

Federal Ombudsman providing speedy, free-of-cost justice to people at doorsteps: Qureshi

Faisal Zahid Malik appreciates performance of the Mohtasib

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ISLAMABAD

The office of the Wafaqi Mohtasib (Federal Ombudsman) of Pakistan has processed a record number of public complaints in the last year with regard to poor governance, maladmin-

istration, delay in issuance of arrears/pensions, dues and many others against various government departments and agencies. Besides a Task Force on street children and a separate office established in the Wafaqi Mohtasib for addressing complaints of the overseas Pakistanis are also the two new

feathers added to its cap. The Wafaqi Mohtasib decided to move in this new direction after an overwhelming number of complaints were received and quite significant progress has been made in this direction as well.

the Federal Ombudsman said, adding, this is 18pc higher than the previous year 2022.

Out of all those complaints, 193,028 were disposed of which is again 22pc higher than the year 2022 he said and presented a copy of the Annual Report of the Federal Ombudsman to Mr Faisal Zahid

retired bureaucrat and served on top government administrative posts and retired as Federal Secretary.

The Wafaqi Mohtasib highlighted that the opening of new regional offices in Balochistan, Muzaffarabad and Sindh, holding of Khuli Katcheries, launch-ing of the Informal Resolution of Disputes mechanism, and visits of Mohtasib's inspection teams to far and wide of the country to help address public complaints, besides leading to an increase in the registration of complaints.

He further said that the office of Overseas Pakistanis in the Wafaqi Mohtasib Secretariat had also processed a record 202,367 complaints received through Pakistan Missions abroad, and One Window Facilitation Desks is functional at all international airports of the country.

On addressing street children's plight, he said to prevent exploitation of children as in labour/beggary, a study titled "Inquiry into the Plight of Street Children in ICT Challenges & Way Forward," was conducted.

The research sets out priorities and gives evidence-based recommendations to the key stakeholders.

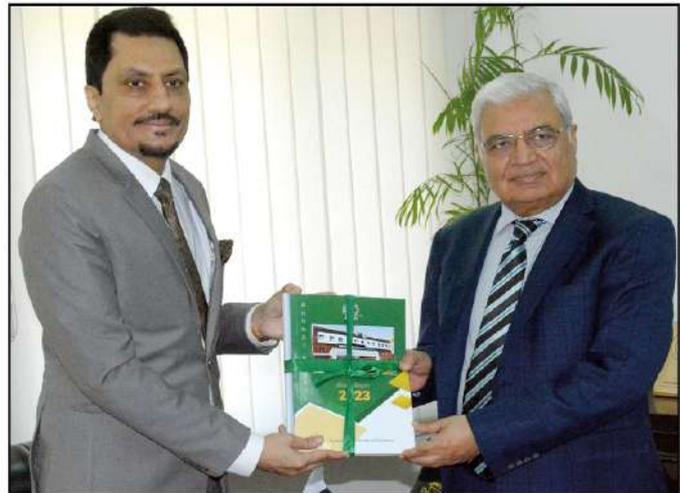
This is the first-ever empirical study focusing on street children in ICT, he said adding, the Task Force conducted 506 in-depth interviews including

education and health facilities regardless of their status. About the Ombudsman's jurisdiction in the government offices/agencies, he said the Ombudsman's

ing, there too, Ombudsman could intervene and issue directions in certain areas like overseas Pakistanis and the complaints by the civilians working in the



Federal Ombudsman Mr Ejaz Ahmad Qureshi briefing Chairman & CEO of Pakistan Observer Mr Faisal Zahid Malik about the working and achievements of his office.—PO photo



Federal Ombudsman of Pakistan Mr Ejaz Ahmad Qureshi presenting the annual report of the Federal Ombudsman to Chairman & CEO of Pakistan Observer Mr Faisal Zahid Malik at Federal Ombudsman's head office.—PO photo by Sh Arif

meeting with Chairman and CEO of Pakistan Observer Mr Faisal Zahid Malik who called on him at the Wafaqi Mohtasib head office. Only last year, we received a record 194,099 complaints regarding the maladministration of the government departments and processed them accordingly,

Malik. The office of the Ombudsman was providing speedy and free-of-cost justice to the complainants against the maladministration of various government departments since its establishment back in 1983, said Mr Qureshi who has been serving as Federal Ombudsman since 2021. He is a

443 street children, 44 community members including parents of street children and 19 officials of LEAs and service providers.

The report recommended a robust mechanism for the rescue and care of children in need; registration of refugees on priority basis and basic facilities of health and to ensure

office could take notice and direct all the government ministries and agencies, for instance WAPDA, IESCO, SNGPL, SSGPL, BISP, Pakistan Post, NADRA. The aggrieved public can file complaints against almost all the ministries and their attached bodies except Defence and Foreign Affairs ministries, he said add-

Defence Ministry. All complaints are to be decided within a 3 to 4 month time.

Mr Faisal Zahid Malik appreciated the performance of the Mohtasib and termed it a forum where people from the far-flung areas could get their complaints resolved in a speedy and free of cost way.