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NEWS

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وفاقي محتسب پاران رٽائرڊ استادن کي رهنمون ادا ڪرڻ لاءِ هدايت جاري

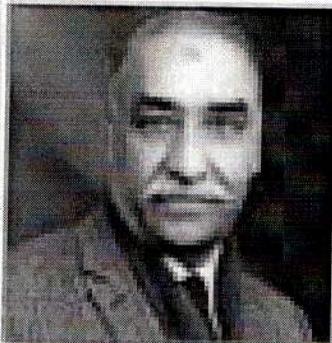
فنڊز نه ملڻ سبب اهي واجبات ادا نه ٿي سگهيا آهن. انهن کي جلد ادا ڪيو وڃي. وفاقي محتسب اعجاز احمد قريشي

موجوده مالي سال ۾ موجود وسيلن مان استادن کي جلد کان جلد ادا ڪيو وڃي. وفاقي محتسب جي هدايت

ڪراچي (اسٽاف رپورٽر) وفاقي محتسب اعجاز احمد قريشي سوين رٽائرڊ استادن کي رٽائرمينٽ کان پوءِ به رهنمون ادا نه ڪرڻ جو نوٽيس وٺندي ٺاٺي واري وزارت ۽ وفاقي تعليم کاتي کي هدايت ڪئي آهي ته انهن ملازمن جون رهنمون ادا ڪيون وڃن. ايل پي آر دوران پگهارون، رٽائرمينٽ کان پوءِ ايسٽي گهر ڏانهن منتقلي الاٽونس ۽ گهر جو ڪرايو فوري طور ادا ڪرڻ جي هدايت ڪئي وئي تفصيل پي آر اوپ سائيت تي ٻڌايو ويو ته فيڊرل ڊسٽرڪٽ اسلام آباد جي ماتحت تعليمي ادارن مان رٽائر ٿيندڙ سوين استادن ۽ پروفيسرن کي رٽائر ڪيو ويو آهي، جن کي مقرر مدي کانپوءِ وصول ڪيل بقايا سال 2021 ع کان ادا نه ڪيا ويا آهن. جنهن سبب هو سخت مالي مشڪلاتن جو شڪار آهن. انهن قرضن جي ماليات 2 ارب 60 ڪروڙ رپين کان وڌيڪ آهي. وفاقي محتسب جڏهن رابطو ڪيو ته وفاقي تعليم کاتي جو چوڻ هو ته فنڊز نه ملڻ سبب اهي واجبات ادا نه ٿي سگهيا آهن. انهن کي جلد ادا ڪيو وڃي. وفاقي محتسب ٺاٺي واري وزارت کي نوٽيس بجيٽ ۾ فنڊز مختص ڪرڻ جي هدايت ڪندي وفاقي تعليمي نظام کي چيو آهي ته موجوده مالي سال ۾ موجود وسيلن مان استادن کي جلد کان جلد ادا ڪيو وڃي

Wafaqi Mohtasib's Institution

Enhancing its outreach to General Public



BY MAHMOOD JAVED BHATTI

PAKISTAN is among the few pioneering countries in South Asia that have successfully introduced the ombudsman institution to ensure depersonalisation of government and expeditious administrative justice to promote good governance. It was on 14 January 1982, that the office of Wafaqi Mohtasib (Ombudsman) was established with the explicit objective to dispense investigations, rectify, and redress public grievances against mal-administration by the federal government agencies.

In this long journey of four decades, the institution has followed positive business reflecting an unrelenting growth and consolidation in activities as well as quantifiable steps towards taking steps to enhance its efficiency and efficacy. Every passing day brought refinement and fine-tuning to its performance mechanisms. Over the years, it has improved complaint handling mechanism comprising investigation, appraisal, review and representation of the government. The office of Wafaqi Mohtasib, it is notable capable of receiving complaints of mal-administration in large numbers, reaching out to the complainants holding public hearings (Shah Kuchayes) at their doorsteps.

Wafaqi Mohtasib Institution also evolved the structure and Framework legal systemised without Internal Functionaries of Disputes (IFD) as a new initiative in 2022. The national system has since given way to minimal dispute handling process through mutual consultation and mediation. Under the Article 11 of President's Order No.1 of 1985, vests in Wafaqi Mohtasib authority to internally investigate, identify and investigate, apply discipline and grievance without any written communication and without the necessity of drafting any complaint or issuing any official orders. This concept of Internal Resolution of Disputes (IRD) has been developed in the form of a pilot project both at Head Office and at Divisional level, particularly in those Divisions where no Regional Office of IFD currently exists. The operationalisation of IRD Project is an important milestone in maintaining the paradigm of the Wafaqi Mohtasib's Office especially in remote areas of the country.

The efforts of the institution must to claim relief get frustrated due to their inability to file writs of Habeas Corpus for filing petitions in the courts of law and face lengthy legal process. Hence the system of Internal Resolution of Disputes (IRD) adopted by the Office of Wafaqi Mohtasib responds to the dire need for resolving public complaints at the grass roots level.

To address the systemic issues leading to persistent complaints against the agencies, Wafaqi Mohtasib coordinated inspection teams to undertake visit of Federal Agencies and provide them necessary guidance to improve good governance and mitigate the public grievances. Simultaneously, the Wafaqi Mohtasib Institution took the lead in conducting numerous studies and proposed standards of good governance to various government agencies. The investigative Supreme Court also made a number of other references to the Wafaqi Mohtasib on the issues of pub-

lic concern and after carrying out necessary investigation reports were submitted to the apex Court.

Under the Outreach Complaint Resolution (OCR) system, Investigation Officers visit various districts to receive grievances at the three steps of the complainants. The OCR has been further strengthened by establishing Sub-Offices in several areas to enable the complainants to raise the grievances at the presence of representatives of Federal agencies closer to their homes and get immediate relief. It also creates greater awareness among the general public about the functioning of the office of the Wafaqi Mohtasib and availability of this cost free and easily accessible forum for redressal of their grievances against Federal Agencies. The presence of Wafaqi Mohtasib's Regional Offices in various cities, as against four originally, with two complaint centres in Sindh (Frank Road/Sukkur) and Sadiqa (Rawalpindi Agency) has further enhanced its outreach to general public.

The other important milestone achieved by Wafaqi Mohtasib is the establishment of Grievance Commissioner's Office for Overseas Pakistanis, which offers an institutional framework for addressing individual complaints and grievances raised by the Overseas Pakistanis. One Window Facilitation Desk has been established at all international Airports of the country to facilitate Overseas Pakistanis and their families travelling to or from Pakistan. In addition, on the special directives of Federal Ombudsman, Focal Persons have been appointed in Post Missions abroad to promptly hear and resolve problems faced by Overseas Disputes.

The service and contribution of the Federal Ombudsman Institution in promoting good governance, the rule of law and respect for human rights is

well recognised at the international level as well. It has played a pivotal role from the platform International Ombudsman Institute (IOI), Asian Ombudsman Association (AOA) and Organisation of Islamic Cooperation Ombudsman Association (OICOA) in promoting Ombudsmaning in Asia and beyond. Pakistan hosted the first Asian Ombudsman Conference in Islamabad in 1998, constituting the Asian Ombudsman Association (AOA) which is non-political, independent, democratic and professional body of constitutional character representing more than two thirds population of the world. With its recognition in 2002, the AOA has traversed a long way since its inception which is reflected in continued expansion of its membership and adoption of well thought out rules and regulations of international standards.

In this long journey of four decades, the office of Wafaqi Mohtasib has established high standards of performance in the service of general public which is reflected in the highest ever number of 168,177 complaints (40% increase) and disposed against an all-time high of 157,798 (47% increase) during the last year. Nearly 117,423 overseas Pakistanis were provided relief by the Overseas Commissioner Cell of Wafaqi Mohtasib in year 2022, marking 113% increase in against 56,000 cases of relief in 2021. The office of Wafaqi Mohtasib enjoys full support at the highest level in being about reach needed citizens in the form of real people by inspecting the service delivery of the Federal agencies. Building on the accomplishment of the past, the goals that the Office of the Wafaqi Mohtasib needs to pursue in the coming years focus on to refer to the people facing administrative injustice of the governmental agencies. The continued growth and success the based support from all segments of society hold a great promise for the future of this institution.