

Resolving Complaints of Poor, Neglected Segment of Society our Top Priority: Federal Ombudsman

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ABBOTTABAD -UNS: Federal Ombudsman Mr. Ejaz Ahmad Qureshi directed the Officers of regional office, Abbottabad and head of the Federal Agencies to ensure implementation of his decisions so that the rights of neglected and poor segments of the society are protected against mal-administrations and administrative access. He stated this while chairing a meeting of the officers, of Abbottabad regional Office and the heads of Federal Government Agencies. He said that 154343 complaints have been redressed since January 2023, and the figure of complainants registration is expected to reach 185000, by the end of this year.

Earlier, Federal Ombudsman was briefed on the performance of Regional Office Abbottabad, during which he was informed that 7858 decisions have been implemented during this year which is 68% more than the previous year. He commended the efforts of Regional Office and the heads of Federal Agencies ameliorating the mal-administrations issues faced by the lower strata of the society who cannot afford to approach the courts.

While addressing, Federal Ombudsman lauded the cooperation of administrative heads of the Federal Agencies in resolving the issues of common man at their door steps. He added that

it is our duty to redressed the grievance of the people who are mostly poor and indigent. He further stated that with this spirit, the programme of Informal Dispute Resolutions (IRD) was stated

in April, 2022 which has been very successful in resolving the issues of poor people. Under this

programme 2626 cases have so far been resolved, whereas, 186 cases of under process. While addressing media persons, Wafaqi Mohtasib informed that visible steps have been taken by the

Wafaqi Mohtasib to mitigate the issues of overseas Pakistanis, pensioners and matters pertaining

to jail reforms of prisoners, including women and children prisoners. In the Media interaction session, Hon'ble Wafaqi Mohtasib, emphasized that media plays a vital role in dissemination of information about difficulties of general public and the activities

of Wafaqi Mohtasib Secretariat, in providing relief to the poor. He emphasized that media's role

is crucial in improving the awareness in people of remote corners about Wafaqi Mohtasib role also

and about the service delivery in various departments.

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