

WAFaqI MOHTASIB (OMBUDSMAN)'S SECRETARIAT ISLAMABAD

Islamabad, the 13th April, 2020

PRESS RELEASE

- OMBUDSMAN DIRECTED INVESTIGATING OFFICERS TO FACILITATE COMPLAINANTS BY OBSERVING ALL SAFETY MEASURES.
- COMPLAINTS MAY BE HEARD THROUGH TELEPHONE OR BY WHATSAPP.

Syed Tahir Shahbaz, Federal Ombudsman

The Federal Ombudsman Syed Tahir Shahbaz has directed the Investigation Officers to facilitate the complainants in all respects by observing complete safety measures against corona epidemic. He said that provision of relief to complainants must be ensured within 60 days during pandemic environment. He was addressing the Investigating Officers in a meeting at head office, Islamabad. The meeting was attended by all investigating officers, Secretary WMS Dr. Jamal Nasir and other senior officers. He said that presence of complainant during hearing proceedings is not essential and their point of view may be taken through telephone or by whatsapp, however, if any complaint insisted to join the hearing proceeding, safety measures must be ensured in all respects. The officers informed the HWM that registration of complaints and investigation work has been continued by keeping all safety measures.

(M. Javed Chaudhary)
Director Media