanfar Mehdi, Associate Advisor, Regional Office, Lahore**  
He served as Director General in Wafaqi Mohtasib Secretariat and CF & AO in Economic Affairs Division.
- 38. Dr. Mir Aijaz Hussain Talpur, Associate Advisor, Regional Office, Hyderabad**  
He served as Joint Secretary in Federal Government.
- 39. Kh. Saif Ur Rehman, Associate Advisor, Regional Office, Swat**  
He served as Joint Secretary, M/o Interior and Narcotics Control.
- 40. Mr. Riaz Ahmed Memon, Associate Advisor, Regional Office, Karachi**  
He served as Secretary, Sports & Youth Affairs, Planning and Development, Education Departments and Special Secretary, Health & Education.
- 41. Mr. Mumtaz Ahmed, Associate Advisor, Regional Office, Peshawar**  
He served as Joint Secretary in Law & Justice Commission of Pakistan.
- 42. Mr. Tariq Mahmood, Associate Advisor, Regional Office, Lahore**  
He served as Secretary to Government of Punjab and Member, Board of Revenue, Punjab.
- 43. Mr. Mahmood Javed Bhatti, Associate Advisor, Regional Office, Multan**  
He served as Commissioner, Faisalabad.
- 44. Mr. Riaz Hameed Chaudhary, Associate Advisor, Regional Office, Lahore**  
He served as Chairman, LWMC and Managing Director, PSIC.
- 45. Mr. Abdul Ghafoor Baig, Associate Advisor, Regional Office, Abbottabad**  
He served as Secretary, IPC (KPK) and Commissioner in D.I . Khan and Mardan.
- 46. Dr. Sheikh Imtiaz Ali, Associate Advisor, Regional Office, Hyderabad**  
He served as Director General (Faculty) in National Institute of Labor Administration Training.
- 47. Mr. Aijaz Hussain Lone, Associate Advisor, Regional Office, Bahawalpur**  
He served as Secretary, Kashmir Cause, Arts and Languages Department in AJ&K Government.
- 48. Mr. Basit Aziz Khan, Commissioner-IRD (Informal Resolution of Disputes), Regional Office, Bahawalpur**  
He served as Advisor, Ombudsman Punjab and Assistant District Public Prosecutor.

- 49. Dr. Abdul Waheed Indhar, Commissioner-IRD (Informal Resolution of Disputes), Regional Office, Hyderabad**  
He served as Director, School Education (Elementary, Secondary & Higher Secondary), Sukkur.
- 50. Mr. Muhammad Arif, Associate Advisor, Regional Office, Mirpurkhas**  
He served as Resident Engineer, National Heritage & Cultural Department, Government of Sindh.

#### **DEPUTY ADVISORS/ CONSULTANT/ INVESTIGATING OFFICERS**

- 51. Mr. Moinuddin A. Siddiqi, Consultant, Head Office, Islamabad**  
He served as Deputy Secretary, Prime Minister's Office, Islamabad.
- 52. Mr. Muhammad Saqib Khan, Registrar/ Deputy Advisor, Head Office, Islamabad**  
He is the longest serving officer in the Wafaqi Mohtasib Secretariat.
- 53. Syed Nabil Iqbal Gilani, Consultant, Head Office, Islamabad**  
He served as Deputy Director I.T in Wafaqi Mohtasib Secretariat.
- 54. Ch. Salamat Ali, Consultant, Head Office, Islamabad**  
He served as Deputy Secretary in Senate Secretariat.
- 55. Mr. Pervez Halim, Deputy Advisor, Head Office, Islamabad**  
He worked as Deputy Secretary in the Federal Government and also performed Protocol duties.
- 56. Mr. Mahmood Aslam Butt, Consultant, Head Office, Islamabad**  
He worked as Chief, Federal Board of Revenue and Director, NACTA, Ministry of Interior.
- 57. Mr. Muhammad Nasarullah, Consultant-IRD (Informal Resolution of Disputes), Head Office, Islamabad**  
He worked as Deputy Director (Registration) in Wafaqi Mohtasib Secretariat.
- 58. Mr. Muhammad Javed, Consultant-IRD (Informal Resolution of Disputes), Head Office, Islamabad**  
He served as Public Relation Officer, NH&MP and as Director (Media).
- 59. Mr. Khalid Saeed, Deputy Advisor, Regional Office, Abbottabad**  
He served as Project Management Specialist, Rural Support Program Network.
- 60. Mr. Mushtaq Ahmed Awan, Deputy Advisor, Regional Office, Sargodha**  
He served as Superintendent of various Central and District Jails.
- 61. Mr. Shakil Ahmed, Deputy Advisor, Regional Office, Bahawalpur**  
He served as Director, Wafaqi Mohtasib Secretariat, Islamabad and Deputy Secretary in various Ministries.
- 62. Mr. Jawed Ahmed, Legal Consultant, Regional Office, Karachi**  
He served as Private Secretary in Wafaqi Mohtasib Secretariat and an Advocate, High Court.
- 63. Mr. Bakhtiar Gul, Deputy Advisor, Regional Office, Peshawar**  
He served as Managing Director, FATA Construction Unit & Director, Irrigation & Hyderal Power, FATA.
- 64. Mr. Jehanzeb Latif, Deputy Advisor, Regional Office, Peshawar**  
He served as Director in Wafaqi Mohtasib Secretariat.
- 65. Mr. Zahid Khan Mandokhail, Deputy Advisor, Regional Office, Karachi**  
He is a practicing lawyer and an advocate.
- 66. Mr. Asim Shahbaz Malik, Senior Law Officer, Head Office, Islamabad**  
He is a practicing lawyer and advocate High Court.
- 67. Mr. Muhammad Khalid Naseer, Consultant, Head Office, Islamabad**  
He served as Audit Officer, Directorate General Audit Works (Federal), Islamabad.
- 68. Mr. Iqbal Hasan Siddiqui, Consultant / Director, Head Office, Islamabad**  
He served as Private Secretary to the Advisor to the Prime Minister on National Security and Foreign Affairs.

- 69. Mr. Gulzar Ahmed Butt, Assistant Advisor, Regional Office, Lahore**  
He served as Senior Superintendent of Prisons.
- 70. Mr. Abdul Moeed Khawaja, Assistant Advisor, Regional Office, Lahore**  
He served as Deputy General Manager, Habib Bank Ltd.
- 71. Mr. Muhammad Kashif, Assistant Advisor, Regional Office, Khuzdar**  
He served as Anchor, Compere and Host in Pakistan Television.
- 72. Mr. Khalid Sial, Consultant (Media & Public Relations), Head Office, Islamabad**  
He served as PRO/ Superintendent, Wafaqi Mohtasib Secretariat, Islamabad.
- 73. Mr. Asghar Ali Awan, Assistant Registrar, Regional Office, Gujranwala**  
He served as Assistant Accounts Officer, Wafaqi Mohtasib Secretariat and Pakistan Military Accounts Department.

### PROFILE OF REGULAR OFFICERS POSTED AT WMS, HEAD OFFICE & REGIONAL OFFICES

- 1. Dr. Arshad Mahmood, Member (Incharge), Wafaqi Mohtasib Secretariat, Regional Office, Lahore**  
He served as Secretary, Petroleum Division, Science & Technology Division and National Heritage & Culture Division.
- 2. Mr. Muhammad Safdar, Director General, Head Office, Islamabad**  
He served as Director General, Immigration and Passports and Commissioner / Regional Tax Officer, FBR, Rawalpindi.
- 3. Mr. Muhammad Ashfaq Ahmad, Director General, Head Office, Islamabad**  
He served as Additional Secretary in the Government of Azad Jammu & Kashmir.
- 4. Mr. Zeeshan Muhammad Khan, Secretary to Wafaqi Mohtasib, Head Office, Islamabad**  
He is serving as Secretary to Wafaqi Mohtasib since 2.11.2021.
- 5. Ms. Afshan Sabir, Director, Regional Office, Lahore**  
She served as Deputy Secretary, National Heritage & Culture Division.
- 6. Mr. Rashid Ahmad Sheikh, Director, Regional Office, Karachi**  
He is serving as Director in Wafaqi Mohtasib Secretariat.
- 7. Ms. Shahina Ahmed, Director, Regional Office, Karachi**  
She served as Deputy Secretary, Government of Balochistan.
- 8. Mr. Dur Muhammad, Director, Regional Office, Quetta**  
He served as Director, Social Welfare, Special Education & Human Rights Department.
- 9. Mr. Fawad Hanif, Director, Regional Office, Peshawar**  
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
- 10. Mr. Shahid Mahmood, Director, Head Office, Islamabad**  
He served as Deputy Director in Wafaqi Mohtasib Secretariat.
- 11. Ms. Bahleem Bilqees Jan, Director, Regional Office, Karachi**  
She is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
- 12. Ms. Zariyab Mussarat, Deputy Director, Head Office, Islamabad**  
She served as Assistant Manager in Associated Press of Pakistan.
- 13. Ms. Shamshad Roohi, Deputy Director, Head Office, Islamabad**  
She served as Assistant Director in Wafaqi Mohtasib Secretariat.
- 14. Ms. Siddrah tul Muntaha, Section Officer, Regional Office, Lahore**  
She served as Deputy Manager, Pakistan Minerals Development Corporation.
- 15. Mr. Salahuddin, Deputy Director, Regional Office, Peshawar**  
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.

16. **Mr. Adnan Jadoon, Deputy Registrar, Regional Office, Sukkur**  
He served as Assistant Registrar in Wafaqi Mohtasib Secretariat, Islamabad
17. **Mr. Nabeel Hasan Khan, Librarian, Head Office, Islamabad**  
He is serving as Librarian in Wafaqi Mohtasib Secretariat since 2011.
18. **Dr. Sohail Ahmad Phatak, Assistant Director I.T, Head Office, Islamabad**  
He served as Software Developer in Wafaqi Mohtasib Secretariat.
19. **Mr. Adnan Ahmed, Senior Investigation Officer, Head Office, Islamabad**  
He is serving as Investigation Officer since 2019 and also as Principal Staff Officer to HWM.
20. **Mr. Sami Ullah Khan, Deputy Director, Head Office, Islamabad**  
He served as Assistant Registrar in Quaid-i-Azam University.
21. **Dr. Muhammad Zahid, Senior Investigation Officer, Regional Office, Bahawalpur**  
He is serving as Investigation Officer since 2019.
22. **Mr. Ahsan Nazar, Senior Investigation Officer, Regional Office, Lahore**  
He is serving as Investigation Officer since 2019.
23. **Mr. Ameer Muhammad, Senior Investigation Officer, Regional Office, Quetta**  
He is serving as Investigation Officer since 2019.
24. **Shahzada Allaudin Pirakzai, Assistant Registrar, Regional Office, Kharan**  
He served as Deputy Director in National Commission for Human Development.
25. **Mr. Imran Khan, Senior Investigation Officer, Regional Office, D.I.Khan**  
He is serving as Investigation Officer since 2019.
26. **Qazi Nazim Naeem, Deputy Director, Regional Office, Hyderabad**  
He served as Deputy Manager, State Life Insurance Corporation.
27. **Mr. Kamran Maqsood, Investigation Officer, Regional Office, Faisalabad**  
He is serving as Investigation Officer since 2019.
28. **Ms. Sahar, Investigation Officer, Regional Office, Lahore**  
She has been serving in Wafaqi Mohtasib Secretariat since 2014.
29. **Ms. Anjum Bibi, Assistant Registrar, Regional Office, Peshawar**  
She is an advocate and practicing since 2015.
30. **Mr. Muhammad Adnan Khan, Assistant Registrar, Regional Office, Abbottabad**  
He is practicing lawyer of District Courts, Abbottabad.
31. **Mr. Arif Khan Kundi, Investigation Officer, Regional Office, D.I.Khan**  
He worked as Advocate High Court – a Legal Expert.
32. **Mr. Muhammad Sohaib, Investigation Officer, Regional Office, Multan**  
He is an advocate, High Court and practicing since 2013.
33. **Mr. Jamil Ahmed, Investigation Officer, Regional Office, Hyderabad**  
He served as Consultant/ Assistant Director in Wafaqi Mohtasib Secretariat.
34. **Mr. Mahmood Khan Mahay, Assistant Director, Regional Office, Multan**  
He served as Superintendent in Ministry of NHR&C.
35. **Syed Mehmood Ali Shah, Assistant Director, Regional Office, Sukkur**  
He served as Engineer in PTCL and now posted as Incharge /Investigation Officer, Regional Office, Sukkur.
36. **Mr. Shakeel Ahmed, Assistant Registrar, Regional Office, Bahawalpur**  
He served as Assistant Registrar in Regional Office, Peshawar.

## CONTACT DETAILS

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8. **REGIONAL OFFICE: KHARAN**  
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9. **REGIONAL OFFICE: KHUZDAR**  
Wafaqi Mohtasib (Ombudsman) Secretariat, Commissioner Office, Khuzdar
10. **REGIONAL OFFICE: LAHORE**  
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- 11. COMPLAINTS COLLECTION CENTRE: LORALAI**  
Provincial Ombudsman Office, DC Complex, Loralai.
- 12. REGIONAL OFFICE: MIR PUR KHAS**  
Shuja Abad Taluka Complex Degree road, Near village Makhan Sammun  
Mir Pur Khas
- 13. REGIONAL OFFICE: MULTAN**  
House No. 15C , Whdat Colony, MULTAN,  
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- 14. REGIONAL OFFICE: PESHAWAR**  
Secretariat, 1st Floor Benevolent Fund  
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- 15. REGIONAL OFFICE: QUETTA**  
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- 16. REGIONAL OFFICE: SAWAT**  
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- 17. COMPLAINTS COLLECTION CENTRE: SADDA**  
Wafaqi Mohtasib Complaints Collection Centre, Boys Hostel ,Sadda Cannt, District Kurram.  
Phone: 0333-9151624
- 18. REGIONAL OFFICE: SARGODHA**  
Near Circuit House, PAF road Sargodha  
Phone. 092-48-9330155, Fax No.092-48-9330156  
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- 19. COMPLAINTS COLLECTION CENTRE: SIBI**  
Wafaqi Mohtasib Complaints Collection Centre, Deputy Commissioner office ,  
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- 20. REGIONAL OFFICE: SUKKUR**  
House No. 107-A, Near NADRA Office,  
Sindhi Cooperative Housing Society, Airport Road, Sukkur,  
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- 21. COMPLAINTS COLLECTION CENTRE: WANA**  
Wafaqi Mohtasib Complaints Collection Centre, Assistant Commissioner Office,  
WANA, South Waziristan (Phone: 0965-211046).

# **TABLES**



**Table-1: Institution, Workload and Disposal of Complaints**

S. No.	Description	Cases
a	Number of cases brought forward from previous year	16,761
b	Number of cases received during the year	194,106
c	Total Workload during the year (a + b)	210,867
d	Number of cases disposed of after initial examination / preliminary investigation	38,629
e	Number of cases disposed of after detailed investigation	154,401
f	Total Disposal during the year	193,030

**Table-2: Average Workload and Disposal Per Investigating Officer**

S. No.	Description	Cases
a	Investigation workload during the year	172,230
b	Average workload of each Investigating Officer.	2,823
c	Disposal during the year	154,401
d	Average disposal per I.O.	2,531

**Table-3: Office Wise Receipt and Disposal of Review Petitions**

S. No.	Name of Office	Receipt	Disposal*
1	Head Office, Islamabad	351	364
2	Regional Office, Abbottabad	13	13
3	Regional Office, Bahawalpur	31	26
4	Regional Office, D.I. Khan	5	6
5	Regional Office, Faisalabad	62	66
6	Regional Office, Gujranwala	23	22
7	Regional Office, Hyderabad	30	21
8	Regional Office, Karachi	246	276
9	Regional Office, Kharan	-	-
10	Regional Office, Khuzdar	-	-
11	Regional Office, Lahore	64	56
12	Regional Office, Mirpur Khas	-	-
13	Regional Office, Multan	100	97
14	Regional Office, Peshawar	182	209
15	Regional Office, Quetta	119	132
16	Regional Office, Sargodha	-	-
17	Regional Office, Sukkur	1	3
18	Regional Office, Swat	-	-
	<b>Total</b>	<b>1,226</b>	<b>1291</b>

\* Include petitions brought forward from previous year

1,226 fresh Review Petitions received  
against 193,030 decisions i.e. 0.64%

**Table-4: Representations Filed and Decisions Received from the President's Secretariat**

S. No.	Description	Cases
a	Representations filed during the year	792 Against the decisions of 193,030 (0.41%)
b	Decisions Received	1,084
c	Decisions upheld	1012 (93.36%)
d	Accepted	40 (3.69%)
e	Remanded	32 (2.95%)

**Table-5: Volume of Complaints Against Key Agencies**

S. No.	Name of Agency	Receipt	Disposal
<b>A-Power Companies</b>			
1	Lahore Electric Supply Co. (LESCO)	26,292	25,083
2	Multan Electric Power Co. (MEPCO)	13,086	11,377
3	K-Electric	11,266	10,803
4	Peshawar Electric Supply Co. (PESCO)	10,410	10,279
5	Hyderabad Electric Supply Co. (HESCO)	7,842	7,434
6	Sukkur Electric Power Co. (SEPCO)	4,933	4,831
7	Faisalabad Electric Supply Co. (FESCO)	3,151	2,978
8	Gujranwala Electric Power Co. (GEPCO)	2,048	2,019
9	Quetta Electric Supply Co. (QESCO)	1,781	1,650
10	Islamabad Electric Supply Co. (IESCO)	1,325	1,384
	<b>Sub-Total:</b>	<b>82,134</b>	<b>77,838</b>
<b>B-Gas Companies</b>			
11	Sui Southern Gas Co. Limited (SSGCL)	13,027	12,937
12	Sui Northern Gas Pipelines Ltd. (SNGPL)	6,125	5,958
	<b>Sub-Total:</b>	<b>19,152</b>	<b>18,895</b>
<b>C- Some other Agencies having complaints more than 200</b>			
13	Benazir Income Support Programme	22,858	26,590
14	Allama Iqbal Open University	6030	6,771
15	NADRA	5,244	5,114

TABLES

16	Pakistan Post Office Department	4,794	5,011
17	Postal Life Insurance (PLI)	4,474	4,520
18	EOBI	2,745	2,504
19	Pakistan Bait ul Mal	1,738	2,017
20	Federal Investigation Agency (FIA)	1,603	1,582
21	PTA	1,485	1,463
22	Pakistan Railways	1,232	1,237
23	Intelligence Bureau (IB)	1,105	1,107
24	State Life Insurance (SLICP)	945	951
25	Higher Education Commission (HEC)	888	833
26	Immigration & Passport	860	725
27	Capital Development Authority (CDA)	826	802
28	National Bank Of Pakistan (NBP)	759	743
29	Federal Employees BF & GI	733	753
30	Central Directorate of National Savings	710	718
31	Accountant General Pakistan (AGPR)	597	593
32	Utility Stores Corporation	304	356
33	State Bank of Pakistan (SBP)	331	340
34	National Highways	233	218
35	Ehsaas Program	182	238
	<b>Sub-Total:</b>	<b>60,676</b>	<b>65,186</b>

# **LEGAL FRAMEWORK**



## PRESIDENT'S ORDER NO. 1 OF 1983

**Government of Pakistan**  
**Ministry of Law and Parliamentary Affairs**  
 (Law Division)

Islamabad, the 24th January, 1983

No. F. 17(2)/83-Pub.—The following Order made by the President is hereby published for general information :—

### ESTABLISHMENT OF THE OFFICE OF WAFAQI MOHTASIB (OMBUDSMAN) ORDER, 1983

#### President's Order No. 1 of 1983

WHEREAS it is expedient to provide for the appointment of the Wafaqi Mohtasib (Ombudsman) to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration;

NOW, THEREFORE, in pursuance of the Proclamation of the fifth day of July, 1977, and in exercise of all powers enabling him in that behalf, the President and Chief Martial Law Administrator is pleased to make following order:

1. Short title, extent and commencement.—(1) This Order may be called the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983.

(2) It extends to the whole of Pakistan.

(3) It shall come into force at once.

2. Definitions.—In this Order, unless there is anything repugnant in the subject or context,—

(1) “Agency” means a Ministry, Division, Department, Commission or office of the Federal Government or statutory body, corporation or other institution established or controlled by the Federal Government but does not include the Supreme Court, the Supreme Judicial Council, the Federal Shariat Court or a High Court; (Amended vide Ordinance No. LXXII of 2002)

(2) “Mal-administration” includes:

(i) a decision, process, recommendation, act of omission or commission which:

(a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona fide and for valid reasons; or

(b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or

(c) is based on irrelevant grounds; or

- (d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and
- (ii) neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities.
- (3) “Mohtasib” means the Wafaqi Mohtasib (Ombudsman) appointed under Article 3:
- (4) “Office” means the office of the Mohtasib;
- (5) “prescribed” means prescribed by rules made under this Order;
- (6) “public servant” means a public servant as defined in section 21 of the Pakistan Penal Code (Act XLV of 1860), and includes a Minister, Adviser, Parliamentary Secretary and the Chief Executive, Director, other officer or employee or member of any Agency; and
- (7) “staff” means any employee or commissioner of the Office and includes co-opted members of the staff, consultants, advisers, bailiffs, liaison officers and experts.

3. Appointment of Mohtasib.—(1) There shall be a Wafaqi Mohtasib (Ombudsman), who shall be appointed by the President.

(2) Before entering upon office, the Mohtasib shall take an oath before the President in the form set out in the First Schedule.

(3) The Mohtasib shall, in all matters, perform his functions and exercise his powers fairly, honestly, diligently and independently of the executive; and all executive authorities throughout Pakistan shall act in aid of the Mohtasib.

4. Tenure of the Mohtasib.— (1) The Mohtasib shall hold office for a period of four years and shall not be eligible for any extension of tenure or re-appointment as Mohtasib under any circumstances.

(2) The Mohtasib may resign his office by writing under his hand addressed to the President.

5. Mohtasib not to hold any other office of profit, etc.—(1) The Mohtasib shall not—

- (a) hold any other office of profit in the service of Pakistan; or
- (b) occupy any other position carrying the right to remuneration for rendering of services.

(2) The Mohtasib shall not hold any office of profit in the service of Pakistan before the expiration of two years after he has ceased to hold that office; nor shall he be eligible during the tenure of office and for period of two years thereafter for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

6. Terms and conditions of service and remuneration of Mohtasib.—

(1) The Mohtasib shall be entitled to such salary, allowances and privileges and other terms and conditions of service as the President may determine and these terms shall not be varied during the term of office of a Mohtasib.

(2) The Mohtasib may be removed from office by the President on the ground of misconduct or of being incapable of properly performing the duties of his office by reasons of physical or mental incapacity:

Provided that the Mohtasib may, if he sees fit and appropriate to refute any charges, request an open public evidentiary hearing before the Supreme Judicial Council and, if such a hearing is not held within thirty days of receipt of such request or not concluded within ninety days of its receipt, the Mohtasib will be absolved of any and all stigma whatever. In such circumstances, the Mohtasib may choose to leave his office and shall be entitled to receive full remuneration and benefits for the rest of his term.

(3) If the Mohtasib makes a request under the proviso to clause (2), he shall not perform his functions under this Order until the hearing before the Supreme Judicial Council has concluded.

(4) A Mohtasib removed from office on the ground of misconduct shall not be eligible to hold any office of profit in the service of Pakistan or for election as member of Parliament or a Provincial Assembly or any local body.

7. Acting Mohtasib.—At any time when the Office of Mohtasib is vacant, or the Mohtasib is absent or is unable to perform his functions due to any cause, the President shall appoint an acting Mohtasib.

8. Appointment and terms and conditions of service of staff.— (1) The members of the staff, other than those mentioned in the Article 20, shall be appointed by the President, or by a person authorised by him, in such manner as may be prescribed by the Federal Government. (Amended vide Ordinance No. LXXII of 2002)

(2) It shall not be necessary to consult the Federal Public Service Commission for making appointment of the members of the staff or on matters relating to qualification for such appointment and methods of their recruitment.

(3) The members of the staff shall be entitled to such salary, allowances and other terms and conditions of service as may be prescribed having regard to the salary, allowances and other terms and conditions of service that may for the time being be admissible to other employees of the Federal Government in the corresponding Grades in the National Pay Scales.

(4) Before entering upon office a member of the staff mentioned in clause (1) shall take an oath before the Mohtasib in the form set out in the Second Schedule.

9. Jurisdiction, functions and power of the Mohtasib.—(1) The Mohtasib may, on a complaint by any aggrieved person, on a reference by the President, the Federal Council or the National Assembly, as the case may be, or on a motion of the Supreme Court or a High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of mal-administration on the part of any Agency or any of its officers or employees:

Provided that the Mohtasib shall not have any jurisdiction to investigate or inquire into any matters which:

- (a) are sub-judice before a court of competent jurisdiction or tribunal or board in Pakistan on the date of the receipt of a complaint, reference or motion by him; or
- (b) relate to the external affairs of Pakistan or the relations or dealing of Pakistan with any foreign state or government; or
- (c) relate to, or are connected with the defence of Pakistan or any part thereof, the military, naval and air forces of Pakistan, or the matters covered by the laws relating to those forces.

(2) Notwithstanding anything contained in clause (1), the Mohtasib shall not accept for investigation any complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working in respect of any personal grievance relating to his service therein.

(3) For carrying out the objectives of this Order and, in particular for ascertaining the root causes of corrupt practices and injustice, the Mohtasib may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication.

(4) The Mohtasib may set up regional offices as, when and where required.

10. Procedure and evidence.—(1) A complaint shall be made on solemn affirmation or oath and in writing addressed to the Mohtasib by the person aggrieved or, in the case of his death, by his legal representative and may be lodged in person at the office or handed over to the Mohtasib in person or sent by any other means of communication to the office.

(2) No anonymous or pseudonymous complaints shall be entertained.

(3) A complaint shall be made not later than three months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint, but the Mohtasib may conduct any investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which make it proper for him to do so.

(4) When the Mohtasib proposes to conduct an investigation he shall issue to the principal officer of the Agency concerned, and to any other person who is alleged in the complaint to have taken or authorised the action complained of, a notice calling upon him to meet the allegations contained in the complaint, including rebuttal;

Provided that the Mohtasib may proceed with the investigation if no response to the notice is received by him from such principal officer or other person within thirty days of the receipt of the notice or within such longer period as may have been allowed by the Mohtasib.

(5) Every investigation shall be conducted in private, but the Mohtasib may adopt such procedure as he considers appropriate for such investigation and he may obtain information from such persons and in such manner and make such

inquiries as he thinks fit.

(6) A person shall be entitled to appear in person or be represented before the Mohtasib.

(7) The Mohtasib shall, in accordance with the rules made under this Order, pay expenses and allowances to any person who attends or furnishes information for the purposes of any investigation.

(8) The conduct of an investigation shall not affect any action taken by the Agency concerned, or any power or duty of that Agency to take further action with respect to any matter subject to the investigation.

(9) For the purposes of an investigation under this Order, the Mohtasib may require any office or member of the Agency concerned to furnish any information or to produce any document which in the opinion of the Mohtasib is relevant and helpful in the conduct of the investigation, and there shall be no obligation to maintain secrecy in respect of disclosure of any information or document for the purposes of such investigation:

Provided that the President may, in his discretion, on grounds of its being a State secret, allow claim of privilege with respect to any information or document.

(10) In any case where the Mohtasib decides not to conduct an investigation, he shall send to the complainant a statement of his reasons for not conducting the investigation.

(11) Save as provided in this order, the Mohtasib shall regulate the procedure for the conduct of business or the exercise of powers under this Order.

11. Recommendations for implementation.—(1) If, after having considered a matter on his own motion, or on a complaint or on a reference by the President, the Federal Council or the National Assembly, or on a motion by the Supreme Court or a High Court, as the case may be, the Mohtasib is of the opinion that the matter considered amounts to mal-administration, he shall communicate his findings to the Agency concerned:

- (a) to consider the matter further,
- (b) to modify or cancel the decision, process, recommendation, act or omission;
- (c) to explain more carefully the act or decision in question;
- (d) to take disciplinary action against any public servant of any Agency under the relevant laws applicable to him;
- (e) to dispose of the matter or case within a specified time;
- (f) to take action on his findings and recommendations to improve the working and efficiency of the Agency within a specified time; or
- (g) to take any other step specified by the Mohtasib.

(2) The Agency shall, within such time as may be specified by the Mohtasib, inform him about the action taken on his recommendations or the reasons for not complying with the same.

(2A). If after considering the reasons of the Agency in respect of his recommendations under clause (2), the Wafaqi Mohtasib is satisfied that no case of mal-administration is made out he may alter, modify, amend or recall the recommendations made under clause (1):

Provided that where the order is made on a complaint, no order shall be passed unless the complainant is given an opportunity of being heard.

(Inserted new Clause (2A) vide Ordinance No. LXXII of 2002)

(3) In any case where the Mohtasib has considered a matter, or conducted an investigation, on a complaint or on a reference by the President, the Federal Council or the National Assembly or on a motion by the Supreme Court or a High Court, the Mohtasib shall forward a copy of the communication received by him from the Agency in pursuance of clause (2) to the complainant or, as the case may be, the President, the Federal Council, the National Assembly, the Supreme Court or the High Court.

(4) If, after conducting an investigation, it appears to the Mohtasib that an injustice has been caused to the person aggrieved in consequence of mal-administration and that the injustice has not been or will not be remedied, he may, if he thinks fit, lay a special report on the case before the President.

(5) If the Agency concerned does not comply with the recommendations of the Mohtasib or does not give reasons to the satisfaction of the Mohtasib for non-compliance, it shall be treated as “Defiance of Recommendations” and shall be dealt with as hereinafter provided.

12. Defiance of Recommendations.—(1) If there is a “Defiance of Recommendations” by the public servant in any Agency with regard to the implementation of a recommendation given by the Mohtasib, the Mohtasib may refer the matter to the President who may, in his discretion, direct the Agency to implement the recommendation and inform the Mohtasib accordingly.

(2) In each instance of “Defiance of Recommendations” a report by the Mohtasib shall become a part of the personal file or Character Roll of the public servant primarily responsible for the defiance:

Provided that the public servant concerned had been granted an opportunity to be heard in the matter.

13. Reference by Mohtasib.—Where, during or after an inspection or an investigation, the Mohtasib is satisfied that any person is guilty of any allegations as referred to clause (1) of Article 9 the Mohtasib may refer the case to the concerned authority for appropriate corrective or disciplinary action, or both corrective and disciplinary action, and the said authority shall inform the Mohtasib within thirty days of the receipt of reference of the action taken. If no information is received within this period, the Mohtasib may bring the matter to the notice of the President for such action as he may deem fit.

14. Powers of the Mohtasib.—(1) The Mohtasib shall, for the purposes of this Order, have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908 (Act V of 1908), in respect of the following matters, namely:-

- (a) summoning and enforcing the attendance of any person and examining him on oath;
- (b) compelling the production of documents;
- (c) receiving evidence on affidavits; and
- (d) issuing commission for the examination of witnesses.

(2) The Mohtasib shall have the power to require any person to furnish information on such points or matters as, in the opinion of the Mohtasib, may be useful for, or relevant to, the subject matter of any inspection or investigation.

(3) The powers referred to in clause (1) may be exercised by the Mohtasib or any person authorised in writing by the Mohtasib in this behalf while carrying out an inspection or investigation under the provisions of this Order.

(4) Where the Mohtasib finds the complaint referred to in clause (1) of Article 9 to be false, frivolous or vexatious, he may award reasonable compensation to the Agency, public servant or other functionary against whom the complaint was made; and the amount of such compensation shall be recoverable from the complainant as an arrears of land revenue:

Provided that the award of compensation under this clause shall not debar the aggrieved person from seeking civil and criminal remedy.

(5) If any Agency, public servant or other functionary fails to comply with a direction of the Mohtasib, he may, in addition to taking other actions under this Order, refer the matter to the appropriate authority for taking disciplinary action against the person who disregarded the direction of the Mohtasib.

(6) If the Mohtasib has reason to believe that any Public servant or other functionary has acted in a manner warranting criminal or disciplinary proceedings against him, he may refer the matter to the appropriate authority for necessary action to be taken within the time specified by the Mohtasib.

(7) The staff and the nominees of the Office may be commissioned by the Mohtasib to administer oaths for the purposes of this order and to attest various affidavits, affirmations or declarations which shall be admitted in evidence in all proceedings under this Order without proof of the signature or seal or official character of such person.

15. Power to enter and search any premises.—(1) The Mohtasib, or any member of the staff authorised in this behalf, may, for the purpose of making any inspection or investigation, enter any premises where the Mohtasib or, as the case may be, such member has reason to believe that any article, book of accounts, or any other document relating to the subject matter of inspection or investigation may be found, and may:

- (a) search such premises and inspect any article, book of accounts or other documents;
- (b) take extract or copies of such books of accounts and documents;
- (c) impound or seal such articles, books of accounts and documents; and
- (d) make an inventory of such articles, books of accounts and other

documents found in such premises.

(2) All searches made under clause (1) shall be carried out, *mutatis mutandis*, in accordance with the provisions of the Code of Criminal Procedure, 1898 (Act V of 1898).

16. Power to punish for contempt.—(1) The Mohtasib shall have same powers, *mutatis mutandis*, as the Supreme Court has to punish any person for its contempt who:

- (a) abuses, interferes with, impedes, imperils, or obstructs the process of the Mohtasib in any way or disobeys any order of the Mohtasib;
- (b) scandalises the Mohtasib or otherwise does anything which tends to bring the Mohtasib, his staff or nominees or any person authorised by the Mohtasib in relation to his office, into hatred, ridicule or contempt;
- (c) does anything which tends to prejudice the determination of a matter pending before the Mohtasib; or
- (d) does any other thing which, by any other law, constitutes contempt of court:

Provided that fair comments made in good faith and in public interest on the working of the Mohtasib or any of his staff, or on final report of the Mohtasib after the completion of the investigation shall not constitute contempt of the Mohtasib or his Office.

(2) Any person sentenced under clause (1) may, notwithstanding anything herein contained, within thirty days of the passing of the order, appeal to the Supreme Court.

(3) Nothing in this Article takes away from the power of the President to grant pardon, reprieve or respite and to remit, suspend or commute any sentence passed by any court, tribunal or other authority.

17. Inspection Team.—(1) The Mohtasib may constitute an Inspection Team for the performance of any of the functions of the Mohtasib.

(2) An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Mohtasib may consider necessary.

(3) An Inspection Team shall exercise such of the powers of the Mohtasib as he may specify by order in writing and every report of the Inspection Team shall first be submitted to the Mohtasib with its recommendations for appropriate action.

18. Standing Committees, etc.—The Mohtasib may, whenever he thinks fit, establish standing or advisory committees at specified places with specified jurisdiction for performing such functions of the Mohtasib as are assigned to them from time to time, and every report of such committee shall first be submitted to the Mohtasib with its recommendations for appropriate action.

19. Delegation of Powers.—The Mohtasib may, by order in writing,

delegate such of his powers as may be specified in the order to any member of his staff or to a standing or advisory committee, to be exercised subject to such conditions as may be specified, and every report of such member or committee shall first be submitted to the Mohtasib with his or its recommendations for appropriate action.

20. Appointment of advisers, etc.—The Mohtasib may appoint advisers, consultants, fellows, bailiffs, interns, commissioners and experts or ministerial staff with or without remuneration, to assist him in the discharge of his duties under this Order.

21. Authorisation of Provincial functionaries, etc.—The Mohtasib may, if he considers it expedient, authorise, with the consent of a Provincial Government, any agency, public servant or other functionary working under the administrative control of the Provincial Government to undertake the functions of the Mohtasib under clause (1) or clause (2) of Article 14 in respect of any matter falling within the jurisdiction of the Mohtasib; and it shall be the duty of the agency, public servant or other functionary so authorised to undertake such functions to such extent and subject to such conditions as the Mohtasib may specify.

22. Award of costs and compensation and refunds of amounts.—(1) The Mohtasib may, where he deems necessary, call upon a public servant, other functionary or any Agency to show cause why compensation be not awarded to an aggrieved party for any loss or damage suffered by him on account of any mal-administration committed by such public servant, other functionary or agency, and after considering the explanation, and hearing such public servant, other functionary or Agency, award reasonable costs or compensation and the same shall be recoverable as arrears of land revenue from the public servant, functionary or Agency.

(2) In cases involving payment of illegal gratification by any employee of any Agency, or to any other person on his behalf, or misappropriation, criminal breach of trust or cheating, the Mohtasib may order the payment thereof for credit to the government or pass such other order as he may deem fit.

(3) An order made under clause (2) against any person shall not absolve such person of any liability under any other law.

23. Assistance and advice to Mohtasib.—(1) The Mohtasib may seek the assistance of any person or authority for the performance of his functions under this Order.

(2) All officers of an Agency and any person whose assistance has been sought by the Mohtasib in the performance of his functions shall render such assistance to the extent it is within their power or capacity.

(3) No statement made by a person or authority in the course of giving evidence before the Mohtasib or his staff shall subject him to, or be used against him in any civil or criminal proceedings except for prosecution of such person for giving false evidence.

24. Conduct of business.—(1) The Mohtasib shall be the Chief Executive of the Office and shall enjoy administrative and financial autonomy as may be

prescribed by the Federal Government. (Amended vide Ordinance No. LXXII of 2002)

(2) The Mohtasib shall be the Principal Accounting Officer of the Office in respect of the expenditure incurred against budget grant or grants controlled by the Mohtasib and shall, for this purpose, exercise all the financial and administrative powers delegated to him. (Amended vide Ordinance No. LXXII of 2002)

25. Requirement of affidavits.—(1) The Mohtasib may require any complainant or any party connected or concerned with a complaint or with any inquiry or reference, to submit affidavit attested or notarised before any competent authority in that behalf within the time prescribed by the Mohtasib or his staff.

(2) The Mohtasib may take evidence without technicalities and may also require complainants or witnesses to take lie detection tests to examine their veracity and credibility and draw such inferences that are reasonable in all circumstances of the case, especially when a person refuses, without reasonable justification, to submit to such tests.

26. Remuneration of advisers, consultants etc.—(1) The Mohtasib may, in his discretion, fix an honorarium or remuneration of advisers, consultants, experts and interns engaged by him from time to time for the services rendered.

(2) The Mohtasib may, in his discretion, fix a reward or remuneration to any person for exceptional services rendered, or valuable assistance given to the Mohtasib in carrying out his functions:

Provided that the Mohtasib shall withhold the identity of that person, if so requested by the person concerned, and take steps to provide due protection under the law to such person against harassment, victimisation, retribution, reprisals or retaliation.

27. Mohtasib and staff to be public servants.—The Mohtasib, the employees, officers and all other staff of the Office shall be deemed to be public servants within the meaning of Section 21 of the Pakistan Penal Code (Act XLV of 1860).

28. Annual and other reports.—(1) Within three months of conclusion of the calendar year to which the report pertains, the Mohtasib shall submit an Annual Report to the President.

(2) The Mohtasib may, from time to time, lay before the President such other reports relating to his functions as he may think proper or as may be desired by the President.

(3) Simultaneously, such reports shall be released by the Mohtasib for publication and copies thereof shall be provided to the public at reasonable cost.

(4) The Mohtasib may also, from time to time, make public any of his studies, research, conclusions, recommendations, ideas or suggestions in respect of any matters being dealt with by the Office.

(5) The report and other documents mentioned in this Article shall be placed before the Federal Council or the National Assembly, as the case may be.

29. Bar of jurisdiction.—No court or other authority shall have jurisdiction—

- (1) to question the validity of any action taken, or intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Order; or
- (2) to grant an injunction or stay or to make any interim order in relation to any proceedings before, or anything done or intended to be done or purporting to have been done by, or under the orders or at the instance of the Mohtasib.

30. Immunity.—No suit, prosecution or other legal proceeding shall lie against the Mohtasib, his Staff, Inspection Team, nominees, member of a Standing or Advisory Committee or any person authorised by the Mohtasib for anything which is in good faith done or intended to be done under this Order.

31. Reference by the President.—(1) The President may refer any matter, report or complaint for investigation and independent recommendations by the Mohtasib.

(2) The Mohtasib shall promptly investigate any such matter, report or complaint and submit his findings or opinion within a reasonable time.

(3) The President may, by notification in the official Gazette, exclude specified matters, public functionaries or Agency from the operation and purview of all or any of the provisions of this Order.

32. Representation to President.—Any person aggrieved by a decision or order of the Mohtasib may, within thirty days of the decision or order, make a representation to the President, who may pass such order thereon as he may deem fit.

33. Informal resolution of disputes.—(1) Notwithstanding any thing contained in this Order, the Mohtasib and a member of the Staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.

(2) The Mohtasib may appoint for purposes of liaison counsellors, whether honorary or otherwise, at local levels on such terms and conditions as the Mohtasib may deem proper.

34. Service of process.—(1) For the purposes of this Order, a written process or communication from the Office shall be deemed to have been duly served upon a respondent or any other person by, inter alia, any one or more of the following methods, namely:

- (i) by service in person through any employee of the Office or by any special process-server appointed in the name of the Mohtasib by any authorised staff of the Office, or any other person authorised in this behalf;
- (ii) by depositing in any mail box or posting in any Post Office a postage-prepaid copy of the process, or any other document under

certificate of posting or by registered post acknowledgement due to the last known address of the respondent or person concerned in the record of the Office in which case service shall be deemed to have been effected ten days after the aforesaid mailing;

- (iii) by a police officer or any employee or nominee of the Office leaving the process or document at the last known address, abode or place of business of the respondent or person concerned and, if no one is available at the aforementioned address, premises or place, by affixing a copy of the process or other document to the main entrance of such address; and
- (iv) by publishing the process or document through any newspaper and sending a copy thereof to the respondent or the person concerned through ordinary mail, in which case service shall be deemed to have been effected on the day of the publication of the newspaper.

(2) In all matters involving service the burden of proof shall be upon a respondent to credibly demonstrate by assigning sufficient cause that he, in fact, had absolutely no knowledge of the process, and that he actually acted in good faith.

(3) Whenever a document or process from the Office is mailed, the envelope or the package shall clearly bear the legend that it is from the Office.

35. Expenditure to be charged on Federal Consolidated Fund.—The remuneration payable to the Mohtasib and the administrative expenses of the Office, including the remuneration payable to staff, nominees and grantees, shall be an expenditure charged upon the Federal Consolidated Fund.

36. Rules.—The Mohtasib may, with the approval of the President, make rules for carrying out the purposes of the Order.

37. Order to override other laws.—The provisions of this Order shall have effect notwithstanding any thing contained in any other law for the time being in force.

38. Removal of difficulties.—If any difficulty arises in giving effect to any provision of this Order, the President may make such order, not inconsistent with the provisions of this Order, as may appear to him to be necessary for the purpose of removing such difficulty.

**THE FIRST SCHEDULE**

[See Article 3 (2)]

I, .....do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as Wafaqi Mohtasib, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws of the Islamic Republic of Pakistan, and without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

That I shall do my best to promote the best interest of Pakistan;

And that I will not directly or indirectly communicate, or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as Wafaqi Mohtasib, except as may be required for the due discharge of my duties as Wafaqi Mohtasib.

May Allah Almighty help and guide me (Ameen).

**THE SECOND SCHEDULE**

[See Article 8 (4)]

I, .....do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as an employee of the office of the Wafaqi Mohtasib, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the Laws of the Islamic Republic of Pakistan and without fear or favour, affection, or ill-will.

That I will not allow my personal interest to influence my official conduct or my official decisions;

And that I will not directly or indirectly communicate or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as an employee of the office of the Wafaqi Mohtasib.

May Allah Almighty help and guide me (Ameen).

GENERAL

M. ZIA-UL-HAQ,

President and Chief Martial Law Administrator.

**CHIEF MARTIAL LAW ADMINISTRATOR'S SECRETARIAT PAKISTAN**

**NOTIFICATION**

Rawalpindi, the 13th August, 1984

No.57/104(15)/ML-IB/CMLA.—In exercise of the powers conferred by clause (3) of Article 31 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983), the President is pleased to exclude any matter relating to, or connected directly or indirectly with the Federally Administered Tribal Areas from the operation and purview of all the provisions of the said Order.

By order of the President.

MAJ. GEN.  
MALIK ABDUL WAHEED,  
COS to the President and CMLA.

**CHIEF MARTIAL LAW ADMINISTRATOR'S SECRETARIAT PAKISTAN****ORDER**

1. In response to the representation made by the Ministry of Defence, the President in exercise of powers conferred by Article 32 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. 1 of 1983) is pleased to order, to remove all doubts in this behalf, that the ouster of jurisdiction contained in paragraph (c) of proviso to clause (1) of Article 9 of the aforesaid President's Order is absolute with respect to the following matters :-

the Defence Division, the Defence Production Division and the military, naval or air forces of Pakistan, and any department, body, authority or organisation directly or indirectly under the management or control of, or in any manner connected with, either of the said Divisions or the said forces.

2. By order of the President.

Rawalpindi:  
13th August, 1984.

MAJ. GEN.  
MALIK ABDUL WAHEED,  
COS to the President and CMLA

## FEDERAL OMBUDSMEN INSTITUTIONAL REFORMS ACT NO. XIV OF 2013

M – 302  
REGISTERED No. L.7646

The Gazette of Pakistan

EXTRAORDINARY  
PUBLISHED BY AUTHORITY

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ISLAMABAD, WEDNESDAY, MARCH 20, 2013

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PART 1

Acts, Ordinance, President's Orders and Regulations

SENATE SECRETARIAT

Islamabad, the 20th March, 2013

**No. F. 9(10)/2013-Legis.**—The following Act of Majlis-e-Shoora (Parliament) received the assent of the President on 20th March, 2013 is hereby published for general information:

ACT No. XIV of 2013

*An Act to make institutional reforms for standardizing and harmonizing the laws relating to Federal Ombudsmen institution and the matters ancillary or akin thereto*

**WHEREAS** it is expedient to make institutional reforms for standardizing and harmonizing the laws relating to institutions of Federal Ombudsmen and the matters ancillary or akin thereto:

**AND WHEREAS**, it is expedient to enhance effectiveness of the Federal Ombudsmen to provide speedy and expeditious relief to citizens by redressing their grievances to promote good governance;

**AND WHEREAS**, it is necessary that in order to enable the Federal Ombudsmen to perform their functions efficiently, they should enjoy administrative and financial autonomy;

Now, **THEREFORE**, it is hereby enacted as follows:—

**1. Short title, extent and commencement.**— (1) This Act may be called the Federal Ombudsmen Institutional Reforms Act, 2013.

(2) It extends to the whole of Pakistan.

(3) It shall come into force at once.

**2. Definitions.**— In this Act, unless there is anything repugnant in the subject or context,—

- (a) **“Agency”** means, the Agency defined in the relevant legislation and in relation to the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983) shall include an Agency in which the Federal Government has any share or which has been licensed or registered by the Federal Government and notified by the Federal Government in the Official Gazette.
- (b) **“Ombudsman”** means an Ombudsman appointed under the relevant Legislation and includes the Ombudsman appointed under section 21.
- (c) **“relevant legislation”** means, the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983), the Establishment of the Office of Federal Tax Ombudsman Ordinance, 2000 (XXXV of 2000), the Insurance Ordinance, 2000 (Ordinance No. XXXIX of 2000), the Banking Companies Ordinance, 1962 (LVII of 1962), and the Protection against Harassment of Women at the Workplace Act, 2010 (IV of 2010).

**3. Tenure of the Ombudsman.**— The Ombudsman shall hold office for a period of four years and shall not be eligible for any extension of tenure or re-appointment as Ombudsman under any circumstances:

Provided that the Ombudsman shall continue to hold office after expiry of his tenure till his successor enters upon the office.

**4. Acting Ombudsman.**— At any time when the office of Ombudsman is vacant or he is unable to perform his functions due to any cause the President shall appoint an Acting Ombudsman who shall perform functions and exercise powers as are vested in the Ombudsman and shall be entitled to all privileges as are admissible to Ombudsman:

Provided that till such time the Acting Ombudsman is appointed, the Wafaqi Mohtasib (Ombudsman) shall act as Ombudsman of the concerned office and in case the Wafaqi Mohtasib is absent or unable to perform functions of his office, the Federal Tax Ombudsman shall act as Wafaqi Mohtasib (Ombudsman) in addition to his own duties.

**5. Removal of Ombudsman.**— An Ombudsman may be removed from office through Supreme Judicial Council on the grounds of being incapable of properly performing duties of his office by reason of physical or mental incapacity or found to have been guilty of misconduct.

**6. Resignation.**— The Ombudsman may resign his office by writing under his hand addressed to the President.

**7. Grievance Commissioner.**— (1) The Ombudsman shall appoint or designate an officer not below BPS-21 as a Grievance Commissioner in an Agency against which a large number of complaints are received persistently.

(2) The Grievance Commissioner shall exercise the powers and perform the functions as may be specified by the Ombudsman.

**8. Oath of office.**— An Ombudsman shall take Oath before he enters upon his office in the form as prescribed in the relevant legislation and in case such form is not prescribed in the relevant legislation he shall make oath before the President before he enters upon office in the form set out in the Schedule to this Act.

**9. Expeditious disposal of complaints.**— (1) The Agency shall, if so required by the Ombudsman submit written comments in a complaint within fifteen days, and this period may be extended for a further period of seven days on a sufficient cause.

(2) The representative of the Agency shall, if so required by the Ombudsman, attend the hearing of complaint, or may request in writing for adjournment with specific reasons, such adjournment if justified shall not be allowed more than seven days.

(3) Disciplinary action shall be taken by the competent authority if there is failure in terms of sub-section (1) or sub-section (2).

(4) The Competent authority shall within fifteen days inform the Ombudsman about the action taken on his orders under sub-section (3).

(5) The Ombudsman shall dispose of the complaint within a period of sixty days.

**10. Powers of Ombudsman.**— In addition to powers exercised by Ombudsman under the relevant legislation, he shall also have following powers of a civil court, namely:—

(i) granting temporary injunctions; and

(ii) implementation of the recommendations, orders or decisions.

**11. Temporary Injunction.**— The Ombudsman may stay operation of the impugned order or decision for a period not exceeding sixty days.

**12. Power to punish for contempt.**— An Ombudsman shall have power to punish for contempt as provided in the Contempt of Court Ordinance, 2003( V of 2003).

**13. Review.**— (1) The Ombudsman shall have the power to review any findings, recommendations, order or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision.

(2) The Ombudsman shall decide the review petition within forty five days.

(3) In review, the Ombudsman may alter, modify, amend or recall the recommendation, order or decision.

**14. Representation.—** (1) Any person or party aggrieved by a decision, order, findings or recommendations of an Ombudsman may file representation to the President within thirty days of the decision, order, findings or recommendations.

(2) The operation of the impugned order, decision, findings or recommendations shall remain suspended for period of sixty days, if the representation is made as per sub-section (1).

(3) The representation shall be addressed directly to the President and not through any Ministry, Division or Department.

(4) The representation shall be processed in the office of the President by a person who had been or is qualified to be a judge of the Supreme Court or has been Wafaqi Mohtasib or Federal Tax Ombudsman.

(5) The representation shall be decided within ninety days.

**15. Personal hearing.—**It shall not be necessary for the President or the Ombudsman to give personal hearing to the parties and the matter may be decided on the basis of available record and written comments filed by the Agency.

**16. Supply of copies.—**The Ombudsman shall supply free of cost copies of the findings and recommendations to the parties within fifteen days of the decision.

**17. Administrative and financial powers of Ombudsman.—** (1) The Ombudsman shall be the Chief Executive and Principal Accounting Officer of the Office and shall enjoy complete administrative and financial autonomy.

(2) The remuneration payable to the Ombudsman and the administrative expenses of the office shall be an expenditure charged upon Federal Consolidated Fund.

(3) The Ombudsman shall have full powers to create new posts and abolish old posts, to change nomenclature and upgrade or downgrade any post provided the expenditure is met from within the allocated budget of the office of Ombudsman.

(4) The Ombudsman shall have full powers to re-appropriate funds from one head of account to another head of account and to sanction expenditure on any item from within the allocated budget.

(5) The Ombudsman may delegate any of his financial powers to a member of the staff not below BPS-21 or equivalent:

Provided that approval of the Ombudsman shall be obtained by the delegatee for exercise of powers under sub-section (3) and for re-appropriation of funds under sub-section (4), before implementation thereof.

**18. Bar of jurisdiction.**—No court or authority shall have jurisdiction to entertain a matter which falls within the Jurisdiction of an Ombudsman nor any court or authority shall assume jurisdiction in respect of any matter pending with or decided by an Ombudsman.

**19. No Additional responsibility.**— Except as provided in section 4, the Ombudsman shall not—

- (a) hold any other office of profit in the service of Pakistan; or
- (b) occupy any other position carrying the right to remuneration for rendering of services.

**20. Holding office of profit after expiry of tenure.**— The Ombudsman shall not hold any office of profit in the service of Pakistan, other than a judicial or quasi-judicial office, before the expiration of two years after he has ceased to hold office nor shall he be eligible, during the tenure of office and for a period of two years thereafter, for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

**21. Miscellaneous.**— A woman, with an experience of atleast ten years in the matters relating to protection of women against harassment shall also be eligible to be appointed by the President as Ombudsman under the Protection against Harassment of Women at the Workplace Act, 2010 (IV of 2010).

**22. Power to make rules.**— The Federal Government may, by notification in the Official Gazette, make rules to carry out the purposes of this Act.

**23. Removal of difficulties.**— If any difficulty arises in giving effect to any provision of this Act, the President may make such Order, as may appear to him to be necessary or expedient for the purpose of removing the difficulty.

**24. Overriding effect.**— (1) The Provisions of this Act shall have effect notwithstanding anything contained in any other law for the time being in force.

(2) In case there is a conflict between the provisions of this Act and the relevant legislation, the provisions of this Act to the extent of inconsistency, shall prevail.

THE SCHEDULE

[See section 8]

I,.....do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as ----- Ombudsman, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws of the Islamic Republic of Pakistan, and without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

And that I will not directly or indirectly communicate, or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as Ombudsman, except as may be required for the due discharge of my duties as Ombudsman.

May Allah Almighty help and guide me (Ameen).

**IFTIKHAR ULLAH BABAR,**  
Secretary

# Wafaqi Mohtasib (Ombudsman)'s Secretariat

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