

# WAFaqI MOHTASIB (OMBUDSMAN)'S SECRETARIAT ISLAMABAD

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Islamabad, the 1<sup>st</sup> June, 2020

## PRESS RELEASE

- EXPERIENCE OF ON LINE HEARINGS REMAINED SUCCESSFUL DURING LOCKDOWN.
- COMPLAINTS INCREASED DURING LOCK DOWN.

Syed Tahir Shahbaz, Federal Ombudsman

The Federal Ombudsman Syed Tahir Shahbaz has said that experience of online hearings remained successful during lockdown. He said that number of complaints even increased during lock down. He was addressing the Investigating Officers of Regional Offices Karachi, Lahore, Peshawar, Faisalabad and Gujranwala through Video Conferencing. He directed the Investigating Officers (IOs), if a complainant fails to attend the hearing proceedings, the concerned IO himself get the version of the complainant on telephone. He was informed that most of the complaints have been disposed of within 30 to 45 days but very few in 60 days. He was informed that there is not a single complaint pending at Regional office Karachi, Lahore, Faisalabad and Gujranwala but with the few cases at regional office Peshawar and Hyderabad. The Federal Ombudsman directed the IOs of Peshawar and Hyderabad to clear the pending cases before 30<sup>th</sup> June. The regional heads of all regional offices also presented their performance reports. It was also discussed in details, registration of cases and their disposal at regional offices. Senior Adviser Mr. Ejaz Ahmed Qureshi and Mr. Shahidullah Baid, Head of Implementation Wing also briefed the Federal Ombudsman on the performance and implementation of cases in all regional offices. The Federal Ombudsman, Syed Tahir Shahbaz appreciated the performance of IOs of all regional offices during the period of lock down in provision of relief to a common man.

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Director Media