

Mohtasib redresses record number of complaints

STAFF REPORTER

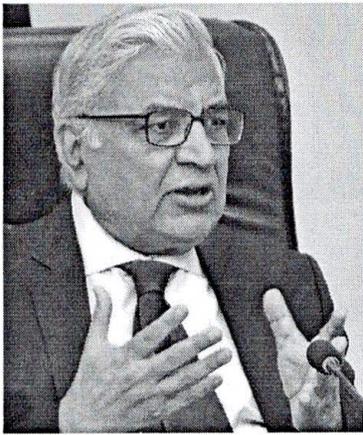
The outgoing year 2024 has been very eventful and productive for the Institution of Wafaqi Mohtasib as it witnessed resolution of the record number of 223,198 complaints, out of the total 226,372 it received. It showed an increase of 17% and 16% in receipt and disposal of complaints respectively over the figures of 2023.

This was stated by the Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, while informally talking to a group of senior journalists at the Wafaqi Mohtasib Secretariat on Tuesday.

The Wafaqi Mohtasib said that during 2024, this office has been able to achieve an impressive implementation rate of 93.21% of its decisions/findings as against 85.70% in 2023.

During 2024, he said, 126 Khuli Katcheries have been held across Pakistan with a view to providing administrative justice at the door steps of the people. Besides, 171 Outreach Complaint Resolution (OCR) visits have been

carried out, which were instrumental in resolving as many as 4840 cases. Similarly, 79 Inspection Visits to different Federal Government agencies and departments have been held to improve their



Wafaqi Mohtasib Ejaz Qureshi addressing media here on Tuesday.— PO photo

service delivery, informed the Mohtasib.

“With the opening of new Regional Offices and Complaint Collection Centres, the outreach and accessibility has been increased remarkably as now it has presence in 25 cities of the country including Muzaffarabad (AJ&K), Gilgit Baltistan and Sahiwal. We shall

soon be opening another regional office at DG Khan”, he observed. Yet another important milestone has been the availability of IT and digital platforms for lodging the complaints and attending the hearing through zoom link and WhatsApp.

The Wafaqi Mohtasib further added that the office has emerged as a truly poor man’s court, providing free and expeditious administrative relief to a large number of complainants at their door steps. Referring to the steps undertaken for facilitating the overseas Pakistanis, he said that a total number of 151,897 complaints were received during 2024. The One Window Facilitation Desks (OWFDs) set up at the international airports of the country facilitated 111,184 complainants, whereas 38,592 complaints were received by the Pakistan Missions abroad and 2,121 complaints by the office of Grievance Commissioner for Overseas Pakistanis established at Wafaqi Mohtasib Secretariat.

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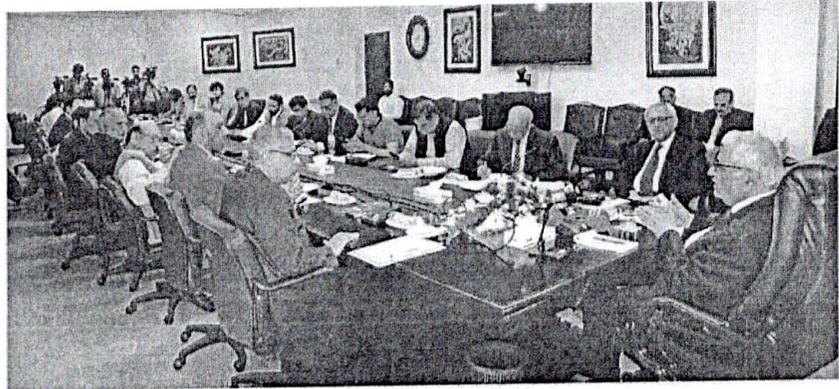


Wafaqi Mohtasib's Office Receives, Redresses Record Number of Complaints

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their service delivery, informed the Mohtasib. "With the opening of new Regional Offices and Complaint Collection Centres, the outreach and accessibility has been increased remarkably as now it has presence in 25 cities of the country including Muzaffarabad (AJ&K), Gilgit Baltistan and Sahiwal. We shall soon be opening another regional office at DG Khan", he observed. Yet another important milestone has been the availability of IT and digital platforms for lodging the complaints and attending the hearing through zoom link and WhatsApp.

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Record number of complaints addressed during 2024: Wafaqi Mohtasib

BT NEWS

ISLAMABAD – Wafaqi Mohtasib Ejaz Ahmad Qureshi has said record number of over two hundred twenty-three thousand complaints, filed in his office, were addressed and resolved during the year 2024.

He was briefing the media persons about performance of the Wafaqi Mohtasib office during the year 2024 at Wafaqi Mohtasib Secretariat in Islamabad on Tuesday.

Ejaz Ahmad Qureshi said the Wafaqi Mohtasib office received a total of more than two hundred twenty-



six thousand complaints, which shows an increase of seventeen percent as compared to the complaints received in the year 2023.

He said the ratio of redressal and resolution of these complaints has also enhanced by sixteen percent

as compared to year 2023.

The Wafaqi Mohtasib said during 2024, his office has been able to achieve an impressive implementation rate of 93.21 percent of its decisions and findings as compared to 85.70 percent in 2023.

