



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 "The Role of Ombudsman in Safeguarding of Public Rights and Good Governance" held at quetta on 31-05-2023

PRESIDENT COMMENDS OMBUDSMAN INSTITUTIONS FOR PLAYING PIVOTAL ROLE IN ENSURING JUSTICE TO LOWER STRATA OF THE SOCIETY

FEDERAL OMBUDSMAN EXPRESSES HIS RESOLVE TO ENHANCE PRESENCE OF THE INSTITUTION IN BALOCHISTAN

Federal Ombudsman Mr. Ejaz Ahmad Qureshi visited Quetta from 30th May 2023 to 2nd June 2023. He participated in a seminar on "The Role of Ombudsman in safeguarding Public Rights and Good Governance" held under Chairmanship of Pakistan Ombudsman (FPO) on 31st May 2023, which was chaired by the President of Pakistan, Dr. Arif Alvi. This seminar was also attended among others, by Governor Balochistan Sardar Abdul Wali Kakar, Federal Ombudsman for Protection Against Harassment at Work Place (FOSPAH) Ms. Fauzia Viqar, and Provincial Ombudsman of Baluchistan Mr. Nazar Muhammad Baloch.

In his address, the President said that Ombuds Institutions of Pakistan need to ensure good governance through safeguarding public rights. He also emphasized for resolving the disputes through informal methods following the conciliation and mediation system so that the load on the judiciary is reduced.

Federal Ombudsman Mr. Ejaz Ahmad Qureshi in his speech said that ever increasing number of complaints received is a clear manifestation of the trust and confidence reposed by the people in the capacity of this institution to provide inexpensive and expeditious justice against administrative excesses by any government agency.

Federal Ombudsman also held meetings with the members of Balochistan Chamber of Commerce and Industries and Chamber of small and medium enterprises. On this occasion Mr. Ejaz Ahmad Qureshi updated the representatives of business community about the performance of Federal Ombudsman's office and its Regional Offices. He said that efforts are being made to provide relief to common man against



From the Ombudsman's Desk

The second quarterly news bulletin of the current year (April – June Issue) is now before you. In my message to the first bulletin, I have outlined that in 2023 our focus will remain on consolidating the gains of the earlier initiatives and ensuring the quality and service delivery of this institution. Such an assessment and stocktaking is necessary for refining the work processes and maintaining the trust of the general public in our ability to provide free and speedy justice to them. The incidence of complaints has touched an all-time high figure of 164,173 during the past year and disposal of 157,798 has also been unprecedented. The trend has continued unabated as we enter the sixth month of the current year whereby 88,320 complaints were registered from January - 22 June 2023 while 89,931 (including the backlog) were disposed of during this period.

PRESIDENT UPHOLDS THE DECISION OF WAFAQI MOHTASIB AGAINST CDA FOR ALLOTMENT OF QUARTER TO WASHERWOMAN

President of Pakistan Dr. Arif Alvi, on 28th March 2023 upheld the decision of Wafaqi Mohtasib, which was taken on the complaint of a CDA washerwoman for allotment of residential quarter, on legal grounds. President Alvi said that the CDA had discriminated against the female employee and upheld the Wafaqi Mohtasib orders, directing CDA to allot quarter to the female employee.

While rejecting the CDA's representation against the orders of Wafaqi Mohtasib, he said that the most unfortunate part of the CDA's defense was that allotment could only be made to a male and could not be made to a female for the same service.

President said, "This is highly

discriminatory" and directed CDA to review its rules that are prejudicial to women and submit report to Wafaqi Mohtasib within 60 days. The President underscored that Pakistan could not progress if female members of the society were discriminated against in such a manner. He said that such practices were against the vision of the founders of Pakistan, Islamic practices and the Constitution of Pakistan.

He directed CDA to comply with Wafaqi Mohtasib's orders and redress the grievance of the complainant and, if required, seek the approval of the competent authority/forum without further loss of time. Earlier in her complaint to Wafaqi Mohtasib Shahnaz Begum had alleged that her late husband was an ex-washerwoman

attached with CDA, and he had applied for allotment of a dhobi quarter. She joined CDA as a washerwoman, after the death of her husband, and made a request for the allotment of a quarter, but CDA issued the same to another employee who was junior to her in the seniority list.

Feeling aggrieved, she approached Wafaqi Mohtasib who passed the order that maladministration on the part of CDA was evident as it had discriminated against the complainant. Wafaqi Mohtasib had directed CDA to issue allotment orders for the quarter to the complainant and submit a compliance report within 30 days.

PRESIDENT UPHOLDS WAFAQI MOHTASIB'S DECISION AND DIRECTS SRBC TO PAY RS.10.32 MILLION OUTSTANDING DUES TO SECURITY COMPANY

President Dr. Arif Alvi has directed the Shalimar Recording and Broadcasting Company (SRBC) to pay outstanding dues of Rs. 10.32 million to a security company, which SRBC had regretted to pay due to financial crunch.

The President gave these directions while rejecting a representation filed by SRBC against the decision of the Wafaqi Mohtasib (WM) that directed it to pay Rs.10,320,800 to a security company (the complainant company) on account of security services received from it.

The SRBC had admitted the outstanding dues for payment but could not arrange to pay the outstanding amount, even in easy installments, due to financial constraints faced by it since 2020.

Feeling aggrieved, the security company approached the Wafaqi

Mohtasib, which passed the orders in its favor.

The SRBC, then filed a representation with the President, which was rejected.

In his decision, the President said that it was strange that SRBC had adopted the stance before the President that it did not fall under the definition of "the Agency", which as per President's Order No.1 of 1983 meant 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.

He observed that SRBC was a public sector company, established under the Companies Act, 2017, and administratively controlled by the Ministry of Information and Broadcasting under the Rules of

Business, 1973.

The President stated that SRBC had failed to pay out its liabilities, which it had simply refused to pay the amount, which was tantamount to maladministration under Article 2 of the President's Order No.1 of 1983. He said that the findings of the WM were well-reasoned and rational and SRBC had failed to produce anything on record in support of its stance.

The President said that since maladministration was established on the part of SRBC, it was directed to pay the outstanding dues as per Wafaqi Mohtasib's orders. He added that Secretary MOIB should ensure to make the payment and, if necessary, seek approval of the competent forum within six months.

WAFAQI MOHTASIB OPENS WEBINAR ON INFORMAL RESOLUTION OF DISPUTES (IRD)

OVER 1800 CASES WERE RESOLVED IN ONE YEAR THROUGH MEDIATION AND CONCILIATION



Federal Ombudsman Mr. Ejaz Ahmad Qureshi presiding over AOA webinar on IRD at WMS Islamabad on 14-06-23

Wafaqi Mohtasib Secretariat organized a Webinar on Informal Resolution of Disputes (IRD): Pakistan's Experience from the platform of Asian Ombudsman Association (AOA) on 14th June 2023. Inaugurating the Webinar, Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi highlighted the main features of the IRD system in administering free and expeditious justice to the general public through mediation and conciliation without the necessity of docketing any complaint or issuing any official notice. He stated that the Wafaqi Mohtasib's institution being a Poor man's court, was addressing complaints of maladministration by Federal agencies in large numbers. Mr. Qureshi said that the IRD initiative adds value to the services of this institution in addressing issues of maladministration and promoting thereby good governance, the rule of law and the fundamental freedoms.

Addressing the participants, Wafaqi Mohtasib Mr. Ejaz Ahmad

Qureshi added that the IRD mechanism involves resolution of disputes through mediation and persuasion rather than a decision arrived at through following a strict process or procedure. He emphasized that the IRD system responds to the dire needs of the general public for resolution of disputes at grass roots level without hiring the services of an advocate or waiting for lengthy legal processes. Mr. Qureshi stated that from April 2022 till today, 1911 complaints were received under IRD out of which 1837 have been resolved while 74 are under process.

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 Ombudsman 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, MICADR Centre for Arbitration and Dispute Resolution in Pakistan. Mr. Justice M. Raza Khan, formerly Chief Justice KPK 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.

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi who is the current President of the Asian Ombudsman Association (AOA), further 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.

FEDERAL OMBUDSMAN DIRECTS TO EXPEDITE IMPLEMENTATION OF HIS FINDINGS REGIONAL OFFICES WITH LOW IMPLEMENTATION STATUS TO BOOST THEIR IMPLEMENTATION PROCESS



Federal Ombudsman Mr. Ejaz Ahmad Qureshi presiding over monthly review meeting regarding investigations and implementations of Wafaqi Mohtasib decisions at WMS on 08.06.2023

Federal Ombudsman Mr. Ejaz Ahmad Qureshi, directed the implementation staff at Head Office as well as at Regional Offices to gear up their efforts to expedite the implementation process of Ombudsman's findings. While presiding over the monthly meeting of investigation, appraisal and implementation officers to review the performance of last five months, he urged them to employ their best efforts to bring the implementation level at above 70% so that the complainants are provided with expeditious and free of cost relief against maladministration committed by the Federal agencies. He further advised them to undertake proper sifting of the cases under

investigation so that their precious time and labour is saved

Mr. Qureshi said that as the upsurge was being observed in BISP and AIOU complaints, their heads were called, and during the meeting, a mechanism was agreed upon, according to which initially the complaints will be lodged by the complainants on their internal complaints management system. If any particular complaint could not be resolved by their internal mechanism then it will automatically fall in the purview of Wafaqi Mohtasib CMIS for further investigation, findings and implementation.

The Federal Ombudsman also reiterated that while pursuing the disposal of complaints momentum vigorously, the WMS officers must

maintain fine balance between quantity and quality. Associate Advisor, Mr. Qamar Mustafa Shah, informed that during the period January - May 2023, receipt of complaints rose from 55771 to 75870 (36% increase) and disposal from 54,454 to 76,998 (41% increase). Regarding the online complaints he informed that the number of such complaints rose from 23,262 to 35,100 showing 50.8% increase as against 2022.

In respect of the resolution of complaints of overseas Pakistanis, the Associate Advisor informed that as against 50,164 complaints of overseas Pakistanis received in January - May last year, 71,520 complaints were received showing 42.57% increase.

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the maladministration of Federal agencies. Highlighting the achievements of Wafaqi Mohtasib Secretariat, he said that without any additional resources it had registered 164,173, complaints in 2022, out of which 95% complaints were resolved. Similarly since January 2023, 88320 complaints have been registered. Federal Ombudsman's offices are playing key role in solving the problems of poor people, he added. He also met with the Heads of Federal Government departments and urged them to undertake all possible steps to resolve the persistent problems relating to Suigas, Electricity, Postal Life Insurance, Passport, NADRA and alike.

On 1st June 2023, Federal Ombudsman Mr. Ejaz Ahmad Qureshi presided over the meeting on Jail Reforms, which was attended among others by Mr. Shuja-uddin Kasi IG Prisons Balochistan. The

meeting took stock of problems faced by the jail inmates and recommended that provision of facilities like education, health and clean drinking water be ensured in all jails of Balochistan. Separate barracks be constructed for women and juvenile prisoners.

Federal Ombudsman Mr. Ejaz Ahmad Qureshi hosted a reception in the honor of renowned intellectuals, poets and writers. Addressing them he said that Balochistan Province has peculiar problems due to its vast geographical area, with thin population. However, he assured that his Secretariat is already operating three offices in Baluchistan, one each at Quetta, Khuzdar and Kharan while efforts are in hand to open three more Regional Offices at Sibbi, Turbat and Loralai which will enhance Wafaqi Mohtasib's presence in far flung and rural areas of Balochistan.

AWARENESS LECTURE OF GRIEVANCE COMMISSIONER FOR CHILDREN, WMS ON PROMOTION AND PROTECTION OF CHILD RIGHTS AT COMSATS UNIVERSITY



Ambassador Fauzia Nasreen Grievance Commissioner and Senior Advisor WMS delivering awareness lecture at COMSATS University on 30.05.23

As an outreach initiative, Grievance Commissioner for Children arranged a programme at COMSATS University for interaction with senior students and faculty members of International Relations Department. The focus was on the importance of Promotion and Protection of Child Rights

Dr. Aqeela Asif, Assistant Professor, Deputy Chief Proctor briefly introduced the subject which was followed by the presentation of Ambassador Fauzia Nasreen, Senior Adviser and Grievance Commissioner for Children, WMS. In her introductory remarks she provided an overview of

the issues related to the protection and promotion of child rights in Pakistan. The role of the Federal Ombudsman was highlighted within the mandate of diagnosing, investigating, redressing and rectifying maladministration committed by any agency.

To address the systemic issues several initiatives have been taken by WMS including setting up of National Commissioner for Children in 2009 followed by Children's Complaint Cell. The studies conducted related to the State of Children in Pakistan in 2012, report on Kasur Tragedy (following the Zaineb incident), Inquiry into the

Plight of Street Children in ICT: Challenges and Way Forward and Awareness Raising on Cyber Crimes against Children.

The students expressed interest in pursuing research on matters relating to child rights and their wellbeing. The possible subjects indicated were: Climate Change and its impact on Children, Climate Crisis and increasing Food insecurity and Study on ways and means to realize Sustainable Development Goals' targets related to Children.

AWARENESS LECTURE AT BAHRIA UNIVERSITY, ISLAMABAD



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

Under the awareness campaign, Wafaqi Mohtasib Office Islamabad arranged a lecture at Bahria University Islamabad on 25th May 2023. Advisor Wafaqi Mohtasib Mr. Shahid Humayun delivered a very comprehensive and informative talk to the students of law faculty. Apart from law students, Dr Fayyaz Head of Law Department and other faculty members also attended the lecture. The students were briefed about the Wafaqi Mohtasib's mandate, its various functions its legal framework and performance. While highlighting the achievements of the Ombudsman Institution, Mr. Shahid Humayun described that all time high 164173 complaints were registered in 2022 out of which 95% were resolved. He informed the audience that Wafaqi Mohtasib institution was a poor man's

court, where there was no need to hire the services of an advocate and it was free of cost. He informed that the method for registration of complaint is very simple and can be lodged on line, whatsapp or by visiting the nearby Wafaqi Mohtasib Office and each complaint is resolved within 60 days. He also briefed the audience about the systemic issues faced by general public and Wafaqi Mohtasib institution's efforts to resolve them. The audience was also informed about One Window Facilitation Desks (OWFD) operating at all Pakistan International Airports which remained functional 24hours on all week days and were resolving the complaints of Overseas Pakistanis travelling in and out of Pakistan. He further informed that on the special instructions of Wafaqi Mohtasib all Pakistan's

Missions abroad were holding meetings with the Pakistani diaspora once a week to know their issues and provide them timely relief. To protect the child rights and to cater for cyber crimes, a Grievance Commissioner for the protection of child rights has also been appointed at Head Office.

At the end of the lecture, a question/answer session was held, in which the students evinced keen interest in clearing their doubts by asking several questions which were duly responded by the speaker. The session was moderated by one member of the Law Faculty, Barrister Arooj Bokhari and concluded by a vote of thanks from Dr Fayyaz, Head of the Law Department of Bahria university, Islamabad.



Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing the members of Baluchistan Chamber of Commerce & Industry, during his visit to Quetta on 1-06-2023

PASHIN CHAMBER OF COMMERCE AND INDUSTRY COMMENDS SERVICES OF FEDERAL OMBUDSMAN

The spokesman of the Pashin Chamber of Commerce & Industry has commended the services of Federal Ombudsman in providing relief to common man and resolving their complaints free of cost in an expeditious manner.

In a statement issued on 5th June 2023, Mr Muhammad Asif Tareen, the Pattern in Chief of Pashin Chamber of Commerce & Industry and other members lauded the services rendered by the Federal Ombudsman institution in providing

speedy and free of cost relief to the common man against maladministration of the Federal agencies. Mr Asif Tareen further stated that the success of any institution depends on the leadership and wisdom of its administrative head. Accordingly Federal Ombudsman Mr Ejaz Ahmad Qureshi has proved himself equal to the task and has left no stone unturned in providing timely, and legal relief to complainants especially of lower strata.

He emphasised that to achieve optimum results, there was a need for providing awareness to various stake holders about the scope and good work done by the Federal Ombudsman institution. The members of the Chamber also appreciated the active role played by the Regional Federal Ombudsman Office, Quetta headed by Mr Sarwar Brohi in timely resolving the complaints of the people residing in the province of Balochistan.

WAFaqi MOHTASIB DIRECTS PAYMENT OF PENSION BENEFITS TO A GOVERNMENT SERVANT AFTER 9 YEARS OF RETIREMENT

An employee of the Federal Government was granted pension benefits amounting to Rs 94, 78,415, after 9 years of his retirement, on the intervention and direction of Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi.

Mr. Muhammad Akhlaq, who retired on 18th June 2014 after having rendered 41 years of services in a Federal Government Department, was being kept deprived of his pension benefits

on flimsy grounds for many years.

After exhausting all forums, Mr. Muhammad Akhlaq lodged complaint with Wafaqi Mohtasib seeking relief against maladministration being committed to him. The said petition was decided within 30 days in favor of the complainant and concerned department was directed to pay the complainant, Mr. Muhammad Akhlaq, Rs: 9478,415 as pension benefits.

The case was vigorously pursued with AGPR by the Implementation Wing of the Wafaqi Mohtasib and finally after 9 years of retirement, the employee received his pension benefits. The complainant has confirmed receipt of his dues along with arrears in his account and expressed his gratitude to the Wafaqi Mohtasib for providing him the rightful relief.

Wafaqi Mohtasib's Institution

Enhancing its outreach to General Public

Pakistan is among the few pioneering countries in South Asia that have successfully introduced the ombudsman's institution to ensure dispensation of inexpensive and expeditious administrative justice to promote good governance. It was on 24 January 1983, that the office of Wafaqi Mohtasib (Ombudsman) was established with the explicit objective to diagnose, investigate, rectify, and redress public grievances against maladministration by the federal government agencies.

In this long journey of four decades, the institution has followed positive trajectory reflecting an uninterrupted growth and consolidation in qualitative as well as quantitative terms alongside taking steps to enhance its efficiency and efficacy. Every passing day brought refinement and fine tuning to its performance mechanism. Over the years, it has improved complaint handling mechanism comprising investigation, appraisal, review and implementation of the recommendation of Wafaqi Mohtasib. It is now fully capable of resolving complaints of maladministration in large numbers, reaching out to the complainants by holding public hearings (Khuli Katcheries) at their doorsteps.

Wafaqi Mohtasib institution also revived the centuries old Panchayat or Jirga system and initiated Informal Resolution of Disputes (IRD) in April 2022. Article 33 of the President's Order No.1 of 1983, 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) has been developed in the form of a pilot project both at the Head Office and at Regional level, particularly in those areas where no Regional Office of WMS currently exists. The operationalization of IRD Project is an important milestone in maximizing the outreach of the Wafaqi Mohtasib's Office especially in remote areas of the country.

The efforts of the common man to claim relief get frustrated due to their inability to hire services of advocate for filing petitions in the courts of law and face lengthy legal process. Hence the system of informal Resolution of Disputes (IRD) adopted by the Office of Wafaqi Mohtasib responds to the dire needs for resolving public complaints at the grass roots level.

To address the systemic issues leading to persistent complaints against the agencies, Wafaqi Mohtasib constituted inspection teams to undertake visits of Federal agencies and provide them necessary guidance to improve good governance and mitigate the public grievances. Simultaneously, the Wafaqi Mohtasib Secretariat took the lead on conducting numerous studies and proposed standards of good governance to various government agencies. The honourable Supreme Court also made a number of other references to the Wafaqi Mohtasib on the issues of public concern and after carrying out necessary investigation reports were submitted to the apex Court.

Under the Outreach Complaint Resolution (OCR) system, Investigation Officers visit various districts to redress grievances at the door steps of the complainants. The OCR has been further strengthened by organizing Khuli Katcheries in remote areas to

enable the complainants to raise the grievances in the presence of representatives of federal agencies closer to their homes and get immediate relief. It also creates greater awareness among the general public about the functioning of the office of the Wafaqi Mohtasib and availability of this cost free and easily accessible forum for redressal of their grievances against Federal agencies. The presence of Wafaqi Mohtasib's Regional Offices in seventeen cities, as against four originally, with two complaint centres at Wana (South Waziristan) and Sadda (Kurram Agency) has further enhanced its outreach to general public.

The other important milestone achieved by Wafaqi Mohtasib is the establishment of Grievance Commissioner's Office for Overseas Pakistanis, which offers an institutional framework for addressing individual complaints and systemic issues faced by the overseas Pakistanis. One Window Facilitation Desks 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 Federal Ombudsman, Focal Persons have been appointed in Pak Missions abroad to personally hear and resolve problems faced by Pakistani diaspora.

The service and contribution of the Federal Ombudsman's institution in promoting good governance, the rule of law and respect for human rights is well recognized at the international level as well. It has played a pivotal role from the platform of International Ombudsman Institute (IOI), Asian Ombudsman Association (AOA) and Organization of Islamic

Cooperation Ombudsman Association (OICOA) in promoting ombudsmanship in Asia and beyond. Pakistan hosted the first Asian Ombudsman Conference at Islamabad in 1996, establishing the Asian Ombudsman Association (AOA) which is non-political, independent, democratic and professional body of international character representing more than two thirds population of the world. With its secretariat at Islamabad, the AOA has traversed a long way since its inception which is reflected in continued expansion of its membership and adoption of well thought out rules and regula-

tions of international standards.

In this long journey of four decades, the office of Wafaqi Mohtasib has established high standards of performance in the service of general public which is reflected in the highest ever number of 164, 173 complaints (49% increase) and disposal reached an all-time high of 157,798 (47.7% increase) during the last year. Similarly 137423 overseas Pakistanis were provided relief by the Grievances Commissioner Cell of Wafaqi Mohtasib in year 2022, marking 133% increase as against 58990 cases of relief in 2021. The

office of Wafaqi Mohtasib enjoys full support at the highest level to bring about much needed change in the lives of our people by improving the service delivery of the Federal agencies. Building on the accomplishment of the past, the goals that the Office of the Wafaqi Mohtasib seeks to pursue in the coming years have a lot to offer to the people facing administrative excesses of the governmental agencies. The continued goodwill and across the board support from all segments of society holds a great promise for the future of this institution.

FEDERAL OMBUDSMAN VOWS TO RESOLVE PUBLIC GRIEVANCES OF LOWER STRATA OF THE SOCIETY ON PRIORITY BASIS



Federal Ombudsman Mr. Ejaz Ahmad Qureshi presiding over meeting of WM Regional offices of Lahore, Faisalabad and Gujranwala. (27.05.2023)

Federal Ombudsman Mr. Ejaz Ahmad Qureshi emphasized the need for resolving public grievance of lower strata of society by employing Informal Resolution of Disputes (IRD) system, Khulli Katcheries and Outreach Complaint Resolution System (OCR) on priority basis. He was presiding over a meeting of the officers of Regional Offices from Lahore, Gujranwala and Faisalabad at Lahore on 27th May 2023. He asked the Investigation Officers (IO's) to visit far flung areas to resolve grievances of the public at their doorsteps, in the shortest possible time. He said the institution of

Wafaqi Mohtasib has earned public acclaim for its functioning and the services it has rendered since its inception. He expressed his satisfaction over the disposal of complaints and urged that the quality should be maintained along with quantity.

He also stressed upon the Implementation Officers to pay special attention to timely implementation of his decisions which will earn the public trust in the efficacy of the institution of Mohtasib.

The Federal Ombudsman also advised the Regional Heads to reach out to the public in rural

areas through Khulli Katcheries and Outreach Complaint Resolution (OCR) system for resolving their complaints. The complainants may also be educated about the simple mechanism of Informal Resolution of Disputes (IRD) vide Article 33 of the President Order NO.1 of 1983, where there was no docketing of the case and decision could be taken through consultative mediation and conciliation process with mutual consent and agreement of both parties. He advised the Regional Officers to serve the public in the speedy resolution of their grievances and extend every courtesy to the complainants.

FEDERAL OMBUDSMAN INSPECTION TEAM VISITS ISLAMABAD AIRPORT TO ENSURE FACILITIES TO THE OVERSEAS PAKISTANIS

STRICT ACTION TO BE TAKEN AGAINST THOSE DEMANDING ILLEGAL MONEY FROM PASSANGERS



Wafaqi Mohtasib Inspection Team in a group photo with the officials of Islamabad International Airport after the inspection of airport conducted on the direction of Federal Ombudsman Mr Ejaz Ahmad Qureshi on (15-6-2023)

On receiving a number of complaints from the domestic and international passengers pertaining to Islamabad International Airport, the Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, constituted an inspection team comprising officers of the Wafaqi Mohtasib Secretariat headed by Senior Adviser Overseas Pakistanis.

The team visited the airport on 15 June 2023 to assess the functioning of the personnel deputed at the airport as well as to look into the procedural issues, especially working of the joint search counters. Consultations were held with the ASF, ANF and Customs representatives. It was observed that within the resources available, the task assigned to them was being carried out satisfactorily. Their input for improving the mechanism was noted for further action by the concerned authorities.

Inspection Team also visited National and International and CIP

lounges, baggage claim area, immigration counters, health services, Airport Security force office and other related agencies counters. The team directed to install CCTV cameras at joint search desks of the FIA, ANF, ASF and Customs. The directions for bill boards disseminating information for passengers in Urdu and English regarding prohibited items to be displayed at all counters were passed on to administrative staff.

The Wafaqi Mohtasib received some complaints of demanding unlawful money from the passengers. The inspection team directed the airport management to conduct inquiry against elements involved in this activity and submit report accordingly.

The team also visited One Window Facilitation Desk (OWFD) which has been established on the direction of Federal Ombudsman to facilitate overseas Pakistanis having representatives of all 12 Federal

Agencies present round the clock to assist and resolve the passenger's complaints on the spot.

The Airport officials informed that as per direction of Ombudsman, separate counters for senior citizens, females and diplomats have been earmarked during the process of check-in and visa control.

Most of the complaints of overseas Pakistani immigrants were related to the careless handling and loss of their baggage, delayed passport control and unnecessary harassment by the Narcotics Control officials, posted at the airport.

At the end of the visit; a combined meeting with heads of all relevant agencies was held, in which the recommendations were finalized for facilitating the overseas Pakistanis. Later, the inspection team submitted their report to Federal Ombudsman.

WAFAQI MOHTASIB TAKES COGNIZANCE OF NON PAYMENT OF POST RETIREMENT DUES TO ISLAMABAD TEACHERS

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi has taken cognizance of the non-payment of post retirement benefits under the Head of traveling allowance, rental ceiling, encashment on leave and other related entitled funds to the retired teachers of Federal Directorate of Education Islamabad.

The cognizance was taken on a report published on the website "pro-Pakistan" on 15th May, 2023,

under the title of "Forgotten Heroes: Islamabad's retired teachers await their pending dues". The report was discussed with the Director General, Federal Directorate of Education, Islamabad, who informed that quite a large number of teachers have retired during last two years, but payment of post retirement benefits could not be made on time, due to paucity of funds.

Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, taking notice of this huge financial pendency and in view of urgency of matter, directed the concerned division to arrange Rs 2.6 Billion in the budget of Financial Year 2023-24, so that the requirement of all post retirement dues of the teachers of Federal Education Directorate, Islamabad could be squarely met.

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The ever increasing number of complaints received is, in fact, an outcome of some major initiatives taken to enhance our outreach to the general public, holding of Khuli Katcheries, launch of the pilot project of Informal Resolution of Disputes (IRD) and alike. Nevertheless, we cannot ignore the fact that despite marked increase in the number of households benefitting from our services, a large portion of our citizenry remains unaware of the mandate and scope of work of our institution. Strategizing public awareness, therefore, appears as the most critical theme for maintaining the credibility of this institution as an effective instrument for dispensation of quick and speedy justice. The UN Resolution 77/224, too, recognizes the centrality of awareness raising in any successful ombuds system. It calls upon the ombudsman institutions to vigorously pursue public awareness activities as a means to promoting the ultimate goals of good governance, the rule of law and respect for human rights and fundamental freedoms.

In this backdrop, a quick reference to the pilot project of Informal Resolution of Disputes (IRD) is relevant to explain the impact of calibrated awareness campaign to achieve the desired goals. The IRD project was launched in April 2022 as a result of a series of in-house consultations. The project graduated from the Head Office to a few select Regional Offices which was publicized through an effective media campaign

including publication of articles/columns, public service messages on radio and cellular networks, standees and press clippings. The process culminated in an international webinar on 14 June 2023 which helped lending a separate identity to IRD as a new dimension of Alternative Dispute Resolution (ADR). Our mission in IRD, "help the parties to help themselves" stands accepted as an effective norm for resolving disputes through mediation and persuasion rather than a decision arrived at through a strict and lengthy procedure. True to the dictum of a poorman's court, the IRD does not require hiring of advocates and the matter is resolved with the consent of both parties without the necessity of docketing any complaint or issuing official notices. The IRD project during the first phase (April 2022 - June 2023) processed 1911 cases out of which 1837 were resolved while 74 cases are under process. The total estimated value of complaints contested in IRD cases amount to Rs.1.68 million.

The above is, by no means, a small achievement. I compliment my colleagues in the Head Office as well as the Regional Offices who have shown remarkable commitment to the cause of ombudsmanship, good governance, merit and fairplay. I am confident that we shall continue to pursue the targets and the goalposts of our institution with the same missionary zeal in the future.

PRESIDENT UPHOLDS WAFAQI MOHTASIB'S DECISION AND DIRECTS PAYMENT OF RETIREMENT BENEFITS TO RADIO PAKISTAN EMPLOYEES

President Dr Arif Alvi has directed the Ministry of Information and Broadcasting (MOIB) to pay pension benefits to 38 employees of Radio Pakistan within three months as their families were facing hardship due to delayed payments.

The President gave these directions while disposing of a representation filed by the PBC against decision of the Wafaqi Mohtasib directing it to make the payment to the aggrieved employees as the act of non-payment of benefits to employees under the garb of financial constraints amounted to maladministration.

The Wafaqi Mohtasib had regretted that the superannuated employees were roaming to get their genuine and legal rights, in such old ages, where every penny was a basic necessity of that retired employee.

The President noted with grave concern that a revenue-generating institution, such as Pakistan Broadcasting Corporation (PBC), was facing an acute shortage of financial resources, adding that the matter of providing funds to PBC should be taken up at the highest level. He directed the Secretary MOIB to seek approval of the competent authority to obtain funds for payment of pension/gratuity/commutation etc. within three months and report compliance to Wafaqi Mohtasib.

As per details available with Wafaqi Mohtasib, 38 complainants who had proceeded on retirement, filed a complaint before the Wafaqi Mohtasib stating that they had retired from service of PBC on different dates and necessary Pension Payment Orders (PPOs) were issued but no payment had

been made so far. Feeling aggrieved, they approached the Wafaqi Mohtasib (WM), who passed the order in their favor. PBC, then, chose to file a representation before the President against Mohtasib's Order. The President disposed of the representation by observing that it was established law that a government servant, who retired from Government service, qualifying for retirement benefits, pension being a material part of it, did not get it as a bounty of the State but as a right acquired after putting in satisfactory service. He said that it was a matter of grave concern that the PBC's retired employees and their families were striving hard without having pensionary benefits, to which they were entitled. He noted that PBC had also admitted the entitlement.

KHULI KATCHEHRIES, INSPECTIONS & OTHER ACTIVITIES

REGIONAL OFFICE SUKKUR RESOLVES THE COMPLAINTS AGAINST SEPCO IN KHULI KATCHEHRI.

Syed Mahmood Ali Shah, the Regional Head Sukkur Regional Office organized Open Court (Khuli Katchehri) at Larkana and addressed public complaints of Larkana circle against Sukkur Electric Power Company (SEPCO) and other federal departments. Total of 55 complaints were heard under Outreach Complaints Resolutions (OCR) process. Syed Mahmood Ali Shah passed on the directions in the presence of SEPCO and other federal government representatives and provided legal relief against the grievances to the people of the area, at their doorsteps.

REGIONAL OFFICE SARGODHA HOLDS OPEN COURT (KHULI KATCHEHRI)

On 9th June 2023, Incharge Wafaqi Mohtasib Regional Office Sargodha Mr. Mushtaq Ahmad Awan addressed Open Court (Khuli Katchehri) at Mohtasib Complaints Office and heard the complaints from the people of Sargodha and surrounding areas. He directed the heads of Federal departments present there to resolve the issues of common man and ensure providing legal and rightful relief to the people at their door steps. Most of the complaints were regarding Suigas, Passport Office, NADRA and Postal Life Insurance, department.

BAHAWALPUR REGIONAL OFFICE RESOLVES PUBLIC COMPLAINTS THROUGH IRD MECHANISM

Wafaqi Mohtasib's Commissioner IRD Bahawalpur Region Mr Basit Aziz Khan met with the complainants on 08.06.2023 to resolve their disputes through the mechanism of IRD under section 33 of President Order No: 1 of 1983. Various complaints were settled with the method of

consultation, mediation, conciliation under the mechanism of IRD. On this occasion MEPCO customers were provided rightful relief of Rs.2,50000 in their electricity bills and 15 defective electricity meters were replaced.



Mr. Sarwar Brohi Incharge Wafaqi Mohtasib Regional Office Quetta arranged an awareness campaign at Rural Area of Quetta (Pashtoon Bagh) on 15th June 2023



Mr. Mahmood Ali Shah, Incharge Wafaqi Mohtasib Regional Office Sukkur hearing the complaints in Khuli Katchehri on 14th June 2023.



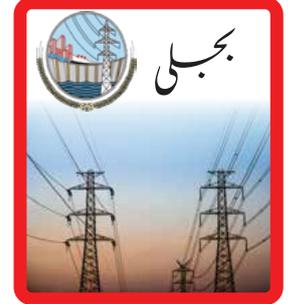
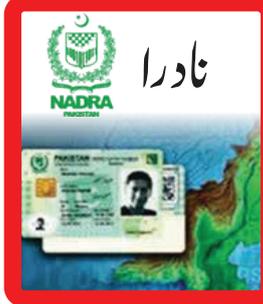
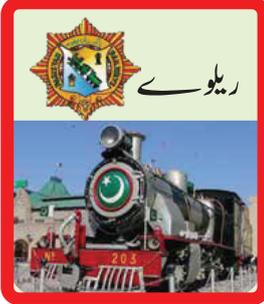
Mr. Abdul Ghafoor Beg Incharge Wafaqi Mohtasib Regional office Abbotabad addressing Khuli Katchehri at Tehsil Haripur on 15th June 2023





WAFaqi MOHTASIB

The only Agency which provides prompt and free of cost justice to a common man against mal-administration of Federal Government Agencies



You may approach the Wafaqi Mohtasib for lodging complaint against mal-administration of any Federal Government Department e.g. Pakistan Post, BISP, Passport Office, Allama Iqbal Open University etc.

Complaints could be filed through Post, Fax, Website, Mobile app, Email or personally

For filing complaint neither Lawyer nor any Fee is required

All cases are decided at Wafaqi Mohtasib Office within 60 days

Note: Cases against Defence, Foreign Affairs, Service Matters and sub judice ones are out of jurisdiction

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Help Line: 1055

Help Line For Children: 1056

**36-Constitution Avenue,
Opposite Supreme Court of Pakistan,
G-5/2, Islamabad.**

Phone: 92-51-92138867 Fax: 92-51-9217224

Regional Offices of Wafaqi Mohtasib Secretariat

REGIONAL OFFICE: LAHORE

State Life Building, 3rd Floor, 15-A Davis Road, LAHORE Fax # 042-99201021, Exchange # 042-99201017-18, Email ombuds.wmsrol@gmail.com

REGIONAL OFFICE: KARACHI

4-B Federal Government Secretariat, Saddar KARACHI, Fax # 021-99202121, Exchange # 021-99202107, Email: ombuds.wmsrok@gmail.com

REGIONAL OFFICE: PESHAWAR

Secretariat, 1st Floor Benevolent Fund Building, PESHAWAR Cantt, Fax # 091-9211571 & 091-9211573 Email: ombuds.wmsrop@gmail.com

REGIONAL OFFICE: QUETTA

Near National Institute of Management (NIM) Samungli Road, QUETTA. Phone: 081-9202679, Fax: 081-9202691 E-mail: ombuds.wmsroq@gmail.com

REGIONAL OFFICE: SUKKUR

House No. 107-A, Near NADRA Office, Sindh Cooperative Housing Society, Airport Road, Sukkur, Fax # 071-9310012, Email: ombuds.wmsros@gmail.com

REGIONAL OFFICE: MULTAN

House No. 15C, Whdat Colony, MULTAN, Fax # 061-9330027, Exchange # 061-9330021, Email: ombuds.wmsrom@gmail.com

REGIONAL OFFICE: BAHAWALPUR

House No.32-C, Captin Muhammad Sarwar Shaheed Road Model Town -A, BAHAWALPUR, Phone No.062-9255612 Fax No.062-9255614 Email: ombuds.wmsROB@gmail.com

REGIONAL OFFICE: FAISALABAD

Building No. W-10-P-20, Asif Street, New Civil Lines, Bilal Road, FAISALABAD, Fax # 041-9201021, Exchange # 041-9201020, Email: ombuds.wmsrof@gmail.com

REGIONAL OFFICE: D.I.KHAN

Plot No. 1, Survey No. 79, Quaid-e-Azam Road Near GPO Chowk Cantt. D.I.KHAN. Fax # 0966-9280256, Email: ombuds.wmsrod@gmail.com

REGIONAL OFFICE: HYDERABAD

State Life Building No.3, 6th Floor, Thandi Sarak, HYDERABAD Fax # 022-9201603, Email: ombuds.wmsroh@gmail.com

REGIONAL OFFICE: GUJRANWALA

144-145, (1st Floor) Mumtaz Market, Near NADRA Executive Office, G.T. Road, GUJRANWALA. Fax No. 055-9330636 Email: ombuds.wmsROG@gmail.com

REGIONAL OFFICE: ABBOTTABAD

Room No. 06, District Government Secretariat ABBOTTABAD. Phone. 0992-9310538, Fax No.0992-9310549 Email: ombuds.wmsROA@gmail.com

REGIONAL OFFICE: SARGODHA

Near Circuit House, PAF road Sargodha Phone. 092-48-9330155, Fax No.092-48-9330156 Email: ombuds.wmsROS@gmail.com

REGIONAL OFFICE: KHARAN

Quetta road, Kharan, Phone: 092-847-510305, Fax No. 092-847-510306 Email: ombuds.wmsROK@gmail.com

REGIONAL OFFICE: SWAT

Near Masjid Allah o Akbar, Saidu Sharif, SWAT Phone. 092-946-920052, Fax No. 092-946-920055 Email: ombuds.wmsRok@gmail.com

REGIONAL OFFICE: MIR PUR KHAS

Shuja Abad Taluka Complex Degree road, Near village Makhan Sammun Mir Pur Khas

REGIONAL OFFICE: KHUZDAR

Wafaqi Mohtasib (Ombudsman) Secretariat, Commissioner Office, Khuzdar

COMPLAINTS COLLECTION CENTRE: WANA

Wafaqi Mohtasib Complaints Collection Centre, Assistant Commissioner Office, WANA, South Waziristan (Phone: 0965-211046).

COMPLAINTS COLLECTION CENTRE: SADDA

Wafaqi Mohtasib Complaints Collection Centre, Boys Hostel, Sadda Cantt, District Kurram. Phone: 0333-9151624