



Chairman Senate Syed Yousaf Raza Gilani Meets Federal Ombudsman Naveed Kamran Baloch – Emphasizes Timely Redressal of Public Complaints and Strengthening of Effective Systems



BY: ANI Correspondent:

ISLAMABAD— Federal Ombudsman of Pakistan, Mr. Naveed Kamran Baloch, called on Chairman Senate, Syed Yousaf Raza Gilani, at the Parliament House. The meeting marked a goodwill visit following Mr. Baloch's assumption of office, during which he briefed the Chairman on the performance of the Federal Ombudsman's institution, the system for addressing public complaints, and the delivery of administrative justice.

During the briefing, Federal Ombudsman Naveed Kamran Baloch informed the Chairman that the institution successfully handled over 262,000 complaints related to maladministration in 2025, achieving compliance on approximately 97% of its decisions. He highlighted that the Federal Ombudsman, through its extensive regional network across the

country, is providing prompt, affordable, and effective administrative justice directly to citizens at their doorstep.

He further stated that the institution is introducing a modern online portal for lodging and resolving complaints, ensuring that each complaint is addressed within 60 days. Special attention is being given to resolving issues faced by the middle class, while open courts and hearings in remote areas are being held to provide immediate relief to the public.

Mr. Baloch emphasized that the prompt resolution of public grievances remains the institution's top priority. Measures are being taken to further strengthen a transparent, efficient, and effective system to ensure timely redressal of complaints arising from government inefficiencies.

Chairman Senate Syed Yousaf Raza Gilani appreciated the excel-

lent performance of the Federal Ombudsman's institution and expressed hope that under Mr. Baloch's dynamic leadership, the institution would continue to deliver services effectively and provide better relief to the public. He described the initiatives of the Federal Ombudsman as a milestone in promoting good governance, transparency, and public service.

The Chairman also extended his best wishes to Mr. Baloch for success in his new responsibilities. In response, Federal Ombudsman Naveed Kamran Baloch lauded the political and social services of Chairman Senate Gilani, noting the significant role of the Gilani family in strengthening democracy and promoting public welfare in Pakistan.

The meeting concluded in a cordial atmosphere, reaffirming mutual commitment to further enhance cooperation.