



## Functioning of the **Wafaqi Mohtasib**

The Wafaqi Mohtasib is mandated to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration by Federal Government Agencies and their functionaries.

## **Mandate of the Wafaqi Mohtasib**

The term mal-administration as defined in the P.O.No.1 of 1983 includes:-

- (i) a decision, process, recommendation, act of omission or commission which:
  - (a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona fide and for valid reasons; or
  - (b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or
  - (c) is based on irrelevant grounds; or
  - (d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favoritism, nepotism and administrative excesses; and
- (ii) Neglect, inattention, delay, incompetence, inefficiency and ineptitude in the administration or discharge of duties and responsibilities.

## **Governing Statutes**

The following laws govern the working of the Wafaqi Mohtasib:

- President's Order No.1 of 1983
- The Federal Ombudsmen Institutional Reforms Act, 2013

## **Jurisdiction**

The Mohtasib may undertake any investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees on:

- a complaint by any aggrieved person;
- a reference by the President;
- a reference by the National Assembly;
- a motion of the Supreme Court or a High Court made during the course of any proceedings;
- of his own motion; or
- arrange for studies to be made or research to be conducted to ascertain the root causes of corrupt practices and injustice; and may recommend appropriate steps for their eradication.

## **Exclusion of Jurisdiction**

The Mohtasib does not have jurisdiction to investigate or inquire into any matters which:

- are sub-judice before a court of competent jurisdiction or tribunal or board in Pakistan on the date of the receipt of a complaint, reference or motion by him; or
- relate to the external affairs of Pakistan or the relations or dealing of

- Pakistan with any foreign state or government; or
- relate to, or are connected with the defence of Pakistan or any part thereof, the military, naval and air forces of Pakistan, or the matters covered by the laws relating to those forces; or
- relate to any complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working in respect of any personal grievance relating to his service therein.
- relate to provincial matters
- relate to personal issues

## **Registration of Complaints**

A complaint can be filed in the following manner:-

- By hand
- By Post (36, Constitution Avenue, Opposite Supreme Court of Pakistan, Sector G-5/2, Islamabad.
- By fax (92-51-9217224)
- By Email (ombuds.registrar@gmail.com)
- Online Submission (<http://www.mohtasib.gov.pk>)
- Online transferred from other Ombudsman Offices using Complaint
- Management Information System (CMIS).

## **The complainant is informed through SMS on**

- Admission and registration of complaint
- Disposal in Limini
- Issuance of findings
- Date of hearing

# **Performance**

Since inception in 1983, Wafaqi Mohtasib has disposed of 10,50,000 complaints. Since 1st January, 2020 to 30.06.2020 alone, a total of 47285 public complaints against Federal Agencies have been processed and 41,071 have been disposed of. The complaints are decided in the mandated period of 60 days. Review Petitions, filed against the Findings of the Wafaqi Mohtasib constituting only 0.45% of the total complaints, have also been decided. Less than 1% representations were filed with the President of Pakistan against the Findings of the Wafaqi Mohtasib. Wafaqi Mohtasib has been able to achieve 97% implementation of recommendations / findings of the Wafaqi Mohtasib.

## **Instant Complaint Resolution System**

Under this system major Ministries/Agencies have been electronically linked with the Complaint Management Information System (CMIS) of the Wafaqi Mohtasib and a complaint handling mechanism has been put in place, giving Agencies the first opportunity to redress grievances. If they are unable to

resolve the matter during the stipulated period, these complaints are automatically transferred to the CMIS of the Wafaqi Mohtasib for hearing and disposal in the normal course.

## **Outreach Complaint Resolution System (OCR)**

To provide inexpensive and expeditious administrative justice to the general public, a project was started by the Wafaqi Mohtasib in 36 districts. Under this project the Advisors of the Wafaqi Mohtasib visit district /tehsil headquarters including far flung areas to hear complaints at the proverbial door steps of the complainants and every complaint is disposed of in 25 days.

## **Overseas Pakistanis**

Wafaqi Mohtasib has taken various initiatives for the welfare of overseas Pakistanis which include:

- Establishment of One Window Facilitation Desks at 8 international airports of Pakistan i.e. Islamabad, Karachi, Lahore, Quetta, Peshawar, Faisalabad, Multan and Sialkot to resolve the complaints/issues of about 8.5 million Overseas Pakistanis. On these desks, representatives of 12 Federal Government Agencies are available, under one roof, for the facilitation of incoming and outgoing passengers.
- On the directions of the Wafaqi Mohtasib, Heads of Pakistan Missions abroad hear the complaints of Overseas Pakistanis once a week in their respective Embassies.
- Focal persons have been designated in Pakistan Missions abroad for facilitation of overseas Pakistanis.
- On-line complaints of Overseas Pakistanis are also being processed expeditiously.

## **Jail Reforms**

On the direction of the Supreme Court of Pakistan in a reference on the plight of prisons in Pakistan, Wafaqi Mohtasib constituted a committee on jail reforms. On the recommendations of the Committee, a number of facilities have been provided to the inmates of prisons. These facilities include:-

- Establishment of Sweet Homes for children in jails, free education, food and clothing, provision of books, setting up of libraries and computer labs and holding cost free examinations in jails.
- Payment of petty fines in respect of prisoners for their timely release is arranged through philanthropists.
- District Oversight Committees constituted to carry out surprise checks of prisons to monitor the living conditions of jail inmates.
- The Wafaqi Mohtasib submits periodic reports on implementation of prison reforms to the Supreme Court.

## **PENSIONERS**

The following steps have been taken for the facilitation of retired federal government employees:

- A Commissioner has been appointed for Pensioners.
- Instructions issued to all federal government agencies to complete the retirement cases of employees before their retirement.
- A focal person is designated in each federal government department for pensioner facilitation.
- Instructions issued to the Accountant General of Pakistan Revenue (AGPR) to finalize the pension cases within 30 days.
- For facilitation of old age pensioners to prevent them from standing in long queues in National Bank to receive their pension, other private banks have also been authorized to make payment of pension.
- A pension committee is working further on the pension reforms.

## **CONSTITUTION OF COMMITTEES ON SYSTEMIC ISSUES**

While deciding CMA No. 1313/20015, the Hon'ble Supreme Court of Pakistan had directed that:

**“In view of the Ombudsman offices mandate, it is not sufficient to just address individual complaints, the ombudsman offices must address systemic failures that are the root causes of “Mal-Administration” and formulate and enforce standards of “Good Administration””.**

On these directions and in the light of relevant laws/regulations various committees were constituted on systemic issues. Eminent personalities including leading administrators, lawyers, professionals and experts of different fields were included in these committees. These personalities shared their valuable experiences and provided their input on voluntary basis. These committees include Advisory Committee on Children, Committees on Police and Jail reforms, Training of Government Officers, Problems of Overseas Pakistanis, Provision of Essential Life Saving Drugs, Regulatory Bodies and NADRA. Besides, some other committees constituted by the Wafaqi Mohtasib also prepared and presented their reports and recommendations on various systemic issues including Outbreak of Measles, Delay in Issuance of Passports, Non-payment of Insurance claims by State Life Insurance Corporation, Khairpur Accident and Road Safety, Postal System, Reforms in PIMS, Efficiency of Central Directorate of National Savings and issues relating to injustice done to the employees of private sector in getting their pension from EOBI. The relevant reports were forwarded to the Hon'ble President, Prime Minister, Chief Justice of Supreme Court of Pakistan and other relevant agencies as well as to the parliament for carrying out necessary legislation, where required.

# Wafaqi Mohtasib Secretariat

## Regional Office, Lahore

15-A, 3rd Floor, State Life Building, Davis Road, Lahore.

+92-42-99201017-18

Fax: +92-42-99201021

## Regional Office, Multan

House No.15-C, Wahdat Colony, Chowk Rasheed-abad, Multan.

+92-61-9330024

Fax: +92-61-9330027

## Regional Office, Hyderabad

State Life Building No. 3, 6th Floor, Thandi Sarak, Hyderabad.

+92-22-9201604

Fax: +92-22-9201603

## Regional Office, Karachi

4-B, Federal Government Secretariat, Saddar Karachi

+92-21-99202115

Fax: +92-21-99202121

## Regional Office, Sukkur

Sindh Cooperative Housing Society, Airport Road, Sukkur

+92-71-9310011

Fax: +92-71-9310012

## Regional Office, Abbottabad

Room No. 6, District Government Secretariat, Abbottabad.

+92-922-9310538

## Regional Office, Peshawar

1st Floor, Benevolent Fund Building, Peshawar Cantt:

+92-91-9211574

Fax: +92-91-9211571

## Regional Office, Faisalabad

House No. W-10, P/20, Asif Street, Civil Lines, Faisalabad.

+92-41-9201016

Fax: +92-41-9201021

## Regional Office, Bahawalpur

House No. 32-C, Aziz Bhatti Shaheed Road, Model Town-A, Bahawalpur

+92-62-9255612

## Regional Office, Quetta

First Floor, Chamber Of Commerce Building, Zargoos Road, Quetta

+92-81-9202679

Fax: +92-81-9202691

## Regional Office, D.I.Khan

Plot No. 1, Survey No. 79, Quaid-e-Azam Road, Near GPO Cantt: D.I.Khan

+92-966-9280164

Fax: +92-966-9280256

## Regional Office, Gujranwala

144-145, 1st Floor, Mumtaz Market, G.T. Road, Gujranwala

Ph: +92-55-9330616

## Head Office, Islamabad

36 Constitution Avenue, Opposite Supreme Court of Pakistan Sector G-5/2, Islamabad

Phone: 92-51-9213886-7, Fax: 92-51-9217224

Helpline (General): 1055, Helpline for Children: 1056

Email: [ombuds.registrar@gmail.com](mailto:ombuds.registrar@gmail.com)

Website: [www.mohtasib.gov.pk](http://www.mohtasib.gov.pk)