

Performance of Wafaqi Mohtasib's Office wins international recognition

Islamabad

The Wafaqi Mohtasib Institution's spectacular performance at home with regard to redressal of public complaints has won international recognition and acclaim.

This was stated by the Wafaqi Mohtasib, Ejaz Ahmad Qureshi while speaking informally to a group of media persons and journalists at the Wafaqi Mohtasib Secretariat here on Tuesday.

Qureshi, who is also the current President of the Asian Ombudsman Association (AOA), had recently chaired the Association's 26th Annual Meeting of its Board of Directors and 18th Meeting of the General Assembly in China further stated that Pakistan being one of its founding members, owes its prominent

position in the organisation in strict compliance with the international standards upholding the core values of Ombudsmanship.

The Board included China, Japan, Korea, Azerbaijan, Iran, Türkiye and Hong Kong. Pakistan enjoys a position of pre-eminence in the organisation as it held its Presidentship most of the time since its inception in 1996. He said that he had reviewed the whole gamut of AOA's activities during the year and discussed ways and means to further strengthen our cooperation and how to intensify efforts for achieving and upholding its core values and objectives.

"Our suggestions were mostly adopted with consensus," he added.

"We have had most rewarding and productive sessions, wherein we had discussed the progress made so far with regard to its goals and objectives as well as the future challenges," he observed. He pointed out that during 2022-23 about 148 activities were undertaken from the platform of this organisation, which rose to 347 during the period 2024-2025. This itself is indicative of the fact that it is a vibrant and dynamic organisation.

This was also recognised by the UN, which listed it as an active regional body.

He said that the organisation had also decided to celebrate, the 30th Anniversary during 2026 in a befitting manner in Hong Kong.

"The 30th year will be an

important milestone in the Association's long journey upholding and promoting core values of Ombudsmanship at the national level including promotion of good governance, the rule of law and respect for human rights and fundamental freedoms.

"While highlighting the performance of the Wafaqi Mohtasib Office he observed the outgoing year 2024 was a momentous one as far as the performance of the institution of Wafaqi Mohtasib is concerned. The receipt and disposal rates of the complaints have been very impressive during the outgoing year 2024, as the WMS received as many as 226,371 complaints, out of which 223,171 have been disposed of satisfactorily. — APP