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Inclusivity, key to promoting Ombudsmanship

STAFF REPORTER

Wafaqi Mohtasib Ejaz Ahmad Qureshi has said that enhanced public awareness is the key to promoting an effective Ombudsman Institution, responsive to the wishes and aspirations of the people.

He said this while addressing an online seminar on 'Building Public Awareness - An Essential Features of Ombudsmanship.'

The online forum was also attended by Senator Mushahid Hussain Sayed apart from the members of the Asian Ombudsman Association (AOA).

Mr Qureshi was of the view that being the premier organization of administrative accountability, the office of the Wafaqi Mohtasib is striving for quick and free of cost redressal of public complaints.

"We are presently focusing on the poor, downtrodden and mar-

ginalized segments of the society and a robust awareness campaign is being pursued to educate the general public about the availability of this forum, particularly in the remote and far-flung areas of the country", he added.

Mr. Qureshi further observed that promoting welfare of the common man was our ultimate objective and we are confident that by doing so, we would ultimately be ushering in good governance and the rule of law. Inclusivity and greater outreach are the most essential characteristics of a successful Ombuds System, he said.

Senator Mushahid Hussain Sayed also addressed the Online Seminar as the keynote speaker. He said that there is a dire need to reach out to those who are facing administrative excesses and mal-administration on part of the public sector entities.

Federal Ombudsman chairs online seminar

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The Federal Ombudsman, Ejaz Ahmad Qureshi, emphasised the importance of increasing public awareness to enhance the effectiveness of the Ombudsman Institution.

He made these remarks while inaugurating an Online Seminar on 'Building Public Awareness – An Essential Feature of Ombudsman-ship'. The seminar was attended by Senator Mushahid Hussain Sayed and members of the Asian Ombudsman Association (AOA).

Qureshi stated that the Wafaqi Mohtasib office is dedicated to addressing public complaints quickly and free of cost. He highlighted the focus on reaching out to the poor, downtrodden, and marginalized segments of society through a robust awareness campaign, especially in remote areas of the country. Qureshi emphasized that promoting the wellbeing of the common man is the ultimate objective, which will ultimately lead to good governance and the rule of law. He also stressed the importance of inclusivity and

greater outreach for a successful Ombuds System.

Senator Mushahid Hussain Sayed, the keynote speaker at the seminar, emphasized the need to address administrative excesses and mal-administration by public sector entities. "The Office of the Wafaqi Mohtasib is one of the most important and effective platforms to address the issues of omission and commission of these bodies and to ameliorate the lot of the public", he maintained.

He commended the performance of the Wafaqi Mohtasib Office in handling a large number of complaints and encouraged the use of IT tools and awareness campaigns to achieve their objectives. He also urged the media to publicize the goals of Ombudsmanship.

The online seminar was organised by the Asian Ombudsman Association (AOA), of which Pakistan is the current President. Ejaz Ahmad Qureshi was elected as the President of the 47-member strong body last year, and the AOA secretariat is located within the premises of the Wafaqi Mohtasib Secretariat in Islamabad.