

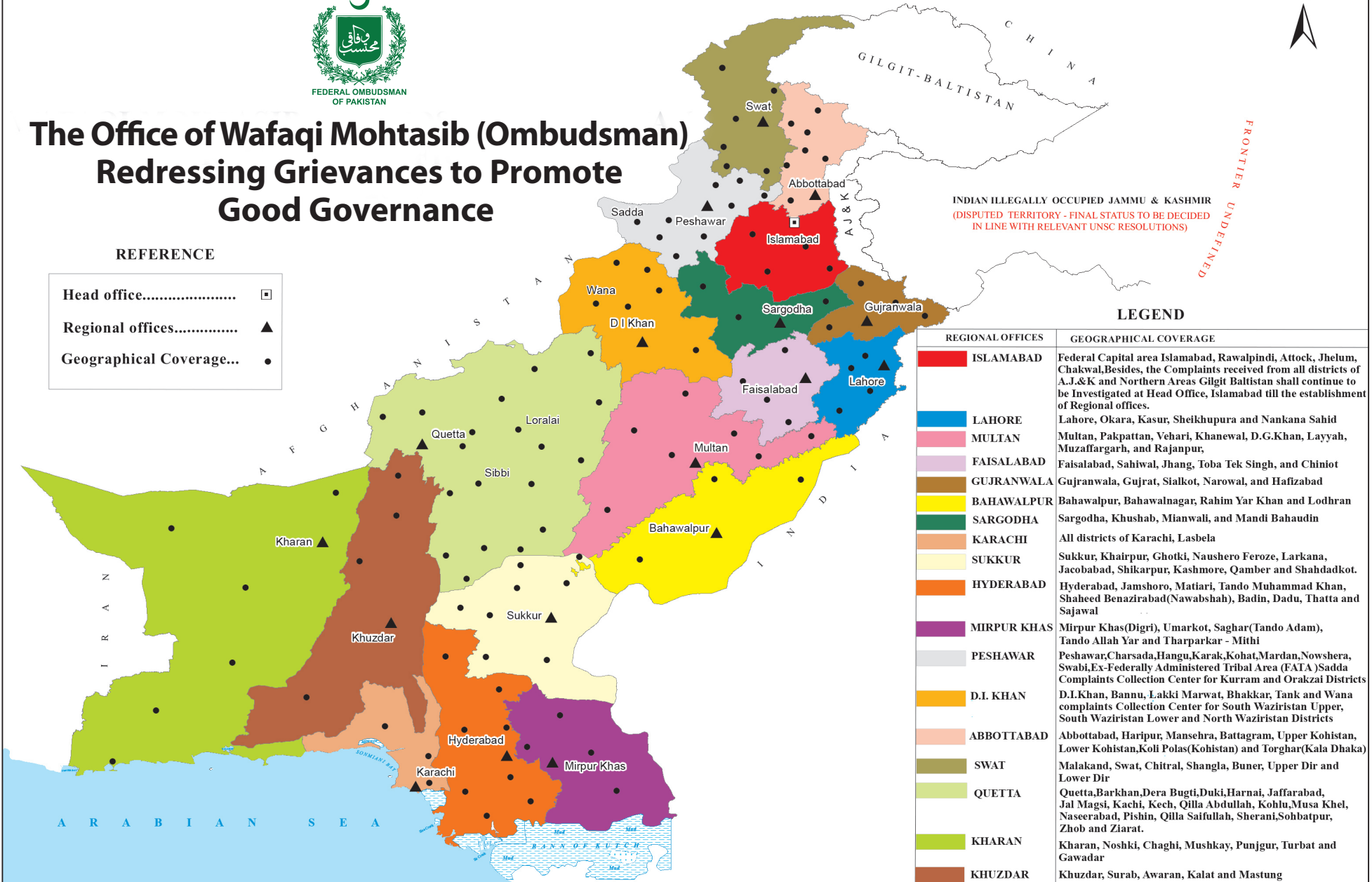


The Office of Wafaqi Mohtasib (Ombudsman) Redressing Grievances to Promote Good Governance



REFERENCE

Head office.....	□
Regional offices.....	▲
Geographical Coverage...	●



INDIAN ILLEGALLY OCCUPIED JAMMU & KASHMIR
(DISPUTED TERRITORY - FINAL STATUS TO BE DECIDED
IN LINE WITH RELEVANT UNSC RESOLUTIONS)

FRONTIER UNDEFINED

LEGEND

REGIONAL OFFICES	GEOGRAPHICAL COVERAGE
ISLAMABAD	Federal Capital area Islamabad, Rawalpindi, Attock, Jhelum, Chakwal, Besides, the Complaints received from all districts of A.J.&K and Northern Areas Gilgit Baltistan shall continue to be Investigated at Head Office, Islamabad till the establishment of Regional offices.
LAHORE	Lahore, Okara, Kasur, Sheikhupura and Nankana Sahid
MULTAN	Multan, Pakpattan, Vehari, Khanewal, D.G.Khan, Layyah, Muzaffargarh, and Rajanpur,
FAISALABAD	Faisalabad, Sahiwal, Jhang, Toba Tek Singh, and Chiniot
GUJRANWALA	Gujranwala, Gujrat, Sialkot, Narowal, and Hafizabad
BAHAWALPUR	Bahawalpur, Bahawalnagar, Rahim Yar Khan and Lodhran
SARGODHA	Sargodha, Khushab, Mianwali, and Mandi Bahaudin
KARACHI	All districts of Karachi, Lasbela
SUKKUR	Sukkur, Khairpur, Ghotki, Naushero Feroze, Larkana, Jacobabad, Shikarpur, Kashmore, Qamber and Shahdadkot.
HYDERABAD	Hyderabad, Jamshoro, Matiari, Tando Muhammad Khan, Shaheed Benazirabad(Nawabshah), Badin, Dadu, Thatta and Sajawal
MIRPUR KHAS	Mirpur Khas(Digri), Umarmkot, Saghar(Tando Adam), Tando Allah Yar and Tharparkar - Mithi
PESHAWAR	Peshawar,Charsada,Hangu,Karak,Kohat,Mardan,Nowshera, Swabi,Ex-Federally Administered Tribal Area (FATA)Sadda Complaints Collection Center for Kurram and Orakzai Districts
D.I. KHAN	D.I.Khan, Bannu, Lakki Marwat, Bhakkar, Tank and Wana complaints Collection Center for South Waziristan Upper, South Waziristan Lower and North Waziristan Districts
ABBOTTABAD	Abbottabad, Haripur, Mansehra, Battagram, Upper Kohistan, Lower Kohistan,Koli Polas(Kohistan) and Torghar(Kala Dhaka)
SWAT	Malakand, Swat, Chitral, Shangla, Buner, Upper Dir and Lower Dir
QUETTA	Quetta,Barkhan,Dera Bugti,Duki,Harnai, Jaffarabad, Jal Magsi, Kachi, Kech, Qilla Abdullah, Kohlu,Musa Khel, Naseerabad, Pishin, Qilla Saifullah, Sherani,Sohbatpur, Zhob and Ziarat.
KHARAN	Kharan, Noshki, Chaghi, Mushkay, Punjgur, Turbat and Gawadar
KHUZDAR	Khuzdar, Surab, Awaran, Kalat and Mastung

Background

The Office of Wafaqi Mohtasib (Ombudsman) was established on 24 January 1983 with the following objectives:

- To diagnose, investigate, redress and rectify any injustice done to a person through maladministration.
- To undertake any investigation into any allegation of maladministration on the part of any agency or any of its officers or employees.
- To provide speedy and expeditious relief to citizens by redressing their grievances to promote good governance.
- May arrange for studies to be made or research to be conducted to ascertain the root causes of corrupt practices and injustice and recommend appropriate steps for their eradication.

What is Maladministration?

- Maladministration and bad governance are two sides of the same coin.
- Both breed in an environment of favoritism, discrimination and corruption where merit is the first causality.

The President's Order No.1 of 24 January 1983 on the Establishment of the Office of Wafaqi Mohtasib defines maladministration as:

- (i) A decision, process, recommendation, act of omission or commission which:
 - (a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona fide and for valid reasons; or
 - (b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or
 - (c) is based on irrelevant grounds; or
 - (d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery,

- jobbery, favouritism, nepotism and administrative excessive; and
- (ii) neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities.
 - Addressing maladministration, therefore, is a means to ensuring sanctity of human rights and achieving the ultimate goals of good governance and rule of law.

Performance highlights

- This Office received and processed a record number of complaints in 2023, i.e. 194,106 which is 18% higher than the preceding year. Out of these, 193,030 complaints were disposed of which is 22% higher than the previous year.
- 88% complaints were disposed of within the prescribed time limit of 60 days.
- A system of strict monitoring, follow up and verification of the implementation of every decision is in place. Implementation rate of 85.4% was recorded in 2023.
- Options of seeking review of its decision by the Wafaqi Mohtasib or making representation to the President are available to the complainants as well as to the Agencies. Review petitions or representations were lodged in less than 1% of the cases disposed of in 2023.
- The value of relief granted to the complainants in various cases stands at Rs.4.898 billion during the year 2023.
- The above mentioned statistics testify the meticulous handling and thorough scrutiny of the complaints as well as their satisfactory final disposal, which remains the hallmark of this institution.

Accessibility and Outreach

- The Office of Wafaqi Mohtasib is the first ombudsman institution in the country. Its establishment was followed by the opening of four Regional Offices at provincial capitals i.e. Karachi, Lahore, Peshawar and Quetta in 1984-85. Today, besides the Head Office at Islamabad, 17 Regional Offices and 04 Complaint Collection Centres are functioning in different parts of the country. The territorial jurisdiction of every Regional Office covering adjoining districts/tehsils, reflecting arrangement for reaching out to the entire country, can be seen in the title cover.
- Outreach Complaint Resolution (OCR) mechanism was launched to provide speedy redressal of complaints at the doorsteps of the citizens. During 2023, Regional Offices at Bahawalpur, D.I. Khan, Gujranwala, Hyderabad, Lahore, Multan and Sukkur undertook OCR visits to various remote areas and disposed of 3149 cases.
- Khuli Katcheries (Open Court) system is an extension of the OCR mechanism being followed in a fairly regulated manner in remote areas. During 2023, Khuli Katcheries were held in 19 remote districts including Karak, Hangu, Banu, Kohlu, Turbat, Shangla, Dargai and alike.
- Greater use of Information Technology has remarkably increased the institution's outreach and IT footprints. The number of complaints received online/website were recorded as 48,190 in 2023 marking an increase of 47% over the figure of the year 2022. Likewise, 22,321 complaints were received through mobile app which reflected an increase of 21% over the figure of the previous year.
- Hearings are arranged online when requested to facilitate access of the general public to the services being provided by the Office.
- Integrated Complaint Resolution (ICR) system is another useful feature under which complaints, if not resolved within 30 days by the agencies complained against, are automatically transferred to the Wafaqi Mohtasib's Complaint Management Information System. (CMIS). Under this system 18,469 complaints were processed in 2023.

- Inspection visits by the designated officers on receipt of persistent complaints of maladministration is another measure adopted to reach out to the general public and help improve the service delivery of those agencies. The Wafaqi Mohtasib ordered 38 such inspection visits in 2023 to various agencies.
- Informal Resolution of Disputes (IRD) is another important step launched by this Office to provide speedy and free of cost relief to the complainants without going through the procedural and technical formalities. Started in April 2022, the IRD programme has received a warm response from the general public. During 2023, 2113 cases were disposed of under this programme while 300 are in the pipeline.
- The official website of the Wafaqi Mohtasib Secretariat was revamped and updated making it more user friendly. The essential information required by the complainants, particularly those who are not well conversant in English, has been given in the Urdu language.
- A dedicated helpline 1055 is available to the general public for seeking information about their complaints.

Promotion and Protection of Child Rights

- The Grievance Commissioner for Children is working in the Wafaqi Mohtasib Secretariat for resolution of the problems being faced by the children.
- This Office provides the children with a forum to raise their voice in matters relating to them. A dedicated helpline 1056 is available for the purpose.
- It has to its credit various initiatives like the Zainab Alert Response and Recovery Act 2020 and a bill on the Prevention and Control of Cybercrimes against Children/Criminal Law Amendment Act.
- A study on the plight of street children in the ICT was completed. Its recommendations are at various stages of implementation.

Overseas Pakistanis

- The welfare of nearly 10-million strong overseas Pakistani community takes a high priority with this Office as they remit a significant amount of foreign exchange every year and contribute towards the socio-economic development of the country.
- The Grievance Commissioner for Overseas Pakistanis is working closely with the relevant Ministries/Departments and Pakistan Missions abroad for resolution of their problems.
- One Window Facilitation Desks (OWFDs) are functioning at all the international airports of the country. Representatives of twelve relevant agencies/departments are available round the clock at OWFDs and attending the Pakistani diaspora on their visit to the homeland.
- The total number of complaints handled in 2023 by the Office of Grievance Commissioner for Overseas Pakistanis, the Missions abroad and the One Window Facilitation Desks stand at 202,367.

Jail Reforms

- The Hon'ble Supreme Court of Pakistan entrusted this Office with the responsibility to carry out study of the country's criminal justice system in 2018 and to suggest reforms in this connection with a view to providing better conditions to the prisoners.
- In pursuance of the directions by the Apex Court, a Committee was constituted which painstakingly visited 06 prisons in the country and suggested a number of measures to improve the lot of prisoners. Many steps taken for the purpose include, on-line meeting through zoom facility for the prisoners and their families, provision of better facilities for their

health and hygiene apart from their educational and skill development.

- 16 quarterly progress reports have been submitted to the Supreme Court giving details of the implementation of these measures.

Pension Reforms

- Delay in finalization of pension cases is a very common occurrence. In response to, such complaints, this Office has directed the various Government ministries to establish dedicated pension desks to be manned by experienced officers.
- The Committee concerned also suggested initiation of pension cases 15 months prior to retirement.

Studies/Research

- The mandate of this Office is not limited to redressal of grievances but also provides for ascertaining the root cause of corrupt practices and injustice by arranging studies and research.
- Guided by the above provision 28 studies have been contended on systemic issues and matters relating to the service delivery operations of Central Directorate of National Savings, Pensions, Women and Children in Prison, Street Children etc.
- Studies/Reports are prepared by independent professionals/experts without any charge and recommendations are sent to the relevant ministries for implementation.
- A study titled, “Objective Assessment of the Working of Wafaqi Mohtasib Secretariat” is under progress. The studies is aimed at identifying gaps, if any, in the working procedure of the institution, evaluation of its performance and determining measures to bring administrative justice further closer to the public.

International Linkages

- The Office of Wafaqi Mohtasib is an active member of International Ombudsman Institute (IOI), OIC Ombudsman Association (OICOA) and the Asian Ombudsman Association (AOA).
- Wafaqi Mohtasib was re-elected unopposed as President of AOA by the General Assembly of the Asian Ombudsman Association. It is a 47-member strong professional body of ombudsman from the Asian Region representing more than two thirds of the world population.
- Such interactions with the global ombuds community bring a well-deserved recognition to Pakistan's efforts in promoting the core values of ombudsmanship i.e. good governance, the rule of law and respect for human rights and fundamental freedoms at the national level.

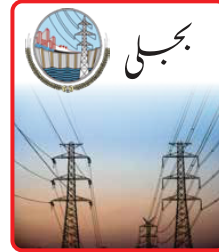
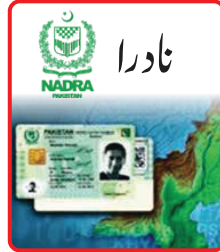
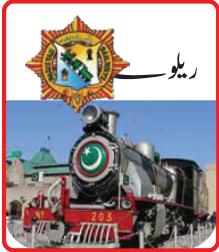
Conclusion

- The Ombudsman around the world function in aid of superior judiciary to ensure that matters of administrative accountability are resolved with ease, reducing thereby the burden on the judicial system.
- Article 37 (d) of the Principles of Policy enshrined in Chapter-2 of the Constitution of the Islamic Republic of Pakistan entrusts the State to ensure inexpensive and expeditious justice to its citizens.
- The Office of Wafaqi Mohtasib (Ombudsman), being the poor man's court is duly complementing the efforts of the State for this purpose. It shall continue to strive for safeguarding the public rights and extending its services to the underserved segments of the society as provided for in the President's Order No.1 of 1983.



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



/WafaqiMohtasibSecretariatOfficial



ombuds.registrar@gmail.com



/c/WafaqiMohtasibSecretariat



/wafaqimohtasib



www.mohtasib.gov.pk



/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.wmsrok@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: 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, Bilal 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

COMPLAINTS COLLECTION CENTRE: LORALAI

Provincial Ombudsman Office, DC Complex, Lorlai.