



FIRST EVER EMPIRICAL STUDY SUBMITTED TO WAFAQI MOHTASIB REGARDING THE PLIGHT OF STREET CHILDREN IN ISLAMABAD

The Federal Ombudsman has directed all concerned agencies of the Federal Govt. to implement the recommendations of the study report on "Plight of Street Children" in Islamabad prepared by the task force constituted by him. He was addressing a press conference in his office wherein the background of the study, its salient findings and key recommendations were brought out by him. He vowed to ensure the implementation of the recommendations. The study sets out priorities and gives evidence-based recommendations to the key stakeholders & government agencies. The research was conducted by Syeda Viqar un Nisa Hashmi, Advisor / Grievance Commissioner for Children and her team. This was reported to be the first ever empirical study focusing on street children in ICT. The research is to be taken as a Pilot Project which would be replicated in other parts of the country.

The research revealed that child labour / beggary is an outcome of extreme poverty, homelessness / abandonment of children, etc., and predominately a lucrative family business of some communities and begging rings. The field data revealed that 91% sample children were living with their families / guardian (generally the migrants from Northern Areas, Nomads termed as 'Changar' and refugees), while 9% were homeless. The medical examination of street children CPI revealed



From the Ombudsman's Desk

During the recent floods in Pakistan, lakhs of Pakistanis were affected and Pakistan's economy lost trillions of rupees. During such human tragedies, the affected people need immediate help. I directed the advisors of my organization and the officers of the regional offices to contact all the relevant institutions including NDMA, electricity, gas, telephone, highway for immediate assistance to the flood victims. The Advisors were also directed to visit the affected areas to ensure that basic amenities are being provided to the people by the relevant agencies. I



The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi addressing media in a press conference.

serious issues of malnourishment, drug addiction, sexual abuse, skin diseases and even HIV. The report indicates that the present mechanism for the shelter, welfare and development of children in-need, is inadequate, and inefficient. The shelter facility is meant for boys only. The internal trafficking of children is not recognized as an offence. The

report also indicates that there is neither legal provision relating to ban on child labour nor provision of minimum age for light work, which is the non-compliance of the ILO Convention. The report indicates that violation of laws relating to children's employment were witnessed but Local Administration had no record of action taken in this regard. The team also observed that

there is no Child Court in ICT and only one Model Police Station in ICT with a desk for children. The task force noted that from 1991 to May 2022, only 597 adult beggars and their facilitators were put behind the bars. Challans were submitted in 98.99% cases, leading to conviction in 98.09% and acquittal in 1.9%, yet scores of beggars are witnessed across the city. The report also indicates that 11,681 street children in ICT had been picked by the police from Jan.2020 to May 2022 and dropped at Edhi Centre and CPI. The



Syeda Wiqar un Nisa, Advisor/Grievance Commissioner for Children presenting study report on Plight of Street Children in ICT to the Federal Ombudsman.

Ombudsman has directed all concerned agencies of the Federal Govt. to implement the recommendations of the study report on "Plight of Street Children"

Edhi Centre has neither mandate nor capacity to accommodate street children therefore, releases them in the evening.

The report recommended a robust mechanism for the rescue and care of children in need; registration of refugees on priority basis and basic facilities of health and education regardless of their status. The report also recommended training of Police and CPI officials to rescue street children.

HUNDREDS OF CASES/DISPUTES RESOLVED THROUGH IRD MECHANISM

INVESTIGATING OFFICERS MUST RESOLVE 15 DISPUTES EACH IN A MONTH THROUGH IRD MECHANISM

Ejaz Ahmad Qureshi, Federal Ombudsman



Federal Ombudsman Mr. Ejaz Ahmad Qureshi chairing a meeting on IRD at Head Office Islamabad through virtual communication with regional offices.

The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi has said that hundreds of disputes/cases have been resolved in first three months through Informal Dispute Resolution (IRD) mechanism and these disputes were resolved without expense of either party and with their mutual consent through mediation by invoking Article-33 of P.O.No.1 of 1983. He said that it was his dream to resolve public disputes through consultative/mediation process which has proved to be successful and has been greatly appreciated by all and sundry. He was addressing the Investigating Officers on the successful implementation of Pilot Project on IRD mechanism. Some regional offices participated in the meeting through video link. During the meeting, presentations were made by the Incharge Regional Office Bahawalpur Dr. Muhammad Zahid, Incharge Regional Office Quetta, Mr. Ghulam Sarwar Brohi, Incharge Regional

Office Kharan Shehzada Allaudin and Registrar WMS, Mr. Saqib Khan. These officers shared their experiences in resolving disputes through IRD and also highlighted its importance in provision of speedy & inexpensive justice. The Registrar Head Office informed that the issues of Al-Safa Heights Islamabad regarding repair of lift, provision of water facility and issue of cleanliness was resolved with the management of building and residents. The Incharge R.O. Quetta, informed that more than Rs. 35 Crore dues of SSGPL Quetta were generated from consumers of a certain area through mediation who had earlier denied to make payment of gas bills. The Incharge Regional Office Kharan informed that Kharan is a backward division but he managed to get installed 70 gas meters through IRD. He also said that the dormant Utility Stores in Kharan, Noshki and Chaghi were made functional, PTV transmissions

in Kharan were revived after a long time, payment of BISP dues made to more than 200 ladies, resolved issue of corruption in payment of BISP dues to poor and uneducated people, arranged for payment of wages to the laborers of Garok Dam, disbursed relief packages to poor people of Kharan, Noshki and Chaghi offered by Islamic Relief Qatar and UAE. The other issues resolved ranged from grant of pensionary benefit to widows, payments to labourers/contractors, problem of students with their respective universities/HEC, installation of feeders/transformers/electricity poles, issuance of CNICs and improvement in cellular phone network. The Federal Ombudsman appreciated the efforts of these officers in resolving public disputes in a successful manner through IRD mechanism. He directed all the Investigating Officers to resolve 10-15 disputes/cases each month through this mechanism.

OMBUDSMAN INSPECTION TEAM INSPECTED NPF & SECTOR E-11 AGAINST COMPLAINTS OF RESIDENTS

OMBUDSMAN SUMMONS CDA & FIVE HOUSING SOCIETIES OF E-11 SECTOR



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi taking cognizance of number of complaints of the residents of E-11 Sector regarding illegal encroachments, pathetic maintenance of sewerage system, short supply of water, narrowing and choking of dirty nullahs and dilapidated condition of roads of National Police Foundation and 05 other housing societies of Sector E-11, constituted an Inspection team of senior officers under the headship of Registrar WMS Mr. Saqib Khan and Adnan Ahmad Investigating Officer with the mandate to hear the complaints of the residents of Sector E-11, ascertaining the stance of management of NPF & other societies and suggest remedial measures.

The team visited different areas of all housing societies in E-11 Sector i.e. NPF, Federal Employees Cooperative Housing Society, Pakistan Medical Cooperative Housing Society,

Services Cooperative Housing Society and Multi Professional Housing Society, heard the complaints of the residents and ascertained the stance of the managements of National Police Foundation and the manage-

nullahs during the rainy season caused great nuisance to the residents. The team also inspected the site of a commercial plaza due to which the double road has been converted into a single road in a hous-



ment of other societies against the complaints. The team investigated all complaints and especially observed that the narrowing and choking of dirty

ing society. The residents also informed that due to tripping of damaged electricity transformers, power breakdowns were frequent. Cleanliness and drinking water facility was also found to be deficient and sewerage system was found in a very bad condition. The team felt that all the housing societies in Sector E-11 need to bring their services in line with CDA rules and regulations. Taking serious note of the entire situation, the Federal Ombudsman has summoned CDA and the management of all societies of E-11 Sector in the next week and has directed them to come up with a workable plan to resolve the grievances of the residents of the housing societies in Sector E-11.



FEDERAL OMBUDSMAN DEPUTES HIS OFFICERS AND STAFF TO ASSIST IN SPEEDING UP THE RELIEF WORK IN FLOOD AFFECTED AREAS AND TO ENSURE COORDINATION & OVERSIGHT

The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi has deputed his officers and staff for making coordinated efforts among the concerned departments for working in flood affected areas. He observed that due to the vast scale of distress and suffering of the flood affected people, his Advisors and Staff should assist NDMA, DISCO's and Government Agencies in providing urgent relief and in the process of rehabilitation work. He said that at this critical moment, no efforts should be spared to ensure due relief for the affected

people. He further said that senior officers of the regional offices of the WMS, preferably the ones who have served in administration should undertake frequent visits to the flood affected places, especially in the far-flung areas, to assist the govt. agencies such as NDMA, Gas companies, DISCOs, PTCL, PTA, NHA in restoration of their services. The teams from the WMS regional offices will identify the neglected areas and gaps in provision of relief goods and services to the victims of flood in the areas falling within their domain and bring to the notice

of the agencies concerned as well as WMS Head Office. The WMS team should also work in collaboration with the offices of the Provincial Mohtasibs for the purpose of relief and rehabilitation through the provincial agencies concerned. The Wafaqi Mohtasib urged that at this crucial moment, no effort should be spared towards this national duty. Regional offices have been directed to furnish regular reports, which will be monitored personally by the Wafaqi Mohtasib on daily basis.

RESTORATION OF INFRA STRUCTURE AND PROVISION OF RELIEF ITEMS IN FLOOD AFFECTED AREAS SHOULD BE OUR TOP PRIORITY

Federal Ombudsman

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi had directed his regional heads to use their good offices for coordination with the relevant agencies in restoration of infrastructure and provision of medicines and food items in the flood affected areas. He chaired a meeting through video link with the regional heads of WMS to review the progress in the matter. The regional head of Karachi informed that they have assisted in establishment of relief camp at Govt. KU Camp School where more than 2000 flood affectees have been facilitated. He

further informed that food, clothing and medical facilities have been ensured through Sailani Welfare, Sind Police and other NGOs. The regional head of Multan Mr. Mehmood Javed Bhatti informed that with the help of district administration relief camps have been established in 335 schools at Rajan Pur and Layyah where food, shelter and medical facilities are being provided to 97,910 flood affectees. He further explained that disbursement of Rs.25000/- by BISP to flood affectees is being ensured in a transparent manner. The regional heads of

Bahawalpur and Kharan (Balochistan) also informed that they have assisted in provision of food, shelter and other facilities to flood affectees in their areas with the help of district administration. All the regional heads informed that maximum efforts were being made in restoration of electricity and road infrastructure etc in their areas of jurisdiction. The Federal Ombudsman appreciated their good work and urged them to redouble their efforts in ensuring provision of facilities and restoration of infrastructure in the flood affected areas.



Mr. Arif Kundi Consultant of WMS Regional Office D.I.Khan listening the problems of flood affectees after setting up a relief camp in the area.

BIOMETRIC IDENTIFICATION SYSTEM IN ALL JAILS SHOULD BE OPERATIONALIZED WITHIN ONE MONTH



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi along with the Chief Secretary KP chairing a meeting to review the progress on jail condition in KP.

COMMON INTERFACE OF PMIS FOR PRISONERS WITH CRIMINAL ADMINISTRATIVE JUSTICE SYSTEM DEPARTMENTS IN KP MUST BE ESTABLISHED ON PRIORITY BASIS.

Ejaz Ahmad Qureshi, Federal Ombudsman

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has said that all departments of criminal justice system in KP must ensure establishment of common interface of PMIS for prisoners in all jails on priority basis. Taking a serious note of the delay in proper functioning of biometric identification system in all the jails he directed the provincial government and IG Prisons to ensure its operation within one month. He presided a high level meeting in Chief Secretary Office at Peshawar alongwith Chief Secretary KP Mr. Shehzad Bangash to review the progress and implementation status of the recommendations of Prisons Reforms Committee, as entrusted by the Supreme Court of Pakistan. The meeting was attended by the Provincial Mohtasib KP Syed Jamal ud Din Shah, IG, KP, IG Prisons KP, Home Secretary, Secretaries Law, Asst. Advocate General, DG Prosecution, Social Welfare, Health departments as well as Advisors of WMS regional office Peshawar and other

stakeholders.

The IG Prisons Mr. Saadat Hassan gave a detailed briefing through a presentation and informed that the capacity has been enhanced to accommodate 4620 more prisoners in six jails and the capacity to accommodate 7000 more prisoners will be made in near future in 12 jails. He further stated that under ADP schemes construction of one jail in each district is in the pipeline. He said that Prisoners Management System (PMIS) and biometric identification system has been installed in 14 jails and the PMIS system in remaining jails is in process with the help of UNODC. The establishment of common interface for all departments of criminal justice system with the help of NADRA is underway. He said that in the first phase this system is being finalized in Central Prison of Peshawar as a Pilot Project. He stated that the composition of Oversight Committees have been reviewed with the

induction of professionals from Civil Society, Stakeholders of Education and Health Sectors as well as philanthropists. He said that health and hygienic condition of prisoners in all jails have been improved by provision of all medical facilities on regular basis.

During the meeting the progress of the Provincial, District Oversight Committees (DOC) and Welfare Committees to improve the quality of life of prisoners especially children, women and destitute prisoners was discussed in detail with all the stakeholders of province. He informed that during the previous quarter 96 visits were made by DOCs, 16 visits by Provincial Oversight Committees (POC) and five meetings were convened by the POC in the matter. He informed the meeting that Rs. 75,89,551/- were donated by philanthropists for the release of 22 destitute prisoners regarding payment for ARSH, DAMAN & DIYAT.

FEDERAL OMBUDSMAN DIRECTS ALL PASSENGER HANDLING AUTHORITIES AT AIRPORTS TO PROVIDE MAXIMUM FACILITATION TO OVERSEAS PAKISTANIS



The Inspection Team of Federal Ombudsman inquiring the problems from the passengers at Islamabad International Airport

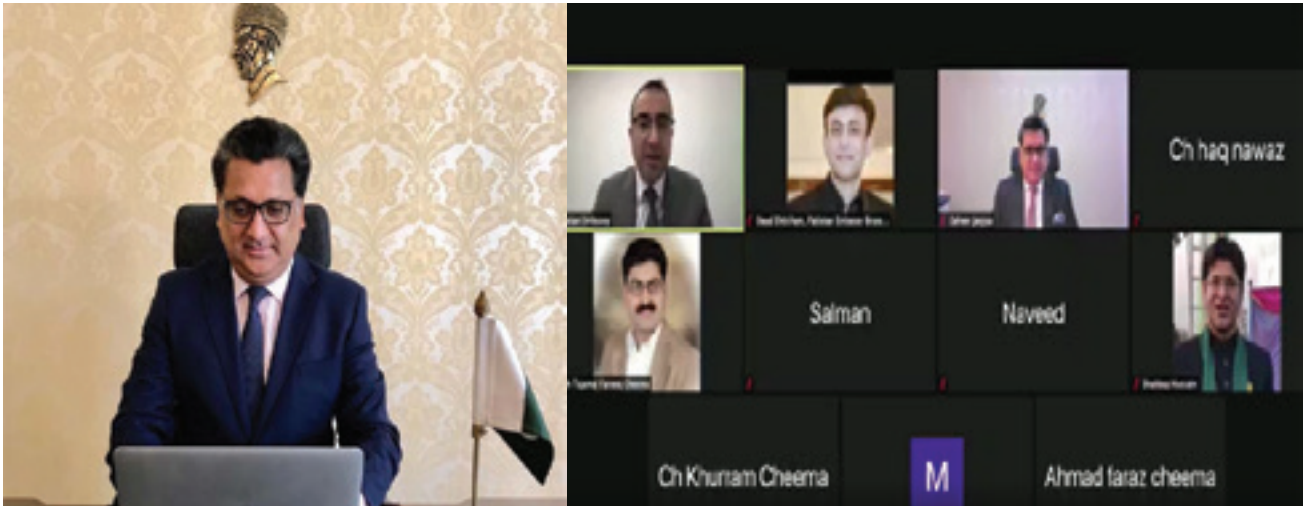
Federal Ombudsman lauds performance of CAA in upkeeping the cleanliness and ASF for good security arrangements at Islamabad international airport

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi taking cognizance of complaints against management of Islamabad International Airport regarding late release/ mishandling of baggage of Overseas Passengers and failure to provide good services to Overseas Pakistanis at International Airports, constituted a team of senior officers comprising Mr. Ahmad Farooq, Senior Advisor/former Principal Secretary to President, Dr. Inamul Haq Javeid, Grievance Commissioner for Overseas Pakistanis, Mr. Pervez Haleem Rajput, Consultant (Implementation) and Mr. M. Javed Chaudhary, Director Media to investigate the issue at Islamabad International Airport and submit report. The committee has submitted its preliminary report after making inspection, listening to the complaints of general public, witnessing the entire process of baggage handling of Overseas Passengers and holding meeting with the management of the Airport and

other Federal Government agencies responsible for handling the passengers.

The team observed and noted number of complaints of Overseas Passengers regarding unnecessary checking by the ASF, Customs and FIA beyond their mandate. The Team observed that Overseas and domestic passengers are forced to wait for hours in getting their luggage due to the mismanagement of luggage handling staff of different companies. The Team also noted the difficulties of Overseas Passengers who had to wait for hours in long queue alongwith their children at Immigration counters. The team took serious note of failing to operationalise maximum counters for Immigration purposes for Overseas Passengers including establishment of a separate counter for Business Class passengers as per international standards. The Federal Ombudsman taking a serious view of

the situation has directed the Secretary Civil Aviation Division to take immediate remedial measures to ensure early delivery of luggage to the incoming passengers and provision of the highest level services to the passengers especially to the Overseas Pakistanis. The Team directed the airport authorities to provide maximum medical & vaccination facilities to overseas passengers and ensure provision of wheel chairs for the handicapped passengers. The Team also inspected the One Window Facilitation Desk where representatives of 12 agencies remain present round-the-clock but no complaint registers were being maintained by them. The Ombudsman called upon the Secretary Civil Aviation Division and heads of FIA, PIA and other relevant agencies to inquire into the problem areas and take immediate necessary measures for resolution of the issues.



The Ambassador of Pakistan to Belgium, Luxemburg and European Union conducting online khuli katcheri.

THE EMBASSIES OF PAKISTAN, BRUSSELS & MOSCOW, ORGANIZED KHULI KATCHERIES IN A VIRTUAL FORMAT WITH THE PAKISTANI DIASPORA UNDER OMBUDSMAN'S DIRECTIONS.

Taking cognizance of the difficulties of Overseas Pakistanis, the Hon'ble Federal Ombudsman had directed the Ministry of Foreign Affairs to start Khuli Kacheries once a month in the Pakistan Missions abroad to resolve grievances of Overseas Pakistanis. He said that the institution has earned public acclaim for its role and the commendable services that it has rendered during the last 39 years. The Pakistan Missions abroad have started conducting Khuli Kacheries in a virtual format and as per reports, Ambassador of Pakistan to Belgium, Luxembourg & European Union conducted Khuli Katcheri in a virtual format and heard the complaints of Overseas Pakistanis living in Belgium, Luxembourg & European Union. The Deputy Head of Mission Moscow Mr. Rana Summar Javed has also conducted an online Khuli Katcheri and heard the complaints of overseas Pakistanis living in Russia. They highlighted the importance of utilisation of legal channels for sending remittances to Pakistan, which would significantly contribute to the development of the country. They also reiterated the resolve

of the embassy's staff to provide maximum facilitation to the Pakistani citizens in Belgium, Luxembourg, Europe Union & Russia and reminded about the need to abide by the laws and rules of the host country.

In response to the directions of the Hon'ble Wafaqi Mohtasib Mr.

Ejaz Ahmad Qureshi, the regional offices of Wafaqi Mohtasib Secretariat (WMS) also conducted Khuli Kacheries in different parts of the country, especially in remote areas within their jurisdiction and provided speedy and inexpensive justice at the doorsteps of the complainants.



The Deputy Head of Mission Moscow Mr. Samar Javed Rana conducting online khuli katcheri.

IMPORTANT FINDINGS

FEDERAL OMBUDSMAN ENSURES PAYMENT OF DEATH COMPENSATION IN RESPECT OF WIDOW

Due to intervention of Federal Ombudsman a complainant, Mr. Shahid Imran husband of late Rubina Yasmeen who died in Tezgam train accident of Liaquatpur in November, 2019 has received long awaited death compensation of Rs.15 lac from Pakistan Railways. Mr. Shahid Imran resident of Jhelum filed a complaint against Pakistan Railways for failure to get compensation in respect of his late wife who died in train accident due to eruption of fire in 2019, because of which many people were injured or

died. He stated that a sum of Rs.50,000/- was received earlier from Pakistan Railways but the compensation of Rs.15 lacks as announced by the government was not paid to him. During hearing proceeding, representative of the Agency informed that Pakistan Railways had signed an agreement with Postal Life Insurance (PLI) for payment of death compensations in case of any such train accident. He further informed that Pakistan Railways had already written a letter to PLI for payment of death compensation to the complainant.

The Ombudsman directed Pakistan Railways to settle the death compensation claim of the complainant within 30 days. Finally, with the efforts of Mr. Pervez Halim Rajput, Consultant (Implementation) of the WMS, a cheque of Rs.15/- lac has been issued to the complainant by Pakistan Railways. The complainant has confirmed receipt thereof and thanked the Federal Ombudsman for his kind intervention due to which he has received the compensation money after 2 ½ years.



A group of Pensioners of Radio Pakistan paying gratitude to the Federal Ombudsman in his office after receiving 10% increase in their pensions.

Radio Pakistan Pensioners Get 10% Increase in Pension Through Ombudsman Intervention

Due to the intervention of Federal Ombudsman, the Radio Pakistan pensioners have got 10% increase in their pensions. As per details, more than 50 pensioners of Radio Pakistan have filed their complaints to the Federal Ombudsman for failure to get 10% increase in their pensions, which was allowed by the Federal Government in April, 2022. During hearing proceedings, the

representative of Radio Pakistan informed that the funds allocated by the Finance Division are insufficient to meet the pensioners demand as per increase by the government. The Ombudsman decided case in favour of the complainants with the direction to the management of Radio Pakistan, to make arrangements of funds as per increase in pension by the government and

implement the decision with 30 days. Finally, with the efforts of Mr. Pervez Halim Rajput, Consultant Implementation, the PBC management has endorsed the 10% increase in the pension of Radio Pakistan employees' alongwith arrears. The pensioners of Radio Pakistan have thanked the Federal Ombudsman for timely intervention to resolve their grievances.

DUE TO INTERVENTION OF FEDERAL OMBUDSMAN JUBILEE INSURANCE REFUNDED RUPEES 03 MILLION TO LADY COMPLAINANT

Due to the intervention of Federal Ombudsman, Jubilee Insurance Company has refunded rupees three million to a lady complainant, Dr. Nighat Gillani. As per details, Dr. Nighat Gillani filed a complaint before the Federal Ombudsman under Informal Resolution of Disputes (IRD) system for redressal of her grievance against Jubilee Insurance Company. She stated that she had invested Rs. 3 million in the HBL against which HBL has to pay her profit @11%. Next year when she contacted the bank authorities for profit, she was informed that her amount has been invested into Jubilee Life Insurance Company. She stated that a lady bank officer got some signatures on some forms telling her to get profit. Later, it transpired that her amount was invested fraudulently by the lady bank officer into Jubilee Insurance Company against which she had received Rs. 4 lacks as commission. She agitated and asked to refund her amount, but

HBL informed that she may get back her amount only after deduction of 85% of the total amount. After failing to get her money back, she filed a complaint before Insurance Mohtasib but did not get relief. Resultantly, she approached Registrar Federal Ombudsman Secretariat at Mr. Muhammad Saqib Khan and Dy. Registrar Ms. Zariyab Mussarat

ance Company to refund her amount, as the latter had violated basic insurance rules. Finally, after hectic efforts of Registrar and Dy. Registrar WMS and SECP, Jubilee Life Insurance Company refunded Rs. 3 million to the lady complainant, Dr. Nighat Gillani who has thanked the Federal Ombudsman for his kind intervention in

HBL FRAUDULENTLY INVESTED RUPEES THREE MILLION INTO JUBILEE LIFE INSURANCE COMPANY

for registration of her case under IRD system for redressal of her grievance. HBL, FIA, Security Exchange Commission of Pakistan (SECP) and State Bank of Pakistan were engaged in the matter. Under the direction of Federal Ombudsman, SECP intervened as per its official mandate and asked Jubilee Insur-

getting refund of her amount from Jubilee Life Insurance Company.

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has appreciated the efforts of Registrar, Dy. Registrar WMS, SECP and State Bank of Pakistan in successfully getting the refund of the large amount of the lady complainant through the IRD System.

OMBUDSMAN'S DECISIONS IMPLEMENTED IN 28,851 CASES DURING CURRENT YEAR

Mr. Ejaz Ahmad Qureshi, the Federal Ombudsman has shown satisfaction on the implementation of findings passed by him against the federal government Agencies during 2022. He said that the primary mandate of his office is to redress public grievances against maladministration of Federal Government Agencies. He emphasized upon Investigating Officers to work dedicatedly and make concerted efforts for redressal of the grievances of the common man. The D.G. Implementation gave a detailed briefing on the implementation status of the findings issued by the Federal Ombudsman against maladministration by different federal government Agencies. The Ombudsman was informed that 34,817 cases were forwarded to the Implementation Wing in the first seven months of 2022 out of which 20,296 cases have been implemented, whereas remaining cases are at various stages of imple-



Federal Ombudsman chairing a meeting of investigating officers to review the progress of implementation of findings

mentation. He further informed that 8555 cases were implemented even during the course of investigation. The Federal Ombudsman said that being the poorman's court the Wafaqi Mohtasib Secretariat should ensure

expeditious relief to the people. He showed satisfaction with the process of implementation of his recommendations/decisions, and the progress made on this score.

ONE WINDOW FACILITATION DESK (OWFD) STARTS FUNCTIONING AT QUETTA AIRPORT ON OMBUDSMAN'S DIRECTION



On the directions of the Federal Ombudsman Mr. Ejaz Ahmad Qureshi, One Window Facilitation Desk has started functioning at the Quetta International Airport. The Federal Ombudsman has also designated a senior officer as the Grievance Commissioner for Overseas Pakistanis (GCOP) who undertakes prompt action on the complaints of Overseas Pakistanis. During first six months of this year,

**66,746 COMPLAINTS
OF OVERSEAS
PAKISTANIS
RESOLVED DURING
LAST 6 MONTHS**

66746 complaints of Overseas Pakistanis were resolved by GCOP. On the directions of the Federal Ombudsman, the Ministry of Foreign Affairs (MOFA) has nominated a senior officer as a focal person and established a fund to resolve the grievances of Overseas Pakistanis abroad. MOFA has also hired the services of a legal Advisor who provides legal advice to all Pakistan Missions abroad on the issues of Overseas Pakistanis. On the directions of the Federal Ombudsman, there will be separate counters at the airports for First/Business Class Overseas passengers for immigration and checking purposes. Moreover, Khuli Katcheri system in 128 Pakistan Missions abroad has started functioning to resolve complaints of Overseas Pakistanis. Due to these initiatives, the number of complaints against govt. Agencies have risen by 200% in the first six months of 2022. The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed the concerned agencies to improve facilitation to the Overseas Pakistanis at the One Window Facilitation Desks (OWFDs) at all International airports in Pakistan.

Continued from P/1: From the Ombudsman's Desk

also directed to monitor fair distribution of food items to the flood victims and send daily performance report. Due to flood, the system of water, electricity, gas, telephone and roads etc. was destroyed, so the officers of the Regional offices of Federal Ombudsman were instructed to work with the relevant institutions, ensure rehabilitation and get assistance from concerned agencies for provision of basic facilities. The officers went to the flood-affected areas themselves and joined the process of providing relief to the people and together with the authorities; they tried to provide all kinds of relief to the victims. As a result of the visits of the teams of officers from

D.I.Khan, Sukkur, Quetta, Bahawalpur, Multan and other regional offices of the Federal Ombudsman to the flood-affected areas, electricity, gas and telephone facilities were restored very quickly at many places.

The Regional Office Karachi assisted the district administration in setting up a relief camp in different schools of Karachi where more than 2,000 flood victims were accommodated and provided food, medicines and clothing etc. through Selani Welfare and other NGOs. Through the Regional Office Multan, relief camps were established in 335 schools in Rajanpur and Lehya with the help of the district administration, where basic facilities are being provided to 10,979 flood

victims. The officers of the regional offices have immediately installed new power transformers especially in the remote areas by holding meetings with the relevant institutions and the district administration. Due to the intervention, suspended power supply re-started in many areas including Karachi, Sukkur, Quetta, Kharan, Bahawalpur and Multan. Although flood was a natural calamity but our officers are standing with the flood victims in this difficult time and trying to comfort them with high spirit and its reward can only be given by the Almighty Allah. Our concerned institutions should take precautionary measures before occurrence of such calamities.



H.E. Mr. Khazar Farhadov Ambassador of the Republic of Azerbaijan called on the Federal Ombudsman Mr. Ejaz Ahmad Qureshi.



The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi presenting an annual report to the Ambassador of Kazakhstan who called on him in his office on 15-8-2022.

For Further Guidance and Information Contact our

HELPLINE NO. 1055

Helpline for children complaints: 1056
During hours
9:00 am - 10:00 pm

Phone No. 051-9213886-7

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Spokesperson / Director Media:

051-9217218

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RECEIPTS AND DISPOSAL OF COMPLAINTS DURING THE PERIOD JAN-SEPT 2022

Sr.	Agencies	Receipts	Disposal*
1.	Power Companies (DISCOs)	45,260	42,692
2.	Sui Gas Companies	13,156	14,487
3.	NADRA	3,184	3,334
4.	Allama Iqbal Open University	1,737	1,673
5.	Pakistan Bait ul Maal	1,492	1,403
6.	Pakistan Postal Services	1,208	1,173
7.	Employees Old Age Benefits Institution (EOBI)	883	856
8.	State Life Insurance Corporation	643	623
	Total Complaints against 08 Agencies	67,564	66,241
	Total Complaints against other Agencies	41,768	37,475
	Grand Total	109,332	103,716

*Includes cases brought forward