



Family photo taken on the eve of 25th annual meeting of Board of Directors of AOA (28.6.2024-Istanbul)

Wafaqi Mohtasib Presides Over the Asian Ombudsman Association's Annual Meeting at Istanbul

Calls for Greater Sharing of Experiences to Promote Good Governance

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi has said that Ombudsman Institutions constitute a global fraternity which can play a very effective role in improving the quality of life for the common man through better governance. He was addressing the 25th Annual meeting of the Board of Directors (BoD) of the Asian Ombudsman Association (AOA) as its current President at Istanbul (Republic of Turkiye). He said that the objectives and purposes of the establishment of the Ombudsman Institution has a direct bearing on the realization of the overall goals, principally the protection and promotion of fundamental rights and good governance in all spheres of life. Mr. Qureshi emphasized the need for greater sharing of experiences and best practices to the mutual advantage of all stakeholders. "The commonly shared objectives are

worth striving for and we should make a conscious effort for their realization", he observed. He expressed the confidence that such exchanges amongst the Ombuds Institutions would lead to further refining and streamlining the systems and procedures for addressing mal-administration, bureaucratic bottlenecks and systemic issues. He thanked the Board of Directors for expressing confidence and trust in Pakistan's contribution in promoting the cause of Ombudsmanship to realize the ultimate objectives of good governance and the rule of law besides the inviolability of human rights. The Board, in its deliberations, took stock of the ongoing activities and decided to further step-up cooperation in core areas, expressing satisfaction over the mutuality of perception evolved in

the meeting. It said that improvement in the quality of life of the common man would ultimately help realize the objectives for which the body was created. It also considered measures for instituting AOA Calendar of Activities and upgrading facilities at the AOA Resource Centre established in Islamabad. Asian Ombudsman Association (AOA) is a 47-Member strong professional body of the Ombudsmen in the Asian region representing more than two thirds of the world population. Its Board of Directors meets annually in one of the member states. The 25th meeting of the Board, held at Istanbul, on 28 June 2024 was attended by heads of Ombudsman institution in Azerbaijan, China, Hong Kong, Iran, Japan, Korea, Pakistan, Tatarstan and Turkiye.



Wafaqi Mohtasib, Mr Ejaz Ahmad Qureishi inaugurating a Webinar on, "Building Public Awareness - An Essential Feature of Ombudsmanship", in Islamabad on 15 May, 2024.

Wafaqi Mohtasib opens International Webinar on "Building Public Awareness - An Essential Feature of Ombudsmanship"

Greater Awareness Enhances Public Outreach and Accessibility of Ombudsman Institutions

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi opened an International Webinar on "Building Public Awareness: An Essential Feature of Ombudsmanship" in Islamabad on May 15, 2024. The Webinar was held from the platform of Asian Ombudsman Association (AOA), whose permanent Secretariat is housed within the Wafaqi Mohtasib Secretariat at Islamabad. Mr. Ejaz Ahmad Qureshi is the current President of the Asian Ombudsman Association, which is a 47-member strong non-political and professional body of ombudsman institutions in the Asian region.

Addressing the participants, Mr. Ejaz Ahmad Qureshi said that the institution of Wafaqi Mohtasib Pakistan was striving to expand its outreach and accessibility with a view to facilitating dispensation of administrative justice to the

general public closer to their homes. He said that greater public awareness is the key to a successful ombuds institution and a robust awareness campaign is pursued to educate the general public about the availability of this important forum, particularly in the remote and far-flung areas for speedy redressal of their complaints. Mr. Qureshi added that the United Nations Resolutions and other international instruments on ombudsmanship call upon the member States to develop and conduct outreach activities at the national level in collaboration with all relevant stakeholders in order to spread the word about the mandate and scope of work of this Office for the benefit of the common man.

Senator Mushahid Hussain Sayed, who addressed the Webinar as a guest speaker, gave a professional

perspective of awareness raising and various options for reaching out to those facing administrative excesses and maladministration on the part of public sector bodies. He said that greater physical and IT footprints of ombudsman institutions would be highly desirable and enhance the accessibility of this institution to the general public. He urged the media fraternity to help publicize the goals of ombudsmanship for creating an informed citizenry, fully conversant with their rights and obligations. The Webinar was attended by a large number of participants representing ombudsman institutions of Azerbaijan, Benin, China, Hong Kong, Indonesia, Iran, Morocco, Tatarstan, Thailand, Turkiye, Provincial Ombudsman institutions and the Regional Offices of the Wafaqi Mohtasib Secretariat in the country.

On the intervention of Wafaqi Mohtasib, widow receives her dues

A widow has filed an application in the Regional Office Multan that her husband died in 2013 but AGPR has not paid his pension and other dues after the lapse of eleven years. The Senior Investigation Officer of the Regional Office, Multan has taken up the matter with AGPR. During the hearing the Investigation Officer directed the AGPR to pay all the dues to the widow as admissible under the rules as early as possible.

On the intervention of Wafaqi Mohtasib the AGPR has paid Rs.18,700,000/- to the widow as pension and other dues of her late husband. The widow has thanked the Wafaqi Mohtasib for this act of kindness.

Petitioner gets Sui Gas Connection after 13 years due to intervention of Wafaqi Mohtasib Office

One Mr. Muzaffar Ahmad Ghumman lodged a complaint in the Regional Office Gujranwala stating that he had applied for a new Sui Gas connection back in 2009 and also deposited the amount of Demand Note in 2011 but he had been running from pillar to post to get the Sui Gas connection. However, the department concerned kept using delaying tactics, denying him the gas connection under various pretexts.

When the Regional Office asked the Sui Gas authorities for a thorough probe into the matter, it was informed that the Government has put a ban on new gas connections on 30-12-2021. Whereas the fact of the matter was that the complainant had already deposited the Demand Note in 2011.

The Wafaqi Mohtasib Office intervened in the matter and instructed the Sui Gas authorities to expedite provision of new connection. Finally due to effective follow-up and intervention of the Wafaqi Mohtasib's Office, the petitioner was able to get his legitimate due in the form of Sui Gas connection after 13 long years.



From the Ombudsman's Desk

As the second quarter of the current year comes to a close, it is about time for a deeper introspection into our past performance to learn the right lessons for the future. Success is always a journey; not a destination. Our quest for excellence should continue and complacency must not be allowed to creep into our rank and file.

The incidence of complaints recorded in the second quarter is nearly 14% higher than the same period last year. It manifests the growing public trust in the efficiency and viability of this Institution as well as holds promise for the future. The Office of the Wafaqi Mohtasib owes its success to the outstanding contribution made by my worthy colleagues at the Head Office and Regional Offices. The satisfactory disposal of increasing number of complaints is the result of hard work, dedication and commitment to the core values of Ombudsmanship apart from other important initiatives. Our focus should remain on consolidating the gains of the earlier initiatives and ensuring the quality and prompt delivery of the Institution's services.

Public awareness is our utmost priority but it is not a onetime event. It is an ongoing process which needs to be pursued on a sustained basis. The goals and objectives identified have also been strategized into the Calendar of Activities chalked out for the current year, which should be pursued in collaboration with the Regional Offices. The role of Regional Offices is of paramount importance in the sense that the bulk of public complaints are being handled by them. Therefore, it is imperative that these should continue to strive for maintaining a level of efficiency and output that meets the expectations of the general public.

Our people have great hopes in the viability of this Institution to deliver quick administrative justice. We should try to rise to the occasion and come up to their expectations by redoubling our efforts. I wish you every success in these noble endeavours.



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi presiding over a high level meeting in connection with implementation of Prison Reforms in the Chief Secretary Sindh's office on May 23, 2024

Problems of Low Income Groups to be addressed on priority – Wafaqi Mohtasib

Jail Authorities advised to make arrangements for Zoom Facilities for Meeting of Prisoners with Relatives

The process of implementation of the jail reforms is being carried out speedily under the directions of the Supreme Court of Pakistan and a number of steps have been initiated in Sindh province for provision of more facilities to the jail inmates. "Most of the jails in the province have biometric system which helps update the records of the prisoners and maintain liaison with the courts".

These views were expressed by the Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi while presiding over a high level meeting in the Chief Secretary Sindh's office on May, 23, 2024 to review implementation of the Prison Reforms as assigned by the Supreme Court of Pakistan. It may be noted that 16 reports pertaining to the prison reforms have already been submitted to the Apex Court of Pakistan and the 17th report would be submitted soon.

Earlier, he chaired an important meeting in the Wafaqi Mohtasib, Regional Office, which was also attended by the heads of the Federal Government agencies in

Karachi. Speaking on the occasion, he instructed the Investigation Officers to make consistent efforts for early redressal of the problems being faced by the low income groups, which lack the means to hire lawyers or wait for indefinite period. He urged the respective heads of the Federal agencies to adopt peoples' friendly attitude instrumental in promptly redressing their complaints to maintain public trust in their services. Stressing the need for greater outreach and accessibility, he encouraged the officers to undertake visits to the far-flung areas to address public grievances expeditiously closer to their homes.

Later, talking to media representatives, Wafaqi Mohtasib said that during the outgoing year 193,028 complaints were decided whereas more than 76,000 complaints have already been processed in the current year so far.

The Wafaqi Mohtasib was given a detailed presentation in the Chief Secretary's Office regarding the conditions prevailing in jails in

Sindh. During the briefing, the Wafaqi Mohtasib was informed that steps have already been initiated for connecting the biometric system with NADRA, police, prosecution department and other relevant government agencies. Efforts are also underway for construction of new jails in Thatta, Shaheed Benazirabad and Malir, whereas sites have been earmarked for setting up jails in Tharparker, Umerkot and Kashmore. He was informed that efforts are being made for provision of clean drinking water, washroom facilities, sports and recreation alongwith health and educational facilities. He advised the jail authorities to devise the procedure for providing facilities of meeting of the prisoners with their relatives through zoom/video link.

It was also informed that in some important jails women, children and transgenders are being kept in separate enclosures and efforts are being made to make such arrangements in all jails of the province.

KHULI KATCHERIES IN RAWALPINDI, CHAKWAL, ATTOCK & JAND

Under the directions of the Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, a Khuli Katchery was organized on May 29, 2024 in the Office of the Islamabad Electric Supply Company (IESCO) at Marir Chowk, Rawalpindi.

Speaking on the occasion, the Senior Advisor, Wafaqi Mohtasib Secretariat said that the sole purpose of organizing this Khuli Katchery was to reach out to the general public with a view to resolving their problems on the spot.

It may be informed that the Khuli Katchery was attended by a considerably large number of people and most of the complaints pertained to excessive billing, wrong entry of units in the electricity bills, faulty and defective meters and requests for recovery of large bills in installments.

The Senior Advisor directed the IESCO officials to treat the consumers with utmost care and attend to their complaints promptly.

A Khuli katchery was also held in the District Council Hall, Chakwal on May 29, 2024, which was conducted by the Director General, Wafaqi Mohtasib Secretariat, accompanied by Consultant



Inspection Team of Wafaqi Mohtasib hearing complaints of public in Khuli Katchery at Jand, Distt. Attock (30.5.2024)

Media. Both the officials heard complaints against the Federal Government agencies and entities and passed on the spot instructions to the representatives of the Federal Government agencies present there. A large number of people attended the Khuli Katchery wherein they lodged complaints against Electricity and Sui Gas companies and NADRA.

At the conclusion of Khuli Katchery, the Wafaqi Mohtasib Secretariat officials also paid surprise visit to NADRA and Passport Office located in the vicinity and passed on instructions for immediate redressal of the grievances of the petitioners there. Later, they also met the Deputy Commissioner Chakwal and officials of the Provincial Information Department posted there in addition to the media representatives.

Another team headed by Advisor, Wafaqi Mohtasib visited Jand, District Attock on May 30, 2024 wherein they held a Khuli Katchery to hear complaints about mal-administration of the Federal Agencies. A large number of people belonging to the adjoining areas turned up at the Khuli Katchery to lodge their complaints against Electricity and Sui Gas Corporations, NADRA, Pakistan Post in addition to the provincial departments and organizations. Most of the complaints were related to non-provision of Sui Gas connection. The petitioners informed that they had deposited the Demand Note as early as 2018 but their Gas connections have not been installed even today. They also alleged that the local staff was also indulging in bribery and corruption. 'Those who grease their palms, normally get the connections ahead of others', they said. The Advisor, Wafaqi Mohtasib Secretariat directed that these complaints may be looked into thoroughly and a comprehensive inquiry report may be submitted in this regard. He also passed on the spot instructions to the representatives of the Federal Government Organizations for redressal of the public complaints. The Wafaqi Mohtasib officers later undertook unscheduled visits to the local IESCO and NADRA offices and listened to the public complaints.



Inspection Team of Wafaqi Mohtasib hearing complaints of public in Chakwal (30.5.2024)

Wafaqi Mohtasib's Inspection Team visits Excise and Taxation Office

ETO Directed to Provide One Window Desk Facility and launch Awareness Campaign



Senior Advisor, Wafaqi Mohtasib Secretariat, discussing some points with Officials of the Excise and Taxation Office Islamabad. (25.4.2024)

An Inspection Team from the Wafaqi Mohtasib's Office visited the Excise and Taxation Office, Islamabad on April 25, 2024 under the directions of the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi, with a view to ascertaining the difficulties being faced by the general public with regard to registration of vehicles. Headed by a Senior Advisor, the Inspection Team met with the people there and listened to their complaints for prompt redressal. The Inspection Team submitted its report to the Wafaqi Mohtasib, who directed that a one window

facilitation desk may be established therein to provide all facilities to the public under one roof. The Inspection Team was informed by the ETO Office that facilities relating to registration of the vehicles, transfer of registration and payment of token tax etc. are currently available online. Moreover, the ETO Office was also providing such facilities at the residence of the applicants by payment of a nominal fee of Rs.1900/-. It further informed that the mobile teams from the ETO Office are also providing the registration facilities to the

general public at the public parks and other public places daily after 4 pm.

Commending the provision of facilities, the Wafaqi Mohtasib directed the ETO Office to launch an awareness campaign in this regard for the benefit of the common man.

During the visit, some of the petitioners present there informed the Inspection Team that the agent mafia was active in and around the ETO Office, was charging Rs. 200/- for providing one registration form, whereas, Rs.50 are being charged for making a single photo copy. The fact of the matter, they say, is that the registration form for vehicles should be made available for free and the official rate for photocopy i.e. Rs.05 and Rs.10 respectively, be enforced.

The Inspection Team instructed the administration to prominently display the respective requirements for registration, transfer and submission of token tax of the vehicles on the sign boards in English and Urdu, apart from providing the relevant information regarding Online registration.

Wafaqi Mohtasib's Inspection Team visits Federal Government Employees Housing Authority (FGEHA) Asked to notify time frame for completion of the ongoing projects

An Inspection Team of the Wafaqi Mohtasib headed by a Senior Advisor visited the Federal Government Employees Housing Authority (FGEHA) on 22nd May, 2024 and inspected the latest situation of the ongoing projects of the Authority. The Inspection Team also checked the implementation status of the instructions/recommendations given on their previous visit to the Authority.

FGEHA briefed the Inspection Team about the ongoing projects and the difficulties faced by them. The Inspection Team instructed the Authority officials to make separate counters for women and old people.

The Inspection Team asked the customers gathered there about the behavior of the Authority. They expressed their satisfaction on the services provided

by the Authority. The Team instructed the Authority to further improve their service delivery and notify time frame for completion of the ongoing projects.



Inspection Team of Wafaqi Mohtasib at FGEHA Islamabad (22.5.2024)

Wafaqi Mohtasib's Inspection Team visits Islamabad Traffic Police Office

Instructs Traffic Police to Launch One Window Desk, Awareness Campaign



An Inspection Team from the Wafaqi Mohtasib Secretariat visited the Islamabad Traffic Police Office on May 5, 2024.

A Wafaqi Mohtasib's Inspection Team visited the Islamabad Traffic Police Office (ITP) on May 6, 2024 under the instructions of the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi, to ascertain difficulties being faced by the general public and the quality of services being extended by the ITP. Headed by a Senior Advisor, the Inspection Team listened to the complaints of the general public and gave on the spot instructions to the ITP administration for their prompt redressal.

The Team directed that One-Window facilities may be provided at the Traffic Office expeditiously so that the general public may benefit themselves

from such facilities under one roof. The Team also directed to develop a mechanism for keeping the motorcyclists and heavy duty vehicles on extreme left side of the road. It also instructed that necessary facilities may be provided for seating the customers under the shade alongwith provision of cool drinking water there.

Earlier, the Inspection Team was informed by the ITP administration that Online facilities are available for issuance and renewal of the driving licenses and the ITP is also providing these facilities at the doorsteps of the people, in addition to the educational institutions and public

places through its mobile teams.

The SSP, Traffic, in a briefing, informed that the population of the Federal Capital has now risen to 2.4 million with a phenomenal increase in the number of vehicles plying on the road, which rose to 1,986,810 at the end of the year 2023 and there is a need for corresponding increase in the number of officials working at the ITP Office to handle the additional workload. He further informed that they are setting up a new ITP Office at Faizabad on self-help basis. He said that the office deposited a revenue of Rs.22,081,450/- in the national exchequer during the year 2021, which rose to Rs.294,444,400/- during the year 2023.

Expressing satisfaction over their overall performance, the Inspection Team directed that an awareness campaign may be launched to enable the general public how to benefit themselves from such facilities. It also directed that instructions and requirements for obtaining driving licenses may be displayed prominently on sign boards alongwith publicizing the requirements for online and registration facilities at home.

Inspection Team of WMS visits the Protectorate of Emigrants, Rawalpindi

Wafaqi Mohtasib directs opening of separate counters for women and senior citizens and computerization of insurance forms

Wafaqi Mohtasib Ejaz Ahmad Qureshi has directed the office of Protectorate of Emigrants to open separate counters for women and senior citizens, provide the facility of filling of forms online through internet, operationalize all the five counters of National Bank and authorize the regional offices to affix protector stamp. He further directed that the facility of protector stamp to all citizens of Pakistan be made available at one place instead of asking them to visit different regional offices. Wafaqi Mohtasib has given these directions after submission of report by his Inspection Team headed by Senior Advisor. It may be noted that the Wafaqi Mohtasib had constituted an Inspection team comprising officers of the Wafaqi Mohtasib Secretariat, after receiving complaints about irregularities in the office of Protectorate of Emigrants. The Inspection team visited the Rawalpindi office of Protectorate of Emigrants on 12 June, 2024 and heard the

complaints of hundreds of people present there and issued orders on the spot to the Protectorate officers. When the Inspection Team of Wafaqi Mohtasib reached there, a huge crowd in the office was waiting for their turn and there was no place for women to sit. Five counters of the National Bank existed to collect the fee but only at one counter, the bank employee was collecting the fee. Two employees at the State Life Insurance counter were filling the form of each customer manually, resulting delay. The team directed the Protectorate officials to make all the five counters of National Bank operational and computerize the insurance forms because a lot of time is being consumed at these two counters. On the directions of the Wafaqi Mohtasib's team, protector clearance was given to many people on the spot. The Office of the Protectorate informed that they have prohibited entry of agent mafia in office and if any such person is found, he is handed over to the police.

Important decisions of the Federal Ombudsman



Owner of Hussain Chaudary & Co. receiving the cheque of the outstanding dues at the Wafaqi Mohtasib Secretariat

On the Intervention of Wafaqi Mohtasib, IESCO paid Rs.4,518,620/- to Hussain Chaudhary & Co

On the intervention of Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, IESCO has paid Rs.4,518,620/- to an Audit Company after the laps of three year. The Company thanked the Wafaqi Mohtasib and said that without the help of Wafaqi Mohtasib it was impossible for them to get their money from IESCO.

Islamabad Electric Supply Company had hired Hussain Chaudary & Co., a private audit company, in February 2021 for audit of the company's account for the period of 2014 to 2020. The Audit Company

completed the audit and submitted the report in August 2021 but the IESCO remained reluctant to pay the agreed amount to the Audit Company.

The Audit Company lodged complaint in the Wafaqi Mohtasib Office on 30th Oct, 2023 to resolve the matter. On the intervention of Wafaqi Mohtasib, after five hearings, the Institution of Wafaqi Mohtasib directed the IESCO to pay the agreed amount to the Audit Company. With the efforts of Deputy Advisor (Implementation Wing), the IESCO paid the amount of Rs.45,18,620/- to the Audit Company. The owner of the Company Ch. Habib has thanked the Wafaqi Mohtasib for this act of kindness.

- On the intervention of Regional Office Abbottabad a complainant Mr. Haider Zaman got his pension dues amounting to Rs.139,000/- pending since long.
- A complainant Mr. Minhas Humayyun has thanked to Wafaqi Mohtasib as on his intervention, he received passport after five month which was printed on 27-12-2023 and could not be delivered to him due to negligence of passport authorities.
- One Mr. Muzaffar Iqbal Raja from Rawalpindi Cantt. expressed his deep gratitude to Wafaqi Mohtasib for his kind efforts to get his new gas meter installed. He said that he had been requesting the SNGPL for a long time to install the meter but the department was not responding. He ultimately approached the Wafaqi Mohtasib who managed to get the needful done.

- Mai Sakina, a widow lodged a complaint in the Regional Office, Multan stating that her late husband purchased three life insurance policies from the State Life Insurance Company on the basis of Rs.50,000/- per annum as premium. Her husband died in 2022 and she approached the State Life office several times requesting them to make the payment but to no avail. Ultimately, she had to move to the Wafaqi Mohtasib, Regional Office, Multan. During investigation, it was found that the complainant had already fulfilled the legal requirements and there was no justification whatsoever for blocking the death claim. The Regional Office took up the matter promptly and as a result the widow was able to receive a cheque of Rs.3.5 million from the State Life. She expressed her profound gratitude to the office of Wafaqi Mohtasib particularly the

Regional Office, Multan for this act of kindness.

- A complaint was filed in the Regional Office, Sukkur, by a businessman Mr. Abdul Haleem Memon that he paid a demand note to SEPCO amounting to Rs.716,000/- for installation of transformer. He waited for a long time but the organization concerned neither installed the transformer nor returned the amount. He ultimately moved to the Regional Office, Sukkur, with the request to intervene in the matter. The Incharge Regional Office, Sukkur, took up the case with SEPCO authorities and arranged refund of the stuck up amount, which was paid back to the complainant. He thanked the Wafaqi Mohtasib Office for its intervention leading to the amicable resolution of his problem.

PICTORIAL NEWS REGARDING THE AWARENESS CAMPAIGN AND OCR



Senior Advisor (IC & Media) WMS Briefing the APP VNS trainees on the working of the Wafaqi Mohtasib Secretariat, on the eve of their visit to WMS on 8-5-2024



Senior advisor WMS, addressing an awareness seminar at NUML University (23.05.24)



Deputy Advisor, RO Peshawar, addressing an awareness Seminar at the Islamia College University, Peshawar on (30.4. 2024)



Regional Head Hyderabad inspected Hyderabad Railway Station(27.06.2024)



Commissioner IRD Regional Office Sukkur, hearing complaints against federal departments in Municipal Committee (4.6.2024).

PICTORIAL NEWS REGARDING THE AWARENESS CAMPAIGN AND OCR



The officials of Regional Office, Sargodha participating in a Radio talk at Radio Pakistan, Sargodha Centre (30.4.2024)



An officer of Hyderabad briefing about the working of Wafaqi Mohtasib to the 92 News (24.05.2024)



An officer of of Regional Office Quetta presenting a cheque of rupees one lakh as marriage grant to a petitioner. (16.4.2024)



Advisor (Incharge) WMS, RO Gujranwala listening to the public complaints in Sialkot (24.4.2024)



Investigation Officer, RO Faisalabad hearing public complaints under OCR at Sahiwal (25.4.2024)



Senior Investigation Officer Regional Office D.I. Khan, listening to public complaints during his visit to Complaint Collection Centre, Wana. (25.4.2024)



The Incharge RO Abbottabad, hearing a case in the Post Office Abbottabad (29.4.2024)



The Investigation Officer, Regional Office, Bahawalpur hearing a case. (8.5.2024)

PICTORIAL NEWS REGARDING THE AWARENESS CAMPAIGN AND OCR



Investigation Officer, RO, Lahore hearing public complaints at Kot Radha Kishan under OCR. (16.4.2024)



The Deputy Director of the complaint Collection Centre, Sadda, with local elders in connection with the awareness campaign in the area. (20.4.2024)



Incharge RO, Multan holding a Khuli Katchery at DC Office Vihari. (6.5.2024)



Incharge RO, Swat listening to public complaints in his office. (3.4.2024)



The Regional Head, RO, Sukkur presenting a cheque to the complainant who lodged a complaint for repatriation of his stuck up amount. (14.5.2024)



The Advisor, RO Faisalabad, hearing public complaints under OCR at District Toba Tak Singh (24.4.2024)



Inspection visit of Multan Airport by the team of Regional Office, Multan (23-05-2024)

COMPLAINT CENTRE OF THE Wafaqi MOHTASIB ESTABLISHED IN GILGIT

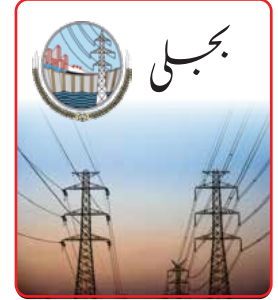
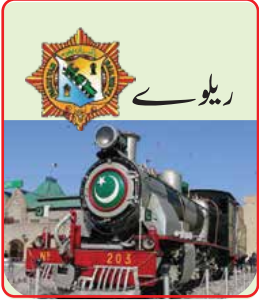
On the Instructions of Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, a Complaint Centre of the Wafaqi Mohtasib has been established in Gilgit, where complainants of the Gilgit and surrounding areas can lodge their complaints. This Complaint Centre will be upgraded into Regional Office in due course.

**The Contact number of the Complaint Center:
+92 312 9703311**



WAFAQI MOHTASIB

The only Agency which provides prompt and free of cost justice to the common man against mal-administration of Federal Government Agencies



You may approach the Wafaqi Mohtasib for lodging complaints against mal-administration of any Federal Government Department e.g. Pakistan Post, BISP, Passport Office, NADRA, Allama Iqbal Open University etc.

Complaints could be filed through Post, Fax, Website, Mobile app, Email or personally

For filing complaints neither lawyer nor any fee is required

All cases are decided at Wafaqi Mohtasib Office within 60 days

Note: Cases relating to defence, foreign affairs, service and sub judice matters are out of jurisdiction

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Help Line: 1055
Help Line For Children: 1056

**36-Constitution Avenue,
Opposite Supreme Court of Pakistan,
G-5/2, Islamabad.**
Phone: 92-51-92138867 Fax: 92-51-9217224

Regional Offices of Wafaqi Mohtasib Secretariat

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144-145, (1st Floor) Mumtaz Market, Near NADRA Executive Office, G.T. Road, GUJRANWALA. Fax No. 055-9330636

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REGIONAL OFFICE: HYDERABAD

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REGIONAL OFFICE: KARACHI

4-B Federal Government Secretariat, Saddar KARACHI, Fax # 021-99202121, Exchange # 021-99202107,

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REGIONAL OFFICE: KHUZDAR

Wafaqi Mohtasib (Ombudsman) Secretariat, Commissioner Office, Khuzdar

REGIONAL OFFICE: LAHORE

State Life Building, 3rd Floor, 15-A Davis Road, LAHORE Fax # 042-99201021, Exchange # 042-99201017-18,

Email ombuds.wmsrol@gmail.com

REGIONAL OFFICE: MIR PUR KHAS

Shuja Abad Taluka Complex Degree road, Near village Makhan Sammun Mir Pur Khas

REGIONAL OFFICE: MULTAN

House No. 15C, Wahdat Colony, MULTAN, Fax # 061-9330027, Exchange # 061-9330021,

Email: ombuds.wmsrom@gmail.com

REGIONAL OFFICE: PESHAWAR

Secretariat, 1st Floor Benevolent Fund Building, PESHAWAR Cantt, Fax # 091-9211571 & 091-9211573

Email: ombuds.wmsrop@gmail.com

REGIONAL OFFICE: QUETTA

Civil Defense Building Samungli Road,QUETTA. Phone: 081-9202679, Fax: 081-9202691

E-mail:ombuds.wmsroq@gmail.com

REGIONAL OFFICE: SWAT

Near Masjid Allah o Akbar,Saidu Sharif, SWAT, Phone. 092-946-920052, Fax No. 092-946-920051

Email: Ombuds.wmsROK@gmail.com

District Kurram. Phone: 0333-9151624

REGIONAL OFFICE: SARGODHA

Near Circuit House, PAF road Sargodha Phone: 092-48-9330155, Fax No.092-48-9330156

Email: Ombuds.wmsROS@gmail.com

REGIONAL OFFICE: SUKKUR

House No. 107-A, Near NADRA Office, Sindhi Cooperative Housing Society, Airport Road, Sukkur, Fax # 071-9310012,

Email: ombuds.wmsros@gmail.com

COMPLAINTS COLLECTION CENTRE: SIBI

Wafaqi Mohtasib Complaints Collection Centre, Deputy Commissioner office , Sibbi, Balochistan. 0332-7919990

COMPLAINTS COLLECTION CENTRE: WANA

Wafaqi Mohtasib Complaints Collection Centre, Assistant Commissioner Office, WANA, South Waziristan (Phone: 0965-211046).

COMPLAINTS COLLECTION CENTRE: SADDA

Wafaqi Mohtasib Complaints Collection Centre, Boys Hostel ,Sadda Cantt,

COMPLAINTS COLLECTION CENTRE: LORALAI

Provincial Ombudsman Office, DC Complex, Loralai.

COMPLAINTS COLLECTION CENTRE: GILGIT-BALTISTAN

Directorate of Social Welfare, Near Shahzada Market Jotial, Gilgit

Phone: 0312-9703311