



The Voice of the Time

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Peshawar

Bilawal Bhutto stresses need for unity to combat terrorism



IHC reserves verdict on pleas challenging delineations of Ch Nisar's constituencies

Ombudsman Office receive 190,000 complaints during current year

TIMES REPORT

ISLAMABAD: Wafaqi Mohtasib (Federal Ombudsman) Ejaz Ahmad Jureshi has directed the investigation officers and the heads of federal agencies to ensure timely implementation of Wafaqi Mohtasib decisions since no slackness would be tolerated on this count. He said that 78,000 complaints have so far been decided since January 2023 and the number of complaints may touch an all-time high figure of 190,000 by the year-end.

Wafaqi Mohtasib was residing over high-level meetings of WM Regional officers from Lahore,aisalabad, Sargodha and ujranwala on Wednesday. Ijaz Ahmad Jureshi, speaking to



media in Lahore, for the first time after having been elected as President of Asian Ombudsman Association (AOA) said that it was a great honour and recognition of Pakistan's valuable contribution. Commending the performance of the Regional Offices, he reiterated his firm commitment to resolve the issues faced by the poor masses. He said that the Wafaqi Mohtasib was a "poor

man's court" and its main purpose was to redress the grievance of oppressed and the marginalized members of the community. All out efforts would be undertaken by the government officials to resolve the complaints so that relief was provided to poor strata, he added. He said without allocation of additional budget and manpower, the officers of Wafaqi Mohtasib had put

in their best to reach out the public for resolving their complaints through Khulli Katcheries and IRD. He said number of complaints, filed with Wafaqi Mohtasib, was increasing every year and only in 2022 WM received 164,174 complaints out of which 154,770 complaints were resolved. This year WMS have received 183,000 complaints till now and it is expected that this number may reach to 190,000 by the end of the year, he added. He said his increase in the number of complaints showed the trust of the people, reposed in the Wafaqi Mohtasib institution. He commended the role of media in creating awareness about the institution of Wafaqi Mohtasib among the pub-

lic, he added. Wafaqi Mohtasib also highlighted steps being taken for the benefit of the pensioners, Overseas Pakistanis, Prisoners and specially the Women and Child Prisoners. He emphasised upon the media to cooperate in disseminating the message of Wafaqi Mohtasib to far-flung areas to ensure that poor segments of society received the information about Wafaqi Mohtasib and enable them to get timely relief. He said that in April 2022, Information Resolution of Disputes (IRD) was initiated in selective Regional Offices which received full positive response and up till now 2951 cases have been decided under IRD Programme while 473 cases were under process.

**Smoke attack
disrupts Indian
parliament, four ...**



Pakistan needs significant transformation in the insurance industry to address its fundamental challenges while catching up with global trends to maximize the value proposition of this industry

Federal Minister for Finance, Revenue, and Economic Affairs, Dr. Shamshad Akhtar



Election of Wafaqi Mohtasib as President Asian Ombudsman Association is a great honour for Pakistan

■ OUR CORRESPONDENT
LAHORE

Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi has directed the investigation officers and the heads of federal agencies to ensure timely implementation of Wafaqi Mohtasib Decisions and no slackness in this regard will be tolerated. He updated that 178000 complaints have so far been decided since January 2023 and the number of complaints may touch an all time high figure of 190000 by the end 2023.

Wafaqi Mohtasib was presiding over high level meeting of WM Regional Officers from Lahore, Faisalabad, Sargodha and Gujranwala, here today.

Mr Ijaz Ahmad Qureshi who was speaking to media at Lahore for the first time after having been elected as President of Asian Ombudsman Association (AOA) said that the elec-



LAHORE: Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing the media persons during his visit to WM Regional Office.

tion of Wafaqi Mohtasib as President of the AOA was a great honour for the country and recognition of Pakistan, s valuable contribution in the Asian Ombuds community.

Commending the performance of

the Regional Offices he reiterated his firm commitment of resolving issues faced by the poor masses. He said that the Wafaqi Mohtasib is a "poor man's court" and its main purpose is to redress the grievance of oppressed

and the marginalized members of the community. He added that all efforts be undertaken by the government officials to resolve the complaints so that relief is provided to poor strata. The Wafaqi Mohtasib while talking to media said that without allocation of additional budget and manpower, the officers of Wafaqi Mohtasib have put in their best to reach out the public and resolved their complaints through Khuli Katcheries and IRD. He further said that the number of the complaints being received by the Wafaqi Mohtasib is increasing every year and only in 2022 WM received 164174 complaints out of which 154770 complaints were resolved. This year WMS have received 183000 complaints till now and it is expected that this number may reach to 190000 by the end of the year. This increase in number of complaints shows the trust of the people reposed

in the Wafaqi Mohtasib, s institution. He commended the role of media in creating awareness about the institution of Wafaqi Mohtasib among the public.

Wafaqi Mohtasib also highlighted steps being taken for the benefit of the pensioners, Overseas Pakistanis, Prisoners and specially the Women and Child Prisoners. He emphasised upon the Media to cooperate in disseminating the message of Wafaqi Mohtasib to far flung areas to ensure that poor segments of society receive the information about Wafaqi Mohtasib and enable them to get timely relief. He said that in April, 2022 Information Resolution of Disputes (IRD) was initiated in selective Regional Offices which received very positive response and up till now 2951 cases have been decided under IRD Programme while 473 cases are under process.