

# NEWS



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## Wafaqi Mohtasib disposes of 193,028 complaints in 2023



**W**afaqi Mohtasib of Pakistan has processed a record 194,099 complaints against the maladministration of government departments in 2023, which is 18% higher than the previous year.

Out of these, 193,028 complaints were disposed of which is 22% higher than the year 2022.

This was reported by Wafaqi Mohtasib Ejaz Ahmad Qureshi who called on President Asif Ali Zardari and presented the annual report of the Federal Ombudsman, at Aiwan-e-Sadr, President Secretariat Press Wing said in a press release.

The mohtasib briefed the president about the performance and initiatives taken by the federal ombudsman. He said that the ombudsman was providing speedy and free-of-cost justice to the complainants against the maladministration of various government departments.

He informed that 49,190 complaints were received online in 2023, which was an increase of 47% from last year adding that 22,321 complaints were received through the mobile app, showing an increase of 21% as compared to the year 2022. He said the ombudsman was using the latest technology to help in the speedy redressal of cases and to enhance its outreach to the people in remote areas of the country. The mohtasib highlighted that the opening of new regional offices, holding of Khuli Katcheries, launching of the Informal Resolution of Disputes mechanism, and visits of mohtasib's inspection teams had helped in addressing complaints, besides leading to an increase in the registration of complaints. **APP**

# Federal Ombudsman disposes of 193,028 complaints in 2023

Islamabad

Federal Ombudsman (Wafaqi Mohtasib) of Pakistan has processed a record 194,099 complaints against the maladministration of government departments in 2023, which is 18% higher than the previous year.

Out of these, 193,028 complaints were disposed of which is 22% higher than the

year 2022. This was reported by Federal Ombudsman Ejaz Ahmad Qureshi who called on President Asif Ali Zardari and presented the annual report of the Federal Ombudsman, at Aiwan-e-Sadr, President Secretariat Press Wing said in a press release.

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plaints were received through the mobile app, showing an increase of 21% as compared to the year 2022. He said the ombudsman was using the latest technology to help in the speedy redressal of cases and to enhance its outreach to the people in remote areas of the country.

The Ombudsman highlighted that the opening of

new regional offices, holding of Khuli Kutcheries, launching of the Informal Resolution of Disputes mechanism, and visits of Ombudsman's inspection teams had helped in addressing complaints, besides leading to an increase in the registration of complaints. He further said that the office of Overseas Pakistanis in the Federal Ombudsman Secretariat had processed a record 202,367 complaints received through Pakistan Missions abroad, and one window facilitation desks at all international airports of the country. The president appreciated the performance of the ombudsman and urged the need to take further steps to enhance its outreach so that the maximum number of people could benefit of its services. — APP

"The most difficult thing is the decision to act, the rest is merely tenacity."  
-Amelia Earhart

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President Zardari celebrates Hindu community on Holi festival - Page 96

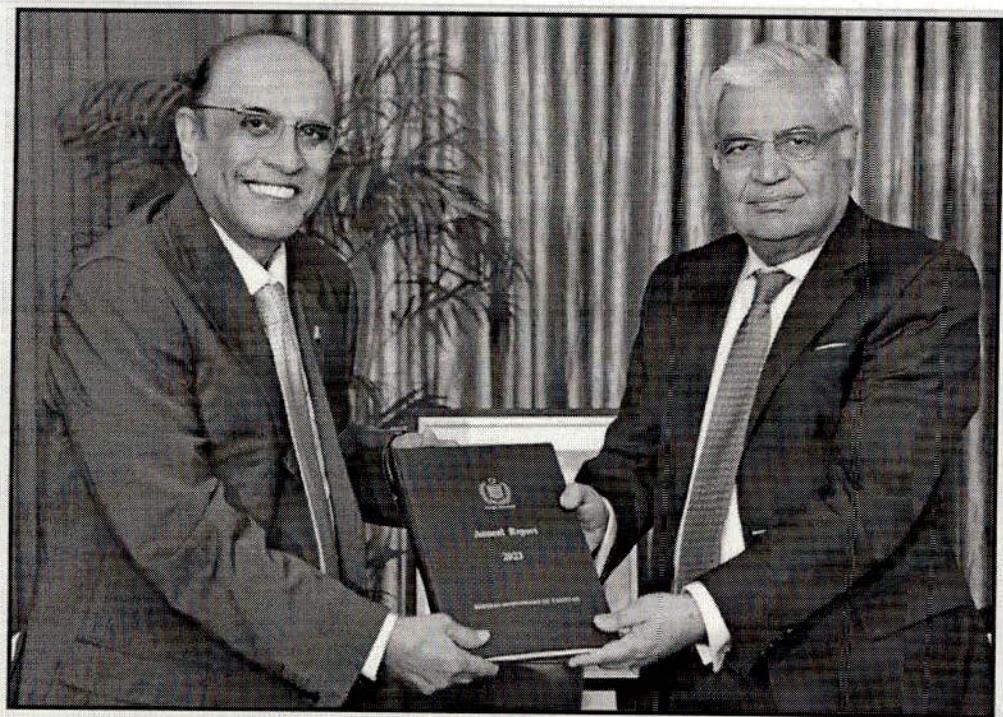
Shoaib Malik wishes birthday to third wife Sana Javed - Page 13

Founded by ZAHID MALIK (Retired-Gen)

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**The Wafaqi Mohtasib of Pakistan, Mr Ejaz Ahmad Qureshi, presenting the Annual Report-2023 to President Asif Ali Zardari.**



# The Nation

TUESDAY  
March 26, 2024



ISLAMABAD: Wafaqi Mohtasib of Pakistan Ejaz Ahmad Qureshi presents the Annual Report-2023 to President Asif Ali Zardari, at the Aiwan-e-Sadr.—NNI

## Wafaqi Mohtasib presents annual report to President

MATEEN HAIDER  
ISLAMABAD

Wafaqi Mohtasib of Pakistan has processed a record 194,099 complaints against the maladministration of government departments in 2023, which is 18% higher than the previous year.

Out of these, 193,028 complaints were disposed of which is 22% higher than the year 2022.

This was reported by Wafaqi Mohtasib Ejaz Ahmad Qureshi, who called on President Asif Ali Zardari and presented the Annual Report of the Federal Ombudsman, at Aiwan-e-Sadr, on Monday.

Wafaqi Mohtasib briefed the President about the performance and initiatives taken by the Federal Ombudsman.

He said that the Ombudsman was providing speedy and free-of-cost justice to the complainants against the maladministration of various government departments.

He informed that 49,190 complaints were received online in 2023, which was an increase of 47% from last year.

He added that 22,321 complaints were received through the Mobile App, showing an increase of 21% as compared to the year 2022.

He stated that the Ombudsman was using the latest technology to help in the speedy redressal of cases and to enhance its outreach to the people in remote areas of the country.

Wafaqi Mohtasib highlighted that the opening of new regional

offices, holding of Khuli Katcheries, launching of the Informal Resolution of Disputes mechanism, and visits of Mohtasib's inspection teams had helped in addressing complaints, besides leading to an increase in the registration of complaints.

He further said that the office of overseas Pakistanis in the Wafaqi Mohtasib Secretariat had processed a record 202,367 complaints received through Pakistan Missions abroad, and One Window Facilitation Desks at all international airports of the country.

The President appreciated the performance of the Wafaqi Mohtasib and urged the need to take further steps to enhance its outreach so that the maximum number of people could benefit of its services.



“The most difficult thing is the decision to act, the rest is merely tenacity.”

-Amelia Earhart

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## Reporter's Diary

# Wafaqi Mohtasib disposed of 193,028 complaints last year

### ZUBAIR QURESHI

Wafaqi Mohtasib of Pakistan, Ejaz Ahmad Qureshi on Monday briefed President Asif Ali Zardari about the performance of the office of Wafaqi Mohtasib stating that only last year (2023), a record 194,099 complaints regarding the maladministration of government departments were processed. This is 18pc higher than the previous year 2022.

Out of these overwhelming number of complaints, 193,028 were disposed of which is again 22pc higher than the year 2022.

The Wafaqi Mohtasib gave these statistics during a call on meeting with President Asif Ali

Zardari and presented him the Annual Report of the Federal Ombudsman at the Aiwan-e-Sadr.



The Wafaqi Mohtasib of Pakistan, Mr Ejaz Ahmad Qureshi, presenting the Annual Report-2023 to President Asif Ali Zardari.

The Wafaqi Mohtasib briefed the president about the initiatives

taken by the Federal Ombudsman.

He said that the Ombudsman was providing speedy and free-of-cost

justice to the complainants against the maladministration of various

government departments.

He informed that 49,190 complaints were received online in 2023, which was an increase of 47pc from last year. He added that 22,321 complaints were received through the Mobile App, showing an increase of 21pc as compared to the year 2022. He stated that the Ombudsman was using the latest technology to help in the speedy redressal of cases and to enhance its outreach to the people in remote areas of the country.

The Wafaqi Mohtasib highlighted that the opening of new regional offices, holding of KhuliKatcheries, launching of the Informal Resolution of Disputes mech-

anism, and visits of Mohtasib's inspection teams had helped in addressing complaints, besides leading to an increase in the registration of complaints. He further said that the office of Overseas Pakistanis in the Wafaqi Mohtasib Secretariat had processed a record 202,367 complaints received through Pakistan Missions abroad, and One Window Facilitation Desks at all international airports of the country.

The president appreciated the performance of the Mohtasib and urged the need to take further steps to enhance its outreach so that the maximum number of people could benefit from its services.

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