

# Wafaqi Mohtasib unveils digital complaint system vision

Action against malpractices essential to make Pakistan reflective of Quaid's vision: Faisal Zahid Malik

STAFF REPORTER

ISLAMABAD

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Faisal Zahid Malik congratulated Mr. Naveed Kamran Baloch on assuming the charge of the Federal Ombudsman and expressed confidence that under his leadership, the insti-

and Editor-in-Chief, late Mr. Zahid Malik.

Mr Faisal Zahid Malik assured the Wafaqi Mohtasib all out support in its endeavours to eliminate departmental corruption and bad governance. We

more effective, efficient and result-oriented," he said, adding that his vision is to ensure that every citizen, regardless of location or social background, can access swift and affordable justice. He said nearly 45 percent of complaints were lodged through online platforms, reflecting growing public confidence in digital complaint mechanisms introduced by the institution. He added that digital registration, online monitoring and virtual hearings have significantly accelerated the disposal of grievances and enhanced transparency in proceedings.

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said the institution also remains committed to protecting vulnerable segments of society, including children, adding that 683 complaints relating to children were successfully resolved during the same period.

For citizens living in villages, far-flung regions and remote areas, he said officers of the Wafaqi Mohtasib conducted 166 open courts across the country, where complaints were heard on the spot and orders issued then and there, saving people from unnecessary travel, expenses and procedural delays. He said one of the key priorities of his administration is

relate to departments including the Water and Power Development Authority (WAPDA), Ministry of Overseas Pakistanis and Human Resource Development, Ministry of National Health Services, Ministry of Housing and Works, National Database and Registration Authority (NADRA), Federal Board of Revenue (FBR), Pakistan Post, Employees Old-Age Benefits Institution (EOBI), utility agencies and pension-related departments. Describing the Ombudsman's office as a shield against corruption and administrative excesses, he said teams of the Wafaqi Mohtasib conducted

vast experience in Pakistan's civil service, has served the country in several key positions, including Chief Secretary Khyber Pakhtunkhwa, Finance Secretary and Secretary Cabinet Division. Drawing upon decades of administrative experience, he said his mission is to build a responsive, proactive and citizen-friendly Ombudsman institution capable of delivering timely justice to every Pakistani. He reiterated that public awareness campaigns through print, electronic, digital and social media would continue to be expanded so that citizens across the coun-



Wafaqi Mohtasib Naveed Kamran Baloch meets Chairman and Editor-in-Chief of Pakistan Observer Faisal Zahid Malik and Chief of Digital Media Saud Faisal Malik at the Wafaqi Mohtasib Secretariat.

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He expressed these views while talking to Chairman and Editor-in-Chief of Pakistan Observer, Mr. Faisal Zahid Malik, who called on him at his office here Wednesday. Chief of Digital Media, Pakistan Observer, Mr. Saud Faisal Malik, and Head of Pakistan Observer's Social Media Team Mr. Ebraheem Malik, also accompanied Mr. Faisal Zahid Malik during the meeting.

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tion would play an even more dynamic role in addressing public grievances relating to various government departments and public sector entities.

During the meeting, Mr. Naveed Kamran Baloch particularly highlighted the critical role of responsible media in promoting transparency, strengthening democratic institutions and exposing corruption in the country.

"The role of media is extremely important in ensuring transparency, accountability and exposing corruption in society," he observed. He paid rich tributes to Pakistan Observer, describing it as a custodian of pro-Pakistan values, national interests and principled journalism, while recalling the noble standards established by its founder

want to see Pakistan a progressing country in accordance with the vision of the Quaid-e-Azam Mohammad Ali Jinnah, he said.

Mr. Baloch while expressing gratitude to the team Pakistan Observer said the office of the Wafaqi Mohtasib, owing to its constitutional mandate served as a vital institution for administrative justice and protection of citizens' rights. Briefing the Pakistan Observer team about the institution's performance, he said the Wafaqi Mohtasib Secretariat disposed of more than 200,000 complaints during the outgoing year relating to a wide range of federal government departments and organizations.

"We are trying our best to make the office of the Wafaqi Mohtasib



Wafaqi Mohtasib Naveed Kamran Baloch, Chairman and Editor-in-Chief of Pakistan Observer Faisal Zahid Malik, Chief of Digital Media Saud Faisal Malik, and Head of Social Media Ebraheem Malik pose for a group photo with senior officials of the Wafaqi Mohtasib Secretariat, including Advisor Dr Inamul Haq Javed and Media Advisor Zahoor Barlas, on Wednesday.

services for overseas Pakistanis, Mr. Baloch said Pakistanis living abroad can lodge their complaints through dedicated Complaint Commissioners, adding that more than 137,000 complaints were resolved during the past year through this mechanism. He

the revitalization of regional offices of the Wafaqi Mohtasib so that citizens can seek justice closer to their homes rather than traveling to provincial capitals or Islamabad.

Mr. Baloch noted that the bulk of complaints received by the Ombudsman's office

around 43 inspection visits to various government departments during the last year and submitted recommendations for institutional improvement, restructuring and better service delivery.

Mr. Naveed Kamran Baloch, a seasoned retired bureaucrat with

try become fully aware of their rights and the services offered by the Wafaqi Mohtasib Secretariat. "Justice delayed is justice denied, and our mission is to ensure that every citizen receives prompt, fair and affordable administrative justice," he concluded.

"In three words I can sum up everything I've learned about life: It goes on."

Robert Frost



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Thursday

May 07, 2026

Printed in USA

PKR 80

pakistanobserver.com

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At the outset, Mr. Baloch said the institution would play an even more dynamic role in addressing public grievances relating to various government departments and public sector entities. During the meeting, Mr. Naveed Kamran Baloch particularly highlighted the critical role of responsible media in promoting transparency, strengthening democratic institutions and exposing corruption in the country.

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Mr. Baloch while expressing gratitude to the team Pakistan Observer said the office of the Wafaqi Mohtasib, owing to its constitutional mandate served as a vital institution for administrative justice and protection of citizens' rights. Briefing the Pakistan Observer team about the institution's performance, he said the Wafaqi Mohtasib Secretariat disposed of more than 200,000 complaints during the outgoing year relating to a wide range of federal government departments and organizations.

"We are trying our best to make the office of the Wafaqi Mohtasib more effective, efficient and result-oriented," he said, adding that his vision is to ensure that every citizen, regardless of location or social background, can access swift and affordable justice. He said nearly 45 percent of complaints were lodged through online platforms reflecting growing public confidence in digital complaint mechanisms introduced by the institution. He added that digital registration, online monitoring and virtual hearings have significantly accelerated the disposal of grievances and enhanced transparency in proceedings.

Highlighting the institution's unwavering commitment to protecting vulnerable segments of society, including children, adding that till complaints relating to children were successfully resolved during the same period. For citizens living in villages, far-flung regions and remote areas, he said officers of the Wafaqi Mohtasib conducted 166 open courts across the country, where complaints were heard on the spot and orders issued then and there, saving people from unnecessary travel expenses and procedural delays. He said one of the key priorities of his administration is

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Mr. Naveed Kamran Baloch, a seasoned retired bureaucrat with vast experience in Pakistan's civil service, has served the country in several key positions, including Chief Secretary Khyber Pakhtunkhwa, Finance Secretary and Secretary Cabinet Division. Drawing upon decades of administrative experience, he said his mission is to build a responsive, proactive and citizen-friendly ombudsman institution capable of delivering timely justice to every Pakistani. He reiterated that public awareness campaigns through print, electronic, digital and social media would continue to be expanded so that citizens across the coun-



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"We are trying our best to make the office of this mechanism, be more effective, efficient and people-oriented," he said, adding that his vision is to ensure that every citizen, regardless of location or social background, can access swift and affordable justice. He said nearly 45 percent of complaints were lodged through online platforms, reflecting growing public confidence in digital complaint mechanisms introduced by the institution. He added that digital registration, online monitoring and virtual hearings have significantly accelerated the disposal of grievances and enhanced transparency in proceedings.

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