

DAILY TIMES

Wafaqi Mohtasib launches the revamped version of the official website

TIMES REPORT

ISLAMABAD: The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi has said that the website of the Wafaqi Mohtasib Secretariat (WMS) plays a pivotal role in providing basic information to its users with regard to redressal of their complaints besides enabling them to lodge these complaints online, without having to travel to its Offices.

He was addressing an austere ceremony organized in connection with the launch of the revamped version of the official website of this Office here today.

All Senior Officers were present on the occasion



while the Heads of Regional Offices attended the event online. The representatives of the National Information Technology Board (NITB) who had helped in developing the website were also present.

He said by using the state-of-the-art technology, the website has been

made more efficient, user-friendly, incorporating the necessary contents in Urdu, thereby facilitating those who were earlier facing difficulties in surfing and utilizing the English version of the website. He added that the inclusion of all essential features in the Urdu language shall enhance awareness in the

masses about the services being rendered by this institution.

He further observed that all the essential contents including the complaint redressal mechanism, its practices and procedures, special initiatives including the Informal Resolution of Disputes (IRD), Outreach Complaint Resolution (OCR), KhuliKatcheries and alike have been uploaded in the Urdu language.

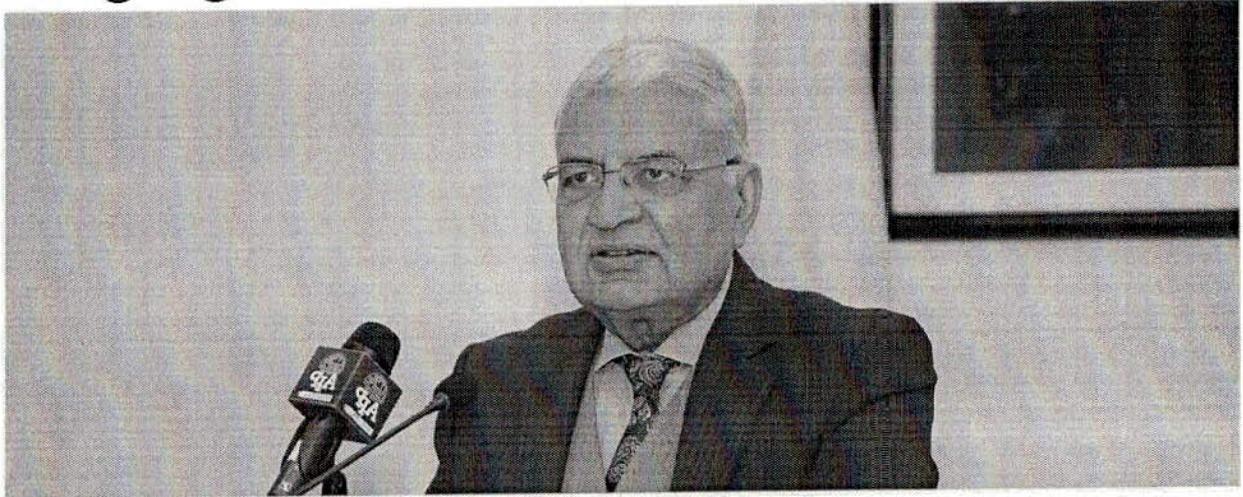
Similarly, the information pertaining to the working of the Grievance Commissioner for Overseas Pakistanis and the Grievance Commissioner for Children operating under the aegis of the WM Office

has been displayed in Urdu on its web pages.

The Wafaqi Mohtasib went on to say that the primary purpose of undertaking this exercise was to provide all necessary information to the website users and visitors, who were residing in the far-flung areas of the country and were unable to visit the Head Office or the Regional Offices. He expressed the confidence that with the launching of this website, all segments of the society would be able to benefit themselves from this facility and would be able to seek redressal of their grievances virtually at their doorstep.



Revamped Wafaqi Mohtasib website breaks language barrier for easy complaint resolution



UNS- ISLAMABAD: In a significant stride towards accessibility, Wafaqi Mohtasib, Ejaz Ahmad Qureshi on Wednesday unveiled the revamped version of the official website, now boasting essential features in Urdu by removing the language barrier for easy complaint resolution to facilitate the masses.

This move aims to simplify the process for the general public to lodge complaints online, eliminating the need to physically visit offices.

Addressing a ceremony celebrating the website's launch, Qureshi emphasized the pivotal role the website plays in providing basic information and facilitating complaint redressal. The ceremony, attended by senior officers and online participants from regional offices, highlighted the collaboration with the National Information Technology Board (NITB) in developing the enhanced platform.

Utilizing cutting-edge technology, the website has been transformed into a more efficient and user-friendly interface. The incorporation of Urdu content addresses the challenges faced by users who struggled with the English version. Qureshi stressed that this inclusion would boost awareness among the masses about the institution's services.

The revamped website now fea-

tures all essential content, including complaint redressal mechanisms, practices, procedures, and special initiatives, in the Urdu language. Information related to the Grievance Commissioner for Overseas Pakistanis and the Grievance Commissioner for Children, operating under the Wafaqi Mohtasib Office, has also been made accessible in Urdu. Qureshi underlined that this initiative primarily aims to bridge the information gap for users in remote areas who face difficulties visiting offices. He expressed confidence that the website's launch would empower all segments of society to seek grievance redressal virtually, bringing essential services to their doorstep. In a groundbreaking move towards inclusivity, Wafaqi Mohtasib, Ejaz Ahmad Qureshi, has introduced a revamped version of the official website, now equipped with essential features in Urdu. This strategic enhancement aims to streamline the complaint resolution process for the general public, offering a convenient online alternative to physical office visits. Speaking at the launch ceremony, Qureshi highlighted the website's crucial role in providing information and facilitating complaint redressal. The event, attended by senior officers and online participants from regional offices, acknowledged the collaboration with the

National Information Technology Board (NITB) in crafting the upgraded platform.

Harnessing state-of-the-art technology, the website has undergone a transformation for greater efficiency and user-friendliness. The integration of Urdu content specifically targets users who previously faced challenges navigating the English version. Qureshi emphasized that this linguistic inclusion would heighten awareness among the masses regarding the institution's services. The revamped website now hosts all essential content, from complaint redressal mechanisms to practices, procedures, and special initiatives, all presented in Urdu. Information related to the Grievance Commissioner for Overseas Pakistanis and the Grievance Commissioner for Children, operating under the Wafaqi Mohtasib Office, is now easily accessible in Urdu. Qureshi clarified that the primary objective of this initiative is to bridge the information gap for users in remote areas who find it challenging to visit offices physically.

He expressed confidence that the website's launch would empower all segments of society to virtually seek grievance redressal, effectively bringing essential services to their doorstep.

EXPRESS TRIBUNE

TODAY'S PAPER DECEMBER 28, 2023

WMS launches website in Urdu

NEWS DESK. The website of the Wafaqi Mohtasib Secretariat (WMS) plays a pivotal role in providing basic information to its users with regard to redressal of their complaints besides enabling them to lodge these complaints online, without having to travel to its Offices, said Wafaqi Mohtasib, Ejaz Ahmad Qureshi. He was addressing an austere ceremony organised in connection with the launch of the revamped version of the official website of this office on Wednesday. Qureshi said that by using the state-of-the-art technology, the website has been made more efficient, user-friendly, incorporating the necessary contents in Urdu, thereby facilitating those who were earlier facing difficulties in surfing and utilising the English version of the website. The inclusion of all essential features in the Urdu language shall enhance awareness in the masses about the services being rendered by this institution.

Wafaqi Mohtasib launches the revamped version of the official website

All essential features added in the Urdu language to facilitate general public

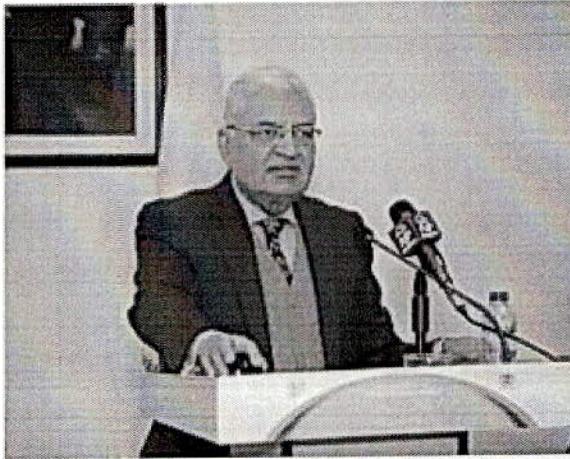
■ OUR CORRESPONDENT
PESHAWAR

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Peshawar: Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi pressing the button to formally launch Urdu Website of Wafaqi Mohtasib Secretariat.

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