



News Bulletin

WAFAQI MOHTASIB SECRETARIAT

FEDERAL OMBUDSMAN

Issue 01

April - June 2018



Syed Tahir Shahbaz
Wafaqi Mohtasib

Syed Tahir Shahbaz took oath as 7th regular Wafaqi Mohtasib (Ombudsman) of Pakistan on 21st July, 2017. Prior to his appointment as Wafaqi Mohtasib, he was holding the post of Secretary, Establishment Division, Government of Pakistan. He was a career Civil Servant belonging to Pakistan Administrative Service (PAS).

He has earned LL.M. degree from Karachi University and M.Sc. in Geology and LL.B. degrees from Punjab University. Apart from formal education, he has attended numerous national and international training programmes, conferences and seminars.

Syed Tahir Shahbaz embodies very rich experience in the field of administration, management, public sector governance, law, finance and human resource management etc. During service, he occupied very important positions, some of which include the following:-

- * Registrar, Supreme Court of Pakistan.
- * Additional Secretary, Cabinet Division, Cabinet Secretariat, Islamabad.
- * Chairman, Capital Development Authority, Islamabad Capital Territory, Islamabad.
- * Senior Advisor, United Nations Development Programme.

In his capacity as Wafaqi Mohtasib (Ombudsman), he is also the President of the Asian Ombudsman Association (AOA).

From Ombudsman's Desk

The Institution of Wafaqi Mohtasib, also known as the poor man's court, is focused on providing relief to the ordinary citizens aggrieved by administrative highhandedness and maladministration of the government agencies. Through this News Bulletin we intend to share with the public our efforts and initiatives for redressing their grievances against government agencies and improving governance by removing systemic deficiencies. Towards this end, we have taken a number of initiatives on several critical issues which have been lingering unresolved for decades. The streamlining of the pension process for ensuring timely payment of pension to millions of retired government servants is one of the major achievements. The facilitation of Overseas Pakistanis on a range of matters is another important milestone. Other initiatives taken by us appear separately in the Bulletin.

We are cognizant of the fact that a significant percentage of people living in the remote areas are unable to access the Mohtasib's Office for grievance redressal, partly due to economic constraints as travelling entails cost but mainly owing to lack of awareness. We are, therefore, reaching out to them through our Outreach Complaint Resolution (OCR) mechanism as our Investigating Officers from headquarters and regional offices are travelling to various districts and addressing their complaints at their doorsteps. Our outreach programme will continue to expand till the facility is within the reach of maximum number of people.

Cost free justice to the common man is our mission. Our endeavour has been and will be for timely resolution of complaints of thousands of ordinary citizens who approach this Institution every month with great hope. This quarterly Bulletin is expected to further bridge the existing communication gap and create awareness amongst the public about the availability of this forum for seeking cost free justice against maladministration of government agencies.

I hope the readers will find the Bulletin informative and useful. We look forward to the valuable suggestions of our readers for further improving the content and presentation of the Bulletin.

Wafaqi Mohtasib

The only Agency which provides prompt and free of cost justice to common man

Important Initiatives of Wafaqi Mohtasib

- * Reports on jails and police stations with practical recommendations were formulated on Supreme Court's directive by the Wafaqi Mohtasib.
- * Free education for children and women detainees have been arranged in several jails. Sweet homes have been set up in many prisons besides improvement in living conditions of women and children detainees.
- * On the intervention of Wafaqi Mohtasib facilities to patients at PIMS have been upgraded and supply of essential drugs to inpatients ensured.
- * On the recommendations of Wafaqi Mohtasib Drug Regulatory Authority of Pakistan has registered 3,000 essential and critical medicines.
- * Wafaqi Mohtasib has resolved the long standing problems of pensioners and ensured timely processing and payment of pensions.
- * Establishment of one window facilitation desk at 8 international airports of Pakistan for the Overseas Pakistanis and international passengers.
- * On the recommendation of Wafaqi Mohtasib online passport facility has been provided to the Overseas Pakistanis.
- * Counselor access to Overseas Pakistani prisoners are now provided on Wafaqi Mohtasib advice.
- * Laws relating to Child Labour prepared and submitted to the Parliament.
- * The Ministry of Communication notified National Road Safety Plan for National Highways and Motorways on the recommendations of Wafaqi Mohtasib.
- * Reforms have been introduced on Wafaqi Mohtasib's recommendations for improving the services of Passport Office, Pakistan Post Office, NADRA, State Life Insurance, Directorate of National Savings and EOBI, besides many other agencies.
- * Laws relating to protection of transgender rights prepared and

All cases are decided at Wafaqi Mohtasib within 60 days

Complaints could be filed through post, fax, website, email or personally

Our Regional Offices

- **Lahore:** Tele: 042-99201017-18 Fax: 042-99201021
- **Karachi:** Tele: 021-992021077-18 Fax: 021-99202121
- **Peshawar Cantt:** Phone/Fax: 091-9215571
- **Quetta:** Phone/Fax : 081-9202691
- **Sukkur:** Phone/Fax: 071-9310012
- **Multan:** Tele: 061-4424522 Fax: 061-9330027
- **Faisalabad:** Tele: 041-9201020 Fax: 041-9201021
- **D I Khan Cantt:** Phone/Fax: 0966-9280256
- **Hyderabad:** Tele: 022-9201603
- **Swat:** Phone/Fax: 0946-714223
- **Gujranwala:** Phone/Fax: 055-99203839

For filing complaint neither lawyer nor any fee is required

Quick justice is your right and to provide the same is our responsibility

For filing complaint please consult our website
www.mohtasib.gov.pk

For further guidance and information contact our Help Line No.1055 during office hours

Wafaqi Mohtasib

36-Constitution Avenue, Sector G-5/2,
Islamabad

Help Line for children complaint: 1056

Fax No. 051-9217224

Email: ombuds.adnanjadoon@gmail.com

Wafaqi Mohtasib presents Annual Report (2017) to the President



President Mr. Mamnoon Hussain being briefed by the Federal Ombudsman Syed Tahir Shahbaz after presenting Annual Report about the working of Wafaqi Mohtasib Secretariat.

The Wafaqi Mohtasib has decided 78,560 number of cases out of 83,457 public complaints received during the year 2017 against federal agencies at the Wafaqi Mohtasib Secretariat and its regional offices. Only 1,083 review petitions were filed against the findings of Wafaqi Mohtasib which were also decided within 45 days. Less than 1% (0.69%) representations were submitted to the President against the decisions of the Wafaqi Mohtasib during this period, while the implementation ratio of the decisions communicated to the different departments/agencies of Federal Government was 96%.

The receipt and disposal of complaints during year 2017 was higher than the preceding years. During the year bulk of public complaints were filed against utility companies mainly relating to gas and electricity. The total number of complaints filed during year against the distribution companies were 55,289. The major causes of complaints against DISCOS were human error in billing, delay in providing/shifting of meters, delay in installation and shifting of transformers and poles, disconnection and restoration of electricity and delay in issuance of demand notices. For gas companies major causes of com-

plaints were delay in providing connection, incorrect billing, inadequate supply of gas and delay in replacement of defective meters. The other agencies against which substantial number of

complaints were filed were NADRA, Pakistan Post, Allama Iqbal Open University, State Life Insurance Corporation and Employees Old Age Benefits Institution.



Federal Ombudsman Syed Tahir Shahbaz presented Annual Report (2017) to the President of Islamic Republic of Pakistan Mr. Mamnoon Hussain at the Presidency.

Initiatives of the Wafaqi Mohtasib for facilitation of Overseas Pakistanis

- * Matters relating to NADRA, Immigration & Passports, Foreign Office / Pak. Missions, OPF, Police verification and other concerned agencies have been taken up and addressed.
- * Monthly recommendations received from Pakistan Missions are forwarded to concerned agencies for implementation.
- * Provisions of legal assistance to Overseas Pakistani Prisoners.
- * Pre-departure briefing for emigrants at airports.
- * Maid Issues / Labour Recruitment / Jail Matters related to Saudi Arabia.
- * Matters relating Pakistani Emigrants working in Muscat, Oman taken up.
- * Matters relating to Pakistani Fisherman detained in Sana (Yemen).
- * Issue relating to prisoners in Oman Jails.
- * Renewal of Passports and NICOP through Automation and without visiting Pak. Missions.
- * Liaison with Overseas Pakistani's Associations.
- * Safeguard and Rescue of detainees in Saudi Arabia.
- * Resolution of plot possession issues of Overseas Pakistanis in valley Zone 5 Islamabad.
- * Establishment of National Integration Centre for Returnee Migrants of OPF.
- * Automation of Overseas workers.

Agency advised to make payment to the expatriates widow within 30 days

Mst Shafi Begum widow of Muhammad Amin in her complaint letter stated that the construction company in Abu Dhabi where her deceased husband was working had paid an amount of 5,478 darham through cheque to Overseas Pakistanis Foundation (OPF) for payment to legal heirs of the deceased. The OPF accordingly asked the complainant to submit required documents for making the payment, which was as per advice furnished to the Agency by the complainant. But despite lapse of six years, she said, payment has not been made to her by the Agency. The Agency reported that they had taken up the subject case with Pakistan Mission at Abu Dhabi for settlement of the dues and that the Mission had asked the legal heirs of the deceased to furnish fresh succession documents. The matter was examined at this Secretariat and the Agency was advised to make the legitimate payment to the widow, which was lying with Embassy for the last six years, alongwith up to date prevalent mark up rate. The Agency was directed to submit compliance report within 30 days of the receipt of the decision.



Muhammad Asghar Chaudhry, Secretary, Wafaqi Mohtasib Secretariat Islamabad presiding over a meeting in connection with Kasur incident. National Commissioner for Children, Mr. Ejaz Ahmed Qureshi is making a presentation.

Task Force constituted to study Kasur tragedy

Wafaqi Mohtasib, Syed Tahir Shahbaz has set up a Task Force to study the Kasur tragedy and identify the systemic failures resulting in the rape and murder of the young child and recommend corrective measures. The National Commissioner for Children of Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi, organized first meeting of the Task Force recently which was chaired by Senator S.M. Zafar. Presiding over the meeting Senator S.M. Zafar said that the Committee constituted to look into the Kasur tragedy is vested with the mandate to redress the systemic failures resulting in child abuse in Kasur. He said that the Committee will conduct in depth study of the situation responsible for sexual abuse of children in Kasur and identify institutional deficiencies for their rectifications. He said the Task Force will monitor progress in the matter. Senator S.M. Zafar appreciated the efforts of Mr. Ejaz Ahmad Qureshi for providing a platform to the federal and provincial authorities and civil society for initiating mea-

sures for elimination of violence against children in the society.

Earlier Mr. Ejaz Ahmad Qureshi briefed the Committee/Task Force members in detail on the aims and objectives of the Task Force. He presented a plan of action devised for the protection and welfare of the children. The Committee members unanimously approved the plan and assured their support for achieving the desired result.

The initiative supported by UNICEF will involve collection of data and need assessment of each affected family in terms of legal support as well as medical and psycho-social treatment. In this connection a team of Wafaqi Mohtasib Secretariat headed by Advisor has been meeting the victims, their families, police officials, lawyers and concerned citizens. While the media and the court intervention resulted in prompt arrest of culprits, the need assessment to be done professionally will extend assistance to the traumatized families and victims on a long term basis.

E-filing introduced in Mohtasib Secretariat

The Wafaqi Mohtasib Secretariat has state of the art Complaint Management Information System (CMIS) which is also connected with other Federal and Provincial Ombudsman Offices. Moreover 115 Agencies have been provided access to the Wafaqi Mohtasib CMIS for their internal complaint resolution. In view of the importance of modern technology in the complaint handling process the WMS has also started digitization and computerization of its other services i.e. digital record of all court petitions against Wafaqi Mohtasib Secretariat and E-office for E-filing in Wafaqi Mohtasib Secretariat. A new module of CMIS has been developed and implemented to digitize all court petitions against Wafaqi Mohtasib Secretariat in various courts. Now we can check the pending petitions court wise, proceeding wise and also check its location. All the case history is now maintained in CMIS for ready reference.

Under special initiative by the Secretary Wafaqi Mohtasib Secretariat, the E-Office project has been introduced with the help of National Information Technology Board (NITB). In this regard, survey to organize E-Filing and training of personnel has been conducted with the help of the experts of NITB. The accessibility of E-filing has been provided now to this office which will improve the complaint management by this Secretariat.

Supreme Court references/initiatives for improving jail conditions

Honourable Supreme Court vide Order dated 24-4-2018 directed all Districts and Sessions Judges to visit jails of their respective areas and to submit reports in the light of and on the touch stone of brief summary of WMS. The Hon'ble court also observed that copies of the reports be straightway sent to Wafaqi Mohtasib for examination and comments thereupon.

Jail conditions

Shortage of staff in jails, over-crowding, slack of sanitation and health facilities, violence on prisoners particularly women and children, lack of proper food and external oversight, non production of under trial prisoners to courts, separation of prisoners barracks i.e. hardened criminals/ first offenders/ juveniles/ women, computerization, legal aid, un-necessary detention in petty crimes and lack of educational and skill training facilities.

Summary of recommendations submitted to the Supreme Court by the Wafaqi Mohtasib

- * External Oversight Committees for Jails.
- * Overcrowding of Prisons.
- * Visiting Rights.
- * Production of Under Trial Prisoners in Courts.
- * Provision of education and skill training to prisoners.
- * Computerization of Record of Prisoners.
- * Philanthropic assistance for prisoners.
- * Implementation of Supreme Court Orders and WMS Report.
- * Constitution of Committees among the Members from Civil Society for Sustainable Reforms.
- * Free Legal Aid through Bar Councils.
- * Districts Oversight Committees for Monitoring & Evaluation through surprise Visits.
- * Involvement of Universities and Institutions for Skill Trainings.
- * Constitution of Committees among the Members from Civil Society for Sustainable Reforms.
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- * Implementation of Supreme Court Orders and WMS Report.

Reports received from District and Session Judges

- * Reports received from District & Sessions Judges of Punjab (33)
- * Reports received from District & Sessions Judges of Sindh. (12)
- * Reports received from District & Sessions Judges of KPK. (03)
- * Reports received from District & Sessions Judges of Balochistan (Nil)

W.M. recommends reimbursement of medical bill to a retired govt official

Dr Roshan Ali Sial, a retired Joint Educational Advisor of Ministry of Education complained to the Wafaqi Mohtasib that Ministry of Health was not reimbursing his medical claim of rupees seven lac which he incurred on his treatment. The bill he said was submitted after completing the required codal formalities. The Mohtasib Secretariat called for a report from the Agency, which informed that the complainant did not follow the prescribed procedure for the treatment as he was referred to govt hospital Karachi from Larkana but he preferred a private hospital for the treatment, therefore according to rules he cannot be disbursed the amount spent on the treatment. During the hearing proceedings it came to light that the patient was referred to Jinnah Medical College but the complainant did not receive prompt attention at the hospital. Since his condition was serious due to brain hemorrhage, he moved to a private hospital for urgent surgery. The deputy director general health had raised certain objections on the submitted bills which were removed by the complainant, but the officer concerned did not recommend the case for payment. Moreover, as per the complainant the bill was signed by the authorised civil surgeon, but the ministry refused to reimburse the medical claim. After examining the case in detail and listening to both the parties at the hearing proceedings and keeping view the life threatening situation faced by the complainant the Wafaqi Mohtasib recommended to the Agency concerned to refer the complainants' bill to AGPR for settlement and report compliance within 30 days of the receipt of the decision.

First bio-equivalence laboratory to be set up in the country

A ten member committee was constituted by the Wafaqi Mohtasib Syed Tahir Shahbaz to study and formulate recommendations for establishment of Bio-Equivalence and Bio Availability Laboratory (BEBA), in Pakistan. The initiative has been taken for ensuring quality health care services in the country.

The facility when established would provide correct assessment of the impact of various drugs, produced in the country, on user patients. This technically sophisticated facility would be first of its kind in the country for ensuring availability of quality medicines to the people, besides providing help to various pharmaceutical laboratories in determining the required effectiveness of various drugs produced by them. Currently

for such assessments, drugs are being sent to similar laboratories abroad, which drains out considered foreign exchange of the country.

The Committee is headed by Asif Mumtaz Sukhera, former Surgeon General of Pakistan Army and has other eminent professionals/administrators on its panel such as Dr. M. Aslam Afghani, former CEO, DRAP, Dr Syed Khalid Saeed Bukhari of USAID, Prof. Dr Zabita Khan Shinwari of PTPMA, Sardar Muhammad Yasin, Chairman, Hilton Pharma, Dr Sultan Ghani, a W.H.O. Expert and Chairman, PCSIR, besides senior government functionaries of relevant ministries. Dr. Fayyaz Ahmed Ranjha, Advisor Wafaqi Mohtasib is the Secretary to the committee.



Provision of wheel chairs for disabled complainants

For the convenience of the visiting disabled complainants wheel chairs have been arranged and are made available to physically handicapped complainants at the Mohtasib Secretariat.

Measures for improving conditions of women and children detainees in Pakistani jails

The Wafaqi Mohtasib, Syed Tahir Shahbaz stressed urgent measures for improving the plight of women and children detainees in Pakistani jails, while presiding over a meeting of Parliamentarians, UNICEF representatives, Philanthropists, legal experts and senior functionaries of concerned government departments, held at Wafaqi Mohtasib.

Mohtasib said that multiple long term measures were required for improving the jail environment and our efforts should accord due priority to the conditions of women and children detainees. He expressed the hope that fresh initiative with the support of UNICEF and civil society will succeed in introducing significant reforms in the existing prison conditions to bring it at par with acceptable civilized standards.

The Ombudsman said that the initiative launched in collaboration with UNICEF by the National Commissioner for Children was in fact continuation of the earlier efforts of the Prison Reforms Committee, set up in pursuance of Supreme Court directive which had after extensive deliberations and visits



Federal Ombudsman Syed Tahir Shahbaz presiding over a meeting in connection with Jail Reforms at Wafaqi Mohtasib Secretariat, Islamabad.

highlighted the pathetic jail conditions and recommended workable measures for bringing the required changes in prisons.

The National Commissioner for Children together with UNICEF and other stakeholders has worked out a phased programme for improving the living conditions in jails, especially of women and children detainees. The Committee to begin with has selected four jails of the country i.e. Central Jail Quetta, Hariapur Jail, Faisalabad Borstal Jail and Central Jail Karachi

and after proper assessment of the conditions and facilities needed would focus on provision of essential supplies to women and children, provision of health and education within the jail premises, and provision of psychological, social and legal assistance to the women and children inmates. The up gradation, renovation and refurbishment of the relevant portions of the above jails would also be undertaken under the new initiative. Capacity building of jail staff and up gradation of existing prison manual also figure on list of reform measures to be introduced under the plan. For execution of the programme, UNICEF will be the major source of funding, while COMSATS, Bar Associations, HEC, Pakistan Sweet Homes, Allama Iqbal Open University and number of philanthropists would also extend support to the plan.

Pensioners assured settlement of claims within 30 days after Mohtasib's intervention

Several complainants had addressed an application to the Wafaqi Mohtasib wherein it was stated that they had served various departments for over 20 years and after retirement they applied for EOBI pension which was accepted by the Agency, but despite lapse of considerable time they have not been paid their pension. Therefore, they sought Mohtasib's intervention for payment of their pensions.

The Mohtasib directed Employees Old Age Benefit Institution (EOBI) to submit a report in the matter and the Agency in its report informed that they had not received pension documents of the applicants, therefore, in the absence of record it was not possible to settle the claim adding that as soon as the required documents are made available to them action would be taken as per law.

The complainants were advised to submit the required papers to the Agency. The Agency at the second hearing informed that the complainants' claims have been accepted by the Agency and that the matter would be settled within next 30 days.

Chairman NEPRA meets Wafaqi Mohtasib

A meeting was held under the chairmanship of the Hon'ble Wafaqi Mohtasib with Chairman NEPRA in the office of the HWM to get an update on NEPRA's efforts for strengthening their complaint resolution system so as to provide for expeditious disposal of complaints; and to agree on a mechanism to concurrently deal with public complaints pertaining to electricity.

The HWM stated that the main objective of the meeting was to find ways to effectively and expeditiously redress the public complaints pertaining to electricity against DISCOs. He informed that last year, the WMS dealt with around 55,000 complaints and the same trend is being observed this year too.

The Chairman NEPRA comprehensively briefed the meeting on the entire gamut of activities of the Authority and informed that complaint resolution was now receiving greater attention and the Authority was contemplating to establish a Complaint Office for each DISCO in the respective district. It was decided in the meeting that current arrangement for dealing with the electricity complaints against DISCOs will continue and complaints of complex, technical nature and of theft will be referred to NEPRA for disposal. It was also decided that an interface of NEPRA will be developed with the CMIS of the WMS and IT experts of NEPRA will discuss the matter with the IT experts of WMS for its implementation.



Federal Ombudsman Syed Tahir Shahbaz presided over a meeting with Chairman NEPRA Brig (R) Tariq Sadozai regarding processing of electricity complaints.



Federal Ombudsman of Pakistan Syed Tahir Shahbaz presenting Annual Report 2017 to Honourable Chief Justice of Pakistan Mr. Justice Mian Saqib Nisar at Supreme Court.

Committee on education reforms constituted for achieving uniformity in education standards in the country

The first meeting of the Committee on Education Reforms constituted by the Hon'ble Wafaqi Mohtasib in pursuance of the Supreme Court's directive was held under the chairmanship of Wafaqi Mohtasib Syed Tahir Shahbaz.

The objective of the exercise he said is the production of a national consensus document for achieving uniformity in education standards and policy for the whole country in the interest of national cohesion and quality education. He said that the matter is to be examined in the context of the implementation of Article 25/A of the Constitution and 18th Amendment. After discussion, the Wafaqi Mohtasib constituted three sub-committees to examine the matter on education reforms.

The first Sub-Committee with Dr Abdur Raheem Awan, Secretary Law and Justice Commission and Mr. Muhammad Rafique Tahir, Joint Education Advisor, Ministry of Federal Education as its members will formulate the Template identifying the major issues in the system which needs to be addressed. The Template developed by the Committee will be shared with all the provincial governments for their input and agreement.

Another Committee headed by Chaudhry Abdul Rauf, former Federal Secretary and Tax Ombudsman, will examine the issue relating to uniformity of education in all parts of the country and propose changes with a focus on improving access,

equity, quality and governance in the education system country wide.

The other members of the Committee are Dr Shahid Siddiqui, V.C. AIOU, Mr. U.A.G. Isani, former V.C. Iqra University, Mr. Muhammad Rafique Tahir, Joint Education Advisor, Ministry of Education and Dr Mukhtar Ahmed, former Chairman HEC.

The third Committee headed by Mr.

Ejaz Ahmed Qureshi, Senior Advisor, Wafaqi Mohtasib Secretariat will analyze the existing gaps in the system with reference to infrastructure facilities, quality of education, human resources and budgetary allocations in the context of the implementation of Article 25/A. The committee's recommendations will be submitted to the Hon'ble Chief Justice of Pakistan.



Federal Ombudsman Syed Tahir Shahbaz presiding over a first meeting of the committee on education reforms constituted in pursuance of the Supreme Court's directive.

Twelve Commissioners appointed for children and 11 committees established

To effectively redress the grievance of children at federal and provincial levels, "Commissioners for Children" have been appointed and new committees have been formed with an addition of more active members. The objective of this initiative is to empower National Committee members to work proactively in redressing the children's issues in collaboration and close coordination with the Provincial Child Commissioners.

Some of the important actions taken by the committees in this regard include:-

- * A minor girl who was kidnapped and forced into marriage in Islamabad was recovered through the intervention of Commissioner for Children, the FIR was lodged and accused was arrested;
- * A school teacher of Government High School, Bakot, Abbottabad and his gang who was involved in the sexual abuse of students and uploading their videos on the internet was arrested through the intervention of Commissioner for Children;
- * Scores of complaints regarding denial of admission in colleges and universities to students and delays or refusal of issuance of B-form have been redressed;
- * Computerized National Identity Card to a transgender was issued by National Database & Registration Authority after the intervention of the Commis-

sioner for Children;

- * The suo moto notice is taken on rise of crimes against children;
- * Recovery of two minor girls who were kidnapped from Karachi and trafficked to Dera Murad Jamali. With the intervention of the commissioners from children the girls were recovered within a week;
- * Federal Investigation Agency was asked to take action against trafficking of children in packed cartons to Thailand;
- * Inordinate delay by Police in lodging the FIR and arrest of accused in heinous offence against minor girls;
- * Investigation into the allegation made against Darul Aman;
- * The National Commissioner intervened for bringing the situation under control in Shangla village of Upper Dir, Khyber Pakhtunkhwa.

Legislative work for child labour

Child labour remains one of the major problems troubling Pakistani children. Child labour involves children being enslaved, separated from their families, exposed to serious hazards and illnesses and left to feed themselves on the streets of large cities. In an effort to eliminate the menace of child labour, a national consultative workshop on 'Policy and Legal Safeguard

for the Protection of Children' was organized by National Commissioner for Children at Wafaqi Mohtasib (Ombudsman)'s Secretariat recently with an objective to develop consensus with a wide array of stakeholders from across the country on devising ways and means for the protection of children with specific reference to child labour and subsequently, "Task Force on Child Labour" was formed under the Chairmanship of Ms. Aasiya Nasir, Member National Assembly (MNA).

The key participants include Senator Dr. S. M. Zafar, Ms. Hina Jilani, Advocate Supreme Court, Mrs. Naeema Kishwar Khan, MNA, Ms. Shaheen Attiq-ur-Rehman, former Provincial Minister and Member, National Committee on Children, Ms. Shama Parveen Magsi, former Provincial Minister and Member, National Committee on Children, Provincial Child Commissioners, and representatives of International Labour Organization (ILO), United Nations Children's Fund (UNICEF), United Nations Commission on Human Rights (UNHCR) and of civil society.

For proper and comprehensive legislation for curtailing the issue of child labour; the matter was discussed and deliberated in number of sessions and subsequently a draft bill on "Eradication of Child Labour" has been sent to both the Houses of Parliament for further deliberations and approval.

Agency advised to settle contractor's dues within 90 days

Mr. Zahid Farid of Parsons Associates, lodged a complaint with this Secretariat stating that his company was engaged by Information Technologies and Telecommunication Division for electrical installation work. The work was accordingly performed but payment of Rs.6,000,000/- has not been made to the firm as yet despite lapse of several months.

The complaint was referred to the Agency which in its response stated that the contract for the said work was awarded to the firm in the financial year 2016-17 but the firm did not complete the work within the stipulated time, therefore, due to non-completion of work the allocated funds for the purpose lapsed.

During the hearing proceedings after some discussions the Agency agreed to make part payment to the tune of Rs.17,25,661/- within two weeks to the firm. The complainant, however, insisted that time frame for making the remaining payment may also be indicated. The matter was examined by this Office and the Agency was advised to make payment of Rs.17,25,661/- as agreed by them, within two weeks and the remaining amount to be paid to the complainant with thirty days of receipt of funds for the first quarter of B.E. 2018-19 and submit compliance report within 90 days to this Office.

PIA advised to compensate passenger for his missing valuable articles

Raja Sikandar Hayat stated that he boarded PIA flight for Islamabad from Dubai and at the Dubai Airport the PIA staff took his hand carry forcefully despite his refusal to handover the bag. On reaching Islamabad he left for his residence at Kallar Kahar and opened his luggage the next morning and discovered that jewellery worth rupees three lack fifty thousand was missing from his luggage. He lodged a complaint with the PIA about the missing articles and requested for its recovery. The complainant having failed to get relief from the Agency lodged a complaint with Wafaqi Mohtasib Secretariat informing about the incidence.

The complaint was admitted and referred to the Agency for a report in the matter. The Agency in its report denied that the complainant's hand carry was taken by the airport staff forcefully and referred to the instructions/warnings written on the ticket regarding responsibility of valuable items booked in the luggage. The Agency in its response expressed apprehension that the jewellery may have been stolen at Dubai Airport before his boarding the plane. The Agency's response was found to be deficient and unsatisfactory as they did not forward formal enquiry report in the matter as advised by this Office.

The Agency instead was taking refuge behind technicalities and rules, instead of investigating the complaint vigilantly to recover the stolen items. After deliberations on the issue the Agency was directed to compensate the complainant as per its policy and report compliance within thirty days of the receipt of the decision.

Chairman OGRA and MD SNGPL meet Federal Ombudsman

The Hon'ble Wafaqi Mohtasib Syed Tahir Shahbaz chaired a meeting attended by Chairman OGRA & MD SNGPL and their representatives at the Wafaqi Mohtasib Secretariat. The purpose of the meeting was to get an update on OGRA's efforts for strengthening their complaint resolution system so as to provide for expeditious disposal of complaints and to agree on a mechanism to concurrently deal with public complaints pertaining to gas.

The Managing Director SNGPL stated that due to lower production and higher demand, SNGPL was finding it difficult to provide the required number of gas connections adding that new connections would be given according to the production and availability of natural gas for domestic consumers.

The OGRA representative informed that the entire record of consumers has been computerized and the efficiency of OGRA has increased in dealing with the

public complaints pertaining to gas. He said, OGRA has not been able to open new offices in the remote areas of the country adding that the number of complaints has registered significant upsurge and to deal with the situation the com-

plaints disposal mechanism has been geared up.

He further stated that against the statutory period of 90 days, OGRA was currently disposing of complaints within 45 to 60 days.



Federal Ombudsman Syed Tahir Shahbaz presiding over a meeting with Managing Director OGRA and senior CDA officials.

CA&DD directed to expedite completion of school building

The residents of Ghora Shahan, a village in the federal capital territory complained to the Federal Ombudsman that despite allotment of land in 2002 and allocation of Rs.48.75 million for the construction of school building in the area, the same has not been undertaken despite lapse of sixteen years. The case was heard and it was noticed that the delay in completion of the project was due to maladministration on the part of the Agency concerned. The Ombudsman, therefore, directed the Capital Administration and Development Division (CA&DD) to take up the case with the Planning Division urgently so that the project is completed on priority basis and children of the area get education nearer to their homes.

Facility for players restored at playground

A resident of I-10/2 Islamabad complained to the Mohtasib that Union Council of the area has illegally occupied the changing room facility provided to players in the football ground opposite Salman Farsi Mosque had converted it into union council office.

He, further, stated that portion of the ground has also been converted into parking area. The complainant urged the Wafaqi Mohtasib to direct the authority concerned for restoration of the facility to the players.

Report was accordingly sought from CA&DD, which in its report informed that the football ground has been divided into two portions and one of the portions has been converted into a football ground of international standard while the second portion has been converted into a ladies park. The Mohtasib in his decision ordered restoration of the changing room for players and transfer of Union Council Office to another location.

CDA to repair complainant's premises within 30 days

Mr. Muhammad Shafiq resident of Islamabad complained that he submitted an application to the Agency for carrying out necessary repairs and maintenance work of the accommodation allotted to him. But despite lapse of considerable time his house has not been repaired, resulting in serious problem to his family due to roof leakage and drainage overflowing. During the course of hearings held to resolve the matter it was evident that the Agency was unjustifiably delaying the work despite submission of several applications by the complainant. The Agency, therefore, was directed to start maintenance work within 30 days after fulfilling necessary official formalities.

1,092 cases resolved at doorsteps

With the objective of providing cost free and encumbrance free swift relief to ordinary citizens against government agencies at doorsteps. The Swift Complaint Resolution (SCR) project launched earlier has now been substituted with 'Outreach Complaint Resolution' (OCR) by the incumbent Wafaqi Mohtasib with the time limit of 40 days for disposal of cases.

While keeping in view District profile (w.r.t number of complaints), designated I.Os were directed to ensure fortnightly visits with prior intimation to the complainants as well as the Agencies. The project is being implemented in 36 Districts which covered far flung remote areas such as Bannu, Battagram, Hub, Lasbela, Sanghar, among many others.

A total number of 1092 cases have been disposed off during the period under review under this initiative. For the purpose the Advisors/I.Os undertook 156 number of visits and held proceedings at remote locations for redressing complaints. As a result relief has been provided to large number of complainants in cases pertaining to utility agencies (DISCOS) and gas companies, National Database & Registration Authority (NADRA), State Life Insurance Corporation of Pakistan (SLICP) and Pakistan Post Office, among others.

Legislative work for protection of transgender's rights

Realizing the persistent denial of human rights to the transgender persons; this office had constituted a Task Force on Transgender to look into the issues and take appropriate actions. The Task Force on Transgender is headed by Senator Rubina Khalid. After conducting number of meetings on the issue and careful deliberations; draft bills on "Transgender Person (Protection of Rights)" and Transgender Persons (Protection of Rights) Criminal Law Amendment Act was prepared and moved in both the Houses of the Parliament and subsequently Senate Functional Committee on Human Rights approved 'Transgender Person (Protection of Rights)' with certain amendments by Council of Islamic Ideology.

The main objective of the bills are to define a transgender person, prohibit discrimination against them, confer right upon transgender persons to be recognised as such, and a right to self-perceived gender identity, provided that no establishment shall discriminate against transgender persons in matters relating to employment, recruitment, promotion, education and other related issues. The bill have been approved by both the Houses.



Wafaqi Mohtasib Syed Tahir Shahbaz presiding over the National Consultative Workshop on Policy and Legal Safeguard for the Protection of Transgender.

PCP directed to resolve registration issue of QAU Pharmacy Graduates

The Wafaqi Mohtasib Syed Tahir Shahbaz has directed the Pharmacy Council of Pakistan (PCP) to decide the matter regarding registration of Pharm-D Graduates of the Quaid-e-Azam University within sixty days.

The Graduated Pharmacy Doctors had lodged a complaint with the Wafaqi Mohtasib, stating therein that they had obtained degree from QAU in Pharmacy in the year 2016 but were still waiting registration by the Pharmacy Council.

The complainant further stated that the Pharmacy Programme had started in the year 2011 and the University had approached the Council for issuance of NOC, but the Council issued NOC to the University in 2013 after lapse of two years.

The complainant further stated that the Council thereafter conditionally recognized the Pharm-D programme of the University in the 2018, but the Council has failed to resolve the registration case despite fulfillment of required formalities and lapse of several years. The complainant submitted list of 25 qualified faculty members of Pharmacy Department in support of their contention regarding merit of the Programme.

At the hearing held at the Wafaqi Mohtasib office, the PCP representative agreed to settle the matter in consultation with the Council and the University.

It however, transpired during the hearing that the students of the said programme who had graduated in the year 2016 were victims of procedural lapses on the part of both the public sector organizations.

The Wafaqi Mohtasib, therefore, directed that the matter be resolved by the PCP regarding registration of the graduated students in consultation with the University within a period of 60 days to prevent further damage and loss of time to the graduated students.

Facilitation Centre for the visiting complainants

Large number of complainants visit the Mohtasib Secretariat for lodging complaints against various government agencies on daily basis. For facilitation of the visiting complainants, a Complaint Facilitation Centre has been recently established in pursuance of Wafaqi Mohtasib's directive, which provides the complainants necessary guidance, counseling and also drafting of complaints on the request of uneducated and old persons. The complainants are also provided necessary help and guidance in filing of the review petitions and implementation applications. A number of complainants seeking information and guidance regarding the status of their complaints are also assisted by the personels deputed at the centre. The complainants have expressed appreciation and satisfaction at the setting up of the Facilitation Desk at the Mohtasib Secretariat.

Agency advised to settle legitimate claim of a Trading Company within 30 days

Representative of Adeel Traders complained that they had supplied materials amounting to Rs.288,053/- to National Training Bureau (NTB) in time against Supply Order dated December 2014 and had submitted the bill for payment. But complainant regretted that the payment has not been made despite lapse of more than three years. The complaint was referred to the Agency which in its response accepted the liability of payment to the complainant and stated that the claim could not be settled due to paucity of funds and procedural lapses. The Agency further informed that an enquiry committee has been constituted by DG (NTB) to find out the facts of the case and that the original files were still with the Committee, therefore, the claim of the complainant could not be processed and settled. During the investigation of the case it was established that the complainant's claim was legitimate and delay in settling the payment by the Agency was unjustified. The Agency was, therefore, advised to immediately retrieve the files from the enquiry committee and arrange funds for payment to the M/s Adeel Traders and submit compliance report within thirty days.

News in Brief

Sui Gas provided to the complainant's residence

Mr. Ishtiaq Ahmed resident of Attock had applied for Sui Gas connection for his residence but despite passage of several years the Agency did not provide him the facility. Being disappointed he lodged a complaint with Wafaqi Mohtasib Secretariat. The case was admitted and the Agency during the hearing proceedings agreed to provide the connection within thirty days. The complainant subsequently confirmed installation of the gas connection and thanked the Mohtasib for his kind intervention.

BA result card dispatched on Mohtasib's directive

Hafiz Shafiq ur Rehman resident of Vehari lodged a complaint with the Wafaqi Mohtasib stating that the Agency (AIOU) was delaying issuance of his BA Result Card despite his repeated approaches. The matter was taken up with the Agency by the Investigating Officer and in response the Agency intimated that Provisional Result Card has been issued to the complainant. The matter was resolved due to the intervention of this Secretariat.

Widow's electricity detection bill withdrawn by the Agency

A widow Mrs. Abida Begum lodged a complaint against Islamabad Electric Supply Company (IESCO) for sending her unjustified bill of Rs.4512/-. The Agency was advised to respond on the issue within seven days. The Agency accordingly informed the Mohtasib Office that the complainant was wrongly charged detection bill which has been withdrawn. The complainant was provided relief on the intervention of Mohtasib Secretariat.

The ticket amount refunded to the complainant by Railway Authorities

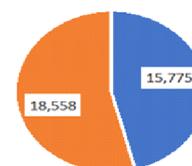
Mr. Ahmed Ali lodged a complaint with Mohtasib Secretariat that he had cancelled his booking but despite passage of several months Railway Authorities have failed to refund the amount. The case was admitted and the complaint was referred to the Agency for submission of report in the matter. The Agency in its written response informed that the amount has been transferred to the complainant's account. The matter was resolved after the intervention of this Secretariat.

Receipts and disposal of complaints during the quarter April - June 2018

AGENCIES MOST COMPLAINED AGAINST

S.No.	Agency	Receipt	Disposal*
1.	Power Companies	8,179	10,272
2.	NADRA	1,177	1,623
3.	SNGPL - SSGCL	960	1,104
4.	Pakistan Post	1,780	1951
5.	AIOU	190	197
6.	State Life Insurance Company (SLIC)	170	233
7.	Pakistan Railways	137	167
8.	Pakistan Bait ul Maal	124	144
9.	Employees Old Age Benefits Institution (EOBI)	110	143
10.	Banazir Income Supports Programme (NISP)	93	126
11.	Capital Development Authority (CDA)	84	95
12.	PTCL	75	73
13.	National Bank of Pakistan (NBP)	69	83
	Total of above 13 Agencies	13,148	16,211
	Remaining Agencies	2,627	2,347
	Grand Total	15,775	18,558

* Including cases brought forward from previous months.



■ Receipt ■ Disposal

Pictorial News



National Consultative Workshop on Policy and Legal Safeguard for the Protection of Children.



Chief Executive IESCO called on Federal Ombudsman Syed Tahir Shahbaz at Wafaqi Mohtasib Secretariat Islamabad.



Wafaqi Mohtasib Syed Tahir Shahbaz presiding over a meeting with PESCO officers at Peshawar.



Madam Kashmala Tariq Wafaqi Mohtasib for Protection against Harassment of Women at Workplace called on Federal Ombudsman Syed Tahir Shahbaz and exchanged views on matters concerning the two institutions.



Federal Ombudsman Syed Tahir Shahbaz presenting a portrait of Quaid-e-Azam Muhammad Ali Jinnah to Dr Shahid Siddiqui, Vice Chancellor of Allama Iqbal Open University on the occasion of his visit to Wafaqi Mohtasib's Secretariat.