

WAFAQI MOHTASIB PERFORMANCE AT A GLANCE

- **Functions of the Wafaqi Mohtasib**
 - Ensure good governance & protect rights of citizens;
 - Redressal of individual grievances against 180+ federal agencies; and
 - Give recommendations to government on systemic issues/failures
- **Robust increase in receipts**
 - 20,000 per annum were average receipts till 2012.
 - 110,405 receipts in 2021.
 - Since then, during the tenure of the incumbent Mohtasib, these are crossing 200,000 during 2024.
- Disposal is ensured within 60 days in all cases.
- Total disposal of other Federal Ombudsmen Institutions i.e. Banking, Tax, Harassment and Insurance Ombudsmen not more than 50,000 complaints.
- Disputed amount involved in complaints disposed of by us was Rs. 4.34 billion as compared to Rs. 2.78 billion last year **(increase by 56%)**.
- 2.2 million families have benefited since 1983.
- Most complaints are received against Power companies, BISP, Sui Gas companies, AIOU, NADRA, Post Office.
- No fee or expense is incurred for lodging complaint.
- Implementation on findings of Wafaqi Mohtasib is around **90%**.
- Established new regional offices in far flung areas like Kharan, Khuzdar, Mirpur Khas, Sadda, Wana, Sibbi and Gilgit Baltistan. The Office in AJK has been recently operationalized.

- **Online hearing is optional** – 40-45% complainants are availing this facility.
- **Awareness Programme** – 921 per month/243 per week articles, press clippings, tickers, TV clips, Radio Programmes, press releases etc. have been published in national and regional newspapers and online
- **Overseas Pakistanis** – overall 103,550 complaints were received in 2024. 79,074 complainants facilitated at OWFDs, 22,993 complaints were received by Pakistan Missions abroad and 1,483 complaints were received by Grievance Commissioner, WMS.
- **Child Rights** - the Office of National Commissioner for Children was set up in 2009 which is working as Grievance Commissioner for Children by undertaking steps to raise the profile of child rights and devise a mechanism for the redressal of children’s complaints.
 - In 2024, 446 complaints related to children were received as compared to 315 last year **(42% increase)**.
 - Bill on Prevention and Control of Cybercrimes against Children/Criminal Law Amendment Act adopted by parliament in 2023.
 - Study Reports: The State of Children in Pakistan (2012 & 2015), Baseline study on the State of Compliance of Federal Agencies responsible for Child Protection with the UNICEF (2015), Report on Kasur Tragedy and redressal of systemic issues; mapping of issues; and response to sexual violence against Children (2018), Inquiry into the plight of Street Children; Challenges and Way forward (2022), Promotion and protection of Child Rights (2023)
 - **New Initiatives** – curbing cybercrimes against children
 - Awareness Seminar on “Threats of Cybercrime: Growing Vulnerabilities of Societies”, held on 30.11.2023 with collaboration of COMSATS University, Islamabad.
 - Comprehensive and practical Plan of Action on cybercrimes against children is under process in consultation with

stakeholders like National Committee on Children, FIA cybercrime wing and cybercrime specialists.

- **Systemic Studies** – 30 studies have been conducted on systemic issues of the Agencies.
 - Some recent studies are on Jail Reforms, Pension Reforms, Primary Healthcare System in ICT, Dilemma of Rapid Population Growth in Pakistan and Central Directorate of National Savings.
 - **There are 08 studies conducted on the direction of Hon’ble Chief Justice Supreme Court of Pakistan.** Reports pertain to:
 - Jail Reforms (17 sent to Supreme Court till date)
 - Environmental Pollution in Coastal Areas being poisoned by Industrial Waste Material discharged in sea.
 - Incidents of fire at Margalla Hills, Islamabad.
 - Large scale encroachment of Botanical Gardens and unplanned/unregistered plazas in Bani Gala (Illegal construction on Nala Korang).
 - Fee charged by Private Schools, facilities provided and quality faculty
 - Authorized and unauthorized marriage halls functioning in ICT
 - Miserable condition of school in Gujranwala where girls sit beside graves while taking a test during their daily classes in graveyard.
 - Education sector reforms.
- **Objective Assessment of the working of Wafaqi Mohtasib Secretariat** – an in- house evaluation of performance of the Mohtasib’s institution was conducted. Feedback from 200,000 complainants, 12,000 general public members, 777 employees, and 550 agency representatives was taken. Key Findings indicate that:
 - 81% of the general public is aware of Mohtasib’s services.
 - 96% of complainants are satisfied with the ease of the complaint process.
 - 67% of the complainants expressed satisfaction with the services provided by Mohtasib.

- **Outreach** – through Outreach Complaint Resolution (OCR) program, Khuli Katcheris and Inspections – Justice at the door step.
 - 95 Khuli Katcheris have been held across Pakistan in 2024.
 - 78 Inspections of different federal government agencies carried out.
 - In 138 OCR visits, 5,048 cases have been disposed of.
- **Informal Resolution of Dispute** – received 5,633 complaints in 2024 and 5,722 complaints were disposed of in 2024
- **International Role** – Federal Ombudsman has held the President Ship of AOA for most of the time since inception of AOA in 1996. Re-elected as President AOA un-opposed on 11.09.2023.

*Full details available on our website: www.mohtasib.gov.pk

*Helpline: 1055, 1056 (children complaints)
