



Wafaqi Mohtasib of Pakistan, Mr Ejaz Ahmad Qureshi, presenting the Annual Report 2022 of his organization to President Dr Arif Alvi, at Aiwan-e-Sadr, Islamabad, on 17-03-2023.

## FEDERAL OMBUDSMAN PRESENTS ANNUAL REPORT 2022 TO THE PRESIDENT

### PRESIDENT ASKS WAFAQI MOHTASIB TO STRENGTHEN CAPACITY AND INTENSIFY AWARENESS CAMPAIGN

President Dr Arif Alvi has asked the Wafaqi Mohtasib to intensify awareness campaign to inform the people about the role of the institution in the provision of speedy and cost-effective justice against the maladministration of federal government organizations. He emphasized the need for strengthening the capacity of the Federal Ombudsman's Office and enhancing its outreach to the far-flung areas of the country to address the grievances of the people at their doorsteps. He added that people suffering from the excesses and injustices at the hands of government's functionaries needed to be provided immediate relief.

The President made these remarks

while talking to the Wafaqi Mohtasib (WM) of Pakistan, Mr Ejaz Ahmed Qureshi, who called on him and presented the Annual Report-2022 of the institution, at Aiwan-e-Sadr, on 17 March 2023.

Mr Ejaz Ahmad Qureshi apprised the President about the role and achievements of the Federal Ombudsman in providing justice to the people against the maladministration of government organizations during the year 2022. He informed the President that his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,405 in 2021. He added that Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732

complaints in 2021 which was an increase of 49%. He further stated that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them speedy and cost-effective justice.

The Mohtasib highlighted that one-window facilitation desks had been established at all international airports in Pakistan to address the grievances of Overseas Pakistanis. He said that 137,647 overseas Pakistanis had been facilitated by the concerned agencies of the government, including NADRA, Passport Office, OPF etc during 2022. He further apprised that the Mohtasib had extended its

## FEDERAL OMBUDSMAN CALLS FOR ACTION AT NATIONAL AND INTERNATIONAL LEVEL TO ENSURE FOOD SECURITY TO MASSES

EMPHASISES THAT RIGHT TO ADEQUATE FOOD IS A LEGAL OBLIGATION UNDER INTERNATIONAL LAW



The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing the participants on the occasion of launching ceremony of study initiative by the Provincial Ombudsman Sindh on assessment of malnutrition (stunting) in district Tharparkar at Sindh CM Secretariat, Karachi.

The Hon'ble Federal Ombudsman, Mr. Ejaz Ahmad Qureshi has called upon the stakeholders at national and international levels to take concerted actions to ensure food security to masses. He was addressing launching ceremony of the research study on assessment of malnutrition in District Tharparkar at Karachi. Syed Murad Ali Shah, Chief Minister Sindh was present on this occasion. The research study was conducted by the Planning & Development Board, Sindh under the arrangement of Provincial Ombudsman Sindh, Mr. Ajaz Ali Khan. International Ombudsman Institute (IOI) extended necessary support to this important initiative which was reflected by the presence of Mr. Chris Field, Global President IOI on this occasion.

Mr. Ejaz Ahmad Qureshi stated that the right to adequate food is a legal obligation of the State

under international law. It is indivisibly linked to the inherent dignity of the human being and is essential for the fulfilment of other human rights enshrined in the relevant

**Access to food and nutrition is recognized as a fundamental right in the Constitution of Pakistan**

documents. He added that Pakistan is a signatory to the UN Convention on the Right of Child which entrusts the State with the responsibility to combat disease and malnutrition of children. Pakistan's Constitution also recognized access to food and nutrition as a fundamental right. Mr. Qureshi said that any failure or shortcoming in dealing with the challenges of food insecurity and malnutrition, on the part of various stakeholders was tantamount to maladministration and bad

governance. He stressed that the rising numbers of un-nourished people in Pakistan and elsewhere required urgent corrective steps to uphold inviolability of human dignity.

Mr. Ejaz Ahmad Qureshi who is also the President of the Asian Ombudsman Association (AOA) complimented the efforts of the Provincial Ombudsman Sindh and the International Ombudsman Institute (IOI) for spearheading the study on a subject of critical importance to the promotion of human rights, rule of law and good governance. He added that the AOA and the IOI shall continue to work together in promoting core value of ombudsmanship and achieving the ultimate goals of good governance through improved service delivery of governmental agencies and expeditious relief to the aggrieved citizens.



## From the Ombudsman's Desk

The institution of Wafaqi Mohtasib has come of age. It celebrated the 40th year of its establishment on 24 January 2023. The day was observed in a simple and dignified manner at its Head Office in Islamabad, 17 Regional Offices as well as at two newly opened sub-offices at Wana (South Waziristan) and Sadda (District Kurram). A commemorative postage stamp was launched by Pakistan Post to mark the occasion. Pakistan Television Corporation (PTV) released a documentary titled "40 years of service 1983-2023" to project the growth and evolution of this institution during four decades of its existence. The Office of Wafaqi Mohtasib owes its success to the outstanding contribution by my eleven illustrious predecessors and a team of highly committed civil servants who raised it brick by brick into a premier agency of administrative accountability in the country.

The ever increasing number of complaints received is a clear manifestation of the trust and confidence reposed by the people in the capacity of this institution to provide inexpensive and expeditious justice against administrative excesses by any governmental agency.

The bulletin in hand since covers the period of first three months of the current year (January – March 2023), many of the activities/events being reported were initiated towards the close of the year 2022. It is pertinent to mention that the year 2022 witnessed a number of new initiatives aimed at strengthening the outreach of this Office and enhancing its efficiency and efficacy in redressing the grievances of the general

public against any act of omission or commission on the part of federal agencies. We have also diversified our activities by undertaking inspections of various agencies against whom persistent complaints were pouring in; launching Informal Resolution of Disputes (IRD) project in April 2022; and holding Khuli Katcheries (public hearings) to reach out to the public closer to their homes. The impact of these activities is well reflected in the performance of our institution as the receipt and disposal of complaints during January - February 2023 recorded marked increase of 56% and 57.44% respectively vis-e-vis the same period in the previous year. Likewise, the receipt and disposal of complaints disposed of under IRD project initiated in April 2022 showed 114.69% increase in the first two months of the current year.

As we embark upon the current year, our focus will remain on consolidating the gains and impact of the earlier initiatives and ensuring the quality and delivery of the institution's services. In this regard, I must commend the remarkable commitment of my colleagues in the Head Office and Regional Offices in dispensation of quick administrative justice to the ever increasing number of complainants within the available financial and human resources. I am confident that the Wafaqi Mohtasib's institution and its personnel shall leave no stone unturned in providing speedy and expeditious relief to citizens by redressing their grievances to promote good governance and the rule of law.

## FEDERAL OMBUDSMAN HIGHLIGHTS THE INSTITUTION'S ROLE IN ACHIEVING THE ULTIMATE GOALS OF GOOD GOVERNANCE AND THE RULE OF LAW

WAFaqi MOHTASIB'S INSTITUTION IS FUNDAMENTALLY THE POOR MAN'S COURT



Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing media persons on the occasion of 40<sup>th</sup> year of establishment of Wafaqi Mohtasib. (24.01.2023)

Addressing a widely attended Press Conference on the occasion of the 40<sup>th</sup> year of the establishment of the Ombudsman institution in Pakistan, Mr. Ejaz Ahmad Qureshi, the Federal Ombudsman stated that maladministration and bad governance are two sides of the same coin. Both breed in an environment of favoritism, discrimination and corruption. Addressing maladministration, therefore, is essential for ensuring sanctity of human rights and achieving the ultimate goals of good governance and the rule of law. He added that the Office of the Federal Ombudsman was established vide the President's Order No. 1 on 24 January 1983 with the explicit objective to diagnose, investigate, redress and rectify any injustice done to a person through maladministration by the government agencies.

Mr. Ejaz Ahmad Qureshi stated that the institution of Ombudsman has evolved over the years and is recognized today as an essential feature of every modern democratic society. The structure, scope and powers of Ombudsman, however, vary from one society to another and is directly related to the larger social, political and legal systems being followed in that country. The ombudsman institutions, around the world, act in support of supreme judiciary and contribute in making dispensation of justice more accessible and inexpensive. He added that the Wafaqi Mohtasib's institution is fundamentally the poor man's court. It is not an alternative to the supreme judiciary but plays a complementary role. The complainants are not required to hire the services of a lawyer nor have to face lengthy legal processes as the cases are disposed of within the prescribed

limit of 60 days.

Reviewing the performance of the Wafaqi Mohtasib's institution during the last forty years, Mr. Qureshi stated that more than 1.9 million households have benefitted from the services of this Office since its inception. He acknowledged the services of his illustrious predecessors who have contributed in developing this institution into a premier institution of administrative accountability in the country. Comparing the number of complaints received during the year 2022, he said that the receipts rose from 110,405 in 2021 to the highest ever number of 164,174 (49% increase) and disposal reached on all-time high of 157,770, marking an increase of 47.7% over the figures of the year 2021. He said that 137,423 complaints of Overseas Pakistanis were resolved with the increase of 133% as compared to 2021. He further stated that

people's trust has immensely increased resulting in a dramatic increase in the registration of complaints and complaints worth over Rs. 3.4 billion of disputed amounts were addressed by this office during the year, 2022, which otherwise would have added burden to the civil courts. He said that Government expenditure per complainant in disposing of complaint through Wafaqi Mohtasib construes negligible amount, thus it is the most cost-effective way of providing relief to the common man. Mr. Qureshi stated that the institution has expanded its operations by opening three regional offices in Mirpurkhas, Khuzdar and Swat and two Sub Offices at Wana (South Waziristan) and Sada (Kurram District) during the year 2022. He added that the ever increasing number of complaints received was in fact a direct consequence of the massive support that the Ombudsman's Office always receive from the print and electronic media in raising awareness about the scope and extent of its services to the general public. It was also a clear manifestation of the confidence and trust reposed by the people in this institution.

Referring to the initiatives, he has taken during the first year of his term of office, Mr. Qureshi stated that the institution has diversified its activities by undertaking inspections of various agencies against whom persistent complaints were pouring in, to improve their service delivery. An Informal Resolution of Disputes (IRD) project was initiated in April last year to informally conciliate and settle disputes between the two parties with their mutual consent. So far, under this project, 1114 cases have been disposed of while 266 cases were in process. He added that periodic inspections of different agencies by a team of

his senior officers such as Passport Office, Islamabad International Airport, NADRA, Polyclinic, PIMS, CDA Facilitation Centre, Railway Stations and Utility Stores in different cities has helped improve their service delivery.

Referring to the legal framework which governs the operations of

Highlighting the success of ombudsmanship in Pakistan, Mr. Qureshi added that the concept has been replicated into other areas of governance i.e. insurance, taxation, banking and harassment against women at work place. Accordingly, 14 Ombudsman institutions including those at



The Additional Director General, Pakistan Post Mr. Maqsood Baloch presenting commemorative postage stamp issued on the occasion of 40<sup>th</sup> year of establishment of Wafaqi Mohtasib to the Federal Ombudsman Mr. Ejaz Ahmad Qureshi. (24.01.2023)

the Wafaqi Mohtasib's institution, he added that the efficiency and efficacy of its operations was directly related to the enabling statutory provisions. These include, powers to undertake any investigation of his own motion into any allegation on the part of any agency, and stay operation of the impugned order/decision for a period not exceeding 60 days.

Mr. Qureshi stated that while focussing on resolving individual complaints, equal emphasis is placed on ascertaining the root causes of corrupt practices and injustice. Accordingly, study reports have been prepared in the context of systemic reforms in regard to 28 government agencies and recommendations submitted to the government for ameliorating their operations. Recently, first ever empirical study focussing on street children in the ICT has been completed.

provincial level are functioning in the country.

The Federal Ombudsman further stated that his Office has played an important role in promoting ombudsmanship in Asia and the Muslim world. He is the current President of the Asian Ombudsman Association (AOA) which maintains its Secretariat in the Wafaqi Mohtasib premises. The AOA is a non-political, democratic and professional body of international character with 44 members representing more than two thirds population of the world.

Mr. Ejaz Ahmad Qureshi concluded that Pakistan's active role in the global ombudsman fraternity projects an international face of the country promoting the cause of good governance, rule of law and inviolability of human rights.

## FEDERAL OMBUDSMAN UNVEILS THE PLAQUE OF THE COMMEMORATIVE POSTAGE STAMP ISSUED ON THE 40<sup>TH</sup> YEAR OF ESTABLISHMENT OF WAFAQI MOHTASIB

Recognizing the significance of the role of ombudsman institution and its successful journey of four decades in providing speedy & inexpensive relief to a common man, Pakistan Post has issued a Commemorative Postage Stamp of Rs. 20/- on this occasion. The Office of Wafaqi Mohtasib, has completed 40 years of its journey by uninterruptedly providing inexpensive and quick administrative justice to the citizens aggrieved of an act of omission or commission or mal-administration on the part of federal government agencies. During these 40 years, this institution has earned acclaim for its accomplishments not only from the highest echelons of the State but also from the society as a whole. The credit goes to all the officers and staff and, especially, to the illustrious Ombudsmen, who had been at the helm of affairs, for not only making relentless efforts to maintain and enhance the efficiency and efficacy of this institution but also enhancing its accessibility and visibility. The Federal Ombudsman Mr. Ejaz Ahmad Qureshi unveiled the commemorative postage of Rs.20/-



The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi unveiling the plaque of commemorative postage stamp which Pakistan Post has issued on the 40th year of the Establishment of the Wafaqi Mohtasib.

and marked the stamp on the first day of issuance of postage stamp. In this respect, Pakistan Post Office Islamabad established a special counter in the WM Secretariat on the eve of launching of postage stamp. The Additional Director General, Pakistan Post Mr. Maqsood Baloch presented special commemorative postage stamp and Album of Commemorative Postage Stamps to the Federal Ombudsman. The

Federal Ombudsman thanked the Pakistan Post for issuing commemorative postage stamp to mark the occasion.

These stamps are available at all major Post Offices in Pakistan. The international community can place purchase orders with the Manager philatelic Bureau GPO Karachi or Manager Philatelic Bureau, GPO Islamabad to get the postage stamp in the desired quantity.

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outreach to the far-flung districts by establishing its offices in Mirpur Khas, Khuzdar and Swat as well as the former tribal areas of Kurram and South Waziristan to provide speedy relief to the complainants of those areas.

The Federal Ombudsman updated the President on his special initiatives regarding Informal Resolution of Disputes (IRD) and Khuli Katchehries for ensuring better service delivery to the general public. Complaints were also being heard online when requested by the complainants to provide them justice at their doorstep, he

added. The Wafaqi Mohtasib further stated that a 97% increase was recorded in receipt of online complaints. He underlined that the Ombudsman wanted to further enhance its outreach and strengthen its capacity but was facing financial difficulties.

The Wafaqi Mohtasib also apprised the President that under the Integrated Complaint Resolution (ICR) System, the Mohtasib had integrated 183 different agencies of the Federal Government for facilitating the quick disposal of complaints.

Underlining the need for providing quick and free-of-cost

justice to the common man, the President asked the Mohtasib to increase its outreach using modern ICT tools and create awareness through media about its functions and services.

The President appreciated the Mohtasib for its excellent performance in improving service delivery and the rule of law in the country. He assured the Federal Ombudsman of his full support in further strengthening the institution and enhancing its stature as a premier institution of administrative accountability.

## WAFAQI MOHTASIB CALLS UPON HEADS OF FEDERAL AGENCIES IN MULTAN TO EXPEDITIOUSLY IMPLEMENT HIS FINDINGS TO PROVIDE RELIEF TO THE COMPLAINANTS



Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing the local heads of different federal government agencies at WMS Regional Office, Multan

The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed the heads of Federal Agencies in Multan for expeditious implementation of his findings to provide prompt relief to the complainants. On his maiden visit to Multan after assuming the charge of his office as the Federal Ombudsman of Pakistan, he called the Heads of Federal Agencies including MEPCO, SLICP, NADRA, USC, BISP & FIA and impressed upon them to extend maximum cooperation to the Regional Office of the Wafaqi Mohtasib Secretariat Multan in redressing grievances of the public against those agencies; and to expeditiously implement his decisions to timely provide due relief to the complainants. He was chairing a meeting at the WMS Regional Office, Multan which was attended, among others, by the local Heads of a large number of Federal agencies. He also directed his officers at the Regional Office to pay special attention to get his decisions implemented. The Heads of the agencies present during the meeting assured their fullest cooperation to the Hon'ble

Wafaqi Mohtasib on this score.

On this occasion, the Hon'ble Wafaqi Mohtasib lauded the efforts of the Regional Office, Multan to cope up with the increased load of work without any increase in the resources; and also appreciated the steps taken by the officers & staff to undertake inspections of various agencies to evaluate

performance of his Office. He informed the press that during the year 2022, a record number of 164, 174 public complaints of mal-administration on the part of the government agencies were received and processed and 157,770 were disposed of as compared with receipt of 110,405 and disposal of 106,823 complaints in the preceding year. He also dilated upon various initiatives undertaken by his Office such as facilitating the Overseas Pakistanis, pensioners and prisoners, especially the women and children in jails; and protection of street children and prevention of cybercrimes against them. He also informed the media about the Outreach Complaint Resolution, IRD and registration and disposal of



A smart contingent of Punjab Police presenting guard of honour to the Federal Ombudsman Mr. Ejaz Ahmad Qureshi at Circuit House, Multan. Regional Head of WMS Multan Mr. Javed Mehmood Bhatti and Commissioner Multan are also standing.

their performance and to suggest improvement, holding Khuli Katchehries to resolve the public grievances on-the-spot and also the Informal Resolution of Disputes between the consenting parties.

During the visit, the Hon'ble Wafaqi Mohtasib also held a well-attended press conference wherein he enunciated the

complaints through the modern IT Tools. He emphasized on the press to disseminate the message of the Wafaqi Mohtasib to all and sundry so that the poor and helpless citizens could approach this cost free and easily accessible forum for resolution of their grievances against mal-administration by government agencies.



Children presenting bouquet of flowers to the Federal Ombudsman Mr. Ejaz Ahmad Qureshi on the occasion of visit of WMS Regional Office, D.I. Khan.



## FEDERAL OMBUDSMAN EXTENDS SERVICES TO MERGED DISTRICTS OF FORMER TRIBAL AGENCIES

The Federal Ombudsman Office has extended its services to merged districts of former Tribal Agencies and opened its two offices, one in Sadda district Kurrum and other at Wana South Waziristan to provide speedy relief and justice in those areas. These areas deserve our full attention and should not be neglected. This was stated by the Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi while addressing the notables, heads of different government agencies and media in a press conference held at WMS Regional Office,

D.I. Khan. He said that four Offices in Peshawar, D.I. Khan, Swat & Abbottabad were functioning to the fullest capacity in settled areas, however, the coverage of erstwhile tribal areas was the need of the hour.

The Ombudsman said that through innovative measures and simple procedures, 164,174 with 49% increased complaints were handled during the year 2022 without taking additional budget and employing human resources. He said that 95% increase was recorded in online disposal of 91,496 cases, which shows

people's trust on this Secretariat. He said that in line with the vision of providing justice at their doorstep, hearing of complaints was also conducted online when requested by the complainant. Performance target for Investigation Officers and Advisors has been enhanced to more than 100% during 2022, he added. He said that speedy and inexpensive justice was ensured through 27 frequent inspections of public service organizations and conducting 68 Khuli Katchehries through the 17 Regional Offices around the country.

## FEDERAL OMBUDSMAN TAKES SUO MOTU NOTICE ON PHYSICAL PUNISHMENT TO SPECIAL CHILDREN BY THE STAFF OF ISLAMABAD NATIONAL INSTITUTE OF SPECIAL EDUCATION

The Hon'ble Federal Ombudsman, Mr. Ejaz Ahmad Qureshi while taking cognizance of the objectionable act of physical punishment to special children by the staff of National Institute of Special Education, H-9 Islamabad, has taken suo motu notice under article 9(1) of establishment of

the office of Wafaqi Mohtasib (Ombudsman) order, 1983.

The news of inflicting corporal punishment to some special children by the staff of the National Institute of Special Education Sector H-9, Islamabad was broadcast on TV network.

The Federal Ombudsman has

asked the Secretary, Ministry of Human Rights to submit a comprehensive report, clearly highlighting all aspects of the said incident, including action taken against those responsible for this inhuman treatment as well as the Management of the Center, within one week.

## ROLE OF MEDIA IN SENSITIZING THE FUNCTIONING OF OMBUDSMAN INSTITUTION AMONG THE GENERAL PUBLIC IS REMARKABLE

(Ejaz Ahmad Qureshi, Federal Ombudsman of Pakistan)



Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing the media persons representing the Court & Crime Reporters Association during their study visit of WMS.

The Federal Ombudsman appreciated the role of media in sensitizing the functioning of ombudsman institution among the general public. This was stated by Federal Ombudsman Ejaz Ahmad Qureshi while briefing the Islamabad Crime and Court Reporters Association (ICCRA) in his office on 7<sup>th</sup> February, 2023. He said that in the absence of Child Ombudsman, the Ombudsman institution has developed a road map for strengthening laws and mechanism for protection of child rights and effective measures to control cyber crimes against children. The ombudsman institution has played its successful role in the journey of four decades in providing speedy & inexpensive relief to a common man, he added.

Reviewing the performance of the Wafaqi Mohtasib's

institution during the last forty years, Mr. Qureshi stated that more than 1.9 million households have benefitted from the services of this Office since its inception.

He further said that Outreach Complaint Resolution (OCR) Project is successfully functioning in the far flung areas. It has now been further strengthened by holding Khuli Katchehries. These steps are contributing immensely in providing administrative justice to complainants against the Federal agencies, closer to their homes. He said that the presence of Ombudsman Office has been expanded to erstwhile FATA areas and recently two sub offices have been established at Wanna (South Waziristan) and Sadda (Kurram District),

with the sole idea of enhancing its outreach to remote areas.

Mr. Ejaz Qureshi said that the Ombudsman Office has diversified its activities by under taking inspection of various agencies against whom persistent complaints were pouring in. Teams constituted by Ombudsman carried out inspections of agencies such as Passport Office, National Savings (CDNS), Airport, NADRA, Polyclinic, PIMS, Utility Stores, CDA and alike with a view to improving their service delivery.

He reiterated that a large number of Overseas Pakistanis are being facilitated at all International Airports under One Window Facilitation Desk, where their complaints are resolved on the spot.

## FEDERAL OMBUDSMAN TAKES NOTICE OF THE PUBLIC HUE & CRY AGAINST UNILATERAL PRICE HIKE OF THE LOCALLY MANUFACTURED VEHICLES

### ISSUES NOTICE TO MINISTRY OF INDUSTRIES & PRODUCTION FOR A DETAILED REPORT

Taking cognizance of the media reports and a large number of complaints received from Karachi and other cities against the unilateral increase in prices of automobiles by the manufacturers and assemblers, the Federal Ombudsman has called for a detailed report from the Ministry of Industries and Production. It was noticed that the increase in the prices of vehicles unilaterally by the manufacturers without any

oversight mechanism amounts to maladministration. He has also asked the Ministry to ascertain the fact that auto manufacturers were charging over and above the prices at the time of delivery of vehicles to the detriment of the customers who had initially deposited due price. It is clear that it was an important responsibility of the Ministry of Industries and Production to regulate and monitor the prices. It was further revealed that the

Engineering Development Board (EDB) when asked about this matter stated that the EDB does not have any mechanism to monitor or regulate the prices of vehicles. Accordingly, the

Federal Ombudsman has in public interest asked for a comprehensive report on the matter within fortnight from the Ministry of Industries and Production & EDB.

## FEDERAL OMBUDSMAN'S OFFICE ENHANCES ITS CAPACITY TO ADDRESS 50% MORE COMPLAINTS THAN IN 2021

The Federal Ombudsman Office has enhanced its capacity to address over 164,174 cases in 2022. The Ombudsman office resolved these cases by adopting innovative measures and adopting simple procedures, 49% more complaints were handled during the year without taking additional budget or employing human resources. This was stated by the Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi while talking to the heads of different agencies and media in a press conference held at WMS Regional Office, Peshawar. He said that there was 100% increase recorded in online disposal of cases. Hearings of complaints were also conducted online when requested by the complainants with the vision to provide justice at their doorstep, he added. He further said that performance targets for the Investigating Officers and Advisors have been enhanced to more than 100% during 2022. He said that speedy and inexpensive justice was ensured through frequent inspections of public service organizations and conducting Khuli Katcheries through 17 Regional Offices



Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing Heads of Agencies and media persons at Peshawar

around the country. He said that the Wafaqi Mohtasib evinced special focus to Overseas Pakistanis and 133% increase was recorded in disposal of their cases during 2022 through improvement in service delivery. He said that to approach the far flung areas, three more regional offices and two sub offices have been opened at Mirpurkhas, Khuzdar, Kharan, Tehsil Sadda, dist. Kurrum and Wana (South Waziristan). He further stated that people's trust

has immensely increased resulting in a dramatic increase in the registration of complaints. The complaints worth over Rs. 3.4 billion were addressed by this office during the year 2022, otherwise these cases would have added burden to the civil courts. He said that Government expenditure per complainant in disposing of complaint through Wafaqi Mohtasib construes negligible amount, thus it is the most cost-effective way of providing relief to the common man.

## FEDERAL OMBUDSMAN VOWS TO RESOLVE PUBLIC GRIEVANCES OF LOWER STRATA OF THE SOCIETY ON PRIORITY BASIS

**REVIEWS PERFORMANCE IN FIRST TWO MONTHS (JANUARY-FEBRUARY)2023**



Federal Ombudsman Mr. Ejaz Ahmad Qureshi chairing a progress review meeting of Investigating Officers at head office Islamabad

The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi has vowed to resolve public complaints of the lower strata of the society through Informal Resolution of Disputes (IRD) system on priority basis. Federal Ombudsman asked his Investigating Officers (IOs) to visit far flung areas to resolve grievances at their doorstep in the shortest possible time. He said that the Wafaqi Mohtasib Secretariat has earned public acclaim for its functioning and the services it has rendered since inception. He was chairing a progress review meeting of Investigating Officers at Head Office, Islamabad. All the IOs from Head Office attended while 17 regional offices participated through video link. He was informed that as compared with last year 32,006 complaints were received with the increase

of 56% while 30,132 complaints were disposed of recording the increase of 53% in the first two months of 2023. He further informed that 66% increase was recorded in receipt of online complaints. He expressed satisfaction over the disposal of complaints in the first two months of 2023. The Ombudsman office resolved these cases by utilizing innovative measures and adopting simple procedures, without taking additional budget or employing human resources, he added. In the context of non settlement of pension, gratuity and insurance claims of poor citizens by the Federal agencies on the ground of non-availability of funds, the Federal Ombudsman called upon his Advisors to submit to him the details to take up the matter with the relevant agencies. He also emphasized upon the Implementation

Officers to pay special attention to timely implementation of his decisions to maintain public trust in the efficacy of the institution of Mohtasib.

Syed Qamar Mustafa, Associate Advisor while giving the progress of the first two months of 2023 informed that maximum number of complaints have been received against BISP, LESCO, PESCO, K-Electric, SSGCL, MEPCO & AIU. He said that complaints of Overseas Pakistanis rose from 13,019 to 25,215 showing 93.6% increase. He further informed that 24,227 complainants were facilitated at One Window Facilitation Desks at Airports and 854 complaints of Pakistanis abroad were resolved through Pakistan Missions abroad. The Federal Ombudsman advised the officers to serve the public in the speedy resolution of their grievances and extend every courtesy to the complainants.

## FORUM OF PAKISTAN OMBUDSMAN (FPO) RESOLVES TO ACT AS A PLATFORM FOR PROMOTING THE CAUSE OF OMBUDSMANSHIP AND GOOD GOVERNANCE IN THE COUNTRY



Federal Ombudsman Mr Ejaz Ahmad Qureshi in a group photo with ombudspersons on the occasion of 27th meeting of Forum of Pakistan Ombudsman at Islamabad on 21-03-2022

The 27th Meeting of the Forum of Pakistan Ombudsman (FPO) was held on 21 March 2023 in the Wafaqi Mohtasib Secretariat, Islamabad. Dr. Asif Mahmood Jah, Federal Tax Ombudsman / President FPO chaired the meeting. It was attended by the following members of the FPO:

Mr. Ejaz Ahmad Qureshi, Federal Ombudsman and President of AOA, Ms. Fauzia Viqar, Federal Ombudsman for Protection Against Harassment at Workplace, Mr. Muhammad Kamran Shehzad, Banking Ombudsman, Mr. Nazar Muhammad Baloch, Provincial Ombudsman Balochistan, Ms. Nabila Khan, Provincial Ombudsperson for Protection against Harassment at Workplace Punjab, Ms. Rukhshanda Naz, Provincial Ombudsperson for Protection against Harassment at Workplace, KPK and Ms. Noor Jahan Maingal, Ombudsperson for Protection Against Harassment at Workplace, Baluchistan, while Syed Tahir Raza Secretary, Provincial Ombudsman Secretariat Punjab participated on behalf of Provincial Ombudsman Punjab. Established in April 2011, the Forum of Pakistan Ombudsman (FPO) is a non-political, independent and professional network of ombudsmen in Pakistan. Its membership includes, Federal

Ombudsman of Pakistan, Ombudsman of Azad Jammu & Kashmir, all Provincial Ombudsmen in Pakistan and Ombudsmen in specialized fields i.e. Banking, Tax matters, Insurance and Protection against Harassment of Women at Workplace. The FPO operates across Pakistan and Azad Jammu & Kashmir for coordinating activities of ombudsman institutions to advance good governance, improve operations, service delivery and effectiveness in their respective areas of competence.

The FPO meeting coincided with the 40th anniversary celebrations of the establishment of the institution of Federal Ombudsman in Pakistan. The Forum appreciated that the ombudsmanship has come of age in the country and the institution is working as an effective mechanism for providing speedy and inexpensive justice to the general public against maladministration by Government Agencies. The meeting took important decisions with a view to strengthening mutual cooperation in promoting core values of administrative propriety, rule of law, good governance and inviolability of human dignity.

The Forum agreed to take concrete steps to create greater awareness among the public about their rights and obligations and the availability of the ombudsman

institution for provision of speedy and inexpensive relief against administrative excesses by the governmental agencies. The FPO meeting reiterated its resolve to act as a platform for promoting the cause of ombudsmanship and robust public opinion against maladministration, discrimination, favouritism, corruption and alike. The Forum agreed to maintain regular interaction among its member institutions with a view to sharing knowledge and best practices in carrying out statutory role in their respective fields. It decided to establish a dedicated FPO Secretariat to plan, implement and coordinate its activities in a professional manner on sustained basis.

The meeting took note of Pakistan's pivotal role in promoting ombudsmanship at international level. Currently, Pakistan holds the positions of the President of Asian Ombudsman Association (AOA), Secretary General of the OIC Ombudsman Association (OICOA) and Directors in the International Ombudsman Institute (IOI). In this regard, FPO expressed its resolve to contribute in strengthening mutual cooperation with its international partners in all fields of professional interest and pursuing the common goals and aspirations of its membership.

## IMPORTANT FINDINGS

### FEDERAL OMBUDSMAN RESTORES COMMUTED PORTION OF PENSION OF AN EMPLOYEE OF NATIONAL TEXTILE UNIVERSITY.

The Hon'ble Federal Ombudsman has restored the commuted portion of pension of an employee of National Textile University (NTU), Faisalabad. Mr. Muhammad Saeed filed a complaint against NTU stating therein that he applied for pension increase after attaining the age of 85, as all federal government employees get 25% pension increase after attaining the age of 85 years but NTU was not willing to increase his pension. He stated that arrears amounting to Rs.436,710/- on account of pension increase in restoration of pension at the age of 72 were due to him w.e.f.

30.06.2016 but NTU failed to disburse his pensionary benefits despite repeated applications, hence he filed this petition.

The Agency reported that NTU is run through Board of Governors (BOG), therefore, the matter was placed before the BOG for adoption of the Federal Government O.M. No.F(1)-Reg.6/2016-8710 dated 1.7.2016 regarding increase in pension @25% of net pension. However, the BOG approved only 10% increase instead of 25% to those pensioners who would attain the age of 85 years. The matter was again placed before the BOG for periodical

increase on the commuted portion of pension, which was approved but NTU failed to disburse the outstanding arrears to the complainant due to lack of funds.

The decision underlines that as complainant who is claiming these pending arrears is above 85-year of age therefore, he should not be made to wait long. The Ombudsman further directed the National Textile University to make the payment of arrears of pension amounting to Rs.436,710/- to the complainant within 30 days.

### OMBUDSMAN DIRECTS TO PROVIDE ELECTRICITY CONNECTION IN 30 DAYS.

Mr. Asif Hayat Khan resident of Islamabad filed a complaint against IESCO for non provision of electricity connection. He stated that he applied for a new electricity connection vide tracking No.14358015197 but no connection was provided after a considerable time. He stated that the Agency has provided electricity facility in his vicinity through using long wires but he has been refused to provide electricity connection, hence he filed this complaint.

The Agency stated in its report that the survey of the complainant's site was conducted and reported that the premises of the complainant falls in Tayyab Town and being part of plotting area/abundant

society, the tracking ID of the complainant could not be entertained for electricity connection. Under the directions of this office, the survey was again conducted under the supervision of SDO concerned and reported that the premises of the complainant falls within the jurisdiction of Tayyab Town, therefore, it was required to be rectified by the Planning Directorate of IESCO to make necessary changes. During hearing proceedings the complainant contended that his premises do not fall in Tayyab Town and provided a registered Fard from Register Haqdaran Zameen of the property. The complainant further contended that the IESCO provided electricity connections

through lengthy wires to some houses of his vicinity.

After detailed proceedings and through screening of record, it revealed that the complainant's plot was not part of any housing society and Tayyab Town was not a housing society, rather it was only a private plotting area. Moreover, CDA never banned Tayyab Town nor it was declared illegal plotting area. Therefore, denying the provision of connection in the area violated provisions of IESCO's Consumer Service Manual which was tantamount to mal-administration. Consequently, the complaint was accepted and the Ombudsman directed IESCO to provide electricity connection to the complainant within 30 days.

## PUBLIC AWARENESS

President Dr Arif Alvi has asked the Wafaqi Mohtasib to intensify its awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organizations. He emphasized the need for strengthening the capacity of the Federal Ombudsman and enhancing its outreach to the far-flung areas of the country to address the grievances of the people at their doorsteps. The President made these remarks while talking to the Wafaqi Mohtasib (WM) of Pakistan, Mr Ejaz Ahmed Qureshi, who called on him, at Aiwan-e-Sadr, on 17<sup>th</sup> March, 2023.



Mr. Mushtaq Ahmed Awan, Incharge R.O. Sargodha in awareness programme of FM Radio Awaz Mandi Bahaudin.



Mr. Javed Mehmood Bhatti, Incharge R.O. Multan giving lecture in an awareness Seminar at Multan.



Mr. Ghulam Sarwar Brohi alongwith Federal Banking Ombudsman giving an awareness lecture to business community at Quetta.



Mr. Jehanzeb Latif, Incharge Regional Head R.O. Swat giving an awareness lecture to journalists at Press Club Swat.

## KHULI KATCHEHRIES, INSPECTIONS & OTHER ACTIVITIES



Abdul Hameed Razi Incharge R.O.Lahore visiting National Savings Centre.



Shakil Ahmed Incharge R.O. Bahawalpur hearing complaints in his office.



Dr. Syed Rizwan Ahmad Incharge R.O. Hyderabad listening complaints.



Syed Mehmood Ali Shah Incharge R.O.Sukkur listening complaints.



Mr. Shahid Latif Khan, Incharge R.O. Gujranwala hearing cases in a Khuli Katchehri at Narowal.



Syed Anwar Haider, Incharge R.O. Karachi listening complaints during an inspection visit of NADRA Centre, Karachi.



Mr. Arif Khan Kundi, Dy. Advisor R.O. D.I. Khan hearing complaints in a Khuli Katchehri at North Wazirastan.

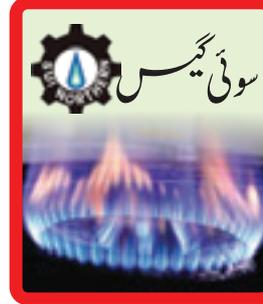
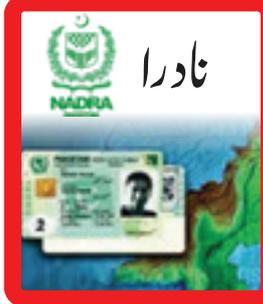
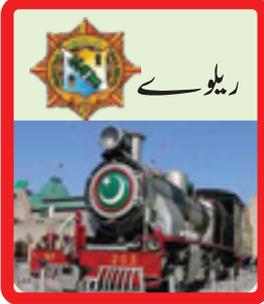


Syed Ghazanfar Mehdi, Incharge R.O. Faisalabad hearing complaints in a Khuli Katchehri at Chiniot.



# WAFAQI MOHTASIB

The only Agency which provides prompt and free of cost justice to a common man against mal-administration of Federal Government Agencies



You may approach the Wafaqi Mohtasib for lodging complaint against mal-administration of any Federal Government Department e.g. Pakistan Post, BISP, Passport Office, Allama Iqbal Open University etc.

Complaints could be filed through Post, Fax, Website, Mobile app, Email or personally

**For filing complaint neither Lawyer nor any Fee is required**

**All cases are decided at Wafaqi Mohtasib Office within 60 days**

Note: Cases against Defence, Foreign Affairs, Service Matters and sub judice ones are out of jurisdiction

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[/wafaqimohtasib](https://www.instagram.com/wafaqimohtasib) [www.mohtasib.gov.pk](http://www.mohtasib.gov.pk) [/store/apps/details?id=com.pk.gov.wafaqimohtasib](https://play.google.com/store/apps/details?id=com.pk.gov.wafaqimohtasib)

**Help Line: 1055**

**Help Line For Children: 1056**

**36-Constitution Avenue,  
Opposite Supreme Court of Pakistan,  
G-5/2, Islamabad.**

**Phone: 92-51-92138867 Fax: 92-51-9217224**

## Regional Offices of Wafaqi Mohtasib Secretariat

### REGIONAL OFFICE: LAHORE

State Life Building, 3rd Floor, 15-A Davis Road, LAHORE Fax # 042-99201021, Exchange # 042-99201017-18, Email [ombuds.wmsrol@gmail.com](mailto:ombuds.wmsrol@gmail.com)

### REGIONAL OFFICE: KARACHI

4-B Federal Government Secretariat, Saddar KARACHI, Fax # 021-99202121, Exchange # 021-99202107, Email: [ombuds.wmsrok@gmail.com](mailto:ombuds.wmsrok@gmail.com)

### REGIONAL OFFICE: PESHAWAR

Secretariat, 1st Floor Benevolent Fund Building, PESHAWAR Cantt, Fax # 091-9211571 & 091-9211573 Email: [ombuds.wmsrop@gmail.com](mailto:ombuds.wmsrop@gmail.com)

### REGIONAL OFFICE: QUETTA

1st floor chamber of commerce Zarghoon Road, Quetta-Cantt. behind DG NADRA, Headquarter QUETTA, Fax # 081-9202691, Email: [ombuds.wmsroq@gmail.com](mailto:ombuds.wmsroq@gmail.com)

### REGIONAL OFFICE: SUKKUR

House No. 107-A, Near NADRA Office, Sindh Cooperative Housing Society, Airport Road, Sukkur, Fax # 071-9310012, Email: [ombuds.wmsros@gmail.com](mailto:ombuds.wmsros@gmail.com)

### REGIONAL OFFICE: MULTAN

House No. 15C, Whdat Colony, MULTAN, Fax # 061-9330027, Exchange # 061-9330021, Email: [ombuds.wmsrom@gmail.com](mailto:ombuds.wmsrom@gmail.com)

### REGIONAL OFFICE: BAHAWALPUR

House No.32-C, Captin Muhammad Sarwar Shaheed Road Model Town -A, BAHAWALPUR, Phone No.062-9255612 Fax No.062-9255614 Email: [ombuds.wmsroB@gmail.com](mailto:ombuds.wmsroB@gmail.com)

### REGIONAL OFFICE: FAISALABAD

Building No. W-10-P-20, Asif Street, New Civil Lines, Bilal Road, FAISALABAD, Fax # 041-9201021, Exchange # 041-9201020, Email: [ombuds.wmsrof@gmail.com](mailto:ombuds.wmsrof@gmail.com)

### REGIONAL OFFICE: D.I.KHAN

Plot No. 1, Survey No. 79, Quaid-e-Azam Road Near GPO Chowk Cantt. D.I.KHAN. Fax # 0966-9280256, Email: [ombuds.wmsrod@gmail.com](mailto:ombuds.wmsrod@gmail.com)

### REGIONAL OFFICE: HYDERABAD

State Life Building No.3, 6th Floor, Thandi Sarak, HYDERABAD Fax # 022-9201603, Email: [ombuds.wmsroh@gmail.com](mailto:ombuds.wmsroh@gmail.com)

### REGIONAL OFFICE: GUJRANWALA

144-145, (1st Floor) Mumtaz Market, Near NADRA Executive Office, G.T. Road, GUJRANWALA. Fax No. 055-9330636 Email: [ombuds.wmsROG@gmail.com](mailto:ombuds.wmsROG@gmail.com)

### REGIONAL OFFICE: ABBOTTABAD

Room No. 06, District Government Secretariat ABBOTTABAD. Phone. 0992-9310538, Fax No.0992-9310549 Email: [ombuds.wmsROA@gmail.com](mailto:ombuds.wmsROA@gmail.com)

### REGIONAL OFFICE: SARGODHA

Near Circuit House, PAF road Sargodha Phone. 092-48-9330155, Fax No.092-48-9330156 Email: [ombuds.wmsROS@gmail.com](mailto:ombuds.wmsROS@gmail.com)

### REGIONAL OFFICE: KHARAN

Quetta road, Kharan, Phone: 092-847-510305, Fax No. 092-847-510306 Email: [ombuds.wmsROK@gmail.com](mailto:ombuds.wmsROK@gmail.com)

### REGIONAL OFFICE: SWAT

Near Masjid Allah o Akbar, Saidu Sharif, SWAT Phone. 092-946-920052, Fax No. 092-946-920055 Email: [ombuds.wmsROK@gmail.com](mailto:ombuds.wmsROK@gmail.com)

### REGIONAL OFFICE: MIR PUR KHAS

Shuja Abad Taluka Complex Degreee road, Near village Makhan Sammun Mir Pur Khas

### REGIONAL OFFICE: KHUZDAR

Wafaqi Mohtasib (Ombudsman) Secretariat, Commissioner Office, Khuzdar

### COMPLAINTS COLLECTION CENTRE: WANA

Wafaqi Mohtasib Complaints Collection Centre, Assistant Commissioner Office, WANA, South Waziristan (Phone: 0965-211046).

### COMPLAINTS COLLECTION CENTRE: SADDA

Wafaqi Mohtasib Complaints Collection Centre, Boys Hostel, Sadda Cantt, District Kurram. Phone: 0333-9151624