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Read to Lead



Hasnain reported at BBL, set to undergo test on...



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The int'l community should support the Afghan people in seeking a development path in keeping with their national realities

Chinese Foreign Ministry Spokesperson Zhao Lijian

Ombudsman emphasizes upon investigating officers to redouble their efforts to ensure maximum relief to complainants

OUR CORRESPONDENT
ISLAMABAD

The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi has emphasized upon his Advisors and Senior Officers of Wafaqi Mohtasib Secretariat to redouble their efforts to provide maximum relief to complainants. He directed his officers to ensure transparency, fair play and quick disposal of their work. He made it clear that only the efficient, hardworking and honest officers would be appointed and contracts of the officers currently working would be renewed only if they demonstrate these qualities.

Addressing the first meeting to review the performance of the Investigation and Appraisal Officers on 18 January, 2021 after taking oath of his Office, the Federal Ombudsman appreciated the great contribution made by his predecessors in transforming the institution of Mohtasib into a very efficient, efficacious and responsive organization for dispensation of administrative justice to the people at large and carrying out systemic re-



forms. He also greatly applauded the initiatives taken by them during the recent years to facilitate the pensioners, overseas Pakistanis and prisoners, especially the women and children in jails. He also recalled the recent decisions of Wafaqi Mohtasib in the context of

cyber-crimes against children, opening a new Regional Office of the WMS at Sargodha and provision of relief in complaints against SLIC, NADRA and DISCOs.

Expressing his satisfaction over the 110,404 number of public complaints handled by the

Office of Wafaqi Mohtasib during the preceding year, he observed that 42, 240 complaints were filed on line reflecting the trend of the public to use the latest information technology tools. He further observed that 29, 551 were disposed of during the last quarter alone. He also expressed satisfaction on 176.50% increase in receipt of complaints in the last quarter at regional office, Quetta.

The Wafaqi Mohtasib also expressed his desire to take further initiatives for resolution of public grievances and carrying out systemic reforms. He further directed to carry out systemic study on EOBI due to increase in number of complaints against it. He called upon the general public to avail the facility of the cost free and easily accessible system of the Office of Wafaqi Mohtasib for resolution of their grievances against the Federal Agencies. Assuring full cooperation to the public at large he stated that the Helpline of the Wafaqi Mohtasib Secretariat was available for the aggrieved citizens.

Intellect takes you to the door, but it doesn't take you into the house.

— Shams Tabrizi

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— Islamabad

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Ombudsman urges officers to ensure maximum relief to complainants

STAFF REPORTER

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Daily The Spokesman

RAWALPINDI



Product, market diversification key pillar of STPF: Razak

Adviser to the Prime Minister on Commerce and Investment Abdul Razak Dawood says product and market diversification is the key pillar of the Ministry of Commerce's Strategic Trade Policy Framework (STPF). The ministry conducts a periodic analysis of the degree of diversification by comparing exports during the ongoing financial year (FY) with those of the preceding years.



Indonesian coal exports support CPEC energy projects: Envoy

The Ambassador of Indonesia Adam M. Tjalla Tuesday says Indonesia is reformed in the coal industry, it would provide coal for the power projects under the CPEC and its Large Scale Manufacturing Industries (LSMI) in Pakistan. Indonesia currently exports 0.51 million tons of coal to the world market, accounting for 28 percent of the total global coal exports.

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Ombudsman emphasizes upon IOs to ensure maximum relief to complainants

Future appointments and renewal of contracts of officers would be strictly based on merit

Staff Reporter

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ISLAMABAD: The Federal Ombudsman Ejaz Ahmad Qureshi chairing a quarterly progress review meeting of Investigating Officers of head office and regional offices through video link.

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