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The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing a high level meeting on the issues of Overseas Pakistanis and the functioning of One Windows Facilitation Desk at International Airports.

Ombudsman calls for timely resolution of grievances of Overseas Pakistanis

Ombudsman directs MOFA to hold khuli kacheries in Pakistan missions abroad to resolve issues of Overseas Pakistanis

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed the concerned agencies to improve facilitation of Overseas Pakistanis at the One Window Facilitation Desks (OWFD) at all

International airports in Pakistan. He said that more than 09 million Overseas Pakistanis are contributing a lot by helping their families back home and as taking part in the socio-economic uplift of the country by remitting around 30 billion dollars annually. He said that being public servants, we are duty bound to serve the Overseas Pakistanis with utmost zeal. He directed the Special Secretary Foreign Affairs to start Khuli Katchehris once a month in Pakistan Missions abroad to resolve grievances of Overseas Pakistanis. He also directed all the participants to appoint an officer of BS-20 as Focal Person in their respective department for liaison with the WMS. He took a serious note of non-functioning of OWFD at Quetta International Airport and directed the concerned authorities to ensure that it starts functioning within a week. The Director CAA assured that the OWFD would be revived in the shortest possible time. The Ombudsman further directed all the head of departments to constitute monitoring teams to randomly check the functioning of OWFDs.

Taking cognizance of delay in submission of monthly progress reports regarding resolution of complaints of Overseas Pakistanis by the Pakistan Missions, the Ombudsman directed that an Online Interface with the Foreign

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From the Ombudsman's Desk

The main thrust of the operations of the Office of Wafaqi Mohtasib is to resolve public complaints against mal-administration on the part of Federal Government Agencies. During the quarter April-June, 2022 the receipt and disposal of complaints reached an all time high of 35703 and 33680, respectively, which reflects the growing confidence of the public at large in the efficacy of this Office.

Apart from resolving public complaints, number of initiatives already taken especially for the

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The plight of pensioners must be addressed promptly

Ombudsman directs all major ministries and corporations to establish pension desks



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi presiding a progress review meeting of Pension Monitoring Committee to resolve pensionary issues of Federal government employees.

AGPR assured Federal Ombudsman to finalize each pension case within 30 days from the day of submission of documents

The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi took notice of the plight of pensioners and directed all major ministries and corporations to establish pension desks. He has long been receiving a large number of complaints regarding delays in grant of pension and other post-retirement benefits. There are allegations of apathy and corruption on the part of the Agencies on this score. The cases of pensioners are delayed due to red tape for months and years. This has led to the emergence of "touts" who extract large sums from pensioners for processing of their cases.

To address this serious situation, Wafaqi Mohtasib had setup a monitoring committee headed by a Senior Advisor, Mr. Muhammad Ayub Tarin, former Additional Auditor General and Additional Finance Secretary. While presiding a meeting of the committee on 28th June 2022 Wafaqi Mohtasib directed that all major ministries, corporation / agencies, that deal with thousands of pensioners should ensure establishment of functional pension desk, manned by trained staff. The desks are to be supervised by a Senior Officer to facilitate the processing of pension cases and to

properly guide the old pensioners, widows, orphans who run from pillar to post to get their cases expedited & finalized. The meeting was attended by the Secretary WMS Mr. Ejaz Ahmed Khan, Senior Advisors of WMS Mr. Muhammad Ayub Tarin, Mr. Ahmed Farooq & other senior officers, Mr. Jibran A. Malik, CFAO Establishment Division, Mr. Kashif Ahmed Noor, Member (Finance) Railways, Mr. Hasnat A. Qureshi, DG (Accounts) CGA, DG AGPR and other stakeholders.

The Hon'ble Federal Ombudsman also directed that the issue of allocation of funds to Agencies like Railways and EOB needs to be tackled without delay. He further directed to immediately hold special meetings with the Ministry of Finance and other agencies on this score.

The Monitoring Committee constituted earlier by the Federal Ombudsman was mandated to evaluate the implementation status of pension reforms and to figure out as to how the pension payment process could be further simplified to facilitate pensioners. In this context, AGPR informed that although under the directions of WMS, measures have been taken but lapses were still

noted in submission of pension cases. However, in family pension cases, payment of pension is delayed due to various legal issues such as declaration of legal heirs, non-availability of bank account of the widow and determination of eligibility of family members. Nevertheless, AGPR assured to finalize the pension cases within 30 days from the day of submission of documents by the department concerned. The AGPR further informed that they have started automation of service statements/service books which are on the SAP system which would facilitate early finalization of the pension claims. The Ministry of Railways informed that they were facing serious financial problems in disbursement of pension to their employees and have requested the government for provision of Rs. 9.8 billion for this purpose. The Ministry also informed that as soon as the required funds are received, all dues of pensioners would be cleared. The Finance Division assured full cooperation for delegation of powers for approval of pension from PAO/Federal Secretary to BS-21 officer.

Federal Ombudsman reviews implementation mechanism of Sui Gas companies

Secretary Petroleum and MD SNGPL assures full & timely implementation



Federal Ombudsman, Mr. Ejaz Ahmad Qureshi discussing the systemic issues pertaining to Gas Companies with Secretary Petroleum & Natural Resources and MD SNGPL.

Mr. Ejaz Ahmad Qureshi, the Federal Ombudsman has directed the management of Sui Northern Gas Pipelines Limited (SNGPL) to take prompt actions to implement the decisions of his Office and warned that serious notice will be taken of such delays. He was chairing a high level meeting to review implementation of findings of Wafaqi Mohtasib by SNGPL. The meeting was attended by the Secretary Petroleum & Natural

Resources and Managing Director SNGPL alongwith his team. He added that consumers with small bills are unnecessarily subjected to visit the SNGPL office repeatedly for correction of their bills and other issues causing immense hardship. The Wafaqi Mohtasib directed the SNGPL to improve its system of redressal of complaints of the general public. He further directed the SNGPL to appoint an officer of BS-20 as a Focal Person

for liaison with WMS for redressal of the grievances of general public promptly and with fairness.

The Secretary Ministry of Petroleum and Managing Director, SGNPL assured the Federal Ombudsman that urgent necessary steps will be taken forthwith to ensure prompt implementation of WM's decisions and improvement in service delivery by the SNGPL.

Continued from P/1: Ombudsman calls for resolution of grievances of Overseas Pakistanis

Office should be established through the CMIS of WMS to avoid delays. He was chairing a high level meeting to resolve the grievances of Overseas Pakistanis and to review the functioning of One Window Facilitation Desks (OWFDs) at International Airports in Pakistan. The meeting was attended by the Special Secretary Foreign Affairs Mr. Khalid H. Memon, Acting Chairman NADRA, Brig. Khalid Latif, D.G. Noor, DG OPF, Ms. Laeeqa Ahmed, Director ASF, Mr. Sadiq ur Rehman, AC Customs Rashid, Dr. Shaista Habibullah, GM(Coord) PIA, senior departments and senior officers of

22,295 Complaints of Overseas Pakistanis resolved in first quarter of 2022 at One Window Facilitation Desks at International Airports in Pakistan

Bureau of Emigration, Dr. Tahir Ambreen, Director FIA, Mr. Masood Ehsanullah, Director CAA, Mr. Islamabad Int. Airport, Ms. Beenish Director Central Health Services, representatives of other relevant WMS .

During briefing session the Overseas Pakistanis informed that

Pakistanis were resolved in the year 2021 including 39,595 complaints handled and disposed of at One Window Facilitation Desks. He further added that 22,295 complaints of Overseas Pakistanis have been resolved in the first quarter of 2022 showing an increase of 112% as compared to 10,473 in 2021. He said that the number of complaints have increased due to robust awareness campaign launched to sensitize the Overseas Pakistanis about the functioning of the office of Wafaqi Mohtasib.

Grievance Commissioner for 51,197 complaints of Overseas

Wafaqi Mohtasib Office's services enhanced through IRD System

Two new Regional Offices of WMS will be established at Swat and FATA



Federal Ombudsman, Mr. Ejaz Ahmad Qureshi hearing public complaints during first Khuli Katchehri held at Mansehra.

The Office of Wafaqi Mohtasib having 15 Regional Offices in all the provincial capitals and other important cities of Pakistan is working day and night for resolution of public complaints against federal agencies throughout Pakistan; and new initiatives are being taken to increase the scope of activities of the Wafaqi Mohtasib Secretariat (WMS) for this purpose. This was stated by the Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi while addressing first Khuli Katchchery during his visit to Mansehra on 31st May, 2022.

Besides general public, the Investigating Officers of the Regional Offices of Wafaqi Mohtasib, Regional Heads of the federal agencies such as PESCO, SNGPL, NADRA, etc. were also present during the address of Wafaqi Mohtasib. The Wafaqi Mohtasib informed that he has chosen Mansehra as the venue of first ever Khuli Katchchery and similar katchcheries will also be held shortly at various districts / tehsils to ascertain the serious problems faced by the general public; and to ensure

redress of those problems by the respective agencies. He informed that in Hazara region, a regional office of the Wafaqi Mohtasib having four Advisors / Investigating Officers has been functioning effectively to redress the grievances of the general public; and a new regional office in Swat will be inaugurated soon. Similarly, another regional office to cover the tribal areas and the merged districts of FATA is proposed to be established in the near future so that the people of those areas could also benefit from the services being offered by the Office of Wafaqi Mohtasib.

The Wafaqi Mohtasib also informed the audience that by virtue of the mandate available to him under the law, he has introduced a system of inspection of the offices of federal agencies. Under this initiative, the Advisors of the WMS visit those federal agencies against which the number of complaints are relatively higher so as to evaluate their service delivery on-the-spot and to suggest short and long term measures to

improve their working. The inspection reports are submitted to the Wafaqi Mohtasib for approval whereafter the recommendations of the reports are forwarded to the respective Ministries and Heads of the federal agencies for immediate implementation.

The Wafaqi Mohtasib also informed the audience that he is empowered to informally conciliate, amicably resolve and settle public grievances; and a pilot project titled "Informal Resolution of Disputes" has recently been initiated to resolve those disputes which do not essentially fall within his jurisdiction. Under this initiative, the Advisors of the WMS ensure amicable settlement of the private disputes of the consenting parties; and this facility is provided free of cost by all regional offices of the WMS without any need for hiring of lawyers by the parties concerned. He heard the complaints of different participants and passed necessary orders on the spot for redressal thereof.

Inspection team highlights weakness of NADRA offices

Ombudsman directs NADRA to take extra measures for public facilitation and for establishing a new facilitation center



Fact findings team of Wafaqi Mohtasib headed by Mr. Humair Karim, Additional Secretary recording the problems face by public during visit of NADRA centre Islamabad.

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi taking cognizance of complaints against NADRA constituted a team of senior officers comprising Mr. Muhammad Humair Kareem, Additional Secretary WMS, Mr. Muhammad Saqib Khan, Registrar and Mr. Adnan Ahmad, Investigation Officer to visit NADRA and submit report. The committee has submitted its report after visiting NADRA Facilitation Centre Blue Area Islamabad, after listening to the complaints of general public, witnessing the entire process of issuing CNICs/Succession Certificates and holding meeting with the management of NADRA.

The team observed and noted number of complaints of general public including overcrowding of visitors, availability of only one facilitation desk for more than 1800 visitors daily, inadequate parking space, overcharging of photo copying by the outside vendor and subjecting the applicants to undertake repeated visits to provide the required documents. The lady visitors highlighted number of difficulties in issuance of Succession Certificate. The team also listened to the problems of the management. The Director General NADRA Brig. Talat Qayyum informed that after

operationalizing three new Facilitation Centers at Tarlai, Bara Kahu and at Golra, the issue of overcrowding would be resolved. The team asked the NADRA authorities to let the applicants know about all the required documents in one go, so that they may not visit time and again for the purpose. DG NADRA informed about the difficulties in identifying an intruder in a family tree for which they have to take extra care and make cross questions to confirm the genuineness or otherwise of the intruder. The team also inquired about charging Rs.10,000/- for duplicate CNIC. In turn, he informed that NADRA only charges Rs.1000/- for cancellation of duplicate CNIC in case of minor change in data, however, the applicant has to pay Rs.10,000/- in case of misuse of the previously issued CNIC. The team also inquired regarding complaints for use of thumb impression for issuance of number of mobile Sims through illegal ways. They informed that they have biometric facility and facial detection system which automatically detects thumb impression. However, they failed to satisfy the team on these complaints.

The Federal Ombudsman directed NADRA to establish one more

Facilitation Centre in the outskirts of ICT along Islamabad Expressway. He also directed NADRA to establish separate Facilitation Centers for people who want to get speedy/fast track services by making appointments. He further directed NADRA to make liaison with CDA and ICT Administration for removal of encroachments outside the NADRA Centre for provision of sufficient space for parking. He also advised NADRA to establish common interface of MIS system with the concerned Agencies for verification of national status of applicants on fast track; and to appoint Floor Manager to guide the general public in availing the services of NADRA. He also advised NADRA to make arrangements for early detection of Duplicate CNIC so that duplicate fee of Rs.10,000 may not be charged on account of holding duplicate CNIC while processing such applications. The Ombudsman also directed his team to carry out frequent inspection visits of NADRA headquarters for ascertaining and removing public difficulties.

The Ombudsman expressed satisfaction over the efforts of the management of NADRA for resolving the immediate issues indicated by the Inspection Team.

Federal Ombudsman's inspection team recommended measures to improve services at PIMS



Inspection team of Wafaqi Mohtasib headed by Mr. Humair Karim, Additional Secretary recording the problems face by public during visit of PIMS Hospital Islamabad.

Taking cognizance of the numerous public complaints regarding facilities at Pakistan Institute of Medical Sciences (PIMS) Hospital, Islamabad, a team comprising Mr. Muhammad Humair Karim, Additional Secretary, Mr. Muhammad Saqib Khan, Registrar, Mr. M. Javed Chaudhary, Director Media and Mr. Muhammad Adnan, Investigating Officer were sent to PIMS on a fact-finding visit. The patients in the emergency, OPD and other departments of the hospital interacted and highlighted the issues being faced by the patients as well as

hospital administration. Later, the officers discussed with the Senior Management of the PIMS the frequent complaints and difficulties being faced by the public. The Executive Director and Dean of PIMS Hospital Dr. Rizwan Taj gave a detailed briefing on the working of the hospital and highlighted the problems being faced by them. He informed that on daily basis, an average 5-6 thousand patients visit the OPD whereas more than 1500 patients approach the Emergency. He pointed out the shortage of nursing staff to handle the

patients. It was noticed that in spite of the phenomenal growth in the population of Islamabad, the Hospital Management and the staff were coping with the best of their ability the huge number of patients which come from many surrounding districts and cities. The Inspection Team has submitted the following recommendations to the Wafaqi Mohtasib, which have been forwarded to the Secretary, Ministry of National Health Services Regulations & Coordination (NHSR&C):

a. To be implemented in the short-run:

- i) **Patient Services Managers** should be appointed to facilitate patients to their concerned service counter;
- ii) **Additional Facilitation Desks** should be available to facilitate approximately 20,000 visitors that visit on average per day;
- iii) **Digital Number Counter** outside the service counters should be operationalized;
- iv) **Long queue for Ultrasound** should be minimized and the patients should be provided service on the same day instead of giving them appointments after a gap of many days;
- v) **Trauma Center** should be clean and hygienic along with necessary renovations;
- vi) **Paramedical Staff** should be present in sufficient number in the emergency and other wards, who will collect samples for various tests of the patients and then sending it to the laboratory, rather than the process being undertaken by patients' attendants. The current strength must be rationalized – it is important to see where the paramedical staff are deployed, and ensure that their services are utilized for the purposes intended. If need be, additional staff should be appointed;
- vii) **Shortage of Stretchers** should be dealt with; there should be sufficient number available;
- viii) **Beggars** and unnecessary individuals should not be allowed inside the premises of the hospital, as they are often involved in stealing/snatching, other irregular activities;
- ix) **OPD timings** should be increased to 0800 - 1500 HRS (from the current timings of 0800 - 1400 HRS) as a large number of patients have to wait for their turn to avail medical services;
- x) **Medicine List** {as recommended by the WMS Committee Report for transforming PIMS into a leading center of excellence} should be displayed in the rooms of the doctors who will prescribe inexpensive but effective medicines to the patients;
- xi) **Presence of Consultants/Medical Officers** should be ensured during the OPD timings;
- xii) **Malfunctioning MRI** should be urgently repaired;
- xiii) **Nurses/Paramedical Staff's** strength should be reviewed and, based on workload, should be

- xiv) appointed on urgent basis to cope with the issue of shortage of manpower; and, **Emergency Specialists**, who have diverse experience in dealing with emergency cases, should be appointed on priority basis under the rules.

b. To be implemented in the long-run:

- i) **Additional building/Medical Towers:** There should be additional building/medical towers/blocks to accommodate the existing number of patients;
- ii) **Health Management Information System:** The Health Management Information System (HMIS) should be developed to link the patient's medical history with all the hospitals. Such information could be useful if the patient travels to different cities;
- iii) **Budget for Cardiology Department:** The budget for the treatment of the federal government employees given to AFIC, Rawalpindi should be now allocated to PIMS since the Cardiology department has become operational. Such budget will be beneficial for reimbursement cases of federal employees' medical bills;
- iv) **Implementation of recommendations of Committee Report:** The 47 implementable recommendations of the Committee Report for Transforming PIMS into a Leading Centre of Excellence, compiled by the WMS Committee in 2015, should be implemented to the extent possible, within the ambit of rules and policy, so as to facilitate the general public; and,
- v) **Long Term Expansion Plan (time based)** should be formulated, focusing on phase wise expansion of the facilities and staff, keeping in view the growing patients load.

One Window Facilitation center of CDA is a useful initiative reports inspection team of WMS



Inspection team of Wafaqi Mohtasib headed by Mr. Ahmad Farooq, Senior Advisor inspecting the One Window Facilitation Centre of CDA at Islamabad.

Taking cognizance of the public complaints of mal-administration against CDA, the Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi deputed a team of officers comprising Mr. Ahmed Farooq, Senior Advisor, Mr. Fazal Karim Khattak, Advisor and Mr. M. Javed Chaudhary, Director Media to visit CDA Facilitation Center to monitor the situation on-the-spot. During briefing session, the Member Finance of CDA Rana Shakeel Asghar highlighted the new initiatives taken by them for the facilitation of public. He informed that the entire land

record of Islamabad has been digitized whereas the record of other directorates is also being digitized. He informed that a state-of-the-art MIS system was purchased some 12 years ago which has been operationalized. All directorates of CDA have been linked with this system. He said that a helpline 1819 of CDA has been introduced through which any person can get information before visiting any office of CDA.

The team also inspected different offices and Facilitation Center of CDA. It was noticed that the CDA

administration and the staff were efficiently coping with the huge inflow of visitors in the Facilitation Center. The Head of the Ombudsman's team asked the CDA management to establish a Pension Facilitation Centre for its employees so that pension cases may not be delayed. He also asked for digitization of entire record of CDA on priority basis. The Chairman CDA/Chief Commissioner ICT has also briefed the Wafaqi Mohtasib on the initiatives taken to improve the delivery of its services to the residents of ICT.

Federal Ombudsman chides CAA over mismanagement in handling luggage of Overseas passengers at Islamabad International Airport



Inspection team of Wafaqi Mohtasib inquiring the issues of late delivery and mishandling of luggage of Overseas passengers at Islamabad International Airport.

Directs to take disciplinary action against the delinquents

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, constituted a team of senior officers comprising 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 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.

The team observed and noted number of complaints of Overseas Passengers of five

international flights coming from Saudi Arabia, Qatar, UAE and other countries. 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. It was informed that although there were 40 counters but only 11 were operational due to shortage of staff. The team observed that due to less staff and inadequate number of vehicles for luggage handling the release of luggage was being hampered badly. The Federal Ombudsman taking a serious view of the situation directed the DG Civil Aviation to conduct an inquiry to fix responsibility and take disciplinary action against the relevant

personnel/contractors. He also directed to take immediate remedial measures to ensure early delivery of luggage to the incoming passengers. The Inspection Team also observed lack of seating arrangements for the passengers at the Airport who had no option but to sit on the floor. The Team also noted non-provision of Yellow vaccine and shortage of wheel chairs for the handicapped. 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 except those provided by OPF, CAA & ASF. The Ombudsman called upon the heads of CAA, FIA, PIA and other relevant agencies to inquire into the issues faced by passengers and take immediate necessary measures for resolution of those issues.

Sarhad Chamber of Commerce and Industries has direct access to CMIS of WMS for resolution of complaints of the business community on fast track

The Wafaqi Mohtasib Secretariat (WMS) has integrated the Sarhad Chamber of Commerce & Industry (SCCI) with its Complaint Management Information System (CMIS) to resolve complaints of business community against Federal Government Agencies. It is pertinent to mention that 18.05.2022, the Federal Ombudsman visited the office of SCCI and assured to resolve the complaints of business community against Federal Agencies on fast track. At the instance of

the SCCI, the Hon'ble Wafaqi Mohtasib deputed Dr. Sohail Ahmed Phatak, CMIS Expert of WMS to facilitate the chamber in finding out solution for any IT problem in developing a link between the two offices. After concerted efforts, an online integration has been developed between the two organizations for the purpose of quick processing of complaints of the business community lodged through the SCCI against the Federal Agencies concerned. Under this system, if any

complaint of a business entity remains unresolved for more than 30 days, the same will be automatically transferred through the said link to the CMIS of the WMS for prompt action. The SCCI will also be facilitated in Informal Resolution of Disputes under the IRD System lately initiated by the WMS. The newly established link would enable the business community to get their mutual disputes resolved in coordination with the SCCI and the WMS.

KHULI KACHERIES

Pakistan Missions Abroad starts khuli katchehries once a month to redress grievances of Overseas Pakistanis

Regional Offices of WMS have also started holding khuli katchehries

Taking cognizance of the difficulties of Overseas Pakistanis, the Hon'ble Federal Ombudsman directed the Special Secretary Foreign Affairs to start Khuli Katchehries once a month in all 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 of its creation. It has been reported that Pakistan Missions abroad have started conducting Khuli Kacheries through zoom. Deputy Head of Mission Moscow Rana Samar Javed conducted Khuli Kacheri via Zoom and heard the complaints of Overseas Pakistanis living in Russia. The Deputy Head of Mission highlighted the importance of

utilisation of legal channels for sending remittances to Pakistan, which would significantly contribute to the development of the country. He also reiterated the resolve of the embassy's staff to provide maximum facilitation to the Pakistani citizens in 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) conducted Khuli Kacheries in different parts of the country, especially in remote areas within their jurisdiction and resolved 1723 cases from January to May, 2022 and provided speedy and inexpensive justice at the doorsteps of the complainants.



Rana Samar Javed, Deputy Head of Mission Pakistan Embassy Moscow hearing complaints of Overseas Pakistanis during online Khuli Katchehri.

Show Cause notices to be served to the concerned officer in case of non implementation of findings relating to poor pensioners and workers

Mr. Ejaz Ahmad Qureshi, the Federal Ombudsman has said that show cause notice will be issued to the delinquent officers of the concerned Agency for non-implementation of Findings regarding poor pensioners and workers. He said that timely implementation of Findings is of great importance, as a decision becomes meaningless if it is not implemented or its implementation is inordinately delayed. He was chairing a progress review meeting

on implementation of findings at WMS at Islamabad. The head of implementation wing, Mr. Muhammad Humair Kareem Additional Secretary gave a detailed briefing. He said that during the first four months of 2022, a total of 9,229 cases have been implemented. The Ombudsman directed the Implementation Wing to give special attention to the cases of pensioners especially in EOBI cases, as the poor workers face great difficulties in

getting their small amount of pension from EOBI. He also directed to place more focus on Postal Life Insurance cases. He emphasized upon Implementation Wing to demonstrate more dedication and make their best efforts in redressal of the grievances of the common man. He said that no case of Implementation Wing would be closed till complete satisfaction of the complainant concerned.

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

pensioners, overseas Pakistanis and Prisoners for carrying out systemic reforms in the respective agencies were also vigorously pursued during the last quarter. Meetings were held with the stakeholders in the Wafaqi Mohtasib Secretariat for the purpose of creation of dedicated desks in all the Ministries, Divisions and departments of the Federal Government to facilitate the retirees in completion of the formalities for grant of pensionary benefits. Exclusive meetings were also held with the EOBI to thrash out the issues regarding registration of private entities with EOBI, simplification of registration process, facilitation of pensioners for obtaining record from concerned organizations and timely disposal of complaints and appeals. Necessary instructions were given to the EOBI to create awareness amongst general masses, appoint focal persons, expedite automation of service record and ensure hearing of all complaints within 60 days.

Welfare of the overseas Pakistanis continues to remain in sharp focus of this Office. Operations of the One Window Facilitation Desks (OWFD) established at all international airports in Pakistan was closely monitored where 39,807 complaints were received and instantly disposed of during the first 05 months of the current year. Similarly, 6064 complaints were received in Pakistan Missions abroad and 435 in the Office of Grievance Commissioner, WMS; and more than 90% of these complaints have been disposed of to.

The Pakistan Post Office Department and PLICL were also directed to facilitate their clients, improve their monitoring

mechanism so that the top management can monitor the processing of public complaints; and ensure expeditious disposal of complaints through greater use of IT tools. In another meeting to discuss the systemic issues pertaining to gas companies, the SNGPL was directed to ensure the processing of complaints regarding provision of new gas connections transparently and strictly in accordance with its policy on first come first serve basis. The company was also directed to ensure implementation of all Findings of the Wafaqi Mohtasib within the given time frame; explore the possibility of launching schemes on the pattern of K-electric for dealing with the customers who default on payment of bills for extended period; and make efforts for controlling leakages from its distribution network.

Appreciating the financial difficulties faced by various agencies such as Pakistan Railways and BISP in providing financial assistance to the complainants, due to inadequacy of budgetary provisions, the said Agencies have been advised to adopt the policy of first come first serve as also to prioritize the hardship cases. A number of other issues such as addressing the menace of stray dogs, improving living conditions of inmates of prisoners, especially the women prisoners and their accompanying children, were also taken up and directions issued for remedial measures to be taken by the concerned agencies on priority basis.

A Pilot Project for Informal Resolution of Disputes was also conceived. During the first phase, the Investigating Officers in the Regional Offices of the WMS have started resolving the

disputes involving small contractual claims, negotiable instruments and processing the payment of pension, medical claims and other retirement benefits to the retired employees as well as the families of the deceased employees of the Defence Forces. The Pilot Project has turned out to be successful and its scope of activities will be extended in the second phase.

In pursuance of the mandate provided under the President's Order No. 1 of 1983, I have recently constituted Inspection Teams to visit various agencies for the purpose of ascertaining the public grievances and to identify the short and long term measures for addressing the root causes of the persistent complaints against those agencies. These Agencies included CDA, Health Institutions, NADRA, National Police Foundation, D.G. Immigration and Passport, EOBI, Utility Stores Corporation, BISP, Pakistan Bait-ul-mal and Gas Companies etc. The Inspection Teams have submitted very informative and insightful reports which have been forwarded to the concerned Agencies for implementation of the recommendations contained therein.

It is encouraging to note that the officers and staff of my Office have demonstrated a great deal of commitment and dedication in performing their multidimensional role in order to achieve the objectives of this institution within its available resources. This institution is indebted to the valuable support offered by the Hon'ble President and the Government of Pakistan in carrying out its obligatory activities to the satisfaction of the general public.

HWM'S QUETTA VISIT

Federal Ombudsman asks departments to serve people selflessly

President Chamber of Commerce & Industry Quetta highlights issues of business community

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has asked the federal government Agencies to serve the people considering it as a sacred duty. He said that Baluchistan being a less privileged province deserves that all the public service departments must ensure proper facilitation of the people. He was addressing the area heads of different departments of Baluchistan

e.g. QESCO, SSGCL, Customs, NADRA & BISP etc. at Quetta.

He also addressed the office bearers of Quetta Chamber of Commerce during the visit. The President Quetta Chamber of Commerce & Industry Mr. Fida Hussain Dashti highlighted the problems being faced by the business community. He alleged that the Customs officials create illegal restrictions in the

business affairs of the business community at Taftan and Chamman borders. He also highlighted some issues of business community regarding regional tax offices, FIA, SSGCL, CAA, PIA and QESCO. The Federal Ombudsman assured to resolve the grievances of business community at the earliest.

The Federal Ombudsman also presided a meeting to review the



The Federal Ombudsman Mr. Ejaz Ahmad Qureshi chairing a meeting with the participants of Chamber of Commerce & Industry Quetta.



The President Chamber of Commerce & Industry Quetta, Mr. Fida Hussain Dashti presenting a shield to the Honourable Federal Ombudsman, Mr. Ejaz Ahmad Qureshi

progress on improvement in living conditions of inmates of prisons in Baluchistan. The IG Prisons Baluchistan Mr. Shuja-Uddin Kasi said in his presentation that 48 meetings of the Parole Committee have been conducted and 539

convicts have been released after the approval of the high level committee under the Baluchistan Good Conduct Prisoners Probation Release Rules, 1997. He said that computerization of data of jail staff is under process. He informed that

with the help of Philanthropists, Rs. 3.2 million were collected, Rs. 8.29 million were sanctioned by the provincial government for the payment of Diyat, Arsh and Daman and 17 prisoners were released after payment of their fines etc.



The Federal Ombudsman chairing a progress review meeting on improving jail conditions in Balochistan.



The Provincial Ombudsman Balochistan, Ms. Sabira Islam presenting Annual Report of her organisation to the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi during his visit of Provincial Ombudsman Balochistan

Federal Ombudsman shows grave concern over delays in settlement of pension and insurance claims of poor people

Directs PLIC to take disciplinary action against the delinquent officials



The Secretary Communication, Mr. Zafar Hassan, D.G Pakistan Post and MD Postal Life Insurance briefing the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi on the pension mechanism and Postal Life Insurance.

The Hon'ble Federal Ombudsman has showed grave concern over delays in pension and insurance claims of poor people by the Pakistan Post Office Department and PLIC. He called a meeting of Federal Secretary Communications, Director General, Pakistan Post Office Department (PPOD) and MD Postal Life Insurance Company (PLIC) to his office to discuss the plight of poor employees and clients in the disbursement of their dues. He directed that a time bound and responsive mechanism be developed to improve the situation. He stressed that the senior management should be sensitive to the grievances of the large number of citizens who approach the Wafaqi Mohtasib for redressal of their complaints of mal-administration. The Wafaqi Mohtasib warned that

the responsible officials will be punished, under the law, for their neglect, inattention and apathy in dealing with the public. He said that the cases of poor people must be dealt on fast track with the use of modern I.T. tools and with sympathetic attitude. The Ombudsman appreciated the improvement in ranking of Pakistan Post Office at international level from 94 to 62 as declared by Universal Postal Union. The D.G. PPOD informed that no country of the world has shown such remarkable improvement.

The Secretary, Communications Mr. Zafar Hassan, D.G., Pakistan Post and MD, PLI apprised the Honorable Wafaqi Mohtasib about the steps being taken for improvement and reforms of services. The Secretary Communications informed that PLI

has introduced a new effective tracking system through which they can monitor the claims of insurance at every stage. He further informed that the revenue of Pakistan Post has increased as compared to its expenditure and now the organization is running in profit. The D.G. Pakistan Post also informed that they have introduced a new system under which unregistered international mail would be considered as registered at the International Mail Office in Pakistan which would ensure quick delivery of mail. They assured that they would personally monitor the process of handling the public complaints by the concerned responsible officers to curtail delays; and would hold officials accountable for their negligence and maladministration, if any.

Federal Ombudsman resolved thousands of pension cases and streamlined the process of settlement of pension claims in ministries and departments

Since assuming the charge as Federal Ombudsman, Mr. Ejaz Ahmad Qureshi has specially focused on resolving pension cases and streamlining the pension system in different ministries and departments. Few years back, he had constituted a Pension Committee which presented a comprehensive report and devised mechanism for expeditious processing of pension claims but, unfortunately, its recommendations

were not implemented in letter & spirit. Therefore, the Ombudsman constituted a Monitoring Committee under the headship of Senior Advisor, Mr. Muhammad Ayub Tarin, former Additional Auditor General and Additional Finance Secretary with the mandate to evaluate the implementation status of pension reforms and to figure out as to how the pension payment process could be further simplified to facilitate

pensioners. The Committee held several meetings with the stakeholders such as Finance Division, Establishment Division and AGPR and developed proposal for further facilitation of pensioners. Consequently, a large number of pension cases of retirees, widows and orphans etc. have been settled. The following is the data of disposal of pension cases received during the period 01-01-2021 to 18.7.2022

	: 1 January		: 2 February		: 3 March		: 4 April	
	2021	2022	2021	2022	2021	2022	2021	2022
Pension grant	79	99	149	161	126	146	85	146
Service dues	30	119	24	106	27	101	17	68
Old Age Pension	17	52	16	72	19	61	38	48
Gratuity	1	7	5	34	8	16	30	15
Family Pension	7	27	26	13	40	29	17	22
Increase in pension	3	7	3	8	2	4	0	8
G.P. Fund	5	14	10	13	0	13	9	9
Benevolent Fund	6	11	6	11	6	16	4	11
Total	148	336	239	418	228	386	200	327

	: 5 May		: 6 June		: 7 July		Total
	2021	2022	2021	2022	2021	2022	
Pension grant	76	135	121	239	91	150	1,803
Service dues	15	55	18	79	23	13	695
Old Age Pension	15	41	19	73	25	22	518
Gratuity	114	15	21	16	4	13	299
Family Pension	12	20	17	21	13	9	273
Increase in pension	2	39	6	41	3	82	208
G.P.Fund	4	11	12	13	8	2	123
Benevolent Fund	0	11	9	17	3	6	117
Total	238	327	223	499	170	297	4,036

Federal Ombudsman takes Suo Motu notice on public complaints against Utility Stores

Taking cognizance of the public complaints of mal-administration in the outlets of Utility Stores Corporation (USC) in various parts of the country, the Hon'ble Wafaqi Mohtasib deputed his Advisors in some of the regional offices of the WMS in Pakistan to undertake visits to various branches of USC to monitor the situation on-the-spot. The Advisors undertook visits to different areas of Lahore, Multan, Faisalabad, Peshawar, Sargodha, Bahawalpur, Abbottabad and Jhang and checked the observance of

office timings, availability of staff, adequacy of the daily victuals as well as the quality and the quantity thereof at the USC outlets. They also checked whether govt. instructions regarding production of CNIC for the purpose of issuance of quota of different eatables, etc. was being observed.

It was noted that in some areas of Bahawalpur wheat flour was not available in sufficient quantity. Similarly, in various branches of USC at Lahore, cooking oil was not

adequately available due to which some consumers had to pay repeated visits to the outlets. It was also noted that due to announcement of further subsidy by the govt., the sugar and flour bags were being repacked due to which some delay was occurring in the delivery of the items. Instructions were issued to the management on-the-spot to ensure that the required material and daily victuals are made available in sufficient quantity and sold to the customers at the subsidized rates as announced by the government.

IMPORTANT FINDINGS

Ombudsman directs Cabinet Division to notify correct name of “Quaid-i-Azam” and location of “Ziarat” mistakenly printed in 100 rupees currency note

Mr. Muhammad Mohsin, an old retired Civil Servant from Karachi filed a complaint against State Bank of Pakistan and stated that every organization/department including State Bank of Pakistan (SBP) was writing wrong spelling of Quaid-i-Azam as Quaid-e-Azam. He wrote several letters to Governor SBP but no heed was paid to his requests. Moreover, SBP was giving incorrect location of Ziarat as Ziarat-Quetta while it should be as Ziarat, Balochistan. The State Bank of Pakistan in its report intimated that Quaid-e-Azam spelling with letter “e” was widely used officially, as well as generally. For example Quaid-e-Azam was being spelled as Quaid-e-Azam in Quaid-e-Azam University Act 1973, the same translation practices was followed in following cases:

- Quaid-e-Azam page on www.Pakistan.gov.pk
- Quaid-e-Azam Residency Ziarat on official Government of Baluchistan website at <http://balochistan.gov.pk/quaid-e-azam-residency-with-tis-lush-green-laws/>
- Quaid-e-Azam Academy for

Educational Development Punjab, an initiative of the Government of Punjab
<http://qead.edu.pk/>

Agency also stated that under section 27 of the SBP Act 1956, the Federal Government on recommendation of the Board of Directors of SBP approved banknotes design and denominations. The name of the Quaid-e-Azam Residency and its location appearing on the banknote are part of design. Further, the matter was appropriately taken up with Ministry of Finance since



the issue does not fall within the domain of SBP. Cabinet Division also intimated that the matter related to Finance

Division. The Ombudsman observed that SBP has shifted the responsibility to Ministry of Finance.

However, after hearing the stance of all the parties, the Federal Ombudsman observed that both the names “Quaid-e-Azam” and “Quaid-i-Azam” were being used in the official documents and websites of government of Pakistan. The name of the founder of Pakistan was written as “Quaid-i-Azam” in the Constitution of Pakistan, 1973. The Federal Ombudsman observed that there is no uniformity in the name of founder of Pakistan and both the spellings are being used in the official documents. In addition, Ziarat was itself a district of Balochistan, therefore, mentioning it as Ziarat, Quetta was portraying it as a tehsil of Quetta, which is not appropriate. In view of the above, the Federal Ombudsman directed the Cabinet Division to notify a standardized spelling of the name of founder of Pakistan as “Quaid-i-Azam” and also notify name of Ziarat as “Ziarat, Balochistan”. The SBP will make corrections in the currency note of Rs.100, accordingly.

Residents of Al-Safa Heights get justice through Ombudsman's intervention

Under the directions of Federal Ombudsman Mr. Ejaz Ahmad Qureshi, proceedings through IRD system have started. The residents of Al-Safa Heights, Islamabad filed a complaint under IRD against the management of Al-Safa Heights for resolution of their grievances. They stated that 150 families are residing in Al-Safa Heights, its management regularly charge Rs.7000/- as service charges but the residents

have not been provided the facility of water, cleaning and lift services causing great hardship. Mr. Muhammad Saqib Khan, Registrar WMS and Ms. Zariab Mussarat, Dy. Director (complaints) summoned the management of Al-Safa Heights. During hearing proceedings the management of Al-Safa Heights promised to resolve the issues of residents on immediate basis. Later on, the management informed that

one lift has been operationalized, whereas the second lift would be operationalized at the end of June this year, damaged pipes have been replaced and measures have been taken for cleanliness. The residents of Al-Safa Heights thanked the Federal Ombudsman through a letter that due to his intervention, their problems have been resolved.

A.P.P employee gets pension increase after 07 years due to ombudsman's intervention

Due to intervention of Federal Ombudsman an employee of

Associated Press of Pakistan (APP) got increase in pension after 07

years. As per details, a retired employee of AAP Mr. Muhammad

Nawaz filed a complaint against APP before the Federal Ombudsman for failure to make 10% increase in his pension. He stated that APP pensioners were not getting raise in their pension due to the decision of the APP Board of Directors (BoD) taken in 2015. He added that the APP BoD in its meeting in September, 2019 decided to increase 10% Pension for APP pensioner's w.e.f.1.7.2015 subject to the creation of APP Pension Fund.

He further stated that despite lapse of considerable time neither the APP Pension Fund was created nor the increase in pension was allowed to pensioners. He requested that the Agency be asked to implement the APP BoD decision in the best interest of justice. During hearing proceedings the representatives of APP and Ministry of Finance appeared and presented their points of view. The Ombudsman noted that the matter has been pending for long

and directed speedy finalization of the proposed mechanism within 45 days. Finally, the APP implemented the decision of WM and informed that after @ 10% increase in pension, the complainant would receive Rs.56,219/- per month as compared to Rs.43,217/-. The complainant thanked the Federal Ombudsman that due to his intervention he received the increase in his pension which was pending for the last 07 years.

PUBLIC AWARENESS



Mr. Mahmood Javed Bhatti, Associate Advisor/ Regional Head Multan addressing audience during public awareness campaign at Muzaffargarh.



Dr. Zahid Mahmood, Investigating Officer/ Regional Head Bahawalpur addressing audience during public awareness campaign at Khawaja Fareed University Rahim Yar Khan.



Mr. Mushtaq Ahmad Awan, Consultant Regional Office Sargodha participating in public awareness programme FM 95 at Mandi Bahaudin



Mr. Bakhtiar Gul, Consultant Regional Office Peshawar conducting a Khuli Katchehri and hearing complaints at District Kurram, KPK.



Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing a meeting of Investigating Officers of Regional Office Karachi.



A group photo of pensioners of Radio Pakistan with the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi who presented their grievances regarding their pensions.

For Further Guidance and
Information Contact our

HELPLINE NO. 1055

Helpline for children
complaints: 1056

During hours
9:00 am - 10:00 pm

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RECEIPTS AND DISPOSAL OF COMPLAINTS DURING THE QUARTER APR-JUN 2022

Sr.	Agencies	Receipts	Disposal*
1.	Power Companies (DISCOs)	14,781	13,365
2.	Sui Gas Companies	1,017	1,048
3.	NADRA	3,897	4,515
4.	Allama Iqbal Open University	345	424
5.	Pakistan Bait ul Maal	513	454
6.	Pakistan Postal Services	214	207
7.	Employee Old Age Benefits Institution (EOBI)	480	584
8.	State Life Insurance Corporation	276	278
	Total of above 08 Agencies	21,523	20,875
	Total of other Agencies	14,173	12,759
	Grand Total	35,696	33,634

*Includes cases brought forward