



ANNUAL REPORT
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FEDERAL OMBUDSMAN OF PAKISTAN

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The Federal Ombudsman Mr Ejaz Ahmad Qureshi presenting Annual Report 2021 to the President of Pakistan, Dr Arif Alvi at Aiwan-e-Sadr.

The Federal Ombudsman presents Annual Report 2021 to the President

The President urged the Wafaqi Mohtasib to enhance outreach of WM to far-flung areas by using latest IT tools

President Dr. Arif Alvi has urged the Wafaqi Mohtasib of Pakistan to increase the outreach of this office to far-flung areas of the country and utilize the latest IT tools for quick redressal of people's complaints against maladministration of government departments at their doorsteps. He especially asked the Mohtasib to provide speedy justice to the complainants against the high-handedness of utility companies as most of the complaints were related to excessive billing by DISCOs and gas companies. The President made these remarks while talking to the Wafaqi Mohtasib (WM) of Pakistan, Mr Ejaz Ahmad Qureshi, who called on him and presented the Annual Report-2021 of the organization, at Aiwan-e-Sadr. Secretary to the Wafaqi Mohtasib Secretariat, Mr Ejaz Ahmed Khan, also attended the meeting.

The Wafaqi Mohtasib briefed the President about the performance and achievements of the institution during the year 2021. He highlighted the fact that last year, his office received 110,398 complaints out of which 106,808 were resolved whereas 92% of these findings were implemented during 2021. It was further highlighted that out of the total complaints, 42,237 were received online. He also apprised the President of the steps taken to redress the grievances of the people of remote areas by establishing Complaint Cells and Regional Offices in different areas of the country. He also stated that under the Integrated Complaint Resolution (ICR) System, 180 different agencies of the Federal Government have so

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From the Ombudsman's Desk

Statutory role of the Wafaqi Mohtasib is to redress the grievances of public against maladministration of the Federal Govt. Agencies, in the entire country. Office of the Wafaqi Mohtasib has always endeavoured to make it possible for the people to lodge their complaints with minimum hassle. In addition to Head Office at Islamabad, Regional Offices at 14 different stations have so far been established to facilitate more and more people to approach this institution for relief closer to their residences. In order to facilitate the public further, this Office initiated a program called Outreach Complaint Resolution (OCR) under which

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Federal Ombudsman institution is an island of excellence

(DR. ARIF ALVI, PRESIDENT)

The President emphasizes on Federal Ombudsman to explore conducting Informal Dispute Resolution (IDR) in potential areas



Dr. Arif Alvi, President of Pakistan chairing a briefing session on the role of Wafaqi Mohtasib at Wafaqi Mohtasib Secretariat.

The Hon'ble President Dr. Arif Alvi has categorized the Office of Wafaqi Mohtasib as an island of excellence and has called for creating greater awareness about its functioning among the general public. He has also emphasized that the Office of Wafaqi Mohtasib should bring a revolutionary change in approach to cover maximum population; explore conducting Informal Dispute Resolution (IDR) in potential areas; look into the problems of overseas Pakistanis in coordination with the Ministry of Overseas Pakistanis and project the strategies being adopted to address their problems. He further advised the Wafaqi Mohtasib to hold meetings with the heads of those agencies against whom public complaints are persistently pouring in. He also underscored the need for development of a matrix to gauge the intangible goodwill of the public as the general public gets inexpensive and quick administrative justice from

the institution. He was chairing a meeting in the Office of Wafaqi Mohtasib Secretariat on 15th February, 2022. The Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi gave him a briefing on the overall activities of his Office and the performance during the last calendar

President stresses on raising awareness on the functioning of Wafaqi Mohtasib Secretariat

year. The meeting was also attended by Justice (retd) Sayed Zahid Hussain, Consultant (Legal Affairs) President's Secretariat, Secretary, Wafaqi Mohtasib Secretariat, Advisors to Wafaqi Mohtasib and senior officers of the WMS.

Thanking the President for his visit,

the Wafaqi Mohtasib informed him that the Wafaqi Mohtasib Secretariat (WMS) has been able to dispose of 106,808 complainants in the year 2021 despite COVID-19 pandemic constraints and more than 92.7% of its findings have been implemented by the agencies concerned. He also stated that the total value of complaints lodged during the last 3 years was around Rs.4.84 billion whereas this value was Rs.1.85 billion in the year 2021, alone. He further informed that new regional offices have recently been established at Kharan and Sargodha; and more are in the offing at Swat, Gilgit Baltistan, Mirpurkhas and Khuzdar to resolve public complaints of the people of those areas. He also apprised the Hon'ble President about the steps being taken to control cybercrime against the children and for welfare of the street children in Pakistan.

Federal Ombudsman ordered inquiry in complaints lodged by Overseas Pakistanis in South Africa against immigration staff at airports

Nine million Overseas Pakistanis are our asset and Wafaqi Mohtasib Secretariat (WMS) treats their every complaint with utmost seriousness

Address of Federal Ombudsman Mr. Ejaz Ahmad Qureshi to Overseas Pakistanis Convention



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi addressing the Overseas Pakistanis convention at Convention Centre, Islamabad.

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has taken serious notice of the complaints lodged by Overseas Pakistanis, especially Overseas Pakistanis in South Africa regarding the problems faced at airports. The Federal Ombudsman while addressing the Overseas Pakistanis Convention at Convention Center Islamabad said that One Window Facilitation Desks have been established at all international airports in Pakistan for the convenience of Overseas Pakistanis. He further said that a full-time Grievance Commissioner appointed by him is working in WMS for immediate resolution of grievances of Overseas Pakistanis. He informed the audience that Overseas Pakistanis can also register their complaints online or through Mobile App. He further informed that 178 federal govt. agencies have been

integrated with the Complaint Management Information System (CMIS) of the Wafaqi Mohtasib Secretariat and in case a complaint remains un-resolved by an agency for more than 30 days, the same is automatically transferred to the CMIS of the WMS for normal processing and disposal within 60 days. He added that every complainant is automatically notified at every stage of processing of complaint while complaints of Overseas Pakistanis regarding provincial departments are forwarded to concerned Provincial Ombudsman for action. He said that instructions have been issued to the Pakistani Ambassadors in all Pakistan Missions abroad to hear the complaints of Overseas Pakistanis personally once a week without appointments; and to pass necessary orders for their redressal.

The Ombudsman informed Overseas Pakistanis that 39604 complaints were received in 2021 at One Window Facilitation Desks out of which 39595 were resolved; 13,976 complaints were received in Pakistan Missions out of which 11,313 were disposed of and 769 complaints were received by the Grievance Commissioner which were also resolved in the shortest possible time. The Federal Ombudsman took a serious notice of a complaint of Overseas Pakistani belonging to South Africa regarding maltreatment and corruption by the Immigration Staff on airports and ordered an inquiry into the matter. He said that 09 million Overseas Pakistanis are our asset and the WMS treats their every complaint with utmost seriousness and takes necessary steps for redressal of those complaints on priority basis.

Wafaqi Mohtasib sets up monitoring committee for speedy payment of pension

Action to be taken against those responsible for delay in payment of pension to employees

Federal Ombudsman Mr. Ejaz Ahmad Qureshi



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing a meeting of AGPR and different ministries for implementing the recommendations of pension reforms regarding delay in payment of pension to government employees.

The Hon'ble Wafaqi Mohtasib (Ombudsman) Mr. Ejaz Ahmad Qureshi has directed all the Federal Government Agencies to ensure timely payment of pension and retirement dues to the government servants particularly low paid employees. He warned that strict legal action will be taken against those responsible for delay. Wafaqi Mohtasib has also constituted a Monitoring Committee under Mr. Ayub Khan Tareen Senior Advisor WMS which will present a comprehensive report within six weeks by identifying the problems and bottlenecks after meeting the relevant Ministries and departments.

He was chairing a meeting with the senior officers of important Ministries and AGPR for implementing the recommendations of Pension Committee for redressal of hundreds of complaints regarding delay in payment of pension. Earlier on, a committee constituted by Wafaqi Mohtasib had submitted a comprehensive report to improve the pension system whose recommendations have not so far been implemented fully. The Wafaqi Mohtasib stressed on the heads of institutions that they should personally monitor the work of the responsible officers and staff in dealing with pension complaints and

ensure immediate implementation of decisions of the Wafaqi Mohtasib. During the meeting he remarked that low paid employees are like our children and there should be no delay in issuance of their pension because they cannot meet their household expenses without pension. He said that the Monitoring Committee will submit a report within six weeks after meeting the senior officers of such organizations against whom there are more complaints. He added that pension is the right of Government servants and legal action will be taken for any delay, carelessness and non-implementation of orders of the Wafaqi Mohtasib.

Ombudsman will ensure protection of public rights through new initiatives and by taking Suo Motu actions



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi addressing the members of Sarhad Chamber of Commerce and Industry at Peshawar.

Ombudsman emphasizes upon Investigating Officers to intensify their efforts to ensure maximum relief to complainants

Address of Federal Ombudsman Mr. Ejaz Ahmad Qureshi at Peshawar Chamber of Commerce and IO's of WMS.

The Hon'ble Federal Ombudsman, Mr. Ejaz Ahmad Qureshi has emphasized upon the Investigating Officers of Wafaqi Mohtasib Secretariat to intensify their efforts to provide maximum relief to complainants. He directed his officers to ensure transparency, fair play and quick disposal of their work. He made it clear that only the efficient, hardworking and honest officers would be appointed and contracts of the officers currently working would be renewed only if they demonstrate these qualities. He said that strict measures should be taken against those officials of the agencies who fail in implementation of Ombudsman orders. He was addressing the Investigating Officers of WMS at regional Office, Peshawar.

Addressing the Peshawar Chamber of Commerce & Industry, he said that the Institution of Wafaqi Mohtasib is a poor man's court and strives to expeditiously resolve small and petty cases / disputes of the lower strata which cannot afford to go to courts or afford a lawyer; and to address systemic issues. He said that the WMS will ensure protection of public rights by taking new initiatives and through suo motu actions. He said that the primary mandate of the WMS is to redress public grievances against maladministration of more than 200 Federal Government Agencies. Besides, on the advice of the Honourable President the Wafaqi Mohtasib Secretariat has initiated a number of innovative techniques through traditional and social media to increase awareness among the general public about the use of

services being offered by the Wafaqi Mohtasib. He said that every case in WMS is disposed of within 60 days. He further said that to resolve the public grievances at the door step of the aggrieved persons our regional offices in KP are working at Peshawar, D.I.Khan & Abbottabad and more Regional Offices of WMS are being established at Swat, Gilgit-Baltistan, Mirpur Khas and at Khuzdar. He called upon the business community and general public to avail the facility of the cost free and easily accessible system of the Office of Wafaqi Mohtasib for resolution of their grievances against the Federal Agencies. Assuring best services to the public at large, he stated that the Helpline of the Wafaqi Mohtasib Secretariat was available for the aggrieved citizens.

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far been integrated with the CMIS of the WMS for facilitating quick disposal of complaints.

Underlining the need for providing quick and free-of-cost justice to the common man, the President asked the Mohtasib to increase outreach of WMS using modern ICT tools, create awareness through media about its functions and services, and establish more linkages with various

government departments. He asked the Mohtasib to hold meetings with government organizations to dispose of people's complaints expeditiously

President stresses to provide speedy justice

in accordance with the principles of justice and discourage the practice of frivolous complaints as it increases

the workload of government departments as well as the Wafaqi Mohtasib.

The President appreciated the performance and expansion in outreach and scope of activities of the Mohtasib and assured him of his support in further strengthening the institution and broadening its role in providing speedy justice to the aggrieved citizens.

Wafaqi Mohtasib (Ombudsman) directs Investigation Officers to hold Khuli Katcheris in remote areas for providing immediate relief to the general public

Mohtasib's Office to undertake inspections of select agencies to identify shortcomings in their operations and addressing the difficulties faced by the people



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing a meeting of investigating officers of Head office and Regional Offices through video link regarding holding of khuli katcheris in remote areas.

The Hon'ble Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing a meeting of Senior Advisors and Investigation Officers directed them to hold open hearing of complaints (Khuli Katcheris) in remote tehsils/districts to provide speedy and inexpensive justice at the doorsteps of the complainants. He added that, in the first phase, Khuli Katcheris will be organized in tehsils/districts falling within the jurisdiction of the existing Regional Offices. This will afford the general public an opportunity to raise their grievances in the presence of the representative of the Federal departments, closer to their homes and get immediate relief. Currently, the institution of Wafaqi Mohtasib in addition to its Head Office in Islamabad, is extending services to general public through 14 Regional

Offices operating at Lahore, Karachi, Hyderabad, Bahawalpur, Quetta, Sukkur, Multan, Peshawar, Faisalabad, D.I. Khan, Gujranwala, Abbottabad, Kharan and Sargodha.

The Wafaqi Mohtasib's Office in terms of legal provisions governing its establishment, is empowered to constitute Inspection Teams for the performance of any its functions. Mr. Ejaz Ahmad Qureshi stated that Inspection Teams headed by Senior Advisors would be constituted for the purpose of inspections which would include notables from the civil society to visit select institutions like NADRA, Government Hospitals, Passport Office etc. He added that the proposed inspection visits will help improve the service delivery of such organizations and provide necessary relief to the

general public.

Wafaqi Mohtasib Mr. Qureshi stated that the Regional Offices, in addition to the existing complaint resolution system, will soon start redressing grievances of the general public through the medium of Informal Resolution of Disputes (IRD). The relevant legal provisions empower the Wafaqi Mohtasib to informally conciliate, amicably resolve or settle any grievance without any written memorandum and without the necessity of docketing any complaint or issuing any official notice. The introduction of IRD system will greatly benefit common citizens in remote areas particularly those who cannot afford to hire expensive legal services or face lengthy litigation process.

Ombudsman directs circle registrar Islamabad to take disciplinary action against management of Federal Employees Cooperative Housing Society

The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed to take disciplinary action against the management of Federal Employees

Cooperative Housing Society (FECHS). As per details Mr. Iftikhar Ahmed resident of Wah Cantt: filed a complaint against CDA for not allowing

him to construct a house on the plot he bought from FECHS in Jinnah Garden Housing Scheme on the grounds that the plot was marked as pledged. He

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Federal Ombudsman applauds efforts of the government of Punjab to improve living conditions in jails

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has applauded the performance of Punjab Government regarding improvement in living conditions of prisons in Punjab under jail reforms. In pursuance of Supreme Court directives, in a Suo Motu Case No.1 of 2016 the Federal Ombudsman reviews progress on implementations of the recommendations of the report of the committee constituted by the Wafaqi Mohtasib for Jail Reforms. The Federal Ombudsman presents quarterly report in the Supreme Court in the matter. A meeting was co-chaired by the Wafaqi Mohtasib and the Chief Secretary Punjab on 12-2-2022 at Lahore which was

attended by Home Secretary, I.G Prisons, Advocate General and other concerned departments of Punjab. The progress of each recommendation was reviewed. I.G Prisons Punjab gave a comprehensive presentation indicating some new initiatives for the welfare of jail inmates. These related to over-crowding, construction of new jails and wards for women, children and drug addicts.

He also explained the new amendments in paroles law to facilitate genuine cases of prisoners with facts and figures. The I.G explained state-of-the-art Complaints

Management System to ensure that jail inmates are treated humanely and basic comforts are being made available to them. In two jails, they have constructed accommodations for conjugal rights of prisoners. The Wafaqi Mohtasib appreciated the efforts and good work under taken by the provincial government of Punjab.

The Wafaqi Mohtasib said that these best practices could be emulated by other provinces. He further said that other provincial headquarters should also closely monitor and review progress on jail reforms.

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stated that he purchased a plot of 30x60 in Jinnah Garden Housing Scheme through FECHS but later on it transpired that the FECHS had mortgaged his plot with the CDA, therefore, he could not construct his house. He requested to get his plot released from CDA but in vain. CDA informed that the said plot was mortgaged alongwith other land by FECHS as guarantee of development but due to violation of contract by the FECHS the CDA has not released the

mortgaged land to the society. During investigation mal-administration and criminal act was proved on the part of FECHS, as an allottee's plot could not be mortgaged by the society. In two hearing proceedings the representatives of CDA and Circle Registrar Islamabad appeared but the representative of FECHS did not appear. Taking a serious note of the lapse on the part of the management of FECHS, the Hon'ble Federal Ombudsman directed Circle Registrar

Islamabad to initiate inquiry against FECHS for its criminal act as the society cannot sell any plot mortgaged with the CDA. The Ombudsman also directed Circle Registrar to take disciplinary action against the management of FECHS for its failure to appear in hearing in the Wafaqi Mohtasib Secretariat despite written notice followed by telephone calls. The CDA and Circle Registrar have been asked to submit compliance report within 60 days.

Continued from Page 1: From the Ombudsman's Desk

officers of the Wafaqi Mohtasib Regional Offices visit small towns to provide administrative justice at the doorsteps of the complainants, who live in far flung areas and for whom it is cumbersome and expensive to travel to the Regional Offices of the WMS located in main cities. As a step further to increase the accessibility, the Office of the Wafaqi Mohtasib has introduced a mobile phone application through which the complainants can reach the WMS from within and outside the country, lodge their complaints and monitor the progress thereon on their mobile phone sets.

Due to COVID-19 pandemic, we

succeeded in shifting maximum proceedings to online system and as the number of online complaints are constantly on the increase, conducting hearing proceedings through video conferencing not only facilitated quick disposal without the necessity of personal attendance of the complainants but also protected the staff of WMS from exposure to the pandemic due to social interaction. We disposed of 106,808 complaints out of a total of 110,398 complaints received during the year 2021. As the public has started using modern It tools, we received 42,237 complaints through our website and Mobile App alone which constitutes 38% of the total receipt. In the first

quarter of 2022, we received 32,947 complaints as compared to 25,143 in the first quarter of 2021 which shows an increase of 31%; and disposed of 31,726 complaints showing 36.66% increase in the said quarter.

In order to identify the root causes of complaints and to address the systemic issues of Agencies, I have recently appointed Inspection Teams to visit public dealing offices of various agencies and hospitals etc. to figure out public difficulties and Agency's constraints in resolving those issues so that short and large term measures could be proposed to the agencies concerned to address those constraints.

Ombudsman stresses on government agencies & civil society to work for protection of child rights



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing the first meeting of National Committee on Children at Wafaqi Mohtasib Secretariat Islamabad.

The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi has said that child rights is a cross cutting theme and requires concerted efforts by all stakeholders. He said most of the countries have a Child Ombudsman but in the absence of Child Ombudsman in Pakistan, the Federal Ombudsman has been working for the child rights. He said unfortunately, violence against children is a major issue in Pakistan, therefore we have to collectively safeguard the rights of our children as a society. He said that we have more than 100 million children of less than 18 years age who have no right of vote. He stressed on government agencies and civil society organizations to work for protection of child rights and to address their grievances through well coordinated efforts. He said that due to our Islamic and social values, parents are always ready to discharge their responsibilities towards their children and make every sacrifice for them. He was chairing the first meeting of the National Committee for Children

at Wafaqi Mohtasib Secretariat Islamabad, today which was also attended by Ms. Shaheen Atiqur Rehman, Vice Chairperson Bunyad Foundation, Mr. Zia Ahmed Awan, Founder of Madadgar National Helpline Sindh, Begum Raheela Durrani, MPA/former Speaker of Balochistan Assembly, Ms. Samar Minallah, Anthropologist/Film Maker, Ms. Afshan Tehseen, Chairperson NCRC and other Human Rights activists. Keeping in view the importance of the issue at national level, the National Committee on Children includes professionals, parliamentarians, experts, government officials and activists with meaningful contribution in protection and promotion of child rights, he said.

The meeting aimed to brief the Committee members on the progress of the initiatives taken by the Office of Wafaqi Mohtasib and to discuss the Strategic Vision. The plan is aimed to strengthen the mechanism for the protection and

promotion of the child rights. The committee was briefed that the responsibility to address children's issues is not limited to any particular agency but requires concerted efforts by all stakeholders. The Committee is vested with the mandate to monitor the status of child rights in Pakistan, especially the children at risk; and redressing grievances of children through the Grievance Commissioner WMS for Children. The Committee will also address the systemic issues relating to child rights. The Federal Ombudsman has taken on board the Provincial Ombudsmen to address child rights at provincial level. The meeting reached a consensus to carry out a study on the issues concerning the street children in Islamabad and for preparation of a Plan of Action to address the issues involved. The meeting also reviewed the progress on steps being taken to control violence and cybercrimes against children.

Inspection team presents report to the Federal Ombudsman on Poly Clinic Visit

Ombudsman directs E.D. Poly Clinic to provide medicines for one month to senior citizens and 15 days to less than 60 years of age



The inspection team of WMS comprising Mr. Ahmad Farooq senior advisor and Mr. Parvaiz Haleem Rajpoot consultant listening the complaints of patient during visit of Poly Clinic Islamabad.

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi taking cognizance of repeated complaints against Poly Clinic Hospital Islamabad constituted a team of senior officers comprising Mr. Ahmed Farooq, Senior Advisor and Mr. Pervez Haleem, Consultant to visit the said hospital and submit report. The committee submitted its report after visiting Poly Clinic, listening the complaints of patients, inspecting the entire departments of the hospital and holding a meeting with management of poly clinic. The team noted a number of complaints of patients ranging from unusual number of outdoor patients, late arrival of doctors, delay in issuance of medicines to patients, inadequate issuance of medicines to patients against prescribed medicines/issuance of alternate medicines, delay in processing of medical reimbursement bills to great difficulties in getting laboratory reports etc. The team also inspected the Emergency, OPD, Laboratories, stores and kitchen and found unsatisfactory conditions. The team

also ascertained the problems of the management. The Executive Director, Poly Clinic Dr. Shahid Hanif alongwith a team of doctors briefed the team about their difficulties in properly handling the patients. The ED informed that in 1966 the hospital was constructed for only 200 numbers of outdoor patients with 08 Beds but now with the passage of time it has enhanced to 545 beds and receives 7500 outdoor patients daily. The doctors have number of professional and service issues alongwith service facilities but the relevant ministries have paid no heed.

After observing the report Mr. Ejaz Ahmed Qureshi Federal Ombudsman has directed the management of Poly Clinic to issue medicines for one month to senior citizens and 15 days to less than 60 years of age so that they do not have to visit the hospital time and again. He also directed to make SOP on good hygienic standards for kitchen maintenance, make effective biometric system for hospital

employees' attendance, and finalize the verification process of medical bills in three weeks. The Federal Ombudsman also directed the Ministry of Health and Ministry of Finance to provide necessary funds and facilities to the hospital alongwith provision of hiring facility to doctors and resolution of their service issues on priority basis. The Ombudsman also recommended for giving the possession of some of the government quarters in close vicinity to poly clinic management for hospital purposes so that its service providing capacity could be enhanced. The hospital management complained against behavior and involvement in corrupt practices of police officials appointed for security duties in hospital. The Ombudsman also issued a letter to the I.G. Islamabad Police with the direction to change security staff on fortnight basis with close supervision. The Ombudsman lauded the efforts of the management of poly clinic on resolving the immediate issues highlighted by the inspection team.

Wafaqi Mohtasib is an institution for poorman's support

Speedy justice delivered free of cost at the doorsteps of people



The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing media in a press conference on the eve of 39th anniversary of Wafaqi Mohtasib Secretariat.

Ombudsman will take Suo Motu notice on important public issues.

Media should highlight positive image among society.

Federal Ombudsman Mr. Ejaz Ahmad Qureshi

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has said that his institution is working for poorman's support in the country. He urged that media should highlight the positive image among the society as it is vital to uplift the morale of the society. He said that Wafaqi Mohtasib Secretariat has disposed of more than 1.7 million complaints since its inception. He was addressing the media in his first press conference after taking over the charge as Federal Ombudsman and on the eve of 39th Anniversary of the establishment of Wafaqi Mohtasib Institution. He paid rich tributes to the previous leadership of Wafaqi Mohtasib and dedication of Advisors for making this institution unique. He said that he served this institution for over a

decade and now he wants to take the performance of this institution to the new heights by using its power of informal resolution of disputes for small and petty cases of the lower strata. The services of Wafaqi

Wafaqi Mohtasib (Ombudsman) celebrates 39th anniversary of establishment of the institution – vows to expeditiously resolve small and petty cases / disputes of the lower strata which cannot afford to go to courts or afford a lawyer; and to address systemic issues

Mohtasib would be free of cost and speedy in manner and without the services of a lawyer. He said that major issues of public interest will be taken up and resolved by taking suo motu notice.

He said, the Federal Ombudsman had prepared 27 Study Reports on systemic issues of different Agencies e.g. Jails Reforms, Pension, National Savings, Overseas Pakistanis, Pakistan Post, Margalla Hills National Park, Thana Reforms, Kasur Child Tragedy & Education Sector Reforms etc.; and it has been decided to prepare more study reports on systemic issues of agencies. On Children issues the Federal Ombudsman has re-notified the National Committee on Children to resolve children issues in the country. He said that his Office has taken a number of measures to prevent and control Cyber Crimes against Children and has introduced an amendment bill for the protection of child rights.

92% Decisions of Ombudsman implemented in 2021



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi chairing a progress review meeting on implementation of cases at Head Office and Regional Offices through video link at Islamabad.

Mr. Ejaz Ahmad Qureshi, the Federal Ombudsman has shown complete satisfaction on the implementation ratio of findings passed by him against the federal government Agencies during, 2021. He said that our primary mandate is to redress grievances against maladministration of Federal Government Agencies. He emphasized upon Investigating Officers to make concerted efforts for redressal of grievances of the common man. The Senior Advisor (Implementation) gave a detailed briefing to the Federal Ombudsman on the implementation status of

findings passed by the Federal Ombudsman. He informed that overall percentage of implementation of the findings pertaining to the year 2021 was 92%. Performance of all the Regional Offices in the context of implementation of findings relating to those offices was also reviewed individually. The Ombudsman was informed that a total 46426 cases were received for implementation and out of these cases 2752 were in the implementation process, in 136 cases implementation proceedings were suspended and out of remaining 43538 cases, 43038 cases were implemented in toto.

Therefore, the percentage of implementation was 98.85%. The Senior Advisor Implementation by giving a comparison with the last year informed that in 2020 the implementation percentage remained as 91.4%.

It was observed that the Regional office, Lahore implemented 9593 cases out of a total of 14,115 while the Regional Office Karachi implemented 3170 cases out of 5442. Similarly, Regional Office Bahawalpur implemented 958 out of 2368 cases. Implementation ratio of the remaining Regional Offices was also found satisfactory. The Ombudsman was informed that some of the cases could not be implemented for either being sub-judice in court of law or due to non-availability of funds for which requests for supplementary grants have been made by the concerned Agencies to the Finance Division.

The Federal Ombudsman said that being the poor man's court the Wafaqi Mohtasib Secretariat should ensure expeditious relief to the people. He showed complete satisfaction with the process of implementation of his recommendations/decisions.

Federal Ombudsman takes Suo Motu action on complaints of non-registration of workers by EOBI

Calls upon Chairman EOBI to formulate a well-structured mechanism to ensure registration of employees

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed Chairman EOBI to take action against the employers who default in getting their workers duly registered and do not send their contribution to the EOBI despite being a requirement under the law. Taking suo motu action on complaints of non-registration of workers by EOBI, the Federal Ombudsman summoned Chairman EOBI and Secretary Overseas Pakistanis for hearing. He

asked Chairman EOBI to ensure formulation of a well-structured

Emphasizes better coordination and simplification of procedures for registration of workers & disposal of complaints

mechanism to ensure registration of employees by employers under the

EOBI Act, 1976 and also to take measures for efficient administration and coordination between EOBI and registerable employers. He called the Chairman EOBI to his office to inform that poor people were running from pillar to post to get their pension. He asked the Chairman to take extra care in the resolution of grievances of these poor people as they only get Rs.8000/- as pension.

OUTREACH COMPLAINT RESOLUTION (OCR)

The Ombudsman directs I.Os to invite media during hearing of OCR cases

The Hon'ble President Dr. Arif Alvi had emphasized the need for further enhancing the outreach of Wafaqi Mohtasib to remote areas of the country to provide speedy and free of cost justice against administrative injustices, to the aggrieved persons, at their doorsteps. He passed these directions during a meeting with the Federal Ombudsman Mr. Ejaz Ahmad Qureshi who presented his Annual Report, 2021 to the Hon'ble President at Aiwan-e-Sadr, Islamabad. The Hon'ble Federal Ombudsman

assured the President to augment the efforts for providing speedy justice at the doorstep of common man and sensitizing more and more people on the role of Wafaqi Mohtasib. In spite of corona pandemic, the activities regarding Outreach Complaint Resolution (OCR) programme have been carried out in a cautious way by the officers of regional offices to hear public complaints in the far flung tehsils and districts across the country. The Federal Ombudsman Mr. Ejaz Ahmad Qureshi said that due to

extensive media awareness campaign and Outreach Complaint Resolution (OCR) mechanism, the number of complaints have been increasing day by day. He has directed his Investigating Officers that they must invite local media while visiting the far flung areas, so that maximum number of people could be aware of the role and functioning of Wafaqi Mohtasib in resolving public grievances against mal-administration by Federal Agencies.



Mr. Shahid Latif Adviser incharge Regional Office, Gujranwala Hearing OCR cases at Narowal.



Syed Mahmood Ali Shah incharge Regional Office, Sukkur hearing OCR cases at Larkana.



Dr. Zahid Malik, incharge Regional Office, Bahawalpur hearing OCR cases at Liaquatpur.



Mr. Munawar Sajjad Gondal, Deputy Registrar, RO Multan hearing OCR cases at Muzaffargarh.

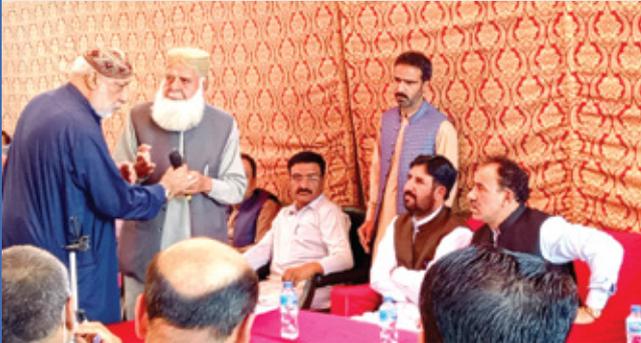
PUBLIC AWARENESS

President stresses on raising awareness on the functioning of Wafaqi Mohtasib Secretariat

The Honorable President of Pakistan Dr. Arif Alvi has always emphasized the importance of sensitizing the general public on the functioning of Wafaqi Mohtasib by using traditional and modern media tools. During his recent visit to WMS, he stressed the need of raising awareness among the general public as to how they can approach this office for resolution of their grievances against maladministration of federal

government agencies. This Secretariat has taken number of initiatives to enhance awareness among general public especially in far flung areas through awareness lectures, Khuli Kacheries and seminars. The Incharge Regional Office Bahawalpur, Dr. Zahid organized an awareness session with Doctors, lady health visitors and Service Providers of Population Welfare Department at Bahawalpur.

Mr. Muhammad Sarwar Brohi Associate Advisor/ Incharge Regional Office Quetta held three public awareness lectures at Lasbella University, Awareness session at Dera Murad Jamali and in Khuli Kacheri at Baldia Rest House, Hub. Similarly, Mr. Javed Mehmood, Advisor Incharge Regional Office Multan also organized an awareness session at Gillani Law College, Bahauddin Zakria University, Multan.



Mr. Muhammad Sarwar Brohi, Head, Regional Office, Quetta listening complaints during Khuli kacheri at Hab Balochistan.



Mr. Muhammad Sarwar Brohi addressing in a public awareness seminar at Dera Murad Jamali Balochistan.



Dr. Zahid organized an awareness session with Doctors, lady health visitors and Service Providers of Population Welfare Department at Bahawalpur



Mr. Mehmood Javed Bhatti, Head, Regional Office, Multan addressing in an Awareness seminar at Gillani Law college, Bahauddin Zakria University Multan



Mr. Muhammad Sarwar Brohi, Head, Regional Office Quetta and Provincial Mohtasib Balochistan addressing to a jointly organised awareness seminar at Hab Balochistan.



A group photo of Mr. Sarwar Brohi incharge Regional Office Quetta after an awareness seminar with the Vice Chancellor and faculty members of Lasbela University Balochistan.

IMPORTANT DECISIONS

Ombudsman directs Pakistan Post to appoint complainant's son under PM Assistance Package in BS-11

Mst. Noshaba wd/o Liaquat Ali, alleged mal-administration against the Pakistan Post Office Department (PPOD) with the plea that her son was eligible for government job (BPS 01-15) as per the Prime Minister's Assistance Package for families of deceased employees, but he has not been appointed against the said quota. She contended that her son being fully eligible for the post of UDC (BPS-11) applied in the office of PMG Rawalpindi, but he was offered job for the post of Sorter (BPS-09). The PPOD, intimated that the complainant's son was offered post of Sorter (BPS-09) as per Establishment Division OM. No. &/40/2005-E-2 (Part-2) dated 15.03.2008 and he would be accommodated against the vacant post in Divisional Superintendent, MST "R" Division, Rawalpindi. The Agency also challenged that the Hon'ble Wafaqi Mohtasib has no power to hear cases pertaining to service matters. Hearings in the case were held by Mr. Adnan Ahmad, Investigation Officer to determine alleged mal-administration in appointment of complainant's son under Prime Minister's Assistance

Package for families of deceased employees. During the investigation, it revealed that the complainant's husband died during service from PPOD on 24.12.2016. The complainant's son possessed intermediate degree and as per his qualification he was fully eligible for the post of UDC (BPS-11) as per eligibility criteria of the post of UDC (BPS-11) inscribed in Appendix 22 of PPO Volume IV. Furthermore, as per the Establishment Division's OM. No. &/40/2005-E-2 (Part-2) dated 15.03.2008 which states that:

"Employment for posts in BPS-1-15 on two years contract without advertisement to a child or widow/widower of a deceased employee will be provided by the Ministries/Divisions, Provincial Governments /Departments or Organizations where the deceased employee was posted immediately before his/her death."

In the light of the Office Memorandum and relevant clauses of PPO Volume IV reproduced *ibid*, the complainant's son was fully eligible for employment against the

post of UDC (BPS-11) in the office where the complainant's husband had been working before his death. Moreover, as per Pakistan Postal Services Management Board Ordinance, 2002, the Director General PPOD is the Competent Authority for creating, abolishing and transferring of posts. In addition, the complainant's son had not yet been working in the PPOD, therefore, the instant case does not specifically falls in the ambit of service matter and there is no bar on the jurisdiction of Wafaqi Mohtasib Secretariat regarding any grievance relating to mal-administration. Keeping in view the investigation held, mal-administration in terms of Article 2(2) of President Order No. 1 of 1983 was established on the part of the Agency. Consequently, the Hon'ble Wafaqi Mohtasib accepted the complaint and directed the Agency to appoint the son of the deceased employee in BPS-11 under the Prime Ministers Assistance Package as per his qualification, in the office where his father had been serving before his death and ensure compliance within 30 days.

Ombudsman directs NADRA to unblock CNIC without charging of fine

Mst Lal Pari Begum filed a complaint against NADRA through her son-in-law who alleged that he has applied for renewal of CNIC of his wife but the Agency intimated him that his mother-in-law has obtained two CNICs. The Agency has demanded Rs.10000/- from him to remove his case from duplicate category. The Agency reported that CNIC of the complainant Mst Lal Pari Begum was blocked in dup category. She obtained CNIC in the year 2002 on the basis of her MNIC with DOB as 1968. She again applied for CNIC in the year 2009 in fresh category on

the basis of her another MNIC with DOB as 1952. The complainant is required to file an affidavit on judicial stamp paper along-with fee and form for obtaining new CNIC. She has obtained two CNICs with different particulars which is offence u/s 30 of NADRA Ordinance 2000. Perusal of record and discussion with the parties revealed that the complainant obtained two CNICs with different particulars and concealed the facts at the time of obtaining duplicate CNIC. To that extent, the Agency has acted in accordance with law but the daughter of the complainant, Ms

Rifat is suffering for no fault of her own. Her CNIC is blocked and she being a lecturer is facing great hardship just because of the reason that she is mother of a lady who has obtained two CNICs which is against the principle in criminal law and international criminal law, *Nullum crimen sine lege* according to which a person cannot or should not face criminal punishment except for an act that was criminalized by law before he/she performed the act. Legal responsibility is exactly equivalent to liability to punishment. All persons start as good-natured

spirits. All children are presumed innocent even if parents proven guilty. The complainant Ms Lal Pari Begum's CNIC was neither digitally impounded under suspect category nor alien category. She has been accused only for obtaining multiple CNICs. To come out of shekel accusation, all she has to do is to pay fine of Rs.10000/- and her CNIC would be activated. It is not a so serious allegation, in sequel of which

the whole family should suffer. The complainant has already surrendered one of two CNICs. Therefore, Agency cannot take shelter under the pretext that they confused to restore CNIC of daughter of the complainant under which link of both. Therefore, blocking the CNIC of daughter (Ms Rifat) of the complainant merely on the grounds that her mother CNIC is blocked in dup category and for no

fault of her owning tantamount to mal-administration in terms of Article 2(2) of President's Order No.1 of 1983. Accordingly, the Ombudsman directed NADRA that her CNIC may be released with the link of un-surrendered CNIC of her mother since she is a lecturer and about to complete her PhD and blocked CNIC has become hurdle in the way of her career.

Ombudsman directs EOBI to grant survivor pension to widow

Mst. Khursheda Bibi, a widow of Mr. Ghulam Sarwar, an employee (Security Guard) of M/s Wackenhut Pakistan Private Ltd. since 26.02.2004 who died on 22.04.2017 during service informed that her deceased husband was also an insured employee under EOBI Act, 1976. She, being entitled, submitted her case at the concerned EOBI office on 28.04.2019 vide Diary No. 1555 for issuance of survivor pension, but the same was pending. Failing to get relief from the Agency, she sought this office's help for redressal of her grievance.

The matter was taken up with the Agency who reported dated 29.12.2021, that the complainant had submitted her complete case on 28.04.2020 for issuance of survivor pension and the same was pending due to non-verification of record from the employer.

During investigation, it was revealed that the Agency, after due procedure, had already issued EOB Registration Card (pi-03) to the said employee under Rule 4 of EOBI Rules, 1976 on 05.07.2011 as insured employee w.e.f. 26.02.2004. But the Agency was delaying in providing the survivor pension to the complainant due to non-verification of record by the employer. This was in line with Section 14 of EOBI Act, 1976 i.e. Safeguard of Insured Person's Right in Default of Payment of Contributions by Employers, which is reproduced below:

"Notwithstanding anything contained in this Act, if an insured person has communicated his name and other prescribed particulars to the Institution under sub-section (2) of section 11 and has been issued by the Institution a registration card under sub-section (3) thereof and, in case of changing employment from

one industry or establishment to another industry or establishment, has also informed the Institution about such change of employment, then, in the event of default in payment of contributions by the employer in respect of such insured person, such insured person shall have and enjoy the same rights under this Act as if no such default had occurred."

Therefore, the delay in issuance of 'Survivor Pension' to the widow of insured person was found a clear violation of Act Ibid. Consequently, the complaint under Regulation 23(4) of the Wafaqi Mohtasib (Investigation & Disposal of Complaints) Regulations, 2013 was accepted. The Ombudsman directed EOBI to expedite the process of impugned case for issuance of Survivor Pension to the complainant within 30 days.

Receipt and Disposal comparison January - December 2020 & 2021

Sr.	Agencies	2020		2021	
		Receipts	Disposal*	Receipts	Disposal*
1.	Power Companies (DISCOs)	39,596	38,232	50,077	50,794
2.	Sui Gas Companies	15,110	14,268	18,265	17,426
3.	NADRA	2,351	2,190	3,972	3,682
4.	Allama Iqbal Open University	1,825	1,685	2,280	2,322
5.	Pakistan Bait ul Maal	653	636	1,422	1,280
6.	Pakistan Postal Services	6,919	6,819	2,464	2,461
7.	Employee Old Age Benefits Institution (EOBI)	790	768	999	955
8.	State Life Insurance Corporation	662	669	834	848
	Total of above 08 Agencies	67,906	65,267	80,313	79,768
	Total of other Agencies	65,615	64,845	30,085	27,040
	Grand Total	133,521	130,112	110,398	106,808



Mr. Ejaz Ahmad Qureshi, Federal Ombudsman of Pakistan briefing the President of Pakistan, Dr. Arif Alvi during his visit to Wafaqi Mohtasib Secretariat.



A group photo of Mr. Ejaz Ahmad Qureshi Federal Ombudsman and officers of Wafaqi Mohtasib Secretariat with the President of Pakistan Dr. Arif Alvi on the eve of his visit.

For Further Guidance and Information Contact our

HELPLINE NO. 1055

Helpline for children complaints: 1056

**During hours
9:00 am - 10:00 pm**

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RECEIPTS AND DISPOSAL OF COMPLAINTS DURING THE QUARTER JAN-MAR 2022

Sr.	Agencies	Receipts	Disposal*
1.	Power Companies (DISCOs)	13,247	13,166
2.	Sui Gas Companies	4,943	5,406
3.	NADRA	1,212	1,325
4.	Allama Iqbal Open University	617	633
5.	Pakistan Bait ul Maal	557	439
6.	Pakistan Postal Services	463	395
7.	Employee Old Age Benefits Institution (EOBI)	322	280
8.	State Life Insurance Corporation	229	186
	Total of above 08 Agencies	21,590	21,830
	Total of other Agencies	11,357	9,896
	Grand Total	32,947	31,726

*Includes cases brought forward