



## Relief must be provided to complainants: ombudsman

By Our Staff Reporter

ISLAMABAD: Federal Ombudsman Syed Tahir Shahbaz urged investigating and senior officers of the Ombudsman's Secretariat to provide maximum relief to complainants.

While chairing a meeting of senior officers, to review the progress of investigations, Mr Shahbaz said: "Scope of the awareness campaign must be enhanced and all tools in media and social media must be used to sensitise people, particularly those who belong to remote areas, so that they can fight for their rights through Wafaqi Mohtasib Secretariat."

Officers should organise meetings with major government agencies to address systemic issues, so that maximum relief could be provided to people, he said, adding investigating officers of regional offices should also frequently visit districts and tehsils to hear public complaints under the Outreach Complaint Resolution Programme.

The grievance commissioner for overseas Pakistanis, giving a briefing about the progress of prison reforms, said that six quarterly implementation reports had been submitted in the Supreme Court of Pakistan, whereas, all stakeholders completed their legislation process. "Oversight committees have also been fully functional. Punjab has linked nine anti-terrorism courts for video link trials from jails," he added.

Mr Shahbaz directed for progress reports to be collected from all stakeholders as meetings during the current quarter had not been materialised, due to the pandemic. "Speedy efforts must be ensured to improve the plight of prisoners by changing mindsets," he said.



# DAWN

DAWN ISLAMABAD, TUESDAY JULY 14, 2020

## Ombudsman office opens at Kharan

By Our Staff Correspondent

QUETTA: Federal Shariat Court Chief Justice Mohammad Noor Meskanzai on Monday inaugurated the regional office of federal ombudsman in Kharan on Monday.

Speaking on the occasion, Justice Meskanzai said the regional office had been set up in Kharan in the larger interest of local people.

He said the regional office would not only keep an eye on the performance of federal departments, but also create jobs for the young people of the area.

Justice Meskanzai said appointments would soon be made on the vacant posts in the ombudsman office on merit.

Commissioner of Rakhshan division Saeed Ahmed Umrani and other speakers welcomed establishment of the federal ombudsman's regional office in the remote area of Balochistan.

They said the regional office would help in providing justice to the people and resolve issues at their doorsteps. It would also improve the performance of federal departments working at the divisional headquarters.

"Government offices will extend all help to the ombudsman office in resolving people's issues," Mr Umrani said, adding that the credit for setting up the regional office went to Justice Meskanzai because he made personal efforts for it.

Provincial Legal Adviser to the Federal Ombudsman Ghulam Sarwar Brohi said the objective of establishing the regional office in Kharan was to resolve the issues of the people as soon as possible.

"There is no need of paying any fee and getting services of a lawyer for making complaints, the people just write their complaints on a simple paper and send it to the regional office," Mr Brohi said, adding that the people would be provided relief in minimum time.

Deputy Commissioner of Kharan Abdul Salam Achakzai, senior lawyers and other officials also attended the ceremony.



*'If you can read this, thank a teacher'*

- Anonymous teacher



www.pakobserver.net

facebook.com/pakobserver

twitter.com/pakobserver

# Pakistan OBSERVER

Eyes & Ears of Pakistan

Widely read and trusted Daily

Founded by: ZAHID MALIK (Sitara-i-Imtiaz)



Corona protection gear sales reviving Pakistan's declining exports: Razak

- Page 10

NAB requests court to freeze Zardari's Clifton residence

- Page 08

Pakistan to host World Tourism Forum 2021: Zulfi Bukhari

- Page 06

Korea renders more support for Pakistan's locust control

- Page 10

Bushra Ansari apologises to drama critics over use of harsh words

- Page 12

Islamabad Simultaneously published from Karachi | Lahore | Peshawar

Vol. XXXI, Issue 126 Regd. No. 111

Price Rs. 22:00

TUESDAY Zulqada 22,1441 | July 14, 2020

## Federal Ombudsman emphasizes maximum relief to complainants

ZUBAIR QURESHI

The Federal Ombudsman (FO) Syed Tahir Shahbaz on Monday emphasized upon Investigating and Senior Officers of the Wafaqi Mohtasib Secretariat to provide maximum relief to complainants.

He said that the scope of awareness campaign must be enhanced and all tools of media and social media should be used to sensitize people particularly those hailing from the remote areas, so that they could be made aware to fight for their rights through Wafaqi Mohtasib Secretariat.

The FO further directed his team to organize meetings with major federal government agencies to address systemic issues, so that maximum relief should be provided to people at their end. He also advised attendance level of representation by agencies before the Investigating Officer must be of senior level.

He also directed the Investigating Officers of regional offices to frequently visit districts and tehsils to hear public complaints under Outreach Complaint Resolution Programme.

He was chairing a meeting

nior officers of the secretariat to review progress of investigation and other related work.

The Grievance Commissioner for

have been submitted in the Supreme Court of Pakistan, whereas, all the stakeholders have completed their legislation process and Oversight

for video link trials from jails. The Ombudsman observed that due to corona pandemic, meetings with all stakeholders have not been material-



Federal Ombudsman Syed Tahir Shahbaz chairing a progress review meeting of investigating and senior officers.

Overseas Pakistan while briefing the prison reforms progress informed that six quarterly implementation reports

Committees have also been fully functional. Punjab has linked 9- ATC courts

ized during the current quarter and directed that progress reports must be obtained from them.



# Ombudsman urged officers to ensure relief to complainants



by OUR CORRESPONDENT  
ISLAMABAD

The Federal Ombudsman Syed Tahir Shahbaz has emphasized upon Investigating and Senior Officers of Wafaqi Mohtasib Secretariat to provide maximum relief to complainants. He said that the scope of awareness campaign must be enhanced and all tools of media and social media be used to sensitize people particularly belonging to remote areas, so that they could be aware to fight for their rights through

Wafaqi Mohtasib Secretariat. He further directed to organize meetings with major federal government agencies to address systemic issues, so that maximum relief should be provided to people at their end. He also advised that attendance level of representation by agencies before the Investigating Officer must be of senior level. He also directed the Investigating Officers of regional offices to frequently visit districts and tehsils to hear public complaints under

Outreach Complaint Resolution Programme. He was chairing a meeting of senior officers of the secretariat to review progress of investigation and other related work.

The Grievance Commissioner for Overseas Pakistan while briefing on prison reforms progress informed that 06 quarterly implementation reports have been submitted in the Supreme Court of Pakistan, whereas, all the stakeholders have completed their legislation process and

Oversight Committees have also been fully functional. He said that Punjab has linked 9-ATC courts for video link trials from jails.

The Ombudsman directed that due to corona pandemic, meetings with all stakeholders have not been materialized during the current quarter; therefore, progress reports must be obtained from them. He said that speedy efforts be ensured to improve plight of prisoners by changing the mindsets.

Tuesday July 14, 2020

## Wafaqi Mohtasib Secretariat to provide maximum relief to complainants



**Syed Mujeeb Ud Din**

ISLAMABAD: The Federal Ombudsman Syed Tahir Shahbaz has emphasized upon Investigating and Senior Officers of Wafaqi Mohtasib Secretariat to provide maximum relief to complainants. He said that the scope of awareness campaign must be enhanced and all tools of media and social media be used to sensitize people particularly belonging to remote areas, so that they could be aware to fight for their rights through Wafaqi Mohtasib Secretariat. He further directed to organize meetings with major federal government agencies to address systemic issues, so that maximum relief should be provided to people at their end. He also advised that attendance level of representation by agencies before the Investigating Officer must be of senior level. He also directed the Investigating Officers of regional offices to frequently visit districts and tehsils to hear public

complaints under Outreach Complaint Resolution Programme. He was chairing a meeting of senior officers of the secretariat to review progress of investigation and other related work.

The Grievance Commissioner for Overseas Pakistan while briefing on prison reforms progress informed that 06 quarterly implementation reports have been submitted in the Supreme Court of Pakistan, whereas, all the stake holders have completed their legislation process and Oversight Committees have also been fully functional. He said that Punjab has linked 9- ATC courts for video link trials from jails. The Ombudsman directed that due to corona pandemic, meetings with all stakeholders have not been materialized during the current quarter; therefore, progress reports must be obtained from them. He said that speedy efforts be ensured to improve plight of prisoners by changing the mindsets.