

ASIAN OMBUDSMAN ASSOCIATION HOLDS ELECTION FOR THE NEXT TERM

BOARD OF DIRECTORS AND THE GENERAL ASSEMBLY MEET AT KAZAN (TATARSTAN)

WAFAQI MOHTASIB ADDRESSES INTERNATIONAL OMBUDSMAN CONFERENCE AT KAZAN

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi was re-elected unopposed as President of the Asian Ombudsman Association (AOA) at Kazan (Republic of Tatarstan) on 11 September 2023. The elections to the various positions in the AOA Board of Directors were held at the 17th Meeting of the General Assembly. In addition to the election of Mr. Ejaz Ahmad Qureshi as President of AOA, the General Assembly elected Heads of Ombudsman Institutions in Azerbaijan, Hong Kong and Iran as Vice President, Secretary and Treasurer of the Association respectively. Heads of Ombudsman Institutions in China, Japan, Korea, Tatarstan and Turkiye were elected as members of the Board of Directors. Following his election, Mr. Qureshi thanked the General Assembly for expressing confidence and trust in Pakistan's contribution in promoting the cause of Ombudsmanship and the ultimate goals of good governance and the rule of law in Asia and beyond.

The Asian Ombudsman Association (AOA) is a major non-political, independent and professional body of international character representing more than two thirds of the world population. Its current membership is 44 ombudsman institutions from the Asian Region. The Association's permanent secretariat is located in the Wafaqi Mohtasib Secretariat at Islamabad. The Association was established following the First Asian Ombudsman Conference held on 15-16 April 1996 at Islamabad.

The General Assembly meeting was followed by an International Conference on the "Effective Practices of Ombudsman: National Features and Universal Approaches" which was attended by a large number of international delegations and representatives of international bodies, academia and the civil society. In his address to the Conference, Mr. Qureshi highlighted the centrality of ombudsmanship as an effective mechanism for promoting the rule of law, good governance, justice and fair play in the daily life of a common man. He added that the ombudsman institutions constitute a universal fraternity that makes a strong case for greater interaction and mutual cooperation in pursuit of their common goals and aspirations.

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi stated that the ombudsmanship has taken firm roots in Pakistan. The Office of Federal Ombudsman was established on 24 January 1983 and the concept has been replicated in other areas of governance including banking, insurance, taxation and harassment of women at workplace. Wafaqi Mohtasib Institution has established its credentials over the last forty years as an effective instrument for providing speedy and inexpensive administrative justice to the people against any act of maladministration by the Federal agencies. He added that over 1.9 million households have benefited from the services of this institution since its inception. The number of complaints handled



From the Ombudsman's Desk

The third quarterly news bulletin of the current year (July – September 'issue) is now before you. Allah has been generous and kind that during the 24th General Assembly meeting of Asian Ombudsman Association (AOA), Federal Ombudsman of Pakistan was re-elected unopposed as the President of the AOA which is indeed gratifying and a distinct honour both for the institution of Wafaqi Mohtasib and the country. This is also a true manifestation of the trust reposed in the institution of Federal Ombudsman of Pakistan by the 44 members of the Asian Ombuds fraternity. Now as President of AOA, it is my prime objective to remain committed to promoting conducive environment for good governance and the rule of law through professionalism and ombudsmanship. At the General Assembly moot the vibrant working of Wafaqi Mohtasib Institution was widely acknowledged by the member countries.

In my message to the previous bulletin, I had outlined that in 2023 our focus will remain on consolidating the gains of the earlier initiatives and ensuring the quality and service delivery of this institution. Such an assessment and stocktaking is necessary for refining the work processes and maintaining the trust of the general public in our ability to provide free and speedy justice to them. The incidence of complaints has touched an all-time high figure of 164,173 during the past year and disposal of 157,798 complaints has also been unprecedented. The trend has continued unabated as we enter the ninth month of the current year whereby 1,38,763 complaints were registered from January – September 2023 and is projected to reach 185,533 by the end of this year. Similarly, for more than nine million overseas Pakistanis, a Grievance Commissioner Cell is actively working at Wafaqi Mohtasib Secretariat since 2015 to redress their grievances and this year 155,962 overseas Pakistanis have been handled up till now.

The ever increasing number of complaints is, in fact, an outcome of some major initiatives taken to enhance our outreach to the general public at their doorsteps, holding of Khuli Katchehries, launch of the project of



President Asian Ombudsman Association and Federal Ombudsman of Pakistan Mr. Ejaz Ahmad Qureshi addressing the inaugural session of the 24th meeting of the Board of Directors of AOA held at Kazan (Republic of Tatarstan) on 11th September 2023.

last year was 164,173 while during the first eight months of the current year, the total receipts have touched

stated that the objectives and purpose of the establishment of the ombudsman institution have a direct

governance in all spheres of life. He assured the international partners that Pakistan is ready to share its experiences and best practices in promoting professionalism in the work of the ombudsman institutions for the benefit of the Asian regional fraternity.

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bearing on the realization of overall goals of the promotion and protection of fundamental rights and good

The General Assembly meeting of the AOA decided that the next meeting of BOD will be held in 2024 at Istanbul (Turkiye) while China offered to host the General Assembly and BOD meeting in 2025.



President Asian Ombudsman Association (AOA) and Federal Ombudsman of Pakistan Mr. Ejaz Ahmad Qureshi in a group photo, following the opening session of the 24th meeting of Directors of Asian Ombudsman Association held at Kazan, Republic of Tatarstan on 11th September 2023

WAFAQI MOHTASIB ADDRESSES INTERNATIONAL SEMINAR ON THE ROLE OF OMBUDSMAN IN PROMOTING FAIRPLAY, GOOD GOVERNANCE AND THE RULE OF LAW

OMBUDSMANSHIP HAS TAKEN FIRM ROOTS IN PAKISTAN



Federal Ombudsman & President AOA Mr. Ejaz Ahmad Qureshi in a group photo with Mr. Somsak Suwansujarit, the Asian Regional President of the IOI and Chief Ombudsman of Thailand, Mr. Chris Field, the President of the IOI and Western Australian Ombudsman and other participants in Asian Regional Meeting 2023 and the International Seminar at Bangkok, 9-13 July 2023.

Wafaqi Mohtasib (Federal Ombudsman) Mr. Ejaz Ahmad Qureshi addressed an international seminar on 11 July 2023 in Bangkok on the role of the Asian Ombudsman as a mechanism for promoting fairplay, good governance and the rule of law. The seminar was held as a part of the Asian Regional Meeting 2023 hosted by the International Ombudsman Institute (IOI) which is a global ombudsman body with over 200 members from across the globe. In his address to the seminar, Mr. Qureshi emphasized that the institution of Wafaqi Mohtasib was playing its due role in the dispensation of administrative justice, thereby complimenting efforts of the supreme judiciary in providing justice to all citizens.

Mr. Qureshi added that the steps taken by the Wafaqi Mohtasib's institution to check maladministration and administrative excesses of government agencies, in fact, contribute towards promoting good governance, the rule of law and respect for human rights. Highlighting the growth of the institution as an effective mechanism for speedy and inexpensive justice, Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi stated that it has perfected its complaints handling mechanism over the last 40

years. The incidence of complaints has touched an all time high figure of 164,173 during 2022 and the disposal of 157,798 complaints has been unprecedented. During the first six months of the current year, it has received 90,660 complaints and disposed of 92,387 complaints including the backlog which is reflective of the public confidence in the institution.

Addressing the international seminar, Mr. Qureshi said that the ombudsmanship has taken firm roots in Pakistan. The ombudsman institutions are functioning in the country with the full support of its citizenry and the government. He added that the Wafaqi Mohtasib's

institution meets all the given standards in terms of the Venice Principles (2019), the Paris Principles (1993) and the UN Resolution 77/224 of December 2022. Mr. Ejaz Ahmad Qureshi being the current President of the Asian Ombudsman Association (AOA), also chaired an informal meeting of the AOA members on the sidelines of the international seminar. He reiterated Pakistan's commitment to the cause of ombudsmanship as a means to achieving the ultimate goals of good governance and the rule of law and assured the membership of an active role by AOA in strengthening cooperation within the ombudsman fraternity.



Wafaqi Mohtasib and President Asian Ombudsman Association (AOA) Mr. Ejaz Ahmad Qureshi presiding over the AOA meeting on the sideline of the (IOI) Asian Regional Meeting at Bangkok (Thailand) on 11-07-23.

WAFAQI MOHTASIB IS PLAYING LEADING ROLE IN THE INTERNATIONAL FRATERNITY OF OMBUDSMEN

RE-ELECTION OF FEDERAL OMBUDSMAN AS PRESIDENT OF AOA IS AN HONOR FOR PAKISTAN
132000 COMPLAINTS HAVE BEEN RESOLVED TILL 15 SEPTEMBER 2023

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi has said that Wafaqi Mohtasib Institution is playing a leading role among the international fraternity in realizing the ombudsmanship goals of rule of law and good governance. He said that 44 members of Asian Ombudsman Association (AOA) have reposed their trust and confidence in the institution of Wafaqi Mohtasib by re- electing Federal Ombudsman of Pakistan as President of this Association during the AOA General Assembly moot held on 11th September 2023 at Kazan the capital city of the Republic of Tatarstan . He added that unopposed re-election is a clear manifestation of the fact that the services of Wafaqi Mohtasib of Pakistan in carrying forward the ultimate goals of ombudsmanship i.e good governance, fair play, administrative justice and rule of law are fully recognized by the international community. Mr. Qureshi also thanked the General Assembly of AOA for expressing confidence and trust in Pakistan's contribution in promoting the cause of Ombudsmanship in Asia and beyond. Prior to Kazan moot, a meeting of International Ombudsman Institute (IOI) was held on 11th July 2023, in Bangkok (Thailand) which was actively participated by Pakistan.

While highlighting the performance of Wafaqi Mohtasib institution in a well attended press conference, he said that 133,000 complaints have been registered till 15th September 2023 out of which 132000 have been resolved which is reflective of the trust of the people in this institution. He further said that the Asian Ombudsman Association (AOA) is a major non-political, independent and professional body of international character representing more than two thirds of the world population. Its current membership is 44 from the ombudsman institutions of Asian Region. The Association's permanent secretariat is located in the Wafaqi



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing a press Conference at Wafaqi Mohtasib Secretariat on 20-09-23

Mohtasib Secretariat at Islamabad. The Association was established following the First Asian Ombudsman Conference held on 15-16 April 1996 at Islamabad.

Federal Ombudsman Ejaz Ahmad Qureshi informed that, over 1.9 million households have benefited from the services of this institution since its inception, with financial impact of Rupees 3.1 billion .Last year the resolution of complaints rose to all time high figure of 164137 which was highest ever in 40 years .This year the projected figure of complaint registration is around 185000 . He said to cater for the marginalised component of the society, Wafaqi Mohtasib officers are holding open courts (Khuli Katchehries) under Outreach Complaint Resolution System(OCR) at sub division and tehsil level in far flung areas so that the justice could be imparted at their door step.

Furthermore a new initiative of Informal Resolution of Disputes (IRD) has been started which is receiving acceptance among the complainants as it does not require formal docketing of the complaint or issuing of notice. Under this program 2379 complaints have been resolved so far through mediation and conciliation. For about nine million people of the Overseas Diaspora which contribute to the country's economy, a Grievance Commissioner has been appointed and on all

International Airports of Pakistan, the complaints of overseas Pakistanis are being resolved through One Window Facilitation Desk. During this year 155,962 complaints of Overseas Pakistanis have been handled by Grievances Commissioner Cell of Wafaqi Mohtasib Secretariat till september 2023.

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi stated that the ombudsmanship has taken firm roots in Pakistan. The Office of Federal Ombudsman was established on 24 January 1983 and the concept has been replicated in other areas of governance including banking, insurance, taxation and harassment of women at workplace. Wafaqi Mohtasib Institution over the last forty years has established its credentials as an effective instrument for providing speedy and inexpensive administrative justice to the people against any act of maladministration by the Federal agencies.

Mr. Qureshi further stated that the objectives and purposes of the establishment of the ombudsman institution have a direct bearing on the realization of the overall goals of the promotion and protection of fundamental rights and good governance in all spheres of life. He assured the international partners that Pakistan remained ready to share its experiences and best practices in promoting professionalism in the work of the ombudsman institutions for the benefit of the Asian regional fraternity.

FEDERAL OMBUDSMAN DIRECTS FEDERAL GOVERNMENT AGENCIES TO ENSURE IMPLEMENTATION OF HIS DECISIONS IN SPEEDY AND EFFICIENT MANNER



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing a press conference during his visit to Regional Wafaqi Mohtasib Office Bahawalpur on 23-08-2023

Federal Ombudsman (Wafaqi Mohtasib) Mr. Ejaz Ahmed Qureshi has urged the Federal Government Agencies of Bahawalpur Division to implement his decisions against mal-administration and administrative excesses expeditiously so that the rights of the marginalized and poor strata of the country are protected.

While presiding over a meeting of officers of Regional Office Bahawalpur where the implementation rate of Ombudsman's decisions was around 76%. Mr. Ejaz Ahmad Qureshi said that most of the complaints of this region pertain to poor people and their speedy

resolution by all concerned was the urgent need of the hour.

The increase in the receipt of complaints, in this region against mal-administration and administrative excesses is 20.26% whereas the increase in disposal of complaints is 24.68% which is quite reasonable but there is a need to improve the implementation rate. He also commended the role of the Regional Office, Bahawalpur in undertaking the initiative for resolution of complaints through the mechanism of Informal Resolution of Disputes (IRD) under which 130 cases were registered in

the month of July, 2023. He further said that a manageable number of cases should be registered under IRD and they should be decided within 60 days.

He added that the IRD is a simple mechanism which is similar to the age old panchayet and jirga system under which the decisions are made through mediation and conciliation. He advised the officers to visit the far flung areas under Outreach Complaint Resolution (OCR) program and resolve the people's complaints at their doorsteps.

FEDERAL OMBUDSMAN ANNOUNCES DECISION TO START IRD PROGRAM IN FAISALABAD

Federal Ombudsman, Ejaz Ahmad Qureshi, presided over a meeting of Regional Heads of Federal Government Departments and Investigation Officers of Regional office during his tour to Faisalabad on 22nd August 2023 in which he announced the start of Informal Resolution of Disputes (IRD) program to resolve the disputes between parties through mediation and conciliation. He added that IRD program was started in some offices of Federal Ombudsman Secretariat in April, 2022 which has been very successful as 2275 cases have been resolved, whereas 127 cases are in process. Based on the success of this program, it is now

being started in Faisalabad.

Earlier, Federal Ombudsman was briefed that 84% of his decisions

have been implemented. He appreciated the efforts of the officers of Regional Office Faisalabad and cooperation of the federal government agencies in achieving this milestone and urged that the process should continue.



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi listening to the transgender issues during his visit to Wafaqi Mohtasib Regional Office Faisalabad on 21-08-2023

WAFAQI MOHTASIB VISITS PROVINCIAL OMBUDSMAN OFFICE OF SINDH

The Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, visited the office of Provincial Ombudsman of Sindh on 27th August, 2023, discussed the issues of mutual interest and way forward to improve the working of their respective offices in providing more relief/assistance to the masses in redressal of their grievances against mal-administration and administrative excesses. Honourable Wafaqi Mohtasib met with the officers of Sindh Mohtasib, planted a sapling as part of the ongoing "Tree Plantation" drive and visited the newly established library. Provincial Ombudsman Sindh Ajaz Ali Khan,, gave a comprehensive presentation about working of Sindh Ombudsman Office, initiatives taken to reduce the backlog and future

plans. The Honourable Wafaqi Mohtasib appreciated the efforts made by the Ombudsman Sindh particularly in strengthening the

ombuds fraternity as member of the Board of Directors of International Ombudsman Institute (IOI).



Federal Ombudsman Mr. Ejaz Ahmad Qureshi in a group photo with the Provincial Mohtasib Sindh Mr. Ajaz Ahmad Khan and other officers of the Sindh Mohtasib Secretariat during his visit to Karachi on 27-07-2023.

WAFAQI MOHTASIB INTERVENES TO PROVIDE EMPLOYMENT TO THE DAUGHTER OF DECEASED EMPLOYEE UNDER RECRUITMENT POLICY

On receipt of complaint lodged by Miss Amna Nawaz for appointing her in the Afghan Commissioner Office under the prevailing recruitment policy where her late father Constable Muhammad Nawaz has rendered services, the Regional Office Dera Ismail Khan was directed by the Wafaqi Mohtasib to pursue her appointment case with the relevant department. Senior Investigation Officer of WM office D.I. Khan Mr.

Imran Mahsud was asked by the Regional Head Sang e Marjan Mahsud to investigate and pursue the case of complainant with the concerned department. The officials of Afghan commissioner office were called and matter was placed before them in the presence of complainant to which department agreed to recruit the complainant Miss Amna Nawaz as store clerk and her appointment orders were issued accordingly.

The complainant appreciated the role of Wafaqi Mohtasib in protecting her legal right for appointment which was being denied to her for three years.

Wafaqi Mohtasib Regional Head D.I. Khan Mr. Sang E Marjan said that the institution is committed to providing speedy and cost free justice to those affected by maladministration or administrative excesses.

HEAD OF WAFAQI MOHTASIB REGIONAL OFFICE SUKKUR HOLDS KHULLI KATCHEHRI AT JACOBABAD

Regional Head, Wafaqi Mohtasib Secretariat Sukkur Mehmood Ali Shah held an open court (Khuli Katchehri) at Jacobabad to resolve the complaints filed against SSGCL and SEPCO. Around 55 complaints were heard under the Outreach Complaint Resolution (OCR) Mechanism in Larkana and Jacobabad. The complaints which were registered by

Syed Mehmood Ali Shah, Incharge of the Federal Ombudsman Regional Office Sukkur were heard in the presence of SSGCL representative Saeed Ahmad Korrejo Deputy Manager Sui Southern Gas Company and Revenue Officer SEPCO Shah Murad Jatoti. The complaints pertaining to Larkana, Shikarpur, Shahdad Kot Qambar, Jacobabad, Kandh Kot and

other areas were heard and immediate relief was provided to the complainants. Wafaqi Mohtasib Sukkur Regional Head, Syed Mehmood Ali Shah asked the SSGCL & SEPCO authorities to process the decisions of complaints which were taken in the open court, within 30 days and provide timely relief to the complainants.

WAFAQI MOHTASIB'S REGIONAL HEAD HYDERABAD DR.RIZWAN AHMED VISITS HYDERABAD CHAMBER OF SMALL TRADERS & INDUSTRIES AND DELIVERS LECTURE AT MEHRAN UNIVERSITY



Wafaqi Mohtasib Regional Head of Hyderabad Region Ambassador (R) Dr. Syed Rizwan Ahmad addressing the students and faculty in an awareness lecture held at Mehran University Hyderabad on 21.9.2023.

Addressing businessmen on a visit to the Hyderabad Chamber of Small Traders and Industry Secretariat, the Wafaqi Mohtasib Regional Head Amb ® Dr Syed Rizwan said that there are more than 600 departments, including FIA, Railways, NADRA, Passport Office, HESCO, and Sui Gas against whom a legitimate complaint can be filed in the Federal Ombudsman Secretariat, except the cases which are pending in the court.

He further said that the Federal Ombudsman institution has been created to check the abuses and administrative excesses caused to businessmen and general public by the Federal Government institutions. He mentioned that since he has been posted as the regional head, his first priority is to resolve all complaints of traders and citizens on priority.

He said that the most important thing is that businessmen and people should file complaints, individually.

The website www.mohtasib.gov.pk is active 24/7 for this purpose. Traders and citizens can easily file a complaint from their home. Such complaints are forwarded to the concerned departments for resolution within 24 hours. If the complaint is genuine, it would be 100% redressed.

He said that the purpose of his visit to the Chamber is to update the traders about the jurisdiction and purpose of this institution. He also agreed to the proposal of the Chamber president to form a liaison committee for better communication between the Federal Ombudsman Secretariat and the Hyderabad Chamber.

Earlier, President Chamber Muhammad Farooq Shaikhani said that the violation of the rights of the people and businessmen has become a routine which needs to be remedied. He said that establishment of federal ombudsman institution offers a great hope to the affected people as well as

businessmen.

A Public awareness session was held on 21st September, 2023 at USPCAS-W Auditorium, Mehran University, to increase awareness among the students and faculty on the role and functions of Wafaqi Mohtasib, so that the message of Wafaqi Mohtasib may reach to all sections of society for getting speedy and free of cost justice at their doorstep against any maladministration of Federal agencies. Regional Head Wafaqi Mohtasib Hyderabad, Ambassador (R) Syed Rizwan Ahmed was the resource person for the session. The session was organized by the Office of Advisor, Students' Affairs, MUET, Jamshoro.

Dr Rizwan informed the students and faculty, about the scope, legal framework, and operation and 40-year achievements of Wafaqi Mohtqasib as an Institution, in serving the marginalized strata of the society.

AN EMPLOYEE OF A PRIVATE COMPANY GRANTED REMUNERATION DUES THROUGH IRD SETTLEMENT

On the intervention of Wafaqi Mohtasib, an applicant, Mr. Ihsanullah was reimbursed Rs 335,000/- pending dues by a private company as remuneration of his service which he rendered from July 2018- May 2023. The decision was taken under Informal Resolution of Disputes (IRD) Mechanism between the representative of the 'Babar Medicine Company' and the complainant Mr. Ihsanullah Kaukab. Both parties agreed to the decision arrived through mediation and consultation initiated by the Assistant

Advisor Wafaqi Mohtasib Secretariat Lahore, according to which Mr Ihsanullah Kaukab was reimbursed Rs.335, 000 as remuneration for his services which he rendered in this company. The complainant appreciated the interest and lawful efforts of the Wafaqi Mohtasib Secretariat and expressed his gratitude for providing him timely relief. Both parties commended the cooperation extended to them by the Wafaqi Mohtasib Secretariat under IRD Mechanism.

SENIOR ADVISOR OVERSEAS PAKISTANIS AND GRIEVANCE COMMISSIONER FOR CHILDREN WAFAQI MOHTASIB

AMBASSADOR ® FAUZIA NASREEN VISITS QUETTA HOLDS MEETINGS WITH VARIOUS GOVERNMENT DEPARTMENTS



Wafaqi Mohtasib's Senior Advisor for Overseas Pakistanis and Grievances Commissioner for Children Ambassador Fauzia Nasreen in a group photo with the representatives of federal agencies during her inspection visit of Quetta Airport on 28-09-2023

Senior Advisor for Overseas Pakistanis and Grievances Commissioner for Children, Ambassador (R) Fauzia Nasreen visited Quetta on 25-28th September and held meeting with multi-stake holders, female notables, and presided over a seminar held on Child Protection. She also addressed the students and faculty of Baluchistan University of Technology and Emerging Management Sciences (BUIEMS), Quetta and delivered lecture on the protection of children. She met with Provincial Secretary Social Welfare

Mr. Imran Afridi and discussed matters pertaining to cyber crimes and steps to be taken for Child Protection.

Ambassador (R) Fauzia Nasreen also presided over the seminar held at Quetta Chamber of Small Industries, which was participated among others by the President of Women Chamber of Commerce and Industry Miss Sharmain Younis, Advisor Regional Office Quetta Mr Sarwar Brohi, Vice Chancellors of various universities, and faculty members of educational institutions. While addressing the seminar, Amb

(R) Fauzia Nasreen said that special attention should be accorded to child protection in Balochistan. She added that Quetta city has large number of unregistered Street Children, who can fall prey to the menace of drugs and other social evils. She emphasized on the setting up of an institution for the education of Street Children. Ambassador (R) Fauzia Nasreen urged upon the faculty of technical institutions to impart vocational training to students so that Pakistan can export skilled manpower to overseas, which will in turn play vital role in the country's economic stability.

Ambassador (R) Fauzia Nasreen also visited Quetta Airport, met with the representatives of various agencies and prepared a comprehensive report regarding functioning of One Window Facilitation Desk established under the direction of Federal Ombudsman for the facilitation of International Passengers.

WAFAQI MOHTASIB INTERVENES TO WAIVE OFF FINANCIAL PENALTY IMPOSED BY PESCO

An application was received by the Wafaqi Mohtasib Regional Office Abbotabad, in which applicant Mr. Muhammad Farooq Awan from Mansehra pleaded that his residential electric meter was removed by Peshawar Electric Supply Company organization (PESCO) and was levied penalty of Rs.65000 without any legal ground. After hearing of the case, Wafaqi Mohtasib Office decided to waive off this illegitimate penalty amount. PESCO decided to challenge the WM decision and lodged review petition to the president.

During this time the complainant kept on paying the penalty amount in installments. Later the President upheld the decision of the Wafaqi Mohtasib under which the complainant was re-imbrued the penalty amount of Rs 65000. The complainant expressed his gratitude for the office of Wafaqi Mohtasib for extending him legal assistance against PESCO's maladministration and providing him legal relief.

REGIONAL OFFICE MULTAN EXTENDS HELP TO WIDOW TO RECEIVE INSURANCE CLAIM OF HER HUSBAND

Consequent upon a complaint which was lodged by Widow Shamim Akhtar with Wafaqi Mohtasib Regional Office Multan, complaining that she was being kept deprived of the insurance claim which was legally due to her being legal heir after the death of her husband. He has purchased the insurance policy in 2005, which due to his death got matured in 2022. An inquiry and investigation was conducted by the Wafaqi Mohtasib Regional Office Multan.

Senior Investigation Officer Mr. Zahid Malih who was assigned this investigation, did a commendable job, by perusing the decision of Wafaqi Mohtasib with the insurance company on legal grounds and making it possible for the complainant widow Mst Shamim Akhtar to receive her insurance claim amount of Rs.2,200,000 within 15 days.

WAFAQI MOHTASIB OFFICE MULTAN MEDIATES TO ENSURE PAYMENT OF RS 5-MILLION AS WAGES TO MEPCO LABOURERS THE MATTER SETTLED THROUGH IRD MECHANISM

More than 100 daily wage labourers working in the Multan Electric Supply Company (MEPCO) were provided five months salary by their contractor due to timely intervention and mediation of Dr. Muhammad Zahid Senior Investigation Officer (IRD) of Wafaqi Mohtasib Office, Multan on 7th July 2023.

Mr. Muhammad Zeeshan a daily wages labourer along with 33 others lodged complaint against "Ali Azam Enterprises", a contractor of MEPCO, wherein they claimed that the said contractor had failed in paying their daily wages for the last five months and they were living miserably.

The Complaint was processed under Informal Resolution of Disputes (IRD) through mediation and conciliation between the representative of MEPCO and the contractor, Mr Riaz Ahmad, under Wafaqi Mohtasib

IRD Mechanism.

The said contractor admitted the fact about non-payment of wages and undertook that payment of wages to all the labourers of D.G Khan, Kot Chutta and Rajanpur MEPCO Division would be made till 26th June, 2023.

On 27th June, the representative of "Ali Azam Enterprises" appraised the Wafaqi Mohtasib Office that pending wages of more than 100 labourers amounting to Rs Five million have been paid and their rightful grievances have been redressed.

Mr. Zeeshan, the representative of the complainants also endorsed version of the Agency to the extent that their wages have been paid before Eid-ul-Azha and extended gratitude to the Ombudsman office for redressal of their grievances.

COMPLAINANTS EXPRESS THEIR GRATITUDE TO WAFAQI MOHTASIB

Mr. Muhammad Farooq Awan from Mansehra conveyed his thanks through a letter of gratitude, for resolving his complaint regarding penalty of Rs.65000/- imposed by the office of Peshawar Electric Supply Company (PESCO). His complaint was resolved by Wafaqi Mohtasib and he was re-funded the penalty amount as the case was decided in his favor.

Mr. Muhammad Saleem from Ghazikot Township Mansehra sent a letter of gratitude to Wafaqi Mohtasib for providing him relief against the PESCO unlawful charges. The PESCO has sent him accumulated bill amounting to Rs. 140836/-. The case was investigated by Deputy Advisor Khalid Saeed Reginal Office Abbottabad according to which PESCO authorities accepted their

mistake and the complainant was provided relief for the amount of Rs. 92057/- which was acknowledged by the complainant through a letter of thanks.

Mr. Ishafaq Ahmad former Assistant Director Accounts, National Highway Authority appreciated the efforts of Wafaqi Mohtasib Secretariat for pleading his pension case with his parent department for grant of pension commutation. The Advisor Incharge Regional Office Abbottabad, Mr. Abdul Ghafoor Baig perused his case with National Highway Authority and his pension commutation was released which he acknowledged through letter of gratitude on 30th August, 2023. He expressed his hope that Wafaqi Mohtasib will continue to provide relief to the complainants in future also.

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(From the Ombudsman's Desk)

Informal Resolution of Disputes (IRD) and alike. Nevertheless, we cannot ignore the fact that despite marked increase in the number of households benefitting from our services, a large portion of our citizenry remains unaware of the mandate and scope of work of our institution. Strategizing public awareness, therefore, appears as the most important theme for maintaining the credibility of this institution as an effective instrument for dispensation of quick and speedy justice which must be our focus in all our future strides.

Under the new initiatives, the IRD project which was launched in April 2022 as a result of a series of in-house consultations, received wide acceptance in the public. In the recent past during my visit, this initiative was launched in Faisalabad Region. The project graduated from the Head Office to a few select Regional Offices which was publicized through an effective media campaign including publication of articles/columns, public service messages on radio and cellular networks, standees and press clippings. Our mission in IRD, "help

the parties to help themselves" stands accepted as an effective norm for resolving disputes through mediation and persuasion rather than a decision arrived at through a formal lengthy procedure. True to the dictum of a poorman's court, the IRD also does not require hiring of advocates and the matter is resolved with the consent of both parties without the necessity of docketing any complaint or issuing official notices. The IRD project after its launch in April 2022 up till September 2023 processed 2706 cases out of which 2440 were resolved while 266 cases are under process.

The above is not only commendable achievement but at the same time reflects the resilience and dedication of the officers and staff of Wafaqi Mohtasib Secretariat. I compliment my colleagues in the Head Office as well as the Regional Offices who have shown remarkable commitment to the cause of ombudsmanship, good governance, rule of law and fairplay. I am confident that we shall continue to pursue the targets and the goalposts of our institution with the same missionary zeal in the future.

KHULI KATCHEHRIES, INSPECTIONS & OTHER ACTIVITIES



Wafaqi Mohtasib Inspection Team headed by Senior Advisor Mr Ahmad Farooq on inspection visit of Federal Government Employees Housing Authority on 16th August 2023.

ADVISORS TEAM OF FEDERAL OMBUDSMAN INSPECTS THE FEDERAL GOVERNMENT EMPLOYEES HOUSING AUTHORITY AUTHORITY TO EXPEDITE COMPLETION OF DELAYED PROJECTS

Taking notice of innumerable complaints against the Federal Government Employees Housing Authority (FGEHA), Federal Ombudsman Mr. Ejaz Ahmad Qureshi constituted an Inspection Team comprising Mr. Ahmad Farooq, Senior Advisor, Mr. Pervaiz Haleem, Deputy Advisor (Implementation), Mr. Adnan Ahmad, Senior Investigation Officer, Mr. Khalid Sial, Consultant and Fatima Iqbal, Associate Liaison Officer and sent the Team to FGEHA to take stock of the real situation on 16th August 2023. The team, besides meeting the senior officers of the Authority, also heard the complaints of the allottees.

The Committee submitted initial report to the Federal Ombudsman who has directed the Head of the FGEHA to give timeframe for completion of project besides uploading the complete seniority list of the allottees on the website of the Authority. During visit the Inspection

Team noticed that the completion of many projects/schemes including Life Style Apartments G-13, Bara Kahu Housing Scheme, Park Road Housing Scheme, Green Enclave-1, Skyland Apartments F-14 and G/14 have been delayed which is causing serious concern to the allottees who have deposited the money with the hope to have a shelter of their own but are being kept on false promises.

The Committee instructed the officials of the Authority to affix directions in Urdu at the reception besides providing two new printers immediately to the reception. After meeting with the complainants the committee felt that they were by and large satisfied with the official working of the Authority. The Inspection Team will present its detailed report to the Federal Ombudsman in a week.



Senior Advisor Wafaqi Mohtasib Regional Office Karachi Syed Anwar Haider during an inspection visit of Federal Employees Benevolent Fund Office Karachi On 14-09-2023

WAFAQI MOHTASIB KARACHI REGIONAL HEAD VISITS THE BENOVELENT FUND OFFICE KARACHI

Syed Anwar Haider, Senior Advisor (Incharge), Wafaqi Mohtasib Regional Office, Karachi, visited Federal Employees Benevolent and Group Insurance Funds Karachi office on Thursday, 14th September, 2023. He inspected facilities, staff arrangements, operational issues and other areas, causing delay in disposal of the benevolent and group insurance claims of the federal government employees.

KHULI KATCHEHRIES, INSPECTIONS & OTHER ACTIVITIES

SUBSTANTIAL GROWTH IN COMPLAINTS REGISTRATION IS REFLECTION OF PUBLIC TRUST IN OMBUDSMAN INSTITUTION

WAFAQI MOHTASIB CALLS UPON THE FEDERAL AGENCIES TO ENSURE STRICT COMPLIANCE OF HIS DECISIONS

Wafaqi Mohtasib (Ombudsman) Mr. Ejaz Ahmad Qureshi said that an ever increasing number of complaints are being received in the Ombudsman's offices which are expected to touch around the figure of 190,000 by end of the current year 2023. This upsurge in registration of complaints is true reflection of public trust and confidence in the Institution. He was addressing the heads of federal government departments during his visit to Peshawar on 4th August 2023.

Giving the comparative analysis, he said that in 2021, around 110,000 complaints were received while in 2022, the number rose to more than 164000. He informed that in the year 2023, the Secretariat has received 102,520 complaints till date while number of disposed of cases has crossed 103,291, including backlog. Mr. Ejaz Ahmad Qureshi added that the implementation pace of Wafaqi Mohtasib's decisions has also remained very healthy and over 80% of its decisions stood implemented. He further said that the dispensation of speedy justice to the complainants requires full cooperation of civil servants in the Federal agencies.

Mr. Qureshi reiterated that the Wafaqi Mohtasib Secretariat works



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi presiding over the meeting of the Heads of Federal Departments during his visit to Peshawar on 4.8.2023

as a "poor man's court". It acts as a source of providing relief to the downtrodden and oppressed complainants against administrative excesses and any acts of omission or commission committed by the Federal agencies. Mr. Ejaz Ahmad Qureshi said that the Informal Resolution of Disputes (IRD) mechanism is being widely welcomed among the complainants from KPK, as the system was similar to jirga system, which has been in practice in their society for years. He further said that this is a simple mechanism, where the decisions are made through mediation, conciliation and mutual agreement, without docketing the complaints and issuing official notices and following strict official procedures. Mr. Ejaz Ahmad Qureshi called

upon the Regional Heads of Government Agencies to depute focal persons working on responsible positions to represent their departments during the hearing processes at the Wafaqi Mohtasib's Offices so that proper implementation is ensured and justice is dispensed with expeditiously. He also advised them to develop complaint resolution mechanism within their respective departments which will both generate goodwill among the people as well as reduce the load of complaints on the Wafaqi Mohtasib offices. The heads of government agencies present in the meeting assured the Federal Ombudsman of their full cooperation and utmost vigilance to ensure provision of quick relief to the general public.

REGIONAL OFFICE GUJRANWALA UNDERTAKES OUTREACH TO DISTRICT NAROWAL

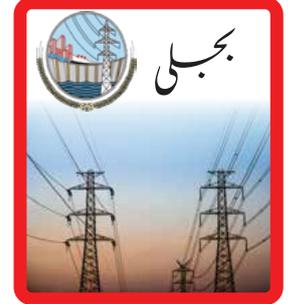
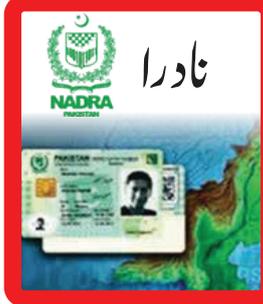
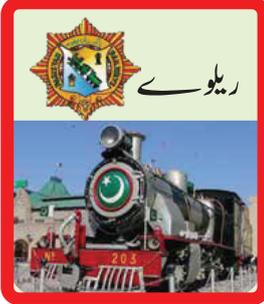
Advisor Incharge Wafaqi Mohtasib Secretariat Regional Office Gujranwala Mr. Shahid Latif Khan visited District Narowal under Outreach Complaints Resolution (OCR) Program and held open court in the office of Deputy Commissioner office complex. He heard 45 complaints

with reference to GEPCO, Passport Office, Controller Military Accounts and Bait-ul-Mal and gave his decisions. The objective of this OCR visit was to provide relief to the complainants under the Wafaqi Mohtasib campaign "Justice at your door step".



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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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

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State Life Building, 3rd Floor, 15-A Davis Road, LAHORE Fax # 042-99201021, Exchange # 042-99201017-18, Email 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

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

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

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REGIONAL OFFICE: ABBOTTABAD

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

REGIONAL OFFICE: SARGODHA

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REGIONAL OFFICE: KHARAN

Quetta road, Kharan, Phone: 092-847-510305, Fax No. 092-847-510306 Email: 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

REGIONAL OFFICE: MIR PUR KHAS

Shuja Abad Taluka Complex Degree 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