

To expedite service delivery: Wafaqi Mohtasib orders inspection of passport offices

He says elements responsible for creating artificial shortage, indulging in malpractices be exposed, dealt with strictly

By Our Correspondent

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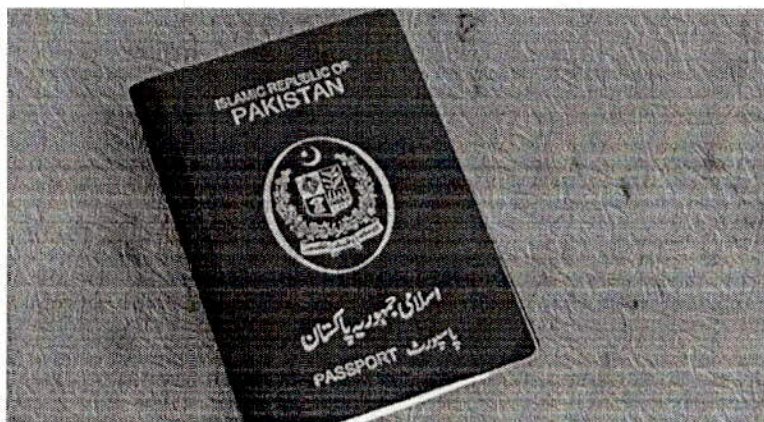


ISLAMABAD: Expressing concern over the persistent complaints of irregularities, malpractices, inordinate delays and unsatisfactory facilities at the passport offices for the general public, Wafaqi Mohtasib Ejaz Ahmad Qureshi has directed inspection of the passport offices by the Mohtasib's Inspection Teams at Islamabad, Lahore, Karachi, Quetta, Peshawar and major cities suggesting urgent remedial measures to improve service delivery.

Taking suo motu notice of complaints against undue delay in the issuance of passports, an inspection team from the Wafaqi Mohtasib had earlier visited the passport office in Islamabad to ascertain the causes of delay and breakdown of the delivery services. Later, the report submitted by the passport office, as a follow-up, was termed unsatisfactory by the Wafaqi Mohtasib. The Wafaqi Mohtasib said the Overseas Pakistanis are the worst hit in as in several cases either their visas have expired or they have been unable to join their jobs abroad. The same is the case with those who want to proceed abroad for higher studies or family visits. He said elements responsible for creating artificial shortages and indulging in malpractices be exposed and dealt with strictly to ensure smooth issuance of passports. 'The passport offices must put its own house in order ensuring efficient service delivery for which they pay to organization regularly, and frequent breakdowns are unacceptable', he observed.

Daily Times

Federal ombudsman takes strict notice of delay in issuance of passports



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Wafaqi Mohtasib teams to inspect passport offices in Islamabad, Lahore and other cities
ISLAMABAD (Web Desk) Expressing his deep concern over the persistent complaints of irregularities, malpractices, inordinate delays, and unsatisfactory facilities at the Passport Offices for the general public, the Wafaqi Mohtasib, Ejaz Ahmad Qureshi has directed immediate inspection at Islamabad, Lahore, Karachi, Quetta, Peshawar and other major cities.

He directed to look into these complaints and suggested urgent remedial measures.

It may be recalled that taking suo moto notice of a large number of complaints against the delay in the issuance of passports, an Inspection Team from the WMS had earlier visited the Passport Office Islamabad on the directions of the Wafaqi Mohtasib to ascertain the causes of the delay and breakdown of the efficient delivery services there.

The Compliance Report submitted by the Passport Office as a follow-up was termed as unsatisfactory and lacking in substance by the Wafaqi Mohtasib.

The Wafaqi Mohtasib said that the Overseas Pakistanis are the worst sufferers in the entire episode as in several cases either their visas expired or they have been unable to join their jobs abroad owing to this state of affairs.

The same is the case with those who want to proceed abroad in connection with their higher studies or family visits etc.

He said that the elements found responsible for creating artificial shortages and indulging in malpractices and other irregularities need to be exposed and dealt with an iron hand to ensure that things would run smoothly in the respective Passport Offices.

Pakistan OBSERVER

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Mohtasib sends teams to passport offices for inspection

ZUBAIR QURESHI

While taking notice of the persistent complaints of irregularities, malpractices, inordinate delays and unsatisfactory facilities at the Passport Offices and inconvenience being faced by the general public, Wafaqi Mohtasib Ejaz Ahmad Qureshi has directed inspection of the Passport Offices by the Wafaqi Mohtasib's inspection teams.

These teams will visit the passport offices in Islamabad, Lahore, Karachi, Quetta, Peshawar and other major cities and look into the complaints and after examining/

reviewing the entire situation they would recommend urgent remedial measures.

According to the Wafaqi Mohtasib Secretariat it may be recalled that Mr Qureshi had in the past taken suo moto notice of such complaints against the delay in issuance of passports and sent an inspection team to the Passport Office Islamabad to ascertain the causes of the delay and ensure of the efficient delivery services there.

The Compliance Report submitted by the Passport Office as a follow-up was termed as unsatisfactory and lacking in substance by the Wafaqi Mohtasib.

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In the wake of fresh complaints, the Wafaqi Mohtasib has once again taken the notice and directed the sections concerned to visit and look into the matter.

Overseas Pakistanis are the worst sufferers in the entire episode as in a number of cases either their visas expired or they have been unable to join their jobs abroad owing to this state of affairs.

The same is the case with those who wanted to proceed abroad for higher studies or family visits etc.

The Wafaqi Mohtasib said that the

elements found responsible for creating artificial shortages and indulging in malpractices and other irregularities need to be exposed and be dealt with an iron hand to ensure that things would run smoothly in the respective Passport Offices.

"The Passport Office must put its house in order with a view to ensuring efficient delivery of services to the people, for which they pay to the organization regularly and frequent breakdowns in this connection are unfortunate and absolutely unacceptable", he observed.