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FEDERAL OMBUDSMAN

**Annual Report**  
**2022**

Federal Ombudsman of Pakistan



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Wafaqi Mohtasib

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**ANNUAL REPORT**

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**2022**





## EJAZ AHMAD QURESHI

Wafaqi Mohtasib of Pakistan  
President Asian Ombudsman Association

No. 1(10)/HWM/2023  
Islamabad, 02 March, 2023

Dear Mr. President,

It is indeed a great pleasure for me to present to you the Annual Report - 2022 of my Office after completion of the first year of my tenure as the Federal Ombudsman. I am happy to inform you that the institution of Wafaqi Mohtasib was able to process the record number of complaints during the year 2022. The receipts rose from 110,405 to the highest ever number of 164,173 (49% increase) and disposal reached an all-time high of 157,798 marking an increase of 47.7% over the figures of the year 2021. The ever increasing number of complaints received, especially during the past couple of years, is, in fact, a direct consequence of the massive awareness campaign that we launched on your kind advice as also your continued support and counselling during this period.

The institution of Wafaqi Mohtasib has come of age. The current year marks the successful completion of 40 years of service (1983-2023) to the general public. On this auspicious occasion, it is reassuring to note that more than 1.9 million households have so far benefitted from the services of this Office. The fact that during successive years, less than 1% complainants or agencies concerned filed review petitions with this Office or representations to your high office against our decisions, is a clear manifestation of the confidence and trust reposed by them in this institution.

You will be pleased to know that we have expanded our operations by opening three Regional Offices in Mirpurkhas, Khuzdar and Swat during the year 2022 and two Complaints Collection Centres at Wana (South Waziristan) and Sadda (Kurram Agency). We have also diversified our activities by undertaking inspections of various agencies against whom persistent complaints were pouring in; informal resolution of disputes between the consenting parties; and holding Khuli Katcheries to reach out to the public closer to their homes to redress their grievances.

Let me also inform you that while concentrating on resolving individual complaints we have not lost sight of the need to follow up on our study reports in the context of systemic reforms in various government agencies including pension and prison reforms. Series of meetings were held with the concerned agencies to further streamline their systems. Lately, the first ever empirical study focusing on street children in the ICT has been carried out by us. The report provides a deep insight into the root causes of the plight of street children and suggests a mechanism for maximum utilization of the resources for protection, welfare and development of street children.

I am sanguine that with the passage of time this institution would grow further to cover even a broader spectrum of the society to redress the grievances of the public at large and keep assisting the government to improve its service delivery mechanisms while enjoying your total support in the discharge of its statutory functions.

*With profound regards,*

Sincerely,

(Ejaz Ahmad Qureshi)

Hon'ble Dr. Arif Alvi,  
President of the Islamic Republic of Pakistan,  
Islamabad.

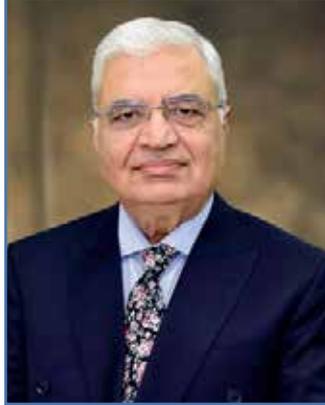


## FOREWORD

The Office of Wafaqi Mohtasib (Ombudsman) derives its strength from a constitutional provision under Article 37 (d) of the Principles of Policy enshrined in Chapter 2 of the 1973 Constitution which makes it obligatory on the part of the State to ensure inexpensive and expeditious justice to its citizens. The Federal Legislative List provided in the Constitution makes a special mention of the Federal Ombudsman. However, it was in January, 1983 that the Office of Wafaqi Mohtasib (Ombudsman) was established under the President's Order No. 1 of 1983 to diagnose, investigate, rectify and redress public grievances against maladministration by government agencies. Since its inception, this institution has evolved and grown into a premier organization of administrative accountability.

One of the statutory responsibilities assigned to the Wafaqi Mohtasib (Under Section 28(1) of the P.O. No. 1 of 1983) is to prepare and submit an Annual Report on his activities to the Hon'ble President within 3 months of conclusion of each calendar year. This report has accordingly been prepared. It encompasses the whole gamut of activities of the Wafaqi Mohtasib ranging from resolving individual complaints against government agencies to carrying out systemic reforms so as to address the root causes of the complaints; and taking various initiatives to facilitate the citizens including the women and children. The report also underscores the efforts made to create greater awareness among the general public about the availability and functioning of this cost free and easily accessible institution for resolution of their grievances against government agencies.





## **Profile of Mr. Ejaz Ahmad Qureshi Wafaqi Mohtasib (Ombudsman) of Pakistan**

Mr. Ejaz Ahmad Qureshi took oath of his Office on 27 December 2021 as the 8th regular Wafaqi Mohtasib (Ombudsman) of Pakistan. He holds a Master's degree in Political Science from University of the Punjab and one in Public Policy & Planning from Pennsylvania State University, USA. He joined Civil Service of Pakistan in 1972 through competitive examination.

He has held prestigious positions both in the Federal and the Provincial governments such as Chief Secretary Khyber Pakhtunkhwa, Chief Secretary Sindh and Federal Secretary of the ministries of Railways and the Environment. He remained Provincial Secretary of a number of departments and also served as Additional Chief Secretary (Development), Commissioner, Deputy Commissioner and Assistant Commissioner in various areas. During his service, he has also been the Consul General / Trade Commissioner of Pakistan in Canada and Pakistan's Permanent Representative to the UN Body, International Civil Aviation Organization. He was awarded 'Tamgha-i-Eisar' for his outstanding services in the earthquake of 2005. Before assuming the charge of Wafaqi Mohtasib (Ombudsman), he has served as Senior Advisor to three former ombudsmen; and as the National Commissioner for Children in the Wafaqi Mohtasib Secretariat, Islamabad.

He is also the President of the Asian Ombudsman Association (AOA) and a member each of Forum of Pakistan Ombudsman (FPO), OIC Ombudsman Association (OICOA) and the International Ombudsman Institute (IOI).



## ACKNOWLEDGEMENTS

The Honourable Wafaqi Mohtasib (Ombudsman) Mr. Ejaz Ahmad Qureshi was pleased to constitute the following Committee for preparing the Annual Report 2022:

- |      |  |                           |
|------|--|---------------------------|
| i.   | Ambassador (R) Abdul Moiz Bokhari, Senior Advisor (International Cooperation and Media), WMS | Chairman                  |
| ii.  | Mr. Shahid Humayun, Advisor (Appraisal), WMS   | Member                    |
| iii. | Mr. Sohail Ahmad, Advisor (Coord), WMS   | Member                    |
| iv.  | Syed Qamar Mustafa Shah, Associate Advisor/PSO to Honourable Wafaqi Mohtasib, WMS            | Member                    |
| v.   | Mr. Muhammad Safdar, Director General (Admn), WMS  | Member                    |
| vi.  | Capt (R) Abdul Majeed Khan Niazi, Director General (Media), WMS                              | Coordinator/<br>Secretary |

The Committee expresses its thanks and gratitude to the Honourable Wafaqi Mohtasib for his valuable guidance and direction at every stage during the preparation of this Report. The Committee also expresses its appreciation and thanks to all the officers and staff of the Wafaqi Mohtasib Secretariat for providing the necessary support as well as professional input for bringing out this Report. The Committee is also grateful to the Secretary, Wafaqi Mohtasib Secretariat and the Administration Wing for providing logistic support and assistance in the timely preparation of the Annual Report 2022.



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## Acronyms

ADR	Alternate Dispute Resolution
AGP	Auditor General of Pakistan
AGPR	Accountant General Pakistan Revenues
AIOU	Allama Iqbal Open University
AOA	Asian Ombudsman Association
BISP	Benazir Income Support Programme
CDA	Capital Development Authority
CDNS	Central Directorate of National Savings
CMIS	Complaints Management Information System
CNIC	Computerized National Identity Card
DAC	Departmental Accounts Committee
DISCOs	Electricity Distribution Companies
EOBI	Employees' Old-Age Benefits Institution
ERRA	Earthquake Reconstruction and Rehabilitation Authority
FGEHA	Federal Government Employees Housing Authority
FIA	Federal Investigation Agency
GESCO	Gujranwala Electric Supply Company
HEC	Higher Education Commission
HESCO	Hyderabad Electric Supply Company
ICR	Integrated Complaint Resolution
ICRS	Instant Complaint Resolution System
IESCO	Islamabad Electric Supply Company
ICT	Islamabad Capital Territory
ILO	International Labour Organization
IRD	Informal Resolution Of Disputes
LESCO	Lahore Electric Supply Company
MCMC	Mid-Career Management Course
MEPCO	Multan Electric Power Company
NADRA	National Database and Registration Authority
NBP	National Bank of Pakistan
NCC	National Commissioner for Children
NEPRA	National Electric Power Regulatory Authority
NICOP	National Identity Card for Overseas Pakistanis

NGO	Non-Governmental Organization
NIM	National Institute of Management
NITB	National Information Technology Board
NPO	Non-Profit Organization
OCR	Outreach Complaint Resolution
OGRA	Oil and Gas Regulatory Authority
OPF	Overseas Pakistanis Foundation
PBM	Pakistan Bait-ul-Mal
PEMRA	Pakistan Electronic Media Regulatory Authority
PESCO	Peshawar Electric Supply Company
PIAC	Pakistan International Airlines Corporation
PIMS	Pakistan Institute of Medical Sciences
PLI	Postal Life Insurance
POC	Pakistan Origin Card
PTA	Pakistan Telecommunication Authority
PTCL	Pakistan Telecommunication Company Limited
SIMU	Special Initiatives Monitoring Unit
SLICP	State Life Insurance Corporation of Pakistan
SMS	Short Message Service
SNGPL	Sui Northern Gas Pipelines Limited
SSGCL	Sui Southern Gas Company Limited
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations International Children's Emergency Fund
WMS	Wafaqi Mohtasib Secretariat

# CHAPTER 1

## WAFAQI MOHTASIB (OMBUDSMAN)'S OFFICE

### A JOURNEY TO PROGRESS

In any democratic country, dispensation of quick justice is imperative for maintaining state legitimacy and public confidence in its institutions. In Pakistan, Article 37 (d) of the Constitution has entrusted the State with the responsibility to ensure inexpensive and expeditious justice to the public. The Federal Legislative List - Fourth Schedule contains a reference to Federal Ombudsman. Over the years this institution has gained immense strength in performing its statutory role and has earned recognition from all and sundry for its efficiency and efficacy. Its achievements can be attributed to a variety of factors and initiatives which are enunciated as follows:

#### Expansion in Jurisdiction and Powers of the Wafaqi Mohtasib

The Office of Wafaqi Mohtasib was established on 24 January, 1983 vide the President's Order No.1 of 1983 with the mandate to diagnose, investigate, redress and rectify any injustice done to a person through maladministration by any federal agency. The said Order remained this institution's only guiding charter for almost 30 years. However, with the enactment of the Federal Ombudsmen Institutional Reforms Act 2013, its legal framework was strengthened enabling the Federal Ombudsman to perform his functions efficiently while enjoying administrative and financial autonomy. The definition of the term "Agency" was revised to include any agency in which the Federal Government has any share or which has been licensed, registered and notified by the Government. This change in the definition of the Agency brought a large number of organizations into its fold which were previously treated as outside the jurisdiction of the Mohtasib.

Legal framework of the Mohtasib's institution strengthened allowing the institution administrative and financial autonomy

#### Growth in Strength and Capacity

In its journey of forty years, the institution witnessed massive qualitative and quantitative growth in its strength and capacity. Apart from the Head Office, it had initially only 4 regional offices, one each in the provincial capitals whereas today its regional offices are functioning in 17 cities all over the country. Two Complaints Collection Centers have been opened recently at Wana (South Waziristan) and Sadda (Kurram Agency).

Besides Head Office, Wafaqi Mohtasib's institution had initially four Regional Offices, now 17 Offices in different cities with two sub-offices are operating.

This growth is not confined to increase in the geographical prevalence alone. In fact, the online presence of the institution has also been strengthened through its user friendly website and launching of a mobile application to increase its accessibility to the people. The Complaint Management Information System (CMIS) makes the processing of complaints efficient and speedy and enables the Wafaqi Mohtasib and the administration to monitor the performance of Investigating/Appraising and Implementation Officers. It also helps in ensuring that complaints are disposed of within the stipulated period of 60 days. Another important feature added lately to the CMIS is the development of interface with 181 federal government agencies whereby the complaints that are not resolved within 30 days at the agency level are automatically transferred to the interface of the Wafaqi Mohtasib Secretariat (WMS) for further processing in the normal manner and disposal within the statutory time limit of 60 days.

Complaint Management Information System (CMIS) makes the processing of complaints efficient and speedy.

## Increasing Efficacy of the Complaint Redressal Mechanism

The total number of complaints disposed of since the inception of the Office of Wafaqi Mohtasib stands at 1.9 million, approximately. The incidence of complaints rose from 7,812 in 1983 to 164,173 in 2022 which not only reflects the remarkable increase in the efficacy of the Complaint Redressal Mechanism of WMS but also the confidence the public has in the institution's ability to provide relief.

Under the mechanism, a complaint goes through different stages: registration, investigation and preparation of findings which are then appraised and, after signatures of the Wafaqi Mohtasib, finally gets implemented. The Appraisal Wing was created in the year 2002 with the purpose of ensuring uniformity and accuracy of the Findings and removal of technical errors. The last stage is implementation/ execution of the orders/recommendations of the Wafaqi Mohtasib for which an Implementation Wing was established in 2007. This wing holds an impressive record of implementation of Findings within a reasonable timeframe. The efficacy

of the Complaint Redressal Mechanism is also reflected in less than 1% reviews filed to the Wafaqi Mohtasib or representations made to the President by the aggrieved party against the decisions of the Mohtasib. This small percentage of reviews/representations also indicates the trustworthiness of Findings of the Wafaqi Mohtasib, competence of the Investigating and Appraising Officers of WMS and increased reliability of its complaint redressal mechanism.

Less than 1% reviews filed to the Wafaqi Mohtasib or representations made to the President against the decisions of the Mohtasib by the aggrieved party.

## Broadening the Scope of Operational Activities

### a) Launching of Outreach Complaint Resolution (OCR)

The Institution widened the scope of complaint resolution by launching a project in January 2016 called Outreach Complaint Resolution (OCR). The project suffered some difficulties due to the devastating floods during the year but was quickly resumed afterwards. Its success is evident from the fact that, so far, a total of 45,595 complaints have been resolved under this project. The field visits of the Investigating Officers under the OCR and their interaction with the local media, have also contributed in generating greater awareness about the Wafaqi Mohtasib's Office.

### b) Khuli Katcheries and Inspections

As an extension of the OCR system, the Wafaqi Mohtasib and the authorized officers are holding Khuli Katcheries for on-the-spot resolution of complaints of the aggrieved citizens. Likewise, the designated officers of WMS undertake inspection of various agencies. Inspection Reports were forwarded to the agencies concerned for implementing the recommendations of the reports aimed at addressing the systemic issues and improving their service delivery. Periodic follow up on the implementation of the recommendations of these reports yielded good results and some of the agencies including BISP & NADRA have submitted compliance reports.

### c) Establishment of the Office of Grievance Commissioner for Overseas Pakistanis

The welfare of almost 9 million overseas Pakistanis has received due attention by this Office. Wafaqi Mohtasib appointed a Grievance Commissioner for overseas Pakistanis in 2015 to address persistent complaints and systemic issues causing difficulties to overseas Pakistanis. Focal persons have also been appointed in Pakistan Missions abroad to personally hear and resolve problems faced by Pakistani diaspora. Around 18,403 complaints of overseas Pakistanis were resolved by Pakistan Missions abroad in 2022; and the Grievance Commissioner at the Head Office also disposed of 815 complaints during the same period. These steps have been widely acknowledged and acclaimed by the overseas Pakistanis.

## d) Appointment of Grievance Commissioner for Children

Grievance Commissioner for Children was appointed in the Head Office to address sensitive issues of children. A National Committee on Children (NCC) was also constituted by the Wafaqi Mohtasib to strengthen coordination with the provincial authorities and other stakeholders for monitoring the status of rights of children, and to recommend appropriate steps for implementation of the NCC recommendations. An empirical study on the plight of street children in the ICT has recently been completed by the WMS team in the year 2022.

## e) Informal Resolution of Disputes (IRD)

As provided for in Article 33 of the President’s Order No.1 of 1983, the IRD project was launched in April 2022. Its SOPs were developed and the Investigating Officers were advised to ensure that only those cases were accepted where the parties concerned gave their consent for informal resolution of their disputes by WMS. Under this system 1,114 cases were resolved during 2022 whereas 266 cases are under process. It was reassuring to note that the project turned out to be a success as the consenting parties were totally satisfied with the decisions given by the Investigating Officers of WMS in their respective cases.

## Continued Support of the Hon’ble President

Since its establishment, four heads of State have so far graced the Office of WMS with their presence with the latest visit being in February 2022 by the Hon’ble President Dr. Arif Alvi. These visits, especially the ones that took place in quick succession during the recent years, are a testimony to the institution’s stature, its success and its pivotal role in dispensing administrative justice to general public. The President is also the appellate authority of the Office of the Wafaqi Mohtasib under Article 32 of P.O. No 1 of 1983. The Forum of Pakistan Ombudsman (FPO), a professional network of 14 ombudsman institutions also receives his guidance and advice on improving the service delivery of the institutions.



Dr. Arif Alvi, President of Pakistan chairing a briefing session at Wafaqi Mohtasib Secretariat, Islamabad (15.02.2022)

## Impact of Awareness Campaign

The Awareness Campaign launched on the advice of the President by the Office of Wafaqi Mohtasib in 2019 has played a huge role in bringing WMS in the limelight. This is reflected in an immense increase in number of complaints i.e. from 73,059 in 2019 to 164,173, in 2022. Public Service Messages were also disseminated among all cellular networks with the result that more and more citizens are approaching this cost free and easily accessible forum for relief.

## References by the Hon'ble Supreme Court

The law empowers the Wafaqi Mohtasib to carry out research to identify the systemic flaws and present his recommendations. In recent years, the Hon'ble Supreme Court made a number of references to Wafaqi Mohtasib on issues of public concern such as the condition of women and children in jails, fire incidents on Margalla Hills, illegal constructions in the Nullah Korang bed, education sector reforms and for addressing systemic failures etc. Necessary investigations were carried out and reports were submitted in the Apex Court against all such references. Special initiatives were also taken in recent years to facilitate pensioners and prisoners, especially the female and juvenile prisoners. Thirteen progress reports on prison reforms have so far been submitted in the Supreme Court of Pakistan by the Office of Wafaqi Mohtasib.

## Gradual Increase in Government's Budgetary Support

WMS started its operations with a paltry budget of Rs.11 Million in 1983. This budgetary provision was gradually increased every year and stands at Rs.943 Million in FY 2022-23. It is a clear manifestation of the Government's support and commitment to the mandate of Wafaqi Mohtasib and its confidence in the institution's performance and efficacy.

## Evidence of Success of WMS

A case study on "Evolution and Progress of Federal Ombudsman" was conducted in 2021 to review the entire gamut of activities of this institution including the expansion in the scope of its functions since its establishment in 1983. The case study quotes the World Bank sponsored report and Citizens Report Card prepared in 2015 which says, inter alia, that "out of all the international models of complaint handling systems, the institution of Ombudsman is considered to be the fast growing and most effective vehicle for redress of complaints against government as providers of service."

## Conclusion

The Office of Wafaqi Mohtasib has come of age and possesses all the essential characteristics of an ombudsman institution. It is non-partisan, operationally independent of both the legislature and the executive; and client-oriented but not anti-administration. Its contribution as the institution providing inexpensive and expeditious administrative justice to the aggrieved citizens and promoting good governance in Pakistan through improvement in service delivery of the federal agencies, is fully recognized. The continued goodwill of the higher echelons of the State and across the board support of the government and all sections of the society fully illustrate the fact that the Office of Wafaqi Mohtasib has not only achieved the objectives it was created for but has all the potential to become more productive in the time to come.

**The institution is providing inexpensive and expeditious administrative justice and promoting good governance in Pakistan.**

## CHAPTER 2

# ADDRESSING MALADMINISTRATION

The Office of Wafaqi Mohtasib (Ombudsman) was established in 1983 under the President's Order No.1 of 1983 with a mandate to diagnose, investigate, redress and rectify any injustice done to a person through maladministration.

### Highlights of the President's Order No.1 of 1983 and the Federal Ombudsmen Institutional Reforms Act 2013

The Wafaqi Mohtasib (Ombudsman) is empowered to investigate the complaint filed against the maladministration on the part of an Agency which includes a Ministry, Division, Department, Commission or office of the Federal Government or statutory body corporation or other institutions established or controlled by the Federal Government but does not include the Supreme Court, the Supreme Judicial Council, the Federal Shariat Court or a High Court. The jurisdiction of this Secretariat has been expanded under the Federal Ombudsmen Institutional Reforms Act, 2013 by extending the definition of "Agency" to include an agency in which the Federal Government has any share or it has been licensed or registered by the Federal Government and notified by the Federal Government in the official gazette.

Maladministration includes a decision, process, recommendation, act of omission or commission which is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona fide and for valid reasons; or is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or is based on irrelevant grounds; or involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and neglect, inattention, delay, incompetence, inefficiency and ineptitude in the administration or discharge of duties and responsibilities.

Maladministration includes a decision, process, recommendation, act of omission or commission which is contrary to law, rules or regulations or is a departure from established practice or procedure ...

While the Mohtasib has the jurisdiction to undertake investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees, it does not have jurisdiction to inquire into any matters which are sub-judice; relate to the external affairs of Pakistan or the relations, or dealing of Pakistan with any foreign state or government; or relate to, or are connected with the defence of Pakistan and service matters relating to the Agency in which the complainant is or has been working.

The Mohtasib or any member of the staff authorized by him may for the purpose of making any inspection or investigation, enter any premises where the Mohtasib has reason to believe that any article, book of accounts, or any other document relating to the subject matter of inspection or investigation may be found.

Apart from the formal disposal of complaints, the Mohtasib and member of the Staff have the authority under Informal Resolution of Disputes mechanism to conciliate, amicably resolve, stipulate, settle, or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice as provided in Article 33 of the President's Order No.1 of 1983. The Mohtasib may constitute an Inspection Team under Article 17 of the Order *ibid* for the performance of any of the functions of Mohtasib which will submit its report to the Mohtasib with its recommendations for appropriate action. The Mohtasib may, whenever he thinks fit, establish standing or advisory committees at specified places with specified jurisdiction for performing such functions of the Mohtasib as are assigned to them from time to time and report shall be submitted to the Mohtasib with recommendations. The Mohtasib may also arrange for studies to be made or research to be conducted for ascertaining the root causes of corrupt practices and injustice and may recommend appropriate steps

for their eradication. The Mohtasib shall submit an Annual Report to the President within three months of the conclusion of calendar year to which the report pertains.

## Procedure and Practices

The President’s Order No.1 of 1983, and Federal Ombudsmen Institutional Reforms Act, 2013 and the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 provide the following procedure for registration, processing and final disposal of the complaint:

### A) Registration

The first stage is the registration of a complaint in the Wafaqi Mohtasib Secretariat (WMS). The process of filing a complaint and its registration in the WM Secretariat has been made easy and simple as majority of the complainants are illiterate. Multiple means are available for filing complaints by general public against any Federal Agency like Email, WhatsApp, Mobile App, Post or online through WMS website. Complaint can be written in any language. It can be submitted at Headquarters in Islamabad or any of the 17 Regional Offices spread all over Pakistan. Complaint Collection Centres have also started operations at Wana (South Waziristan) and Sada (District Kurram) recently. Every complaint shall, wherever possible, be accompanied by WMS Form “A” (an Affidavit) or a solemn affirmation stating that:

Multiple means are available for filing complaints like Email, WhatsApp, Mobile App, Post or online through WMS website. Complaint can be written in any language.

- i. The allegations contained in the complaint are correct and true to the best of knowledge and belief of the complainant;
- ii. Previously, no complaint on the subject was filed at the Head Office or at any of its Regional Offices;
- iii. No suit, appeal, petition or any other judicial proceedings in connection with the subject matter of the complaint, is pending before any Court, Tribunal or Board.

In order to provide guidance and assistance to general public in preparing and filing complaints, Facilitation Desks are available in Islamabad and at all Regional Offices.

Following the receipt of complaint, the Registrar/Assistant Registrar at each office allots a unique registration number to each complaint and records it in the Complaint Management Information System (CMIS). The complaints, along with the documents attached thereto, are examined, with a view to determining their admissibility, under Article 2(1)(2), Article 9 and Article 10 of P.O. No.1 of 1983, read with the “Federal Ombudsmen Institutional Reforms Act 2013”, and under the explanatory circulars, memoranda, issued from time to time. The main points of the complaint are properly analyzed and the data entry of all complaints is done on CMIS, where different codes of maladministration are



A glimpse of the Facilitation Center at Wafaqi Mohtasib Secretariat, Islamabad.

incorporated. CMIS then generates WMS Form-B which shows gist of the whole complaint on a single sheet. Subsequently, the WMS Form 'B' is forwarded for admission or rejection by the Mohtasib or by the Authorized Officer. The admitted complaint is forwarded to the concerned Investigating Officer within 24 hours. All complaints accepted for hearing are duly acknowledged and letters and an SMS alert are issued for information of the complainants. However, the complaints which do not meet the prescribed criteria, are rejected and the complainant is immediately informed about it along with reasons.

Admitted complaint is forwarded to the Investigating Officer within 24 hours. All complaints accepted for hearing are acknowledged and letters/SMS alert are issued.

Major reasons for rejection of complaints in limine are as under:

- a. Complaints were not properly filed i.e. confused or incomplete; not addressed to the WMS; text not showing the relevant Agency; address/identity missing or nothing could be made out from the text of the complaint;
- b. The complaints related to private agencies, external affairs of Pakistan or defence or sub-judice or already adjudicated, are matters not covered under the jurisdiction of the Mohtasib. The complaints related to service matters i.e. the complaint is against the Agency in which the complainant is or has been working, are also not covered.
- c. The complaint is filed after mandatory period of three months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint unless the Mohtasib considers that there are special circumstances which make it proper to investigate.
- d. The complaints which are anonymous, general in nature, unsigned, unverified, or premature, awaiting actions from the Agencies;
- e. If no reasons for investigation were found or maladministration was observed.

WMS has established Integrated Complaint Resolution (ICR) system for all Federal Government agencies which allows complainants to first approach the concerned Agency directly. The said Agency is bound to respond within 30 days, from the date of receipt of complaint. If the Agency does not take action on the respective complaint within the prescribed period, it is automatically transferred to CMIS of WMS to be treated as a fresh complaint for regular investigation.

If the Agency does not take action on the respective complaint within the prescribed period, it is automatically transferred to CMIS of WMS.

## B) Investigation

The next stage after registration is the initiation of the investigation process of admitted complaint by the concerned Investigation Officer (IO) at Head Office or Regional Offices. The investigation process includes issuance of hearing notices to the complainant and the Agency, submission of reports by the Agency within a maximum period of fifteen days (extendable by maximum seven days) followed by hearing in which both the parties are given opportunity to express their viewpoint. Investigating officer examines the complaint in the light of relevant law/rules of the Agency to determine if there is any maladministration on the part of the Agency. Based on this, Investigating Officer concerned recommends closure of the case or provision of relief or rejection of the complaint, as the case may be. In this case Regulation 23 of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 is relevant and widely used.

The complaints are disposed of in the following manner:-

### 1. Closure Findings

Investigations in some of the complaints are closed on various grounds such as, the Agency accords or commits to accord the relief sought, the parties agree to resolve the complaint through mutual consent, the agencies are not at fault as some processes and formalities are required to

be completed by the complainants; the complaints do not fall under the jurisdiction of the WMS; the ones that are already adjudicated upon/pending in the courts of competent jurisdiction or fall under limitations; or withdrawn by the complainant, etc. In such cases 'Closure Findings' are issued wherein the reasons for closure of the case are duly described.

## 2. Rejected Findings

A complaint is rejected in limine in view of its non-admissibility in pursuance of provisions under Article 9 of the Presidential Order No.1 of 1983. A complaint is also rejected on merit under Regulation 23(3) of the Wafaqi Mohtasib (Investigation and Disposal of complaints) Regulations 2013, if it is not based on facts or covered under the Laws, and maladministration against the Agency is not established.

## 3. Relief Findings

The findings, issued under Regulation 23(4) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 entail relief to the complainants. The implementation under these findings is time bound and regularly monitored for implementation.

### C) Implementation of Findings

Implementation of findings is a very important segment of the process of redressal of complaint. It is a continuous process for ultimate disposal of findings, issued by the Wafaqi Mohtasib Secretariat. Implementation is monitored in the case of relief findings under Regulation 23(4) and closure findings in which the Agency undertakes to provide relief to the complainant and a time frame is provided to the Agency to complete the process, and report compliance to WMS.

Implementation is monitored in the case of relief findings and closure findings in which the Agency undertakes to provide relief.

The case is finally closed once the implementation of recommendations is reported by the Agency and got confirmed from the complainant concerned. Thereafter, the file is consigned to record.

### D) Review Petition/Representation to the President

If any of the party is aggrieved of the decision/order, he/she or it can file a review petition to the Wafaqi Mohtasib or file a representation to the President against the decision of the Wafaqi Mohtasib within 30 days of the receipt of the decision or order.

## CHAPTER 3

### PERFORMANCE HIGHLIGHTS

In accordance with its mandate, the Office of Wafaqi Mohtasib has, since its inception in 1983, been successfully providing relief to the citizens aggrieved of mal-administration on the part of Federal Government agencies. In doing so, it has gradually systematized its operations, increased its geographic prevalence, broadened its scope of activities and has started to put greater reliance on the latest information technology tools to give further impetus to its efficiency and efficacy. During the past couple of years, lot of emphasis has also been laid by it on media awareness campaign to send its message across to a broader spectrum of the society so that maximum possible number of citizens can avail its cost free and prompt services.

The year 2022 was characterized by: the highest ever number of receipts and disposal of complaints; opening of new Regional Offices and Complaint Collection Centers; further expansion in the scope of activities through inspection visits of various Government agencies; holding Khuli Katcheries for on-the-spot resolution of complaints of aggrieved citizens; follow up on the recommendations of WMS reports, especially on pension and prison reforms and on the other initiatives taken in recent years; and carrying out studies on topics of grave public concern. The highlights of the year 2022 are as follows:

#### Unprecedented Receipt and Disposal of Complaints

Though the number of public complaints filed in WMS keep on increasing significantly each year, there was an unprecedented upsurge in both registration and disposal of complaints in the year 2022 despite devastating floods, during the second half, which adversely affected the operations of a range of Government agencies. The phenomenon of receipt and disposal of complaints culminated in the month of December, 2022 when the highest ever number of 18,828 complaints were filed in a single month and 19,717, including the backlog, were disposed of within the same month. During the entire year under report, a record number of 164,173 public complaints of maladministration were received and 157,798 were disposed of as compared with receipt of 110,405 and disposal of 106,823 complaints in the preceding year. It is worth reporting that barring a few complaints which took more time in processing due to requirement of additional information from the complainants or the Agency for taking a meaningful decision, all the complaints were disposed of within the statutory timeline of 60 days. The quantum jump in the figures pertaining to receipts and disposal of complaints in the year 2022 from that of the last year was due to many times increase in the number of complaints against BISP and PLI; more than 12% increase in complaints against DISCOs; and more than 100% increase in complaints against EHSAS Program, PTA and IB. Complaints against PBM, FIA, Pakistan Railways, CDA and FEBF & GI, AGPR, SBP and CDNS also registered considerable increase.

During 2022, a record number of 164,173 complaints of maladministration were received and 157,798 were disposed of as compared with receipt of 110,405 and disposal of 106,823 complaints in 2021.

#### Dealing with Complaints against Utility Companies

During the year 2022 a large number of complaints were lodged against DISCOs; and mostly these complaints were regarding excessive billing. The electricity complaints were 62,297 in number i.e. 37.8% of the total complaints in 2022 as against 50,079 (45%) in the year 2021. Though the complaints against SNGPL registered 29% decrease i.e. from 8,977 in the year 2021 to 6,314 in 2022, yet, the complaints against SSGCL rose from 9,288 in 2021 to 11,807 in 2022, registering 27% increase. The cumulative figure pertaining to number of complaints against both SNGPL & SSGCL was 18,121 in the year 2022 as compared to 18,264 in the year 2021 indicating a 0.77% decrease. These

The electricity complaints were 62,297, 37.8% of the total complaints in 2022 as against 45% in 2021... Complaints against gas companies decreased by 0.77% in 2022.

complaints were generally regarding excessive/wrong/incorrect and detection billing, delay in providing new gas connection / shifting and replacement of defective meters etc. The other complaints were lesser in number and related to improper supply of gas, non-installation of meters, non-repair of gas pipelines and delay in restoration of gas connection.

In order to look into the causes of persistent complaints against DISCOs, the Wafaqi Mohtasib held meetings with the CEOs of some DISCOs, senior officers of M/o Energy as well as NEPRA. He directed

that Facilitation Centers headed by a BS-18 officer may be established in each DISCO to guide the complainants on their complaint redressal process. He also gave various directions to the CEOs aimed at improving their functioning and better coordination with WMS. Similarly, he also held meetings with the Secretary Petroleum, Chairman OGRA and MDs, SNGPL and SSGCL to discuss the working of Gas Companies and their administrative arrangements to address citizens' complaints. On this occasion, he directed that OGRA should sort out the issue of leakage of Gas from the house lines with the Gas Companies and devise a proper



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi Presiding over a high-level meeting of Ministry of Petroleum & Gas companies for more responsive & effective mechanism to deal with citizens complaints

mechanism to address such complaints quickly and effectively; and inform WMS accordingly. He further directed that the Gas Companies should examine emulating the packages adopted by K-electric to provide relief to the poor consumers who have been unable to clear their dues for long.

It came to the notice of WMS that some of the utility companies filed writ petitions in the court of law against the decisions of the Wafaqi Mohtasib even after affirmation of those decisions by the Hon'ble President. This act of the utility companies was against the instructions issued by the Cabinet Division in the year 2003 and reiterated by that Division from time to time. Therefore, the Wafaqi Mohtasib impressed upon all DISCOs as well as the MDs SNGPL and SSGCL to ensure complete adherence to the instructions of the Cabinet Division that no government Agency should approach a court of law against the decisions of the Wafaqi Mohtasib once those decisions were duly affirmed by the Hon'ble President.

## Facilitating the General Public Through IT Tools

During the past couple of years, WMS has greatly facilitated the general public in lodging complaints against Federal agencies through the latest IT tools. This not only saves time and resources of the public and the agencies concerned but those of this Office as well. A total of 51,112 complaints were filed online by the general public during the year 2022. Out of these, 18,389 were registered through the mobile App of WMS and 32,721 through the website, representing 82% and 109% increase, respectively, from the last year's online complaints. Additionally, 19,459 complaints were received through the Integrated Complaint Resolution System (ICRS). Under ICRS, all complaints that remain un-resolved at the Agency level for more than 30 days are automatically transferred to the Complaint Management Information System (CMIS) of WMS for further processing as per SOP. For ICRS operations, WMS has developed interface with 181 agencies through its CMIS.

## Resolving Public Complaints Through OCR

Under the Outreach Complaint Resolution (OCR) Project started almost 7 years ago in January 2016, the Investigating Officers of the WMS continued to undertake visits to various tehsil / district headquarters to resolve public complaints closer to the door steps of the complainants. A total of 8,211 complaints were disposed of under this system during the year 2022. The OCR visits of the Investigating

Officers were also used for greater interaction with the media which helped in raising awareness among the general public about the availability of this quasi-judicial forum and its easy accessibility for resolving their complaints against Federal Government agencies without any cost or services of a lawyer. On these occasions, the Investigating Officers also held Khuli Katcheries.

The OCR visits of the Investigating Officers were used for greater interaction with the media which helped in raising awareness about the availability of this quasi-judicial forum.

## Introduction of Informal Resolution of Disputes (IRD)

Article 33 of the President's Order No.1 of 1983 empowers the Mohtasib and members of his Staff to informally conciliate, amicably resolve, stipulate or settle any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice. Accordingly, a project was initiated in April, 2022 and guidelines / SOP were developed for Investigation Officers of WMS.

The IRD proved to be a big success and a total of 1,114 cases were resolved while 266 were in process under this project during the year under report. The cases resolved include pension for widows, payment of service dues, payments to contractors / laborers, sub-judice matters where parties agreed to withdraw their cases from courts for settlement under IRD, issuances of licenses, pollution control, provision of various facilities including allocation of frequency for paging system in hospitals, maintenance of private residential buildings, retrieval of stolen phones, grievances of students against their schools / universities, encashment of cheque of private individuals from their bank accounts etc. The details of IRD project are available in a separate chapter.

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## Quality Control through Appraisal of Findings

A team of Advisors comprising very experienced retired civil service officers, judges and professionals having vast experience of public service, minutely appraised each and every finding before its submission for final approval of the Wafaqi Mohtasib. The Findings pertaining to the complicated issues were vetted twice by different Advisors to doubly ensure uniformity, soundness and correctness, from all angles, of the recommendations / decisions and orders of the Wafaqi Mohtasib. The efficacy of the Appraisal Team is evident from the fact that only in less than 1% cases, either reviews were filed to the Wafaqi Mohtasib or representations were made by the aggrieved party before the President. It is also worth mentioning that the Hon'ble President upheld the decisions of the Wafaqi Mohtasib in 220 out of 266 cases.

## Implementation of Findings

The Federal Ombudsmen Institutional Reforms Act 2013 gives powers of a civil court to the Wafaqi Mohtasib to get his recommendations, orders or decisions implemented. He also has the same powers, mutatis mutandis, as the Supreme Court has to punish for contempt. Additionally, the law empowers him to punish for contempt as provided in the Contempt of Court Ordinance, 2003. These provisions of law serve as a deterrence against defiance or laxity on the part of the agencies in implementing the Findings of the Wafaqi Mohtasib.

Implementation of the decisions, orders, recommendations and Findings of the Wafaqi Mohasib remained in sharp focus of WMS to ensure that the public trust in the effectiveness of this institution is not

Implementation of the decisions and Findings of the Wafaqi Mohasib remained in sharp focus of WMS to ensure that the public trust in the effectiveness of this institution is not eroded.

eroded. The Implementation Wing headed by a Senior Advisor alongwith experienced officers monitored implementation of each and every Findings wherein recommendations were given to the Agency concerned and compliance was sought. For this purpose, a separate interface exists in the Complaint Management Information System (CMIS) of WMS. The Implementation Officers held regular hearings throughout the year to ensure implementation of Findings within a reasonable timeframe. The Wafaqi Mohtasib chaired periodical meetings of the Implementation Wing throughout the year at the Head Office and personally visited the Regional Offices as well to, inter alia, review the performance of the respective Implementation Officers.

## Low Percentage of Review Petitions

The governing statutes of the Office of Wafaqi Mohtasib provide for review of any Findings, recommendations, order or decision by the Wafaqi Mohtasib on a review petition made by an aggrieved party within 30 days which is to be decided by the Wafaqi Mohtasib within 45 days. The purpose of a review is confined to remedying an apparent error or the resultant injustice that has been the consequence of a decision of the Wafaqi Mohtasib. The number of review petitions filed by the aggrieved parties has remained less than 1% of the total complaints for years together. During the year 2022, only 1348 review petitions were received out of which 897 were filed by the complainants and 451 by the Agency concerned. Review petitions registered during the last two months of the preceding year were also processed, making the total as 1490, as compared to 1,094 review petitions processed last year. Out of the total review petitions, 1273 were decided whereas the remaining ones are at different stages of processing. It is encouraging that the total number of review petitions filed constituted only 0.8% of the overall complaints decided in the year under report. This negligible percentage of review petitions vividly reflects the soundness of the decisions of the Mohtasib.

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## Minimal Representations to the President

Apart from filing review petition to the Wafaqi Mohtasib under the Federal Ombudsmen Institutional Reforms Act 2013, any person or party aggrieved by a decision, order, findings or recommendations of an Ombudsman also has the option to file a representation to the President under the Act ibid within thirty days of the decision, order, findings or recommendation of the Mohtasib. It is reassuring to note that during the year 2022, only 668 representations were filed before the President by the aggrieved parties. The number of representations were only 0.46% of the total number of complaints disposed of during the year whereas during the last year, these were 0.6%. The perpetual very low percentage of representations to the President also reflects the accuracy as well as trustworthiness of the Findings of the Wafaqi Mohtasib.

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## Systemic Reforms

The Wafaqi Mohtasib is also mandated to look into the root causes of persistent complaints against various agencies with the objective to carry out systemic reforms. For this purpose, the Wafaqi Mohtasib constituted various committees of experts, professionals and seasoned civil service officers. These committees prepared 28 very valuable reports which were forwarded to the government for further consideration and implementation of the recommendations contained therein. During the year under report, the Wafaqi Mohtasib held a number of meetings to monitor the progress especially in the context of pension reforms, CDNS, Overseas Pakistanis and prisoners, particularly the women and children in jails. In the context of prison reforms 12 progress reports have so far been submitted in the Supreme Court of Pakistan out of which two reports were submitted in the year 2022. The 13th report covering the period upto 31.12.2022 is in the offing.

## Prison Reforms

In the context of prison reforms, the Wafaqi Mohtasib held meetings with the provincial authorities in Lahore, Peshawar and Quetta who informed that District Oversight Committees have already been constituted, more jails were being built, living conditions of inmates of prisons have been improved, automation to develop interface among jails, courts and NADRA is being done for monitoring and verification of the prisoners' record; educational activities are going on well in a number of prisons and vocational trainings are also being imparted. Similarly, free legal aid, especially to Under Trial Prisoners (UTPs) and for appeal purpose was also being provided. Another important development is that drug addicts and hardened criminals have been segregated from juveniles and women in jails.

## Pension Reforms

The Pension Committee constituted by the Wafaqi Mohtasib continued to monitor the implementation of the recommendations of the WMS report on pension reforms. Presiding a meeting of the committee on 28th June 2022, the Wafaqi Mohtasib directed that all major ministries, corporations / agencies, that deal with thousands of pensioners should ensure establishment of functional pension desk, manned by trained staff. The desks are to be supervised by a Senior Officer to facilitate the processing of pension cases and to properly guide the old pensioners, widows, orphans who run from pillar to post to get their cases expedited & finalized.

**Establishment of functional pension desks are to be supervised by a Senior Officer to facilitate the pension cases and to properly guide the old pensioners, widows, orphans**

The Wafaqi Mohtasib also directed that the issue of allocation of funds to agencies like Railways and EOBI needed to be tackled without delay for which special meetings should be held with the Ministry of Finance and other agencies. Meetings were held with the stakeholders in the Wafaqi Mohtasib Secretariat for the purpose of creation of dedicated desks in all the Ministries, Divisions and departments of the Federal Government to facilitate the retirees in completion of the formalities for grant of pensionary benefits. Exclusive meetings were also held with the EOBI to thrash out the issues regarding registration of private entities with EOBI, simplification of registration process, facilitation of pensioners for obtaining record from concerned organizations and timely disposal of complaints and appeals. Necessary instructions were given to EOBI to create awareness amongst general masses, appoint focal persons, expedite automation of service record and ensure hearing and disposal of all complaints within 60 days.

## Facilitating Overseas Pakistanis

Resolving the problems faced by the overseas Pakistanis during their travel to and from Pakistan has remained a priority for the Office of Wafaqi Mohtasib. For this purpose, One Window Facilitation Desks have already been established by WMS at all international airports in Pakistan to instantly address the complaints of Pakistani passengers. Functioning of these desk was monitored through surprise visits and on-the-spot instructions were given to the concerned authorities to improve their service delivery.

**One Window Facilitation Desks have been established at all international airports in Pakistan to address the complaints of Pakistani passengers.**

Besides, monthly reports were obtained from each agency regarding redressal of complaints and answering the queries of the travelers. During the year 2022, a total of 137,647 complaints / queries, showing 133% increase from last year, were received at the OWFDs which were addressed / resolved on-the-spot. Round-the-clock operation of OWFDs is ensured through presence of the representatives of the aforesaid agencies. Chairing a meeting of the said agencies on 16.06.2022, the Wafaqi Mohtasib reminded that more than 09 million Overseas Pakistanis were contributing greatly by helping their families back home and were taking part in the socio-economic uplift of the country by remitting around 30 billion dollars annually; and being public servants the officers of the said agencies were

duty bound to serve the Overseas Pakistanis with utmost zeal. He directed the Special Secretary Foreign Affairs to start Khuli Katcheries once a month in Pakistan Missions abroad to resolve grievances of Overseas Pakistanis. He also issued instructions to all the Heads of Pakistan Missions abroad to hear the complaints of Overseas Pakistanis personally once a week without appointments. A Handbook for Overseas Pakistanis containing information regarding complaints registration procedures, phone numbers and addresses of WMS and Pakistan Missions abroad was also published and disseminated to all concerned.

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## Performance Monitoring

In order to closely monitor the performance of the Investigating Officers so as to ensure not only an equitable distribution of work but also the overall efficiency of the institution, the Wafaqi Mohtasib regularly reviewed the pendency report generated each day through the CMIS indicating the workload, pendency and disposal of cases within the given timeframe. Wafaqi Mohtasib chaired periodical meetings at the Head Office, Islamabad as well as at various Regional Offices including R.O. Karachi, Lahore, Peshawar, Quetta, Gujranwala, Faisalabad and Sargodha for in-depth review of the performance of these Regional Offices, monitoring the implementation of findings and to address various administrative issues for smooth and efficient functioning of these offices.

## Interaction with the Media

Greater interaction with the media was ensured during the year 2022. The Wafaqi Mohtasib held press conferences both at the Head Office, Islamabad and Regional Offices to keep the media posted on all important activities and achievements of WMS. He also gave interviews to different TV channels and delivered press talk at Islamabad, Lahore, Karachi, Abbottabad, Peshawar, Mansehra, Faisalabad and Quetta. Similarly, during the OCR visits, the Investigating Officers of WMS engaged the local media as a part of the awareness campaign to apprise the general public of the availability of the Office of Wafaqi Mohtasib for redressal of their complaints against Federal Government agencies. Quarterly News Bulletins both in Urdu and English were also brought out and distributed among public and private sector organizations, etc. to keep them abreast of the activities of WMS. Public awareness messages were also played on all TV and Radio channels across Pakistan with the help of PEMRA. At the instance of WMS, PTA also sent public service messages through all the cellular networks in Pakistan. Similarly, all important activities of the WMS were also regularly depicted on Facebook and Instagram pages of WMS.

The Wafaqi Mohtasib held press conferences both at the Head Office, Islamabad and Regional Offices to keep the media posted on all important activities and achievements.

## Dealing with Issues of Child Rights

Violence against children is a major issue in Pakistan and the society as a whole is collectively responsible to safeguard the rights of the children. There are more than 100 million children of less than 18 years age and they have no right of vote. The government agencies and civil society organizations need to persistently work for protection of child rights and to address their grievances through well-coordinated efforts.

In March, 2022, a concept paper was developed by the Grievance Commissioner for Children WMS to conduct a research study into the plight of street children in ICT. The Wafaqi Mohtasib approved the concept and constituted a Task Force in April, 2022 to guide, monitor and evaluate the study on the issues concerning the street children in Islamabad and for preparation

Inquiry into the Plight of Street Children in ICT – Challenges and Way Forward – was carried out and a report prepared.

of a Plan of Action to address the issues involved. Accordingly, an empirical study titled “Inquiry into the Plight of Street Children in ICT – challenges and Way Forward – was carried out and a report prepared. The report comprehensively covers all aspects of the issues faced by the street children, sets out the priorities and presents evidence based recommendations to the stakeholders for further action without focusing on any particular community on the basis of religion, race or ethnicity. The Wafaqi Mohtasib constituted a Steering Committee to monitor the implementation of the recommendations of the report. Subsequently, another Task Force headed by the GCC alongwith Special Committees were constituted to implement the key recommendations of the report and to review the relevant laws for the purpose of carrying out reforms for stricter control in the context of internal trafficking and employment of children as well as child protection. The Task Force is following up on the recommendations of the report with all the stakeholders in the government

In the context of cybercrimes against children, the Wafaqi Mohtasib took a number of steps to control the menace including meetings with the stakeholders to prepare a Plan of Action, raising awareness, especially to combat children’s online sexual abuse and exploitation; and pursuing the draft legal reforms bill, titled “Prevention and Control of Cybercrimes against Children Bill 2021 for amendments in PECA 2016, Qanoon-i-Shahadat Order, 1984; and other relevant laws. He also constituted a Task Force to address the systemic issues by strategizing ways and means to prevent and control cyber-crimes against children through concerted efforts.

## Interaction with the Hon’ble President

One of the most important highlights of the year under report is the visit of the Hon’ble President to the Wafaqi Mohtasib Secretariat on 15 February, 2022. In his address, the Hon’ble President categorized the Office of Wafaqi Mohtasib as “an island of excellence” and called for creating greater awareness about its functioning among the general public. He also emphasized that the Office of Wafaqi Mohtasib should bring a revolutionary change in approach to cover maximum population; explore conducting Informal Dispute Resolution (IDR) in potential areas; look into the problems of overseas Pakistanis in coordination with the Ministry of Overseas Pakistanis and project the strategies being adopted to address their problems. Apart from advising the Wafaqi Mohtasib to hold meetings with the heads of those agencies against whom public complaints were persistently pouring in, he underscored the need for development of a matrix to gauge the intangible goodwill of the public which gets inexpensive and quick administrative justice from the institution.

Hon’ble President categorized the Office of Wafaqi Mohtasib as “an island of excellence” and called for creating greater awareness about its functioning among the general public.

Subsequently, on the occasion of presenting Annual Report 2021 to the Hon’ble President by the Wafaqi Mohtasib at Aiwan-e-Sadr, Islamabad on 05 April, 2022, the Hon’ble President urged the



Wafaqi Mohtasib to increase the outreach of WMS to far-flung areas of the country and utilize the latest IT tools for quick redressal of complaints of the citizens. He especially asked the Wafaqi Mohtasib to provide speedy justice to the complainants against the high-handedness of utility companies, as most of the complaints were regarding excessive billing by DISCOs and gas companies.

The details of the actions taken to implement the advice tendered by the Hon'ble President are enunciated in the preceding paragraphs as well as in the relevant chapters of this report. These steps include opening of three new Regional Offices at Kharan, Khuzdar and Mirpurkhas; launching of a massive publicity campaign and strengthening of the Media Wing of WMS, holding Khuli Katcheries and undertaking Informal Resolution of Disputes; greater use of IT tools; holding meetings with the Heads of utility companies to thrash out the issues causing persistent complaints against DISCOs and Gas Companies as well as with all the relevant agencies to address the issues of overseas Pakistanis and Pensioners including the ones getting their old age pension from EOBI. Similarly, the Wafaqi Mohtasib chaired meetings with OPF and M/o Overseas Pakistanis & Human Resource Development to have an overview of the measures taken to resolve the problems of overseas Pakistanis.

Other performance highlights of the Office of Wafaqi Mohtasib during the year under report are as follows:

## Other Highlights

- The Wafaqi Mohtasib presented the Annual Report on the activities of his Office during the calendar year 2021 to the Hon'ble President of Pakistan on 05 April, 2022.

• Inspection Teams were constituted by the Wafaqi Mohtasib to visit various agencies to ascertain public grievances and to identify the short and long term measures for addressing the root causes of the persistent complaints against those agencies. These agencies included CDA, Health Institutions, NADRA, NPF, D.G. (IMPASS), EOBI, USC, BISP, PBM, Pakistan International Airport, Islamabad and Gas Companies etc. The reports of the Inspection Teams were forwarded to the concerned agencies for implementation of the recommendations contained therein; and are being regularly followed up.



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi presiding over a meeting with CDA chairman and his team to discuss ongoing projects and other various municipality issues of Islamabad. (07-12-2022)

- The Federal Ombudsman directed NADRA to establish one more Facilitation Centre in the outskirts of ICT along Islamabad Expressway; establish separate Facilitation Centers for people who want to get speedy/fast track services by making appointments; make liaison with CDA and ICT Administration for removal of encroachments outside the NADRA Centre for provision of sufficient space for parking; establish common interface of MIS system with the concerned agencies for verification of national status of applicants on fast track; appoint Floor Managers to guide the general public in availing the services of NADRA; and to make arrangements for early detection of Duplicate CNIC so that the penalty of Rs.10,000 may not be charged on account of holding duplicate CNIC while processing such applications.
- Chairing a meeting with the senior officers of important Ministries and AGPR for implementing the recommendations of WMS Pension Committee for redressal of hundreds of complaints regarding delay in payment of pension, the Wafaqi Mohtasib directed all the Federal Government agencies to ensure timely payment of pension and retirement dues to the government servants particularly low paid employees. He impressed upon the heads of institutions that pension is the right of Government servants and legal action would be taken for any delay, carelessness and non-implementation of his orders. He directed them to personally monitor the work of the responsible officers and staff in dealing

with pension complaints.

- The Wafaqi Mohtasib constituted a team to carry out an inspection visit of Poly Clinic, Islamabad with a view to improving its service delivery. As a result of the inspection, the Wafaqi Mohtasib directed the management of Poly Clinic to issue medicines for one month to senior citizens and 15 days to the patients of less than 60 years of age so that they do not have to visit the hospital time and again. He also directed to make SOP on good hygienic standards for kitchen maintenance, make effective biometric system for hospital employees' attendance, and finalize the verification process of medical bills in three weeks. He also directed the Ministry of Health and Ministry of Finance to provide necessary funds and facilities to the hospital alongwith provision of hiring of accommodation facility to doctors and resolution of their service issues on priority basis. The Wafaqi Mohtasib also recommended for giving the possession of some of the government quarters in close vicinity to poly clinic management for hospital purposes so that its service providing capacity could be enhanced. On complaint of bad behavior and involvement in corrupt practices of police officials appointed for security duties in hospital, the Wafaqi Mohtasib formally directed the I.G. Islamabad Police to change security staff on fortnightly basis and ensure close supervision.
- In order to take action against the employers who default in getting their workers duly registered and do not send their contribution to EOBI despite being a requirement under the law, the Wafaqi Mohtasib called Chairman EOBI and Secretary Overseas Pakistanis to his Office and directed Chairman EOBI not only to ensure formulation of a well-structured mechanism to ensure registration of employees by employers under the EOB Act, 1976 but also to take measures for efficient administration and coordination between EOBI and registerable employers. He asked the Chairman to take extra care in the resolution of grievances of the poor people as they only get Rs.8,000/- p.m. as pension.
- In the wake of devastating flood during the months of July & August, 2022, the Wafaqi Mohtasib directed his Advisors and the officers of the regional offices to contact all the relevant institutions including NDMA, electricity, gas & telephone companies and highway authorities for immediate assistance to the flood victims; and to ensure coordination and oversight. The Advisors undertook visits to the affected areas to ensure that basic amenities were being provided to the people by the relevant agen-

In the wake of devastating flood, the Wafaqi Mohtasib directed all regional offices to contact the relevant authorities for immediate assistance to the flood victims; and to ensure coordination and oversight.



WMS Regional Office D.I.Khan. Listening to the problems of flood affectees at a relief camp in the area.

cies. The reports furnished by the Advisors were personally monitored by the Wafaqi Mohtasib on daily basis.

- Taking cognizance of complaints against management of Islamabad International Airport regarding late release/ mishandling of luggage of Overseas Passengers, the Wafaqi Mohtasib constituted a team of senior officers to investigate the issue at Islamabad International Airport. The team observed that

## PERFORMANCE HIGHLIGHTS

due to less staff and inadequate number of vehicles for luggage handling, the release of luggage was being hampered badly. The Wafaqi Mohtasib called upon the heads of CAA, FIA, PIA and other relevant agencies to inquire into the issues faced by passengers and take immediate necessary measures for resolution of those issues.

- In order to address the systemic issues of CDA causing persistent public complaints, the Wafaqi Mohtasib held meetings with the Chairman and senior management of CDA. He directed the Agency to, inter alia, develop a Complaint Management System to deal with the complaints referred to it by WMS and quickly make an interface with the CMIS of WMS for efficient handling of complaints; make greater use of IT for the purpose of efficiently and effectively monitoring the process concerning issuance of NOCs/NDCs by various wings of CDA.
- Taking cognizance of the outbreak of Dengue, the Wafaqi Mohtasib directed the Ministry of Health Services Regulations and Coordination as well as CDA to prepare an action plan to eliminate large scale prevalence of Dengue in ICT. On receipt of the action plan, the Wafaqi Mohtasib directed CDA to ensure Dengue spray in each sector of ICT and adjoining areas which was complied with by CDA.
- In the context of large scale public complaints of traffic problems, the Wafaqi Mohtasib called upon Federal Secretary Communications, Chief Commissioner ICT, I.G. Police and Chief NTRC to formulate an effective action plan to address traffic issues which have grown more serious in recent years. He issued various directions for streamlining the public transport system/network in the ICT and advised the agencies to prepare short and long term plan to meet the challenges of traffic situation.
- Taking suo-moto notice of complaints received from the senior citizens and pensioners against CDNS, the Wafaqi Mohtasib deputed an inspection team to identify the issues faced by the public and shortcoming in the service delivery of the organization. On receipt of the report, the Wafaqi Mohtasib directed CDNS to establish Information/Services Counter in each branch to provide help/guidance to the customers; install Information Board in each branch to provide guidance to the accounts holders and impart training to all officials and Branch Managers to deal with customers in a professional manner; conduct monthly spot visits by senior officers of various branches to assess performance of officials especially their behaviour towards customers as well as cleanliness of the premises.

• On the direction of the Wafaqi Mohtasib, a team of senior officers of WMS inspected PIMS, Islamabad to investigate into the causes of persistent complaints against the institution and to suggest remedial measures. On submission of the report containing short and long term measures for improving the service delivery, the Wafaqi Mohtasib directed the PIMS authorities to implement the recommendations of the report ranging from improving the logistics in various departments including Emergency, OPD and wards to adequate staffing, better facilities of diagnosis, pathological and radiology tests, treatment, availability of drugs, hygiene and cleanliness, development of Health Management System; and for formulation of a Long Term Expansion Plan focusing on phase wise expansion of the facilities and staff, keeping in view the growing patients load.



- In his capacity as the President of the Asian Ombudsman Association (AOA), the Wafaqi Mohtasib presided over a meeting of the Board of Directors of AOA on 18 October, 2022 at Baku, Azerbaijan. Presenting a report on the activities of the Association, he gave a broad

Wafaqi Mohtasib in his capacity as President of the Asian Ombudsman Association (AOA) expressed his readiness to share experiences and best practices.



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi presiding over the AOA Board of Directors meeting at Baku (Azerbaijan)

overview of the Association’s continued growth into a mature, dynamic and progressive platform of the ombudsman fraternity in the region. He assured the participants that his Office remained ready to share its experiences and best practices bilaterally as well as from the AOA platform. The meeting took a number of decisions for further expanding and strengthening of the Association. On this occasion, he also addressed the Baku International Conference on the role of Ombudsmen and NHRIs. The conference marked the 20<sup>th</sup> anniversary of the Office of the Commissioner for Human Rights of the Republic of Azerbaijan. Enunciating the entire gamut of activities of his Office, he emphasized that the objectives and purposes of the establishment of the Office of Federal Ombudsman in Pakistan have



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing International Conference at Baku (Azerbaijan) on the 20<sup>th</sup> anniversary of the establishment of office of Commissioner of Human Rights (Ombudsman) of Azerbaijan.

a direct bearing on the realization of the overall goals of promotion and protection of human rights and the principles of good governance for the common good of the masses. The details are in a separate chapter.

- The Wafaqi Mohtasib addressed International Conference on “Human Rights Protection in Eurasia: Exchange of Best Practices of Ombudspersons” held on 16 November, 2022 at Moscow. Participating in the conference online, he stated that the sanctity and inviolability of human rights is

## PERFORMANCE HIGHLIGHTS

the essential feature of the concept of ombudsmanship and means to achieving the ultimate goal of good governance and the rule of law. Maladministration grows in the absence of human rights while the continued violation of human rights further erodes the system of accountability and dispensation of justice. He emphasized that the ombudsman institutions and the National Human Rights Institutions (NHRIs), therefore, play critical role in breaking this vicious circle.



President of AOA Mr. Ejaz Ahmad Qureshi addressing online the International Conference on Human Rights Protection (Moscow, 16.11.2022).

- From the platform of AOA, the Wafaqi Mohtasib addressed the First Online International Workshop on the Role of the Integrated Computer Technologies (ICT) in the Public Grievance Redressal System on 29-12-2022. The Two day workshop was attended by 43 participants from various countries. On this occasion he emphasized that the use of ICT is essential in maintaining a credible, transparent, effective and efficient mechanism to sustain the trust of the general public. The participants were fully briefed on all essential features of the Complaint Management Information System of WMS with regard to registration, investigation and disposal of complaints including the implementation mechanism.



President of AOA Mr. Ejaz Ahmad Qureshi addressing AOA workshop. (29.12.2022)

- The Wafaqi Mohtasib was invited by the Hon'ble Chief Justice of Pakistan to speak on the topic "Institution of Ombudsman and Administrative Justice" at the 9<sup>th</sup> International Judicial Conference 2022. On this occasion, he apprised the participants of the operational activities of WMS including the systemic reforms and the new initiatives taken by his Office. He informed the audience that his Office has gradually changed its approach from reactive to proactive and then interactive to move on from redressing only individual complaints to looking into the root causes of persistent complaints. He further stated that his



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing the 9th International Judicial Conference held at Islamabad. (23-09-2022)

Office is non-partisan, operationally independent of both the legislature and the executive; and client-oriented but not anti-administration. Besides, it is freely accessible and visible, its efficiency and efficacy has now reached an all-time high and has demonstrated a bit more persistence at its peak than in its previous upswings. He asserted that the institution of Wafaqi Mohtasib will continue to play its due role in dispensation of quick administrative justice thereby complementing the efforts of the judiciary to provide justice to all citizens as provided in Article 37 (d) of the Principles of Policy enshrined in Chapter 2 of the Constitution of the Islamic Republic of Pakistan.

## CHAPTER 4 IMPLEMENTATION UPDATES

The fundamental objective of the establishment of the institution of Wafaqi Mohtasib is to investigate and redress any injustice done to a person by the Federal Government agencies through mal-administration. The institution is designed to provide a speedy and inexpensive redressal of grievances to citizens of Pakistan. This objective can be best achieved if an effective and robust mechanism for implementation of the findings/recommendations of Wafaqi Mohtasib is in place. The Wafaqi Mohtasib Secretariat, therefore, established an Implementation Wing at the Head Office and at the Regional Offices across the country with a specific mandate to implement its findings/ recommendations on each complaint. The agencies are under legal obligation to implement the Findings or submit convincing reasons for not doing so.

The President's Order No. 1 of 1983 and Federal Ombudsmen Institutional Reforms Act, 2013 provide for an elaborate implementation regime to the Wafaqi Mohtasib's institution. As a measure for an effective implementation, the Wafaqi Mohtasib has been vested with the powers under the civil procedure code to initiate proceedings against the agencies who fail to implement his recommendations. He has also been authorized to direct the agency to initiate disciplinary proceedings against officer/officials found responsible for willfully avoiding implementation of the findings.

The Wafaqi Mohtasib has been vested with the powers under the civil procedure code to initiate proceedings against the agencies who fail to implement his recommendations.

The Secretariat of Wafaqi Mohtasib has developed a state-of-the-art Complaint Management Information System (CMIS) where all the findings and recommendations are uploaded on the system for the purpose of implementation. The Implementation Wing of the Secretariat ensures implementation of findings of the Head Office, and monitors the implementation activity of its Regional Offices.



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi chairing a meeting reviewing the implementation status of the decisions/findings of the WMS. (06-07-2022).

## Procedure and Practices

As per procedure laid down under Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013, all agencies are given a timeline by the Investigating Officers for implementation of the recommendations of Wafaqi Mohtasib. After expiry of the given period, the Implementation Branch issues notices to the agencies and summons their representatives to explain the delay in implementation. In a fairly large number of cases the findings /recommendation are implemented within the time so specified. In this context, reliance is not placed

The implementation officers are required to personally contact the complainant on his cell number to cross-check the implementation reports submitted by the concerned Agency.

only on the report of the Agency, but confirmation is also sought from the complainant. The implementation officers are required to personally contact the complainant on his cell number to cross - check the implementation reports submitted by the concerned Agency. The cases where implementation is confirmed by the complainants are accordingly recommended for final closure.

## The year at a Glance

During the year under review, the number of implementable cases increased from 46,512 to 51,701. Due to the efforts of the Implementation Wing of WMS, 37,159 Findings were implemented and the remaining ones are at various stages of implementation.

Following is the total number of cases in which the Findings have been implemented.

Year	Net Implementable	Implemented	Under Process	Implementation Rate (%)
2022	51,701	37,159	14,542	71.87%

A detailed breakup of net implementable cases at the Head Office and Regional Offices alongwith those implemented during the year under review is as follows.

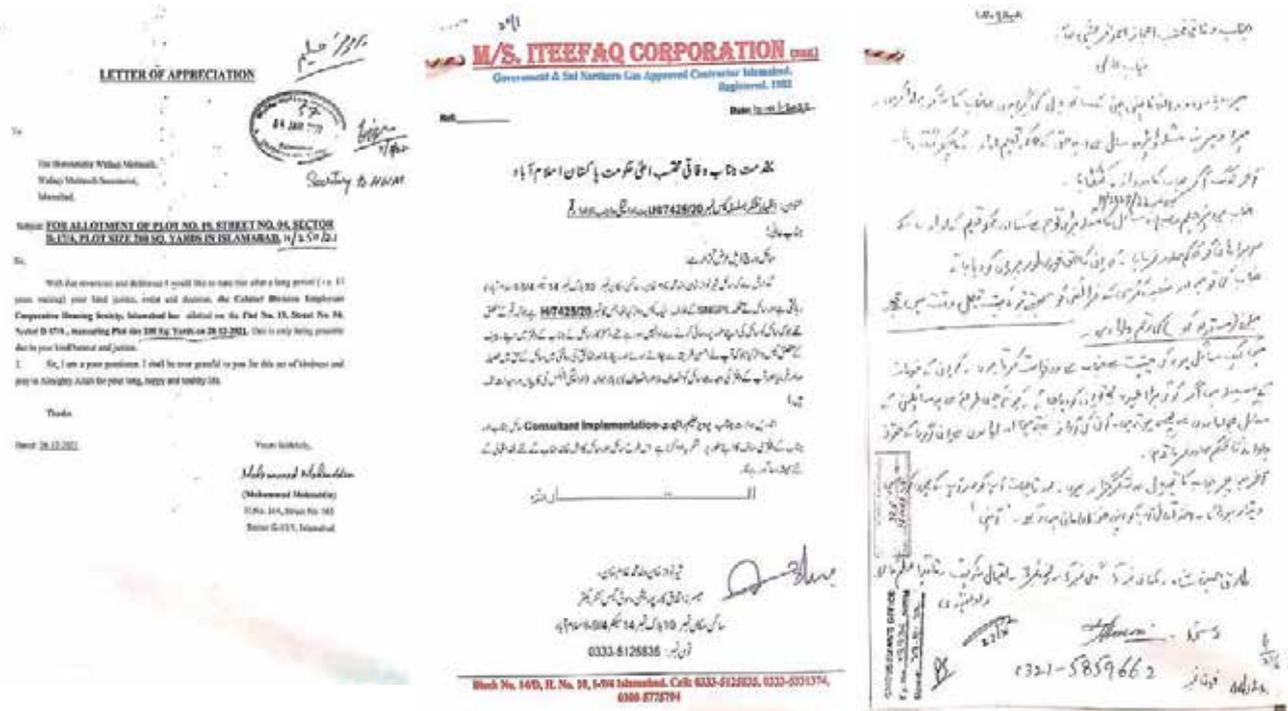
Offices	Net Implementable	Implemented	Percentage
H.O. Islamabad	3,092	1,709	55.27%
R.O. Abbottabad	2,539	2,285	90.00%
R.O. Bahawalpur	3,197	2,571	80.42%
R.O. D. I. Khan	2,555	1,531	59.92%
R.O. Faisalabad	1,133	834	73.61%
R.O. Gujranwala	1,394	1,140	81.78%
R.O. Hyderabad	1,954	1,553	79.48%
R.O. Karachi	6,284	3,230	51.40%
R.O. Kharan	611	529	86.58%
R.O. Khuzdar (Newly opened)	7	0	0.00%
R.O. Lahore	15,488	12,145	78.42%
R.O. Mirpur Khas (Newly opened)	46	0	0.00%
R.O. Multan	3,527	2,567	72.78%
R.O Peshawar	3,743	2,025	54.10%
R.O. Quetta	1,989	1,889	94.97%
R.O. Sargodha (Newly opened)	308	248	80.52%
R.O. Sukkur	3,714	2,784	74.96%
R.O. Swat (Newly opened)	120	119	99.17%
Total	51,701	37,159	71.87%

The following data shows the agency wise implementation of cases:

Agencies	Net Implementable	Implemented	Percentage
Lahore Electric Supply Company (LESCO)	14,226	11,338	79.70%
Peshawar Electric Supply Company (PESCO)	5,620	3,507	62.40%
K-Electric	4,765	2,092	43.90%
Multan Electric Power Company (MEPCO)	4,045	3,417	84.47%
Sui Southern Gas Company Limited (SSGCL)	3,895	3,495	89.73%
Benazir Income Support Programme (BISP)	2,161	1,855	85.84%
Postal Life Insurance (PLI)	2,820	1,643	58.26%
Sui Northern Gas Pipelines Ltd. (SNGPL)	2,781	2,173	78.14%
Sukkur Electric Power Company (SEPCO)	2,740	2,053	74.93%
Hyderabad Electric Supply Company (HESCO)	1,482	1,132	76.38%
Pakistan Bait Ul Mal (PBM)	815	556	68.22%
National Database & Registration Authority (NADRA), Islamabad	478	333	69.67%
Capital Development Authority (CDA)	459	195	42.48%
Faisalabad Electric Supply Company (FESCO)	446	344	77.13%
Pakistan Broadcasting Corporation (PBC)	413	301	72.88%
Pakistan Post Office Department	333	191	57.36%
Pakistan Railways	387	190	49.10%
Islamabad Electric Supply Company (IESCO)	372	184	49.46%
Gujranwala Electric Power Company (GEPCO)	299	185	61.87%
Employee's Old Age Benefits Institution (EOBI)	282	224	79.43%
State Life Insurance Corporation of Pakistan (SLICP), Karachi	250	168	67.20%
Allama Iqbal Open University (AIOU)	202	147	72.77%
Federal Employees Benevolent & Group Insurance Fund (FEB & GIF)	154	77	50.00%
Federal Investigation Agency (FIA)	120	59	49.17%
National Highways Authority, Islamabad	104	81	77.88%
Ehsaas Programs	125	79	63.20%
Quetta Electric Supply Company (QESCO)	94	76	80.85%
Islamabad Capital Territory (ICT)	89	21	23.60%
Pakistan Public Works Department	78	51	65.38%
Utility Stores Corporation of Pakistan	80	53	66.25%
Others	1586	939	59.21%
<b>Total</b>	<b>51,701</b>	<b>37,159</b>	<b>71.87%</b>

## Success Stories

The practice of establishing contacts with the complainants for confirmation of relief has not only enhanced the credibility of the institution of Federal Ombudsman, but has also resulted in greater attention of the agencies to ensure the authenticity of their reports of relief provided to the complainants. It has been observed that an increasing number of complainants, whose grievances have been redressed, have addressed letters of appreciation and gratitude to the Wafaqi Mohtasib. Following are some messages of thanks and appreciation recently received from the complainants.



A token of gratitude to Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi by one of the complainants. (03-11-2022)

# CHAPTER 5

## REVIEW PETITIONS AND REPRESENTATIONS

### Legal Framework for Review Petitions and Representations

The object of providing right to file a review petition before the Wafaqi Mohtasib or a representation before the President of Pakistan is to address the deficiencies, if any, in the investigation of complaints by an Investigating Officer. To achieve this objective, the Legislature has included the necessary provisions in the laws called the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) President Order No.1 of 1983 (P.O.1 of 1983) and the Federal Ombudsmen Institutional Reforms Act, 2013.

Section 13 of the Federal Ombudsmen Institutional Reforms Act, 2013, empowers the Federal Ombudsman to review any Findings, recommendations, order, or decision on a review petition made by an aggrieved party. If an aggrieved party justifies to have the findings reviewed, the Ombudsman is authorized to alter, modify, amend or recall the recommendation, order, or decision made earlier. An aggrieved party may file a review petition within 30 days of receipt of findings. The review petition shall be decided within 45 days.

The law empowers the Federal Ombudsman to review any Findings or decision on a review petition within 30 days and the same shall be decided within 45 days.

Likewise, the law provides for President of Pakistan to adjudicate upon a representation filed by an aggrieved party under Article 32 of P.O.1 of 1983. Under this Article, the President may pass any order which he may deem appropriate for administration of justice. The representation made to the President shall be decided within 90 days.

The law provides for the President to adjudicate upon a representation filed by an aggrieved party.

### Procedure for Disposal of Review Petitions

Review petitions are received, in the Registrar’s Office at the Headquarter and by the Regional Heads at Regional Offices. After careful examination, the petitions are sent to Wafaqi Mohtasib to seek approval for registration. After approval, the petitions are forwarded to the Review Branch for further processing. A Review Team at Headquarters and such teams at the Regional Offices comprising seasoned officers process the petitions for their disposal by issuing notices to the complainant or, as the case may be, to the Agency. The parties are required to send a report well before the prescribed time and date for hearing of the petitions. The aggrieved party is also required to give plausible reason (s) as to why the findings, recommendations, order or decision of the Mohtasib are required to be altered, modified, amended or recalled. After perusal of the record, detailed discussion and hearing



Figure 1: Procedure for disposal of Review Petition in the Wafaqi Mohtasib Secretariat

arguments of both parties, revised findings are drafted by the Review Team and the same are submitted to the Wafaqi Mohtasib for his approval. The revised findings are dispatched to the complainant and the Agency after the approval by the Wafaqi Mohtasib.

## Procedure for Disposal of Representations to the President

At the President’s Secretariat (Public), the representations are processed under the supervision of a retired Judge of the Supreme Court of Pakistan or a person who is qualified to be a Judge of the Supreme Court. On receipt of representations against the Findings of the Wafaqi Mohtasib, a formal letter is written to the Representation Section of the Wafaqi Mohtasib Secretariat, whereby attested copies of original Findings, original complaint and the Agency’s response are requisitioned. Accordingly, the requisite attested documents are sent to the President’s Secretariat for further processing of the representations. The party against whom the representation is made is also asked by the President’s Secretariat through a formal letter to submit a written report or rejoinder, as the case may be. The parties are joined in hearing proceedings and after detailed discussions the cases are concluded followed by submitting the same to the President for examination and final approval thereof. This is followed by communicating the Order of the President to all the parties concerned. A copy of the approved Order is also received in the Wafaqi Mohtasib Secretariat which is communicated to either the concerned Investigation Officer or the Implementation Wing, keeping in view the essence of the President’s decision.

The parties are joined in hearing proceedings and after detailed discussions the cases are concluded followed by submitting the same to the President for examination and final approval thereof.



Figure 2: Procedure for disposal of Representations in the President’s Secretariat

## Comparative Analysis of 2021 and 2022

The following is the comparative analysis of review petitions and representations during 2021 and 2022.

### (a) Review Petitions

During the year 2022, a total of 1,490 review petitions were processed, out of which 1,348 review petitions were fresh while the remaining 141 review petitions registered in November and December 2021 were also processed. A total of 1,273 review petitions have been decided during the year under report whereas the rest are at various stages of disposal. Every effort is made to ensure that all the review petitions received at WMS are decided within the statutory limit of 45 days.



Hearing of a review petition in progress at Head Office, Islamabad

The following table reflects the region-wise breakup of the work load and disposal of review petitions during the year 2022 as compared to 2021:

Head Office/Regional Offices	Review Petitions Registered		Review Petitions disposed of	
	2021	2022	2021	2022
Head Office	296	280	266	295
Regional Office, Lahore	117	85	92	89
Regional Office, Karachi	39	357	38	299
Regional Office, Peshawar	157	197	74	175
Regional Office, Quetta	63	132	50	89
Regional Office, Multan	133	147	83	167
Regional Office, Bahawalpur	2	17	1	16
Regional Office, Faisalabad	61	53	55	55
Regional Office, Gujranwala	42	31	35	35
Regional Office, Hyderabad	46	31	37	36
Regional Office, Sukkur	1	7	1	7
Regional Office, Dera Ismail Khan	22	10	22	9
Regional Office, Abbottabad	3	-	3	-
Regional Office, Sargodha	-	1	-	1
<b>Total</b>	<b>982</b>	<b>1,348</b>	<b>757</b>	<b>1,273</b>

A total number of 451 review petitions were filed by the agencies whereas 897 review petitions were filed by the complainants out of total 1,348 review petitions during the year 2022.

### (b) Representations

During the year 2022, a total of 668 representations were made to the President as compared to 755 last year. Out of total representations filed in the current year, 292 were filed by the complainants while 375 were filed by the agencies. Whereas, during 2021 the figure was 319 and 435, respectively.

## Conclusion

The number of review petitions filed either by the complainants or the agencies against the Findings of the Wafaqi Mohtasib has constantly been around 1% during the preceding two years. The Office of the Wafaqi Mohtasib has continued to concentrate on the quality of its findings, recommendations, decisions, and orders. Resultantly, only 1,348 review petitions were received against the total number of 157,798 complaints disposed of, in the year 2022, which clearly indicates the level of confidence of the complainants as well as the agencies in the soundness and authenticity of the decisions of the Wafaqi Mohtasib. Besides, the number of representations made to the President against the recommendations of the Federal Ombudsman has also declined by 13% as compared to the last year. During the year 2022, a small number of 43 out of 363 representations made to the President were accepted. The very little number of accepted representations filed against the decisions of the Wafaqi Mohtasib is a clear manifestation of authenticity of the administration of justice by the Office of Wafaqi Mohtasib.

**During the reported period, a total number of 363 decisions were received from the President. A total of 299 decisions of Wafaqi Mohtasib were upheld; 43 representations were accepted; and 21 were remanded by the President.**

## CHAPTER 6

# STUDIES AND REPORTS

Article 9 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order 1983 mandates the Wafaqi Mohtasib to undertake, inter alia, any investigation into any allegation of maladministration on the part of any Federal Government agency, or any of its officers or employees, and carry out studies or research to ascertain the root causes of maladministration, corrupt practices and injustice, and also recommend appropriate steps for their eradication.

While the Ombudsman's Office is efficiently redressing public complaints, its role in identifying systemic deficiencies of the public sector agencies by encouraging accountable and efficient administration is central to promoting good governance. Systemic issues of Federal Government agencies and their institutional flaws form the main cause of grievance of the general public. The redressal of individual grievances alone, therefore, does not offer an enduring solution to public grievances against these agencies.

Systemic issues of Federal Government agencies and their institutional flaws form the main cause of grievance of the general public.

In pursuance of the above objective, several Experts Groups/Committees were constituted to conduct studies and identify systemic flaws in the functioning of government agencies and recommend remedial measures. The study reports prepared by various Committees of the Wafaqi Mohtasib Secretariat (WMS), which contained important recommendations were forwarded to relevant federal government authorities for implementation. These reports, amongst others, included:

- i. Reports on Prison Reforms with Special Reference to Women and Child Prisoners.
- ii. Report of the National Committee on Prisons Constituted by the Federal Ombudsman of Pakistan in pursuance of the orders of Honourable Supreme Court of Pakistan.
- iii. Report of the Committee for Reforms of Pension system for Government Employees.
- iv. A Study of Organization, Role, Systems, Procedures and causes of Maladministration and Malfunctioning of Central Directorate of National Savings (CDNS), Government of Pakistan.
- v. Report on Government Procurement System to Address Maladministration and Ensure Transparency.
- vi. Experts Committee Report on the Working of Employees Old-age Benefits Institution (EOBI) and its Recommendations to Re-structure it for Excellence in its Services for 6.5 million Workforce.
- vii. Report on the Working of Civic agencies.
- viii. Report on the State of Children in Pakistan.
- ix. A Study of the Accountant General of Pakistan Revenues (AGPR) Lahore.
- x. Report of the Committee on Education Sector Reforms in Pakistan in pursuance of Orders of Honourable Supreme Court of Pakistan.
- xi. Report on the Functioning of National Database and Registration Authority (NADRA)
- xii. Report of the Committee to Review the In-Service Training Needs of Federal Government Servants.

### Implementation of Recommendations:

Wafaqi Mohtasib Secretariat regularly follows-up on implementation of recommendations contained in the reports/studies produced by it from time to time in the last few years. A brief update in regard to some select reports/studies is given below:

- a) Study of Organization, Role, Systems, Procedures and Causes of Maladministration and Malfunctioning of Central Directorate of National Savings (CDNS).

A Committee constituted by the Wafaqi Mohtasib in 2016 conducted a “Study of Organization, Role, Systems, Procedures and Causes of Maladministration and Malfunctioning of Central Directorate of National Savings.” The report of the Committee was shared with the Ministry of Finance and the CDNS for implementation. As a result of regular follow-up by the WMS with the CDNS management on its recommendations, significant improvements targeting better quality service delivery have since been made in the operations of CDNS including:

- Digitalization and automation of National Saving Centres (NSCs)
- CDNS has launched its modernization plan in collaboration with National Institutional Facilitation Technologies (NIFT), for facilitating the customers.
- The profit on all monthly profit paying schemes is being credited in the Savings Account of respective investors automatically through the System Application on the date of accrued. This has enabled the investors to get the credited amount in their Savings Account to their commercial bank account through the clearing process of NIFT.
- Bottlenecks in bulk disbursement of profit through Micro Payment Gateway (MPG) have been removed.
- CDNS Main Application system has been upgraded into state-of-the-art Business Application Solution and developed at all 375 National Saving Centres. This achievement has enabled CDNS to provide advanced, efficient and value-added services to its customers using Alternative Deliver Channels (ADCs) i.e. Debit/ATM Card, etc.
- The soft launch of Debit/ATM Cards was accomplished in December 2021. For commercial purposes the facility was extended in early 2022
- Active work on CDNS Building/ Savings Complex in Islamabad is underway.

b) Report on Government Procurement System to Address Maladministration and Ensuring Transparency

In 2016, the Wafaqi Mohtasib Secretariat issued a report titled, “Government Procurement System to Address Maladministration and ensure Transparency.” The report contained recommendations on the whole range of procurement issues. It was circulated to Public Procurement Regulatory Authority (PPRA) and all concerned federal government agencies for implementation and follow-up. Implementation and follow-up on the report of the Committee was left to the executive/government.

Several agencies were involved in the process of implementation of the report, including mainly, PPRA, Auditor General, Cabinet, Finance, and the Establishment Divisions. The Managing Director PPRA was requested to furnish a consolidated feedback in consultation with all other stakeholders on the present status of implementation of each recommendation of the report. The feedback received from PPRA in respect of some of the recommendations is summarized below.

### PPRA Feedback:

- Exemption can only be recommended by PPRA Board in the national interest on case-to-case basis subsequent to comprehensive evaluation of the case by the Monitoring & Evaluation Wing of the Authority in accordance with the provisions of Section-2 of the Ordinance and the Standard Operating Procedure issued by the Authority on 28<sup>th</sup> December 2018.
- For rest of the cases, PPRA Rules already allow the deviation from open competitive process (i.e. principal method of procurement) as alternative modes of procurement such as direct contracting and negotiated tendering etc. in accordance with the terms and conditions defined in Rule 42.
- PPRA has proposed complete “institutional arrangements” elaborating the role of various

units/personnel of the Procuring Agencies involved in the procurement process.

- On the direction of PPRA Board, the proposed rules were placed on the Authority's website for the comments of stakeholders including general public. After incorporation of the comments, the same shall be presented to the Federal Cabinet after approval of the PPRA Board.
- The financial limits for various methods of advertising have been enhanced in the PPRA Rules-2004 amended up to 19 May 2020.
- The calling for petty purchase and request for quotations have been enhanced in the PPRA Rules-2004 amended up to 19 May 2020.
- The Managing Director had issued General Instructions on 9 August, 2019 (as a stop gap arrangement) for debarment of firms blacklisted from International Organizations, along with defining the mechanism for appeal against such debarment before the Authority.
- In the PPRA Ordinance, 2002 (as amended up to 07.07.2020) a new Clause 20-A regarding Mechanism for Grievance Redressal has been introduced. Moreover, comprehensive mechanism for Grievance Redressal and Dispute Resolution has been proposed and the same shall be again placed before the PPRA Board for incorporating the same either in PP-Rules or the Regulations to be issued by the Authority.
- The new rules regarding procurement of common use items and services through framework arrangements have been added in the PP Rules-2004 amended up to 19th May 2020. Moreover, the requirement of Catalogue has been incorporated in one of the modules of e-procurement system, and the same has been incorporated in the draft of e-Procurement Rules/Regulations.
- The Authority has developed a comprehensive policy on Capacity Building in April, 2019 with an objective to create, enhance and develop institutional capacity of the federal entities as well as of the suppliers, vendors and contractors.

## Recent Studies:

### i. Inquiry into the Plight of Street Children in Islamabad Capital Territory (ICT):

A project titled "Inquiry into the Plight of Street Children in Islamabad Capital Territory (IC) – Challenges and Way Forward" was initiated in March 2022. Under the project, a Task Force was set up to guide, monitor and evaluate the research study. The Task Force prepared a report with recommendations, and way forward in the matter. The research was undertaken as a Pilot Project which would be replicated in other parts of the country.

The research revealed that child labour / beggary is an outcome of extreme poverty, homelessness / abandonment of children, etc., and predominately a lucrative family business of some communities and begging rings. The field data revealed that 91% sample children were living with their families / guardian (generally the migrants from Northern Areas, Nomads termed as 'Changar' and refugees), while 9% were homeless. The medical examination of street children CPI revealed serious issues of malnourishment, drug addiction, sexual abuse, skin diseases and even HIV. The report indicates that the present mechanism for the shelter, welfare and development of children in-need, is inadequate and inefficient.

The report recommended a robust mechanism for the rescue and care of children in need; registration of refugees on priority basis and for provision of basic facilities of health and education regardless of their status. Highlights of the policy recommendations contained in the report to be implemented by the concerned government agencies are as under:

**The report recommends a robust mechanism for rescue and care of children in need; registration of refugees on priority basis and provision of basic facilities of health and education.**



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing press Conference on the launch of the study on plight of street children in ICT (21-09-2022)

## Recommendations:

- Registration and profiling, followed by birth registration of street children through a portal/ centralized database;
- Provision of minimum age for light work to be defined, as per ILO standards;
- Ban on removal of children below the minimum age for work from the custody of their parents;
- Bridge the gap between informal and formal technical skills;
- Disciplinary actions against the corrupt officials and the officials giving blind eye to the violation of law;
- University students to impart education to street children as a part of their curriculum;
- Internal trafficking of children needs to be recognized as an offence and ratification of relevant international protocol is imperative;
- The CPIs must be easily accessible with separate blocks for children of each gender; and have a robust mechanism for protection, welfare and development of street children;
- Registration of refugees on priority basis and basic facilities of health and education must be ensured, regardless of their status;
- Capacity building of the Police and CPI officials in law and rescue of street children;
- Referral mechanism needs to be developed; &
- Concerted efforts and a high level commitment need to be ensured.

## ii. Dilemma of Rapid Population Growth in Pakistan

Pakistan is the 5th most populous country in the world with 2.6 % of the world population. The United Nations Population Division's medium-term projections shows that Pakistan's population will reach 263 million by 2030 and 383 million by 2050, i.e., an increase of about 84% during the 2017-2050 period, unless serious actions are undertaken to halt population growth and rationalize population dynamics. Pakistan is currently adding almost 5 million people to its population every year.

To address the problem, a study aimed at systemic reforms and operational arrangements regarding Population Welfare Programs was authorized by the Federal Ombudsman. The rapid population growth can be attributed to a number of factors but in this systemic study, the focus remained to



Wafaqi Mohtasib Mr Ejaz Ahmad Qureshi chairing a meeting on the country's population growth at WMS Islamabad (05-08-2022)

examine the gaps in the institutional structure of population welfare programs at the federal and provincial governments. The study also examined as to why the policy makers failed to control and manage the population of the country in a manner consistent with the policy parameters of the past. And despite the fact that the population welfare program was introduced in the 1960s and sustained over the years, has achieved limited success in reducing the Total Fertility Rate (TFR) and Population Growth Rate (PGR).

The study report, which was finalized in October 2022, has been forwarded to all concerned stakeholders in the federal and provincial governments. It encompasses various aspects of the issue and proposes remedial measures to control the population growth.

### iii. Evaluation of the Implementation Status of Recommendations of the Federal Ombudsman's 2016 Report on the Employees' Old-Age Benefits Institution (EOBI)

Wafaqi Mohtasib had constituted a committee in the year 2016 to study the working of Employees Old Age Benefit Institution (EOBI) established under the Employees Old-age Benefits Act 1976. The committee submitted its report with 11 recommendations for implementation by the EOBI.

As a result of follow-up with EOBI management on implementations of the recommendations of the said report, it was felt that much work was still needed to be done. Wafaqi Mohtasib, therefore, assigned a Senior Advisor in Wafaqi Mohtasib Secretariat to review the implementation status of recommendations of 2016 study report on EOBI and Complaint Management System (CMS) of EOBI with the objective to identify the gaps and improve its performance to make it more transparent for citizens, employers and employees. Further, the study was aimed at examining the linkage of the CMS of EOBI and its interface with WMS Complaint Management Information System (CMIS). The evaluation report by the Senior Advisor revealed that against the total registered employees of 9,429,281, active



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, in a meeting with the management of EOBI. (22-12-2022)

pensioners (beneficiaries) are 697,093 and the status of balance employees 8,732,188 is not known and this is a matter of concern. The study report approved by the Wafaqi Mohtasib has been forwarded to the Ministry of Overseas Pakistanis & Human Resource Development and the EOBI in December 2022 for implementation.

## Recommendations:

Based on the conclusions drawn from the response of the EOBI following recommendations have been made:

- (I) The EOBI should develop and expedite an online dedicated Complaint Management System with user guidelines.
- (II) The Agency should integrate its internal dispute resolution system with the CMIS of the Wafaqi Mohtasib Secretariat for regular monitoring & evaluation purposes.
- (III) EOBI should enter complete information regarding employers (137,288) and employees (IPs) (9.4 million) and update their contributions regularly on its website [www.eobi.gov.pk](http://www.eobi.gov.pk).
- (IV) The data regarding the provisions of the EOB Act 1976 under sections 33, 34, and 35, in terms of the number of cases received and decided, should be provided on the complaint management system for the information of the stakeholders.
- (V) The Agency should introduce the tripartite system for complaint resolution system at all levels.

## CHAPTER 7

### SPECIAL INITIATIVES

#### A) Prison Reforms

The Honourable Supreme Court of Pakistan during hearing of a suo moto case CMA No.1313/2015 (S.M.C. NO.1 of 2006), in 2015, inter alia, passed orders that “there is evidence of significant maladministration and systemic dysfunction in the criminal justice system at large and prisons in particular including regulatory framework, which needs to be rigorously diagnosed to be effectively rectified, implemented and monitored for quality and impact. The Ombudsman offices may, therefore, form standing committee/s and inspection team/s to examine the systemic failure in the administration of the criminal justice system and the prisons in particular and make recommendations to rectify such failures and set good administration standards that, if breached, would be deemed to be maladministration.”

In view of the above directions of the Honourable Supreme Court, the Wafaqi Mohtasib constituted a Committee for systemic study and assessment of actual situation on ground in some important prisons in the country. The Committee made study visits to six selected prisons of the country and identified core issues and concerns, in some detail, and noted certain serious shortcomings and failures in the system. The report and recommendations which were already provided to all concerned federal and provincial government agencies were submitted in the Hon’ble Supreme Court.

The Committee made study visits to six selected prisons of the country and identified core issues and concerns.

In July 2018, the Hon’ble Supreme Court during hearing of the above case directed that “an exercise be undertaken by the Ombudsman on behalf of this Court to determine whether the report of the Ombudsman has been implemented in letter and spirit.... The Ombudsman shall also be empowered to seek implementation of its recommendations which have already been approved by this Court....” Again, in September 2018, during hearing of the same case, the apex court ordered the Wafaqi Mohtasib to review and follow up the implementation of recommendations of his report regarding miserable condition of jails, more particularly in light of the decisions and actions recommended.

In pursuance of the above mentioned orders of the Hon’ble Supreme Court of Pakistan, since 2018, regular meetings are held with the concerned provincial government departments by the Wafaqi Mohtasib to evaluate level of implementation of the recommendations of the WMS report on prison reforms. So far, 13 Quarterly Implementation Reports on the subject have been submitted by WMS in the Honourable Supreme Court of Pakistan.

Salient features of the implementation status is as under:

#### a) Formation of Committees

All provincial Jail authorities have formed two Committees i.e., District Oversight Committee and Welfare Committee. These committees are functional and visiting jails regularly to monitor improvements of prisoners’ life especially children, women and destitute. Civil Society, bars, and prominent personalities in health and education sectors are the members of the Welfare Committees.

#### b) Focal Persons

Provincial Home Departments and Jail authorities have nominated focal persons who facilitate the functions of these Committees and arrange their visits to the jails

### c) Overcrowding in Jails: Construction of New Jails

Provincial Government are making efforts to overcome the problem of overcrowding in jails and new jails are either under construction or PC-1 for the identified lands for new jails have been prepared. In Punjab, constructions of District Jail Nankana Saab, District Jail Khushab, and District Jail Chiniot are in process. In KPK, D.I Khan and Swabi jails have been completed and existing Peshawar jail has been up-graded. In Balochistan, construction of central jail Loralai, district jail Killa Saifullah, district jail Harnai and Gwadar jails are in progress. In sindh, three new jails i.e. District Prison Thatta, Shaheed Benazirabad and Malir are under construction. At the federal level, Ministry of Interior is also in the process of building Islamabad Model Prison.

### d) Medical Coverage

Prisoners are being provided adequate medical facilities. Every jail has a medical officer and para-medical staff. Psychiatrists and other specialist from outside hospital are arranged for regular visits to jails. Drug users have been segregated in all jails, and being provided rehabilitation facilities. Mentally challenged prisoners are also kept in separate barracks. Prisoners are being screened for HIV, Hepatitis, T.B and other infectious disease, and accordingly being segregated from the healthy prisoners, and also given treatment and awareness to manage their problem.

### e) Education and Skill Development

As a follow up, an MOU was signed by heads of HEC and Vice Chancellors of Universities with Patron-in-Chief of Pakistan Sweet Homes to provide free of cost education facilities, including technical education and skill development and educational material in prisons to up-grade facilities for the prisoners. The Patron-in-Chief of Pakistan Sweet Homes offered to establish Sweet Homes for Children in Prisons to cater for their normal up-bringing. The First such Sweet Home was established in Central jail, Kot Lakhpat, Lahore.

Formal and in-formal education has become an essential part of the improvement initiatives in jails. With the help of provincial universities, formal education is being provided to the prisoners who are willing to pursue education. Courses are being offered for M.A, B.A, F.A and Matric degrees/



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi along with the Chief Secretary KP chairing a meeting to review the progress on jail reforms in KP.

certificates. Religious education and computer literacy courses are also provided. Libraries are also being established in jails.

Provincial Technical Education and Vocational Training Authorities (TEVTAs) are actively supporting the jail authorities and offer courses like tailoring, welding, motor repair, auto repairs, plumbing, furniture making, carpet weaving, and electrical work etc.

## f) Separation of Women Enclosures

The women are kept in separate blocks and only female staff has been appointed to look after them.

## g) Juveniles and Children

All the jails have separate enclosures for juveniles and facilities like outdoor games, music, indoor games, education and medical treatment are provided. NGOs and philanthropist are also contributing towards welfare of children. Small babies with mothers are also looked after, and nurseries are being established. Sweet Homes are also being established in Jails.

## h) Biometric Systems in Jails

Biometric systems with the help of UNODC have been established in jails. Jails records are being computerized. Developing interface between NADRA, Police and Prisons is also under process. Peshi roasters are also being computerized. Jail Management Information System (PIMS) are also being set-up.

## i) Health and Hygiene

Toilet facilities with water etc. are made available. Clean drinking water is being ensured. Food and roti is also given as per jail manual. Prisoners are allowed to have small LCDs with limited/controlled programs.

## j) UTPs, Parole and Probation System, and Payment of Fines

Jail authorities are ensuring arrangements to timely produce Under Trial Prisoners (UTPs), minor offenders and first time offenders before the courts. Parole and Probation Systems are also being re-vamped to make them more effective. Petty fines (Arsh, Diyat, etc) are also being arranged for release of the prisoners. Provisional Governments along with Philanthropists are contributing towards this.

## k) Free Legal Aid

Free Legal aid and legal counseling is also being arranged. District Bar Councils, Lawyers, and Provincial Governments are playing a very useful role in this regard.

## l) Regular Monitoring by the Wafaqi Mohtasib Secretariat

The Honourable Wafaqi Mohtasib (HWM) visits provincial Headquarters to meet with the Chief Secretary, Home Secretary, and I.G. Prisons to have up-date on the the implementation of reform initiatives.

## m) Parole Boards

Parole Board have been constituted in jails to scrutinize the eligibility of prisoners to be released on parole through need/risk assessments.

## n) Monitoring Meetings

Wafaqi Mohtasib co-chairs periodical meetings with provincial Chief Secretaries and Inspectors General of Prisons to monitor the implementation of the recommendations of the report of the Wafaqi

Mohtasib Secretariat's Committee on Prison Reforms to remove the bottlenecks in improving the living conditions of the inmates of the jails in Pakistan.

## B) Pension System of the Federal Government Agencies

Delay in finalization of the pension cases of the employees is a common complaint. Sometimes the decision on pension cases drag on for months on trivial objections and pensioners keep on knocking at different doors for resolution of the issues.

The Wafaqi Mohtasib, taking cognizance of the growing number of complaints regarding delay in grant of pension to retiring government servants as well as media reports relating to problems faced by pensioners in receiving pension from National Bank of Pakistan, constituted a Committee to conduct a study of Federal Government pension system and to suggest reforms to make it more efficient, effective and transparent. The Committee was asked to assess magnitude of the problem, determine nature of the problem, and deliberate on what can be done to remedy the situation and make recommendations.



The Federal ombudsman, Mr. Ejaz Ahmad Qureshi Chairing a meeting of AGPR and different ministries for implementing the recommendations of pension reforms committee.

Based on the recommendations of the Committee, the following measures have been taken to streamline the pension issues of Federal Government employees resulting in relief to thousands of employees nearing retirement. The following initiatives are in place to finalize pension papers of the retired employees:

- Establishment of pension cells in all federal government departments.
- Appointment of focal persons / welfare officers in all federal government department.
- Process of documentation with the coordination of Finance and Establishment Divisions simplified.
- Steps for automation of pension process and service books initiated.
- Ensuring to initiate all pension cases of retiring officers/officials 15 months prior to their

retirement as per government instructions.

- AGPR has established a Facilitation Centre for Pensioners.
- AGPR is to finalize pension cases in 30 days from the day of its submission.
- Monitoring through correspondence and regular meetings.
- Efforts for clearance of all pending cases of pensioners within the Ministries and attached organizations.
- Efforts are being made in coordination with offices of the Controller General of Accounts and the Accountant General Pakistan Revenues to develop an appropriate framework to address systemic shortcomings in deciding pension cases of the officers of All Pakistan Unified Grades, who during their service remain posted both in the Federal Government and also in Provincial Governments. After retirement, they face problems due to incomplete service and fund record causing inordinate delays in payment of pension.

## Monitoring

In order to monitor the progress in pension reforms, the Wafaqi Mohtasib convenes regular monitoring meetings and receives monthly reports from departments. This measure has improved efficiency and coordination between federal government department and AGPR and pension cases are being finalized on regular basis. Retired employees of Federal Government department are feeling relieved and they are receiving their pensions and post-retirement benefits without any difficulty. He constituted a Monitoring Committee headed by a Senior Advisor of WMS to evaluate implementation status of the recommendations of the report prepared by the WMS Committee on Pension Reforms and to figure out as to how the pension payment process could be further simplified to facilitate pensioners on fast track, especially low paid government employees and widows of the employees who die in service.

The Mohtasib has constituted Monitoring Committee headed by a Senior Advisor to monitor progress of the recommendations of the Pension Reforms Committee.

In the last monitoring meeting, the Wafaqi Mohtasib emphasized that keeping in view the plight of pensioners, it was imperative to keep monitoring implementation of the recommendations of the WMS report on pension reforms; and the issues faced by the pensioners should be continued to be taken up with the agencies concerned, especially the ones dealing with sizeable number of pensioners. He further stated that apart from taking action against the agencies involved in mal-administration on this score, it is also important to ascertain the number of outstanding pension cases in those agencies besides looking into the causes of the pendency and the action being taken, on monthly basis, by those agencies to clear the backlog. He directed that:

- i. There is a need to develop a study report to review the EOBI procedures, fixing of timelines for processing and finalization of pension claims; introduction of an efficient tracking and monitoring system in the EOBI; and creation of an oversight mechanism for monitoring the performance of the Adjudicating Authority of EOBI to ensure that it performs its statutory role in a transparent and efficient manner. A suitable team of officers be proposed for this purpose.
- ii. A proper proforma may be devised to gather the information pertaining to the pending pension cases/ new retirees from the govt. agencies on the pattern of the parameters already developed in case of Pakistan Broadcasting (PBC).
- iii. Proforma may initially be shared with those Federal agencies where backlog of pension cases is substantial such as Ministries of Railway / Education and WAPDA.
- iv. After information/data gathering, a meeting to be convened with the agencies having difficulties in pension payments causing back log. Subsequently, a proforma was devised and circulated to all government agencies for collection of data about pending pension cases. Furthermore, study on EOBI procedures and pension was initiated.

### C) Khuli Katcheries (Open Hearings)

In WMS, most of the complaints are heard in the Head Office and the Regional Offices by the investigation officers in the presence of complainant and the Agency's representatives. A large number of complainants live in remote cities and towns and find it difficult to reach the investigation officers. To address this issue WMS started Outreach Complaint Resolution (OCR) mechanism whereby the Investigation Officer visit other Tehsils and Towns to hear the complaints. Besides OCR, the Regional Offices also conduct Khuli Katcheries (Open Hearings) in the said Towns and Tehsils. In Khuli Katcheries, general public is invited for participation along with representatives of the Federal as well as Provincial agencies of the concerned Tehsil and District. Most of the complaints raised by the people relate to Electricity, Gas, Drinking Water, Roads, Sanitation, Education, Health, District Administration, NADRA, BISP etc. Representatives of the Federal and Provincial agencies present on the occasion help in resolving the issue. The Khuli Katcheries organized during 2022 are shown in the graph:

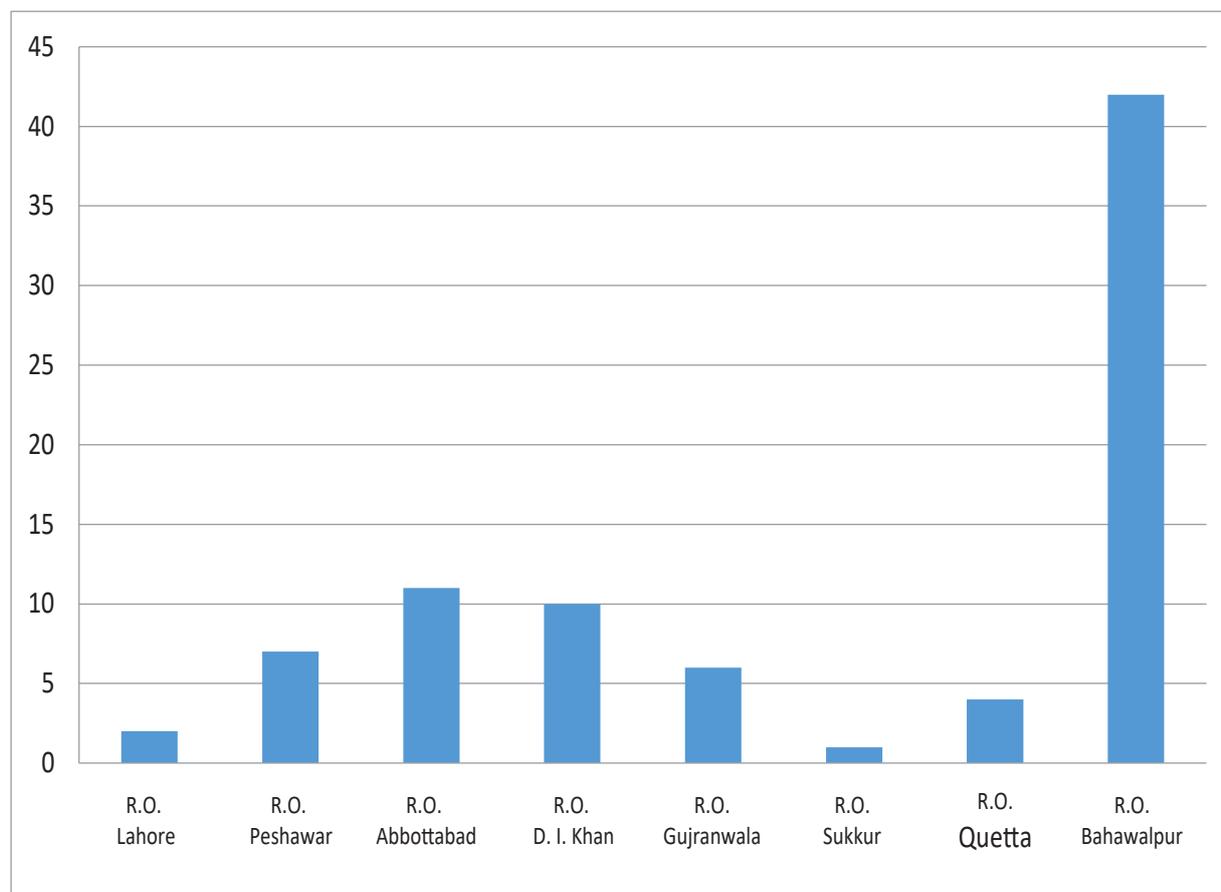
In Khuli Katcheries, general public is invited along with representatives of the Federal and Provincial agencies of the concerned Tehsil and District.



Federal Ombudsman, Mr. Ejaz Ahmad Qureshi hearing public complaints during first Khuli Katchehri held at Mansehra.

S.No.	Regional Office (RO)	Venue
1.	R O, Lahore	Muridke, Phool Nagar
2.	RO, Peshawar	Orakzai, Khyber, Bajaur, Kurram, Parachinar, Landi kotal, Batkhela Swat
3.	R O, Abbottabad	Mansehra, Battagram, Baffa, Kaghan, Naran, Balakot, Dassu, Pattan
4.	R O, D. I. Khan	Lakki Marwat, Tank,
5.	R O, Gujranwala	Gujrat, Sialkot, Shakargarh, Narowal, Sambrial
6.	R O , Sukkur	Panno Aqil
7.	R O, Quetta	Boston, Sibbi, Lasbela, Kharan
8.	R O, Bahawalpur	Rahim Yar Khan, Bahawalnagar, Liaqatpur

Khuli Katcheries are helping in spreading the message and effectiveness of the institution of the Ombudsman as large number of people participate in these Khuli Katcheries and avail the services of this institution. Further, local and regional press gives vast coverage to these Khuli Katcheries. The following graph indicates Khuli Katcheries held during 2022.



Graph showing volume of Khuli Katcheries held in 2022

## E) Inspection Visits

Article 17 of the President Order No. 1 of 1983 provides as under:

“17. The Mohtasib may constitute an Inspection Team for the performance of any of the functions of the Mohtasib.

2. An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Mohtasib may consider necessary.
3. An Inspection Team shall exercise such of the powers of the Mohtasib as he may specify by order in writing and every report of the Inspection Team shall first be submitted to the Mohtasib with its recommendations for appropriate action”.

Article 9 of President Order No. 1 of 1983 states:

“9. The Mohtasib may, on a complaint by any aggrieved person, on a reference by the President, the Federal Council or the National Assembly, as the case may be, or on a motion of the Supreme Court or a High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees:”



WMS Inspection Team visiting sector E-11 to ascertain the complaints of the residents about the living conditions in the area.

## SOPs for Inspection Visits

Pursuant to the above provisions, the Wafaqi Mohtasib Secretariat decided to constitute inspection teams to carry out inspections of the agencies against whom frequent complaints are received, identify problems and suggest remedial measures. In this regard, Wafaqi Mohtasib Secretariat developed and issued detailed SOPs for undertaking inspection visits of the agencies.

WMS has developed detailed SOPs for undertaking inspection of the agencies.

The salient features of the SOPs are as under:

- i. There has to be a basis for each inspection. It could be a written complaint from the public against the Agency concerned or a news item in print/electronic media duly transcribed for taking a suo-moto action by the Wafaqi Mohtasib.
- ii. The Agency must be within the domain of the WMS.
- iii. The Wafaqi Mohtasib will constitute an inspection team consisting of a Senior Advisor/Officer

- of the WMS to be assisted by an I.O. and an official of the Media Wing.
- iv. The Head of the Inspection Team will keep with him a copy of the note containing the approval of the Wafaqi Mohtasib to carry out the inspection. He will inform the focal person of the Agency about the time and date of the inspection.
  - v. The I.O. accompanying the Inspection Team will note the main issues that come to the fore during the inspection; and the team leader will discuss the same with the Head of the Agency concerned with a view to identifying the measures to resolve the issues. Such issues should cover the administrative, procedural, financial, legal, technical and human resource constraints.
  - vi. Inspection Team will submit a report to the Wafaqi Mohtasib on the basis of the inspection, discussion with the Head of the Agency and the general public.
  - vii. The number of Inspections should be confined to a maximum of two during a month both for the Head Office and each Regional Office.
  - viii. In the Regional Offices, the respective Regional Head will decide on the composition of the Inspection Team and the number of I.Os to be associated. He will, however, seek the approval of the Wafaqi Mohtasib for each visit of the Inspection Team to any Agency and for the purpose the inspection is recommended to be carried out.
  - ix. The Coordination Wing at the Head Office will keep a copy of each report prepared by the Inspection Team at the Head Office and take follow up action on the recommendations of the report duly approved by the Wafaqi Mohtasib.

During the inspection, each inspection team meets the officials of the Agency as well as general public. Each inspection report identifies issues and problems observed during the inspection visit by WMS inspection team. All inspection reports are perused by the Wafaqi Mohtasib. With his approval, these inspection reports are forwarded to Head of the Agency concerned. The inspection team also makes recommendations, both short and long term, for improving the service delivery in the concerned Agency.



Inspection Team headed by Mr. Ahmed Farooq, Senior Advisor listening to the problems of a passenger at Customs counter, Islamabad International Airport.

## Inspection Visits During 2022

So far, both Head Office and Regional Offices have carried out inspections of various agencies as detailed in following table:

Sr. No.	Office	Agency	Number of Inspections
1.	Regional Office, Lahore	Utility Stores Corporation	2
		NADRA	1
		Allama Iqbal International Airport	1
		Passport Office	1
		National Savings Centre	1
2.	Regional Office, Karachi	K. Electric	1
		Sui Southern Gas Company Limited	2
		Federal Investigation Agency	1
		NADRA	1
		Employees Old Age Benefits Institution	1
		Higher Education Commission	1
3.	Regional Office, Peshawar	Utility Stores Corporation	3
		National Savings Centre	1
4.	Regional Office, Faisalabad	Utility Stores Corporation	2
		EOBI	1
		Benazir Income Support Programme	4
		NADRA	2
5.	Regional Office, Abbottabad	Railway Station	1
		Utility Stores Corporation	1
		Ayub Medical Complex	1
		Pakistan Bait ulMaal	1
		NADRA	1
6.	Regional Office, D. I. Khan	Passport Office	1
		Utility Stores Corporation	1
7.	Regional Office, Gujranwala	Passport Office	1
		Sui Northern Gas Pipelines Limited	1
		GEPCO	1
		Utility Stores Corporation	1
		NADRA	2
8.	Regional Office, Sargodha	NADRA	4
		Benazir Income Support Programme	3
		Passport Office	3
		Utility Stores Corporation	2

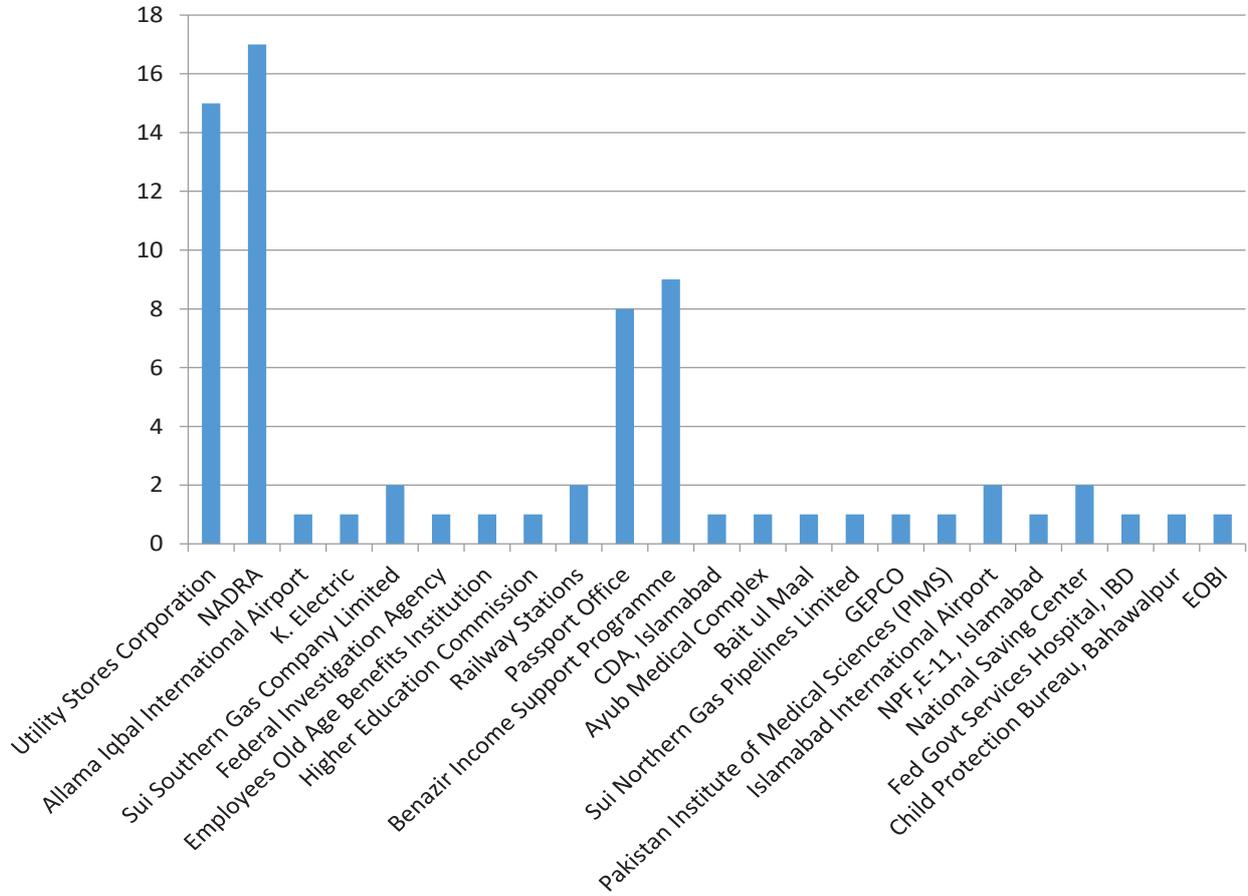
9.	WMS, Head Office, Islamabad.	Pakistan Institute of Medical Sciences (PIMS)	1
		Islamabad International Airport	2
		NPF, E-11, Islamabad	1
		DG, Immigration and Passport	1
		NADRA	1
		CDA	1
		FGSH (Poly Clinic)	1
10.	Regional Office, Quetta	Utility Stores Corporation, Quetta	1
		NADRA	3
11.	Regional Office, Sukkur	NADRA	1
		Utility Stores Corporation	1
		Benazir Income Support Programme	1
12.	Regional Office Bahawalpur	Benazir Income Support Programme	1
		Utility Stores Corporation	1
		NADRA	1
		Child Protection Bureau	1



WMS Inspection Team visiting Railway Station Faisalabad.

SPECIAL INITIATIVES

The following graph indicates agency wise inspection carried out by both Head Office and Regional Offices. Most of the inspections were carried out in respect of the outlets of Utility Stores Corporation, NADRA, BISP and Passport offices.



Note: Other Initiatives relating to Informal Resolution of Disputes (IRD), and Overseas Pakistanis are dealt with separately in Chapter 8 and 10 respectively.

## CHAPTER 8

### INFORMAL RESOLUTION OF DISPUTES (IRD)

The Institution of Ombudsman was initially established in Sweden to resolve disputes between the citizens and the Government in an efficient and speedy manner without necessarily following the strict procedure of courts of law. The experience turned out to be extremely successful and led to establishment of similar organizations in other countries of the world. Currently, there are a large number of countries where the institution of the Ombudsman has been established and is running successfully. The Office of Wafaqi Mohtasib (Ombudsman) of Pakistan was established in 1983 through President's Order No.1 of 1983. (The Order).

Article 33 of the Order starts with the phrase “notwithstanding anything contained in this Order” followed by words “which empower the Mohtasib and a

Mohtasib is empowered to informally conciliate and amicably resolve the dispute without written memorandum.....

member of the staff to informally conciliate and amicably resolve the dispute”. The term “notwithstanding” is called non-obstante clause which overrides the other provisions in the Order. It gives special power to the Mohtasib and member of the staff irrespective of other provisions in the Order.

The concept of Informal Resolution of Disputes (IRD) is akin to the centuries old Jirga / Panchayat systems where local elders resolved complaints of local people through the force of moral character, social influence and conventional wisdom. IRD offers inexpensive, expeditious and convenient forum for resolving disputes. Therefore, it is likely to be a ‘preferred mode’ especially for lower strata of society. It is, in a way, out of court settlement of disputes.

Article 33 of P.O. No.1 of 1983 provides for resolution of disputes of the citizens through mediation and conciliation without the necessity of docketing any complaint or issuing any official notices. This mechanism involves resolution rather than decision whereby parties are persuaded to come to an understanding/agreement. This provision not only widens the ambit of the Ombudsman's activity but also provides positive means for settlement of dispute through conciliatory proceedings and mutual satisfaction of the parties as observed by the first Federal Ombudsman Justice (R) Sardar Muhammad Iqbal, that it would focus on resolution rather than decision and that it will be less time consuming and will provide win-win solution for both the parties.

In March 2022, it was decided to further broaden the scope of activities of the Wafaqi Mohtasib by invoking Article 33 for the benefit of common citizen of Pakistan. The step was taken in compliance with the advice of the Honorable President of Pakistan to expand the scope of activities of Wafaqi Mohtasib to the remote areas of the country. As Pakistan is not a unitary state and in the presence of



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing a progress review meeting of Investigating officers on Informal Resolution of Disputes (IRD).

multiple laws and provincial as well as judicial jurisdiction, the invoking of Article 33 of Order ibid for informal resolution of disputes was considered to be a need of the day. Accordingly, a committee of senior officers of Wafaqi Mohtasib Secretariat (WMS) prepared modalities and procedure for implementation of IRD. These were approved, after thorough deliberations. The scheme was to be implemented in two phases. It was decided that the IRD shall move to the second phase based on the success of the first phase. The Pilot Project has been launched at the Head Office Islamabad and the Regional Offices at Karachi, Lahore, Peshawar, Quetta, Multan, Bahawalpur, Abbottabad and D.I. Khan.

The scope of IRD is extended to complaints of citizens, being received either directly or by post or online at the WMS Offices, which do not fall in the jurisdiction of WMS. These complaints are processed under Regulation 5 (2) of Wafaqi Mohtasib (Ombudsman)'s Investigation and Disposal of Complaints Regulations 2013 with the consent of the parties concerned. The nature of these complaints include small contractual claims & negotiable instruments up to the value of Rs. 50,000/-, delay in processing the pension and other retirement benefits to the retired employees and the families of deceased employees of the defense forces, delay in reimbursement of medical claims of employees of federal agencies, delay or refusal in grant of house subsidy or hiring facility to the ministerial staff of federal agencies and any dispute where the parties agree for the resolution of their dispute through Wafaqi Mohtasib Secretariat.

The IRD cases are being undertaken with the consent of all parties and the same are being settled on the basis of persuasion, conciliation, mediation and arbitration. The main focus is on the outcome rather than process and procedure. The process of communication among the parties is telephonic discussions

The IRD cases are being undertaken with the consent of all parties and settled on the basis of persuasion, conciliation, mediation and arbitration.

and polite letters for conduct of hearings, if needed, to reach consensus to resolve their issues. If the private respondent does not agree for resolution of dispute under the process of IRD, the designated officer may require the complainant to get the consent from the respondent. If the complainant fails to get the consent, the dealing officer may stop further action on the complaint and consign the file to the record.

In July 2022, a meeting was held in Islamabad wherein Mr. Ghulam Sarwar Brohi (Associate Advisor/Regional Head, Regional Office, Quetta), Mr. Muhammad Saqib Khan (Registrar), Dr. Muhammad Zahid (Senior Investigation Officer/Regional Head, Regional Office, Bahawalpur) and Mr. Shahzada Alauddin (Incharge Regional Office, Kharan) shared their experiences through presentations, which were based on research, practical challenges, performance under IRD and lessons learnt from their experiences. Thereafter, a Guidebook on Informal Resolution of Disputes (IRD), comprising introduction of the project, salient features, scope of IRD and SOPs for implementation was published and distributed to all the Regional Offices for guidance.

Since April, 2022 more than one thousand complaints against banking sector, Insurance Companies, District Accounts Offices and provincial as well as private sector organizations (in addition to the disputes of civil nature among the private parties under IRD) have been settled and due relief has been provided to the complainants. A wide range of subject-matters i.e. pension issues, death claim cases, payments of emoluments to the widows of employees died during service, delay in opening of A/Cs, settlement of loans, ATM card related issues, matters relating to salaries of employees, reimbursement of medical claims, CNIC & passport cases have been dealt with by the designated investigating officers.

Notwithstanding some difficulties in disposal of IRD cases due to various reasons including delay in submission of required information /documents by the complainants; the over-all response from the parties has been welcoming, positive and encouraging. In order to provide a glimpse of the nature of complaints, modus-operandi used in dealing with such cases, experiences and outcome of these efforts, some success stories are being presented as follows:

## Success Stories of IRD Cases

### 1. Mr. M. Usman Saeed Versus Mr. Muhammad Sanwal

Mr. M. Usman Saeed submitted a complaint stating that one Mr. Sanwal served at his Tuck shop, for the period of 05-months, after submitting guarantee cheque (Blank). During Audit of the account for the said period, it was found that there was a shortage of Rs. 87,000/-. The accused employee refused to pay the embezzled amount. Mr. Muhammad Sanwal was contacted and he visited the office and informed that all the allegations were baseless. He argued that the Tuck shop owner was not paying his salary of five months. During the process of mediation it was observed that the matter pertained to cash shortage and not embezzlement. There were two other persons (including the owner) who handled the cash counter during the impugned period. After detailed discussion on the issue and necessary calculation, both the parties agreed to the extent that:

- a. 20% profit margin on the items would be deducted from the cash shortage amount (87,000-18,000= 69,000).
- b. Remaining Rs. 69,000/- would be divided among all the three cash counter attendants equally (Rs. 23,000/- each).
- c. The remaining salary amount of Mr. Sanwal Rs. 10,000/- would also be deducted from his share of cash shortage.

After 15-days of the agreement, Mr. Sanwal paid Rs.13,000/- to Mr. Usman Saeed and received from him his guarantee cheque.

### 2. Dr. Nighat Gillani Versus HBL and Jubilee Life Insurance Company

The complainant, statedly, invested three million rupees in HBL @ 11% per annum profit. After one year, she contacted the Bank Authorities for profit, but she was informed that her amount had been invested into Jubilee Life Insurance Company. Later on, it transpired that her amount was invested fraudulently by the Lady Bank Officer into Jubilee Life Insurance Company against which she had received rupees 400,000/- as commission. The complainant agitated and pleaded for refund of her amount, but HBL informed that the same would be refunded after deduction of 85% of the total amount. After failing to get relief from the Agency, she filed a complaint before Insurance Mohtasib but could not get any relief. HBL, FIA, SECP and State Bank of Pakistan were engaged in the matter. During the IRD process, it was revealed that jubilee Insurance Company violated basic insurance rules. The Jubilee Insurance Company refunded rupees three million to the complainant and her grievance was redressed.

### 3. Mst. Shabana Abdullah Versus Mr. Raz Muhammad Durrani

Mst. Shabana Abdullah submitted a complaint at Wafaqi Mohtasib Secretariat, Regional Office, Peshawar and alleged that Mr. Raz Muhammad Durrani, against whom her deceased husband had an outstanding amount of rupees one million, was reluctant to pay the said amount to her. She requested for intervention and early resolution of her grievance. After intervention of WMS, both the parties agreed that Mr. Raz Muhammad Durrani would pay Rs.300,000/- to the complainant in the first week of Sep 2022 and the remaining amount will be paid by him to the complainant in installments of Rs.50,000/- per month.

### 4. Mr. Rasheed Ahmad Versus LESCO

Mr. Rasheed Ahmad complained that when his son Haroon Rasheed was 13 years old, he had got an electric shock in his house from the nearby LESCO's wires causing severe burns that led to amputation of both hands of his son. Thereafter, the Agency's officers promised him at that time that they would bear the entire cost of his son's treatment and rehabilitation. Now, his son has turned 17 but the Agency's concerned officers were renegeing on their promise. The Agency's officials were called upon to explore provision of artificial limbs, or prosthetic hands to the handicapped child through an appropriate health facility as the foremost requirement needed by him. After prolonged and successful mediation; a local mechanical workshop was finally able to provide the child, Haroon

Rasheed, now a young adolescent of 17 years, with the prosthetic arms with hands. In this manner, despite unfortunate burning incident in his childhood, a promising young man was enabled to perform the basic functions of daily life.

## 5. Syed Mehtab Haider Versus M/s Indigo Heights Company Lahore

Syed Mehtab Haider, an overseas Pakistani based in the United States of America complained that the respondent entity, M/s Indigo Heights Company located at Gulberg in Lahore, had withheld the title documents of a shop he had purchased from them for a total sum of Rs.7,813,100/- in instalments. Mr. Ahmed Fazeel, Managing Director of the Indigo Heights Company had initially agreed to hand over the physical possession of the newly-constructed shop along with its property documents to the complainant and subsequently, when he visited Lahore to complete the transaction, the shop was transferred in his name, but its documents were not handed over to him and were retained by the respondent company – leading to this IRD complaint. The Indigo Heights Company responded that although they had constructed the complainant's shop as a part of their multi-storey project and got it registered in his name after receipt of full payment of Rs.7,813,100/-, but had subsequently taken it on rent at a monthly sum of Rs. 65,000/-. After some time of this agreement, the parties had developed differences resulting into litigation. Through a successful mediation by the WMS, an amicable solution was brought between the parties that led to the payment of the outstanding monthly rent, along with the arrears, of the shop and withdrawal of their respective cases from different forums.

## 6. Ms. Shareefa D/o Abdul Ghafoor Gabol Versus University of Karachi

Ms. Shareefa D/o Abdul Ghafoor Gabol (Late) lodged a complaint stating that her mother was getting pension from Agency i.e. University of Karachi, after death of her father late Mr. Abdul Ghafoor Gabol. After expiry of her mother, she requested the Agency for transfer of family pension in her name being widow daughter as per rules of the University of Karachi, but the Agency was delaying the same. Keeping in view the fact that University of Karachi is a Provincial Government Agency, this case was registered under Informal Resolution of Dispute (IRD) in terms of Article 33 of P.O. NO. I of 1983. The final hearing was held on 30.11.2022 Mr. Hadi Bukhsh, Gabol nephew of the complainant, representing the complainant and representative of Agency Mr. Mateen Aziz, Assistant Registrar, University of Karachi stated that on reference from Wafaqi Mohtasib, the case of the complainant has been considered and it has been decided that the payment of family pension (relating to deceased father of the complainant Ms. Shareefa who was an employee of University of Karachi) shall be made to Ms. Shareefa on submission of life certificate as well as non-marriage certificate. In addition to this, the time to time increase in the family pension shall also be allowed as per Government notification.

## 7. Mst. Asma Naz Versus Health Department Sindh

Mst. Asma Naz, a Lady Health Worker in the Health Department, Government of Sindh complained against A.G. Sindh and Health Department, Sindh for non-payment of salary arrears for the period from December, 2018 to March, 2019. The respondent (Health Department), where she is employed as a Health Worker is the Provincial Government Agency. Therefore, complaint was registered under Informal Resolution of Dispute (IRD) in terms of Article 33 of President's Order No.1 of 1983. The hearings of this case were held on 31.08.2022, 07.09.2022 and 05.10.2022. The representative of the respondent (A.G. Sindh) as well the complainant attended. The final hearing was held on 05.10.2022. The representative of the Agency submitted written report stating therein that the claim of arrears of salary of Mst. Asma Naz has been passed / punched and she would receive the claim in the current month. The complainant showed her satisfaction with the redressal of her grievance. She appreciated the prompt action of the Wafaqi Mohtasib for resolving her grievance. IRD system of WMS has the capacity to save the complainants from undue wastage of money and time as they can get speedy justice through this mechanism. The IRD system has become an effective tool to resolve public complaints and Wafaqi Mohtasib Secretariat can serve as an institution of ADR for referral of cases by the Courts under the ADR Law.

## CHAPTER 9

### PROTECTION OF CHILDREN

Article 11 (3) and 25 (3) of the Constitution of the Islamic Republic of Pakistan recognizes special right of protection for children due to their vulnerability. Pakistan ratified the United Nations Convention on the Rights of the Child (UNCRC) on November 12, 1990 which provided broader guidelines for the promotion and protection of child rights. The UNCRC made it obligatory for the States, ratifying the Convention, to take all appropriate legislative, administrative and other measures for implementation of the rights enshrined in the Convention. Every person below the age of 18 years is a child under the UNCRC. Until the year 2009 there was no proper public forum that provided opportunity to Pakistani children to raise their voice in matters relating to them. Realizing that there was a need for such a forum, the Office of the National Commissioner for Children (ONCC) was set up in the Wafaqi Mohtasib Secretariat, Islamabad in April that year with support of the United Nations Children’s Fund (UNICEF). Since its inception, the ONCC has worked as Ombudsman for Children by undertaking steps to raise the profile of child rights and devise a mechanism for the redressal of children’s complaints both at the federal and provincial levels. For this purpose, coordination and joint initiatives with Provincial Mohtasibs relating to children are undertaken.

Exploitation of children is unfortunately a common feature across the globe and Pakistan is no exception. Children constitute almost half of the population of the country and sadly Pakistan stands at 148th in the overall Global Kids Rights Index of 182 countries in the year 2021. Realizing the children’s issues, the Hon’ble Wafaqi Mohtasib has taken the following initiatives to ensure concerted and focused efforts for the protection of child rights.

#### Grievance Commissioner for Children

The ONCC was renamed as the Office of Grievance Commissioner for Children in December 2021. The OGCC, working under Hon’ble Wafaqi Mohtasib is vested with a mandate to monitor the overall situation of child rights in the country, redress the individual grievances and address the systemic issues through consultations, research studies and other available means.

Office of National Commissioner for Children was renamed as the Office of Grievance Commissioner for Children in December 2021.

#### National Committee for Children

The child rights is a national concern and cross-cutting theme that requires concerted efforts by all stakeholders. Therefore, Hon’ble Wafaqi Mohtasib re-constituted the National Committee on Children (NCC) of stakeholders in January 2022 to ensure more proactive role by all concerned. The NCC headed by Ms. Shaheen Attiq ur Rehman, Vice President, Bunyad Foundation comprises eminent parliamentarians, professionals, representatives of the Government Organizations



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing the meeting of National Committee on Children at Wafaqi Mohtasib Secretariat Islamabad.

(GOs), Non-Governmental Organizations (NGOs)/Civil Society Organizations (CSOs), activists including Senator Rubina Khalid, Ms. Mehanz Akbar Ali, Justice (R) Manzoor Gilani, Former Senator Mr. Farhatullah Baber, Ms. Rahila Durrani, former Speaker Balochistan Assembly, Chairperson National Commission on Rights of Child (NCRC), Mr. Zia Awan, Ms. Samar Minallah and others.

The objective of the Committee is to, inter alia, advise the Wafaqi Mohtasib on child related issues. The first meeting of the NCC, chaired by the Wafaqi Mohtasib was held in January 2022. Syeda Viqar un Nisa Hashmi, Advisor/Grievance Commissioner for Children (GCC) & Member/Secretary NCC presented the Strategic Vision Plan for the year 2022 and Implementation Framework.

## Bill on ‘Prevention & Control of Cyber Crimes against Children/ Criminal Laws Amendment Act, 2021’

The Sub-Committee on Legal Reforms, under the auspices of the National Task Force on Prevention & Control of Cybercrimes against Children, headed by Syeda Viqar un Nisa Hashmi, Advisor/GCC, drafted the Bill. The said Bill, duly endorsed by the Task Force was tabled in the National Assembly by Ms. Mehnaz Akbar Aziz, MNA jointly with Mr. Sher Arbab and Ms. Naz Baloch. The Bill was passed by the National Assembly and has been transmitted to the Senate in the year 2022 for further necessary action.

**Bill for Prevention & Control of Cyber Crimes against children has been passed by National Assembly and transmitted to the Senate of Pakistan.**

## Implementation of the National Plan of Action for Awareness-Raising

The Sub-Committee on Awareness – Raising on ‘Online Child Sexual Abuse & Exploitation’ prepared National Plan of Action (NPA) for awareness – raising in 2021. The said NPA was implemented. The highlights of the activities in this regard undertaken in the year 2022 included the following:

**National Plan of Action for awareness raising, 848 public service messages by TV channels, 19,653 by Radio and 299.4 million were disseminated by PTA.**

### a. Dissemination of the Public Service Messages (PSMs)

- Ministry of Religious Affairs & Interfaith Harmony: Public Service Messages (PSMs) shared with the Ulema / Mashaikh, Members of Council of Islamic Ideology (CII), Members of Moonsighting Committee of Pakistan and Heads of Madressahs.
- PEMRA
- 848 PSMs from 15/01/2022 to 30/01/2022 aired by 11 TV Channels
- Approximately 6000 times PSMs aired by more than 10 TV channels
- Dissemination through link <http://bit.ly/3MmlQJ6>
- Directions were given to Satellite TV Channels & Distribution Services for dissemination of PSMs.
- Radio Pakistan: 19,653 times PSMs broadcasted in 19 languages (2022).
- Pakistan Telecommunication Authority (PTA): SMS campaign initiated: 299.4 million PSMs shared in Urdu & English (March – May 2022).
- Pakistan Television (PTV): Issue relating to cybercrimes against children covered in five days a week in morning shows, short reports, current affairs and other programmes.
- Home Departments / Police Departments (KP, Punjab, Sindh and AJK): Displayed PSMs at the Police Stations.

## b. Consultation with the Parliamentarians

The Special Committee on Child Rights, Parliamentary Task Force on SDGs held a consultation on the draft Prevention & Control of Cybercrimes Against Children Bill in 2021, the Criminal Laws (Amendment) Act, 2021 with parliamentarians in collaboration with OGCC at the Parliament House. The objectives of the meeting were to solicit the views of the parliamentarians and other stakeholders and political buy-in.

## c. Strengthening Law Enforcement

One-Day awareness – raising seminar on ‘online child sexual abuse’, was held at Sindh Judicial Academy on 9 February, 2022.

## d. Establishment of Working Groups on Awareness – Raising campaign

Working groups on ‘Online Child Sexual Abuse’, were formed under the Leadership of the Hon’ble Ombudsman concerned in the Provincial Ombudsman Secretariats of Punjab, Sindh & Balochistan during the year 2022.

## e. Commemorated ‘April - Month for Prevention of Child Sexual Abuse’

The Hon’ble Ombudsman Azad Jammu & Kashmir (AJK) held a multi-stakeholders meeting on the above theme in collaboration with Wafaqi Mohtasib Secretariat (WMS), Islamabad.

## Dealing with Issues of Street Children

Taking cognizance of the exploitation of children in terms of their involvement in labour / beggary, the Wafaqi Mohtasib initiated an in-depth research titled ‘Inquiry into the Plight of Street Children in ICT – Challenges & Way Forward’, to address the systemic issues relating to street children in Islamabad Capital Territory (ICT). The research was conducted by Syeda Viqar un Nisa Hashmi, Advisor / Grievance Commissioner for Children and her team.



Photograph taken during the course of the study on the plight of street children in ICT.

This is the first ever empirical study focusing on street children in ICT. Total 506 in-depth interviews including 443 street children, 44 community members including parents of street children and 19 officials of Law Enforcement Agencies (LEAs) and service providers were conducted. Additionally, 52 Focus Groups Discussion (FGD)/ interactions separately with the street children and community members were held in all 5 zones of ICT by Grievance Commissioner for Children (GCC) herself. All relevant

policy/laws had been thoroughly examined to identify shortcomings therein, while the available services were mapped to devise a mechanism for the maximum utilization of the same for the protection, welfare and development of street children. The study sets out priorities and gives evidence-based recommendations to the key stakeholders.

Implementation of Evidence –Based Recommendations: To address the issues a broad-based consultation of key stakeholders was held. The meeting was chaired by the Wafaqi Mohtasib. The participants endorsed the recommendations. In pursuance thereof the Wafaqi Mohtasib constituted a Task Force under the headship of the GCC to implement the recommendations; Special Committee No.1 was chaired by Senator Rubina Khalid and Committee No.2 was chaired by Ms. Mehnaz Akbar Aziz. A high-level Steering Committee headed by the Wafaqi Mohtasib was also constituted to monitor progress for the implementation of recommendations of the inquiry report relating to street children.

## Other Activities of the GCC

### Oversight

The OGCC monitors the reporting of the cases of violence against children in both print and electronic including social media and ensures redressal of the grievance through appropriate intervention wherever needed.

### Redressal of Individual Grievances of Children

During the year under report, 86 formal complaints were disposed of with relief granted in 61.62 percent cases by the Advisor / GCC who handled the complaints against the Federal Directorate of Education (FDE). The complainants were predominantly related to children's admission in school, bus facility and harassment. Additionally, complaints against law enforcement agencies through informal complaint mechanism were also redressed.

### Referral of Cases for Redressal of Grievances

- a. Rescued a Destitute Street Child: During the course of GCC's interaction with street children, a runaway child was identified who was living alone in the market for the last two months. With the help of law enforcement agencies and Child Protection Institute (CPI) the child was rescued and reunited with his parents living in Charsadda, KP.
- b. Arrest of Accused: A complaint on behalf of a child victim of sexual abuse by her own father was redressed. Although the victim was rescued by the Child Protection Bureau Punjab but the accused who committed the same offence with her younger sister was not arrested by the police. The case was referred to Provincial Ombudsman Punjab and the grievance was redressed.
- c. Investigation: On a complaint from a person (father of a child) living abroad to investigate into the mental health of the mother of his child having custody. The case was referred to Child Protection Bureau Punjab. The case was thoroughly investigated in the best interest of the child and the report was forwarded to the complainant.
- d. A complaint of corporal punishment to a child in government school in KP and complaints of missing children from Punjab were referred to the concerned authorities for investigation and action against the accused. A case of a missing child reported in social media was referred to the Provincial Ombudsman of Sindh and upon his intervention the child was recovered and it was confirmed by the Sindh Ombudsman Secretariat.

## CHAPTER 10

### OVERSEAS PAKISTANIS

Over 9 million Pakistanis living abroad constitute the 6th largest diaspora in the world. Despite contributing significantly as the third largest source of foreign exchange for the country, Overseas Pakistanis face a variety of issues and challenges. For speedy resolution of their grievances, Wafaqi Mohtasib appointed a Grievance Commissioner for Overseas Pakistanis and established a Grievance Commissioner Cell in 2015 under Section 7 of the Federal Ombudsmen Institutional Reforms Act, 2013.

Grievance Commissioner for Overseas Pakistanis was appointed in 2015 under Section 7 of the Federal Ombudsmen Institutional Reforms Act, 2013.

Any Overseas Pakistani can lodge his complaint with Grievance Commissioner against Federal Government Ministries/Departments/Organizations/Agencies regarding maladministration, delay, inattention or injustice, through e-mail, WhatsApp, online or by post.

Functions, Procedure and Performance

- Uptil now several measures have been adopted to resolve individual complaints and to address systemic issues related to overseas Pakistanis.
- Complaints of Overseas Pakistanis received direct in the Grievance Commissioner's Office through E-mail/ Post are handled promptly on daily basis and taken up with the relevant agencies for report/redressal within 15 days and complainants are kept informed about the progress/ redressal of their cases through E-mail, WhatsApp, Voice messages or Phone. Systemic issues and mass level problems are also being dealt properly with the relevant Agencies.

### Pakistan Missions Abroad

On the initiative taken by the Wafaqi Mohtasib, each Pakistan Mission/Consulate abroad appointed a Focal Person and allocated one day in a week for meeting with Overseas Pakistanis to redress their grievances. Detailed monthly progress reports on prescribed proforma are acquired for monitoring purpose.

### One Window Facilitation Desks

One Window Facilitation Desks (OWFDs) were established in 2015/2016 at following 8 International Airports for instant redressal of complaints/ problems/ queries of overseas Pakistanis:

1. Faisalabad Airport
2. Islamabad Airport
3. Karachi Airport
4. Lahore Airport
5. Multan Airport
6. Peshawar Airport
7. Quetta Airport
8. Sialkot Airport





The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi addressing the Overseas Pakistanis convention at Convention Centre, Islamabad (13. 03. 2022)

According to revised SOPs issued on 18.12.2020, activities of these OWFDs are regularly monitored & monthly progress reports are acquired from all stakeholders. Any Pakistani travelling abroad or coming back to homeland can use services of these desks, where representatives of relevant twelve agencies i.e. FIA, ANF, CAA, ASF, PIA, NADRA, BE&OE, DGI&P, OPF, FBR (Customs), Central Health Establishment and OEC, remain present 24/7. Time to time visits/inspections of these OWFDs and meetings with the Focal Persons/Representatives of abovementioned 12 agencies are conducted by Grievance Commissioner and teams of Senior Advisors constituted by WMS.

## Initiatives taken for Overseas Pakistanis

- Appointment of Focal Persons in 12 relevant agencies at 8 International airports of Pakistan.
- Meeting with complainants by Heads of Missions abroad once a week without any appointment.
- Counselling and legal assistance for Overseas Pakistani Prisoners.
- Online appointment system in Pakistan Missions abroad.
- Provision of guidance through Helpline 1055 from 08:00 A.M to 10:00 P.M (PST).
- Ensuring establishment of Machine Readable Passport (MRP) Facilitation for Overseas Pakistanis in every foreign country which has more than 10 thousand Pakistanis.
- Mounting of awareness chart in Pakistan's Foreign Missions regarding lodging of complaints with G.C Cell.
- Resolution of each complaint within 30 to maximum 60 days.
- Issuance and Renewal of NICOP at airports.
- Cognizance on monthly reports received from Missions/Community Welfare Attaches.
- Cognizance on monthly reports received from One Window Facilitation Desks.
- Automation in Bureau of Emigration & Overseas Employment.
- Facilitation in home remittances through "Sohni Dharti Remittance Program" which is a point-based loyalty scheme.
- Settlement of Worker's insurance Claims and increase in period of coverage from two years to five years.
- Overseas Pakistanis' systemic issues taken up with the relevant authorities i.e Ministry of Interior, Ministry of Foreign Affairs, NADRA, DGI&P, OPF, PIA, Customs, CAA, for urgent resolution.
- Ensuring presence of duty officer or focal person of each Agency at OWFDs for urgently processing complaints lodged by Overseas Pakistanis by coordinating with other agencies.
- Placement of suggestions/complaint boxes at One Window Facilitation Desks and at different places of airports by Civil Aviation Authority.

- Published “Handbook for Overseas Pakistanis” comprising 64 pages, containing information about complaints procedures, phone Nos. e-mails and addresses of Pakistan’s embassies abroad and relevant agencies in Pakistan for establishing quick contact and to seek needed assistance.
- Installation of surveillance cameras for security purpose by Civil Aviation Authority at One Window Facilitation Desks.
- Availability of Universal Toll-Free Number (092-51-111-040-040), Fax Machine and E-mail facilities at all One Window Facilitation Desks.
- Streamlining the system of issuance of Police clearance certificate in coordination with Ministry of Interior and I.B.
- Curbing the delay in issuance of NICOP and POC of Overseas Pakistanis.
- Displaying of standees/posters and distribution of Awareness leaflets from time to time through OWFDs regarding lodging of complaints.
- Updated information regarding Grievance Commissioner’s Cell, WMS uploaded on the website of stakeholder agencies, alongwith Phone Nos. and E-mails.



Federal Ombudsman chairing the high level review meeting of agencies represented in the OWFDs on 16.06.2022 at WMS Islamabad.

#### TABLE OF TOTAL COMPLAINTS RECEIVED, RESOLVED AND DISPOSED OF DURING THE YEAR 2022

COMPLAINTS/ISSUES RECEIVED AT:	RECEIVED	RESOLVED/ DISPOSED OF	UN-RESOLVED/UNDER PROCESS
Grievance Commissioner Cell WMS	815	784	31
Pakistan Missions Abroad	18,542	18,403	139
One Window Facilitation Desks	118,290	118,236	54
Total	137,647	137,423	224

## COMPARISON OF NUMBER OF COMPLAINTS RECEIVED in 2021 &amp; 2022.

Complaints/Issues received at:	Received in 2021	Received in 2022	Increase	Percentage
Grievance Commissioner Cell WMS	772	815	43	5.57
Pakistan Missions Abroad	13,181	18,542	5,361	40.67
One Window Facilitation Desks	45,037	118,290	73,253	162.65
Total	58,990	137,647	78,657	133.34

## CHAPTER 11

### THE DIGITAL FRAMEWORK

The advantages of technology are now visible in every field of human life. Its use greatly facilitates government agencies to provide transparent, efficient and effective services. Federal Ombudsman’s Secretariat adopted a state-of-the-art Complaint Management Information System in 2007 which has played a pivotal role in its working. This technological transformation made the Federal Ombudsman’s institution the front runner in the efficient and expeditious redressal of public complaints. In fact, it substantially augmented the capacity of the Wafaqi Mohtasib Secretariat (WMS) to cope with the enormous increase in receipt of the public complaints, from 23,000 in 2007 to 164,173 in 2022.

The Complaint Management Information System (CMIS) allows a complainant to file a complaint online, using direct link to CMIS provided on the website of the Wafaqi Mohtasib’s Secretariat, as well as of most of the Ministries/Divisions, their attached Departments and Corporations/Companies etc. Written complaints are also scanned and registered individually on the CMIS.

The CMIS is capable of handling a large number of cases in an efficient manner through the use of modern IT tools.

The receipt of complaints through different modes in CMIS and disposal thereof during the last two years is given below:

Receiving Mode	Receipt			Disposal		
	2021	2022	Total	2021	2022	Total
ICR	16,418	19,459	35,877	16,097	19,008	35,105
Mobile App	10,128	18,389	28,517	9,808	17,437	27,245
Normal	68,167	93,604	161,771	66,110	90,044	156,155
Online using website	15,692	32,721	48,413	14,808	31,308	46,116
Total	110,405	164,173	274,578	106,823	157,798	264,621

CMIS has a strong monitoring mechanism that keeps track of the complaints at every stage i.e. registration, hearing, investigation, appraisal of Findings and approval thereof; and finally dispatch of Findings to the complainant and the concerned Agency. The characteristics of CMIS are described as follows:

- Data flow application
- Digital record keeping of the complaints
- Standardized and institutionalized processes
- Clear boundary of each process, no gray areas in the process
- Strong Monitoring and Evaluation Dashboard
- Online complaint registration through the website, mobile application, Integrated Complaint Resolution(ICR) mechanism
- Provides manual registration of a complaint received by hand, fax or by mail
- 35 modules of CMIS to handle the different processes of the complaint during disposal
- The latest CMIS version 22.14 was launched on December 1, 2022

- CMIS sends SMS messages to the complainant on his/her mobile about the status of complaint.
- Mobile App provides the online access to the Findings in the complaint.
- The new module for representation against the Ombudsman's Findings has further strengthened and eased the redressal process of complaint by integrating the President's Secretariat with CMIS of the Wafaqi Mohtasib's Secretariat.

Every process and activity on the complaints is integrated in CMIS, which automatically processes the steps taken by Registration, Investigation, Appraisal and Implementation Wing of WMS; and monitors different stages of the processing. It also facilitates monitoring the disposal of complaints within the statutory timeline of 60 days and ensures fast track communication at both ends i.e. the complainant and the Agency. The status of the complaint at every stage is also available on the WMS website for viewing by the respective complainants, whereas the agencies are also kept informed through CMIS. The system ensures fast and paperless communication by providing direct linkage with the agencies, through their separate interfaces. This linkage facilitates direct access to the agencies to view the status of the respective complaints at various stages i.e. registration, investigation, hearing, disposal and implementation.

CMIS ensures fast track communication at both ends i.e. the Complainant and the Agency, to keep them informed about the status of the complaint.

## 1. Extended Initiatives

The system also distinctly serves and monitors important initiatives taken recently which are explained, in some details, as under: -

- i. **Complaints at Mohtasib:** It is a module for all Federal Government Ministries/Divisions, their attached departments, autonomous bodies, corporations, boards, authorities and organizations, established anywhere in Pakistan, to see and open the complaints, which are received by the Wafaqi Mohtasib against the Federal agencies. This module also provides access to agencies to the decisions (Findings) of the Wafaqi Mohtasib. The agencies can also access the relevant complaints in the module at various stages i.e. registration, investigation, hearing, implementation, review etc. without exchanging correspondence with WMS. This paperless communication saves resources in terms of time and money. 181 agencies including Pakistan Telecommunication Authority (PTA) can access this module for the relevant complaints.
- ii. **Instant Complaint Resolution:** It is a CMIS module developed for Internal Complaint Resolution of complaints, lodged by the complainants directly with the agency concerned. All the Federal Government Ministries/Divisions, their attached departments, autonomous bodies, corporations, boards, authorities and organizations, established anywhere in Pakistan, are being linked with CMIS for real time access, processing and redressal of complaints.
- iii. **Integration with the President's Secretariat:** For dealing with the cases of representations to the Hon'ble President against the decisions of the Wafaqi Mohtasib by the aggrieved party, a new Representation Module of CMIS has been developed to integrate the President's Secretariat with the WMS for paperless communication. The President's Secretariat has been given a user name and password to have access to CMIS of WMS. The President's Secretariat can make use of integrated CMIS for:
  - Getting access and download, if necessary, the complaint, Agency's Report, Rejoinder, Findings, Review Petitions and Revised Findings etc. from CMIS for the purpose of processing the Representation;
  - Generating the hearing notice to the parties and SMS alert at each stage of processing of Representation;
  - Uploading the decision of the Hon'ble President on CMIS for implementation by WMS.
- iv) **Monitoring the Integrated Complaint Resolution (ICR) Mechanism:** Integrated Complaint

Resolution (ICR) is a process in which complaints pending for more than 30 days at the Agency level are automatically transferred to WMS from the Agency's system of complaint resolution. 181 agencies have so far been linked with ICR. This integration is provided for two complaints systems: (a) of Wafaqi Mohtasib and (b) Complaint Resolution System developed internally by the Agency. Since launching of ICR System, 115,534 complaints have been transferred to the Wafaqi Mohtasib for their redressal using ICR. In the second (System –System) integration, Pakistan Post, SSGCL, EOBI, and Power Information Technology Company (PITC) have developed an in-house internal system for complaint resolution, which have been integrated with CMIS of WMS. Moreover, HEC, AIOU, CDNS, SNGPL, NADRA, and Pakistan Citizen Portal are in the process of integration. The ICR system has greatly facilitated the redressal process of complaints at the Agency level. During the year 2022, such complaints, relating to different agencies stood at 18,833 which were finally redressed by WMS. Besides, Federal agencies redressed 72,602 complaints, at their own level, which was duly monitored through ICR.

- v) Monitoring of Outreach Complaint Resolution (OCR) system: The Wafaqi Mohtasib's Secretariat has established link with its 17 Regional Offices throughout Pakistan for the purpose of Outreach Complaint Resolution Mechanism (OCR). Under this mechanism, WMS provides services of complaints resolution at tehsil level by using CMIS.
- vi) Monitoring of Informal Resolution of Disputes (IRD): Article 33 of P.O. No. 1 of 1983 provides for Informal Resolution of Disputes (IRD). Accordingly, an IRD process has been developed in the CMIS. The IRD module of CMIS was functionalized in April, 2022 and user guidelines were circulated accordingly. The same is being successfully monitored through CMIS.
- vii. Other Initiatives: CMIS facility is also extended on pro bono basis to Federal Tax Ombudsman and Federal Ombudsman for Harassment against Women at Workplace; and Ombudsmen of provinces of Punjab and Khyber Pakhtunkhwa.

## 2. Extended Sharing of CMIS with Others

CMIS provides an independent virtual office for each user in the following manner:

- All Federal and Provincial Ombudsmen offices are inter-connected through CMIS, which broadens the scope and effectiveness of the service across the length and breadth of the country. The technology of WMS is shared with the offices of :
  - Human Right Cell of the Supreme Court of Pakistan
  - Federal Service Tribunal of Pakistan
  - Oil and Gas Regulatory Authority (OGRA)
  - Federal and Provincial Ombudsmen Offices

## 3. Extending the Services to Others

The following services of CMIS can be availed by any Agency:

- Technological Assistance
- Technology/Software Development
- Process Re-Engineering
- Physical to Digital Process Mapping
- CMIS Adoption and Sharing
- Upgradation of Technology

## 4. Future Plans

CMIS is being maintained professionally and dedicatedly for processing of public complaints. Its digital connectivity is being enhanced to increase the coverage of its services. CMIS is now accessible with its more aligned services on Mobile App throughout Pakistan. It has also provided connectivity to 181 Federal agencies to respond digitally, without delay, by uploading online the status of activity. It automatically generates and sends SMS messages to complainants regarding the registration, admissibility, hearings and disposal of complaint (status of complaint) using the short code. It is also in the process of getting exclusive CVAS (Customized Value-Added Service) from Pakistan Telecommunication Authority (PTA) for complainants. The integration of CVAS in CMIS will improve the SMS delivery even on port-in mobile numbers. The consolidation of the latest computer technology in the form of new servers will define the new level of CMIS, in future. CMIS can also be easily integrated with the Prime Minister's Citizen Portal as well to check on delays and transfer of un-resolved complaints to CMIS on the pattern of ICR complaints from the already connected 181 Federal agencies. The complaints requiring independent investigation can also be transferred from PM's Portal to CMIS of WMS for further processing.

CMIS is now accessible with its more aligned services on Mobile App throughout Pakistan.

## CHAPTER 12

### PROMOTING OMBUDSMANSHIP IN PAKISTAN AND BEYOND



Pakistan has played a vital role in promoting ombudsmanship at the national as well as the international levels. Following its inception four decades ago in 1983, the Wafaqi Mohtasib (Ombudsman)'s institution has witnessed continued growth in qualitative and quantitative terms. Its operational mechanism has been perfected to an extent that it is now capable of resolving complaints in unprecedented large numbers within the statutory time frame of sixty days. It has taken a number of steps to enhance its outreach in remote areas

Wafaqi Mohtasib's operational mechanism has been perfected to an extent that it is now capable of resolving complaints in unprecedented large numbers within the statutory time frame of sixty days.

under Outreach Complaint Resolution (OCR) system and by holding public hearings (Khuli Katcheries) in selected areas. Initiatives such as Informal Resolution of Disputes (IRD) and inspection of various agencies attracting persistent complaints have yielded positive results in providing speedy and inexpensive administrative justice and improving the service delivery of the government agencies. The Wafaqi Mohtasib's institution, in addition to its Head Office at Islamabad has developed an elaborate network of 17 Regional Offices in various parts of the country. Two complaint collection centres in Wana (South Waziristan) and Sada (District Kurram) started operations in December 2022.

Encouraged by the success of the Wafaqi Mohtasib (Ombudsman)'s institution in redressing public grievances against maladministration by the Federal Government agencies, the concept has been replicated into other areas of governance. Currently, 14 ombudsman institutions dealing with matters relating to banking, insurance, taxation and protection against harassment of women at workplaces are functioning in the country. In addition, subjects falling within the purview of provincial governments and the government of AJ&K are dealt with by their respective ombudsman institutions. Forum of Pakistan Ombudsmen (FPO) is a collective platform of these institutions for coordinating their activities to advance good governance, improve operations, service delivery and effectiveness in their respective areas. Established on 15 April 2011, as a non-governmental professional network of independent and non-political ombudsmen in Pakistan, the FPO operates across Pakistan and Azad Jammu & Kashmir. Federal Tax Ombudsman is the current President of this body.

Simultaneously, at international level, the Federal Ombudsman of Pakistan has been a full member of the International Ombudsman Institute (IOI) since 1983 and has held the post of the President of its Asian Chapter on many occasions. The International Ombudsman Institute (IOI) was established in 1978 to coordinate among multiple ombudsman institutions and to promote the concept of

ombudsmanship throughout the world. The IOI comprises 217 member institutions and has six regional groups/chapters having members from 123 countries. Currently, Provincial Ombudsman, Sindh and Provincial Ombudsman for Protection Against Harassment of Women at Workplace are Directors in the Asian Chapter of the IOI Board.

The ombudsman fraternity witnessed another important development when Pakistan took initiative of promoting ombudsman institutions in the Muslim world at the 39th session of the OIC Council of Foreign Ministers in 2012 establishing networking of ombudsman institutions in the OIC member states. It soon transformed itself into a full-fledged Association under Islamabad Declaration adopted in April 2014. Pakistan hosts its Secretariat and the Federal Tax Ombudsman was elected as the Permanent Secretary General of this body by the General Assembly in November 2019. It has a membership of 33 institutions from 21 OIC member states.

**Pakistan hosts the Secretariat of the OICOA. The Federal Tax Ombudsman is the permanent Secretary General of this body.**

In the context of the Asian region, Pakistan hosted the first Asian Ombudsman Conference on 15-16 April 1996 at Islamabad. It was attended by 40 delegates from 18 countries. Various regional arrangements such as North American Ombudsman Association, European Ombudsman Association and Australasia Pacific Ombudsman Association were already in place when the delegates to the Islamabad Conference decided to establish Asian Ombudsman Association (AOA). A Preparatory Committee under the first Federal Ombudsman of Pakistan with members from China, Sri Lanka, Hong Kong, Korea and Iran was formed to work out all necessary details including developing the basic documents of the Association. Its Bye-Laws were adopted during the 3rd Asian Ombudsman Conference held on 3-8 May 1998 at Macau. The Association's Code of Conduct of Business was adopted during the 7<sup>th</sup> General Assembly meeting on 24 May 2002 at Beijing. In recognition of Pakistan's contribution and services to the cause of ombudsmanship, the Permanent Secretariat of AOA was established within the premises of the Federal Ombudsman Secretariat, located at the Constitution Avenue, Islamabad. Its membership today stands at 45 including the 18 founding members who had decided to establish AOA in 1996. The Federal Ombudsman of Pakistan was elected the first President of the Board of Directors in 1998 and was re-elected for the subsequent terms.

**Wafaqi Mohtasib is the current President of the AOA. Its permanent Secretariat is located within the premises of the WMS.**

Today, the Asian Ombudsman Association (AOA) is a major non-political, independent, democratic and professional body of international character representing more than two thirds of the world population. It has traversed a long way since its inception which is reflected in continued expansion of its membership and a range of well thought out activities to promote professionalism and mutual cooperation amongst the ombuds fraternity.

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Being a non-political and professional body, its objectives include:

- (a) To promote the concepts of Ombudsmanship and to encourage its development in Asia.
- (b) To develop professionalism in the discharge of the functions of an Ombudsman.
- (c) To encourage and support study and research regarding the institution of Ombudsman.
- (d) To sponsor training and educational programmes for the institutions of Ombudsman in the region.
- (e) To provide scholarships, fellowships, grants and other types of financial support to individuals for study relating to the institution of the Ombudsman.

- (f) To collect, store and disseminate information and research data about the institution of Ombudsman.
- (g) To facilitate exchange of information and experiences among the Ombudsman in the region.
- (h) To plan, arrange and supervise periodic conferences of the Ombudsmen of the Asian countries/regions.
- (i) To undertake such other matters necessary to further the above objectives of the Association.

The General Assembly of the AOA meets every two years whereas its Board of Directors meets annually. The current composition of the Board of Directors is as follows:

Sr.No	Position	Name	Institution	Country
1	President	Mr. Ejaz Ahmad Qureshi	Federal Ombudsman	Pakistan
2	Vice President	Ms. Sabina Aliyeva	Commissioner HRs	Azerbaijan
3	Secretary	Ms. Winnie Chiu Wai-yin	Ombudsman	Hong Kong
4	Treasurer	Mr. Justice Dr. Zabihullah Khodaeian	President GIO	Iran
5	Member	Mr. FU Kui	Vice Chairman NCS	China
6	Member	Mr. Mokhammad Najih	Chairman, Office of the Ombudsman	Indonesia
7	Member	Mr. Shimizu Masahiro	DG AEB	Japan
8	Member	Ms. Jeon Hyun-Heui	Chairman ACRC	Korea
9	Member	Mr. Seref Malkoc	Chief Ombudsman	Turkey

The 23rd Annual Meeting of the Board of Directors of the Asian Ombudsman Association was held on 18 October 2022 at Baku (Republic of Azerbaijan). The Federal Ombudsman of Pakistan presided over the meeting which was attended by the heads of the respective institutions and representatives of Azerbaijan, China, Hong Kong, Indonesia, Iran, Japan and Turkey. The President gave a broad



The Federal Ombudsman and President of Asian Ombudsman Association Mr. Ejaz Ahmad Qureshi presiding over a meeting of Board of Directors of AOA at Baku (Azerbaijan).

overview of the Association's continued growth into a mature, dynamic and progressive platform of the ombudsman fraternity in the region. He added that the steps taken by the Association over the past 26 years in pursuit of its goals and objectives offered a great promise for its future. The meeting deliberated on various important items on its agenda impacting directly the future course of the Association. These items related to the upgrading of the AOA Resource Centre, e-Profile Directory of AOA members, alumni members, monthly e-Newsletter, AOA calendar of activities and expanding the membership of the Association.



Besides working for the common goals and aspirations, these bodies i.e. the Forum of Pakistan Ombudsman (FPO), International Ombudsman Institute (IOI), Asian Ombudsman Association (AOA) and the OIC Ombudsman Association (OICOA) constitute a universal fraternity striving to achieve the ultimate goals of good governance through improved service delivery of Government agencies, rule of law and expeditious relief to the aggrieved citizens. Ensuring the right to justice and equality as provided for in the Universal Declaration of Human Rights requires the presence of robust and effective judicial and quasi-judicial organs within the states. This tremendously increases the role of the ombudsman's institutions working in support of the supreme judiciary in addressing maladministration and protection of human rights. The overlapping membership of the ombudsman platforms such as the FPO, the IOI, the AOA and the OICOA, offers a unique source of strength for any undertaking by them in the bilateral or multilateral context.

## CHAPTER 13

### ORGANIZATION AND MANAGEMENT

The Wafaqi Mohtasib's Office is a quasi-judicial body, which has been providing speedy and inexpensive relief to ever increasing number of people year after year since its inception in 1983. The targets/objectives of this Office are being achieved consistently with the help of an efficient and dedicated workforce which is essential for optimum functioning of the organization. The Wafaqi Mohtasib

Objectives of the Wafaqi Mohtasib's Office are being achieved consistently with the help of an efficient and dedicated workforce.

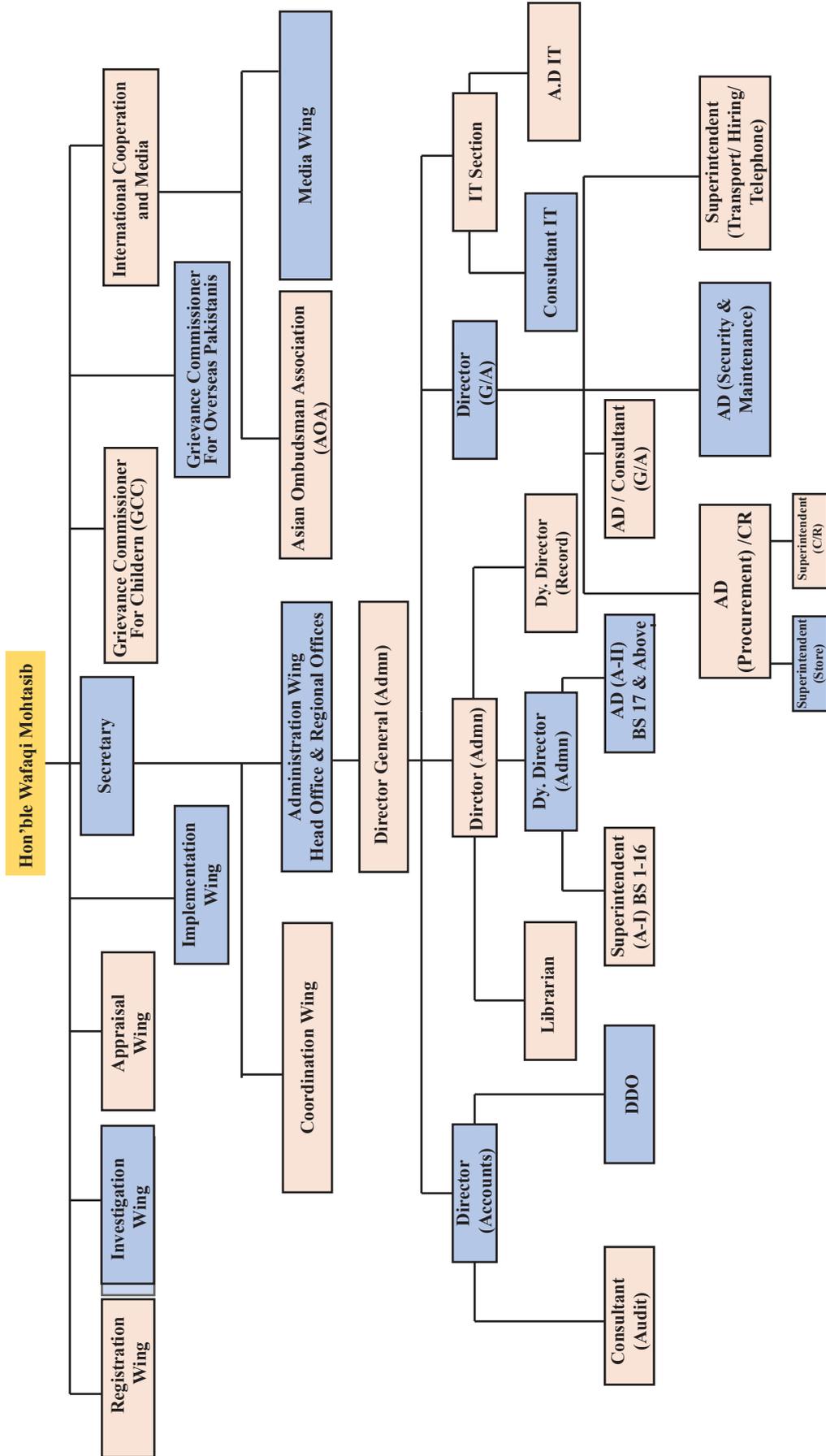
Secretariat (WMS) has received continued support of the government in standardizing its operations as well as augmenting the manpower. Today, it maintains seventeen (17) Regional Offices in Lahore, Karachi, Peshawar, Quetta, Multan, Faisalabad, Gujranwala, Bahawalpur, Hyderabad, Sukkur, D.I. Khan, Abbotabad, Kharan, Sargodha, Swat, Khuzdar and Mirpur Khas and two Complaint Collection Centres in South Waziristan and Kurram agencies.



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi administering oath to officers of Wafaqi Mohtasib secretariat at Islamabad

The Administration Wing of WMS deals with human resource management, general administration, budget and accounts, audit (internal as well as external) and recently IT has been added to its ambit. Services of staff members are effectively utilized by the management in multiple areas such as registration, investigation, appraisal, implementation and review, etc. at Head Office as well as the Regional Offices. All sections collaborate with each other and work in tandem to ensure smooth and efficient operational activities. Efforts are made at the highest level to keep the personnel motivated and their performance is duly recognized and encourage them to keep contributing towards realization of the objectives of the Office. In order to adhere to the canons of financial propriety, strict measures were taken to keep the expenditure within the allocated budget by exercising due fiscal discipline in a prudent as well as austere manner. The structure and distribution of work among various Wings is given in the organogram of the Wafaqi Mohtasib Secretariat in Figure:i.

(Figure: i)  
 Organogram of Wafaqi Mohtasib (Ombudsman) 's Secretariat



## A. New Initiatives

A number of new initiatives have been taken during the period under report as detailed below:

### a) Establishment/Operationalization of New Regional Offices/Complaint Collection Centres

In the recent past, a significant increase in the scope of activities and number of complaints against various Federal Government agencies prompted the Wafaqi Mohtasib Secretariat to enhance its outreach for providing speedy and inexpensive relief at the door-steps of the people in different parts of the country. Consequently, four new Regional Offices were established one each in the four provinces, in addition to the existing Regional Offices of WMS. Besides, keeping in view the grievances of the people of Ex-FATA, after its merger with Khyber Pakhtunkhwa, Complaint Collection Centres were established during the year 2022. Details are as follows:

- Regional Office, Sargodha in the Punjab province
- Regional Office, Mirpurkhas in Sindh province
- Regional Office, Swat in Khyber Pakhtunkhwa province
- Regional Office, Khuzdar in Balochistan province
- Complaint Collection Centre in Sadda, Kurram Agency in newly merged Northern districts of Khyber Pakhtunkhwa falling in the erstwhile FATA
- Complaint Collection Centre in Wana, South Waziristan Agency in newly merged Southern districts of Khyber Pakhtunkhwa falling in the erstwhile FATA

*( The geographical spread of the institution (1983-2022) in different parts of the country is shown in Figure: ii)*

### b) Promotions

Promotions of the various cadres of officers/officials in BS 1 to 16 were carried out in a merit-based and transparent manner. Several meetings of the Departmental Selection and Promotion Committee were held to elevate the sixteen (16) staff members (non-gazetted) and seven (07) gazetted Officers at the Head office and Regional Offices.

### c) Recruitment/Hiring of Services of Officers

#### i. Appointment on Contract Basis under Article-20 of P.O. No. 1 of 1983

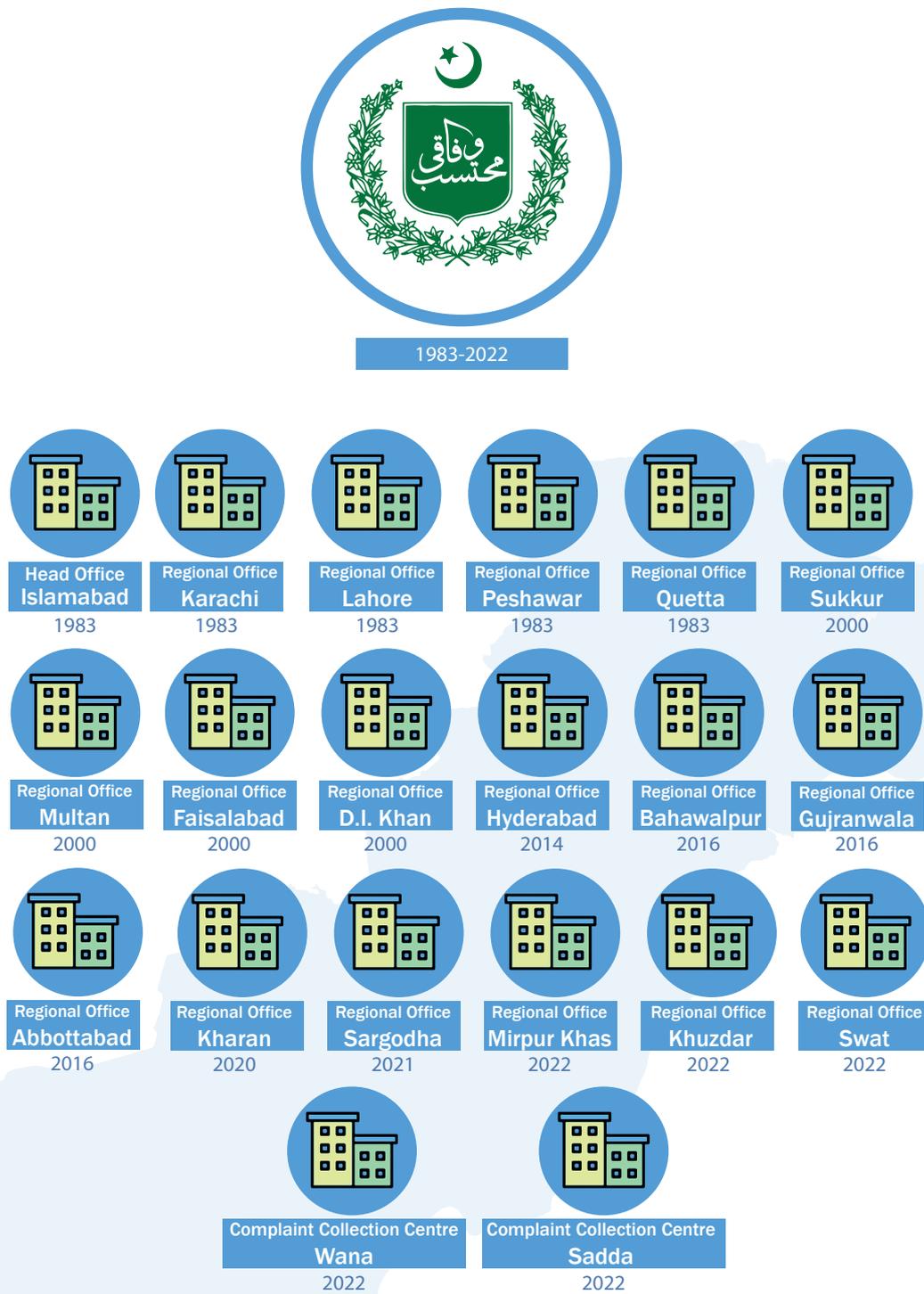
Appointments of Senior Advisors/ Advisors/ Associate Advisors, Deputy Advisors, Assistant Advisors, Consultants, etc. were made in Wafaqi Mohtasib Secretariat in order to utilize their rich and versatile experience in civil service, judiciary, etc. for delivery of speedy and inexpensive justice to the masses. Appointments of Ministerial staff in BS-1 to 16 and below were also made under Article-20 of P.O. 1 of 1983. Services of officials were also hired from other departments on deputation at Head Office and its Regional Offices.

#### ii. Appointment of Interns

An “Internship Program” for a period of 04 months from the date of joining, but extendable, was initiated with a view to enhancing the capacity and employability of young graduates and providing them an opportunity to develop skills by working in different sections. In this regard, an advertisement regarding Internship Programme was uploaded on the website and notice board of WMS for calling applications from interested candidates. A scrutiny committee was constituted to shortlist the received applications strictly in accordance with the advertised criteria.

After scrutiny of 3,937 applications, 146 candidates belonging to Rawalpindi/ Islamabad were called for written test held at NITB, Islamabad whereas 93 candidates appeared for written test out of which 26 were shortlisted for interviews. The shortlisted candidates were interviewed by the Selection Committee. As a result, in the first phase top five candidates were appointed as

Figure: ii



interns in WMS, Head Office Islamabad. Afterwards, in second phase three more interns were appointed – two in Head Office and one in Regional Office, Hyderabad, who are now receiving on-the-job training and performing their assigned duties as well.

iii. Appointment on Regular Basis against 05% Minority Quota

Pursuant to the Hon'ble Supreme Court's Orders dated 08.01.2019, the Federal Government designated Dr. Muhammad Shoaib Suddle as one-Man Commission to oversee the implementation of directions given in the Minorities Rights Judgement. It is in this context that an advertisement for appointment of staff against posts under 5% Minority Quota was published in the press. As a result, following appointments of staff were made in the Regional Offices as mentioned below:

S. No.	Name of Post	No of Posts	Proposed Station for Fillingthe Vacant Post
1)	APS (BS-16)	1 (Punjab)	Regional Office Gujranwala
2)	Assistant (BS-15)	1 (Punjab)	Regional Office Faisalabad
3)	Stenotypist (BS-14)	2 (Punjab)	Regional Office Lahore
4)	UDC (BS-11)	1 (Punjab)	Regional Office Faisalabad
5)	LDC (BS-09)	1 (Punjab)	Head Office Islamabad
Total		06	

iv. Appointment on Regular Basis against 06% Balochistan Quota

Establishment Division conveyed the directions of the Hon'ble Prime Minister of Pakistan wherein all Ministries/Divisions were advised to identify the posts falling vacant under 06% Balochistan quota and initiate the recruitment process which was to be completed within a period of 120 days' time frame after advertisement. Accordingly, the following posts falling vacant under 06% Balochistan quota were published in the press on 20.09.2022 and the said advertisement as well as the application form were uploaded on the website of this Secretariat for appointment of the suitable officials at Regional Office, Quetta:-

S.No.	Designation & Quota	No. of Posts
i.	APS (BS-16) (Open)	02
ii.	Stenotypist (BS-14) (Women)	01
Total		03

v. Appointment of staff on Contract Basis under Article-20 of P.O. No. 1 of 1983

The following appointments of Ministerial staff in BS-16 and below, were made under Article 20 of P.O. No. 1 of 1983:-

S.No.	Station	No. of Appointments	S.No.	Station	No. of Appointments
i.	Head Office	13	ix.	R.O. Abbottabad	05
ii.	R.O. Gujranwala	03	x.	R.O. Quetta	08
iii.	R.O. Karachi	02	xi.	R.O. Kharan	03
iv.	R.O. Hyderabad	01	xii.	R.O. Sargodha	02
v.	R.O. Bahawalpur	08	xiii.	R.O. Swat	05
vi.	R.O. Faisalabad	01	xiv.	R.O. Mirpur Khas	04
vii.	R.O. Peshawar	05	xv.	R.O. Khuzdar	04
viii.	R.O. D.I. Khan	08			

## B. General Administration

In addition to regular activities of general administration, numerous other related activities were carried out during the year for creating better, healthier and safer environment for the personnel working in the Secretariat through direct intervention as well as on receiving feedback both from the general public and the agencies.

### a. Fumigation of Office Premises

Following reports of the spread of dengue mosquito in the country, anti-dengue fumigation was carried out by a specialized team inside and outside the premises of this Secretariat. This saved the workforce from harmful effects of dengue and ensured smooth flow of official business.

### b. Booster Dose to Employees

In the wake of spread of Corona virus globally, precautionary/preventive measures were taken for the protection of the staff in the Secretariat. A team was sent by District Health Office, Islamabad on our request to administer booster jab / dose to the employees of WMS. The administration of booster dose helped in increasing the immune response and protection against severe effects of the Corona virus disease and its further complications.



### c. Installation of ATM

National Bank of Pakistan is a state owned bank and has one of the largest branch /ATM network in Pakistan. Most of the Government employees have their bank accounts in National Bank of Pakistan and in order to facilitate them for drawl of their salaries, NBP was requested to install ATM machine in the premises of this Secretariat. The ATM machine was installed in WMS and was inaugurated in the presence of some senior officers of NBP.



d. Improvement of Facilities of the Day Care Centre

After seeking suggestions from the female staff at the WMS, facilities have been upgraded/ improved with more cleanliness/hygienic environment encouraging mothers to make best use of the Day Care Centre. This will not only help increase their productivity but will enable them to concentrate on their official duties with more devotion and commitment.



### C. Budget Allocation

For realization of the organizational goals and sustainability of operations, it is imperative that adequate budget is allocated and funds are timely released. Finance Division released the allocated financial resources for FY 2021-22 in time which WMS optimally utilized for carrying out its operations at the Head office and its Regional offices by adopting strict financial discipline in line with the Government’s austerity drive.

The Indicative Budget Ceiling (IBC) of this Secretariat including its Regional Offices was Rs.837 million for the financial year 2021-22. Out of the total budget, Rs.834.942 million (99.75%) were spent by observing austerity. It was a performance based budget. Funds were utilized by adopting a comprehensive fiscal plan. All the heads of expenditure were duly monitored on monthly basis during the year to ensure the financial propriety and discipline in letter and spirit. As a result, all the expenses incurred at Head Office as well as the Regional Offices were in line with the directions of the Federal Government issued from time to time during the financial year.

The budgetary allocation of the last five years (2017-2018 to 2021-2022) as given below, indicate that the Wafaqi Mohtasib’s institution has spent its resources with utmost prudence and successfully met its requirements from within the allocated budget.

Five Years Budget/ Expenditure of the WMS (FY: 2017-18 to 2021-22)

Financial Year	Budget Allocated (Rs.)	Actual Expenditure (Rs.)
2017-18	670,182,000	684,765,846
2018-19	707,509,000	696,252,568
2019-20	711,808,000	710,151,197
2020-21	790,787,000	790,191,518
2021-22	837,000,000	834,942,463

The above statistics manifest the Government's commitment to the mandate of the Office of Wafaqi Mohtasib as well as its trust in the ever increasing service delivery of this institution. Figures further reveal that all through these years its expenditure has remained within the approved budget and the expansion plans involving opening of new Offices in remote areas as well as the quality of its services were not compromised. It has, however, been felt that the allocation for the current financial year did not prove to be commensurate with the substantial increase in the incidence of complaints and enhancement in the scope of its activities.

Figures reveal that all through these years, the expenditure has remained within the approved budget and the expansion plans involving opening of new Offices in remote areas as well as the quality of its services were not compromised.

#### D. Internal/External Audit

The internal audit involves a regular and critical analysis of the functions of an organization for the purpose of recommending improvements. Accordingly, an elaborate mechanism is in place in the Wafaqi Mohtasib Secretariat and its Regional Offices. It is aimed at assisting management in discharging its responsibilities in an effective manner. Periodic follow up was done to ensure that recommendations of the audit were implemented. This contributed in enhancing transparency in the operational activities of WMS.

As regards the external audit with reference to Printed Audit Report of 2012-13 discussed by the PAC, a further recovery of Rs.124, 520 in addition to already recovered amount of Rs.248, 062 was effected by the Wafaqi Mohtasib Secretariat and reported to audit. The Departmental Accounts Committee (DAC) meeting on the Draft Audit Report of 2021 was held on 11.01.2022 for Wafaqi Mohtasib Secretariat and settled almost all the paras of the report. The replies to the external audit observations of the Wafaqi Mohtasib Secretariat and its Regional Offices for the years 2020-21 and 2021-22 were provided within the given time period and relevant record got verified.

## CHAPTER 14

### PUBLIC AWARENESS

The mandate of Wafaqi Mohtasib (Ombudsman) is not limited to redressal of injustice done to a person through maladministration alone but also covers ascertaining the root causes of corrupt practices and injustice, arranging studies and research for the purpose and recommending appropriate steps for their eradication (President's Order No. 1 of 1983). The Federal Ombudsmen Institutional Reforms Act, 2013 further defines that the purpose of providing speedy and inexpensive relief to citizens remains to promote good governance. Surely, every step, no matter how small it may be, to check acts of omission or commission and maladministration provides an enabling environment for promotion of good governance and the rule of law.

The ultimate goal of good governance and the rule of law cannot be achieved in the absence of awareness in the masses about their rights and obligations as well as knowledge about the availability of an appropriate forum for dispensation of justice in the face of administrative excesses, discrimination, favouritism and alike by governmental agencies. The awareness-raising, therefore, is an essential feature of any successful ombuds system.

The ultimate goal of good governance and the rule of law cannot be achieved in the absence of awareness in the masses about their rights and obligations.

Despite the fact that around 1.9 million households in Pakistan have benefitted from the services of the Federal Ombudsman's institution since its inception in 1983, a major portion of the population was still not fully aware of the availability of this easily accessible forum for redressing their grievances against government agencies.

The Hon'ble President of Pakistan, Dr. Arif Alvi, during his visits to the Wafaqi Mohtasib Secretariat in 2021 and 2022 highlighted the need to raise greater awareness about the functioning of this institution among the general public. He was also pleased to direct the Wafaqi Mohtasib to take necessary steps for enhancing the outreach of the institution to remote areas by employing latest IT tools for redressal of grievances, and undertake concerted media campaigns to educate the general public about the scope of work of the Ombudsman's institution.

The Hon'ble President was pleased to direct the Wafaqi Mohtasib to take concerted media campaigns to educate the general public about the scope of work of the Ombudsman's institution.

In line with the vision of the Honourable President, the year 2021 was earlier designated as the year of raising awareness. Encouraged by the positive results, it was decided to continue the awareness campaign in the year 2022 as well. The Media and Publication Wing of WMS disseminated information about the activities of the WMS by using all media tools, i.e. electronic/print media, Radio Pakistan, FM radio channels, cable channels, website, integrated websites of 181 agencies, Face book, Instagram, mobile phones, and through newsletters. The Wafaqi Mohtasib monitored the outcome of the campaign and suggested improvements were made, where required. As a result, not only the outreach of WMS enhanced to the remote areas, but relief was also provided to those who were subjected to persistent maladministration of the federal agencies.

### Media Strategy

A Steering Committee comprising senior officers of WMS was appointed by the Wafaqi Mohtasib in 2021 to chalk out a comprehensive media strategy and a roadmap for the awareness campaign. The broad contours of the Media Strategy, thus developed and the effective follow up of its various elements is summarized as below:

- i. Spokesperson: The WMS designated an official spokesman to interact with the media on regular basis and keep it informed about the important activities of WMS.
- ii. New Template of Website: The Website of the Wafaqi Mohtasib Secretariat ([mohtasib.gov.pk](http://mohtasib.gov.pk))

has been redesigned, with a new template, a more user-friendly interface, and extra security features. All relevant information, in the form of videos, pictures, important rulings and documents, were uploaded and the website is updated on regular basis. It was visited by 425,716 users, during 2022, which was more than double than during the last year. The website also allowed online registration of complaints, feedback from general public, and was linked with official Facebook, Instagram pages and YouTube channel of WMS.

iii. Mobile App: As part of the digital transformation, a Mobile Application of WMS remained fully functional, which was visited by 113,000 users and 18,389 complaints were received during 2022. This application was designed to enhance ease of access and portability, allowing citizens, especially the Overseas Pakistanis, to lodge their complaints against federal government agencies, without personally visiting the office of WMS. The Mobile App not only allows a complainant to keep a track of his complaint, but also provides the ease of viewing and downloading the Findings on his complaint.

iv. Feedback from the General Public: Similarly, a feedback mechanism has been introduced on the website of the WMS, where a complainant could share his feedback regarding his case. The feedback is properly followed-up and necessary instructions are issued to the relevant Investigating Officers and other officials of WMS.

v. Facebook, Instagram and YouTube: Official pages were launched on Facebook, Instagram and a channel was created on YouTube. All important updates regarding the activities of WMS were regularly shared on these official outlets and were viewed by 37534 people, during 2022.

vi. Quarterly Newsletter: A conventional mode of mass media, the Newsletters, was used for the purpose of raising awareness. Special supplement of the quarterly news bulletin were published both in English and Urdu, on special occasions. A soft copy of the Newsletter was also uploaded on the Secretariat's website, Facebook and Instagram to make it available to everyone. It was circulated in large scale to government agencies, media houses, Pakistan Missions abroad and academia.

vii. Action by PTA: Cellular technology was also used to reach out to the citizens. For this purpose, PTA was requested to disseminate and broadcast public awareness messages on all the cellular networks operating in Pakistan. Accordingly, all mobile operators broadcast/disseminated the awareness messages covering 120.96 million users of mobile phone during 2022.

viii. Action by PEMRA: To create greater awareness among the public regarding the role of WM, with the help of PEMRA, public awareness messages were telecast on many TV/FM radio channels and cable operators, across Pakistan.

ix. Integration of websites: 181 Federal agencies have been integrated with the CMIS of WMS. An information advertisement has been displayed on the websites of all integrated departments for awareness purposes.



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi addressing the members of Sarhad Chamber of Commerce and Industry at Peshawar. (23.02.2022)

x. PTV Documentaries: The Wafaqi Mohtasib Secretariat commissioned two PTV documentaries, one for the Asian Ombudsman Association (AOA) Forum and the other on the institution's working and performance in carrying out its mandate.

xi. Boards and Posters: On the recommendations of the Steering Committee, informational boards have been placed on prominent places at federal institutions/public offices and official entities. Furthermore, mounted/framed posters were prepared and distributed amongst the federal agencies and Pakistan Missions abroad for display, so as to create awareness, among general public, on the role and functioning of WMS. Pakistan Railways and National Highway Authority have been requested for installation of awareness boards at railways stations and at toll plazas of highways and motorways. 4,056 general awareness posters were either mounted or pasted in different offices and places of public gathering in different cities. 400 posters printed in Urdu and English regarding overseas Pakistanis were despatched to Pakistan Missions abroad for displaying in waiting areas of Embassies / Consulates. 9,000 awareness leaflets regarding Overseas Pakistanis were placed at One Window Facilitation Desks at eight International Airports of Pakistan for distribution amongst international travellers to disseminate information about the institution of Wafaqi Mohtasib.

xii. Liaison with Media: Concrete efforts were made to establish regular liaison with print and electronic media by dissemination of information, through press releases/visits of Media Houses, and meeting with media persons on important activities of the WMS, and media coverage was also shared on the website and other social media tools.

xiii. Press Conferences/TV interviews: The Wafaqi Mohtasib held eight press conferences at Head Office and 64 were held by Regional Offices, throughout the year, to interact with the media persons. Wafaqi Mohtasib was also interviewed by various TV channels. He appeared in 12 interviews on various TV channels and Regional Offices were able to telecast 28 interviews through various channels.

xiv. Press Releases: The Media Wing of WMS issued 69 press releases on the activities of the Wafaqi Mohtasib, which were carried by the English and Urdu national newspapers and in the electronic media. Regional Offices also issued a number of press releases, which appeared in a number of regional newspapers. Around 5,167 news items about the Wafaqi Mohtasib's activities were carried by the print media during 2022.



The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing media in a press conference at Wafaqi Mohtasib Secretariat Islamabad. (24.01.2022)

## PUBLIC AWARENESS

xv. Articles/Columns: 190 articles/columns written by prominent writers were published in Urdu and English newspapers during 2022 to project the activities of the Office of Wafaqi Mohtasib.

xvi. Lecture at NUST: Under the awareness campaign, Wafaqi Mohtasib delivered a lecture to the students and faculty of National University of Sciences and Technology, Islamabad on the topic of “Wafaqi Mohtasib (Ombudsman)’s institution addressing issues of maladministration.”

xvii. TV Coverage: 405 TV short programmes / clips on different issues faced by the complainants, visits and inspections of government offices such as Utility Stores , Railways Stations and other agencies like K-Electric, Sui Gas, NADRA; and Out Reach Complaint Resolution (OCR) and Khulli Katcheries, aired on national and local channels in English, Urdu and regional languages.

xviii. Radio Talk: One Radio talk by Ombudsman was held on Radio Pakistan FM-101, at Abbottabad.



Mr. Mushtaq Ahmed Awan incharge Regional Office, Sargodha giving answers during awareness programme at FM Radio Mandi Bahauddin

xix. Regional Offices Radio Programmes: 63 Radio Programs / Interviews were aired on various Radio Stations of different cities, during 2022.

xx. TV Tickers: 125 Tickers were released and displayed on main TV Channels as well as cable networks of different Cities.

xxi. Awareness Seminars: 3 Awareness Seminars were held in 2022 at Sarhad Chamber of Commerce, Overseas Pakistani’s Convention and Senior Administrative Officers gathering at Gujranwala.

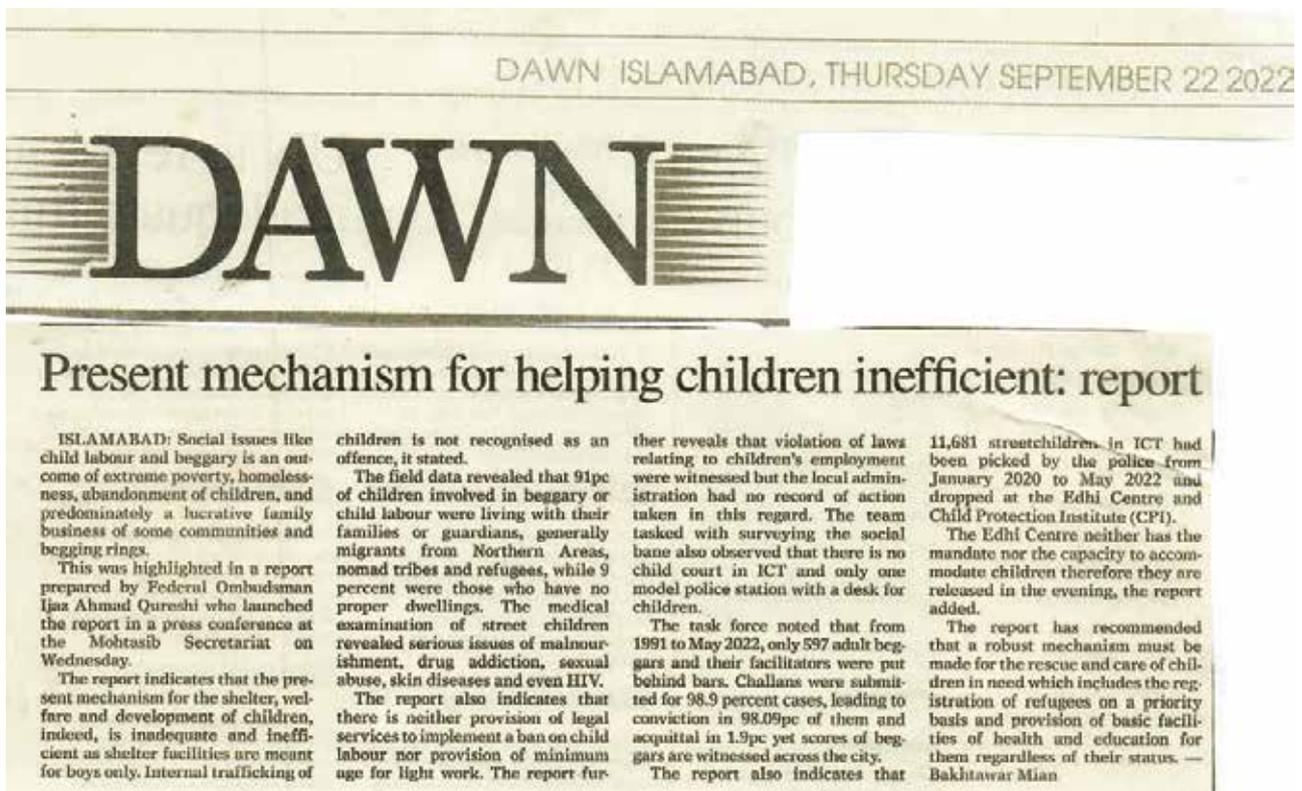
The impact of the robust awareness campaign during 2022 especially in the remote areas is clearly visible as the incidence of complaints has risen to a record numbers of 164,173, marking an increase of 47.7% over the figures of the year 2021.

The impact of the robust awareness campaign is reflected in the all-time high figures of receipts in the year 2022 and disposal.



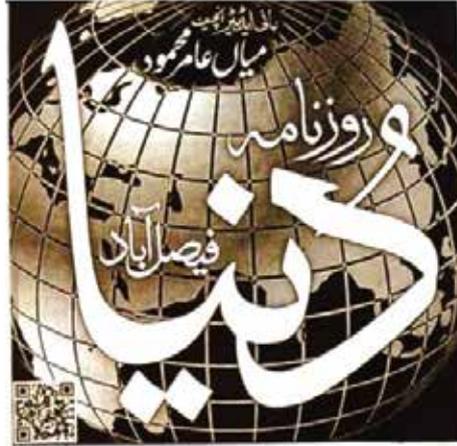
**PRESS CLIPPINGS**





The Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing media in a press conference while launching the first ever Study Report on the Plight of Street Children in ICT.

روزنامہ دنیا فیصل آباد، جمعہ المبارک 17 اکتوبر 2022ء



**بقیہ نمبر 6** | **اخبار**

ہے تاکہ عوام کو کم سے کم دقت میں زیادہ سے زیادہ ریلیف مل سکے جس کیلئے وہ نہ صرف خود بلکہ ان کے ایڈوائزر مستقل بنیادوں پر اپنے دائرہ کار میں آنے والے اداروں کے حکام کے ساتھ رابطوں میں رہتے ہیں جس کا ایک قاعدہ یہ ہے کہ شکایات اٹوارا کا شمار نہیں ہوتی بلکہ دوسرا قاعدہ یہ بھی ہے کہ اگر نذر خواہیہ ان کا کسی مفید دائرہ اختیار نہیں جتنا طرز عمل کی شکایت درست ہوتی ہے تو اس کا بھی تدارک کروانے میں مدد مل جاتی ہے اس طرح پہلے ماہانہ 60 سے 100 درخواستیں نمٹانی جاتی تھیں لیکن اب ماہانہ 1200 کے قریب درخواستیں نمٹانی جاتی ہیں۔ گزشتہ روز وفاقی محتسب ریجنل سیکرٹریٹ فیصل آباد میں میڈیا سے بات چیت میں انہوں نے میڈیا کا شکریہ ادا کیا کیونکہ وہ عام لوگوں میں اس ادارے بارے آگاہی پیدا کرنے میں موثر کردار ادا کر رہے ہیں۔ انہوں نے کہا کہ وفاقی محتسب کا ادارہ 1983 سے کام کر رہا ہے جس کے قیام کا مقصد یہ تھا کہ جن افراد کو اداروں کے بارے میں شکایات پیدا ہوتی ہیں اور وہ لوگ متعلقہ اداروں کے حکام کے ذاتی تعلق رسائی کی سکت بھی نہیں رکھتے ہیں ان کی جھڑپوں شکایات کا مفت ازالہ یعنی بتایا جائے کیونکہ برسرِ کام کے پاس عدالتوں میں جانے اور سزا دیکھنے کرنے کی استطاعت نہیں ہوتی۔

**2021 میں 1 لاکھ 10 ہزار شکایات حل کروائیں: اعجاز قریشی**

**میڈیا لوگوں میں ادارے بارے آگاہی پیدا کرنے میں موثر کردار ادا کر رہا**

آن لائن شکایات کیلئے ویب سائٹ پر شکایات درج کی جاسکتی: میڈیا سٹ گفٹنگو

فیصل آباد (شائبہ ریفر) وفاقی محتسب اعلیٰ زاہد اچکزئی کے خلاف شکایات سن کر 60 روز پاکستان اعجاز احمد قریشی نے بتایا کہ پچھلے سال میں نیسے کر رہا ہے اور گزشتہ ادارہ کی نسبت ان کے وفاقی محتسب کے ادارہ نے 1 لاکھ 10 ہزار ادارہ نے جنوری سے یکم ستمبر تک کی شرح میں شکایات حل کروائیں جبکہ ان کا ادارہ 180 سے 35 فیصد کا اضافہ کر دیا (صفحہ 4 بقیہ نمبر 6)



فیصل آباد: وفاقی محتسب اعجاز احمد قریشی میڈیا سے گفتگو کر رہے ہیں





جمعہ 12 ستمبر 1444ھ 9 ستمبر 2022ء

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انیس ستمبر 2022ء

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بر 12 ستمبر 1444ھ 9 ستمبر 2022ء 2079

**سیلاب متاثرہ روزمرہ علاقوں پر خصوصی توجہ دی جائے**

اسلام آباد (جنگ) سیلاب متاثرہ علاقوں پر خصوصی توجہ دی جائے گی۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

**سیلاب متاثرہ علاقوں پر خصوصی توجہ دی جائے**

اسلام آباد (جنگ) سیلاب متاثرہ علاقوں پر خصوصی توجہ دی جائے گی۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

# پرواز

نیٹ ورک قائم

نیٹ ورک قائم

جمعہ 18 ستمبر 2022ء 05 ستمبر 1444ھ



سیلاب متاثرہ علاقوں پر خصوصی توجہ دی جائے گی۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

سیلاب متاثرہ علاقوں پر خصوصی توجہ دی جائے گی۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔



وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

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# سفر پنجاب

چیف ایڈیٹر

سید الشہان ازلانی

گورنمنٹ پبلسیشن

ایم ایم عثمان ذوقی

جلد نمبر 18، شمارہ نمبر 12 ستمبر 2022ء 6 ستمبر 15، 210

## وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔

وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔ وفاقی حکومت نے سیلاب متاثرہ علاقوں پر خصوصی توجہ دینے کا فیصلہ کیا ہے۔





## 92 more dengue cases surface in capital

**Ombudsman orders plan of action to combat dengue outbreak**

● OUR CORRESPONDENT ISLAMABAD

Islamabad witness an upsurge in dengue infections with around 92 more dengue cases being reported in the federal capital in the last 24 hours which brings the total tally to 1,177.

DHO Zaem Zia reported that 3,515 persons have been infected with the dengue virus so far with 52 infections reported in rural areas and 40 infections reported in urban areas in the last 24 hours.

He said that one dengue patient was admitted to CDA Hospital, seven to Chak Shahzad General Hospital, 38 dengue patients to PIMS Hospital, and 36 other patients who visited private laboratories in the city and tested positive for the dengue virus.

Taking notice of the dengue outbreak, the Federal Ombudsman directed the Ministry of Health Services, Regulation and Coordination, and CDA to present an action plan to eliminate the large-scale prevalence of dengue in ICT. In compliance with

the orders, the CDA chairman presented a plan of action along with an inquiry which reported that 910 cases have been reported in Islamabad so far with sectors such as G-6, G-7, and G-11 as most affected. Moreover, he said that most of the dengue larvae were found during surveillance in sectors G-6, G-7, F-6, F-7, I-8, and I-9.

**910 dengue cases have been reported in Islamabad so far with sectors such as G-6, G-7, and G-11 as most affected**

He claimed that 38 CDA teams are currently working to identify hotspots and fogging is being done in those infected areas. Similarly, 12 vehicles with 72 spray machines are working day and night under Dengue Eradication Campaign. He also said that the Federal Ombudsman has directed the CDA to ensure anti-dengue spraying in each sector of ICT and adjoining areas every week and submit a monthly report to Wafaqi Mohtasib Ombudsman's Secretariate (WMS).



## Ombudsman wants anti-dengue spray carried out in every sector

By Our Staff Reporter

**ISLAMABAD:** Federal Ombudsman Ejaz Ahmad Qureshi on Friday directed the Capital Development Authority (CDA) to ensure dengue spray in each sector of the capital and adjoining areas on a weekly basis and submit monthly report.

According to a press release, Mr Qureshi said this during a meeting with CDA officials.

The civic body officials informed the Federal Ombudsman Office that 1,177 cases of dengue had been reported in the capital territory, with the most affected areas being G-6, G-7 and G-11.

"Federal Ombudsman Ejaz Ahmad Qureshi taking cognizance of the outbreak of dengue had taken notice on Sept 29 and directed the Ministry of Health Services, Regulations and Coordination and the CDA to present an action plan to eliminate large-scale prevalence of dengue in Islamabad," said the press release.

The CDA stated that most of the dengue larva was found in G-6, G-7, F-6, F-7, I-8 and I-9, it added.

The officials told a meeting that 910 dengue cases were reported from the city and 267 from rural areas, adding that 38 teams were working to identify hotspots whereas 12 vehicles with 72 spray machines were working day and night in the dengue eradication campaign.



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قصور میں وفاقی محتسب اعلیٰ کی ہدایت پر لیسکو میں بھی کھلی پچھری منعقد کی گئی۔ جہاں پر عوام کے واپڈا کے خلاف دی گئی درخواستوں کو سن کر فیصلے کیے گئے۔

قصور میں وفاقی محتسب اعلیٰ ایچ اے آر اے کے تحت ہدایت پر لیسکو میں کھلی پچھری منعقد کی گئی۔ نشست وفاقی محتسب اعلیٰ ایچ اے آر اے نے کھلی پچھری میں عوامی شکایات کو سنا اور فوری ریف دیا جس پر عوام نے اطمینان کا اظہار کیا۔

وفاقی محتسب اعلیٰ کی طرف سے لگائی گئی کھلی پچھری میں 50 کے قریب سائلوں کی درخواستوں کو سن کر قانونی کے مطابق لوگوں کو ریف فراہم کیا۔ اس موقع پر ایچ اے آر اے کے مطابق وفاقی محتسب اعلیٰ کے ہدایت سے عوامی مسائل کے حل کے لیے ہر وقت کھلی

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محمد ہادی یحییٰ ایچ اے آر اے ایچ اے آر اے وفاقی محتسب متان رنجی پر روز جمعرات 13 اکتوبر 2022 خانہ بدوش کا دورہ کریں گے۔ وقت صبح 10:30 بجے، ایس ایل، خانہ بدوش پبلک سکول اینڈ کالج خانہ بدوش میں سائیکو گرام اور طلبہ و طالبات سے گفتگو کے لیے اور ان کے مسائل و مسائل اور ان کے مسائل کے بارے میں گفتگو کریں گے۔

بعد ازاں 11:30 بجے وٹزی ڈیپارٹمنٹ خانہ بدوش میں جناب ایچ اے آر اے، وفاقی محتسب اعلیٰ پاکستان کے پریگرام انسٹال آپ کی دہلیز پر کے تحت عوام الناس کی وفاقی اداروں کے خلاف وائزی گئی شکایات کی کھلی پچھری میں سماعت کریں گے اور ادارہ وفاقی محتسب کے ڈیٹا اور پریگرام کے مطابق فوری یا معاشی اور مسائل کی دہلیز پر انسٹال مینا کرنے کے وعدہ کی تکمیل کریں گے۔ عوام سے گزارش ہے کہ ادارے کی اس سہولت سے زیادہ سے زیادہ فائدہ اٹھائیں اور شکایات وفاقی محتسب آئس میں درج کروائیں۔

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# President calls for expanding ombudsman office's scope

By Bakhtawar Mian

ISLAMABAD: President Dr Arif Alvi has directed the federal ombudsman to expand the scope of the institution of ombudsman and provide free-of-cost justice to the public, especially the people of remote areas, against administrative injustices.

He underscored the need for introducing revolutionary changes into the institution of

vide better service delivery.

Appreciating the performance and role of the ombudsman, the president congratulated him and his team, saying that the institution was doing splendid work by providing free of cost justice to aggrieved persons. He asked the ombudsman to create awareness among the people through media to benefit from the services of the institution.

The federal ombudsman gave a presentation on the role and achievements of his

ombudsman through legislation to make it stronger and more effective to dispense speedy justice against the maladministration of government organisations.

The president made these remarks during a briefing on the role of Federal Ombudsman, given by Ejaz Ahmed Qureshi, the incumbent, at his secretariat on Tuesday.

The president stressed on exploring avenues to conduct the Alternate Dispute Resolution (ADR) mechanism in potential areas.

In order to promote good governance, the president underlined the need for increased interaction with those government departments which caused inconvenience to the people in order to facilitate them and pro-

vide better service delivery. organisation in providing free-of-cost justice to the aggrieved persons against administrative injustices. He highlighted that his institution had disposed of 106,732 complaints in 2021 against the receipt of 110,398 cases despite Covid-19 pandemic constraints. He said more than 42,000 online complaints had been processed during the year while more than 92.7 per cent of findings had been implemented in 2021. He said the amount involved in the complaints handled during the year was Rs1.85 billion.

The ombudsman shared his vision, saying that he is working on the geographic expansion of the institution to provide free-of-cost and speedy justice at the district and sub-district level.



Founded by Shauheed Salmaan Taseer

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## Ombudsman resolves hundreds of cases through IRD mechanism

ISLAMABAD, July 7: The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi has said that hundreds of disputes/cases have been resolved in first three months through Informal Dispute Resolution (IRD) mechanism and these disputes were resolved without expense of either party and with their mutual consent through mediation by invoking Article-33 of P.O.No.1 of 1983. He said that it was his dream to resolve public disputes through consultative/mediation process which has proved to be successful and has been greatly appreciated by all and sundry. He was addressing the Investigating Officers on the successful implementation of Pilot Project on IRD mechanism, some regional offices participated in the meeting through video link. During the meeting, presentations were made by the Incharge Regional Office Bahawalpur Dr. Muhammad Zahid, Incharge Regional Office Quetta, Mr. Ghulam Sarwar Brohi, Incharge Regional Office Kharan Shehzada Allaudin and Registrar WMS, Mr. Saqib Khan. These officers shared their experiences in resolving disputes through IRD and also highlighted its importance in provision of speedy & inexpensive justice. The Registrar Head Office informed that the issues of Al-Safa Heights Islamabad regarding repair of lift, provision of water facility and issue of cleanliness was resolved with the management of building and residents. The Incharge R.O. Quetta, informed that more than Rs. 35 Crore dues of SSGPL Quetta were generated from consumers of a certain area through mediation who had earlier denied to make payment of gas bills. The Incharge Regional Office Kharan informed that Kharan is a backward division but he managed to get installed 70 gas meters through IRD. He also said that the dormant Utility Stores in Kharan, Noshki and Chaghi were made functional, PTV transmissions in Kharan were revived after a long time, payment of BISP dues made to more than 200 ladies, resolved issue of corruption in payment of BISP dues to poor and uneducated people, arranged for payment of wages to the laborers of Garok Dam, disbursed relief packages to poor people of Kharan, Noshki and Chaghi offered by Islamic Relief Qatar and UAE. The other issues resolved ranged from grant of pensionary benefit to widows, payments to labourers/contractors, problem of students with their respective universities/HIEC, installation of feeders/transformers/electricity poles, issuance of CNICs and improvement in cellular phone network. The Federal Ombudsman appreciated the efforts of these officers in resolving public disputes in a successful manner through IRD mechanism. -PR

# DAWN

DAWN ISLAMABAD, TUESDAY FEBRUARY 15, 2022

## NPF, CDA told to take action against negligent employees

By Our Staff Reporter

ISLAMABAD: Federal Ombudsman Ejaz Ahmad Qureshi has directed the highups of National Police Foundation (NPF) and Capital Development Authority (CDA) to take disciplinary action against employees who were negligent in delivery of services particularly those involved in mishandling the issues of E-11 sector.

Mr Qureshi had earlier ordered an inquiry over complaints of residents of E-11 against NPF for constructing unauthorised speed-breakers and constituted a committee for this purpose. The inquiry committee submitted a report to the federal ombudsman which found lack of coordination between NPF and CDA. The report highlighted that a sort of turf war was being waged between the two authorities.

The report showed that there were widespread encroachments, unclean nullahs, broken road patches and issues of poor maintenance which the NPF had been unable to address.

The CDA's regulatory mechanism was found weak and should be made more effective, the report pointed out, adding that bureaucratic apathy and poor response to genuine needs of people by the NPF required urgent attention and therefore remedial measures should be taken by the senior management.

Acting on these findings, the Ombudsman Secretariat issued directions calling for action against staff of both agencies. Early development of standard operating procedures (SOPs) according to the mandate of these agencies, was of paramount importance, the ombudsman said, adding that all assistance would be provided to the senior management in taking necessary steps.

# NHT National Herald Tribune

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- ▶ Ulekh President meets with farmers in Kasesan **Page-3**
- ▶ XI propose Global Security Initiative **Page-4**
- ▶ First lady Zhou presents awards to 514 Indonesian women **Page-6**

## Ombudsman team of officers inspect One Window Facilitation Centre of CDA

-Says all record of CDA must be digitized on priority basis

ISLAMABAD, April 22: Taking cognizance of the public complaints of mal-administration against CDA, the Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi deputed a team of officers comprising Mr. Ahmad Farooq, Senior Advisor, Mr. Puzal Karim Khalilak, Advisor and Mr. M. Javed Chandhary, Director Media to visit CDA Facilitation Center to monitor the situation on-the-spot. During briefing session, the Member Finance of CDA RazaShakeelAggar highlighted the new initiatives taken by them for the facilitation of public. He in-

formed that the entire land record of Islamabad has been digitized, however, the record of other directorates are being digitized. He informed that a state-of-the-art MIS system was purchased some 12 years ago which has been operationalized. All directorates of CDA have been linked with this system. He said that a helpline 1199 of CDA has been introduced through which any person can get information before visiting any office of CDA.

The team also inspected different offices and Facilitation Center of CDA. It was noticed that the CDA administration and the staff were efficiently coping with the large inflow of visitors in the Facilitation Center.

The Head of the Ombudsman's team asked the CDA management to establish a Pension Facilitation Centre for its employees so that pension cases may not be delayed. He also asked for digitization of entire record of CDA on priority basis. The Federal Ombudsman team will prepare its recommendations and submit it to WafaqiMohtasib within 48 hours so that short-term and long-term relief measures can be undertaken without delay. As a follow up of the visit the Chairman CDA/Chief Commissioner ICT will brief the WafaqiMohtasib on the initiatives taken to improve the delivery of its services to the residents of ICT-PR.

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## Ombudsman's team visits PIMS

STAFF REPORTER

Taking cognizance of the numerous public complaints regarding facilities at PIMS Hospital, Islamabad, a team comprising of Mr. Muhammad Hamair Karim, Additional Secretary, Mr. Muhammad Saqib Khan, Registrar, Mr. M. Javed Chandhary, Director Media and Mr. Muhammad Adnan, Investigating Officer were sent to PIMS on a fact-finding visit.

The patients in the emergency, OPD and other departments of the hospital interacted and highlighted the issues being

faced by the patients as well as hospital administration. Later the officers discussed with the Senior Management of the PIMS the frequent complaints.



**وفاقی محتسب کا یوٹیلیٹی سٹورز پر ایشیائے ضرورت کی عدم دستیابی کا نوٹس**

علاقائی دفاتر کے ایڈوائزرز صارفین سے ملے اور صورتحال کا جائزہ لے کر سٹورز اور نظامیہ کوہدایات جاری کیں

اسلام آباد (نامہ نگار خصوصی) وفاقی محتسب اعجاز احمد قریشی نے یوٹیلیٹی سٹورز کے خلاف ایشیائے ضرورت کی عدم دستیابی کی شکایات کا نوٹس لینے ہوئے اپنے علاقائی دفاتر کے ایڈوائزرز کو ہدایت کی ہے کہ وہ یوٹیلیٹی سٹورز پر جا کر عوام کی شکایات کا

ازالہ کریں۔ وفاقی محتسب کے ایڈوائزرز نے لاہور، پشاور، بہاولپور، ایبٹ آباد، ملتان، فیصل آباد، سرگودھا اور جھنگ سمیت متعدد شہروں اور قصبوں میں یوٹیلیٹی سٹورز کے اچانک دورے کر کے اپنی باقی صفحہ 6 نمبر 1

**وفاقی محتسب کا راولپنڈی میں ایک اور پاسپورٹ آفس کھولنے کا حکم**

خصوصی اختیاراتی تہیتی کا کوئی شکایات پر دورہ شہریوں کے مسائل فوری حل کروا دیے

اسلام آباد (نامہ نگار خصوصی) وفاقی محتسب اعجاز احمد قریشی نے راولپنڈی شہر میں ایک اور پاسپورٹ آفس کھولنے کی ہدایت کر دی۔ انہوں نے یہ ہدایت وفاقی محتسب کی قائم کردہ معائنہ کم کے اچانک پاسپورٹ آفس راولپنڈی کے دورہ کے بعد دی۔ معائنہ کم نے مسلم خراب ہونے کے باعث راولپنڈی دفتر سے 70 افراد کو اسلام آباد دفتر بھیجا کر

انگے پاسپورٹ فوری پر اس کو دے دیا گیا۔ ایک سو ریسوگھن جس کا 14 ٹھکانے کے بعد بھی مسئلہ حل نہیں ہوا تھا، کم نے ایک ہی دن میں معاملہ حل کروا دیا۔ ایک تاقون صارف کو 5 ہزار روپے کی اضافی ٹیکس کی رقم واپس دلا دی۔ وفاقی محتسب نے پاسپورٹ آفس تکلف بڑی تعداد میں شکایات کا باقی صفحہ 9 نمبر 19

**دستیابی نوٹس**

رہا کرتے وفاقی محتسب کو کچھ ہادی ہیں۔ وفاقی محتسب کو شکایات موصول ہوتی ہیں کہ ملک بھر میں یوٹیلیٹی سٹورز پر اچانک ایشیائے ضرورت یا تو دستیاب نہیں اور اگر دستیاب ہیں تو محدود مقدار میں دی جاتی ہیں۔ وفاقی محتسب کے ملک بھر میں علاقائی دفاتر کے ایڈوائزرز اپنے قریبی شہروں میں واقع یوٹیلیٹی سٹورز کا دورہ کر کے صارفین سے ملے اور صورتحال کا جائزہ لے کر سٹورز کی انتظامیہ کو مطلع پر ہی ہدایات جاری کیں۔

**وفاقی محتسب**

نوٹس لینے ہوئے ڈائریکٹر جنرل (ایڈمن) گورنمنٹ کی سربراہی میں ایک خصوصی کم پاسپورٹ آفس کھولی۔ اس دوران پاسپورٹ کے حصول کیلئے چار پانچ سو افراد ہاں موجود تھے جن کیلئے ٹو ہاں میں ٹھیکے کی چیکنگ نہ پھینکے پائی اور پھیلوں کا مناسب انتظام۔ معائنہ کم کے پاسپورٹ آفس راولپنڈی تکلیف ہی آن لائن مسلم خراب ہو گیا جس پر کم کی ہدایت پر 70 افراد کو پاسپورٹ آفس میں نئے اسلام آباد دفتر کران کھلی پاسپورٹ کا عمل پر نہیں کیا گیا۔ وفاقی محتسب کی ہدایت پر خصوصی کم نے متعدد شہریوں کے مسائل فوری حل کروا دیے۔ خصوصی اختیاراتی کم اپنی جامع رپورٹ 3 روز میں وفاقی محتسب کی خدمت میں پیش کرے گی۔



DAWN ISLAMABAD, TUESDAY APRIL 26, 2022

# Pakistan Post officials to face action if pension cases delayed

By Our Staff Reporter

ISLAMABAD: The Federal Ombudsman has directed Pakistan Post to take disciplinary action against its officials responsible for delay in solving pension cases and life insurance claims.

The ombudsman on Monday summoned top officials of the ministry of communication including Federal Secretary Communications Zafar Hassan, Director General Pakistan Post Office Department (PPOD) and Managing Director Postal Life Insurance Company (PLIC) to his office to discuss the disbursement of pensioners' dues and life insurance claims.

He showed grave concern over delay in pension and insurance claims and stressed that the senior management should be sensitive to the grievances of a large number of citizens who approach Wafaqi

Mohsib for redress of their complaints.

He directed a time-bound and responsive mechanism be developed to improve the situation.

The Wafaqi Mohsib warned that the officials responsible for the maladministration will be punished under the law.

He said the cases of poor people must be dealt on fast track with the use of modern IT tools and with sympathetic attitude.

The ombudsman appreciated the improvement in ranking of Pakistan Post Office at International level from 94 to 62, as declared by Universal Postal Union. Director General PPOD said no country of the world had shown such a remarkable improvement.

The Communications Secretary Zafar Hassan, Pakistan Post DG and MD Postal Life Insurance apprised the Wafaqi Mohsib about the steps being taken for improvement and

reforms of services.

The secretary said that PLI has introduced a new effective tracking system through which they can monitor the claims of insurance at every stage.

He further informed the ombudsman that the revenue of Pakistan Post has increased as compared to its expenditure and now it was running in profit.

The Pakistan Post DG said they had introduced a new system under which unregistered international mail would be considered as registered at the International Mail Office in Pakistan which would ensure quick delivery of mail.

They assured that they would personally monitor the process of handling the public complaints by the officers concerned to curtail delays and will hold officials responsible for their negligence and maladministration.



Tuesday, April 26, 2022

## Ombudsman expresses concern over delay in settlement of pension, insurance claims

ISLAMABAD: The Federal Ombudsman has shown grave concern over delays in pension and insurance claims of poor people by the Pakistan Post Office Department and PLIC.

He stressed that the management should be sensitive to the grievances of the large number of citizens who approach the Wafaqi Mohsib for redressal of their complaints.

The Wafaqi Mohsib warned that the responsible officials will be punished, under the law, for their neglect, inattention and apathy in dealing with the public.

He said that the cases of poor people must be dealt on fast track with the use of modern IT tools and with sympathetic attitude.

The Ombudsman appreciated the improvement in ranking of Pakistan Post Office at international level from 94 to 62 as declared by Universal Postal Union, as DG PPOD informed no country of the world has shown such remarkable improvement.

The Secretary, Communications Zafar Hassan, DG, Pakistan Post and MD, PLI apprised the Wafaqi Mohsib about the steps being taken for improvement and reforms of services.

The Secretary Communications informed that PLI has introduced a new effective tracking system through which they can monitor the claims of insurance at every stage.

He further informed that the revenue of Pakistan Post has increased as compared to its expenditure and now running in profit.

The DG Pakistan Post informed that they have introduced a new system under which unregistered international mail would be considered as registered at the International Mail Office in Pakistan which would ensure quick delivery of mail.

They assured that they will personally monitor the process of handling the public complaints by the concerned responsible officers to curtail delays; and will hold officials for their negligence and maladministration, if any. - APP



وفاقی محتسب، ہر یلو سے ملازمین کا پینشن کیس ایک ماہ میں فائل کرینگی بھاریت

65 فیصد پینشن کی ادائیگی کو ریٹائرمنٹ کے فوراً بعد یقینی بنا یا جائے، اعجاز احمد قریشی

اسلام آباد (نامہ نگار خصوصی) وفاقی محتسب اعجاز احمد قریشی نے ریلوے سے ریٹائر ہوئے ملازمین کی پینشن میں تاخیر کا نوٹس لیتے ہوئے اسے جی ٹی آر کو بھاریت کیا ہے کہ وہ پینشن میں تاخیر کے اندر فائل کریں اور 65 فیصد پینشن کی ادائیگی کو ریٹائرمنٹ کے فوراً بعد یقینی بنا یا جائے۔ انہوں نے تمام وفاقی محتسب، ہر یلو سے ملازمین کا پینشن کیس ایک ماہ میں فائل کرینگی بھاریت کرنے کی ہدایت کی ہے۔ وفاقی محتسب نے کہا کہ ریٹائر ہوئے ملازمین کے پینشن کے کاغذات ریٹائرمنٹ سے چھ ماہ قبل تیار کرنا شروع کریں اور ریٹائرمنٹ سے قبل فائل کر لیں تاکہ ریٹائر ہوئے ملازم کو مالی مشکلات کا سامنا نہ کرنا پڑے۔ وفاقی محتسب نے یہ ہدایت کی ہے۔

بقی صفحہ 5 نمبر 32

وفاقی محتسب

32

بھاریت پینشن اسلام آباد کے ریٹائر ہوئے ملازمین کی پینشن کیسوں کو ایک ماہ میں فائل کرینگی بھاریت کرنے کی ہدایت کی ہے۔ وفاقی محتسب نے کہا کہ ریٹائر ہوئے ملازمین کے پینشن کے کاغذات ریٹائرمنٹ سے چھ ماہ قبل تیار کرنا شروع کریں اور ریٹائرمنٹ سے قبل فائل کر لیں تاکہ ریٹائر ہوئے ملازم کو مالی مشکلات کا سامنا نہ کرنا پڑے۔ وفاقی محتسب نے یہ ہدایت کی ہے۔

بقی صفحہ 5 نمبر 32

Leadership is the capacity to translate vision into reality  
- Warren Bennis




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## Market-based skills should be imparted to prisoners by way of rehabilitation: Ejaz

STAFF REPORTER

ISLAMABAD

**W**afaqi Mohtasib Mr. Ejaz Ahmad Qureshi visited Peshawar on 18th August to hold a number of important meetings which included a review of the working of the WMS Peshawar Regional Office, chaired a meeting with the Chief Secretary to monitor the pace of Jails Reforms, and attended a luncheon meeting with prominent Editors and media personalities.

Wafaqi Mohtasib appreciated the good work of the Peshawar Office as there was a major increase in the disposal of public complaints. He advised them to ensure prompt and sympathetic response to the citizens who came to the office for redressal of their

grievances. He underlined the need for good governance practices at all levels including investigation and implementation. He noted that the hundreds of cases under Informal resolution of disputes are being disposed of and the public was being provided with due relief.

While chairing a meeting on Jail Reforms along with Chief Secretary KPK, he appreciated the improvements and progress in a number of areas of the report on Jail Reforms under the direction of the Supreme Court. It was decided in the meeting that two important sub-committees will be formed. One under the chairmanship

of the Additional Chief Secretary to speed up the infrastructure development and the other under the chairmanship of the Secretary Home

and Prison to streamline and improve operational activities. These committees will meet on a monthly basis and submit progress reports to Chief Secretary. The meeting was attended by Provincial Ombudsman KPK Syed Jamalud Din Shah, IG KPK, IG Prisons, Home Secretary, DG Prosecution, and senior representative of Advocate General and health departments. The oversight committees were working efficiently at the provincial and district levels. Capacity in various jails had improved, reducing the overcrowding to half from 12% to 6%. It was noted that market-based skills should be imparted to

prisoners by way of rehabilitation. Separate rooms for transgenders had been arranged in 07 major prisons of the province, it was an im-

portant development.

Wafaqi Mohtasib advised that philanthropists should be associated with the task of improvements in jails as has been done in past. IG Prisons will liaison with the Chamber of Commerce and the business community.

In the interaction with the media personalities, Wafaqi Mohtasib explained some new initiatives being undertaken to expand the services in far-flung areas including Merged Districts (FATA Agencies). He appreciated their cooperation in the awareness campaign which had yielded a 34% increase in the number of complaints and their disposal.

# DAWN

DAWN ISLAMABAD, TUESDAY FEBRUARY 1, 2011

## Ombudsman for coordinated efforts to protect child rights

By Bakhtawar Mian

ISLAMABAD: Federal Ombudsman Ejaz Ahmad Qureshi has asked government agencies and civil society organisations to work for the protection of child rights and address their grievances through a well-coordinated effort.

He said child rights were a cross-cutting theme and required concerted efforts by all stakeholders. He said most of the countries had a child ombudsman but in Pakistan there was no such system so the ombudsman secretariat has taken it upon itself to protect child rights.

The ombudsman expressed these views while chairing the first meeting of the National Committee for Children here on Monday. Others who attended the meeting included Shaheer Atiqur Rehman, vice chairperson Bunyad Foundation; Zia Ahmed Awan, founder of Madadgar National Helpline Sindh; Begum Raheela Durrani, former speaker of Balochistan Assembly; Samar Minallah, anthropologist Afshan Tehseen, chairperson National Commission for Rights of Children, and other human rights activists.

"Unfortunately, violence against children is a major issue in Pakistan. Therefore, we have to collectively safeguard our children's rights. We have more than 100 million children aged less

than 18 years who have no right of vote. Due to our Islamic and social values, parents are always ready to discharge their responsibilities towards their children and make every sacrifice for them," the ombudsman told the meeting.

The meeting was convened to brief the committee members about the progress on initiatives taken by the office of the ombudsman and to discuss a strategic vision. The plan is aimed to strengthen the mechanism for the protection and promotion of child rights.

The committee was informed that the responsibility to address issues related to children was not limited to any particular agency but required concerted efforts by all stakeholders. The committee is vested with the mandate to monitor the status of child rights in Pakistan, especially those at risk and redress grievances of children through the ombudsman's grievance commissioner for children.

The committee will also address systemic issues related to child rights. Provincial ombudsmen have also been taken on board to address issues related to child rights at the provincial level.

The meeting reached a consensus to carry out a study on issues concerning street children in Islamabad and for preparation of a particular plan of action to address them. The meeting also reviewed the progress on steps being taken to control violence and cybercrimes against children.







## Effective legislation enacted for speedy justice: Sanjrani

**AGENCIES  
ISLAMABAD**

Chairman Senate Muhammad Sadiq Sanjrani Thursday said that effective legislation has been enacted by the Parliament to provide speedy justice to the people.

"By taking steps to provide timely resolution of disputes and complaints the backward classes can be brought into the mainstream of development," he said, during a meeting with Federal Ombudsman Ejaz Ahmad Qureshi who called on him. The Chairman congratulated Ejaz Ahmed Qureshi on his appointment as Federal Ombudsman and expressed hope

that with his experience and ingenuity, he will play a vital role in providing speedy justice to the people of Pakistan. Provision of affordable and speedy justice can play a key role in the development and prosperity of any country, he added.

### Federal Ombudsman calls on Senate Chairman

The Chairman Senate said that timely solution to the problems of the common man is the top priority of any government and the people should ap-

proach Federal Ombudsman for swift resolution of their complaints. The role of the Federal Ombudsman has been exemplary in providing speedy justice to the common people.

Federal Ombudsman Ejaz Ahmad Qureshi while briefing Muhammad Sadiq Sanjrani in detail about the steps taken for immediate solution of problems faced by the public in the country said that every complaint in Federal Ombudsman is decided in 60 days. About 92% of the decisions of the Federal Ombudsman have been implemented. Integrated service centers have also been set up at all international airports in Pakistan.



**CHAIRMAN SENATE, MUHAMMAD SADIQ SANJRANI EXCHANGING VIEWS WITH HONORABLE FEDERAL OMBUDSMAN, MR. EJAZ AHMAD QURESHI AT PARLIAMENT HOUSE ISLAMABAD ON FEBRUARY 03, 2022.**



**PHOTO GALLERY**





Mr. Ejaz Ahmad Qureshi, Federal Ombudsman of Pakistan briefing the President of Pakistan, Dr. Arif Alvi during his visit to Wafaqi Mohtasib Secretariat. (15.02.2022)



A group photo of Mr. Ejaz Ahmad Qureshi Federal Ombudsman and officers of Wafaqi Mohtasib Secretariat with the President of Pakistan Dr. Arif Alvi on the eve of his visit. (15.02.2022)

PHOTO GALLERY



President Dr. Arif Alvi signing the Visitors book during his visit to Wafaqi Mohtasib Secretariat, Islamabad. (15.02.2022)



President Dr. Arif Alvi having a glance on the pictures of the former Federal Ombudsmen during his visit to Wafaqi Mohtasib Secretariat Islamabad. (15.02.2022)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi awarding Souvenir to Mr. Nazar Muhammad Baloch, Provincial Mohtasib of Baluchistan who called on him at WMS, Islamabad.(14-09-2022)

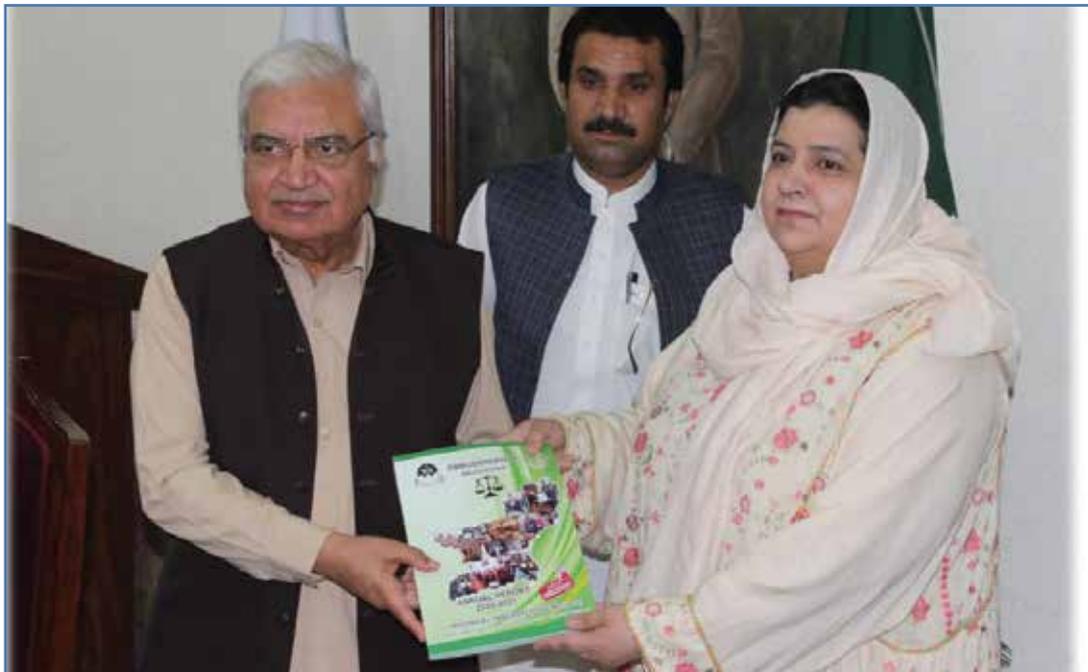


Ms. Nabila Khan, Provincial Ombudsperson Punjab for Protection Against Harassment of women at work place called on Wafaqi Mohtasib Mr Ejaz Ahmad Qureshi at his office Islamabad. (27-07-2022)

PHOTO GALLERY



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi presenting souvenir to Chaudhary Muhammad Naseem, Mohtasib of AJ & K who called on him at his office at Islamabad (07-01-2022)



The Provincial Ombudsman Balochistan, Ms. Sabira Islam presenting Annual Report of her organisation to the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi during his visit to Quetta (13.06.2022)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi Presenting Souvenir to Federal Secretary WMS Mr. Ejaz Ahmad Khan on his retirement (04.08-2022)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi exchanging views with UNICEF representatives Ms. Deniala Lucini and Ms. Susan Andrew who called on him at his office at Islamabad (02-12-2022)

PHOTO GALLERY



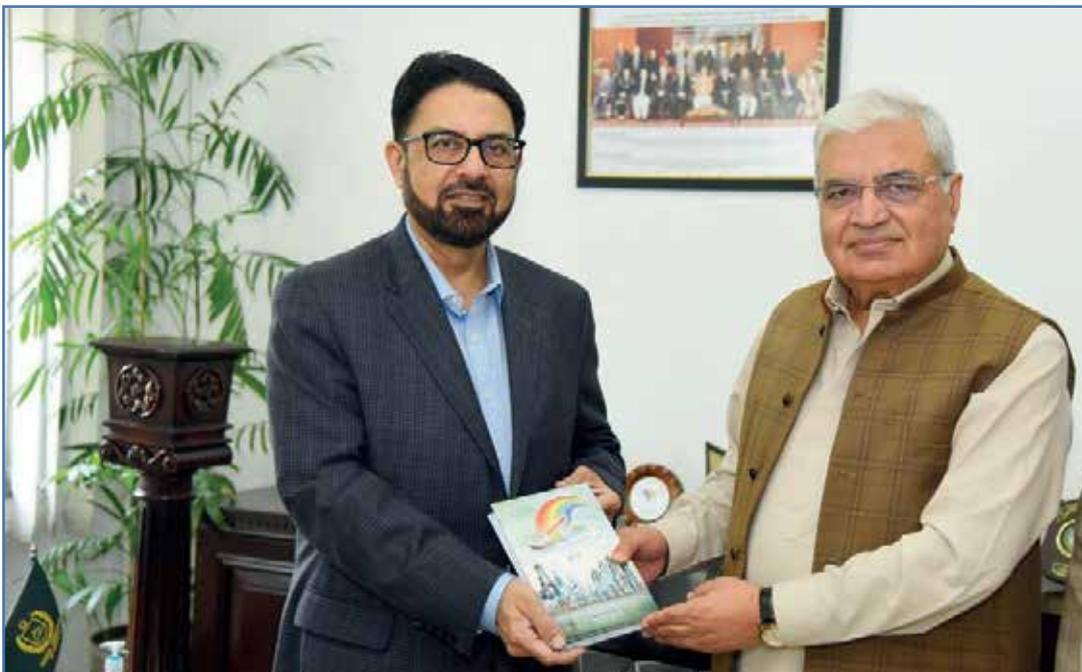
Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi Presenting a copy of the Annual Report of WMS to the Ambassador of Kazakhstan to Pakistan, Who called on him at his office in Islamabad (15.08-2022)



Federal Ombudsman Mr. Ejaz Ahmad Qureshi receiving a souvenir marking 30 years of establishment of diplomatic relations between Pakistan and Azerbaijan from Ambassador of the Republic of Azerbaijan in Pakistan who called on him in his office at WMS. (11.10.2022)



Federal Ombudsman Mr. Ejaz Ahmad Qureshi receiving the Ambassador of Russian Federation to Pakistan who called on him in his office at WMS Islamabad. (19.12.2022)



Mr. Abid Rashid, a prolific writer and a media figure from Chicago presenting his book to Wafaqi Mohtasib at WMS Islamabad . (30.08.2022)

PHOTO GALLERY



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi receiving Mr. Khalid Mahmood, former Provincial Ombudsman Punjab and Dr. Asif Jah, Federal Tax Ombudsman at WMS Islamabad.



Mr. Azam Sulaiman, Provincial Ombudsman Punjab presenting a souvenir to Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi on his visit to Lahore (23.09.2022)



**40** *years of service*

**1983-2023**

INTERNATIONAL  
**THE NEWS**

**Wednesday, January 25, 2023**

## 40 years of ombudsman institution marked

Islamabad

Federal Ombudsman Ejaz Ahmad Qureshi stated that maladministration and bad governance are two sides of the same coin.

Both breed in an environment of favouritism, 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 stated this while addressing a press conference on the occasion the 40th year of the establishment of the Ombudsman institution, says a press release.

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. Recognising the significance of the role of ombudsman, Pakistan Post has issued a commemorative postage stamp of Rs20 on this occasion. 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 the poor man's court. 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



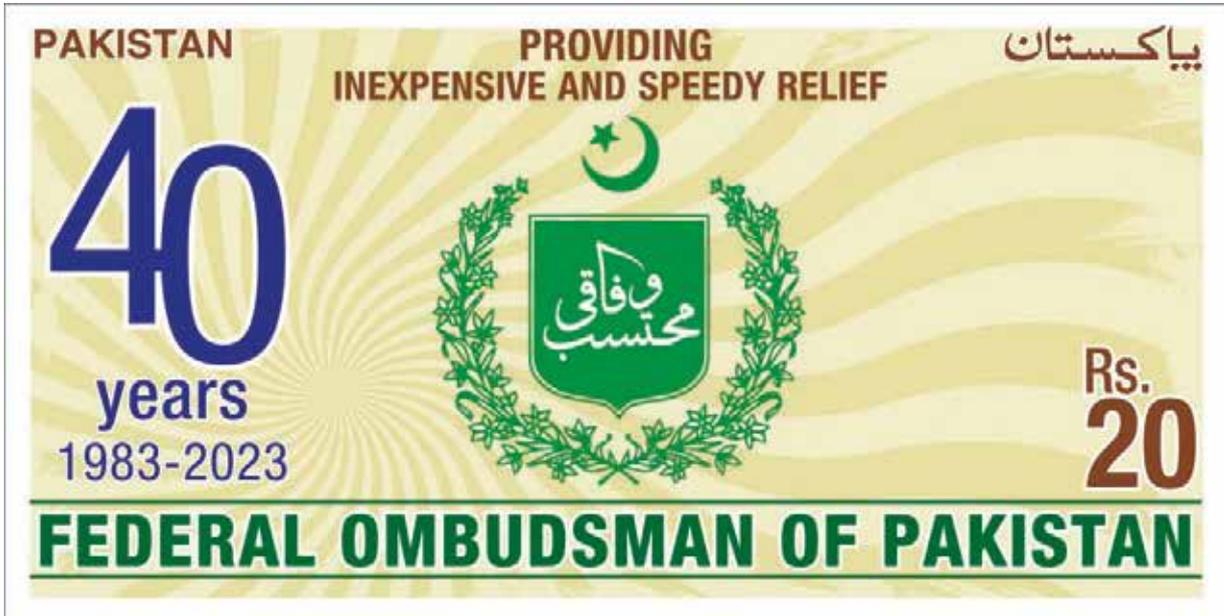
**Federal Ombudsman  
Ejaz Ahmad Qureshi**

within the prescribed limit of 60 days. Reviewing the performance of the Wafaqi Mohtasib's institution during the last 40 years, he stated that more than 1.9 million households have benefitted from the services of this office since its inception.

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 an 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 Rs3 billion of disputed amounts were addressed by this office during the last year.



Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing media on the occasion of the 40th year of the establishment of the Wafaqi Mohtasib's Institution at Head Office Islamabad on 24 January 2023.



Commemorative Postage Stamp issued by Pakistan Post on 24 January 2023.



Federal Ombudsman Mr. Ejaz Ahmad Qureshi unveiling the plaque of commemorative postage stamp issued by Pakistan Post to mark the 40th year of the establishment of Wafaqi Mohtasib's Institution (24.01.2023).



Federal Ombudsman Mr. Ejaz Ahmad Qureshi embossing the first day cover of the commemorative stamp issued on the 40<sup>th</sup> year of the establishment of Wafaqi Mohtasib institution.



Additional Director General, Pakistan Post presenting album of stamps to the Federal Ombudsman on the occasion of the 40<sup>th</sup> year of the establishment of the Federal Ombudsman institution.



DAWN ISLAMABAD, WEDNESDAY JANUARY 25, 2023

# Ombudsman rests rule of law on good administration

By Bakhtawar Mian

ISLAMABAD: Federal Ombudsman Ejaz Ahmad Qureshi has said maladministration and bad governance are two sides of the same coin and both breed in an environment of favouritism, discrimination and corruption. Speaking at a press conference to mark the 40th anniversary of the ombudsman institution on Tuesday, Mr Qureshi said resolving the issue of maladministration was essential to ensure sanctity of human rights and achieve ultimate goals of good governance and rule of law. The office of the Federal Ombudsman was established on Jan 24, 1983 with the explicit objective to diagnose, investigate, redress and rectify injustice done to a person through maladministration by government agencies. Mr Qureshi said the ombudsman institutions, around the world, acted in support of supreme judiciary and contribute to making dispensation of justice more accessible

and inexpensive. It is fundamentally the poor man's court. 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 Waqaf Mohabbat's institution during the last 40 years, Mr Qureshi said more than 1.5 million households have benefited from the services of this office since its inception. It is the most cost-effective way of providing relief to the common man. He said periodic inspections of different agencies such as Passport Office, Islamabad International Airport, Hudra, Polyclinic, Pims, CDA Facilitation Centre, Railway Stations and Utility Stores in different cities by a team of his senior officers has helped improve their service delivery. Referring to the legal framework which governs the operations of the Waqaf Mohabbat'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 any operation of the impugned order/decision for a period not exceeding 90 days. Likewise, the Ombudsman enjoys same powers mutatis mutandis as the Supreme Court to punish for contempt. Mr Qureshi stated that while focusing on resolving individual complaints, equal emphasis is placed on ascertaining the root causes of corrupt practices and injustice. Moreover, recognising the significance of the role of ombudsman institution and its successful journey of four decades in providing speedy and inexpensive relief to the common man, Pakistan Post has issued a Commemorative Postage Stamp of Rs20 on this occasion. Its launching was also held at the same time in the Ombudsman Secretariat. The postage stamps are available in all post offices in the country.



وفاقی محتسب فریبوں کی عدالت انصاف کا ستارہ اور باعجاز قریشی  
 وفاقی محتسب فریبوں کی عدالت انصاف کا ستارہ اور باعجاز قریشی  
 وفاقی محتسب فریبوں کی عدالت انصاف کا ستارہ اور باعجاز قریشی



# Ombudsman calls for good governance

OUR CORRESPONDENT ISLAMABAD

Federal Ombudsman Ejaz Ahmad Qureshi has said that maladministration and bad governance are two sides of the same coin. Both breed in an environment of favouritism, discrimination and corruption. Addressing a press conference on the occasion of the 40th year of the establishment of the Ombudsman institution in Pakistan, he said that addressing maladministration, was 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 with the explicit objective to diag-

now, investigate, redress and rectify any injustice done to a person through maladministration by the government agencies. Qureshi stated that the institution of Ombudsman has evolved over the years and is recognised today as an essential feature of every modern democratic society. The structure, scope and powers of Ombudsman, however, vary from our society to another and is directly related to the large 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 said.



وفاقی محتسب انصاف فریبوں کی عدالت کے 40 سال مکمل ہونے پر ڈاک ٹکٹ جاری  
 وفاقی محتسب انصاف فریبوں کی عدالت کے 40 سال مکمل ہونے پر ڈاک ٹکٹ جاری  
 وفاقی محتسب انصاف فریبوں کی عدالت کے 40 سال مکمل ہونے پر ڈاک ٹکٹ جاری



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**PHOTO GALLERY**

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**Regional Offices**

PHOTO GALLERY REGIONAL OFFICES



Regional Office Abbotabad



Regional Office Bhawalpur



Regional Office D.I. Khan



Regional Office Faisalabad



Regional Office Gujranwala



Regional Office Hyderabad



Regional Office Karachi



Regional Office Kharan



Regional Office Khuzdar



Regional Office Lahore



Regional Office Mirpur Khas

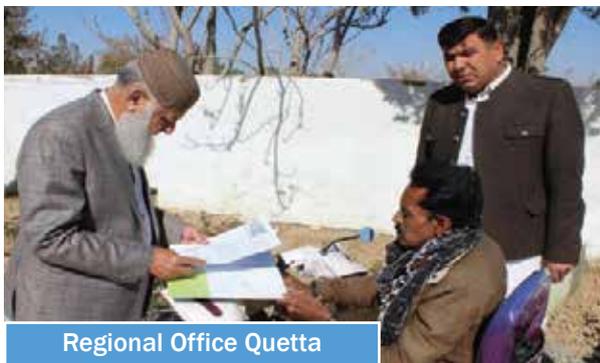


Regional Office Multan

PHOTO GALLERY REGIONAL OFFICES



Regional Office Peshawar



Regional Office Quetta



Regional Office Swat



Complaint Collection Center Sada



Regional Office Sukkur



Regional Office Sargodha



Regional Office Wana



**SELECTED FINDINGS**





## WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

**FINDINGS**

<b>Complaint No</b>	: WMS-IIQR/0003157/22
<b>Date of Registration</b>	: 08.04.2022
<b>Name &amp; Address of the Complainant</b>	: Mr. ZUBAIR SALEEM S/O MUHAMMAD SALEEM, HOUSE NO. 3/4-B, STREET NO.20, G-7/2, DISTT ISLAMABAD
<b>Name of the Agency complained against</b>	: Estate Office
<b>Name &amp; Designation of the Investigating Officer, Station</b>	: Fazal Karim Khattak, Advisor, H.O. Islamabad
<b>Brief Subject</b>	: Delay in allotment of quarter
<b>Date when IO asked for report from Agency</b>	: 16.04.2022
<b>Date of Receipt of Agency's report in WMS</b>	: 28.04.2022
<b>Number &amp; Dates of Hearing</b>	: i) Number: 04 ii) Dates: 29.04.2022, 13.05.2022, 20.05.2022, 27.05.2022
<b>Name and Designation of the Agency's Representative who attended the hearing</b>	: i. S. Qamar Abbas, A.D. Estate Office ii. Mr. Azmat Ali, S.O., Estate office
<b>Whether the complainant attended the hearing?</b>	: Yes
<b>In case a nominee of complainant attended the hearing, his/her name</b>	: -

**THE COMPLAINT**

The complainant, Mr. Zubair Saleem working as LDC (BPS-07) in Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAAH) is residing in Government accommodation bearing No. 34/5-A, Street No.108, G-7/4, Islamabad which was originally allotted to his father working in the Ministry of Finance. The allottee (father of the complainant) is at the verge of retirement, and the complainant has applied for the transfer of the allotment of the accommodation to his name under Rule 15(2)(b) of AAR, 2002. The complainant has alleged that the Estate Office is not transferring the allotment to his name as required under the rules. He has also enclosed precedents wherein the Estate Office has allotted Government accommodations to his colleagues working in FOSPAAH.

**RESPONSE BY THE AGENCY**

2. The Estate Office has intimated in their reply dated 28.04.2022 that eligibility of the employees of FOSPAAH for allotment of Government accommodation is not yet established and the matter has been referred to the competent authority for decision, which is still awaited.

**FINDINGS/ RECOMMENDATIONS**

3. Representative of the Agency & complainant were present and heard. File perused. The representative of the Agency reiterated their stance given in the reply and assured that they would allot the accommodation under Rule 15(2)(b) as and when they received decision from the M/o Housing & Works if employees of the FOSPAH are declared eligible for Government accommodation. The complainant cited the instances where Government accommodation was allotted to the following employees of FOSPAH by the Estate Office:

- i. Mr. Kamal Zafar S/o Zafar Iqbal Shahid, Assistant Director (IT) (BS-16)
- ii. Mr. Sammar Abbas Kazmi S/o Ghulam Mustafa Shah, NAIB Qasid (BS-01)

4. In light of the above precedents of the allotment of Government accommodation to FOSPAH employees by the Estate Office, the refusal to allot the accommodation to the complainant under Rule 15(2)(b) of AAR, 2002 amounts to maladministration and injustice which needs to be redressal.

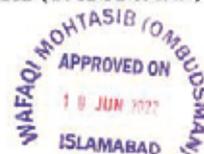
5. In view of the above, while accepting the complaint in terms of Regulation 23(4) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013, the Agency is recommended to allot the Government accommodation to the complainant under Rule 15(2)(b) of AAR, 2002.

6. Compliance be reported within 15 days of the receipt of these findings, or reason for not doing so be intimated in terms of Article 11 (2) of the President's Order No. 1 of 1983.

7. Any party aggrieved by these findings may opt either to file a review petition before the Ombudsman or make representation before the President of Pakistan within 30 days of the receipt of these findings. This period of limitation shall be reckoned from the date of receipt of these findings by the parties. If the option of review petition is exercised by the aggrieved party and the findings are upheld, the aggrieved party shall stand barred to file a representation before the President.

*A.*

(EJAZ AHMAD QURESHI)  
WAFAQI MOHTASIB (OMBUDSMAN)





**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**  
**FINDINGS**

Complaint No	: WMS-IIQR/0000672/2022
Date of Registration	: 21.01.2022
Name & Address of the Complainant	: MST. NOSHABA W/O LIAQUAT ALI, R/O HOUSE NO. F-09, POSTAL COLONY, CHAKLALA, DISTRICT RAWALPINDI.
Name of the Agency complained against	: PAKISTAN POST OFFICE DEPARTMENT (PPO)
Name & Designation of the Investigation Officer, Station	: MR. ADNAN AHMAD, INVESTIGATION OFFICER, WMS, H.O. ISLAMABAD.
Brief Subject	: MAL-ADMINISTRATION IN APPOINTMENT UNDER PRIME MINISTER'S ASSISTANCE PACKAGE FOR FAMILIES OF DECEASED EMPLOYEES
Date when the Report was called from the Agency	: 21.01.2022
Date of Receipt of Agency's report in WMS	: 31.01.2022 and 15.02.2022
Number & Dates of Hearing	: 1. Number: 02 2. Dates: 01.02.2022 and 17.02.2022
Name & Designation of the Agency's Representative who attended the hearing	: Mr. Muhammad Yasin, Assistant Director (Law), Office of PMG, Rawalpindi GPO.
Date of Dispatch of Draft Findings	:

**APPROVED ON**

**18 MAR 2022**

Wafaqi Mohtasib (Ombudsman)

**THE COMPLAINT**

The complainant, being aggrieved, alleged mal-administration against the Agency. She contended that her husband died during service from Pakistan Post Office Department (PPOD) on 24.12.2016. She further stated that her son was eligible for government job (BPS 01-15) as per the Prime Minister's assistance package for families of deceased employees issued vide Cabinet Division's letter No. 7/40/2005-E.2 dated 15.03.2008. She contended that her son being fully eligible for the post of UDC (BPS-11) applied in the office of PMG Rawalpindi, but he was offered job for the post of Sorter (BPS-09) vide letter No. B1-Employment/Ahmed Hassan dated 15.12.2021. She approached the Agency to inquire into the matter whereby she was informed that the posts of UDC (BPS-11) were not vacant due to which her son was offered the next available post of Sorter (BPS-09). She further contended that her son sent an application to the PMG Northern Punjab Circle Rawalpindi for reviewing the job offer, but his request was denied and he was directed to join job as Sorter (BPS-09). She prayed this Secretariat that the Agency should be directed to appoint her son as UDC (BPS-11) as per his qualification.

**REPORT BY THE AGENCY**

2. The Agency, vide its reports dated 31.01.2022 and 15.02.2022, intimated that the case of complainant's son regarding engagement against deceased quota was received from Divisional Superintendent, MST "R" Division, Rawalpindi with the recommendation that he could be accommodated as Sorter (BPS-09). After observing all codal formalities, his case was sent to Director General, PPOD Islamabad for engagement / appointment vide office letter of even No.

dated 19.11.2021. The Director General, PPOD Islamabad has issued his engagement/ appointment orders as Sorter (BPS-09) vide letter No. P-11.4-2/2019 dated 10.12.2021. After issuing his engagement orders, the complainant's son submitted an application in which he stated that as per Prime Minister Assistance Package, one of the surviving family members was entitled for appointment <sup>against</sup> any post in BPS-01 to BPS-15 and as per his education, he is eligible for appointment as UDC (BPS-11) at Circle office, Rawalpindi. Therefore, his case for appointment as UDC (BPS-11) has been examined and found that as per Establishment Division OM. No. &/40/2005-E-2 (Part-2) dated 15.03.2008:

*"Employment for posts in BPS-1-15 on two years contract without advertisement to a child or widow/widower of a deceased employee will be provided by the Ministries/Divisions, Provincial Governments /Departments or Organizations where the deceased employee was posted immediately before his/her death."*

Keeping in view the Establishment Division's OM, the applicant would be accommodated against the vacant post in Divisional Superintendent, MST "R" Division, Rawalpindi. It was further mentioned in the Agency's report that the subject case relates to service matter and does not fall in the jurisdiction of Honorable Wafaqi Mohtasib as jurisdiction of Wafaqi Mohtasib has been clearly demarcated in Article-9 of the Establishment of Wafaqi Mohtasib (Ombudsman) order, 1983 and clause(2) of the said Article manifestly bars the jurisdiction regarding any grievance relating to service matter.

**COMPLAINANT'S REJOINDER**

APPROVED ON

18 MAR 2022

3. No written rejoinder was submitted by the complainant.

Wafaqi Mohtasib (Ombudsman)

**POINTS AT ISSUE**

4. i) Is the complainant's son eligible of the post of UDC (BPS-11)?  
ii) Is there any mal-administration in appointment under Prime Minister's assistance package for families of deceased employees?

**HEARING PROCEEDINGS**

5. Hearings were held to determine alleged mal-administration in appointment of complainant's son under prime minister's assistance package for families of deceased employees. The complainant contended that her son was eligible against the post of UDC (BPS-11) but the Agency has offered him the post of Sorter (BPS-09) which was unjustified. The representative of the Agency advanced his arguments in the light of the submitted reports. Arguments from both the parties were heard and record perused.

**FINDINGS/RECOMMENDATIONS**

6. From perusal of the record, it revealed that the complainant's husband died during service from PPOD on 24.12.2016. The complainant's son possessed intermediate degree and as per his qualification he was fully eligible for the post of UDC (BPS-11) as per eligibility criteria of the post of UDC (BPS-11) inscribed in Appendix 22 of PPO Volume IV. Furthermore, as per the Establishment Division's OM. No. &/40/2005-E-2 (Part-2) dated 15.03.2008 which states that:

*"Employment for posts in BPS-1-15 on two years contract without advertisement to a child or widow/widower of a deceased employee will be provided by the Ministries/Divisions, Provincial Governments /Departments or Organizations where the deceased employee was posted immediately before his/her death."*

In the light of the Office Memorandum and relevant clauses of PPO Volume IV reproduced *ibid*, the complainant's son is fully eligible for employment against the post of UDC (BPS-11) in the office where the complainant's husband has been working before his death. Moreover, as per Pakistan Postal Services Management Board Ordinance, 2002, the Director General PPOD is the Competent Authority for creating, abolishing and transferring of posts. In addition, the complainant's son has not yet been working in the PPOD, therefore, the instant case does not specifically falls in the ambit of service matter and there is no bar on the jurisdiction of Wafaqi Mohtasib Secretariat regarding any grievance relating to mal-administration.

7. In view of what has been stated in the preceding paragraph, the Agency has committed mal-administration in terms of Article 2(2) of President Order No. 1 of 1983. Consequently, this complaint is accepted under Regulation 23(4) of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations 2013 and the Agency is recommended:-

- i). to consider the matter and adopt proper procedure/rules/regulation which were violated by it, resulting in mal-administration which caused the complaint; and
- ii). to appoint the son of the deceased employee in BPS-11 under the Prime Ministers assistance package as per his qualification, in the office where his father has been serving before his death.

8. Compliance be reported within 30 days of the receipt of these findings or reasons for not doing so be intimated in terms of Article 11(2) of President's Order No. 1 of 1983.

9. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

  
(EJAZ AHMAD QURESHI)  
WAFaqi MOHTASIB (OMBUDSMAN)

APPROVED ON

18 MAR 2022

Wafaqi Mohtasib (Ombudsman)

WMS-QTA/0006360/22, WMS-QTA/0006362/22  
WMS-QTA/0006364/22, WMS-QTA/0006395/22  
WMS-QTA/0006398/22, WMS-QTA/0006404/22.



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

**FINDINGS**

<b>Complaint No</b>	:	WMS-QTA/0006360/22, WMS-QTA/0006362/22 WMS-QTA/0006364/22, WMS-QTA/0006395/22 WMS-QTA/0006398/22, WMS-QTA/0006404/22. 16-09-2022 (WMS-QTA/0006360/22), 16-09-2022 (WMS-QTA/0006362/22), 16-09-2022 (WMS-QTA/0006364/22), 19-09-2022 (WMS-QTA/0006395/22), 19-09-2022 (WMS-QTA/0006398/22) & 19-09-2022 (WMS-QTA/0006404/22).
<b>Date of Registration</b>	:	16-09-2022 (WMS-QTA/0006360/22), 16-09-2022 (WMS-QTA/0006362/22), 16-09-2022 (WMS-QTA/0006364/22), 19-09-2022 (WMS-QTA/0006395/22), 19-09-2022 (WMS-QTA/0006398/22) & 19-09-2022 (WMS-QTA/0006404/22).
<b>Name &amp; Address of the Complainant</b>	:	Mr. Saaleh & 05 Others.
<b>Name of the Agency complained against</b>	:	National Highways Authority. Ministry Of Planning Development & Special Initiatives.
<b>Name &amp; Designation of the Investigating Officer, Station</b>	:	Dur Muhammad Rind, Director, R.O. Quetta. Ghulam Sarwar Brohi, Associate Advisor, R.O. Quetta.
<b>Brief Subject</b>	:	Delay In Payment Of Compensation In Lieu Of Land.
<b>Date when IO asked for report from Agency</b>	:	16-09-2022, 16-09-2022, 16-09-2022, 19-09-2022, 19-09-2022 & 19-09-2022.
<b>Date of Receipt of Agency's report in WMS</b>	:	22-09-2022.
<b>Number &amp; Dates of Hearing</b>	:	i) Number: Three (03). ii) Dates: 22-09-2022, 29-09-2022, 06-10-2022.
<b>Name and Designation of the Agency's Representative who attended the hearing</b>	:	Mr. Tahir Nazeer (Land Acquisition Officer), NHA Quetta.
<b>Whether the complainant attended the hearing?</b>	:	No.
<b>In case a nominee of complainant attended the hearing, his/her name</b>	:	No.

**THE COMPLAINT**

The (06) complaints listed below were lodged by the complainants, vide complaint numbers reflected against each, on the same issue and against the same Agencies (National Highways Authority (NHA) & Ministry of Planning Development & Special Initiatives) regarding non-payment of compensation in lieu of land, therefore, they have been clubbed:

S. No	Name of Complainant	Case No.
1.	Mr. Saaleh S/O Mir Muhammad, Kalat.	WMS-QTA/0006360/22
2.	Mr. Khuda Bakhsh, Kalat.	WMS-QTA/0006362/22
3.	Mr. Raheem Khan, Kalat.	WMS-QTA/0006364/22
4.	Mr. Mehboob Ali, Kalat.	WMS-QTA/0006395/22
5.	Mr. Din Muhammad, Kalat.	WMS-QTA/0006398/22
6.	Mr. Abdullah, Kalat.	WMS-QTA/0006404/22

2. The complainants asserted in their complaints that they are residents of Surab, Kalat and earn their livelihood from agriculture. The NHA, through the Deputy Commissioner acquired their agricultural lands for construction of road about four years ago. The road has been completed, but they still not have been paid



WMS-QTA/0006360/22, WMS-QTA/0006362/22  
 WMS-QTA/0006364/22, WMS-QTA/0006395/22  
 WMS-QTA/0006398/22, WMS-QTA/0006404/22.

compensation amount Rs. 857,097,442/- for their lands. They approached the Agencies and Deputy Commissioner, Surab several times, but no action has been taken so far by them, hence the complaints.

#### RESPONSE BY THE AGENCY

3. The Agency (NHA) submitted its reply vide letters dated 22-09-2022 wherein it was stated that an amount of Rs. 857,097,442/- on account of land compensation to area affectees of Surab – Bisma section-I N-85 would be deposited/placed before Land collector/ Deputy Commissioner Sikandarabad (Surab) after approval of revised PC-I from Executive Committee of the National Economic Council (ECNEC), as the same was not approved by the ECNEC in its meeting held earlier on 11-08-2021. The Agency (Ministry of Planning Development & Special Initiatives) was called upon to respond in the matter on 08-08-2022 & 26-08-2022, but no response was received from the Agency.

#### POINTS AT ISSUE

4. The point at issue is whether the complainants were entitled to the relief as sought?

#### HEARING PROCEEDINGS

5. Hearings were held on the dates mentioned above. The representative of the Agency (NHA) Mr. Tahir Nazeer, Land Acquisition Officer appeared, whereas the Agency (Ministry of Planning Development & Special Initiatives) remained absent during the course of hearings. It has been observed during the hearings and through examination of record that funds to the tune of Rs.1486.36 million were allocated for land compensation in original PC-I and the construction of road N-85 was carried out against the same allocation made in the PC-I. The Agency has completed the construction of the road about 5 years ago and the road has also been inaugurated in the year 2017 by the then Prime Minister. The Agency had paid land compensation to the affectees of Kharan and Panjgur Districts ignoring the affectees of Sikandarabad (Surab) district completely. The Agency has delayed the matter for 3 to 4 years before taking it up with ECNEC despite the fact that all formalities were completed for payment of compensation.

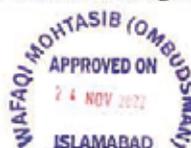
#### FINDINGS/RECOMMENDATIONS

6. It is evident that the Agency (NHA) did not properly follow the Land Acquisition (L.A) Act, 1894, and delayed the matter for 05 years without any cogent reason notwithstanding the fact that according to Section 4(3) of Land Acquisition (L.A) Act, 1894, the Agency was required to pay all necessary damages at the time of Acquisition. Section 4(3) of the Act ibid states as follows:

*"The officer so authorized shall at the time of such entry pay or tender payments for all necessary damages to be done..."*

The Agency violated this rule and failed to pay the compensation which amounts to maladministration on its part.

7. It is also clear that the NHA failed to take up the matter with the Ministry of Planning, Development & Special Initiatives well in time to seek approval of ECNEC in order to clear the outstanding dues of the complainants, which amounts to mal administration on the part of the agency. As per the reply submitted by the NHA vide its letter No. 4(67-102) PC/ T&C /2010 dated 24, August 2022 the Ministry of Planning Development & Special Initiatives had taken up the case in question for approval of ECNEC, but since the complainants' case was referred to the Ministry of Planning Development & Special Initiatives belatedly after the completion of the said project, the same was returned by the ECNEC with the following remarks:



WMS-QTA/0006360/22, WMS-QTA/0006362/22  
WMS-QTA/0006364/22, WMS-QTA/0006395/22  
WMS-QTA/0006398/22, WMS-QTA/0006404/22.

“The case involves approval on ex-post facto basis, for which ECNEC has already decided in its meeting held on 28<sup>th</sup> August, 2013” as follows:

*‘In future, no proposal for ex-post factor approval for projects should be brought before ECNEC for consideration’.*

“Keeping in view the above stated position the project was returned to the sponsors”

8. In view of the above, it is concluded that the complainants cannot be deprived of their legitimate claim for compensation in lieu of their acquired land; and both the Agencies viz NHA & Ministry of Planning Development & Special Initiatives are responsible for the inordinate delay in processing of the claim resulting in non payment of compensation to the complainants which is tantamount to mal-administration under Article 2(2) of the President’s Order No.1 of 1983. Consequently, the complaints are accepted in terms of Regulation 23(4) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 and it is recommended that:

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- I. The Ministry of Planning Development & Special Initiatives should make sure that the matter is included in the agenda for the next meeting of the ECNEC for an early decision.
- II. The Agency (NHA) should initiate inquiry against the delinquent officials who inordinately delayed the matter for 05 years.

9. Compliance shall be reported within 30 days of the receipt of a copy of these findings or reasons for non-compliance shall be intimated to the Wafaqi Mohtasib in terms of Article 11 (2) of P.O No. 1 of 1983.

10. The party aggrieved of the findings may opt either to file a review petition before the Ombudsman or a representation before the President within 30 days of receipt of a copy of these findings. This period of limitation shall be reckoned from the date of receipt of the findings by the parties. If the option of review petition is exercised by the aggrieved party and the findings are upheld, the aggrieved party shall be barred to file a representation before the President.

(EJAZ AHMAD QURESHI)  
WAFaqi MOHTASIB (OMBUDSMAN)





## WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

**FINDINGS**

Complaint No	:	WMS-DIK/0000527/22	
Date of Registration	:	08.02.2022	
Name & Address of the Complainant	:	MUHAMMAD YAQOOB S/O FAZAL-UR-REHMAN R/O HABIB GARDAN COLONY D.I.KHAN.	
Name of the Agency Complained Against	:	Peshawar Electric Supply Company (PESCO)	
Name of the Investigating Officer	:	Imran Khan, Investigation Officer, R.O. D I Khan	
Subject of Complaint	:	<b>MAL-ADMINISTRATION IN PRESCRIBED PROCEDURE OF BILLING REFERENCE NO.13 26663 0757311 U.</b>	
Date when Report called from Agency	:	08.02.2022	<b>APPROVED ON</b>
Date of Receipt of Complete Report	:	28.02.2022	<b>07 APR 2022</b> Wafaqi Mohtasib (Ombusman)
Number & Dates of Hearing	:	i) Number: 01 ii) Dates: 28.02.2022	
Name and Designation of the Agency's Representative who attended the hearing	:	Hafiz Nisar Ahmad, SDO, Mandhra Sub Division, PESCO, D.I.Khan	
Whether the complainant attended the hearing?	:	Yes	
Date of Draft Findings	:	25.03.2022	

**THE COMPLAINT**

The complainant, a domestic consumer bearing Ref No.13-26663-0757311-U with a sanctioned load of 01-KW under the A-1a(01) tariff, filed the present complaint against mal-administration of PESCO, Mandhra Sub Division, D.I.Khan. He stated that he is a law abiding citizen and was neither involved in theft of electricity nor in tampering the meter but the Agency had charged him unjust detection bills, added to his electricity bill of Rs.94,766/- for the month of Jan-2022 which he was unable to pay. He requested for remission of detection bills and correction of impugned electricity bill.

**REPORT OF THE AGENCY**

2. The Agency (Mandhra Sub Division, PESCO, D.I.Khan) was asked to submit a detailed report in the case. The Agency reported vide letter No.111 dated 28.02.2022, that the complainant was charged detection bills in 03/2021 for 876 units @01-KW for 06 months, on account of "Meter Tampered", in 06/2021 for 876 units @01-KW for 06 month and in 12/2021 for 1314 units @1.5-KW for 06 months, on account of "Direct Use" of electricity.

**COMPLAINANT'S REJOINDER**

3. The complainant did not submit any rejoinder and relied upon the contents of his complaint.

**POINTS AT ISSUE**

4. Whether the Agency has charged the complainant in accordance with laid-down procedure or any mal-administration is involved?

**HEARING PROCEEDINGS**

5. Hearing in the instant complaint was held on 28.02.2022 in order to determine mal-administration on part of Agency in the billing procedure. Both the parties were present and heard. The complainant contended that the Agency charged him detection bills which were illegal & unlawful. Conversely, representative of the Agency argued that site inspections were carried out and consumer's electric meter was found "tampered" and he was also caught red handed while using electricity directly from PVC, therefore, detection bills were raised accordingly to recover the losses incurred due to illegal abstraction of electricity. However, representative of the Agency was asked whether the impugned meter of the complainant was secured without removing it in the presence of consumer or his representative and whether photos/videos were recorded as theft of electricity, to which he had no plausible reply and remained silent. The Agency's representative submitted that connected load of the complainant was found on normal side and no sign of theft was found during site inspection.

**FINDINGS**

6. Perusal of available record, arguments advanced during the hearing and applicable law, it has been observed that detection bill was charged to the complainant in 03/2021 on allegation of "meter tampered" but in this regard, there was nothing on the record to show that the Agency had followed the required procedure prescribed in paras 9.2.2 & 9.2.3 of Chapter 9 of the Consumer Service Manual, 2021 before charging the detection bill. Similarly, neither the impugned meter was secured without removing it, in the presence of occupier of the premises nor any check meter was installed to ascertain accuracy of the impugned meter. Moreover, the Agency could not submit any conclusive documentary evidence, photos or videos to establish illegal abstraction of energy by the complainant. Furthermore, in such case, once illegal abstraction is confirmed, notice shall be issued and the reply of the consumer be examined. If the reply is not convincing or no reply received or if the allegations as levelled are proved, SDO/AM(O) with the approval of the XEN/DM(O) will immediately serve a detection bill for unclaimed energy limited to the period of three billing cycles and upto six months with the approval of CEO or his authorized committee. From the documents provided by the Agency it has not been established that the procedure laid down in the Consumer Service Manual, 2021 for establishing illegal abstraction of electricity has been followed in true letter and spirit.

APPROVED ON

07 APR 2022

Wafaqi Mohtasib (Ombudsman)

7. The billing statement of the complainant's account provided by the Agency during hearing is as under:-

Billing Month	No. of Units(KWh) consumed	
	Corresponding Period 09/2019 – 02/2020	Disputed Period 09/2020 – 02/2021
September	242	218
October	280	180
November	208	146
December	288	241
January	599	232
February	0	192
<b>Total</b>	<b>1617</b>	<b>1209</b>
Average per month	270	202

8. The above table depicts the consumption of the complainant connection as under:-

- Consumption of the complainant during the disputed period i.e from Sep,2020 to Feb,2021 = **1209** Units(Average monthly= **202** units)
- Consumption of the complainant in corresponding months of previous year i.e from Sep,2019 to Feb,2020 = **1617** Units (Average monthly = **270** units)

9. The above billing record reveals that consumption of the complainant's account during the disputed period from 09/2020 to 02/2021 was lower as compared to the consumption recorded in the corresponding months of the previous year but does not support the version of the Agency that the complainant was involved in theft of electricity. Thus, the detection bill was charged to complainant merely on conjectural basis without proper verification on allegation of "meter tampered" and liable to be revised.

10. In the instant complaint, two detection bills were charged to the complainant in 06/2021 & 12/2021 on allegation of "direct use" of electricity but neither any information of such offence is provided to the police in writing by Grade 17 Officer nor the device, contrivance or case property, allegedly used in the direct use has been taken into possession or produced before this forum. There is also no claim of disconnection of electricity, meaning thereby that the Agency has failed to comply with the instructions, contained in paras 9.1.1 & 9.1.2 of Chapter 9 of the Consumer Service Manual 2021. Further, the Agency could not submit any conclusive documentary evidence, photos or videos to establish illegal abstraction of energy by the complainants through direct supply as mandatory under Chapter 09, para 9.1.4 of the Consumer Service Manual, 2021. Additionally, the procedure prescribed for such cases by the Agency, in its Circular No.1464-99/M(P)/GMCS/DD/(R&CP)/56217, dated 26/10/1999, has also not been complied with, in as much as, the detection bills have not been prepared on the prescribed proforma and the notices on the prescribed format have also not been served on the consumer. Thus, the Agency has not complied with the relevant law/rules and procedure and the detection bills charged on the allegation of "direct use" are also liable to be revised.

APPROVED ON

07 APR 2022

Wafaqi Montasib (ombudsman)

11. Cumulative result of the above discussion is that the Agency has charged detection bills to the complainant arbitrarily, unlawfully and without adopting established procedure and has committed mal-administration in terms of Article 2 (2) of President's Order No. 1 of 1983. Consequently, this complaint is accepted under Regulation 23 (4) of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

**RECOMMENDATIONS FOR IMPLEMENTATION**

12. In view of the above facts and circumstances, the Agency is hereby advised:-
- i. To consider the matter and adopt proper procedure/rules/regulation which were violated by it, resulting in maladministration which caused the complaint;
  - ii. To provide appropriate relief to the complainant in accordance with the above policy of the Agency and provisions of Consumer Service Manual.
  - iii. Compliance be reported within thirty (30) days of the receipt of the Findings or reasons for not doing so in terms of Article 11(2) of President Order No. 1 of 1983.

13. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

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**(EJAZ AHMAD QURESHI)**  
**WAFAQI MOHTASIB (OMBUDSMAN)**  
APPROVED ON  
**07 APR 2022**  
Wafaqi Mohtasib (Ombudsman)



**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

**FINDINGS**

<b>Complaint No</b>	:	WMS-HQR/0010267/22
<b>Date of Registration</b>	:	28.10.2022
<b>Name &amp; Address of the Complainant</b>	:	<b>MR. KHALID MEHBOOB</b> , HOUSE NO. 25, STREET NO. 25, JINNAH GARDEN, ISLAMABAD.
<b>Name of the Agency complained against</b>	:	ACCOUNTANT GENERAL PAKISTAN REVENUES (AGPR).
<b>Name &amp; Designation of the Investigating Officer, Station</b>	:	<b>ARSHAD MAHMOOD CHEEMA</b> , ADVISOR, H.O. ISLAMABAD.
<b>Brief Subject</b>	:	<b>UNDUE DELAY IN REIMBURSEMENT OF MEDICAL CHARGES.</b>
<b>Date when IO asked for report from Agency</b>	:	31.10.2022
<b>Date of Receipt of Agency's report in WMS</b>	:	17.11.2022
<b>Number &amp; Dates of Hearing</b>	:	i) Number: 02 ii) Dates: 08.11.2022 and 17.11.2022
<b>Name and Designation of the Agency's Representative who attended the hearing</b>	:	Raja Faisal, Senior Auditor /Representative of the Agency.
<b>Whether the complainant attended the hearing?</b>	:	Yes
<b>In case a nominee of complainant attended the hearing, his/her name</b>	:	---



**THE COMPLAINT**

Precisely, Mr. Khalid Mehboob, has filed the above referred complaint against the ACCOUNTANT GENERAL PAKISTAN REVENUES (AGPR)/Agency, asserting therein that he is a retired officer from the Agency. He submitted his claim for reimbursement of medical charges to the Agency, duly verified by the PIMS. In response, the Agency, vide letter No. Admn-II/PF/Senior AV/15580 dated 17.05.2022, asked him to submit "computerized cash memos" for admission of his claim. The complainant has challenged the propriety and legality of the above letter dated 17.05.2022, with the assertion that the rules making authority in this case is the M/o National Health Services, which has not imposed any bar in admission of manual cash memos. The Agency is not a rule making authority nor can it amend the rules of parent ministry referred to above, therefore, the condition of submission of computerized cash memos is not only against the policy but this too is not practicable as majority of the Medical Stores issue manual cash memos. By these submissions, the complainant has alleged that non acceptance of manual cash memos is an act of maladministration and high-handedness on part of the Agency.

**REPORT OF THE AGENCY**

2. The Agency, vide its letter No. Legal-II/WMS-HQR/10267/22/2065 dated 17.11.2022, submitted that it has issued instructions, vide Circular No. Admn.II/Misc.Circular/2010-11/15570 dated 14.05.2022, for the submission of computerized medical bills, instead of manual cash bills/receipts, to avoid fake medical billing, as the manual bills can easily be tampered. However, there is no such provision in law regarding submission of computerized cash memos for reimbursement of medical bills. So far as the question of claim of complainant is concerned, his bill, pertained to the period prior to the issuance of above circular, therefore, has since been passed. Grievance of the complainant, therefore, had been redressed.

**HEARING PROCEEDINGS**

3. Hearings were held on 08.11.2022 and 17.11.2022. Both the parties attended the proceedings and reiterated their stances as incorporated in their respective pleadings.

**FINDINGS**

4. There are two issues in this complaint. Firstly, sanction of reimbursement claim of medical charges of the complainant and secondly, rationality and practicability of the circular dated 14.05.2022, referred to in Para 2 supra.

5. As regards the first issue, the Agency has stated that since bill of the complainant pertained to the period prior to the issuance of circular dated 14.05.2022, therefore, his bill has since been passed as such his grievance had been redressed. The complainant acknowledged the Agency's stance on this core.

6. The second issue pertains to the authority of the Agency in imposing any bar, as is mentioned in the circular dated 14.05.2022. There is no denying the fact that in such like matters, rule making authority is the M/o National Health Services and not the Agency. There is no such bar in the rules made by the M/o National Health Services. This bar has been imposed by the Agency itself, in order to avoid fake medical billing. It cannot be denied that submission of fake medical bills is rampant in our country but the question is that did the Agency had such legal authority to impose such a ban. The answer to this question has been given by the Agency itself, in its comments dated 17.11.2022, wherein it has categorically been admitted that there is no such provision in law regarding submission of computerized cash memos for reimbursement of medical claims. This positively reflects that the Agency itself imposed this ban, without any lawful authority. Moreover, the Agency failed to conduct survey that how many of the Medical Stores issue computerized cash memos. It also failed to identify the "renowned Medical Stores/Pharmacies". It is known to everyone that majority of the Medical Stores around the country do not issue computerized cash memos. Therefore, should the serving or retired civil servants roam in the cities to locate the renowned medical stores which issue computerized cash memos. In such an eventuality, it will amount to add serious agony in their lives. A person, who has no vehicle to travel, will be burdened with unnecessary travelling charges, in order to locate the unidentified so called renowned medical stores and purchase medicine and get the computerized cash memo, in order to prove his bonafides. Likewise, every serving or retired civil servant is not living in the developed towns where a few of the medical stores issue computerized cash memos. It appears that before issuance of circular in question, the Agency failed to appreciate the above mentioned most relevant issues, therefore, the said circular appears to be defective, sketchy and bad in law.

7. In view of the above, while accepting the complaint under Regulation 23(4) of Wafaqi Mohtasib (Investigation And Disposal of Complaints) Regulations, 2013 the Agency is recommended as under:-

- i. to revisit the Circular No. Admn-II/Misc.Circular/2010-11/15570 dated 14.05.2022, in the light of the observations recorded in Para 6 Supra.

8. Compliance report be submitted to this Secretariat, within 30 days of receipt of Findings, in terms of Article 11(2) of the President's Order No.1 of 1983.

9. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

(EJAZ AHMAD QURESHI)  
WAFaqi MOHTASIB (OMBUDSMAN)





## WAFAQI MOHTASIB (OMBUDESMAN)'S SECRETARIAT

REVISED FINDINGS

Complaint No : ICR-SLI/0000043/21 & ICR-SLI/0000044/21  
 Date of Registration : 04.10.2021  
 Name & Address of the Complainant : Mr. Azhar Masih S/o Latif Mashi, Office No.13,  
 3<sup>rd</sup> Floor VIP Plaza I-8 Markaz, Islamabad.  
 Name of the Agency complained against : State Life Insurance Corporation of Pakistan  
 (SLICP)  
 Dr. Raania Ahsan, Advisor, H.O. Islamabad.  
 Name & Designation of the Investigating  
 Officer, Station :  
 Brief Subject : Maladministration in Payment of Policy Claim.  
 In attendance : Raja Abdul Wahced, Deputy General Manager  
 SLICP, Islamabad  
 Date of Findings in Original Complaint : 30.11.2021  
 Date of Registration of Review Petition by the  
 Agency /Complainant : 06.01.2022  
 Number & Date of Hearing : One: 16.02.2022  
 Name & Designation of the Investigating  
 Officer, if different from(v) : Raja Akhlaq Hussain, Advisor.  
 Syed Qamar Mustafa Shah, Associate Advisor

APPROVED C\*

07 MAR 2022

Wafaqi Mohtasib (Ombudsman)

GIST OF ORIGINAL FINDINGS / RECOMMENDATIONS

The above mentioned complaints are identical in nature therefore, decided in club findings. The complainant Mr. Azhar Masih, lodged a complaint against State Life Insurance Corporation of Pakistan (SLICP) regarding maladministration in payment of Policy claim of his late wife (CNIC No. 37405-0336772-6) who bought a policy from SLICP (policy No. 6039831490) on 21 December 2017 and died on 1<sup>st</sup> April 2019. The complainant submitted claim application in 2019 along with all the documents and certificates but the Agency after 2.5 years rejected the claim on the plea that at the time of death, his wife was ill whereas she was not ill and there was no serious medical problem with her. He approached the concerned office of Agency several times personally for redressal of his grievance but no action was taken by the Agency.

2. The Agency in its written report dated 13.10.2021 stated that late Sumaria Azhar purchased the subject life insurance policy by signing the contractual Non Proposal Form/Declaration on 08.12.2017 having following particulars:-

OCCUPATION	Staff Nurse KRL Hosp. Islamabd
AGE	36-years
Sum Assured	Rs.2000000/-
Table & Term of Policies	03 (Endowment Plan) / 20 years
Date of Issue	21/12/2017
Last Premium Paid	21/12/2018

The Agency further submitted that policy holder died on 01.04.2019 due to Hypoxic Brain Injury sec, Aspirational Phenomonia and Cardiac Arrest at KRL Hospital Islamabad after a period of just 1 yrs-03 months-10 day since date of issue of the policy. The evidences collected during the claim examination proved that deceased was suffering from Chronic Diabetes & Cholethiasis etc much before applying for issuance of life insurance policy but the deceased concealed 'material information' at aforesaid proposal signing stage of the policy and declared herself with mala-fide intentions as in good health;

- KRL Hospital Islamabad Discharge Slip shows that she remained admitted there from 01.03.2017 to 08.03.2017 due to complication Type-II DM, Iron Deficiency & Cholethiasis etc.
- KRL Hospital Discharge Slip shows that she again remained admitted there from 13.03.2017 to 16.03.2017 due to Acute Pancreatitis complications.

She remained on 'medical leave' periodically since Oct-2016 till 19.09.2018 due to various diseases (the KRL Hosp. didn't communicate the medical certificates and leave applications due to secrecy reasons). During this critical period of her illness, she purchased this life insurance policy. She did not disclose her health condition and declared herself free from all sort of medical conditions.

The contract of insurance is of Utmost Good Faith, and the proposer should disclose all facts (material information) relating to his/her age, occupation, pastime, history of health and present state of health and all other facts, which could have veering on the decision of granting life cover. Any concealment or mis-statement of such facts renders the contract of life insurance void and ineffective and entitles the insurer to repudiate its liability. The truthfulness of the statement given in the Proposal Form was pre-condition for enforcement of the obligation of the Corporation. Since the life proposed (the deceased) blatantly lied about her state of health, the Corporation is justified in avoiding its liability. Section 19 of Contract Act 1872 provides that acceptance of life insurance policy by misrepresentation make the contract voidable. The stated evidences collected from the hospitals proved that the deceased did not disclose any material information about her health at the time of issuance of the said policy and had she disclosed the material facts, Agency would have denied the acceptance of insurance coverage. In this connection reliance is placed on the order No. 8(272)PS/Legal/2000 dated 16.10.2000 passed by the Hon. President of Pakistan on Agency's representation dated 22.08.2000 in complaint No. P/4266/99 inter-alia; "since it was proved that the deceased concealed material facts regarding her state of health at the time of issuance of the policy therefore, claim was rightly repudiated". Moreover, the deceased and the complainant (husband) were also insured under another life Insurance Policy No.603630709-0 issued under Jeevan Sathi Joint Life Plan for 20 years, commenced from 07.03.2013 and Last Premium was paid on 07.03.2014. Since then no premium was paid due to which the policy became Auto Paid Up. The Death Claim Liability of Auto Paid Up Sum Assured of Rs.14717/- has been admitted in favor of the surviving spouse (husband / the complainant). Accordingly a Death Claim Discharge Voucher of Rs.14717/- dated 20.08.2021 has been issued to the complainant for completion.

3. Hearings were attended by both parties and heard.

4. The record showed that deceased was a patient of Chronic Diabetes Type-II etc from pre-insurance period which she did not disclose at the time of issuance of the policy, and the policy holder died on 01.04.2019 due to Hypoxic Brain Injury, Aspirational Phenomonia and Cardiac Arrest at KRL Hospital Islamabad after a period of just 1 yr-03 months-10 day since date of issue of the policy.

APPROVED ON  
07 MAR 2022

Wafaqi Mohtasib (Ombudsman)

5. Policy continued for more than one and a half year and Agency received premium and never raised any objection meaning thereby that it had faith on the information provided by the life insured. The charge of non-disclosure is quashed by Exception to Section 19 of the Contract Act 1872 which envisages "if such consent was caused by misrepresentation or by silence, fraudulent within meaning of Section 17, the contract, nevertheless, is not voidable, if the party whose consent was so caused, had the means of discovering the truth with ordinary diligence. The above exception clearly indicates that the Agency has no right to take advantage of the law.

6. The President on appeal by the Agency in complaint No. M/3179/2016 vide No. 140/WM/2017 dated 05-05-2017 termed that DM and HTN have become a normal feature of recent times and have been considered to be a manageable medical condition. Insurers may not be allowed to take advantage of such a situation to deny rightful claim of policyholders.

7. The Honorable Lahore High Court Lahore vide judgment 2009 CLD 1666 Lhr observed as under:-

*....plea of the Company that as per medical certificate produced by the plaintiff insurer was patient of hypertension, diabetes, mellitus.... Such ailment of insurer could not be called as exceptional reasons... majority of people having such ailments by remaining more careful in their life time lived either for decades or longer than people not having such diseases.... Concealment of such disease could not be termed as done fraudulently....*

8. Foregoing in view, the Agency failed to substantiate its stance, therefore, process of repudiation of death claim was arbitrary and oppressive; so amount to mal-administration as defined under Article 2(2) of P.O. No.1 of 1983. Consequently, the complaint under Regulation 23 (4) of Wafaqi Mohtasib (Investigation & Disposal of Complaints), Regulations, 2013 was accepted. The Agency was advised to settle the matter and provide appropriate relief to the complainant in accordance with its policy, procedure, rules and regulations within 30 days.

#### **REASONS FOR RECONSIDERATION**

9. The Agency requested for review of the above Findings by reiterating its earlier stance quoting the decision taken by the President in similar cases in the year 2002 and adding that the replies given by the complainant in the proposal form were diligently evaluated; there were no omissions on the part of SLICP; and there were no ordinary means of discovering the truth. The Agency also referred to Section 79 and 75 of the Insurance Ordinance, 2000 in support of its repudiation of the claim.

#### **POINT AT ISSUE**

10. Whether the review petition filed by the Agency is tenable?

APPROVED ON  
07 MAR 2022

#### **HEARING PROCEEDINGS**

Wafaqi Mohtasib (Ombusman)

11. The hearing held on 16.02.2022 was attended by both the parties. The Agency reiterated the earlier stance taken in the review petition and added that the deceased policy holder was suffering from multiple ailments and remained under treatment in KRL Hospital Islamabad in 2017 due to acute Pancreatitis complications. He further informed that the deceased policy holder also remained on medical leave since October 2016 to September 2018, however did not communicate the medical certificates due to secrecy reason. He stated that she intentionally

concealed the material facts regarding her health conditions at the time of purchasing that Life Insurance Policy and declared herself as healthy. The complainant negated the stance of the Agency that the deceased policy holder was having pre-insurance ailment. He also produced a copy of death certificate issued by the KRL hospital, Islamabad wherein it was declared that the deceased policy holder died of Cardiac arrest.

#### **REVISED FINDINGS**

12. Mal-Administration on the part of the Agency is evident as at the time of issuance of insurance policy, the Sale Manager Mr. Fiaz Joseph, Code No. 830487 Rawalpindi Zone of the Agency certified on the purchase form that the health condition of the proposed policy purchaser was good. As per Death Certificate, the deceased policy holder died of cardiac arrest on 01.04.2019. The hospital record clearly shows that the deceased was admitted in the hospital on 31.03. 2019 and was given treatment against heart attack and not against the complications of diabetes etc. The Agency needs to fulfill its contractual obligation by making payment of the full policy claim to the complainant. The Agency should also look into its procedures for issuance of medical and non-medical policies so that claims of good health or otherwise are duly filtered at the proposal stage and remove its lapses and create an environment which may be favourable to the policy holder.

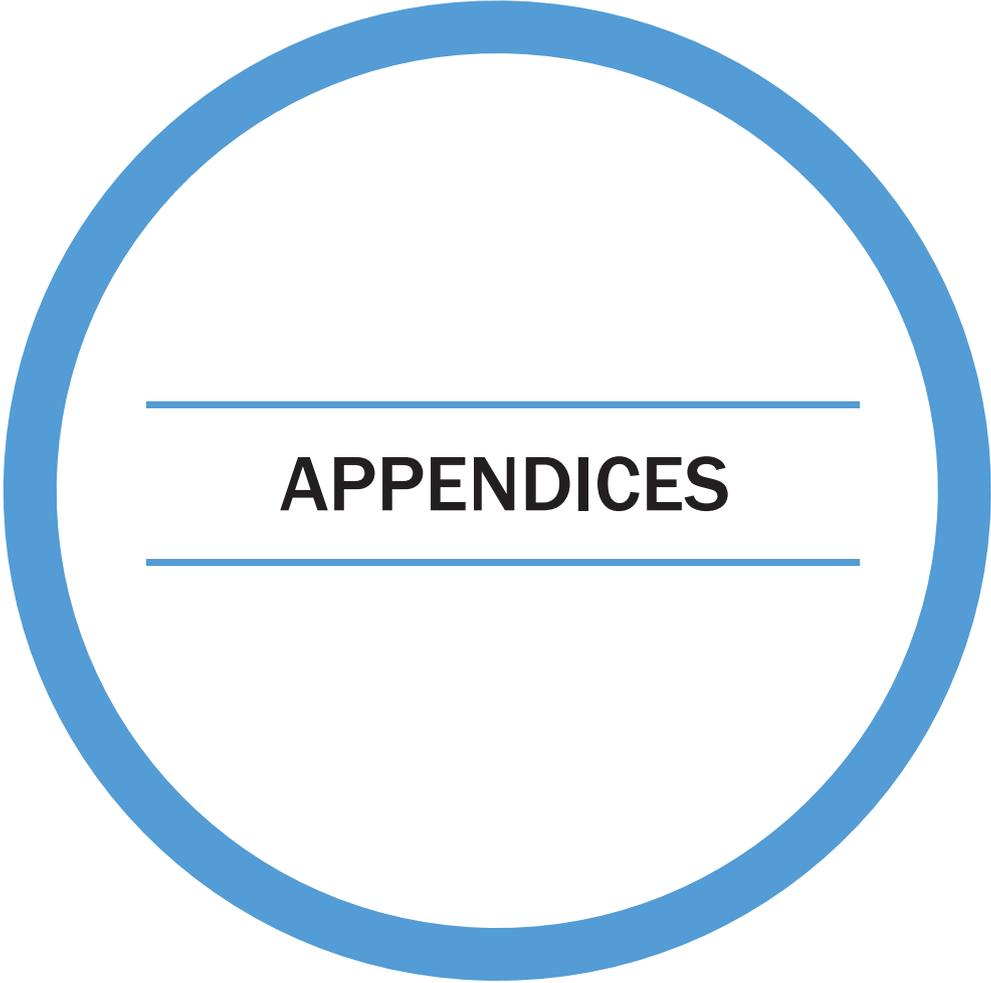
#### **FINAL RECOMMENDATIONS FOR IMPLEMENTATION**

13. In the light of the facts enunciated above, the review petition filed by the Agency is rejected being devoid of merit and the original findings dated 30.11.2021 are upheld.
14. In case, the Agency continues to be aggrieved by these final recommendations, it may, if it so desires, prefer a representation to the President under Article 32 of P.O. No. 1 of 1983, within thirty days of the receipt of a copy of the final recommendations.

  
(EJAZ AHMAD QURESHI)  
WAFaqI MOHTASIB (OMBUDSMAN)

APPROVED ON  
07 MAR 2022

Wafaqi Mohtasib (Ombudsman)



**APPENDICES**



## OUR TEAM

- **Mr. Afzal Latif, Secretary, Wafaqi Mohtasib Secretariat**

He served as Secretary, Establishment Division and Secretary, Ministry of Human Rights and the Ministry of Industries & Production.

- **Lt. (Retd) Ejaz Ahmad Khan, Secretary Wafaqi Mohtasib Secretariat**

He served as Secretary Incharge, Kashmir Affairs and Gilgit Baltistan Division. He retired on superannuation on 04. 08.2022.

## HONORARY ADVISORS

1. **Justice (R) Muhammad Raza Khan, Senior Advisor, Head Office, Islamabad**  
He served as Secretary, Law & Justice and Chief Justice, Peshawar High Court.
2. **Mr. Shaukat Hayat Durrani, Senior Advisor, Head Office, Islamabad**  
He served as Federal Secretary, Ministry of Religious Affairs, Ministry of Population Welfare & Member, Punjab Public Service Commission.
3. **Mr. Ahmed Farooq, Senior Advisor, Head Office, Islamabad**  
He served as Secretary to the President and Member, Federal Public Service Commission.
4. **Ms. Viquar Un Nisa Hashmi, Advisor, Head Office, Islamabad**  
She is a Legal/ Human Rights Expert serving as Grievance Commissioner for Children and Transgender/ Focal Person, Wafaqi Mohtasib Secretariat, Islamabad.
5. **Mr. Muhammad Arif, Associate Advisor, Regional Office, Karachi**  
He served as Resident Engineer/ Secretary, Quaid-i-Azam Mazar Management Board.
6. **Mr. Muhammad Waqas Raja, Legal Consultant, Head Office, Islamabad**  
He is an advocate, High Court and practicing since 2015.

## SENIOR ADVISORS/INVESTIGATING OFFICERS

1. **Raja Raza Arshad, Senior Advisor, Head Office, Islamabad**  
He served as Federal Secretary, Ministry of Women Development, Senior Member, Prime Minister's Inspection Commission and Additional Secretary, Ministry of Environment.
2. **Mr. Muhammad Ayub Tarin, Senior Advisor, Head Office, Islamabad**  
He served as Additional Auditor General of Pakistan, Additional Finance Secretary and Accountant General Pakistan Revenue, Islamabad.
3. **Syed Anwar Haider, Senior Advisor, Regional Office, Karachi**  
He served as Federal Secretary (Senior Member), Board of Revenue (BS-22) and Additional Chief Secretary, Home & Prison Department, Sindh.
4. **Amb. (Retd) Abdul Moiz Bokhari, Senior Advisor, Head Office, Islamabad**  
He served as Special Secretary, M/o Foreign Affairs & Assistant Secretary General, Organization of Islamic Cooperation (OIC), Jeddah.

- 5. Ms. Raana Seerat, Senior Advisor, Head Office, Islamabad**  
She served as Member (Audit) in Federal Board of Revenue and Chief Commissioner, Large Taxpayers Unit, Islamabad.
- 6. Mr. Abdul Hameed Razi, Senior Advisor, Regional Office, Lahore**  
He also served as Member (Incharge), Wafaqi Mohtasib Secretariat, Regional Office, Lahore.
- 7. Ms. Seema Shakil, Senior Advisor, Regional Office, Karachi**  
She served as Member, Inland Revenue, FBR and Advisor (Incharge), Federal Tax Ombudsman, Karachi.

### ADVISORS / INVESTIGATING OFFICERS

- 1. Mr. Javaid Akhtar Sheikh, Advisor, Head Office, Islamabad**  
He served as Additional Secretary, Ministry of Railways and Additional Secretary, National Assembly Secretariat, Islamabad.
- 2. Mr. Sangi-Marjan Mahsud, Commissioner-Informal Resolution of Disputes (IRD), Regional Office, D.I.Khan**  
He served as Chief Secretary, Northern Areas (GB) and Secretary to Chief Minister, KPK.
- 3. Mr. Shahid Humayun, Advisor, Head Office, Islamabad**  
He served as Additional Secretary and Joint Secretary, Cabinet Division, Islamabad.
- 4. Syed Zakir Hussain, Advisor, Regional Office, Karachi**  
He served as Chairman, Enquiries and Anti Corruption Establishment, Sindh and Additional IGP on various positions in Sindh Police.
- 5. Mr. Saqib Aleem, Advisor, Regional Office, Lahore**  
He served as Additional Secretary, Ministry of Law & Justice and Wafaqi Mohtasib Secretariat, Islamabad.
- 6. Mr. Shahid Latif Khan, Advisor, Regional Office, Gujranwala**  
He served as Director General, TDAP, NAVTTC and Intellectual Property Organization and Executive Director General, Ministry of Commerce.
- 7. Mr. Muhammad Misbah, Commissioner-Informal Resolution of Disputes (IRD), Regional Office, Karachi**  
He served as Managing Director, National Security Printing Company, Ministry of Finance.
- 8. Mian Shuja ud Din Zaka, Advisor, Regional Office, Lahore**  
He served as Accountant General, Punjab.
- 9. Mr. Haroon Ahmed Khan, Advisor, Regional Office, Karachi**  
He served as Additional Secretary, Ministry of Religious Affairs & Interfaith Harmony and Secretary to Government of Sindh.
- 10. Mr. Badshah Gul Wazir, Advisor, Regional Office, Peshawar**  
He served as Provincial Ombudsman, KPK.
- 11. Mr. Fazal Karim Khattak, Advisor, Head Office, Islamabad**  
He served as Additional Chief Secretary, FATA and Secretary to Government of KPK.

- 12. Prof. Dr. Inam Ul Haq Javeid, Advisor, Head Office, Islamabad / Grievance Commissioner for Overseas Pakistanis**  
He served as Chairman Pakistan Academy of Letters, Federal Text Book Board and Managing Director, National Book Foundation.
- 13. Mr. Sohail Ahmad Khan, Commissioner-Informal Resolution of Disputes (IRD), Head Office, Islamabad**  
He served as Additional Secretary, Wafaqi Mohtasib Secretariat, Islamabad & Board of Investment.
- 14. Mr. Shahid Hussain Jilani, Advisor, Regional Office, Faisalabad**  
He served as Additional Secretary, National Assembly Secretariat.
- 15. Raja Akhlaq Hussain, Advisor, Head Office, Islamabad**  
He served as District and Sessions Judge and Secretary, Law and Justice Commission of Pakistan.
- 16. Mr. Arshad Mahmood Cheema, Advisor, Head Office, Islamabad**  
He served as District and Sessions Judge & Advisor/ Registrar, Federal Tax Ombudsman.
- 17. Mr. Mohammad Tanvir Mir, Commissioner-Informal Resolution of Disputes (IRD), Head Office, Islamabad**  
He served as District and Sessions Judge in various Districts of Punjab.
- 18. Ch. Abdul Hameed, Advisor, Regional Office, Multan**  
He served as District and Sessions Judge
- 19. Syed Saghar Hussain Zaidi, Advisor, Regional Office, Hyderabad**  
He served as District and Sessions Judge in different Districts and Special Courts of Sindh.

#### ASSOCIATE ADVISORS/INVESTIGATING OFFICERS

- 1. Qamar Mustafa Shah, Associate Advisor, Head Office, Islamabad**  
He served as Joint Secretary in the Cabinet Division.
- 2. Mr. Ghulam Sarwar Brohi, Associate Advisor, Regional Office, Quetta**  
He served as Director General, Trade Development Authority of Pakistan and Secretary to Chief Minister, Balochistan.
- 3. Captain (Retd.) Abdul Majeed Khan Niazi, Commissioner-Informal Resolution of Disputes (IRD), Head Office, Islamabad**  
He served as Joint Secretary, Ministry of National History & Literary Heritage.
- 4. Syed Ghazanfar Mehdi, Associate Advisor, Regional Office, Faisalabad**  
He served as Director General in Wafaqi Mohtasib Secretariat and CF & AO in Economic Affairs Division.
- 5. Dr. Mir Aijaz Hussain Talpur, Associate Advisor, Regional Office, Hyderabad**  
He served as Joint Secretary in Federal Government.
- 6. Kh. Saif Ur Rehman, Associate Advisor, Regional Office, Abbottabad**  
He served as Joint Secretary, M/o Interior and Narcotics Control.

7. **Mr. Muhammad Umar, Associate Advisor, Regional Office, Lahore**  
He served as Director General, Wafaqi Mohtasib Secretariat, Regional Office, Lahore.
8. **Mr. Riaz Ahmed Memon, Associate Advisor, Regional Office, Karachi**  
He served as Secretary, Sports & Youth Affairs Department, Planning and Development Department, Auqaf& Religious Affairs, Education and Special Secretary, Health & Education.
9. **Mr. Mumtaz Ahmed, Commissioner-Informal Resolution of Disputes (IRD), Regional Office, Peshawar**  
He served as Joint Secretary in Law & Justice Commission of Pakistan.
10. **Mr. Tariq Mahmood, Commissioner-Informal Resolution of Disputes (IRD), Regional Office, Lahore**  
He served as Secretary to Government of Punjab and Member, Board of Revenue, Faisalabad.
11. **Mr. Mahmood Javed Bhatti, Associate Advisor, Regional Office, Multan (PCS)**  
He served as Commissioner, Faisalabad.
12. **Mr. Riaz Hameed Chaudhary, Associate Advisor, Regional Office, Lahore (PPS)**  
He served as Chairman, LWMC and Managing Director, PSIC.
13. **Mr. Abdul Ghafoor Baig, Associate Advisor, Regional Office, Abbottabad**  
He served as Secretary, IPC (KPK) and Commissioner in various districts.
14. **Dr. Sheikh Imtiaz Ali, Associate Advisor, Regional Office, Hyderabad**  
He served as Director General (Faculty) in National Institute of Labor Administration Training.
15. **Mr. Ahmad Nawaz Lashari, Associate Advisor, Regional Office, Quetta**  
He served as Vice President/ Regional Business Head, Balochistan, United Bank Ltd.

### CONSULTANT/ INVESTIGATING OFFICERS

1. **Mr. Moinuddin A. Siddiqi, Consultant, Head Office, Islamabad**  
He served as Deputy Secretary, Prime Minister's Office, Islamabad.
2. **Mr. Muhammad Saqib Khan, Consultant/ Registrar, Head Office, Islamabad**  
He is the longest serving Consultant in the Wafaqi Mohtasib Secretariat.
3. **Syed Nabil Iqbal Gilani, Consultant, Head Office, Islamabad**  
He served as Deputy Director I.T in Wafaqi Mohtasib Secretariat.
4. **Ch. Salamat Ali, Consultant, Head Office, Islamabad**  
He served as Deputy Secretary in Senate Secretariat.
5. **Mr. Pervez Halim, Consultant, Head Office, Islamabad**  
He worked as Deputy Secretary in the Federal Government and also served on Protocol Sides.
6. **Mr. Khalid Saeed, Consultant, Head Office, Islamabad**  
He served as Project Management Specialist, Rural Support Program Network.

7. **Mr. Mushtaq Ahmed Awan, Consultant, Regional Office, Faisalabad**  
He served as Superintendent of various Central and District Jails.
8. **Mr. Shakil Ahmed, Consultant, Regional Office, Bahawalpur**  
He served as Director, Wafaqi Mohtasib Secretariat, Islamabad and Deputy Secretary in various Ministries.
9. **Mr. Jawed Ahmed, Legal Consultant, Regional Office, Karachi**  
He served as Private Secretary in Wafaqi Mohtasib Secretariat and an Advocate, High Court.
10. **Mr. Bakhtiar Gul, Legal Consultant, Regional Office, Peshawar**  
He served as Managing Director, FATA Construction Unit & Director, Irrigation & Hyderal Power, FATA.
11. **Mr. Jehanzeb Latif, Consultant, Regional Office, Swat**  
He served as Director in Wafaqi Mohtasib Secretariat.
12. **Mr. Arif Khan Kundi, Consultant, Regional Office, D.I. Khan**  
He worked as Advocate High Court – a Legal Expert.
13. **Mr. Asim Shahbaz Malik, Senior Law Officer, Head Office, Islamabad**  
He is a practicing lawyer and advocate High Court.
14. **Mr. Muhammad Khalid Naseer, Consultant, Head Office, Islamabad**  
He served as Audit Officer, Directorate General Audit Works (Federal), Islamabad.
15. **Mr. Iqbal Hussian Siddiqui, Consultant / Director, Head Office, Islamabad**  
He served as Private Secretary to the Advisor to the Prime Minister on National Security and Foreign Affairs.
16. **Mr. Gulzar Ahmed Butt, Consultant- Informal Resolution of Disputes (IRD), Regional Office, Lahore**  
He served as Senior Superintendent of Prisons.
17. **Mr. Abdul Moeed Khawaja, Consultant, Regional Office, Lahore**  
He served as Deputy General Manager, Habib Bank Ltd.
18. **Syed Sibte-e-Hassan, Consultant, Regional Office, Gujranwala**  
He is a retired PCS (BS-18) officer.
19. **Major Retd. Muhammad Ali Munim, Consultant, Regional Office, Sukkur**  
He served as Major in Pakistan Army, Dy. Director in WAPDA and has also worked in private sector.
20. **Mr. Khalid Sial, Consultant (Media & Public Relations), Head Office, Islamabad**  
He served as PRO/ Superintendent, Wafaqi Mohtasib Secretariat, Islamabad.
21. **Ms. Sahar, Consultant, Regional Office, Lahore**  
She has been serving in Wafaqi Mohtasib Secretariat since 2014.
22. **Mr. Zeeshan Nadeem, Part Time Legal Consultant, Regional Office, Lahore**  
He is an advocate and practicing since 2012.

- 23. Mr. Asghar Ali Awan, Assistant Registrar, Regional Office, Gujranwala**  
He served as Assistant Accounts Officer, Wafaqi Mohtasib Secretariat and Pakistan Military Accounts Department.
- 24. Mr. Muhammad Sohaib, Consultant, Regional Office, Bahawalpur**  
He is an advocate, High Court and practicing since 2013.
- 25. Ms. Anjum Bibi, Legal Consultant, Regional Office, Peshawar**  
She is an advocate and practicing since 2015.
- 26. Mr. Muhammad Adnan Khan, Consultant, Regional Office, Abbottabad**  
He is practicing lawyer of District Courts, Abbottabad.
- 27. Mr. Ahmed Waqas Khan, Investigation Officer, Regional Office, Quetta**  
He is serving as Investigation Officer since 18.05.2022.

## PROFILE OF REGULAR OFFICERS POSTED AT WMS, HEAD OFFICE & REGIONAL OFFICES

- 1. Mr. Muhammad Safdar, Director General, Head Office, Islamabad**  
He served as Director General, Immigration & Passports and Commissioner, Regional Tax Office, FBR, Rawalpindi.
- 2. Mr. Muhammad Ashfaq Ahmad, Director General, Head Office, Islamabad**  
He served as Additional Secretary in the Government of Azad Jammu & Kashmir.
- 3. Mr. Zeeshan Muhammad Khan, Secretary to Wafaqi Mohtasib, Head Office, Islamabad**  
He is serving as Secretary to Wafaqi Mohtasib since 02.11.2021.
- 4. Mr. Rashid Kamal ur Rehman, Director General, Regional Office, Lahore**  
He served as Director, Civil Services Academy, Lahore.
- 5. Mr. Waqar Ali Khetrn, Director General, Regional Office, Lahore**  
He served as Joint Secretary, Defence Division.
- 6. Mr. Muhammad Javed Ch., Director (Media), Head Office, Islamabad**  
He served as Public Relation Officer, NH&MP and serving as Director (Media).
- 7. Ms. Afshan Sabir, Director, Regional Office, Lahore**  
She served as Deputy Secretary, National Heritage & Culture Division.
- 8. Mr. Rashid Ahmad Sheikh, Director, Regional Office, Karachi**  
He is serving as Director in Wafaqi Mohtasib Secretariat.
- 9. Ms. Shahina Ahmed, Deputy Director, Regional Office, Karachi**  
She served as Deputy Secretary, Government of Balochistan.
- 10. Mr. Dur Muhammad, Director, Regional Office, Quetta**  
He served as Director, Social Welfare, Special Education & Human Rights Department.
- 11. Mr. Shahid Mahmood, Deputy Director, Head Office, Islamabad**  
He served as Assistant Director in Wafaqi Mohtasib Secretariat.

12. **Ms. Zariyab Mussarat, Deputy Director, Head Office, Islamabad**  
She served as Assistant Manager in Associated Press of Pakistan.
13. **Ms. Shamshad Roohi, Deputy Director, Head Office, Islamabad**  
She served as Assistant Director in Wafaqi Mohtasib Secretariat.
14. **Mr. Muhammad Nasarullah, Deputy Director, Head Office, Islamabad**  
He served as Deputy Director (Registration) in Wafaqi Mohtasib Secretariat, R.O Lahore.
15. **Mr. Fawad Hanif, Deputy Director, Head Office, Islamabad**  
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
16. **Ms. Bahleem Bilqees Jan, Deputy Director, Regional Office, Karachi**  
She is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
17. **Mr. Salahuddin, Deputy Director, Regional Office, Khuzdar**  
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
18. **Syed Ahmed Hussain Shah, Deputy Registrar, Regional Office, Peshawar**  
He is serving in Wafaqi Mohtasib Secretariat since 1991.
19. **Mr. Naqeeb Khan, Deputy Director, Regional Office, D.I. Khan**  
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
20. **Mr. Adnan Jadoon, Deputy Registrar, Regional Office, Sukkur**  
He served as Assistant Registrar in Wafaqi Mohtasib Secretariat, Islamabad.
21. **Mr. Nabeel Hasan Khan, Librarian, Head Office, Islamabad**  
He is serving as Librarian in Wafaqi Mohtasib Secretariat since 2011.
22. **Dr. Sohail Ahmad Phatak, Assistant Director I.T, Head Office, Islamabad**  
He is serving as MIS Expert in Wafaqi Mohtasib Secretariat since 2008.
23. **Mr. Adnan Ahmed, Senior Investigation Officer, Head Office, Islamabad**  
He is serving as Investigation Officer since 2019.
24. **Dr. Muhammad Zahid, Senior Investigation Officer, Regional Office, Bahawalpur**  
He is serving as Incharge/ Investigation Officer since 2019.
25. **Mr. Ahsan Nazar, Senior Investigation Officer, Head Office, Islamabad**  
He is serving as Investigation Officer since 2019.
26. **Mr. Kamran Maqsood, Investigation Officer, Regional Office, Hyderabad**  
He is serving as Investigation Officer since 2019.
27. **Mr. Ameer Muhammad, Senior Investigation Officer, Regional Office, Quetta**  
He is serving as Investigation Officer since 2019.

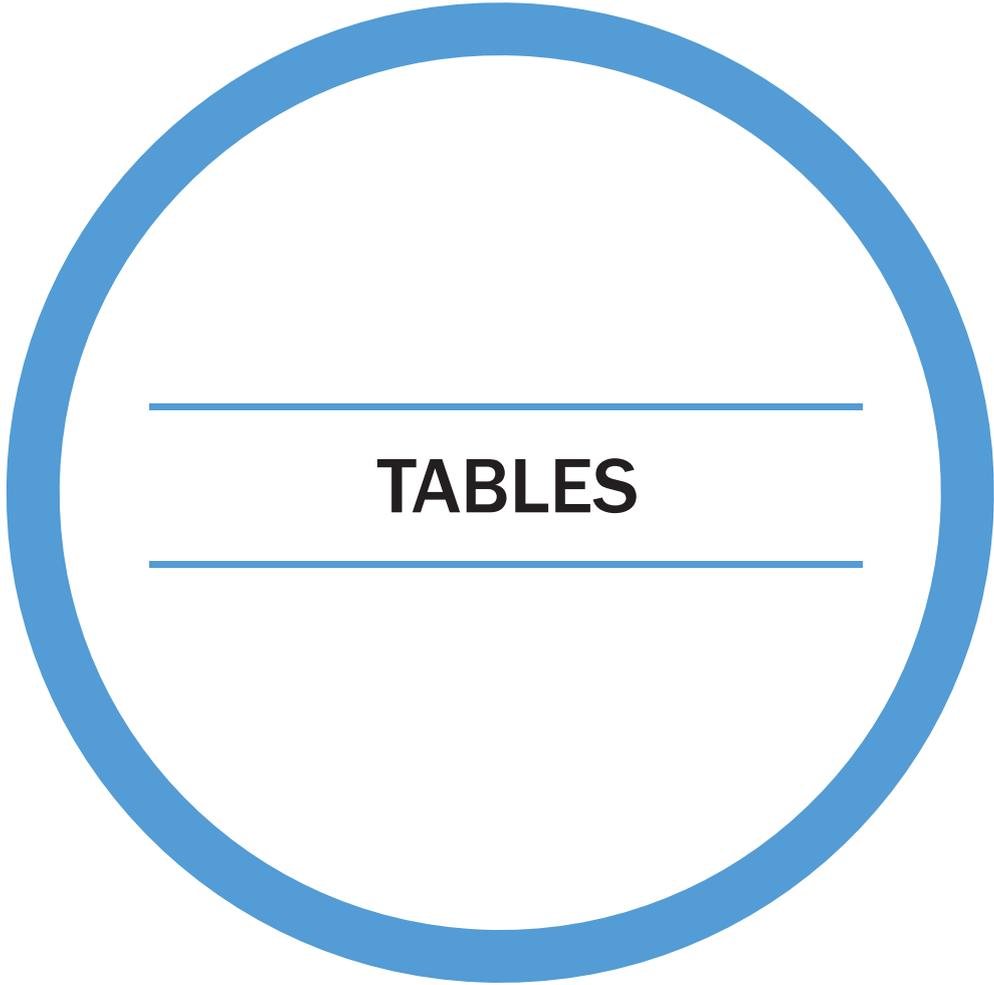
- 28. Rana Asif Nazeer, Senior Investigation Officer, Regional Office, Faisalabad**  
He is serving as Investigation Officer since 2019.
- 29. Mr. Imran Khan, Senior Investigation Officer, Regional Office, D.I.Khan**  
He is serving as Investigation Officer since 2019.
- 30. Mr. Mahmood Khan Mahay, Assistant Director, Regional Office, Multan**  
He served as Superintendent in M/o NHR&C.
- 31. Syed Mehmood Ali Shah, Assistant Director, Regional Office, Sukkur**  
He served as Engineer in PTCL and now posted as Incharge /Investigation Officer, Regional Office, Sukkur.
- 32. Mr. Shakeel Ahmed, Assistant Registrar, Regional Office, Bahawalpur**  
He served as Assistant Registrar in Regional Office, Peshawar.
- 33. Shahzada Allaudin Pirakzai, Assistant Registrar, Regional Office, Kharan**  
He served as Deputy Director (Acting)in National Commission for Human Development.

## CONTACT DETAILS

WAFaqI MOHTASIB SECRETARIAT, Head Office  
36-Constitution Avenue, Sector G-5/2, Islamabad.  
Tele No. 051-9213886-7 Fax No. 051-9217224

<p><b>1. REGIONAL OFFICE ABBOTABBAD</b> Room No. 06, District Government Secretariat, Abbottabad. Exchange # 0992-9310538, Fax No.0992-9310549 Email Address(General):- <a href="mailto:Ombuds.wmsroa@gmail.com">Ombuds.wmsroa@gmail.com</a></p>	<p><b>2. REGIONAL OFFICE, BHAWALPUR</b> House No.32-C, Model Town-A, Habib Bank Chowk Bahawalpur. Phone No.062-9255612 Fax No.062-9255614 Email Address(General):- <a href="mailto:Ombuds.wmsrob@gmail.com">Ombuds.wmsrob@gmail.com</a></p>
<p><b>3. REGIONAL OFFICE, D.I.KHAN</b> Plot No. 1, Survey No. 79, Quaid-e-Azam Road, Near GPO Chowk Cantt, D.I. Khan. Fax # 0966-9280256, Exchange #0966-9280164 Email Address(General):- <a href="mailto:ombuds.wmsrod@gmail.com">ombuds.wmsrod@gmail.com</a></p>	<p><b>4. REGIONAL OFFICE, FAISALABAD</b> Building No. W-10-P-20, Asif Street, New Civil Lines, Bilal Road, Faisalabad, Fax # 041-9201021, Exchange # 041-9201020, Email Address(General):- <a href="mailto:ombuds.wmsrof@gmail.com">ombuds.wmsrof@gmail.com</a></p>
<p><b>5. REGIONAL OFFICE, GUJRANWALA</b> Address: House No. 2, Khawaja Street, DC Road, Gujranwala. Fax No. 055-9330636, Exchange #055-9330616 Email Address(General):- <a href="mailto:Ombuds.wmsrog@gmail.com">Ombuds.wmsrog@gmail.com</a></p>	<p><b>6. REGIONAL OFFICE, HYDERABAD</b> State Life Building No.3, 6th Floor, Thandi Sarak, Hyderabad. Fax # 022-9201600, Exchange 022-9201606 Email Address(General):- <a href="mailto:ombuds.wmsroh@gmail.com">ombuds.wmsroh@gmail.com</a></p>
<p><b>7. REGIONAL OFFICE, KARACHI</b> Block 4-B Federal Government Secretariat, Saddar Karachi, Fax # 021-99202121, Exchange # 021-99202107, Email Address(General):- <a href="mailto:ombuds.wmsrok@gmail.com">ombuds.wmsrok@gmail.com</a></p>	<p><b>8. REGIONAL OFFICE, KAHARAN</b> Address: Commissioner Office District Kharan. Telephone No. 0847-510305 Telephone No: (92) 847-510305 Fax: (92)487-510306 <a href="mailto:Ombuds.wmsROK@gmail.com">Ombuds.wmsROK@gmail.com</a></p>
<p><b>9. REGIONAL OFFICE, KHUZDAR</b> Address: Commissioner Office, Session Court, Khuzdar Telephone No: 0300-2681375 <a href="mailto:salahuddinyousufzai@gmail.com">salahuddinyousufzai@gmail.com</a></p>	<p><b>10. REGIONAL OFFICE, LAHORE</b> State Life Building, 3rd Floor, 15-A Davis Road, Lahore. Fax # 042-99201021, Exchange 042-99201017-18, Email Address(General):- <a href="mailto:ombuds.wmsrol@gmail.com">ombuds.wmsrol@gmail.com</a></p>
<p><b>11. REGIONAL OFFICE, MIRPUR KHAS,</b> Adress Taluka, Shujaabad Complex Building, Digree Road Regional Office Mirpurkhas. Telephone No: 021-3407171 <a href="mailto:saghazaidi@gmail.com@gmail.com">saghazaidi@gmail.com@gmail.com</a></p>	<p><b>12. REGIONAL OFFICE, MULTAN</b> House No. 15C , Whdat Colony, Multan, Fax # 061-9330027, Exchange # 061-9330021, Email Address(General):<a href="mailto:ombuds.wmsrom@gmail.com">ombuds.wmsrom@gmail.com</a></p>
<p><b>13. REGIONAL OFFICE, PESHAWAR</b> 1<sup>st</sup> Floor Benevolent Fund Building, Peshawar Cantt, Fax # 091-9211571 , Exchange # 091-9211573 Email Address(General):- <a href="mailto:ombuds.wmsrop@gmail.com">ombuds.wmsrop@gmail.com</a></p>	<p><b>14. REGIONAL OFFICE, QUETTA</b> 1<sup>st</sup> floor Chamber of Commerce Zarghoon Road, Quetta- Cantt. Behind DG NADRA, Headquarter Quetta, Fax # 081-9202691, Email Address(General):- <a href="mailto:ombuds.wmsroq@gmail.com">ombuds.wmsroq@gmail.com</a></p>

<p><b>15. REGIONAL OFFICE, SAWAT</b>  Situating at Bungalow Near Backside Allah-o-Akbar Masjid, Opposite Hujra NGOs Organization Saidu Sharif Malakand-Swat. NWD Code 0946, Fax 0946-920051  <a href="mailto:jehanzeblatif@gmail.com">jehanzeblatif@gmail.com</a></p>	<p><b>16. REGIONAL OFFICE, SARGODHA</b>  Office of the Provincial Mohtasib (Punjab), PAF Road Near Circuit House,  Tel: 048-9330155  Fax: 048-9330156  <a href="mailto:ombuds.wmsros@gmail.com">ombuds.wmsros@gmail.com</a></p>
<p><b>17. REGIONAL OFFICE, SUKKUR</b>  House No. 107-A, Street-2, Near NADRA Office, Sindhi Cooperative Housing Society, Airport Road, Sukkur, Fax # 071-9310012, Exchange # No. 071-9310009  Email Address(General):- <a href="mailto:ombuds.wmsros@gmail.com">ombuds.wmsros@gmail.com</a></p>	<p><b>18. Wafaqi Mohtasib Secretariat Complaint Collection Center, Lower Kurrum.</b>  Address: Boys Hostel, Karkhano Road, Tehsil Sadda, Lower Kurrum, District Kurrum  Telephone No. 0300-5713467, 0300-5860461, 0333-9151624</p>
<p><b>19. Wafaqi Mohtasib Secretariat Complaint Collection Center, Wana (South Waziristan Tribal District)</b>  Address: -Tehsil Compound Wana, Opposite NADRA Office, South Waziristan Tribal District. Telephone No. 0965-211046  <a href="mailto:ombuds.wna@gmail.com">ombuds.wna@gmail.com</a>, <a href="mailto:ombuds.wmswna@gmail.com">ombuds.wmswna@gmail.com</a></p>	



**TABLES**



Table-1: Institution, Workload and Disposal of Complaints

S. No.	Description	Cases
a	No. of cases brought forward from previous year	8,319
b	No of cases received during the year	164,173
c	Total Workload during the year (a + b)	172,492
d	No of cases Disposed of after initial examination / preliminary investigation	32,264
e	Number of cases disposed of after detailed investigation	125,534
f	Total Disposal during the year	157,798

Table-2: Average workload and Disposal

S. No.	Description	Cases
a	Investigation Workload during the year	140,228
b	Average workload per I.O. ( Total 51 Investigating Officers )	2,750
c	Disposal during the year	125,534
d	Average disposal per I.O.	2,461

Table-3: Office Wise Receipt and Disposal of Review Petitions

S. No.	Name of Office	Receipt	Disposal*
1	Head Office, Islamabad	280	295
2	Regional Office, Abbottabad	-	
3	Regional Office, Bahawalpur	17	16
4	Regional Office, D.I. Khan	10	9
5	Regional Office, Faisalabad	53	55
6	Regional Office, Gujranwala	31	35
7	Regional Office, Hyderabad	31	36
9	Regional Office, Karachi	357	299
10	Regional Office, Kharan		-
11	Regional Office, Khuzdar	-	-
12	Regional Office, Lahore	85	89
13	Regional Office, Mirpur Khas		-
14	Regional Office, Multan	147	167
15	Regional Office, Peshawar	197	175
16	Regional Office, Quetta	132	89
17	Regional Office, Sargodha	1	1
18	Regional Office, Sukkur	7	7
19	Regional Office, Swat	-	-
	Total	1,348	1,273

\* Include petitions brought forward from previous year  
1,348 fresh Review Petitions received against 157,798 decisions i.e.0.86%

Table-4: Representations to the Honourable President

S. No.	Description	Cases
a	Representations filed during the year	668 Against the decisions of 157,798 (0.42%)
b	Decisions Received	363
c	Decisions upheld	299 (82.3%)
d	Accepted	43 (11.8%)
e	Remand / Others	21 (5.7%)

<b>Table-5: Volume of Complaints Against Key Agencies – Receipt / Disposal 2022</b>			
<b>S.No.</b>	<b>Name of Agency</b>	<b>Receipt</b>	<b>Disposal</b>
<b>A-Power Companies</b>			
1	Lahore Electric Supply Co. (LESCO)	20,597	20,379
2	K-Electric	9,600	9,369
3	Multan Electric Power Co. (MEPCO)	9,520	9,336
4	Peshawar Electric Supply Co. (PESCO)	8,140	7,531
5	Sukkur Electric Power Co. (SEPCO)	4,445	4,553
6	Hyderabad Electric Supply Co. (HESCO)	4,341	4,225
7	Faisalabad Electric Supply Co. (FESCO)	2,152	2,128
8	Gujranwala Electric Power Co. (GEPCO)	1,425	1,463
9	Islamabad Electric Supply Co. (IESCO)	1,311	1,227
10	Quetta Electric Supply Co. (QESCO)	766	697
	<b>Sub-Total:</b>	<b>62,297</b>	<b>60,908</b>
<b>B-Gas Companies</b>			
11	Sui Northern Gas Pipelines Ltd. (SNGPL)	6,314	6,995
12	Sui Southern Gas Co. Limited (SSGCL)	11,807	12,510
	<b>Sub-Total:</b>	<b>18,121</b>	<b>19,505</b>
<b>C- Some other Agencies having complaints more than 200</b>			
13	Benazir Income Support Programme	26,697	22,093
14	NADRA	4,386	4,555
15	Postal Life Insurance (PLI)	4,036	3,813
16	Pakistan Post Office Department	3,930	3,444
17	Allama Iqbal Open University	2,510	2,909
18	Ehsaas Program	2,451	2,656
19	Pakistan Bait ul Mal	2,339	2,174
20	Federal Investigation Agency (FIA)	1,299	1,290
21	Pakistan Railways	1,282	1,260
22	EOBI	1,199	1,172
23	Capital Development Authority (CDA)	912	905
24	State Life Insurance (SLICP)	884	862
25	Intelligence Bureau (IB)	812	757
26	PTA	724	795
27	National Bank Of Pakistan (NBP)	691	642
28	Federal Employees BF & GI	687	631
29	State Bank of Pakistan (SBP)	574	595
30	Central Directorate of National Savings	455	437
31	Higher Education Commission (HEC)	433	401
32	Accountant General Pakistan (AGPR)	380	360
33	National Highways	269	321
34	Human Rights	210	212
35	Law and Justice	199	199
36	PIA	141	151
	<b>Sub-TOTAL ('C):</b>	<b>57,500</b>	<b>52,634</b>
	<b>TOTAL (A+B+C)</b>	<b>137,918</b>	<b>133,047</b>
	<b>REMAINING AGENCIES</b>	<b>26,255</b>	<b>24,751</b>
	<b>GRAND TOTAL: (All agencies)</b>	<b>164,173</b>	<b>157,798</b>





**LEGAL FRAMEWORK**



## PRESIDENT'S ORDER NO. 1 OF 1983

### Government of Pakistan Ministry of Law and Parliamentary Affairs (Law Division)

Islamabad, the 24th January, 1983

No. F. 17(2)/83-Pub.—The following Order made by the President is hereby published for general information :—

### ESTABLISHMENT OF THE OFFICE OF WAFAQI MOHTASIB (OMBUDSMAN) ORDER, 1983

#### President's Order No. 1 of 1983

WHEREAS it is expedient to provide for the appointment of the Wafaqi Mohtasib (Ombudsman) to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration;

NOW, THEREFORE, in pursuance of the Proclamation of the fifth day of July, 1977, and in exercise of all powers enabling him in that behalf, the President and Chief Martial Law Administrator is pleased to make following order:

1. Short title, extent and commencement.—(1) This Order may be called the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983.

(2) It extends to the whole of Pakistan.

(3) It shall come into force at once.

2. Definitions.—In this Order, unless there is anything repugnant in the subject or context,—

(1) “Agency” means a Ministry, Division, Department, Commission or office of the Federal Government or statutory body, corporation or other institution established or controlled by the Federal Government but does not include the Supreme Court, the Supreme Judicial Council, the Federal Shariat Court or a High Court; (Amended vide Ordinance No. LXXII of 2002)

(2) “Mal-administration” includes:

(i) a decision, process, recommendation, act of omission or commission which:

(a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona fide and for valid reasons; or

(b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or

(c) is based on irrelevant grounds; or

- (d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and
- (ii) neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities.
- (3) “Mohtasib” means the Wafaqi Mohtasib (Ombudsman) appointed under Article 3:
- (4) “Office” means the office of the Mohtasib;
- (5) “prescribed” means prescribed by rules made under this Order;
- (6) “public servant” means a public servant as defined in section 21 of the Pakistan Penal Code (Act XLV of 1860), and includes a Minister, Adviser, Parliamentary Secretary and the Chief Executive, Director, other officer or employee or member of any Agency; and
- (7) “staff” means any employee or commissioner of the Office and includes co-opted members of the staff, consultants, advisers, bailiffs, liaison officers and experts.

3. Appointment of Mohtasib.—(1) There shall be a Wafaqi Mohtasib (Ombudsman), who shall be appointed by the President.

(2) Before entering upon office, the Mohtasib shall take an oath before the President in the form set out in the First Schedule.

(3) The Mohtasib shall, in all matters, perform his functions and exercise his powers fairly, honestly, diligently and independently of the executive; and all executive authorities throughout Pakistan shall act in aid of the Mohtasib.

4. Tenure of the Mohtasib.— (1) The Mohtasib shall hold office for a period of four years and shall not be eligible for any extension of tenure or re-appointment as Mohtasib under any circumstances.

(2) The Mohtasib may resign his office by writing under his hand addressed to the President.

5. Mohtasib not to hold any other office of profit, etc.—(1) The Mohtasib shall not—

- (a) hold any other office of profit in the service of Pakistan; or
- (b) occupy any other position carrying the right to remuneration for rendering of services.

(2) The Mohtasib shall not hold any office of profit in the service of Pakistan before the expiration of two years after he has ceased to hold that office; nor shall he be eligible during the tenure of office and for period of two years thereafter for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

6. Terms and conditions of service and remuneration of Mohtasib.—

(1) The Mohtasib shall be entitled to such salary, allowances and privileges and other terms and conditions of service as the President may determine and these terms shall not be varied during the term of office of a Mohtasib.

(2) The Mohtasib may be removed from office by the President on the ground of misconduct or of being incapable of properly performing the duties of his office by reasons of physical or mental incapacity:

Provided that the Mohtasib may, if he sees fit and appropriate to refute any charges, request an open public evidentiary hearing before the Supreme Judicial Council and, if such a hearing is not held within thirty days of receipt of such request or not concluded within ninety days of its receipt, the Mohtasib will be absolved of any and all stigma whatever. In such circumstances, the Mohtasib may choose to leave his office and shall be entitled to receive full remuneration and benefits for the rest of his term.

(3) If the Mohtasib makes a request under the proviso to clause (2), he shall not perform his functions under this Order until the hearing before the Supreme Judicial Council has concluded.

(4) A Mohtasib removed from office on the ground of misconduct shall not be eligible to hold any office of profit in the service of Pakistan or for election as member of Parliament or a Provincial Assembly or any local body.

7. Acting Mohtasib.—At any time when the Office of Mohtasib is vacant, or the Mohtasib is absent or is unable to perform his functions due to any cause, the President shall appoint an acting Mohtasib.

8. Appointment and terms and conditions of service of staff.— (1) The members of the staff, other than those mentioned in the Article 20, shall be appointed by the President, or by a person authorised by him, in such manner as may be prescribed by the Federal Government. (Amended vide Ordinance No. LXXII of 2002)

(2) It shall not be necessary to consult the Federal Public Service Commission for making appointment of the members of the staff or on matters relating to qualification for such appointment and methods of their recruitment.

(3) The members of the staff shall be entitled to such salary, allowances and other terms and conditions of service as may be prescribed having regard to the salary, allowances and other terms and conditions of service that may for the time being be admissible to other employees of the Federal Government in the corresponding Grades in the National Pay Scales.

(4) Before entering upon office a member of the staff mentioned in clause (1) shall take an oath before the Mohtasib in the form set out in the Second Schedule.

9. Jurisdiction, functions and power of the Mohtasib.—(1) The Mohtasib may, on a complaint by any aggrieved person, on a reference by the President, the Federal Council or the National Assembly, as the case may be, or on a motion of the Supreme Court or a High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of mal-administration on the part of any Agency or any of its officers or employees:

Provided that the Mohtasib shall not have any jurisdiction to investigate or inquire into any matters which:

- (a) are sub-judice before a court of competent jurisdiction or tribunal or board in Pakistan on the date of the receipt of a complaint, reference or motion by him; or
- (b) relate to the external affairs of Pakistan or the relations or dealing of Pakistan with any foreign state or government; or
- (c) relate to, or are connected with the defence of Pakistan or any part thereof, the military, naval and air forces of Pakistan, or the matters covered by the laws relating to those forces.

(2) Notwithstanding anything contained in clause (1), the Mohtasib shall not accept for investigation any complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working in respect of any personal grievance relating to his service therein.

(3) For carrying out the objectives of this Order and, in particular for ascertaining the root causes of corrupt practices and injustice, the Mohtasib may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication.

(4) The Mohtasib may set up regional offices as, when and where required.

10. Procedure and evidence.—(1) A complaint shall be made on solemn affirmation or oath and in writing addressed to the Mohtasib by the person aggrieved or, in the case of his death, by his legal representative and may be lodged in person at the office or handed over to the Mohtasib in person or sent by any other means of communication to the office.

(2) No anonymous or pseudonymous complaints shall be entertained.

(3) A complaint shall be made not later than three months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint, but the Mohtasib may conduct any investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which make it proper for him to do so.

(4) When the Mohtasib proposes to conduct an investigation he shall issue to the principal officer of the Agency concerned, and to any other person who is alleged in the complaint to have taken or authorised the action complained of, a notice calling upon him to meet the allegations contained in the complaint, including rebuttal;

Provided that the Mohtasib may proceed with the investigation if no response to the notice is received by him from such principal officer or other person within thirty days of the receipt of the notice or within such longer period as may have been allowed by the Mohtasib.

(5) Every investigation shall be conducted in private, but the Mohtasib may adopt such procedure as he considers appropriate for such investigation and he may obtain information from such persons and in such manner and make such

inquiries as he thinks fit.

(6) A person shall be entitled to appear in person or be represented before the Mohtasib.

(7) The Mohtasib shall, in accordance with the rules made under this Order, pay expenses and allowances to any person who attends or furnishes information for the purposes of any investigation.

(8) The conduct of an investigation shall not affect any action taken by the Agency concerned, or any power or duty of that Agency to take further action with respect to any matter subject to the investigation.

(9) For the purposes of an investigation under this Order, the Mohtasib may require any office or member of the Agency concerned to furnish any information or to produce any document which in the opinion of the Mohtasib is relevant and helpful in the conduct of the investigation, and there shall be no obligation to maintain secrecy in respect of disclosure of any information or document for the purposes of such investigation:

Provided that the President may, in his discretion, on grounds of its being a State secret, allow claim of privilege with respect to any information or document.

(10) In any case where the Mohtasib decides not to conduct an investigation, he shall send to the complainant a statement of his reasons for not conducting the investigation.

(11) Save as provided in this order, the Mohtasib shall regulate the procedure for the conduct of business or the exercise of powers under this Order.

11. Recommendations for implementation.—(1) If, after having considered a matter on his own motion, or on a complaint or on a reference by the President, the Federal Council or the National Assembly, or on a motion by the Supreme Court or a High Court, as the case may be, the Mohtasib is of the opinion that the matter considered amounts to mal-administration, he shall communicate his findings to the Agency concerned:

- (a) to consider the matter further,
- (b) to modify or cancel the decision, process, recommendation, act or omission;
- (c) to explain more carefully the act or decision in question;
- (d) to take disciplinary action against any public servant of any Agency under the relevant laws applicable to him;
- (e) to dispose of the matter or case within a specified time;
- (f) to take action on his findings and recommendations to improve the working and efficiency of the Agency within a specified time; or
- (g) to take any other step specified by the Mohtasib.

(2) The Agency shall, within such time as may be specified by the Mohtasib, inform him about the action taken on his recommendations or the reasons for not complying with the same.

(2A). If after considering the reasons of the Agency in respect of his recommendations under clause (2), the Wafaqi Mohtasib is satisfied that no case of mal-administration is made out he may alter, modify, amend or recall the recommendations made under clause (1):

Provided that where the order is made on a complaint, no order shall be passed unless the complainant is given an opportunity of being heard.

(Inserted new Clause (2A) vide Ordinance No. LXXII of 2002)

(3) In any case where the Mohtasib has considered a matter, or conducted an investigation, on a complaint or on a reference by the President, the Federal Council or the National Assembly or on a motion by the Supreme Court or a High Court, the Mohtasib shall forward a copy of the communication received by him from the Agency in pursuance of clause (2) to the complainant or, as the case may be, the President, the Federal Council, the National Assembly, the Supreme Court or the High Court.

(4) If, after conducting an investigation, it appears to the Mohtasib that an injustice has been caused to the person aggrieved in consequence of mal-administration and that the injustice has not been or will not be remedied, he may, if he thinks fit, lay a special report on the case before the President.

(5) If the Agency concerned does not comply with the recommendations of the Mohtasib or does not give reasons to the satisfaction of the Mohtasib for non-compliance, it shall be treated as “Defiance of Recommendations” and shall be dealt with as hereinafter provided.

12. Defiance of Recommendations.—(1) If there is a “Defiance of Recommendations” by the public servant in any Agency with regard to the implementation of a recommendation given by the Mohtasib, the Mohtasib may refer the matter to the President who may, in his discretion, direct the Agency to implement the recommendation and inform the Mohtasib accordingly.

(2) In each instance of “Defiance of Recommendations” a report by the Mohtasib shall become a part of the personal file or Character Roll of the public servant primarily responsible for the defiance:

Provided that the public servant concerned had been granted an opportunity to be heard in the matter.

13. Reference by Mohtasib.—Where, during or after an inspection or an investigation, the Mohtasib is satisfied that any person is guilty of any allegations as referred to clause (1) of Article 9 the Mohtasib may refer the case to the concerned authority for appropriate corrective or disciplinary action, or both corrective and disciplinary action, and the said authority shall inform the Mohtasib within thirty days of the receipt of reference of the action taken. If no information is received within this period, the Mohtasib may bring the matter to the notice of the President for such action as he may deem fit.

14. Powers of the Mohtasib.—(1) The Mohtasib shall, for the purposes of this Order, have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908 (Act V of 1908), in respect of the following matters, namely:-

- (a) summoning and enforcing the attendance of any person and examining him on oath;
- (b) compelling the production of documents;
- (c) receiving evidence on affidavits; and
- (d) issuing commission for the examination of witnesses.

(2) The Mohtasib shall have the power to require any person to furnish information on such points or matters as, in the opinion of the Mohtasib, may be useful for, or relevant to, the subject matter of any inspection or investigation.

(3) The powers referred to in clause (1) may be exercised by the Mohtasib or any person authorised in writing by the Mohtasib in this behalf while carrying out an inspection or investigation under the provisions of this Order.

(4) Where the Mohtasib finds the complaint referred to in clause (1) of Article 9 to be false, frivolous or vexatious, he may award reasonable compensation to the Agency, public servant or other functionary against whom the complaint was made; and the amount of such compensation shall be recoverable from the complainant as an arrears of land revenue:

Provided that the award of compensation under this clause shall not debar the aggrieved person from seeking civil and criminal remedy.

(5) If any Agency, public servant or other functionary fails to comply with a direction of the Mohtasib, he may, in addition to taking other actions under this Order, refer the matter to the appropriate authority for taking disciplinary action against the person who disregarded the direction of the Mohtasib.

(6) If the Mohtasib has reason to believe that any Public servant or other functionary has acted in a manner warranting criminal or disciplinary proceedings against him, he may refer the matter to the appropriate authority for necessary action to be taken within the time specified by the Mohtasib.

(7) The staff and the nominees of the Office may be commissioned by the Mohtasib to administer oaths for the purposes of this order and to attest various affidavits, affirmations or declarations which shall be admitted in evidence in all proceedings under this Order without proof of the signature or seal or official character of such person.

15. Power to enter and search any premises.—(1) The Mohtasib, or any member of the staff authorised in this behalf, may, for the purpose of making any inspection or investigation, enter any premises where the Mohtasib or, as the case may be, such member has reason to believe that any article, book of accounts, or any other document relating to the subject matter of inspection or investigation may be found, and may:

- (a) search such premises and inspect any article, book of accounts or other documents;
- (b) take extract or copies of such books of accounts and documents;
- (c) impound or seal such articles, books of accounts and documents; and
- (d) make an inventory of such articles, books of accounts and other

documents found in such premises.

(2) All searches made under clause (1) shall be carried out, *mutatis mutandis*, in accordance with the provisions of the Code of Criminal Procedure, 1898 (Act V of 1898).

16. Power to punish for contempt.—(1) The Mohtasib shall have same powers, *mutatis mutandis*, as the Supreme Court has to punish any person for its contempt who:

- (a) abuses, interferes with, impedes, imperils, or obstructs the process of the Mohtasib in any way or disobeys any order of the Mohtasib;
- (b) scandalises the Mohtasib or otherwise does anything which tends to bring the Mohtasib, his staff or nominees or any person authorised by the Mohtasib in relation to his office, into hatred, ridicule or contempt;
- (c) does anything which tends to prejudice the determination of a matter pending before the Mohtasib; or
- (d) does any other thing which, by any other law, constitutes contempt of court:

Provided that fair comments made in good faith and in public interest on the working of the Mohtasib or any of his staff, or on final report of the Mohtasib after the completion of the investigation shall not constitute contempt of the Mohtasib or his Office.

(2) Any person sentenced under clause (1) may, notwithstanding anything herein contained, within thirty days of the passing of the order, appeal to the Supreme Court.

(3) Nothing in this Article takes away from the power of the President to grant pardon, reprieve or respite and to remit, suspend or commute any sentence passed by any court, tribunal or other authority.

17. Inspection Team.—(1) The Mohtasib may constitute an Inspection Team for the performance of any of the functions of the Mohtasib.

(2) An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Mohtasib may consider necessary.

(3) An Inspection Team shall exercise such of the powers of the Mohtasib as he may specify by order in writing and every report of the Inspection Team shall first be submitted to the Mohtasib with its recommendations for appropriate action.

18. Standing Committees, etc.—The Mohtasib may, whenever he thinks fit, establish standing or advisory committees at specified places with specified jurisdiction for performing such functions of the Mohtasib as are assigned to them from time to time, and every report of such committee shall first be submitted to the Mohtasib with its recommendations for appropriate action.

19. Delegation of Powers.—The Mohtasib may, by order in writing,

delegate such of his powers as may be specified in the order to any member of his staff or to a standing or advisory committee, to be exercised subject to such conditions as may be specified, and every report of such member or committee shall first be submitted to the Mohtasib with his or its recommendations for appropriate action.

20. Appointment of advisers, etc.—The Mohtasib may appoint advisers, consultants, fellows, bailiffs, interns, commissioners and experts or ministerial staff with or without remuneration, to assist him in the discharge of his duties under this Order.

21. Authorisation of Provincial functionaries, etc.—The Mohtasib may, if he considers it expedient, authorise, with the consent of a Provincial Government, any agency, public servant or other functionary working under the administrative control of the Provincial Government to undertake the functions of the Mohtasib under clause (1) or clause (2) of Article 14 in respect of any matter falling within the jurisdiction of the Mohtasib; and it shall be the duty of the agency, public servant or other functionary so authorised to undertake such functions to such extent and subject to such conditions as the Mohtasib may specify.

22. Award of costs and compensation and refunds of amounts.—(1) The Mohtasib may, where he deems necessary, call upon a public servant, other functionary or any Agency to show cause why compensation be not awarded to an aggrieved party for any loss or damage suffered by him on account of any mal-administration committed by such public servant, other functionary or agency, and after considering the explanation, and hearing such public servant, other functionary or Agency, award reasonable costs or compensation and the same shall be recoverable as arrears of land revenue from the public servant, functionary or Agency.

(2) In cases involving payment of illegal gratification by any employee of any Agency, or to any other person on his behalf, or misappropriation, criminal breach of trust or cheating, the Mohtasib may order the payment thereof for credit to the government or pass such other order as he may deem fit.

(3) An order made under clause (2) against any person shall not absolve such person of any liability under any other law.

23. Assistance and advice to Mohtasib.—(1) The Mohtasib may seek the assistance of any person or authority for the performance of his functions under this Order.

(2) All officers of an Agency and any person whose assistance has been sought by the Mohtasib in the performance of his functions shall render such assistance to the extent it is within their power or capacity.

(3) No statement made by a person or authority in the course of giving evidence before the Mohtasib or his staff shall subject him to, or be used against him in any civil or criminal proceedings except for prosecution of such person for giving false evidence.

24. Conduct of business.—(1) The Mohtasib shall be the Chief Executive of the Office and shall enjoy administrative and financial autonomy as may be

prescribed by the Federal Government. (Amended vide Ordinance No. LXXII of 2002)

(2) The Mohtasib shall be the Principal Accounting Officer of the Office in respect of the expenditure incurred against budget grant or grants controlled by the Mohtasib and shall, for this purpose, exercise all the financial and administrative powers delegated to him. (Amended vide Ordinance No. LXXII of 2002)

25. Requirement of affidavits.—(1) The Mohtasib may require any complainant or any party connected or concerned with a complaint or with any inquiry or reference, to submit affidavit attested or notarised before any competent authority in that behalf within the time prescribed by the Mohtasib or his staff.

(2) The Mohtasib may take evidence without technicalities and may also require complainants or witnesses to take lie detection tests to examine their veracity and credibility and draw such inferences that are reasonable in all circumstances of the case, especially when a person refuses, without reasonable justification, to submit to such tests.

26. Remuneration of advisers, consultants etc.—(1) The Mohtasib may, in his discretion, fix an honorarium or remuneration of advisers, consultants, experts and interns engaged by him from time to time for the services rendered.

(2) The Mohtasib may, in his discretion, fix a reward or remuneration to any person for exceptional services rendered, or valuable assistance given to the Mohtasib in carrying out his functions:

Provided that the Mohtasib shall withhold the identity of that person, if so requested by the person concerned, and take steps to provide due protection under the law to such person against harassment, victimisation, retribution, reprisals or retaliation.

27. Mohtasib and staff to be public servants.—The Mohtasib, the employees, officers and all other staff of the Office shall be deemed to be public servants within the meaning of Section 21 of the Pakistan Penal Code (Act XLV of 1860).

28. Annual and other reports.—(1) Within three months of conclusion of the calendar year to which the report pertains, the Mohtasib shall submit an Annual Report to the President.

(2) The Mohtasib may, from time to time, lay before the President such other reports relating to his functions as he may think proper or as may be desired by the President.

(3) Simultaneously, such reports shall be released by the Mohtasib for publication and copies thereof shall be provided to the public at reasonable cost.

(4) The Mohtasib may also, from time to time, make public any of his studies, research, conclusions, recommendations, ideas or suggestions in respect of any matters being dealt with by the Office.

(5) The report and other documents mentioned in this Article shall be placed before the Federal Council or the National Assembly, as the case may be.

29. Bar of jurisdiction.—No court or other authority shall have jurisdiction—

- (1) to question the validity of any action taken, or intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Order; or
- (2) to grant an injunction or stay or to make any interim order in relation to any proceedings before, or anything done or intended to be done or purporting to have been done by, or under the orders or at the instance of the Mohtasib.

30. Immunity.—No suit, prosecution or other legal proceeding shall lie against the Mohtasib, his Staff, Inspection Team, nominees, member of a Standing or Advisory Committee or any person authorised by the Mohtasib for anything which is in good faith done or intended to be done under this Order.

31. Reference by the President.—(1) The President may refer any matter, report or complaint for investigation and independent recommendations by the Mohtasib.

(2) The Mohtasib shall promptly investigate any such matter, report or complaint and submit his findings or opinion within a reasonable time.

(3) The President may, by notification in the official Gazette, exclude specified matters, public functionaries or Agency from the operation and purview of all or any of the provisions of this Order.

32. Representation to President.—Any person aggrieved by a decision or order of the Mohtasib may, within thirty days of the decision or order, make a representation to the President, who may pass such order thereon as he may deem fit.

33. Informal resolution of disputes.—(1) Notwithstanding any thing contained in this Order, the Mohtasib and a member of the Staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.

(2) The Mohtasib may appoint for purposes of liaison counsellors, whether honorary or otherwise, at local levels on such terms and conditions as the Mohtasib may deem proper.

34. Service of process.—(1) For the purposes of this Order, a written process or communication from the Office shall be deemed to have been duly served upon a respondent or any other person by, inter alia, any one or more of the following methods, namely:

- (i) by service in person through any employee of the Office or by any special process-server appointed in the name of the Mohtasib by any authorised staff of the Office, or any other person authorised in this behalf;
- (ii) by depositing in any mail box or posting in any Post Office a postage-prepaid copy of the process, or any other document under

certificate of posting or by registered post acknowledgement due to the last known address of the respondent or person concerned in the record of the Office in which case service shall be deemed to have been effected ten days after the aforesaid mailing;

- (iii) by a police officer or any employee or nominee of the Office leaving the process or document at the last known address, abode or place of business of the respondent or person concerned and, if no one is available at the aforementioned address, premises or place, by affixing a copy of the process or other document to the main entrance of such address; and
- (iv) by publishing the process or document through any newspaper and sending a copy thereof to the respondent or the person concerned through ordinary mail, in which case service shall be deemed to have been effected on the day of the publication of the newspaper.

(2) In all matters involving service the burden of proof shall be upon a respondent to credibly demonstrate by assigning sufficient cause that he, in fact, had absolutely no knowledge of the process, and that he actually acted in good faith.

(3) Whenever a document or process from the Office is mailed, the envelope or the package shall clearly bear the legend that it is from the Office.

35. Expenditure to be charged on Federal Consolidated Fund.—The remuneration payable to the Mohtasib and the administrative expenses of the Office, including the remuneration payable to staff, nominees and grantees, shall be an expenditure charged upon the Federal Consolidated Fund.

36. Rules.—The Mohtasib may, with the approval of the President, make rules for carrying out the purposes of the Order.

37. Order to override other laws.—The provisions of this Order shall have effect notwithstanding any thing contained in any other law for the time being in force.

38. Removal of difficulties.—If any difficulty arises in giving effect to any provision of this Order, the President may make such order, not inconsistent with the provisions of this Order, as may appear to him to be necessary for the purpose of removing such difficulty.

**THE FIRST SCHEDULE**

[See Article 3 (2)]

I, .....do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as Wafaqi Mohtasib, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws of the Islamic Republic of Pakistan, and without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

That I shall do my best to promote the best interest of Pakistan;

And that I will not directly or indirectly communicate, or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as Wafaqi Mohtasib, except as may be required for the due discharge of my duties as Wafaqi Mohtasib.

May Allah Almighty help and guide me (Ameen).

**THE SECOND SCHEDULE**

[See Article 8 (4)]

I, .....do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as an employee of the office of the Wafaqi Mohtasib, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the Laws of the Islamic Republic of Pakistan and without fear or favour, affection, or ill-will.

That I will not allow my personal interest to influence my official conduct or my official decisions;

And that I will not directly or indirectly communicate or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as an employee of the office of the Wafaqi Mohtasib.

May Allah Almighty help and guide me (Ameen).

GENERAL

M. ZIA-UL-HAQ,

President and Chief Martial Law Administrator.

**CHIEF MARTIAL LAW ADMINISTRATOR'S SECRETARIAT PAKISTAN**  
**NOTIFICATION**

Rawalpindi, the 13th August, 1984

No.57/104(15)/ML-IB/CMLA.—In exercise of the powers conferred by clause (3) of Article 31 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983), the President is pleased to exclude any matter relating to, or connected directly or indirectly with the Federally Administered Tribal Areas from the operation and purview of all the provisions of the said Order.

By order of the President.

MAJ. GEN.  
MALIK ABDUL WAHEED,  
COS to the President and CMLA.

**CHIEF MARTIAL LAW ADMINISTRATOR'S SECRETARIAT PAKISTAN****ORDER**

1. In response to the representation made by the Ministry of Defence, the President in exercise of powers conferred by Article 32 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. 1 of 1983) is pleased to order, to remove all doubts in this behalf, that the ouster of jurisdiction contained in paragraph (c) of proviso to clause (1) of Article 9 of the aforesaid President's Order is absolute with respect to the following matters :-

the Defence Division, the Defence Production Division and the military, naval or air forces of Pakistan, and any department, body, authority or organisation directly or indirectly under the management or control of, or in any manner connected with, either of the said Divisions or the said forces.

2. By order of the President.

Rawalpindi:  
13th August, 1984.

**MAJ. GEN.**  
**MALIK ABDUL WAHEED,**  
COS to the President and CMLA

# FEDERAL OMBUDSMEN INSTITUTIONAL REFORMS ACT NO. XIV OF 2013

M-302  
REGISTERED No. L.7646

The Gazette of Pakistan

EXTRAORDINARY  
PUBLISHED BY AUTHORITY

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ISLAMABAD, WEDNESDAY, MARCH 20, 2013

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PART 1

Acts, Ordinance, President's Orders and Regulations

SENATE SECRETARIAT

Islamabad, the 20th March, 2013

**No. F. 9(10)/2013-Legis.**—The following Act of Majlis-e-Shoora (Parliament) received the assent of the President on 20th March, 2013 is hereby published for general information:

ACT No. XIV of 2013

*An Act to make institutional reforms for standardizing and harmonizing the laws relating to Federal Ombudsmen institution and the matters ancillary or akin thereto*

**WHEREAS** it is expedient to make institutional reforms for standardizing and harmonizing the laws relating to institutions of Federal Ombudsmen and the matters ancillary or akin thereto:

**AND WHEREAS**, it is expedient to enhance effectiveness of the Federal Ombudsmen to provide speedy and expeditious relief to citizens by redressing their grievances to promote good governance;

**AND WHEREAS**, it is necessary that in order to enable the Federal Ombudsmen to perform their functions efficiently, they should enjoy administrative and financial autonomy;

Now, **THEREFORE**, it is hereby enacted as follows:—

**1. Short title, extent and commencement.**— (1) This Act may be called the Federal Ombudsmen Institutional Reforms Act, 2013.

(2) It extends to the whole of Pakistan.

(3) It shall come into force at once.

**2. Definitions.**— In this Act, unless there is anything repugnant in the subject or context,—

- (a) **“Agency”** means, the Agency defined in the relevant legislation and in relation to the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983) shall include an Agency in which the Federal Government has any share or which has been licensed or registered by the Federal Government and notified by the Federal Government in the Official Gazette.
- (b) **“Ombudsman”** means an Ombudsman appointed under the relevant Legislation and includes the Ombudsman appointed under section 21.
- (c) **“relevant legislation”** means, the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983), the Establishment of the Office of Federal Tax Ombudsman Ordinance, 2000 (XXXV of 2000), the Insurance Ordinance, 2000 (Ordinance No. XXXIX of 2000), the Banking Companies Ordinance, 1962 (LVII of 1962), and the Protection against Harassment of Women at the Workplace Act, 2010 (IV of 2010).

**3. Tenure of the Ombudsman.**— The Ombudsman shall hold office for a period of four years and shall not be eligible for any extension of tenure or re-appointment as Ombudsman under any circumstances:

Provided that the Ombudsman shall continue to hold office after expiry of his tenure till his successor enters upon the office.

**4. Acting Ombudsman.**— At any time when the office of Ombudsman is vacant or he is unable to perform his functions due to any cause the President shall appoint an Acting Ombudsman who shall perform functions and exercise powers as are vested in the Ombudsman and shall be entitled to all privileges as are admissible to Ombudsman:

Provided that till such time the Acting Ombudsman is appointed, the Wafaqi Mohtasib (Ombudsman) shall act as Ombudsman of the concerned office and in case the Wafaqi Mohtasib is absent or unable to perform functions of his office, the Federal Tax Ombudsman shall act as Wafaqi Mohtasib (Ombudsman) in addition to his own duties.

**5. Removal of Ombudsman.**— An Ombudsman may be removed from office through Supreme Judicial Council on the grounds of being incapable of properly performing duties of his office by reason of physical or mental incapacity or found to have been guilty of misconduct.

**6. Resignation.**— The Ombudsman may resign his office by writing under his hand addressed to the President.

**7. Grievance Commissioner.**— (1) The Ombudsman shall appoint or designate an officer not below BPS-21 as a Grievance Commissioner in an Agency against which a large number of complaints are received persistently.

(2) The Grievance Commissioner shall exercise the powers and perform the functions as may be specified by the Ombudsman.

**8. Oath of office.**— An Ombudsman shall take Oath before he enters upon his office in the form as prescribed in the relevant legislation and in case such form is not prescribed in the relevant legislation he shall make oath before the President before he enters upon office in the form set out in the Schedule to this Act.

**9. Expeditious disposal of complaints.**— (1) The Agency shall, if so required by the Ombudsman submit written comments in a complaint within fifteen days, and this period may be extended for a further period of seven days on a sufficient cause.

(2) The representative of the Agency shall, if so required by the Ombudsman, attend the hearing of complaint, or may request in writing for adjournment with specific reasons, such adjournment if justified shall not be allowed more than seven days.

(3) Disciplinary action shall be taken by the competent authority if there is failure in terms of sub-section (1) or sub-section (2).

(4) The Competent authority shall within fifteen days inform the Ombudsman about the action taken on his orders under sub-section (3).

(5) The Ombudsman shall dispose of the complaint within a period of sixty days.

**10. Powers of Ombudsman.**— In addition to powers exercised by Ombudsman under the relevant legislation, he shall also have following powers of a civil court, namely:—

(i) granting temporary injunctions; and

(ii) implementation of the recommendations, orders or decisions.

**11. Temporary Injunction.**— The Ombudsman may stay operation of the impugned order or decision for a period not exceeding sixty days.

**12. Power to punish for contempt.**— An Ombudsman shall have power to punish for contempt as provided in the Contempt of Court Ordinance, 2003( V of 2003).

**13. Review.**— (1) The Ombudsman shall have the power to review any findings, recommendations, order or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision.

(2) The Ombudsman shall decide the review petition within forty five days.

(3) In review, the Ombudsman may alter, modify, amend or recall the recommendation, order or decision.

**14. Representation.—** (1) Any person or party aggrieved by a decision, order, findings or recommendations of an Ombudsman may file representation to the President within thirty days of the decision, order, findings or recommendations.

(2) The operation of the impugned order, decision, findings or recommendations shall remain suspended for period of sixty days, if the representation is made as per sub-section (1).

(3) The representation shall be addressed directly to the President and not through any Ministry, Division or Department.

(4) The representation shall be processed in the office of the President by a person who had been or is qualified to be a judge of the Supreme Court or has been Wafaqi Mohtasib or Federal Tax Ombudsman.

(5) The representation shall be decided within ninety days.

**15. Personal hearing.—**It shall not be necessary for the President or the Ombudsman to give personal hearing to the parties and the matter may be decided on the basis of available record and written comments filed by the Agency.

**16. Supply of copies.—**The Ombudsman shall supply free of cost copies of the findings and recommendations to the parties within fifteen days of the decision.

**17. Administrative and financial powers of Ombudsman.—** (1) The Ombudsman shall be the Chief Executive and Principal Accounting Officer of the Office and shall enjoy complete administrative and financial autonomy.

(2) The remuneration payable to the Ombudsman and the administrative expenses of the office shall be an expenditure charged upon Federal Consolidated Fund.

(3) The Ombudsman shall have full powers to create new posts and abolish old posts, to change nomenclature and upgrade or downgrade any post provided the expenditure is met from within the allocated budget of the office of Ombudsman.

(4) The Ombudsman shall have full powers to re-appropriate funds from one head of account to another head of account and to sanction expenditure on any item from within the allocated budget.

(5) The Ombudsman may delegate any of his financial powers to a member of the staff not below BPS-21 or equivalent:

Provided that approval of the Ombudsman shall be obtained by the delegatee for exercise of powers under sub-section (3) and for re-appropriation of funds under sub-section (4), before implementation thereof.

**18. Bar of jurisdiction.**—No court or authority shall have jurisdiction to entertain a matter which falls within the Jurisdiction of an Ombudsman nor any court or authority shall assume jurisdiction in respect of any matter pending with or decided by an Ombudsman.

**19. No Additional responsibility.**— Except as provided in section 4, the Ombudsman shall not—

- (a) hold any other office of profit in the service of Pakistan; or
- (b) occupy any other position carrying the right to remuneration for rendering of services.

**20. Holding office of profit after expiry of tenure.**— The Ombudsman shall not hold any office of profit in the service of Pakistan, other than a judicial or quasi-judicial office, before the expiration of two years after he has ceased to hold office nor shall he be eligible, during the tenure of office and for a period of two years thereafter, for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

**21. Miscellaneous.**— A woman, with an experience of atleast ten years in the matters relating to protection of women against harassment shall also be eligible to be appointed by the President as Ombudsman under the Protection against Harassment of Women at the Workplace Act, 2010 (IV of 2010).

**22. Power to make rules.**— The Federal Government may, by notification in the Official Gazette, make rules to carry out the purposes of this Act.

**23. Removal of difficulties.**— If any difficulty arises in giving effect to any provision of this Act, the President may make such Order, as may appear to him to be necessary or expedient for the purpose of removing the difficulty.

**24. Overriding effect.**— (1) The Provisions of this Act shall have effect notwithstanding anything contained in any other law for the time being in force.

(2) In case there is a conflict between the provisions of this Act and the relevant legislation, the provisions of this Act to the extent of inconsistency, shall prevail.

THE SCHEDULE

[See section 8]

I,.....do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as ----- Ombudsman, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws of the Islamic Republic of Pakistan, and without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

And that I will not directly or indirectly communicate, or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as Ombudsman, except as may be required for the due discharge of my duties as Ombudsman.

May Allah Almighty help and guide me (Ameen).

**IFTIKHAR ULLAH BABAR,**  
Secretary



# Wafaqi Mohtasib (Ombudsman)'s Secretariat

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