

## 50pc increase in disposal of complaints received by ombudsman, president told

Annual report stresses need for expanding reach of office to far-flung areas

By Syed Irfan Raza

ISLAMABAD: The Wafaqi Mohtasib (Federal Ombudsman) of Pakistan has received 164,174 complaints in the year 2022 with 50 per cent increase in disposal rate.

This was mentioned to President Dr Arif Alvi by Federal Ombudsman Ejaz Ahmed Qureshi, who on Friday presented an annual report of his office.

The FO received 164,174 cases last year against 110,398 in 2021.

The FO, last year, disposed of 157,770 complaints as compared to 106,732 complaints in 2021 with an increase of 50 per cent.

During the meeting, President Alvi asked the FO to intensify its awareness campaign to inform people about its role in the provision of cost-effective justice against maladministration of federal government organisations.

The annual report-2022 of the institution emphasised on the need for strengthening the capacity of the FO and enhancing its reach to far-flung areas of the country to address grievances of the people at their doorsteps.

He said people suffering from excesses and injustices at the hands of the government's functionaries needed to be provided immediate relief.

Mr Qureshi told the president

about the role of his office in providing justice to people against the maladministration of government organisations during the year 2022.

He said phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them cost-effective justice.

One-window facilitation desks had been established at all international airports in Pakistan to address the grievances of overseas Pakistanis.

He said that 137,647 overseas Pakistanis had been facilitated by the agencies of the government, including National Database Registration Authority (Nadra), passport office and Overseas Pakistanis Foundation (OPF) during 2022.

The president said the FO had

extended its outreach to far-flung districts by establishing its offices in Mirpur Khas, Khuzdar and Swat as well as the former tribal areas of Kurram and South Waziristan to provide relief to complainants of those areas.

The federal ombudsman updated the president on his special initiatives regarding Informal Resolution of Disputes (IRD) and Khuli Kutchehries for ensuring better service delivery to the general public. The complaints were also being heard online, he added.

The FO said 97 per cent increase was recorded in receipt of online complaints. He underlined that the ombudsman's office wanted to further enhance its outreach and strengthen its capacity but was facing financial difficulties.

He apprised the president

that under the Integrated Complaint Resolution (ICR) system, the Mohtasib had integrated 183 different agencies of the federal government for facilitation of quick disposal of complaints.

Underlining the need for providing quick and free-of-cost justice to the common person, President Alvi asked the Mohtasib to increase its outreach using modern ICR tools and create awareness through media about its functions and services.

The president appreciated the Mohtasib for its excellent performance in improving service delivery and the rule of law in the country and assured the FO of his full support in further strengthening the institution and enhancing its stature as a premier institution of administrative accountability.

# President Alvi asks ombudsman to intensify awareness drive

Islamabad

President Dr Arif Alvi on Friday asked the Federal Ombudsman to intensify awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organisations.

The president, talking to Federal Ombudsman of Pakistan, Ejaz Ahmed Qureshi, who called on him and presented the Annual Report-2022 of the institution, emphasised the need for strengthening the capacity of the Federal Ombudsman and enhancing its reach to the far-flung areas of the country to address the grievances of the people at their doorsteps.

He said that people suffering from the excesses and injustices at the hands of the government's functionaries needed to be provided immediate relief.

Ejaz Ahmad Qureshi apprised the president about the role and achievements of the Federal Ombudsman in providing justice to the people against the maladministration of government organisations during the year 2022. He informed the president that his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,398 in 2021. Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732 complaints in 2021 which was an increase of 50%.

He said that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of ombudsman that was providing them speedy and cost-effective justice.

The federal ombudsman highlighted that one-window facilitation desks had been established at all international airports in Pakistan to address the grievances of Overseas Pakistanis.

He said that 137,647 overseas Pakistanis had been facilitated by the concerned agencies of the government, including NADRA, Passport Office, OPF etc., during 2022. He said that THE Ombudsman had extended its outreach to the far-flung districts by establishing its offices in Mirpur Khas, Khuzdar and Swat as well as the former tribal areas of Kurram and South Waziristan to provide speedy relief to the complainants of those areas.

The federal ombudsman updated the president on his special initiatives regarding Informal Resolution of Disputes (IRD) and Khuli Kutchehris for ensuring better service delivery to the general public.

The complaints were also being heard online when requested by the complainants to provide them justice at their doorstep, he added.

The Federal Ombudsman stated that a 97% increase was recorded in receipt of online complaints.

He underlined that the Ombudsman wanted to further enhance its outreach and strengthen its capacity but was facing financial difficulties.

He also apprised the president that under the Integrated Complaint Resolution (ICR) System, the Federal ombudsman had integrated 183 different agencies of the federal government for facilitating the quick disposal of complaints. — APP

## Federal Ombudsman presents annual report to President

**OUR STAFF REPORTER  
ISLAMABAD**

President Dr Arif Alvi has asked the Wafaqi Mohtasib to intensify awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organizations.

He emphasized the need for strengthening the capacity of the Federal Ombudsman and enhancing its reach to the far-flung areas of the country to address the grievances of the people at their doorsteps. He added that people suffering from the excesses and injustices at the hands of government functionaries needed to be provided immediate relief.

The President made these remarks while talking to the Wafaqi Mohtasib Pakistan, Ejaz Ahmed Qureshi, who called on him and presented the Annual Report 2022 of the institution, at Aitwan-e-Sadr on Friday. Ejaz Ahmad Qureshi apprised the President about the role and achievements of the Federal Ombudsman in providing justice to the people against the maladministration of government organizations during the year 2022.

He informed the President that

his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,398 in 2021. He added that Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732 complaints in 2021 which was an increase of 50%. He further stated that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them speedy and cost-effective justice.

The Mohtasib highlighted that one-window facilitation desks had been established at all international airports in Pakistan to address the grievances of overseas Pakistanis. He said that 137,647 overseas Pakistanis had been facilitated by the concerned agencies of the government including NADRA, Passport Office, OPF, etc. during 2022. He further apprised that the Mohtasib had extended its outreach to the far-flung districts by establishing its offices in Mirpur Khas, Khuzdar and Swat as well as the former tribal areas of Kurram and South Waziristan to provide speedy relief to the complainants of those areas.

The Federal Ombudsman updated the President on his special ini-

tiatives regarding Informal Resolution of Disputes (IRD) and open courts for ensuring better service delivery to the general public. Complaints were also being heard online when requested by the complainants to provide them justice at their doorstep, he added.

The Wafaqi Mohtasib further stated that a 97% increase was recorded in receipt of online complaints. He underlined that the Ombudsman wanted to further enhance its outreach and strengthen its capacity but was facing financial difficulties.

The Wafaqi Mohtasib also apprised the President that under the Integrated Complaint Resolution (ICR) System, the Mohtasib had integrated 183 different agencies of the federal government for facilitating the quick disposal of complaints.

Underlining the need for providing quick and free-of-cost justice to the common man, the President asked the Mohtasib to increase its outreach using modern ICT tools and create awareness through media about its functions and services. The President appreciated the Mohtasib for its excellent performance in improving service delivery and the rule of law in the country.

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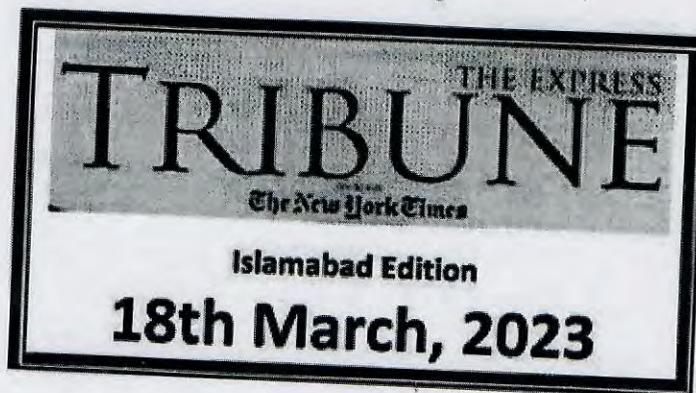
18th March, 2023

Page No 3

Wafaqi Mohtasib

## President lauds services

ISLAMABAD. President Dr Arif Alvi on Friday asked Wafaqi Mohtasib Ejaz Ahmed Qureshi to inform people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organizations. The president was talking to the Wafaqi Mohtasib who called on him and presented the Annual Report-2022. APP



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## President asks ombudsman to extend outreach of service

ISLAMABAD

President Dr Arif Alvi on Friday asked the federal ombudsman (Wafaqi Mohtasib) to intensify its awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organisations. Talking to Federal Ombudsman Ejaz Ahmed Qureshi, who called the presented and presented the annual report-2022 of the institution, the president emphasised the need for strengthening the capacity of the federal ombudsman's office and enhancing its reach to the far-flung areas of the country to address the grievances of the people at their doorsteps.

He said that people suffering from the excesses and injustices at the hands of

the government's functionaries needed to be provided immediate relief.

Qureshi apprised the president of the role and achievements of the federal ombudsman in providing justice to the people against the maladministration of government organisations during the year 2022. He informed the president that his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,398 in 2021. Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732 complaints in 2021 which was an increase of 50%.

He said that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them speedy and cost-effective justice. APP

# President asks Mohtasib to intensify awareness drive

**STAFF REPORTER**

President Dr Arif Alvi on Friday asked the Wafaqi Mohtasib to intensify its awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of government organizations.

The President said while talking to Wafaqi Mohtasib Ejaz Ahmed Qureshi, who called on him and presented the Annual Report-2022 of the institution in Islamabad on Friday.

The Wafaqi Mohtasib emphasized the need for strengthening the capacity of the Federal Ombudsman and enhancing its reach to the far-flung areas of the country to address the grievances of the people at their doorsteps.

Dr Alvi said that people suffering from the excesses and injustices at the hands of the gov-

ernment's functionaries needed to be provided immediate relief.

Ejaz Ahmad Qureshi

apprised the president about the role and

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providing justice to the people against the mal-

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during the year 2022.

He informed the president that his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,398 in 2021. Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732 complaints in 2021 which was an increase of 50%. He said that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them speedy and cost-effective justice. The Mohtasib highlighted that one-window facilitation desks had been established at all international airports in Pakistan to address the grievances of Overseas Pakistanis. He said that 137,647 overseas Pakistanis had been facilitated by the concerned agencies of the government.

# President asks Wafaqi Mohtasib to strengthen capacity

**P**resident Dr Arif Alvi has asked the Wafaqi Mohtasib to intensify its awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organizations. He emphasized the need for strengthening the capacity of the Federal Ombudsman and enhancing its reach to the far-flung areas of the country to address the grievances of the people at their doorsteps. He added that people suffering from the excesses and injustices at the hands of government's functionaries needed to be provided immediate relief.

The President made these remarks while talking to the Wafaqi Mohtasib (WM) of Pakistan, Mr Ejaz Ahmed Qureshi, who called on him and presented the Annual Report-2022 of the institution, at Aiwan-e-Sadr, today.

Mr Ejaz Ahmad Qureshi apprised the

President about the role and achievements of the Federal Ombudsman in providing justice to the people against the maladministration of government organizations during the year 2022. He informed the President that his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,398 in 2021. He added that Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732 complaints in 2021 which was an increase of 50%. He further stated that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them speedy and cost-effective justice.

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overseas Pakistanis had been facilitated by the concerned agencies of the government, including NADRA, Passport Office, OPF etc during 2022. He further apprised that the Mohtasib had extended its outreach to the far-flung districts by establishing its offices in Mirpur Khas, Khuzdar and Swat as well as the former tribal areas of Kurram and South Waziristan to provide speedy relief to the complainants of those areas.

The Federal Ombudsman updated the President on his special initiatives regarding Informal Resolution of Disputes (IRD) and Khuli Katchehries for ensuring better service delivery to the general public. Complaints were also being heard online when requested by the complainants to provide them justice at their doorstep, he added. The Wafaqi Mohtasib further stated that a 97% increase was recorded in receipt of online complaints. He underlined that the Ombudsman wanted to further enhance

its outreach and strengthen its capacity but was facing financial difficulties.

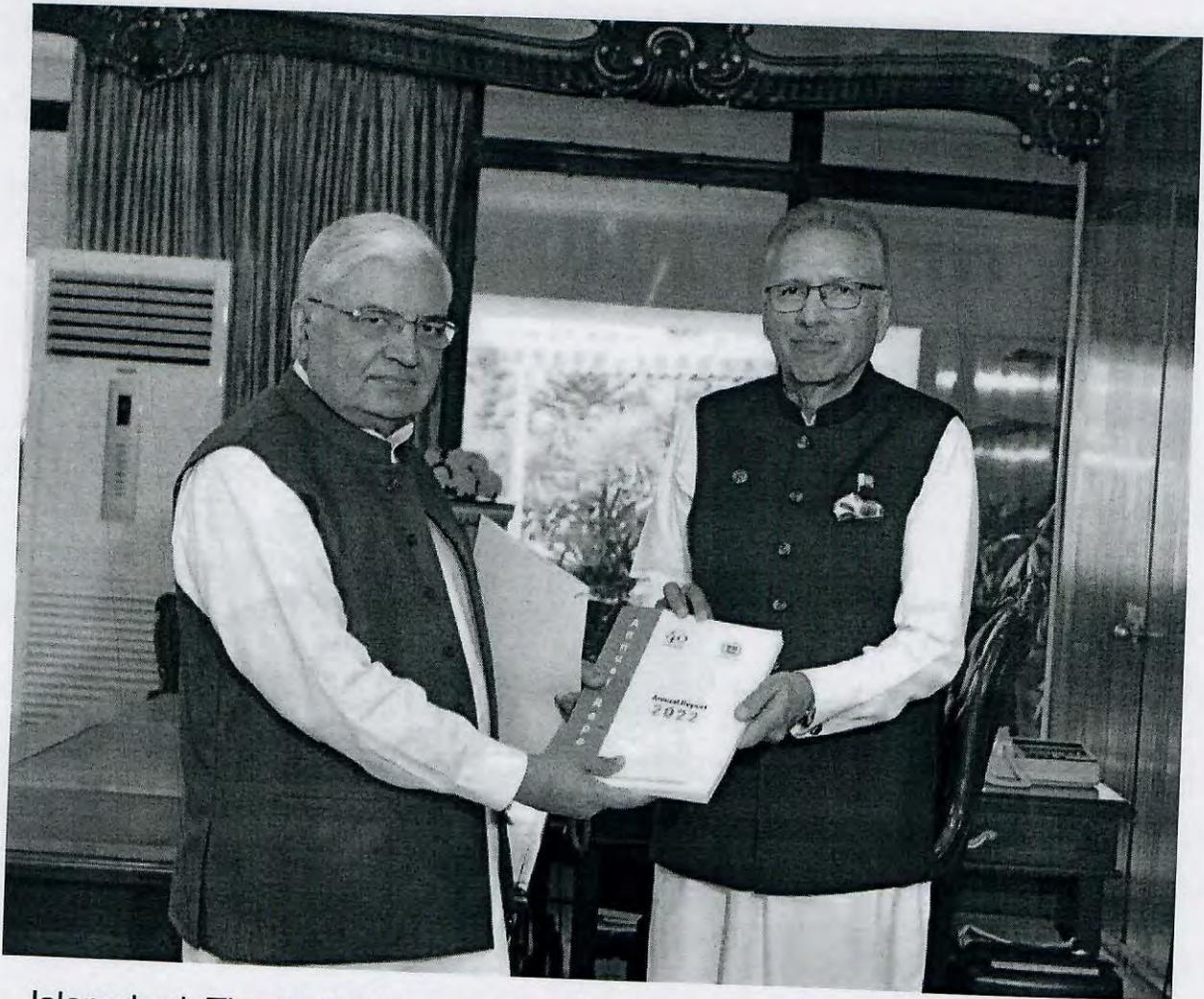
The Wafaqi Mohtasib also apprised the President that under the Integrated Complaint Resolution (ICR) System, the Mohtasib had integrated 183 different agencies of the Federal Government for facilitating the quick disposal of complaints.

Underlining the need for providing quick and free-of-cost justice to the common man, the President asked the Mohtasib to increase its outreach using modern ICT tools and create awareness through media about its functions and services.

The President appreciated the Mohtasib for its excellent performance in improving service delivery and the rule of law in the country. He assured the Federal Ombudsman of his full support in further strengthening the institution and enhancing its stature as a premier institution of administrative accountability. NEWS DESK

# Federal Ombudsman presents Annual Report to President

March 17, 2023 The Gulf Observer News



Islamabad, The Gulf Observer: President Dr Arif Alvi has asked the Wafaqi Mohtasib to intensify its awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organizations.

### ***Wafaqi Mohtasib Ejaz Ahmed Qureshi calls upon Dr. Arif Alvi at Aiwan-e-Sadr***

He emphasized the need for strengthening the capacity of the Federal Ombudsman and enhancing its reach to the far-flung areas of the country to address the grievances of the people at their doorsteps. He added that people suffering from the excesses and injustices at the hands of government's functionaries needed to be provided immediate relief.

### ***President asks the Mohtasib to increase the outreach and create awareness through media about the functions and services***

The President made these remarks while talking to the Wafaqi Mohtasib (WM) of Pakistan, Mr Ejaz Ahmed Qureshi, who called on him and presented the Annual Report-2022 of the institution, at Aiwan-e-Sadr, today.

Mr Ejaz Ahmad Qureshi apprised the President about the role and achievements of the Federal Ombudsman in providing justice to the people against the maladministration of government organizations during the year 2022. He informed the President that his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,398 in 2021.

***Says those suffering from the excesses and injustices at the hands of government functionaries need to be provided immediate relief***

He added that Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732 complaints in 2021 which was an increase of 50%. He further stated that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them speedy and cost-effective justice.

***Ejaz Ahmad Qureshi apprises the President about the role and achievements of the Federal Ombudsman***

The Mohtasib highlighted that one-window facilitation desks had been established at all international airports in Pakistan to address the grievances of Overseas Pakistanis. He said that 137,647 overseas Pakistanis had been facilitated by the concerned agencies of the government, including NADRA, Passport Office, OPF etc during 2022. He further apprised that the Mohtasib had extended its outreach to the far-flung districts by establishing its offices in Mirpur Khas, Khuzdar and Swat as well as the former tribal areas of Kurram and South Waziristan to provide speedy relief to the complainants of those areas.

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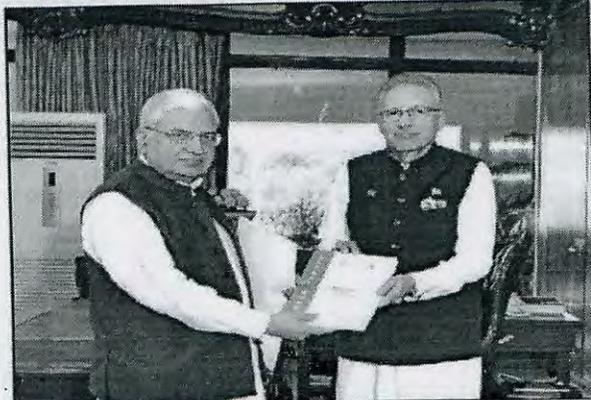
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Member APNS &amp; CPNE

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Quetta

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**ISLAMABAD:** Wafaqi Mohtasib of Pakistan Ejaz Ahmed Qureshi presenting the Annual Report 2022 of his organization to President Dr. Arif Alvi at Aiwan-e-Sadr.

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## President asks WM to strengthen capacity, intensify awareness drive

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Federal Ombudsman presents  
Annual Report to President



Law Minister urges all political  
leaders to sit together for  
improving economy

## Federal Ombudsman presents Annual Report to President

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Barkat Rice Mills (Pvt) Limited



## Nawaz, Shehbaz constitute Punjab, KP Parliamentary Boards

Minister for Information and Broadcasting Marriyum Aurangzeb on Friday said Pakistan Muslim League-Nawaz (PML-N) Quaid Nawaz Sharif and its President Shehbaz Sharif had constituted Parliamentary Boards for the upcoming provincial assemblies elections of Punjab and Khyber Pakhtunkhwa. She, in a tweet, said the boards were formed to award party tickets to suitable candidates.



## 'London Plan' Being implemented against Imran Khan: Farrukh

Pakistan Tehreek-e-Insaf (PTI) leader Farrukh Habib on Friday claimed that the 'London Plan' is being implemented against Imran Khan. Farrukh Habib said that PTI rivals are targeting Imran Khan for settling personal scores. He added that the whole state is gathered to take action against the PTI chief Imran Khan's arrest warrant.

Simultaneously published from Islamabad, Lahore and Multan

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## Presidents asks Wafaqi Mohtasib to strengthen capacity, intensify awareness campaign

City Desk

ISLAMABAD: President Dr Arif Alvi has asked the Wafaqi Mohtasib to intensify its awareness campaign to inform the people about its role in the provision of speedy and cost-effective justice against the maladministration of federal government organizations. He emphasized the need for strengthening the capacity of the Federal Ombudsman and enhancing its reach to the far-flung areas of the country to address the grievances of the people at their doorsteps. He added that people suffering from the excesses and injustices at the hands of government's functionaries needed to be provided immediate relief.



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Wafaqi Mohtasib (WM) of Pakistan, Mr Ejaz Ahmad Qureshi, who called on him and presented the Annual Report-2022 of the institu-

tion, at Aiwān-e-Sadr, today.

Mr Ejaz Ahmad Qureshi apprised the President about the role and achievements of the Federal Ombudsman in providing justice to the people against the maladministration of government organizations during the year 2022. He informed the President that his institution received an unprecedented 164,174 complaints in 2022 as compared to 110,398 in 2021. He added that Wafaqi Mohtasib disposed of 157,770 complaints in 2022 as compared to 106,732 complaints in 2021 which was an increase of 50%. He further

stated that the phenomenal growth in the number of complaints and swift disposal of cases showed that the people trusted the institution of Mohtasib that was providing them speedy and cost-effective justice.

The Mohtasib highlighted that one-window facilitation desks had been established at all international airports in Pakistan to address the grievances of Overseas Pakistanis. He said that 137,647 overseas Pakistanis had been facilitated by the concerned agencies of the government, including NADRA, Passport Office, OPF etc during 2022.