

Wafaqi Mohtasib Performance Highlights

- Receipt of complaints increased to 194099 in 2023, which were 110533 in 2021 when I took over. Increase of 76% (83694).
- Over and above, complaints of overseas Pakistanis - 202367 were addressed during 2023, showing increase of 47%. Out of them, 181872 complaints were handled at One Window desk at International Airports while the remaining were dealt by Grievance Commissioner in Wafaqi Mohtasib Office and Pakistan Mission Abroad.
- Wafaqi Mohtasib adjudicated complaints involving Rs. 4.89 billion, last year.
- 2 million families benefited since its inception, 1983.

- No fee and expenses are incurred in complaint lodging; also online hearings are arranged on request to avoid travel expenses by complainants.
- Implementation of our decisions reached 85% in 2023.
- Established new offices in far flung areas like Kharan, Khuzdar, Mirpur Khas, Sada, Wana, and Sibi, in 2022-2023
- Federal Ombudsman was elected unopposed as President of the Asian Ombudsman Association on 11.09.2023.
- A robust awareness campaign is being conducted and 20/30 press clippings published every week during 2023. 365 Articles were published during the same year.

- Grievance Commissioner for Children in Wafaqi Mohtasib Secretariat handles complaints of children and conducts studies on important issues affecting children. The recent initiative includes curbing cyber crime against children, inquiry into the plight of street children in ICT etc.
- Almost 30 studies have been conducted on Federal Government Agencies during 2015 to 2023 including Jail Reforms, Pension Reforms, Improving Primary Health Care Systems in ICT, Rapid Population growth in Pakistan, National Saving Directorate, etc.
- Through outreach initiatives Khuli Katchehries, and inspections are conducted. 46 Khuli Katchehries were held across Pakistan during 2023 in addition to 119 inspections of various Federal Government departments.

- Through ADR or Informal Resolution of disputes, 2113 cases were disposed of in 2023.
- During 2023 less than 0.4% made representation to the President against our decisions.
- Despite limited budget, highest output in last 2 years
- While the workload of Wafaqi Mohtasib reached over 194,000 in 2023. The remaining 13 Mohtasib offices in Pakistan could deal with less than 50,000 complaints.