



AMBASSADOR

EMBASSY OF PAKISTAN  
BERLIN

No.Amb-1/1/2014

20 May 2014

Dear *Salman Faruqi Sahab,*

*السلامة*

This is to acknowledge receipt of your Annual Report 2013 under the title "30 Years of Federal Ombudsman of Pakistan" and the details on the measures adopted for providing relief and facilitation to the ordinary public and the needy.

2. The quality of the Report is impressive, particularly the list of Advisors and Grievance Commissioners. It is suggested that you may kindly wish to institute "Ombudsman grievance/compliant Boxes" in the government departments for the ordinary people to send their requests. Digital services offered in the Report by E-mail do offer a quick fix, yet only 52% can read or write Urdu. Those who can read and write in English are even far less.

3. Further the mere presence of "Ombudsman complaint/grievance boxes" in every department at the Tehsil / District, Division and Provincial level, will likely improve public services particularly at the grass-root level. These could be collected by the eminent Grievance Commissioners and Advisors in person, in humility and service to the nation, even after their retirements. In service to humanity, certainly lies excellence and salvation.

Yours sincerely,

*Respectful regards,*

*Hasan Javed*  
Syed Hasan Javed

Mr. Muhammad Salman Faruqi,  
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Wafaqi Mohtasib (Ombudsman) Secretariat,  
36, Constitution Avenue, G-5/1, Opposite Supreme Court of Pakistan  
Islamabad