

# Daily AQTIMES ISLAMABAD

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Pakistan, Kyrgyzstan set sights on stronger ties

PM speaks with Malaysian counterpart, expresses solidarity over losses in floods



## Open Court Hearing by Federal Ombudsman Officials in Mirpur, Azad Kashmir, Complaints against federal institutions heard; on-the-spot directives issued



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On the instructions of Federal Ombudsman Ejaz Ahmad Qureshi, the Director General of the Federal Ombudsman Secretariat, Muhammad Ashfaq Ahmad, and Consultant Khalid Sial held an open court in Mirpur, Azad Kashmir yesterday. They listened to complaints lodged against various federal departments and issued on-the-spot directives to the concerned officers.

During the open court, a complainant from the Benazir Income Support Programme (BISP) was immediately provided financial assistance. In another case, orders were issued for the prompt return of a citizen's confiscated motorcycle, mobile phone, and Rs. 9,000 in cash. The SHO of the concerned police station, who was present at the venue, assured that upon the complainant's visit to the police station, all confiscated belongings would be returned.

A large number of complainants, members of civil society, and media representatives participated in the open court. They presented a multi-

tude of complaints against OPF, Passport Office, Sui Gas, Postal Life Insurance, and State Life Insurance. Numerous complaints were also filed against WAPDA, NADRA, BISP, Pakistan Post Office, and National Savings, among other federal departments. Federal Ombudsman officials issued immediate orders to government departments for redressal of grievances. Prior to the proceedings, the officials also delivered an awareness lecture on the role and working of the Ombudsman's office.

Speaking to media representatives after the session, the officials discussed in detail the powers, jurisdiction, and complaint-filing procedures of the Federal Ombudsman. Director General Muhammad Ashfaq Ahmad emphasized that all officers and employees of federal institutions in the Mirpur division must perform their duties strictly in accordance with law. He stated that mismanagement, bribery, and favoritism have no place in any institution. Public servants draw salaries from the national exchequer and are appointed to serve the citizens, not to cause them hardship.

Media Consultant Khalid Sial briefed the participants on the objectives and procedures of the open court. Citizens submitted a large number of complaints against federal departments operating in the Mirpur division. Verbal and written complaints were lodged against the Passport Office, Sui Gas, NADRA, Pakistan Post Office, National Savings, EOBI, OPF, State Life and Postal Life Insurance, WAPDA, PCB, PTCL, National Bank, and internet and mobile service providers. Several issues were resolved on the spot, while others were forwarded to the heads of relevant departments with assurances of timely solutions.

The officials informed that any citizen may submit a written complaint to the Federal Ombudsman on a simple piece of paper along with a copy of their CNIC. Last year, Federal Ombudsman Ejaz Ahmad Qureshi issued more than 223,000 decisions, and this year the number is expected to exceed 250,000 – a record. Complaints may be submitted in writing, through the online portal, or via the mobile app, providing the public with multiple avenues to register their grievances.