



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi presenting the Annual Report 2023 to the President Mr. Asif Ali Zardari at the Aiwan-e-Sadr (25.03.2024)

WAFAQI MOHTASIB PRESENTS ANNUAL REPORT 2023 TO THE PRESIDENT

PRESIDENT DESIRES EXPANSION OF IRD, KHULI KATCHERIES PROGRAMME

The Wafaqi Mohtasib (Federal Ombudsman), Mr. Ejaz Ahmad Qureshi called on the President, Mr. Asif Ali Zardari at the Aiwan-e-Sadr on March 25, 2024 and presented the Institution's Annual Report for 2023 to him. He also apprised the President of the salient features of the measures initiated by his Office for speedy and free of cost redressal of the public complaints.

The Wafaqi Mohtasib informed the President that during the outgoing year 2023, the Office of the Wafaqi Mohtasib processed a record number of 194,106 complaints reflecting an increase of 18% than the preceding year. The number of complaints disposed of during this period stood at 193,030, which showed an increase of 22% than in

the year 2022. He further added that despite a large increase in the number of complaints, the additional work load was handled within its own resources without recourse to any additional resources.

The Wafaqi Mohtasib after his meeting with the President, stated that the Hon'able President commended the performance of the Wafaqi Mohtasib's Office and underlined the need to take further steps to enhance its outreach so that the maximum number of people could benefit from its services.

The Wafaqi Mohtasib further informed the President that the ever increasing number of complaints can be attributed to various initiatives taken by this Office including opening of new Regional

Offices, holding of Khuli Katcheris, which were held in 19 remote areas of the country in 2023, alongwith launching of the IRD mechanism and the visit of Wafaqi Mohtasib's Inspection Teams to a select service delivery organizations generating persistent complaints of mal-administration, inefficiency and neglect.

The Wafaqi Mohtasib informed the President that over the years the office has emerged as a model institution, reflecting the trust and confidence of the people. He said that the greater number of regional offices shall enhance accessibility and outreach of the Office of the Wafaqi Mohtasib and help resolve the public complaints with greater ease and facility.

WAFAQI MOHTASIB ADDRESSES AOA WEBINAR ON PROTECTION AGAINST HARASSMENT AT THE WORK PLACE



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing AOA Webinar on Protection Against Harassment at the Workplace (27.03.2024)

The Federal Ombudsman of Pakistan, Mr. Ejaz Ahmad Qureshi said that the Parliament adopted an Act for Protection Against Harassment of Women at the Workplace in 2010 with a view to implementing the relevant provisions in the Constitution and ensuring equal opportunity for men and women and the right to earn a livelihood without fear or any discrimination.

He was inaugurating a Webinar on Protection Against Harassment of Women at the Workplace, in Islamabad on March 27, 2024, organized under the aegis of Asian Ombudsman Association (AOA). It was attended by the members of the AOA besides the human rights practitioners and activists in addition to the members of the OIC Ombudsman Association (OICOA) and the Forum of Pakistan's Ombudsman (FPO).

Mr. Ejaz Ahmad Qureshi, who is also the current President of the 47-member strong Asian Ombudsman Association, said that the Constitution of Pakistan upholds the principle of equality and dignity alongwith explicitly prohibiting gender discrimination in all spheres of national life. He further stated that the enactment of the relevant law against harassment in 2010 was followed by two more Acts of the Parliament in 2020 and 2022 respectively, expanding the scope of its legal provision to include men, women and transgenders alike. Enforcement of the Women's Property Rights was also brought within the purview of these legislative provisions, he added. He said that the Webinar was intended to share Pakistan's experiences, best practices and the exchange of information with a view to promoting gender equality

and the right to work with dignity for all.

Later, Ms. Fauzia Viqar, Federal Ombudsperson Protection Against Harassment of Women at the Workplace (FOSPAH) made a presentation on the scope of work and operational framework of the FOSPAH, which was established in 2011. She said that FOSPAH was playing a vital role in upholding the constitutional provision of equality and dignity alongwith striving to create an environment free of harassment and discrimination. She further added that Pakistan has the distinction as being the only country with a dedicated Ombudsperson Institution to deal with the challenges of women empowerment and denial of rights, thereby emphasizing the need for support to over 49% of the population.



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi with the group of visiting Ombudsmen of Indonesia, Turkiye and Azerbaijan and their staff members at the Wafaqi Mohtasib Secretariat Islamabad. (17.01.2024)

**COUPLE RECEIVES BACK
RS.200 MILLION FROM
THE MICRO FINANCE
BANK DUE TO
INTERVENSION OF
WAFAQI MOHTASIB**

Mr. Ashfaq Ahmad, CEO of the Ashfaq Textile Mills Ltd. Faisalabad and his wife had invested their Rs.200 million in a Micro Finance Bank in the People's Colony, Faisalabad Branch, in the form TDRs. After sometime, they needed the amount and when they requested the bank for premature encashment of the TDRs, it did not oblige and instead started using delaying tactics.

The couple then approached the Consumer Protection Department of the State Bank of Pakistan (SBP) but this also has been unable to resolve the issue and they kept on running from the pillar to the post. They lost all hopes of finding an amicable settlement of the issue as the parties concerned were not willing to accede to their request for encashment. The attitude of the Micro Finance Bank's officials was particularly non-cooperative as they were unwilling to part with the petitioner's money. The couple ultimately lodged a complaint with the Wafaqi Mohtasib's Office through its Regional Office located at Faisalabad. The Wafaqi Mohtasib Office took up the matter with the quarters concerned and after a series of efforts it was able to resolve the issue. The agency concerned i.e. SBP was instructed to do the needful within 30 days.

Mr. Ashfaq Ahmad in his letter of gratitude addressed to the Wafaqi Mohtasib dated 22-02-2024 informed the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi that the said Micro Finance Bank had on 27-01-2024 credited the amount and the issue now stood resolved. The couple also commended the cooperation of the Wafaqi Mohtasib's Regional Office, Faisalabad and its painstaking efforts to resolve the issue at an early date.



From the Ombudsman's Desk

Advent of the year 2024, marks the coming of age of the Institution of the Wafaqi Mohtasib, which has Alhamdulillah entered the 42nd year of its existence. During its long journey, it has witnessed continuous evolution and growth along with constant refining and streamlining of systems and procedures to dispense quick administrative justice. Both in the qualitative and quantitative terms, it is now well-established, positioning itself uniquely to address issues pertaining to mal-administration and suggesting reforms for correcting the systemic shortcomings in the Government Agencies.

Lately, this Office is placing greater emphasis on improving the quality of services. It is heartening to note that this Office's credentials as the premier national institution for providing administrative justice are now fully established. As we embark upon the new year, this Institution will not lose sight of the lessons learnt during the evolutionary stages and continue to strive for excellence. The Institution's focus would remain on consolidating the gains of the outgoing year, while carrying out a deeper introspection for future to gauge the impact of its earlier initiatives. Constant monitoring and quest for refinement provides the only guarantee for a brighter future.

The record number of 194,106 public complaints processed during the outgoing year 2023, is undoubtedly a manifestation of the trust and confidence reposed by the general public in this institution to provide inexpensive and expeditious justice against mal-administration. This is both an honour as well as an onerous responsibility. The review petitions or representations were lodged in less than 1% of the cases disposed of in the outgoing year, which again is a manifestation of the thorough scrutiny and satisfactory final disposal of each and every case in the most professional manner. The commitment, dedication and hard work so amply demonstrated by my colleagues at the Head Office and the Regional Offices, had made it possible to service more than 2 million households all these years.

Let us collectively make sure that the Institution would not relent in its efforts to further improving and strengthening the quality and delivery of its services. Its every step, no matter how small it may be, to check acts of omission or commission and mal-administration, contributes to the realization of a bigger goal, i.e., good governance and the rule of law. May Allah guide our path in the service of the country and its people.



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi holding a meeting with senior journalists in Islamabad. (10.01.2024)

WAFAQI MOHTASIB ADDRESSES SENIOR JOURNALISTS

EXPRESSES RESOLVE TO GET ALL DECISIONS IMPLEMENTED

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi believes in maintaining regular contacts with Press and Media with a view to raising public awareness. In this connection, he met with a group of senior journalists in Islamabad on 10 January, 2024 and apprised them of the performance of this office during the outgoing year 2023. He said that his office decided 193,030 cases, which are 22% more than the year 2022. He further added that 85.4% decisions in various cases have been implemented and the institution is determined to get its 100% decisions implemented in letter and spirit. During the year 2023, the Investigation Officers undertook visits to the far-flung areas of the country and decided 3,149 cases. This spared the complainants from undertaking visit to the Wafaqi Mohtasib's Head Office or the Regional Offices and got their complaints redressed at their doorsteps. He further informed that he has already issued instructions to the

Investigation Officers as well as the heads of various Government agencies and departments to ensure implementation of the decisions made by this office within the stipulated time frame. He said that delay in implementation of the decisions would not be tolerated.

The Wafaqi Mohtasib further informed the journalists that during September 2023, Pakistan was unanimously elected as the President for a 04-year term by the General Assembly of the Asian Ombudsman Association (AOA), which is indeed a great honour for the country. He said that the Wafaqi Mohtasib's Office is the poor men's court as it intends to resolve the complaints of the general public particularly those belonging to the poor and marginalized sections of the society. He also pointed out that the additional work load was handled without any extra budget or manpower, adding that new initiatives like the Informal

Resolution of Disputes (IRD) and Khuli Katcheries have helped a great deal in redressing the public complaints speedily.

He said that there is a progressive increase in the number of complaints being received every year stating that during the year 2022, 164,174 complaints were received, which rose to 194,106 in 2023 and this fact alone reflected the trust and confidence the general public has in this Institution. On this occasion, he also apprised the media persons of the new initiatives launched by this Office including those for resolving the complaints of the Overseas Pakistanis, Pensioners and Prisoners. He urged the media fraternity to extend its cooperation to this office for raising the general public awareness so that people may contact this office for speedy and cost-effective resolution of their complaints. He also highlighted the role of the various Regional Offices in resolving the public complaints at their doorsteps.

WAFAQI MOHTASIB'S INSPECTION TEAM VISITS ISLAMABAD AIRPORT

ISSUES INSTRUCTIONS FOR IMMEDIATE REDRESSAL OF PUBLIC COMPLAINTS



An Inspection Team from the Wafaqi Mohtasib Office holding a meeting with the officials of the 12 Federal Agencies deputed at the Islamabad Airport (07-03-2024)

Taking cognizance of a large number of complaints of mal-administration and mismanagement against the Islamabad Airport authorities, an Inspection Team headed by a Senior Advisor visited the Islamabad Airport on March 07, 2024 on the directions of the Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi. The Inspection Team met the passengers there and listened to their complaints besides issuing on the spot instructions to the authorities concerned for their prompt redressal. The team submitted its report to the Federal Ombudsman.

The Wafaqi Mohtasib has instructed the relevant authorities to facilitate the Overseas Pakistanis in all respects and directed the Federal Agencies

deputed at the OWFDs to take all necessary steps proactively in this regard.

The Team visited various sections of the Airport lounges in addition to the luggage area, Immigration and other counters and noted that predominant number of complaints relate to the delays in immigration and unnecessary procedures amounting to intimidation by the officials of the Customs, FIA and ASF deployed there. It was also observed that a majority of the complaints of the Overseas Pakistanis relate to missing luggage and late delivery of their belongings at the Airport. The Inspection Team also looked into the pace of implementation of the recommendations made to the

authorities during their previous visits.

It may be recalled that the Inspection Team during its last visit to the facility, recommended that the ANF, ASF & Customs search desks may be unified in order to save precious time of the passengers and to work under the surveillance of close circuit cameras in addition to fixing bill boards in Urdu and English for facilitating the passengers. The Inspection Team was informed by the Airport authorities that it has already implemented the instructions given earlier by the Team. The Bureau of Emigration and Overseas Pakistanis informed that the e-protector system has been started for facilitating the Overseas Pakistanis.

APP DELEGATION VISITS WAFAQI MOHTASIB'S OFFICE

A delegation of the Associated Press of Pakistan (APP) conducted a study tour of the Wafaqi Mohtasib Secretariat on March 08, 2024 as part of the civil society's visit programme undertaken by the Secretariat. The Senior Advisor (International Cooperation and Media) WMS briefed the delegation on the working and performance of the WMS alongwith apprising them of the new initiatives. He said that the office is striving to dispense administrative justice to the people nearest to their homes. "Our

Investigation Officers visited far-flung areas of the country to decide the cases, thereby sparing the complainants of the trouble to travel all the way to Wafaqi Mohtasib's Head Office or the Regional Offices for resolving their complaints", he added. He further stated that the Office of the Federal Ombudsman has established firm linkages with a number of international organizations. During September 2023, Pakistan was unanimously elected unopposed as the President of the 47-Member strong Asian

Ombudsman Association (AOA) during its General Assembly session, which is indeed a singular honour for the country. He termed the WM Secretariat as the poor man's court, committed to ensuring dispensation of justice to the people, especially those belonging to the down trodden and marginalized sections of the society. He also referred to the steps undertaken for improving the lot of Overseas Pakistanis, Pensioners and Prisoners, particularly the women and juvenile prisoners.

WAFaqi MOHTASIB COMMITTED TO FAST-TRACK RESOLUTION OF BUSINESSMEN'S PROBLEMS

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi interacted with the businessmen and industrialist community at Islamabad and Faisalabad during the month of January, 2024. He was apprised of their pressing problems particularly with regard to the sky-rocketing prices of sui gas and electricity, which led to the increase in the cost of production of the respective goods especially those intended for exports.

Talking to a businessmen delegation, which called on him in his office, he said that being the major job providers and employers in the country, businessmen and industrialists are the pillars of our economy as they keep the wheels of the industry and economy moving.

The Wafaqi Mohtasib said that in view of their pivotal role in the economy, his office remains committed to fast-track resolution of their problems. He further stated that doors of Wafaqi Mohtasib's institution are open for the business and industry people on 24/7 basis and they may approach with regard to their complaints pertaining to maladministration against the Federal Agencies. Nearly 200 entities and departments fall under the Wafaqi Mohtasib's purview and this office had resolved over 194,000 complaints against them in the outgoing year 2023, informed the Wafaqi Mohtasib.



A delegation of the Islamabad Chamber of Commerce and Industry calling on Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi in Islamabad (29.01.2024)

The leader of the delegation earlier requested the Wafaqi Mohtasib to appoint a focal person for the business community for fast-track resolution of their problems.

The Wafaqi Mohtasib assured the business community, of his highest consideration and said it can bring to his knowledge pressing public complaints in addition to their own problems. He said that 22 Regional Offices and Complaint Centres are there to take care of the public complaints and people belonging to the far-flung areas of the country are benefiting themselves from this arrangement. He added that the opening of Regional Offices in Gilgit Baltistan and Azad Kashmir is also in the pipeline.

While at Faisalabad on February 27, 2024, he addressed a function organized by the Faisalabad Chamber of Commerce and

Industry. Speaking on the occasion, he said that large business and industrial concerns provide employment to bulk of the people alongwith enhancing the country's exports. Therefore, every effort should be made to facilitate them, he maintained. The textile sector of Faisalabad in particular had been playing a remarkable role in the past with regard to textile exports and established its reputation as a major market player the world over, he added. In this connection, he also referred to the vibrant role of the SMEs saying that these need to be revived for reinvigorating the economy. The Wafaqi Mohtasib also assured the businessmen that he would play his due role in transmitting their complaints to the quarters concerned with a view to finding a viable solution.

FEDERAL GOVERNMENT EMPLOYEES HOUSING AUTHORITY (FGEHA) SUBMITS IMPLEMENTATION REPORT ON WAFaqi MOHTASIB'S RECOMMENDATIONS

The Federal Government Employees Housing Authority (FGEHA), has communicated that it has implemented all the recommendations made by the Wafaqi Mohtasib's Inspection Team, following its visit to the organization in response to the public complaints.

Submitting its report to the Wafaqi Mohtasib Secretariat, the Authority stated that the recommendations have been fully implemented in letter and spirit. Duly acknowledging the step, the Wafaqi Mohtasib expressed

his satisfaction and urged that provision of necessary facilities to the general public is one of the basic responsibilities of all government agencies.

It may be recalled that the Wafaqi Mohtasib's Inspection Team had directed the FGEHA to place the seniority list of the allottees on its website, to be duly updated after every 30 days alongwith preparing the billboards and placing instructions for the visitors at the key places in English as well as in Urdu.

It has also instructed that the applicants may be apprised of the objections/deficiencies with regard to their requests for transfer of plots and houses within 03 days in addition to provision of two additional printers for facilitating the public/visitors. The Team has also directed the Authority to make necessary arrangements for protecting the record room from accidental outbreak of fire by installing necessary firefighting equipment.

PRESIDENT ARIF ALVI COMMENDS PERFORMANCE OF THE WAFAQI MOHTASIB'S INSTITUTION ON 7 FEBRUARY 2024

The Office of Wafaqi Mohtasib (Ombudsman) is doing a commendable service in providing inexpensive and speedy relief to the general public against complaints of mal-administration by government agencies. The institution has set high standards of efficiency and is dealing with an increasing number of complaints, predominantly received from the marginalized and disadvantaged segments of the society.

These remarks were made by the outgoing President Dr. Arif Alvi, on the eve of his last visit to the Wafaqi Mohtasib Secretariat during his term of office on Feb. 7, 2024. Mr. Muhammad Shakeel Malik, Secretary to the President, Mr. Afzal Latif, Secretary Wafaqi Mohtasib Secretariat and other senior officers of the two Offices were also present on the occasion. Wafaqi Mohtasib, Mr Ejaz Ahmad Qureshi thanked the President for



The then President Dr. Arif Alvi signing the visitors book during his visit to Wafaqi Mohtasib Secretariat, Islamabad. (7.02.2024)

the continued guidance, advice and support received from his office during his tenure. He added that initiatives like holding of Khuli Katcheries in remote areas, launching of Informal Resolution of Disputes (IRD) mechanism, introducing receipt of complaints

online/mobile app and visits of his inspection teams to various service delivery organization has added value to the operations of this institution.

Later, the President also signed the visitors book and recorded his impressions therein.

AMELIORATING LOT OF THE POOR AND DISADVANTAGED REMAINS OUR PRIORITY, SAYS WAFAQI MOHTASIB

The Wafaqi Mohtasib, during his visit to Faisalabad on February 27, 2024 also visited the "Sailani Welfare Markaz" located at Faisalabad, wherein he was briefed on the welfare activities of the Centre aimed at improving the lot of the poor and disadvantaged sections of the society particularly the children. The Wafaqi Mohtasib lauded the welfare activities of the organization and urged the people to extend their whole-hearted cooperation in this regard. He said that welfare of the children takes a high priority with the Institution of the Wafaqi Mohtasib and also referred to the Zainab Alert Response and Recovery Act 2020 and a bill on the Prevention and Control of the Cybercrimes against the Children Act, adding that a full time Grievance Commissioner is also working in the Wafaqi Mohtasib Secretariat for the resolution of the problems being faced by the children.



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing a function at the "Sailani Welfare Markaz" Faisalabad (27.02.2024)

WAFAQI MOHTASIB DIRECTS PASSPORT OFFICE TO TAKE IMMEDIATE STEPS FOR ADDRESSING DELAYS IN ISSUANCE OF PASSPORTS

Complaints regarding inordinate delay in issuance of Passports have been pouring in from within the country and the Overseas Pakistanis. Responding to a large number of complaints in this regard, the Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi directed the Passport Office authorities to take immediate steps for addressing this concern of the general public.

On January 26, 2024, he also expressed his dissatisfaction over the inquiry report submitted by the Passport Office in the last week of January 2024 in compliance of his earlier directions in this connection.

Terming the inquiry report as unsatisfactory and lacking in substance, he directed the senior

officials concerned of the Passport Office to address the issue expeditiously. He also said that exhaustion of lamination paper, ink etc. were petty issues and the Passport Office should have foreseen and predicted its precise requirements much earlier to cater to the needs of growing number of Passports seekers.

In this context, Inspection Teams from the Wafaqi Mohtasib Secretariat had visited the Passport Office Islamabad, Karachi, Quetta, Peshawar and Multan on February 22, 2024. The inspection visits were aimed at ascertaining the causes of the delay and breakdown of efficient delivery of services in the respective Passport Offices.

The teams discussed in detail the entire process of issuing passports with the officials concerned besides interviewing a large number of people who had come to the office to collect their passports. The people expressed their serious reservations regarding the performance of the Passport Office and said that they had been visiting the Passport Office for the last couple of months and many of them even complained that their visas stood expired during the process. It may be added that a number of people had been unable to join their jobs abroad owing to this state of affairs. Same is the case with those who wanted to proceed abroad in connection with their higher studies or family visits.

WAFAQI MOHTASIB DIRECTS DRAP, NIH TO ENSURE FAST TRACK AVAILABILITY OF ANTI-RABIES VACCINE

The Wafaqi Mohtasib, Mr. Ejaz Ahmed Qureshi on January 14, 2024 directed the heads of the Drug Regulatory Authority of Pakistan (DRAP), and the National Institute of Health (NIH) to take urgent steps for ensuring fast-track availability of the Anti-Rabies vaccine in the Government Hospitals of ICT, shunning all bureaucratic bottlenecks in this regard.

It may be recalled that in response to a public complaint received in his office in January, 2024, he took a serious notice of the non-availability of this essential vaccine in the Islamabad's Government hospitals and summoned the senior

officials of both these organizations on January 09, 2024 to unearth the root cause of the situation. Mr. Nazim Hussain, a resident of Islamabad sent an email to the Wafaqi Mohtasib stating that his son was bitten by a rabid dog, but when he approached various Government hospital in Islamabad, he was informed that the said vaccine was not available there.

As a follow-up measure, the office of Wafaqi Mohtasib immediately issued a notice to both these organizations i.e. NIH and DARP and initiated a probe into the matter. It was revealed that apart from lengthy official procedures, bureaucratic delays,

gross negligence, mismanagement and fluctuation of the dollar rate resulted in this unfortunate situation. It was directed that responsibility may be fixed for the shortage of this essential vaccine and necessary steps may be initiated for avoiding recurrence of such incidents in future. Subsequently, the matter was strongly pursued by the Office and a number of hearings were held in this regard. Later, the Ministry on 21-02-2024 issued directions to the hospitals in Islamabad falling under its administrative control to purchase sufficient vials of ARV and make the same available for the general public as an immediate remedial measure.

WAFAQI MOHTASIB'S KEY DECISIONS

WAFAQI MOHTASIB DIRECTS CENTRAL DIRECTORATE OF NATIONAL SAVINGS (CDNS) TO TRANSFER THE AMOUNT FROM GPO-JHELUM TO CDNS

One Mr. Muhammad Bashir s/o Muhammad Khan, resident of Bara Giran, Tehsil Dina (District Jhelum) approached the Office of the Wafaqi Mohtasib with the request that their Masjid Fund accounts are lying pending for transfer between GPO-Jhelum and CDNS since long and no payment is being made to him to meet the day-to-day expenditure of the Mosque. The petitioner prayed that the office of the Wafaqi Mohtasib may direct the Federal Agency to transfer the said amount at an early date. The Office of the Wafaqi Mohtasib took up the matter

with CDNS and instructed the same to initiate an early action to meet the petitioner's request. Subsequently, a hearing was held which was attended by the representative of the Agency while the complainant's stance was heard on telephone. The Agency pleaded the case as per report and informed this office that the grievance of the complainant was addressed. Later the petitioner, in a letter to the Wafaqi Mohtasib, expressed his deep gratitude for the efforts made to resolve the issue speedily.

WM'S OFFICE REPATRIATES RS.96 CRORES TO QESCO

The Quetta Electric Supply Corporation (QESCO) moved the WM Regional Office, Quetta with the request that the Pakistan Post may be directed to transfer the amount it received under the head of utility bills to the QESCO's account. It stated that the Pakistan Post was approached repeatedly in this regard but the former was found unwilling to transfer the amount. The Regional Office, Quetta probed the matter and it was found that the complaint was based on facts and the Pakistan Post had no valid reason to withhold the amount. The Regional Office, Quetta accordingly directed the Pakistan Post to transfer the amount to QESCO. The QESCO hence received back Rs.963,169,261/- which were credited to its account in Quetta.

WAFAQI MOHTASIB ORDERS RESTORATION OF PENSION OF SENIOR CITIZEN.

One Mr. Ameer Bux, an elderly person approached the Regional Office Khuzdar with the request that the Federal Investigation Agency (FIA) has stopped his pension for the last couple of months and consequently, he was in dire economic straits. He requested that the pension may be restored. The Incharge Regional Office Khuzdar Mr. Kashif Baloch took up the matter with FIA officials and asked them to accede to the pensioner's request. As a result, the senior citizen's pension was restored. Later in a letter to the Wafaqi Mohtasib, the senior citizen expressed his deep gratitude to him saying that he is proud of the Wafaqi Mohtasib Institution which comes to his rescue at a time when he lost all hopes. His request was granted without spending money.

PSO'S CONTRACT EMPLOYEE RECEIVES BACK HIS LEGITIMATE DUES

One Mr. Rehan Khan, a resident of Quetta approached the Regional Office Quetta with the request to arrange for his employment dues from the PSO wherein he was working on contract basis but was sacked without giving any notice or providing his dues. The Regional Office Quetta accordingly probed the matter. As a result of the inquiry, it was established that the PSO withheld his amount without any reason. The agency concerned was accordingly directed to pay the dues to the complainant without any delay. The complainant in a letter to the Wafaqi Mohtasib expressed his deep gratitude for the prompt action initiated by the office.

WAFAQI MOHTASIB ARRANGES RELEASE OF PAKISTANI NATIONAL FROM LIBYAN JAIL

One Mr. Zubair Ahmad from Rawalpindi approached the Grievance Commissioner for Overseas Pakistanis with the request that the release of his elder brother, who had been in the Libya's Bin Ghazi jail for a long time without committing any crime. The Grievance Commissioner accordingly contacted the relevant quarters in the Ministry of Foreign Affairs for arranging his release from the Libyan jail. Their efforts ultimately bore fruits and the Pakistani national was released from the jail. Mr. Zubair Ahmad later commended the efforts made by the Wafaqi Mohtasib in arranging release of his elder brother Sajid Mahmood from the Libyan jail.

WAFAQI MOHTASIB ORDERS GAPCO TO RATIONALIZE THE COMPLAINANT'S BILL

The resident of a village in the suburban area of Sialkot Mr. Muhammad Irshad filed a complaint in the Wafaqi Mohtasib's Regional Office Gujranwala that he had been regularly paying his electricity bills and there were no arrears due to him. The GAPCO, however, in its electricity bill for the month of October 2023 asked him to pay for the additional 30,000 units amounting to nearly 1.8 million rupees. The complainant said that he approached the agency concerned a number of times for rectifying the electricity bill but to no avail. When the

Incharge Regional Office Gujranwala conducted a probe into the matter, the complainant's stance was found to be correct. The department concerned i.e. GAPCO was unable to provide any justification for the additional 30,000 units. The Regional Office henceforth directed the agency concerned to rationalize the bill withdrawing the additional units. The agency concerned later on issued a revised bill and the complainant stood vindicated. He later on expressed his profound thanks to the Wafaqi Mohtasib.

PICTORIAL NEWS REGARDING THE AWARENESS CAMPAIGN AND OCR



Raja Mahmood Javed Bhatti from Regional Office Multan visiting the passport office.



Mr. Tariq Mahmood from Wafaqi Mohtasib Regional Office, Lahore listening to public complaints in Ferozwala.



Mr. Shahid Hussain Jillani, from R.O Faisalabad listening to public complaints at Toba Tek Singh.



Syed Rizwan Ahmad, Incharge, Regional Office Hyderabad, visiting the passport office.



The Incharge, R.O Abbotabad, Mr. Abdul Ghafoor Baig listening to complaints at Nathia Gali.



The Incharge, Regional Office D.I Khan Sangmarjan addressing a Khuli Katchery at Tank.



Dr. Muhammad Zahid Malik from Regional Office Multan, addressing a seminar at University of Central Punjab, Bahawalpur.

PICTORIAL NEWS REGARDING THE AWARENESS CAMPAIGN AND OCR



Syed Zakir Hussain from R.O Karachi visiting a Utility Store there.



The Incharge, Regional office Quetta, Mr. Ghulam Sarwar Brohi visiting the office of the Red Crescent Society.



The Incharge, Regional Office Peshawar, listening to public complaints during his visit to Sadda.



Mr. Badshah Gul Wazir from Regional Office Peshawar, listening to the public complaints at Passport Office Peshawar.



The Incharge, Regional Office Swat holding a Khuli Katchery at Madain.



Mr. Mushtaq Ahmed Awan from R.O Sargodha talking to complainants during his visit to BISP office there.



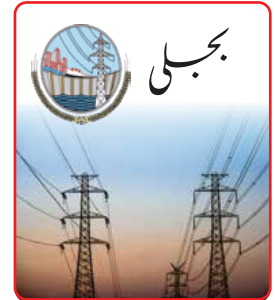
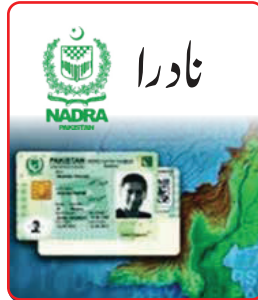
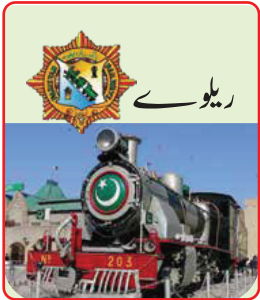
Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi with the office bearers Faisalabad Chamber of Commerce and industry.



FEDERAL OMBUDSMAN

WAFAQI MOHTASIB

The only Agency which provides prompt and free of cost justice to the common man against mal-administration of Federal Government Agencies



You may approach the Wafaqi Mohtasib for lodging complaints against mal-administration of any Federal Government Department e.g. Pakistan Post, BISP, Passport Office, Allama Iqbal Open University etc.

Complaints could be filed through Post, Fax, Website, Mobile app, Email or personally

For filing complaints neither lawyer nor any fee is required

All cases are decided at Wafaqi Mohtasib Office within 60 days

Note: Cases relating to defence, foreign affairs, service and sub judice matters are out of jurisdiction

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Help Line: 1055
Help Line For Children: 1056

**36-Constitution Avenue,
Opposite Supreme Court of Pakistan,
G-5/2, Islamabad.**
Phone: 92-51-92138867 Fax: 92-51-9217224

Regional Offices of Wafaqi Mohtasib Secretariat

REGIONAL OFFICE: ABBOTTABAD

Room No. 06, District Government Secretariat ABBOTTABAD. Phone. 0992-9310538, Fax No.0992-9310549

Email: Ombuds.wmsROA@gmail.com

REGIONAL OFFICE: BAHAWALPUR

House No.32-C, Captain Muhammad Sarwar Shaheed Road, Model Town -A, BAHAWALPUR, Phone No.062-9255612 Fax No.062-9255614

Email: Ombuds.wmsROB@gmail.com

REGIONAL OFFICE: D.I.KHAN

Plot No. 1, Survey No. 79, Quaid-e-Azam Road Near GPO Chowk Cantt. D.I.KHAN. Fax # 0966-9280256,

Email: ombuds.wmsrod@gmail.com

REGIONAL OFFICE: FAISALABAD

Building No. W-10-P-20, Asif Street, New Civil Lines, Bilal Road, FAISALABAD, Fax # 041-9201021, Exchange # 041-9201020,

Email: ombuds.wmsrof@gmail.com

REGIONAL OFFICE: GUJRANWALA

144-145, (1st Floor) Mumtaz Market, Near NADRA Executive Office, G.T. Road, GUJRANWALA. Fax No. 055-9330636

Email: Ombuds.wmsROG@gmail.com

REGIONAL OFFICE: HYDERABAD

State Life Building No.3, 6th Floor, Thandi Sarak, HYDERABAD Fax # 022-9201603, Email: ombuds.wmsroh@gmail.com

REGIONAL OFFICE: KARACHI

4-B Federal Government Secretariat, Saddar KARACHI, Fax # 021-99202121, Exchange # 021-99202107, Email: ombuds.wmsrok@gmail.com

REGIONAL OFFICE: KHARAN

Quetta road, Kharan, Phone: 092-847-510305, Fax No. .092-847-510306

Email: Ombuds.wmsROK@gmail.com

REGIONAL OFFICE: KHUZDAR

Wafaqi Mohtasib (Ombudsman) Secretariat, Commissioner Office, Khuzdar

REGIONAL OFFICE: LAHORE

State Life Building, 3rd Floor, 15-A Davis Road, LAHORE Fax # 042-99201021, Exchange # 042-99201017-18,

Email ombuds.wmsrol@gmail.com

REGIONAL OFFICE: MIR PUR KHAS

Shuja Abad Taluka Complex Degree road, Near village Makhan Sammun Mir Pur Khas

REGIONAL OFFICE: MULTAN

House No. 15C, Wahdat Colony, MULTAN, Fax # 061-9330027, Exchange # 061-9330021,

Email: ombuds.wmsrom@gmail.com

REGIONAL OFFICE: PESHAWAR

Secretariat, 1st Floor Benevolent Fund Building, PESHAWAR Cantt, Fax # 091-9211571 & 091-9211573

Email: ombuds.wmsrop@gmail.com

REGIONAL OFFICE: QUETTA

Civil Defense Building Samungli Road,QUETTA. Phone: 081-9202679, Fax: 081-9202691

E-mail:ombuds.wmsroq@gmail.com

REGIONAL OFFICE: SWAT

Near Masjid Allah o Akbar,Saidu Sharif, SWAT, Phone. 092-946-920052, Fax No. 092-946-920051

Email: Ombuds.wmsROK@gmail.com

Phone: 0333-9151624

REGIONAL OFFICE: SARGODHA

Near Circuit House, PAF road Sargodha Phone. 092-48-9330155, Fax No.092-48-9330156

Email: Ombuds.wmsROS@gmail.com

REGIONAL OFFICE: SUKKUR

House No. 107-A, Near NADRA Office, Sindhi Cooperative Housing Society, Airport Road, Sukkur,

Fax # 071-9310012, Email: ombuds.wmsros@gmail.com

COMPLAINTS COLLECTION CENTRE: SIBI

Wafaqi Mohtasib Complaints Collection Centre, Deputy Commissioner office , Sibbi, Balochistan. 0332-7919990

COMPLAINTS COLLECTION CENTRE: WANA

Wafaqi Mohtasib Complaints Collection Centre, Assistant Commissioner Office, WANA, South Waziristan (Phone: 0965-211046).

COMPLAINTS COLLECTION CENTRE: SADDA

Wafaqi Mohtasib Complaints Collection Centre, Boys Hostel ,Sadda Cantt, COMPLAINTS COLLECTION CENTRE: LORALAI

COMPLAINTS COLLECTION CENTRE: LORALAI

Provincial Ombudsman Office, DC Complex, Loralai.