

"Hardships often prepare ordinary people for an extraordinary destiny."
C.S. Lewis



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Iran-US talks next round expected soon

Khawaja Muhammad Asif
Defence Minister

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Singer's remarks marriage is a 'waste of time' ignite debate

Quratulain Baloch
Pakistani singer

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Ombudsman imposes zero refusal rule, unleashes overhaul of grievance system

STAFF REPORTER

Wafaqi Mohtasib Naveed Kamran Baloch on Monday issued sweeping directives mandating that no complainant be denied access to the Ombudsman's Secretariat, ordering officials to receive and process every grievance, even those beyond its jurisdiction, in a decisive move to overhaul the public complaints system, broaden citizen access, and accelerate justice across the country.

In a press release, the ombudsman underscored that all unat-

tended complaints must be formally registered and promptly transmitted to the relevant authorities, ensuring that procedural barriers do not obstruct citizens' right to relief.

He asserted that the Secretariat was engaged in a continuous and rigorous overhaul of its complaint handling framework to deliver swift, transparent, and citizen-focused services. Highlighting flagship initiatives, Baloch said the Outreach Complaint Resolution programme and Khuli Katcheries were being expanded to deliver immediate re-

lief, particularly to marginalised and remote

communities. He revealed that the Informal Resolution of Disputes mechanism was being strengthened

to accelerate case disposal, with strict adherence to a 60-day resolution timeframe. Officials disclosed that a substantial volume of complaints had already been incorporated into the Central Management



Federal Ombudsman Naveed Kamran Baloch chairing the monthly review meeting.

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been incorporated into the Central Management Information System, enabling rapid and technology-driven resolution through decentralised channels.

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