

WAFAQI MOHTASIB ADDRESSES SEMINAR ON “THREATS OF CYBERCRIME: GROWING VULNERABILITIES OF SOCIETIES” AT COMSATS UNIVERSITY, ISLAMABAD

WAFAQI MOHTASIB CALLS FOR CONSISTENT EFFORTS FOR PROMOTION AND PROTECTION OF CHILD RIGHTS



The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing a Seminar on “Threats of Cybercrimes: Growing Vulnerabilities of Societies”, jointly organized by the Wafaqi Mohtasib Secretariat and COMSATS University Islamabad on 30-11-2023.

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressed a well-attended seminar on “Threats of Cybercrime: Growing Vulnerabilities of Societies”, held on 30th November 2023 at the COMSATS University, Islamabad. It was attended, among others, by the representatives of the Federal Ministries and the relevant agencies. Special arrangements were also made for online participation by the members of the Asian Ombudsman Association (AOA), the OIC Ombudsman Association (OICOA) and the Forum of Pakistan Ombudsman (FPO). Mr. Qureshi stated that the seminar was being held in the backdrop of the Universal Children’s Day, which was observed last week and provided an opportunity to renew our commitment to the promotion and protection of child rights. He emphasized that the Constitution of Pakistan recognized special rights of protection for children due to their vulnerabilities and Pakistan was among a few countries that ratified the United Nations Convention on the Rights of the Child (UNCRC) as early as November 12, 1990.

Mr. Ejaz Ahmad Qureshi stated that the exploitation of children

including the growing cases of cybercrime was a common feature across the globe and Pakistan was no exception. He added that the institution of Wafaqi Mohtasib is fully alive to its role in pursuing the child rights issues in Pakistan. He further stated that the Office of Grievance Commissioner for Children has been set up in the Wafaqi Mohtasib Secretariat to redress the individual grievances of children, monitor the overall situation and address the systemic issues being faced by them. This Office provided the children with a forum to raise their voice in matters relating to them and has to its credit various initiatives including Zainab Alert Response and Recovery Act 2020 and a Bill on Prevention and Control of Cybercrimes against Children/ Criminal Law Amendment Act.

The Wafaqi Mohtasib observed that safeguarding the rights and wellbeing of children was an important facet of ombudsmanship and various institutions were operating globally under different names. He said that in line with the mandate of Wafaqi Mohtasib’s institution i.e. to diagnose, investigate, redress and rectify injustice done to a person through

maladministration; several initiatives have been taken to raise the profile of child rights. Mr. Qureshi added that addressing maladministration is a means to ensuring sanctity of human rights, achieving the ultimate goals of good governance, rule of law and safeguarding against exploitation of all including children.

Mr. Ejaz Ahmad Qureshi invited all stakeholders to work together for developing an effective mechanism to protect our children against the growing menace of cybercrimes and other vulnerabilities rampant in various societies. In this regard, he assured the international ombuds community of Pakistan’s readiness to share its knowledge, experiences and best practices in this field, in terms of its commitment to the United Nations Convention on the Rights of the Child and the objectives of Asian Ombudsman Association (AOA).

The seminar was also addressed by senior experts from Federal Investigation Agency (FIA), Pakistan Telecommunication Authority (PTA), Quaid-e-Azam University, Chairman HEC and the Grievance Commissioner for Children at the Wafaqi Mohtasib Secretariat.



Federal Ombudsman, Mr. Ejaz Ahmad Qureshi addressing the participant of the Asian Ombudsman Association meeting on the September 11, 2023 after being elected as its unanimous President.

WAFAQI MOHTASIB'S PERFORMANCE AT A GLANCE

**RECEIVES 194, 099 COMPLAINTS,
193,028 DISPOSED OF**

**IRD MECHANISM HELPING TO
SETTLE DISPUTES SPEEDILY**

**OCR AND KHULI KATCHERIES
PROVIDING EXPEDITIOUS RELIEF**

**MEETING IN THE FOUR PROVINCES
TO IMPLEMENT PRISON REFORMS**

**WAFAQI MOHTASIB ELECTED
AOA PRESIDENT UNOPPOSED**

**COMMEMORATIVE STAMP ISSUED ON
COMPLETION OF 40 YEARS (1983-2023)**

The outgoing year has been a watershed for the institution of the Wafaqi Mohtasib as it witnessed a number of outstanding achievements made as a result of the strenuous efforts by a team of dedicated officers and staff members besides introduction of certain measures aimed at speedy disposal of complaints, resulting in prompt relief to the petitioners.

The Wafaqi Mohtasib received a record number of complaints during the year 2023 i.e. 194,099 against the Federal Government agencies, out of these, the Office decided 193,028 complaints in the outgoing year. It is worth mentioning that 85.4% cases have been implemented and appeals were filed to the President only against 757 decisions. The President decided 1035 cases wherein appeals were made to him against the decisions of the Wafaqi Mohtasib. Out of these, he ruled against only in 35 cases and upheld the Wafaqi Mohtasib's decisions in all of the remaining cases. This fact alone testifies to the meticulous handling and thorough

scrutiny of the complaints as well as their final disposal in accordance with the legal provisions.

The officers of the Wafaqi Mohtasib's Secretariat and its Regional Offices visited various Tehsil and Districts and provided relief to the people virtually at their doorstep. In this process, nearly as many as 3,149 petitioners got relief. Additionally, this institution held hearings through Skype, Online, Instagram etc. and provided an opportunity to the aggrieved to join the process from the comfort of their homes and seek prompt redressal of their complaints. A Grievance Commissioner for Children has also been working in the WM Secretariat for resolution of the problems being faced by the children. This helped a great deal in ameliorating their lot.

The Wafaqi Mohtasib initiated a programme under the name of Informal Resolution of Disputes (IRD) in April 2022, which evoked a hearty response from the general public and helped decide 3,141 complaints in the outgoing year, whereas another 575 cases are in the

pipeline. Similarly, another laudable initiative was launched as the Outreach Complaint Resolution (OCR), which focused on dispensation of justice to the people in the Tehsils & District Headquarters in the vicinity of their homes, free of cost. The devoted officers/staff members decided 3,149 cases under this programme by undertaking visits to the respective areas.

Likewise, provision of one window operation at all the international airports of the country have greatly facilitated the Overseas Pakistanis. This fact was acknowledged and appreciated by the Pakistani diaspora during its visit to the homeland. These desks are being manned by the personnel of the twelve government agencies almost round the clock. According to an estimate, nearly 181,872 Overseas Pakistanis benefited from such facilities in 2023 alone.

The Wafaqi Mohtasib constituted special Inspection Teams to visit such government offices and departments against whom there were persistent

FEDERAL OMBUDSMAN DIRECTS PMDC TO PAY RETIREMENT DUES TO SUPERVISOR

On the directions of the Federal Ombudsman, Mr. Ejaz Ahmad Qureshi, Regional Head of Quetta WM Office, Mr Sarwar Brohi and his team played a pivotal role in addressing the grievance of a retired supervisor from PMDC. Despite repeated requests, PMDC had been reluctant to disburse his retirement dues amounting to Rs. 2.4 million since his retirement in 2018. Frustrated by the lack of response, the complainant turned to the Federal Ombudsman Regional office in Quetta for assistance.

Following thorough inquiry, the Investigating Officer established the complainant's rightful claim to the pending retirement dues. Responding decisively, the Federal Ombudsman Regional office, Quetta issued a compelling order in favour of the complainant, directing PMDC to promptly release the long-overdue amount. In compliance with the formal order, PMDC released the funds, amounting to Rs. 2.4 million. Expressing his gratitude, Mr. Lal Muhammad acknowledged the crucial role played by the Federal Ombudsman Regional office, Quetta in ensuring justice and the disbursement and receipt of his rightful emoluments.

200 KVA transformer installed in Sambraial due to WM Office intervention

In response to a number of request made by the people of Sambraial and the adjoining areas regarding replacement of 100 KVA transformer with 200 KVA transformer, the WM Advisor held a Khuli Katcheri in the area and asked the organization concerned to take immediate steps in this regard. Expressing his deep gratitude a resident of Sambraial, in a letter to Wafaqi Mohtasib, urged him to continue hearings under the OCRs, which are a very potent means of redressal of long standing public complaints. It may be mentioned that the 100 KVA transformer was repeatedly tripping due to heavy load, resulting into frequent breakdowns and causing great inconvenience to the general public.



From the Ombudsman's Desk

As the year draws to a close, the last issue of the quarterly news bulletin of the current year is now in hand. While it covers activities of this Office during the months of October - December, it also offers a glimpse of the highlights of the year 2023. During this year, we focused primarily on consolidating the gains of the previous year and integrating the same within the standard practices and procedures of the Wafaqi Mohtasib's institution. This process has greatly contributed towards fine-tuning and streamlining our efforts to enhance the institution's outreach to the general public, strengthening its capacity, and simplifying procedures for speedy and inexpensive redressal of grievances besides addressing the systemic issues and taking proactive steps for improving service delivery operations of the government agencies.

It is heartening to note that the institution's outreach and visibility among the masses has increased tremendously, which is clearly manifested in numbers. The incidence of complaints has touched an all-time high figure of 194,099 marking an increase of about 18% over the receipts of 164,174 complaints last year. The disposal of complaints has recorded nearly 22% increase as compared to the previous year. Implementation during 2023 remained 85.4 %. The ever increasing number of complaints is an outcome of various initiatives including opening of new Regional Offices, holding of Khuli Katcheries, introducing the Informal Resolution of Disputes (IRD) mechanism, inspection visits and greater access to IT tools for early redressal of the public grievances. All these accomplishments were made without any commensurate increase in the budget by following strict austerity measures. In this context, I appreciate the remarkable commitment of my colleagues at the Head Office and the Regional Offices, who have worked with missionary zeal in carrying forward the mandate of the Wafaqi Mohtasib's institution.

I would like to emphasize that the process of consolidation pursued during the year 2023 was not an end in itself. It was only a means to building up further and getting ready for greater achievements in the future. Guided by the experience gained during the last 40 years of service 1983-2023, I along with my colleagues reiterate our commitment to the objectives and purposes of this Office in realizing the core values of ombudsmanship i.e. promotion and protection of human rights, good governance, rule of law and fundamental freedoms.

I also take this opportunity to extend to the esteemed readers of this bulletin my best wishes for a very happy and rewarding new year. May Allah guide our path in the service of the country and its people. Ameen.

WAFAQI MOHTASIB UNDERTAKES VISITS TO KP, SINDH AND PUNJAB TO REVIEW IMPLEMENTATION OF JAIL REFORMS

FREE LEGAL AID, PAYMENT OF FINES FOR DESERVING CASES NEED ATTENTION

LAUDS COOPERATION OF THE HEADS OF FEDERAL AGENCIES FOR IMPLEMENTING DECISIONS



Wafaqi Mohtasib Mr. Ejaz Ahmed Qureshi Presiding over a meeting on jail reforms in Sindh on 24.11.23

The Wafaqi Mohtasib, Mr. Ejaz Ahmed Qureshi has urged all stakeholders in the province of Khyber Pakhtunkhwa (KP) to ensure improvement in living conditions of prisoners in jails especially women and children, and resourceless prisoners. He was presiding over a meeting of the Prison Reforms Committee to review and follow up the implementation of the recommendations in the Report on Prisons. It may be pointed out that this was desired by the apex court of Pakistan, while hearing a case on miserable conditions of prisoners in jails in September, 2018.

The Wafaqi Mohtasib commended the KP Prison Department for launching the “on-line meeting through zoom facility”, for the prisoners with their relatives, which has been appreciated by the general public. He lauded the efforts of the prisoners producing handmade items of leather and other locally available raw materials, and advised the respective jail administrations to impart skill training to the prisoners. He asked the Provincial Government of KP to build additional accommodation, where there is overcrowding in jails, which should have separate and independent portions for women and juvenile prisoners with sleeping space for every prisoner and adequate toilet and hygiene facilities.

He stressed the need to link biometric system in jails with courts

to maintain record of prisoners and ensure development of an interface between jails, courts and NADRA for monitoring and verification of Prisoner's record. He added that drug users and mentally challenged prisoners are to be kept outside of jail premises, in drug clinics (rehabilitation centers) with provision of medical treatment. Prisoners with ailments like HIV Hepatitis, TB and the drug addicts should be segregated and kept apart from other prisoners and strict surveillance should be carried out in jails for protecting prisoner from physical and sexual assaults.

The Home Secretary, Mr. Abid Majeed informed the participants of the meeting that 39 prisons with an authorized capacity of 13375 have so far been made operational in KP with health and hygiene facilities, separate and independent detention facilities for women, juvenile inmates, where education/ skill training facilities to the prisoners have also been ensured. He further updated that efforts are underway to allot dedicated rooms for installation of Prisons Management Information System (PMIS) Main Server and for the conduct of examinations for Prisoners by the HEC and other relevant institutions. He mentioned that PMIS has also been installed in 14 Jails and networking has been completed in 38 Jails.

The Wafaqi Mohtasib appreciated the

steps taken by KP Government towards implementation of the recommendations on prison reforms and added that significant improvement was visible in the condition of prisons and life of the jail inmates. He also directed the provincial authorities to pursue the construction of jails in new Districts of Upper Chitral, Kolai-Palas, Upper South Waziristan, Lower Kohistan and Torgher.

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, held another meeting at Karachi in this connection wherein he stated that prison reforms process is continuing in pursuance of the directions given by the Honorable Supreme Court of Pakistan and a number of new initiatives have been undertaken in this regard. Under this programme, 14 Prisons of the Sindh Province have been provided with biometric system. Appreciating the online meetings of jail inmates with their relatives, Wafaqi Mohtasib said that the facility shall enable the relatives to meet the prisoners when not in a position to travel all the way to jails, through computers and mobile phones at home. Wafaqi Mohtasib informed that so far fifteen implementation reports on jail reforms have been submitted to the apex Court and the 16th Report would be presented soon.

The Wafaqi Mohtasib directed the IG Prison Sindh that work on

providing biometric system in all prisons of Sindh and construction of Thatta jail be completed soon. Referring to the medical facilities for the prisoners, the Wafaqi Mohtasib asked the Jail Authorities to ensure provision of doctors in all prisons. The Wafaqi Mohtasib said that keeping in view the recommendations of the Reforms Committee; steps should be taken to connect biometric system with NADRA, Police, Prosecution and other relevant agencies.

Earlier, in a briefing the Wafaqi Mohtasib was informed that with the cooperation of legal aid offices, NGOs and philanthropists, the needy prisoners were being provided with free legal aid and financial assistance to settle their fines. The basic facilities of clean drinking water, wash rooms, sports places, education, health and waiting areas are also being ensured in the prisons, whereas the drug addicts, mentally deranged and those suffering from



Wafaqi Mohtasib Mr. Ejaz Ahmed Qureshi presiding over a meeting on jail reforms in KP on 15.11.23

training and educational facilities as in the Karachi jails.

Addressing the officers of regional offices from Lahore, Faisalabad and Gujranwala Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi directed the investigation officers and the heads of federal agencies to ensure timely implementation of Wafaqi Mohtasib decisions and that no slackness in this regard will be tolerated. He updated that 193,028 complaints have been

that without allocation of additional budget and manpower, the officers of Wafaqi Mohtasib have put in their best to reach out to the public and resolved their complaints through Khuli Katchehries and IRD. He commended the role of media in creating awareness about the institution of Wafaqi Mohtasib.

During his visit to the Regional Office Abbottabad, Federal Ombudsman Mr. Ejaz Ahmad Qureshi directed the Officers of regional office and head of the Federal Agencies to ensure implementation of his decisions so that the rights of neglected and poor segments of the society are protected against mal-administrations and administrative excesses. Earlier, Federal Ombudsman was briefed on the performance of Regional Office Abbottabad, during which he was informed that 7858 decisions have been implemented during this year, which is 68% more than the previous year. He commended the efforts of Regional Office and the heads of Federal Agencies, ameliorating the mal-administrations issues faced by the lower strata of the society who cannot afford to approach the courts.

The Federal Ombudsman lauded the cooperation of administrative heads of the Federal Agencies in resolving the issues of common man at their doorsteps.. He further stated that with this spirit, the programme of Informal Dispute Resolutions (IRD) was started in April, 2022 which has been very successful resolving the issues of the poor people. Under this programme 3141 cases have so far been resolved, whereas 575 cases are under process.



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, addressing the media at a press conference held at Wafaqi Mohtasib Secretariat, Regional Office, Lahore on December 13, 2023

T.B, Hepatitis and other critical diseases are being kept in separate barracks and are duly attended by doctors. Women, juveniles and transgender prisoners are being kept in separate sections.

The Wafaqi Mohtasib lauded these steps and hoped that these will lead to better environment for prisoners. He stated that the conditions of prisons located in the interior of Sindh also need to be reviewed to provide compatible facilities like legal aid, medical facilities, skill

decided since January 2023 and the number of complaints has touched an all-time high figure of 194,099 by the end of 2023.

Commending the performance of the Regional Offices, he reiterated his firm commitment to resolve issues faced by the poor masses. He said that the Wafaqi Mohtasib is a "poor man's court" and its main purpose is to redress the grievances of the oppressed and marginalized members of the community. The Wafaqi Mohtasib while talking to media said

WAFAQI MOHTASIB'S INSPECTION TEAM VISITS CDA**FEDERAL CIVIC BODY ASKED TO COMPLETE ROAD EXPANSION WORK AT THE EARLIEST****PROCESS OF ISSUING COMPLETION AND TRANSFER LETTERS TO BE COMPLETED WITHIN 45 DAYS.**

Taking cognizance of the large number of persistent complaints against the Capital Development Authority (CDA), Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi constituted an inspection team comprising Senior Advisor Ahmad Farooq, Deputy Advisor Pervez Haleem and Senior Investigation Officer Mr Adnan Ahmad to visit the Central Directorate of CDA to ascertain the status of its service delivery arrangements and to suggest remedial measures. The complaints were mostly about the traffic mess caused by the expansion work being carried out by CDA on the Park Road and Islamabad Expressway, delapidated condition of roads and streets, defective sewerage system, delayed payments to contractors, substandard construction of infrastructure and delay in payment of pension and retirement benefits to its workers.

The Inspection Team met with the Chairman CDA Capt (Retd) Anwar Ul Haq and other executives of the civic body to get first hand knowledge about these complaints and discussed with them various measures for their timely resolution. The team went around different sections of the CDA Directorate including One Window Facilitation Desk and interacted with the people who had come there to get redressal of their complaints.

The team observed that public at large was facing problems due to inordinate delay in completion of the construction work. The team advised CDA authorities to come up with the time frame for the completion of its ongoing projects. The Team also advised the authorities concerned to complete the process for issuing completion and transfer letters within 45 days and objection, if any, must be raised and settled within 30 days. The



Wafaqi Mohtasib Inspection Team interacting with the complainants during their Inspection Visit to CDA on 01.11.2023

Team directed the CDA Administration not to depute an officer below the rank of BS-19 to represent CDA in the investigation process of the Wafaqi Mohtasib.

Earlier, the CDA Member (IT) briefed the Inspection Team about the CDA Management Information System (MIS), which was fully functional and was providing On-line services to the customers. All matters pertaining to sale and purchase of CDA land has been digitalised and the same is being carried out in attached departments of CDA as well. The team was informed that auto parking facility is

being introduced in the limits of CDA to resolve the chronic issue of parking and 160 electric buses are also being included in the fleet of Metro Buses to facilitate commuters.

The Inspection Team was also appraised by the CDA Administration on the status of short and long term recommendations for institutional reforms, which were made in its previous visit. The Team members lauded the services of the CDA being extended to customers through One Window Facilitation Desk. The Team will submit its report to Wafaqi Mohtasib within seven days.

REGIONAL OFFICE D.I.K REACHES OUT TO PUBLIC AT WANA

Senior Investigation officer WM Regional Office Dera Ismail Khan, Mr Imran Khan visited complaint collection centre Wana in south Waziristan and held Khuli Katchehri where hearing of public complaints pertaining to NADRA, BISP, and Passport Office was held. Around 150 complainants were granted hearing in presence of representatives of Federal Agencies. Senior IO Mr Imran Khan directed the representatives of federal

agencies for resolving these complaints on priority basis so that the poor people of the far flung areas (erstwhile FATA Areas) are provided relief at their door step.

Speaking on the occasion the SIO Mr. Imran reiterated the clear directions of Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi and the Regional head of DI Khan Mr. Sang e Marjan for reaching out to public in remote areas and resolving their complaints promptly near their homes.

WAFAQI MOHTASIB SECRETARIAT'S INSPECTION TEAM VISITS PASSPORT OFFICE, ISLAMABAD

WAFAQI MOHTASIB DIRECTS PASSPORT OFFICE TO REFUND FEE CHARGED FOR URGENT PASSPORT IN CASE OF LATE DELIVERY

ASKS PASSPORT OFFICE TO CLEAR BACKLOG AT THE EARLIEST

Responding to a flood of complaints against delay in issuance of passports, the WM inspection team visited the Passport Office, Islamabad on the directions of Mr. Ejaz Ahmad Qureshi, Wafaqi Mohtasib. The inspection team led by Senior Advisor, discussed in detail the entire process of passports in order to ascertain the causes of inordinate delay and breakdown of delivery of services in the Passport Office. The team interviewed a large number of people who had come to get their passports at the Passport Offices located in G-8 and G-10 Sectors. The team was informed by the applicants that they have been visiting the Passport Office to collect their documents since many months and their visas stood expired in the process.

The administration of the Directorate General of Immigration and Passports informed the visiting inspection team that the printing of passports got delayed due to non-availability of lamination paper. They assured the inspection team that the backlog would be cleared soon as the lamination paper has now been received. The inspection team advised the administration to ensure timely

procurement of lamination paper in future so that the applicants do not face this problem again. The administration was also advised to ensure issuance of passports within the prescribed timeframe. The inspection team further advised the administration of the Directorate General of Immigration and Passports Office to refund the fee charged for urgent passports in case of late delivery.

**Things beginning
to improve at the
passport office
as a result of
intervention
from the Wafaqi
Mohtasib.**

The inspection team on arrival at G-10 Passport Office has seen hundreds of applicants waiting to collect their travel documents. The lack of proper seating arrangements was causing further agony to the visitors. The inspection team will submit its report based on its recommendations for the

consideration of the Wafaqi Mohtasib within one week. Meanwhile, Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi directed Secretary, Interior Division to take stock of the situation at of the Directorate General of Immigration and Passports in a comprehensive manner to ensure efficient delivery of services in future.

It may be added that nearly 10 million overseas Pakistanis are a precious asset for the country since they earn and send back home a handsome amount of foreign exchange every year. However, the Pakistani diaspora, in general, complains of utter neglect and lack of facilities whenever they visit their homeland. Some of them even accuse the authorities of high handedness especially at the airports of the country. Most of their complaints relate to difficulties in renewal of their passports NICOP besides non cooperative attitude of the staffers of the Pakistan missions abroad. It is hoped that with the intervention from the Wafaqi Mohtasib, the state of affairs would undergo significant improvement and the overseas Pakistanis would soon feel the difference.

INSURANCE COMPANY DIRECTED BY WAFAQI MOHTASIB TO PAY RS.20 MILLION AS CLAIM MONEY TO DECEASED FAMILY

The Federal Ombudsman directed State Life Insurance Company (SLIC) to pay Rupees 20 Million as insurance claim to the legal heirs of deceased within 30 days. Federal Ombudsman Mr. Ejaz Ahmad Qureshi, not agreeing with the plea of State Life Insurance Company (SLIC) and decided in favour of the legal heirs of the deceased policy holder under which the SLIC was asked to pay Rs.20 Million as insured amount to the family of policy holder within 30 days.

According to details available with Wafaqi Mohtasib

Office, the complainant Mirza Azmat Baig, stated that his brother Mirza Shafqat Baig had obtained Insurance Policy with the SLIC and has been contributing regularly till his death in 2020. Despite the lapse of three years, since his brother's death the Insurance Company (SLIC) did not make any payment to his legal heirs.

The Federal Ombudsman rejected company's stance, citing mal-administration and ordered the payment to the heirs of policy holder, emphasising that the policy holder was declared healthy before the policy was matured.

WAFAQI MOHTASIB TAKES NOTICE OF PERSISTENT COMPLAINTS AGAINST POLYCLINIC HOSPITAL

INSPECTION TEAM VISITS THE HOSPITAL TO ASCERTAIN SITUATION

The Wafaqi Mohtasib (Ombudsman) Mr. Ejaz Ahmad Qureshi has taken a serious notice of the persistent complaints received from the general public pointing out mismanagement and neglect being faced by them in the Polyclinic Hospital, Islamabad. The issues highlighted by the complainants included the non-functioning of the MRI Machine, shortage of anesthesia medicines, untrained hospital staff, sharing of beds by patients, scarce availability of medicines, delay in verification process of medical bills, and absence of basic facilities for the patients.

The Federal Ombudsman's Inspection Team constituted under the Senior Advisor Mr. Ahmad Farooq visited the Polyclinic Hospital on 30th November 2023. It interacted with the patients and the Hospital Administration to ascertain the state of affairs in the hospital, causing a host of grievances to the patients and their attendants.

It has been pointed out by the complainants that despite the availability of the MRI Machine in the hospital, the facility was being denied to the people. The staff usually gives long dates for conducting ultra-sound and other

medical tests. Thalassemia patients were not being attended to properly by the hospital staff. Patients are required to wait for long hours to consult the Doctors, who normally arrive late and this causes immense discomfort to the public in the absence of proper seating arrangements or the waiting areas for the patients.

The Wafaqi Mohtasib's Inspection team has formulated its recommendations for addressing the public grievances after meeting with the Administration of the Polyclinic Hospital and submitted its report to the Wafaqi Mohtasib.

WAFAQI MOHTASIB INSPECTION TEAM VISITS ALLAMA IQBAL OPEN UNIVERSITY RECOMMENDS OPTIMAL USE OF UNIVERSITY LAND FOR ENHANCING EDUCATIONAL ACTIVITIES

On receipt of large number of complaints against AIOU, the Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi deputed Wafaqi Mohtasib Inspection Team comprising Senior Advisor Mr. Ahmad Farooq, Advisor Dr. Inam ul Haq Javed, Deputy Advisor Mr. Pervez Haleem Rajpoot and Senior Investigation Officer Mr. Adnan Ahmad to visit the main campus of the Allama Iqbal Open University (AIOU) located in Islamabad, which is imparting education to 1.1 million students with 54 Regional Campuses all over Pakistan, AJ&K and Gilgit Baltistan.

The visiting team held meetings with the Vice Chancellor and other faculty members to learn about the issues being faced by the University. The team members also had interaction with the university students and had understanding of issues faced by them. Later the team went around different departments of the AIO University to see for themselves the root cause of

persistent complaints.

It was revealed that the students were facing delayed receipt of results, denial of admission despite fulfilling required qualification, late or non delivery of semester assignments and delay in checking of the assignments, registering incorrect particulars of the students, delayed reimbursement of admission fee in case of refusal to admission and other such complaints. The team members proposed to the Vice Chancellor AIOU the optimal use of vast piece of land held by the University for enhancing the scope of educational activities. To facilitate the students in accessing the faculty and university management, the inspection team recommended uploading on AIOU Website five E-mail addresses in the University Facilitation Centre

The team submitted its report along with recommendations to the Wafaqi Mohtasib.

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complaints of delays and maladministration. These inspection teams comprising Senior Advisors heard public complaints on the spot and decided matters on the spur of the moment leading to provision of relief to a lot many people. These steps received wide appreciation from a cross section of the society.

The outgoing year is significant in yet

another aspect i.e. completion of 40 years of existence of the Wafaqi Mohtasib's institution (1983-2023). Special functions were organized in the Head Office and the Regional Offices to mark the 40th year of the establishment this Institution. The Pakistan Post also issued a commemorative stamp on this occasion. Another highlight of the year was the unopposed election of Wafaqi

Mohtasib as President of the Asian Ombudsman Association (AOA).

It is hoped that the momentum will continue in the year 2024 too, in the same spirit of devotion and dedication, which remains the hallmark of the Wafaqi Mohtasib's Institution.



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, clicking the button to launch the Urdu Website of Wafaqi Mohtasib Secretariat on 27-12-2023

Wafaqi Mohtasib launches the revamped version of the official website

All essential features added in the Urdu language to facilitate general public

The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi has said that the website of the Wafaqi Mohtasib Secretariat (WMS) plays a crucial role in providing basic information to its users with regard to redressal of their complaints besides enabling them to lodge these complaints online, without having to travel to its Offices.

He was addressing an austere ceremony organized in connection with the launching of the revamped version of the official website of this Office on 27th December 2023. He said by using the state-of-the-art technology, the website has been made more efficient, user-friendly, incorporating the necessary contents in Urdu, thereby facilitating those who were earlier facing

difficulties in surfing and utilizing the English version of the website. He added that the inclusion of all essential features in the Urdu language shall enhance awareness in the masses about the services being rendered by this institution.

He further observed that all the essential contents including the complaint redressal mechanism, its practices and procedures, special initiatives including the Informal Resolution of Disputes (IRD), Outreach Complaint Resolution (OCR), Khuli Katcheries and alike have been uploaded in the Urdu language. Similarly, the information pertaining to the working of the Grievance Commissioner for Overseas Pakistanis and the Grievance Commissioner for

Children operating under the aegis of the WM Office has been displayed in Urdu on its web pages.

The Wafaqi Mohtasib went on to say that the primary purpose of undertaking this exercise was to provide all necessary information to the website users and visitors, who were residing in the far-flung areas of the country and were unable to visit the Head Office or the Regional Offices. He expressed the confidence that with the launching of this website, all segments of the society would be able to benefit themselves from this facility and would be able to seek redressal of their grievances virtually at their doorstep.

VISUALLY IMPAIRED PERSON GRANTED JOB AGAINST DISABLED QUOTA ON THE DIRECTIONS OF THE Wafaqi MOHTASIB

On the directions of Federal Ombudsman a letter of appointment in BS-17 in the National Counter Terrorism Authority (NACTA) was handed over to Syed Tahir Hussain by the Advisor Implementation Mr. Fazal Karim Khattak on 23.11.2023. The complaint was lodged by Syed Tahir Hussain against the maladministration committed by NACTA.

The investigation process revealed that Syed Tahir Hussain applied for the post of BS-17 in NACTA, and he cleared all required tests and interviews. The Human Resource Department of NACTA however declined to appoint him being visually impaired person. Mr. Tahir Hussain lodged a complaint with Wafaqi Mohtasib Secretariat, pleading redressal of his grievances. His case was investigated in detail

and he was found eligible for appointment as per criteria laid down by the NACTA. Federal Ombudsman decided in his favor and directed NACTA to issue job offer letter to the complainant Tahir Hussain. The appointment letter was handed over to the complainant by Advisor

Implementation of WMS.

On this occasion the Federal Ombudsman said that disabled persons constitute an important component of our society and they must be brought into mainstream so that they don't feel marginalized and neglected.



On the direction of Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, a blind person Mr. Tahir Hussain is being handed over the offer letter of appointment in NACTA by Advisor Implementation Mr. Fazal E Karim Khattak.

PICTORIAL NEWS REGARDING THE AWARENESS CAMPAIGN AND OCR



The Incharge R.O. Faisalabad, Ghanzafar Mehdi holding a meeting with Bait-ul-Mal officials during his visit to the office on 10.10.2023



The Incharge WM, R.O. Hyderabad Dr. Syed Rizwan Ahmed visiting NADRA office at Mirpur Khas on 5.12.2023



A view of the meeting held in the Regional Office Quetta, in connection with redressal of public complaints with officials of QESCO on 03.10.2023.



The Incharge WM, R.O. Khuzdar Mr. Kashif Balouch listening to public complaints on 06.11.2023.



The Incharge WM, R.O. Kharan Shahzada Allauddin listening to public complaints on 20.11.2023.



The Incharge WM, R.O. D.I.Khan Mr. Arif Kundi listening to public complaints in Bhakkar on 07.11.2023.



The Associate Advisor WM, R.O. Lahore Mr. Tariq Mehmood holding a hearing in connection with OCRs in the Regional Office on 22.11.2023.



The Incharge WM, R.O. Gujranwala Mian Muhammad Shafi listening to a complainant during his visit to Narowal on 11.10.2023

PICTORIAL NEWS REGARDING THE AWARENESS CAMPAIGN AND OCR



The Chief Secretary KP, Mr. Nadeem Aslam Chaudhary presenting a sample of the products made by the prisoners in the KP to the Honourable Wafaqi Mohtasib on 15.11.23



A delegation of Islamabad High Court Bar Association led by Advocate Ms. Saba Farooq called on Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi on 17-10-2023.



Incharge, WM, R.O. Multan, Dr. Zahid Malik handing over cheque to the widow of an Overseas Pakistani in his office on 11.10.2023.



Public complaints being heard by the Dy. Advisor, R.O Peshawar Mr. Bakhtiar Gull in Sadda on 22.11.2023



Public complaints are being heard in the WM, R.O. Swat during the Khuli Katcheri organized there on 11.08.2023.



Representative of the WM, R.O. Sukkur Syed Mehmood Ali Shah visiting a Utility Store in his area to check quality of the products being sold to the public there on 29.11.23



Incharge of R.O Multan Mahmood Javed Bhatti listening to complaints in Borewala District, Vehari on 11.12.2023.



The Incharge WM, R.O. Sargodha, Mr. Mushtaq Ahmed Awan holding a Khuli Katchehri at Joharabad on 22.11.2023



Incharge WM, R.O. Bahawalpur Mr. Ejaz Ahmed Loan listening to public complaints on 14.11.2023.

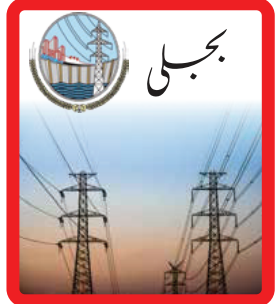
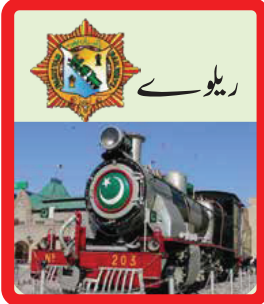


Senior Investigation Officer, WM, D.I.K Imran Khan listening to the public complaints against NADRA, BISP, Passport Office etc during his visit to the Complaint Centre WANA on 18.10.2023.



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 complaint against mal-administration of any Federal Government Department e.g. Pakistan Post, BISP, Passport Office, Allama Iqbal Open University etc.

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

For filing complaint neither lawyer nor any fee is required

All cases are decided at Wafaqi Mohtasib Office within 60 days

Note: Cases against Defence, Foreign Affairs, Service Matters and sub judice ones are out of jurisdiction

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[/wafaqimohtasib](https://www.instagram.com/wafaqimohtasib) www.mohtasib.gov.pk [/store/apps/details?id=com.pk.gov.wafaqimohtasib](https://play.google.com/store/apps/details?id=com.pk.gov.wafaqimohtasib)

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

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: KARACHI

4-B Federal Government Secretariat, Saddar KARACHI, Fax # 021-99202121, Exchange # 021-99202107, Email: ombuds.wmsrop@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, Email: ombuds.wmsroq@gmail.com

REGIONAL OFFICE: SUKKUR

House No. 107-A, Near NADRA Office, Sindh Cooperative Housing Society, Airport Road, Sukkur, Fax # 071-9310012, Email: ombuds.wmsros@gmail.com

REGIONAL OFFICE: MULTAN

House No. 15C, Whdat Colony, MULTAN, Fax # 061-9330027, Exchange # 061-9330021, Email: ombuds.wmsrom@gmail.com

REGIONAL OFFICE: BAHAWALPUR

House No.32-C, Captin Muhammad Sarwar Shaheed Road Model Town -A, BAHAWALPUR, Phone No.062-9255612 Fax No.062-9255614, Email: Ombuds.wmsROB@gmail.com

REGIONAL OFFICE: FAISALABAD

Building No. W-10-P-20, Asif Street, New Civil Lines, Bawal Road, FAISALABAD, Fax # 041-9201021, Exchange # 041-9201020, Email: ombuds.wmsrof@gmail.com

REGIONAL OFFICE: D.I.KHAN

Plot No. 1, Survey No. 79, Quaid-e-Azam Road Near GPO Chowk Cantt. D.I.KHAN, Fax # 0966-9280256, Email: ombuds.wmsrod@gmail.com

REGIONAL OFFICE: HYDERABAD

State Life Building No.3, 6th Floor, Thandi Sarak, HYDERABAD Fax # 022-9201603, Email: ombuds.wmsroh@gmail.com

REGIONAL OFFICE: GUJRANWALA

144-145, (1st Floor) Mumtaz Market, Near NADRA Executive Office, G.T. Road, GUJRANWALA, Fax No. 055-9330636, Email: Ombuds.wmsROG@gmail.com

REGIONAL OFFICE: ABBOTTABAD

Room No. 06, District Government Secretariat ABBOTTABAD, Phone: 0992-9310538, Fax No.0992-9310549, Email: Ombuds.wmsROA@gmail.com

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: KHARAN

Quetta road, Kharan, Phone: 092-847-510305, Fax No. . 092-847-510306, Email: Ombuds.wmsROK@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

REGIONAL OFFICE: MIR PUR KHAS

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

REGIONAL OFFICE: KHUZDAR

Wafaqi Mohtasib (Ombudsman) Secretariat, Commissioner Office, Khuzdar

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, District Kurram, Phone: 0333-9151624

COMPLAINTS COLLECTION CENTRE: SIBBI

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