NEWS BULLETIN

FEDERAL OMBUDSMAN

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Syed Tahir Shahbaz,Federal Ombudsman/President Asian Ombudsman Association (AOA) addressing International Ombudsman Conference at Istanbul, Turkey.

SYED TAHIR SHAHBAZ RE-ELECTED PRESIDENT OF ASIAN OMBUDSMAN ASSOCIATION (AOA)

Federal Ombudsman Syed Tahir Shahbaz has been re-elected as unopposed President of Asian Ombudsman Association (AOA) for next four years during the International Ombudsman Conference held at Istanbul, Turkey. The International Ombudsman Conference on the principles of good administration and ombudsman held from 17-19 November in Turkey, was inaugurated by the Turkish President Mr. Tayyip Erdoğan.

During the conference, the election for the slot of president of AOA was also held. China nominated Pakistan for this coveted post with Japan and Turkey supporting the move which led Pakistan to get elected unopposed president for the next four years.

Speaking on the occasion, Syed Tahir Shahbaz thanked all the member countries for showing confidence in Pakistan's leadership second time, and paid special thanks to China, Turkey and Japan for supporting him.

Highlighting the performance of Federal Ombudsman of Pakistan, Syed Tahir Shahbaz said that in Pakistan the Institution of Ombudsman had contributed significantly towards good governance by disposing of 73000 complaints in the current year, carrying out systemic reforms to address root causes of complaints, upgrading its complaint management system and establishing interface with a number of government agencies for better monitoring and speedy resolution of public grievances.

Turkey's Chief Ombudsman Seref Malkoc also appreciated Pakistan's performance in running the affairs of the association. It is noteworthy that the secretariat of Asian Ombudsman Association is also situated in Pakistan.

Syed Tahir Shahbaz, President Asian Ombudsman Association (AOA) chairing a meeting of the Association at Istanbul, Turkey.

FROM OMBUDSMAN'S DESK

The provision of free of cost justice at the very doorstep of the people has been one of the foremost undertakings of the Wafaqi Mohtasib Secretariat (WMS). However, despite the good work done over the decades, a large portion of the population remained unaware about the role of WMS. The Honorable President of Pakistan Dr. Arif Alvi also reiterated the importance of creating awareness among the citizens about the functioning of this office.

Resultantly, the Wafaqi Mohtasib Secretariat devised a comprehensive

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FEDERAL OMBUDSMAN PRESENTS 4TH REPORT ON JAIL CONDITIONS TO THE APEX COURT

Federal Ombudsman chairing a meeting on improving jail conditions along with the Chief Secretary KP at Peshawar

Federal Ombudsman has presented 4th quarterly implementation report on the progress of implementation in improving jails conditions of Pakistan in the Apex Court. Before presenting the report Federal Ombudsman held number of meetings at the four provincial headquarters and in his office with the Ministry of Interior, Chief Secretaries, Home Departments and IG Prisons of Punjab, Khyber Pakhtunkhwa, Sindh and Balochistan. The report was presented in the Supreme Court in Suo Motu Case No.1 of 2016 by the Secretary WMS Dr. Jamal Nasir and Hafiz Ahsaan Ahmed Khokhar, Advocate Supreme Court/Senior Adviser Law of Wafaqi Mohtasib Secretariat.

The Federal Ombudsman has already directed all the provinces to constitute two committees namely Provincial and District Oversight Committees and Welfare Committees to improve life of prisoners especially children, women and destitute prisoners. The provincial authorities and federal government have been asked to place necessary funds for improvement in jails and to establish a Prisoners Voluntary Donations Fund.

It was informed that Sindh government has promulgated a new Prisons Correctional Act 2019 with the inductions of new responsibilities. The KP government has introduced a new department as Reclamation and Probation Department and proposed number of amendments in probation release law. The KP government has also introduced skill centers with the help of TEVTA to provide technical education to prisoners. Balochistan government is working on establishment of 600 beds specialized hospital for insane persons.

The Federal Ombudsman Secretariat has assured the Apex Court to promptly monitor the implementation to improve jails conditions with the help of provincial authorities.

The Federal Ombudsman Syed Tahir Shahbaz held meetings with the Chief Secretary Khyber Pakhtunkhaw on 24th December at Peshawar and Chief Secretary Sindh on 26th December at Karachi which was attended by all heads of departments related to Criminal Justice System, e.g. Home Secretaries, Advocate Generals, Prosicuter Generals, Special Home Secretaries and IGs Prisons of both the provinces for implementation of prison reforms and improving jails conditions. The Ombudsman stressed to ensure continuous visits of district and provincial oversight committees. He also emphasized on automation, integeration of all criminal justice system departments and streemlining probation paroll systems.

Federal Ombudsman chairing a meeting on improving jail conditions at Islamabad.

Federal Ombudsman chairing a meeting on jail conditions along with the Chief Secretary Sindh at Karachi.

OMBUDSMAN DIRECTS MCI TO RESOLVE WATER SHORTAGE ISSUE IN ISLAMABAD

Ombudsman constitutes committee to oversee the maintenance work of F-9 park

Federal Ombudsman chairing a meeting of Secretary Housing and Works, Chairman CDA, Mayor of Islamabad, MD PHA and CEO HFA on the progress of housing projects & provision of basic amenities in Islamabad

The Federal Ombudsman, Syed Tahir Shahbaz has shown great concern over shortage of water in Islamabad and directed the Mayor Islamabad to remove leakage in the main lines by the end of March, 2019. He lauds the performance of Chairman CDA Mr. Amir Ali Ahmed in the resolution of longstanding implementation cases and streamlining other issues of development in Islamabad. He was chairing a high level meeting of CDA, PHA, Housing Foundation and Ministry of Housing & Works, which was attended by the Chairman CDA Mr. Amir Ali Ahmed, Mayor Islamabad Sheikh Ansar Aziz, Secretary Ministry of Housing & Works, MD PHA and CEO Housing Authority attended the meeting. The Ombudsman showed concern over poor maintenance of parks and directed to maintain all parks of Islamabad upto specified standards. He also constituted a committee under the chairmanship of Mr. Ijaz Ahmed Qureshi, Senior Adviser WMS to oversee the maintenance work of F-9 Park. He said that there were number of complaints lodged by the residents of Islamabad. The Ombudsman Secretariat had issued number of decisions in favour of complainants which need implementation but delay was happening due to sever lack of coordination among PHA, PHF and CDA. He also directed PHA and Housing Foundation not to levy late charges where completions of projects are due to their own slackness.

OMBUDSMAN TAKES NOTICE OF MISTREATMENT METED OUT TO PASSENGERS BY AIRPORT OFFICIALS

Federal Ombudsman Syed Tahir Shahbaz, by taking a suo motu action, ordered an inquiry into the alleged mistreatment meted out to passengers of a PIA flight by Islamabad Airport personnel.

A news report had surfaced in the local media claiming that a Peshawar bound PIA flight, from Riyadh, was redirected to land in Islamabad due to bad weather conditions on 17th October 2019. Upon landing at Islamabad Airport, the passengers were left stranded for 8 hours by the airport authorities. After waiting for hours the passengers requested the airport officials to allow them to travel by road upon which the airport staff, instead of facilitating the passengers, mistreated them. Federal Ombudsman took a suo motu action and directed the Grievance Commissioner for Overseas Pakistanis Hafiz Ahsan Ahmed Khokhar to conduct an inquiry into the matter. Consequently, a report was called from the Airport Manager, DG, ASF and MD, OPF asking them to explain their position on the matter. During investigation, the Additional Director ASF informed the Grievance Commissioner that the incident had occurred mainly due to the negligence of PIA and CAA but on the direction of HWM, ASF issued charge sheet to its two officials, who were found involved in the incident, and their Court Martial/Summary Trials were being carried out. Federal Ombudsman directed all the heads of Airport Security Force, Civil Aviation Authority, Overseas Pakistanis Foundation and Pakistan International Airlines to hold a joint meeting to devise a mechanism for facilitating the passengers in order to avoid recurrence of such incidents in the future.

FEDERAL OMBUDSMAN INAUGURATES WMS REGIONAL OFFICE ABBOTTABAD

Federal Ombudsman Syed Tahir Shahbaz inaugurated regional office of Wafaqi Mohtasib Secretariat at Abbotabad on 18th October, 2019. Speaking on the occasion, he said although the Wafaqi Mohtasib can take a suo motu on any issue of public interest but media has to play its role in highlighting the public issues. He urged media to create awareness among people of remote areas so that they could utilize the services of this

Group photo with Chief Secretary KP and Commissioner Hazara on the eve of inaugration of regional office Abbottabad

institution. He said although the Wafaqi Mohtasib Secretariat receives complaints against federal government agencies but on the issues of children, the National Child Commissioner of WMS receives complaints even against the provincial governments. Senior Adviser/National Child Commissioner Mr. Ijaz Ahmed Qureshi, Federal Secretary Dr. Jamal Nasir and Incharge Regional Office Abbotabad Kh. Saifur Rehman were present on the occasion.

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FROM OMBDUSMAN DESK

media strategy for the awareness of general public and declared 2019 as the "Year of Public Awareness". In the first phase, the website was redesigned and was made user-friendlier where all the relevant information has been made available and is updated on daily basis. The Honourable President Dr. Arif Alvi inaugurated the new website during the Seminar at the Presidency on 02nd May, 2019. The President had also emphasized on the need for exploiting social media for such purpose, therefore, the social media tools such as facebook, instagram, YouTube etc. are being used for awareness purposes. Similarly, keeping the modern trends in mind, a Mobile App has also been launched enabling people from far-flung areas and overseas to file complaints from the relative comfort of their homes. The Media Wing of WMS has started generating an analytical report of website and social media tools in order to further improve our interface on feedback provided by the visitors.

In second phase, as a part of our strategy we decided to reach out to the general public and awareness seminars were organized in Aiwan e Sadr and Governor House Punjab. To further spread awareness, I have issued directions to PTA and PEMRA for dissemination of awareness messages through mobile phones, TV channels and FM radios. We regularly publish a quarterly news bulletin in English and Urdu languages carrying complete overview of the activities of Wafaqi Mohtasib, as well as important decisions and information regarding complaints.

We have also produced a documentary and promos on the functioning of WMS .The documentary has been telecasted on PTV whereas the promos will soon be telecasted on all TV channels and cable channels and broad casted on FM radios. Most recently, we achieved another technological milestone by conducting hearing via Skype/Whatsapp. This too was a part of our efforts to facilitate the complainants and make use of modern technology to achieve efficiency.

The efforts of my team have started bearing the fruit and because of the awareness campaign the numbers of complaints received by the Wafaqi Mohtasib has considerably increased.

ABUSE OF CHILDREN NEEDS TO BE ADDRESSED AT GREATER LEVEL

Children are unsafe in the present environment

Syed Tahir Shahbaz

Federal Ombudsman addressing the participants of national consultative meeting on strengthening institutional mechanism for children protection in Pakistan

Mr. Ejaz Ahmad Qureshi National Children Commissioner chairing a meeting on strengthing child protection mechanism at Lahore

Syeda Waqar un Nisa Child Commissioner and Home Minister Balochistan chairing a meeting on strengthing child protection mechanism at Quetta

Federal Ombudsman Syed Tahir Shahbaz has said that the present environment of the society is unsafe for the children. He said that collective efforts of parents, educational Institutions and the government can resolve this issue. He said that the abuse of children is a big issue and needs to be addressed at greater level. He emphasized to strengthen the institutional mechanism for children protection in the country. He was addressing in a broad-based consultative meeting on strengthening institutional mechanism for children protection in Pakistan. This meeting has been arranged by the National Commissioner for Children (NCC) of Wafaqi Mohtasib Secretariat. The meeting was attended by Parliamentarians, Ministry of Interior, Law Commission of Pakistan and NGOs. The consultative meeting deliberated upon formulating a practicable way-forward for prevention of violence and control of crimes against children and rehabilitation of victims of sexual abuse in society.

Honorable Federal Ombudsman in his opening remarks appreciated the commitment of the participants with the cause of protection of children's rights in Pakistan which inter-alia aimed at rooting out menace of sexual violence against children from the society. He underscored the need to chalk out a strategic plan of action in this regard and assured that this institution will play a full supportive role in resolving the issues of children.

National Commissioner for Children Mr. Ejaz Ahmad Qureshi in his remarks while highlighting major activities of his office made a recommendation for establishment of a parliamentary committee with the portfolio of safeguarding rights of children.

CORRUPTION AND MALADMINISTRATION HAVE ZERO TOLERANCE IN CHINA

MR. CHEN GUOMENG, DG, VICE-MINISTER CENTRAL COMMISSION FOR DISCIPLINE INSPECTION, CHINA MEETS SECRETARY WMS

A high level Chinese delegation led by Mr. Chen Guomeng, Director General/Vice Minister Commission for Discipline Inspection of Communist Party, China accompanied by the Chinese Ambassador Mr. Yao Jing visited Wafaqi Mohtasib Secretariat and shared mutual and bilateral views with the Senior Adviser Ejaz Ahmed Qureshi and Mr. Jamal Nasir, Secretary WMS. Dr. jamal Nasir given the warm welcome to the dignitary and expressed pleasure on full consolidation of the strategic partnership between China and Pakistan which has touched a new heights of friendliness and cooperation in the recent past, of which CPEC is the flagship program. He apprised the guests of the brief history of the WMS. Mr. Ejaz Ahmed Qureshi, Senior Advisor, WMS gave a presentation to the delegation explaining the legal framework, jurisdiction, administrative set up, working mechanisms and the steps taken by the Office of the Wafaqi Mohtasib to further improve the quality of investigation and to bring systemic reforms.

Mr. Chen Guomeng, Director General/Vice Minister Commission for Discipline Inspection of Communist Party, China expressed his pleasure and appreciation for the hospitality extended to his delegation. He said that China has zero tolerance against corruption and mal-administration, as a state policy curbing and elimination of corruption, particularly embezzlement and duty related crimes is being dealt with very seriously in China. He also gave an overview of the laws, rules, regulations and the due process of verification of evidence to ensure provision of administrative justice and to protect the rights and the vital interests of the people in China. He also enunciated the preventive measures, criminalization, law enforcement and asset recovery procedures and emphasized the need for further strengthening the bilateral cooperation in anti-corruption activities including fugitive's repatriation.

OFFICERS MUST DECIDE EVERY CASE IN 60 DAYS

More focus on Outreach Complaint Resolution Programme

ADDRESS OF HON'BLE WAFAQI MOHTASIB TO ADVISERS OF REGIONAL OFFICE KARACHI

Federal Ombudsman, Syed Tahir Shahbaz chairing a meeting of investigating officers WMS Regional Office Karachi

The Federal Ombudsman Syed Tahir Shahbaz has stressed upon Investigating Officers of regional office Karachi to focus on deciding every case in 60 days time. He directed to revitalize Outreach Complaint Resolution Program, so that the people of far-flung areas are provided speedy and free of cost justice at their doorsteps without having to travel to wafaqi mohtasib secretariat. Under this OCR programme, the officers of the Wafaqi Mohtasib have been directed to visit the nearby tehsils and districts for convenience of the general public closer to their homes. He said while visiting the nearby tehsils and districts, must attract media so that more people could be aware about this service.

FEDERAL OMBUDSMAN BECOMES A TRENDSETTER IN E-JUSTICE

The federal Ombudsman of Pakistan entered into a new era of e-justice by introducing the facility of Skype, Whatsapp and IMO for hearings. Federal Ombudsman Syed Tahir Shahbaz inaugurated a pilot project which allows the investigation officers of Wafaqi Mohtasib to conduct hearing through Skype, Whatsapp and IMO via conference calling facility. Speaking at the occasion, the Honourable Mohtasib said that provision of free of cost and speedy justice to the people of Pakistan was the first and foremost priorities of the institution and he incorporating technology to achieve this goal was the need of the hour.

With the introduction of this technology, Ombudsman Secretariat has become a trend setter by introducing the e-justice in the judicial system of Pakistan. Ms. Raana Seerat, Investigating Officer, stationed in Islamabad, heard five cases through Skype and the complainants from Multan, Sheikhupura, Kasur and Mianwali via video conferencing through the cell phones of the complainants. Whereas the representatives of the concerned agencies appeared in person at the Wafaqi Mohtasib Secretariat Islamabad and the question-answer session was conducted through video conference. All the five hearings were conducted successfully and the complainants appreciated the efforts of Ombudsman Secretariat for being able to attend the proceedings from the relative comfort of their homes and having been saved the hassle of travelling. It is worth mentioning that the Ombudsman Secretariat had already provided similar opportunity to Overseas Pakistanis through Skype, two years back.

Cases heared through Skype, Whatsapp and IMO: 170

Ms. Rana Seerat, Advisor Wafaqi Mohtasib Sectt. Islamabad conducting a hearing proceeding through Skype

OMBUDSMAN TAKES NOTICE OF OBSTRUCTION OF ROAD SIGNS CAUSED BY OVERGROWN TREES IN ISLAMABAD

The Federal Ombudsman Syed Tahir Shahbaz has taken notice of media reports showing pictures of obstruction of signboards due to overgrown trees and shrubs on the roads of Islamabad. Road signs are being displayed on all the major roads in Islamabad to facilitate the motorists to find directions, however these signboards have been camouflaged due to the growth of nearby trees making them virtually invisible for the drivers and commuters. A media report highlighted this problem by stating that such obstructions were potentially hazardous and could lead to road accidents, as the commuters had very short time to respond by observing these obscured road signs. Federal Ombudsman by taking cognizance on this issue of public interest has directed the Metropolitan Corporation of Islamabad to trim all the overgrown trees and shrubs which are not only causing inconvenience to the motorists but can also lead to fatal accidents. As per the orders issued by the Federal Ombudsman, Municipal Corporation Islamabad took action by removing the overgrown branches of trees in front of sign boards.

Training by WMS to jail staff Haripur

171,000 TRAVELLERS FACILITATED AT ONE WINDOW FACILITATION DESKS AT 08 AIRPORTS

Ombudsman lauds performance of One Window Facilitation Desks

Syed Tahir Shahbaz lauds performance of one window facilitation desks at international airports. The facilitation desks had been established at 08 international airports to facilitate Overseas Pakistanis and international passengers on the direction of Wafaqi Mohtasib Secretariat. He visited the facilitation desk of Karachi International Airport on 27th December, 2019. He was briefed about the working of desk and informed that more than 171,000 travellers have been facilitated as yet. The representatives of 12 departments i.e. FIA, NADRA, OPF, Immigration & Passport, ANF, CAA remain there for 24 hours to facilitate passengers. Federal Ombudsman appreciated the performance and working mechanism of all federal agencies at one window facilitation desks. He stressed to facilitate international passengers especially overseas Pakistanis. He also directed to establish same facilitation desks at national departure lounges to facilitate the local passengers.

Federal Ombudsman Syed Tahir Shahbaz inspecting the One Window Facilitation Desk at Jinnah International Airport Karachi

72384 Cases Registered and 73376 Disposed Off during the year 2019

For Further Guidance and Information Contact our

Helpline No. 1055

Helpline for children complaints: 1056

During hours 9:00 am - 10:00 pm

Fax No. 051-9217224

Email: **ombuds.munawarsajjad@gmail.com**

Media Wing: **wmsmediawing@gmail.com**

Spokesperson / Director Media: **051-9216752**

Website: **www.mohtasib.gov.pk**

Wafaqi Mohtasib Secretariat

36-ConstitutionAvenue, Sector G-5/2, Islamabad

Receipts and Dispoasl of Complaints During the Quarter Oct-Dec 2019

S.No.	Agenices	Receipts	Disposal*
1.	Power Companies(DISCOs).....	9159	9228
2.	NADRA.....	737	912
3.	Sui Gas Companies.....	3237	2502
4.	Pakistan Post.....	187	255
5.	Allama Iqbal Open University.....	368	387
6.	State Life Insurance Corporation.....	236	244
7.	Pakistan Bait ul Maal.....	133	105
8.	Employees Old Age Benefits Institution (EOBI)	143	142
	Total of Above 08 Agencies.....	**14200**	**13775**
	Other Agencies.....	**5353**	**5492**
	Grand Total.....	**19553**	**19267**
	Total no. of cases during 2019:	72384	
	Total no. of cases disposaloff during 2019:	73376	

* Includes cases brought forward from previous months.

OUTREACH COMPLAINT RESOLUTION (OCR)

Wafaqi Mohtasib Secretariat (WMS) has taken a special initiative of Outreach Complaint Resolution Program (OCR) in order to provide justice at the doorstep of people of remote areas. The officers from the regional offices of Wafaqi Mohtasib Secretariat have been visiting the tehsils and districts to reach the people for resolution of their grievances. Officers by themselves visit to the nearest tehsils and districts of the complainants to make it easy and approachable to hear their complaints and ensure that the complaint is resolved in 40 days.

Malik Mushtaq Ahmed Awan Consultant R.O. Faisalabad hearing public complaints at Joharabad

Khawaja Saif ur Rehman Advisor R.O. Abbottabad hearing public complaints at Haripur

Mr Inyat Daula, DG Incharge R.O. Faislaabad hearing public complaints at Chiniot

Mr. Ghulam Sarwar Brohi Advisor R.O. Quetta hearing public complaints at Nasirabad

Mr. M. Gulzar Butt Consultant R.O. Lahore hearing public complaints at Kasur

Mr. Shahid Latif Khan Advisor R.O. Gujranwala hearing public complaints at Narowal

QUARTERLY REPORT OF OCR CASES FROM OCT-DEC 2019

REGIONAL OFFICES	CASE DECIDED
HYDERABAD	372
LAHORE	233
GUJRANWALA	207
SUKKUR	303
FAISALABAD	481
MULTAN	242
D.I. KHAN	96
BAHAWALPUR	15
PESHAWAR	13
ABBOTTABAD	87
TOTAL NUMBER OF CASES DECIDED	2049
PENDING	-

TOTAL NUMBER OF CASES DECIDED DURING OCT-DEC 2019	OCT	NOV	DEC
	779	572	698

PUBLIC AWARENESS SEMINARS

The provision of free of cost and speedy justice at the very doorstep of the people has been one of the foremost undertakings of the Wafaqi Mohtasib Secretariat (WMS). However, despite the good work done over the decades, a large portion of the population remained unaware about the role of WMS in providing them relief against federal government agencies and consequently could not benefit from the services offered by this organization. The Honorable President of Pakistan Dr. Arif Alvi also reiterated the importance of creating awareness among the citizens about the functioning of this office to enhance sensitization about their legal rights.

Resultantly, the Wafaqi Mohtasib Secretariat devised a comprehensive media strategy for the awareness of general public and declared 2019 as the "Year of Public Awareness". The Investigating Officers of this secretariat whenever visits different districts and tehsils to hear cases, they also interact different groups of society and also interact media to enhance awareness. They also organized seminars in different educational institutions to enhance awareness among the students so that they could play their role in the society.

Mr. Shahid Latif Khan Advisor WMS R.O. Gujranwala addressing a public awareness seminar at the University of Gujrat

Mr. Ghulam Sarwar Brohi Advisor WMS R.O. Quetta and V.C. Balochistan University addressing a public awareness seminar at Balochistan University Quetta

Mr. Nadeem Ashraf, Senior Advisor/Incharge Wafaqi Mohtasib Regional Office Lahore addressing a public awareness seminar at University of Lahore

Mr. Zahid Malik Investigating Officer WMS R.O. Multan and a professor of Women University Multan addressing a public awareness seminar on the role of Wafaqi Mohtasib.

IMPORTANT DECISIONS

OMBUDSMAN ORDERS FBR TO AMEND ITO 2001 TO FACILITATE EXPATRIATES OVER FOREIGN REMITTANCES

An Overseas Pakistani Mr. Majid Ali Chaudhary filed a complaint stating that foreign remittances sent by Overseas Pakistanis other than banking channels have not been regularized as the FBR does not entertain remittances sent through Money Gram and Western Union in terms of foreign income. He stated that these companies are being regulated through State Bank of Pakistan (SBP) but the Federal Board of Revenue (FBR) is not giving facilities as remitted through scheduled banks of Pakistan. He claimed that the said action of FBR denotes a clear discrimination with expatiates. He said that FBR had paid no heed to legalize this method of foreign remittances although it is a legal way as prescribed by the SBP.

Federal Ombudsman referred the matter for investigation to Grievance Commissioner for Overseas Pakistanis Hafiz Ahsaan Ahmed Khokhar. He asked the State Bank of Pakistan and FBR to report in the matter. During hearing proceedings SBP informed that matter pertains to classification of foreign remittance made through exchange companies, not covered under Income Tax Ordinance 2001, which does not fall under the domain of SBP. SBP further stated that FBR issues Proceed Realization Certificate (PRC) to those who remit money through banks. SBP admitted that the remittance through exchange companies is a legal transaction but requires amendment in the ITO 2001 to provide it a legal cover.

After considering the arguments of SBP and FBR, both agencies were directed to hold a joint meeting and devise a legal way to facilitate the remittance made through exchange companies. FBR informed that benefit of section 111(4) of ITO 2001 had been restricted to scheduled banks only but this facility could be extended to other agencies through the act of parliament, which would be ensured in the next coming money bill. The complainant and number of other Overseas Pakistanis thanked the Ombudsman because this decision would not only facilitate millions of expatriates but also encourage them to make remittances through legal way instead of Hundis.

OMBUDSMAN ORDERS PTS TO TAKE FRESH TEST OF COMPLAINANT AND PROCEED AGAINST SLIPSHOD OFFICIALS

Mr. Muhammad Anees filed a complaint against Pakistan Testing Service (PTS) for marking him ineligible on account of non-payment of test fee for the post of Sub- Engineer in Pakistan Agricultural Research Council (PARC). He stated that despite producing proofs, PTS failed to respond; hence he missed the test for the said post.

The Agency submitted that the candidate failed to pay fees for the test of the post of Sub-Engineer Electrical, therefore, his case was not considered. The Agency, however, conceded that the complainant had paid fees for the post of Sub Engineer Electrical, advertised earlier in March, 2018, in which he was declared ineligible; therefore, he had to pay afresh for the present post which was advertised later on. During hearing proceedings it was proved that the candidate was declared conditionally eligible for the post advertised earlier and the same post was re-advertised later on. The PTS overlooked the complete information and rejected the candidate. Therefore, the Honourable Ombudsman concluded that the maladministration on the part of the agency had been proved. The agency was directed to conduct new test of the complainant for the said post and also take disciplinary action against the delinquent officials for mismanaging the case of the complainant.

OMBUDSMAN DIRECTS FBR TO COMPLETE RECRUITMENT PROCESS IN 30 DAYS

Three complainants from Karachi complained against Federal Board of Revenue (FBR) for delay in completion of recruitment process. They submitted that Regional Tax Office Karachi under FBR, advertised some posts in April, 2018 with the announcement for completion of recruitment process within 60 days. However, despite the lapse of one year; the process had not been completed. They requested Ombudsman for intervention and redressal of their grievance.

The Agency replied that recruitment process was kept pending due to ban imposed by the Election Commission of Pakistan on 11.04.2018. During the hearing proceedings, the Agency reiterated its stance but complainants produced O.M. of Establishment Division dated 22nd October, 2014 (Rule No. xiii) which stated that all recruitment process must be completed within 60 days from the date of advertisement.

Finally, the Agency submitted an undertaking to redress the grievance of the complainants in shortest possible time. The Ombudsman directed the Agency to complete the recruitment process expeditiously, preferably within 30 days. The Agency implemented the findings in letter and spirit. The complainants thanked the Ombudsman stating that 254 candidates had been selected and requested for closure of the case

WIDOW PAID GROUP INSURANCE CLAIM AMOUNTING TO RS. 1.9 MILLION

Ms. Razia Javaid widow of late Muhammad Javed Sales Manager, State Life Insurance Corporation(SLIC) resident of Gujranwala lodged a complaint against SLIC for delay in payment of Group Insurance claim. She stated that despite a considerable time, repeated requests/visits of the office, the department had not made any payment to her, hence she filed this complaint.

On the direction of Wafaqi Mohtasib the agency presented copies of cheques amounting to Rs.1.9 million issued in the name of the widow Ms. Razia Javed, being nominee. The complainant telephonically confirmed the receipt of cheques and thanked the efforts of Wafaqi Mohtasib in the resolution of her grievance.

Governor Punjab Chaudhary Muhammad Sarwar and Federal Ombudsman Syed Tahir Shabaz addressing a public awareness seminar on the role of Wafaqi Mohtasib at Governor House Lahore.

SPEEDY JUSTICE BY FEDERAL OMBUDSMAN HAS BUILT CONFIDENCE OF PEOPLE IN THE INSTITUTION

GOVERNOR PUNJAB

Chaudhary Muhammad Sarwar, Governor of the Punjab said that provision of speedy justice to people by the Federal Ombudsman enhanced their confidence in this institution. While lauding the performance of Federal Ombudsman, he said that provision of free of cost justice in a speedy manner that too at the door steps of people is the hallmark of this institution and such a system lowers the pressure on the judicial system. He was speaking at an awareness seminar of Federal Ombudsman held at Governor House in Lahore.

Governor Punjab Chaudhary Muhammad Sarwar while acknowledging the performance of Federal Ombudsman said that the disposal of 99 percent cases within a mere span of 60 days and with the impressive 95% implementation rate was a remarkable achievement and the fact that Wafaqi Mohtasib could entertain complaints even against agencies which were partially owned by the government had enormously widened its scope in terms of redressal of public grievances against federal agencies. Nevertheless, he stressed on the dire need for creating awareness among the people, especially in the far flung areas of country, about the role of Wafaqi Mohtasib so that maximum people could benefit from this institution. He also appreciated the performance of provincial Ombudsman of Punjab.

1.5 Million Complaints resolved by the Office of Federal Ombudsman since its establishment in 1983

Syed Tahir Shahbaz

Federal Ombudsman Syed Tahir Shahbaz, during his welcome address at the seminar, informed the audience that the office of Ombudsman, since its establishment in 1983, had been providing relief to the common citizens of Pakistan and since then it has resolved 1.5 million cases. He further said that more than 70,000 cases were being resolved yearly by filing application against the maladministration of any federal government agency in very simple way, and to facilitate to complainants further , a mobile-app had been launched through which people could file their complaints from all over Pakistan as well abroad.

Federal Ombudsman, Syed Tahir Shahbaz presenting souvenir to Gevernor Punjab

Ombudsman Punjab, Mr, Najam Saeed presenting souvenir to Gevernor Punjab