

# DAWN

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## Laws should be amended to make ombudsman's institution more effective: president

By Our Staff Reporter

ISLAMABAD: President Dr Arif Alvi has asked the federal ombudspersons to make their institutions more effective by amending existing laws to provide free of cost and expeditious relief to the citizens in resolving their grievances.

"Ombudsmen play a vital role in addressing complaints of people against administrative injustices," he said.

President Alvi expressed these views while addressing a federal ombudsmen's conference at Aiwan-i-Sadr, on Tuesday.

Federal Ombudsman Syed Tahir Shahbaz, Federal Tax Ombudsman Mushtaq Ahmed Sukhera, Federal Ombudsman for Protection against Harassment of Women at the

Workplace Kashmala Tariq, Banking Mohtasib Pakistan Mohammad Kamran Shahzad and Federal Insurance Ombudsman Dr Mohammad Khawar Jameel attended the conference.

The institution of the ombudsman has been doing a remarkable job in addressing grievances of people, Mr Alvi said, directing participants of the meeting to reach out to remote areas of the country through the media so people could benefit more from the institution. Records should be made digital through the use of technology as it helps in ensuring good governance, he added.

Federal Ombudsman Syed Tahir Shahbaz while giving a presentation about the achievements of his organisation said: "Complaints of 75,000 people were disposed of

in 2019 while 97pc of the decisions were implemented."

Mr Sukhera informed the conference that his institution had disposed of 2,633 cases out of 3,171 during 2019.

Ms Kashmala Tari spoke about her proposal to amend the existing law against harassment of women at the workplace to more effectively safeguard the rights of women.

Mr Shahzad said the Banking Mohtasib had "amicably resolved 10,324 cases out of 15,639 during 2019" and Insurance Ombudsman Dr Jameel briefed the conference about initiatives taken by his organisation during 2019.

The president appreciated their contributions and expressed hope that they would continue making efforts towards helping people against administrative injustices.

## Alvi for amending Ombudsman institution laws to ensure relief to masses

**OUR STAFF REPORTER  
ISLAMABAD**

President Dr Arif Alvi on Tuesday underscored the need for amending the existing laws relating to the institution of Ombudsman in order to ensure expeditious relief to the masses in resolving their grievances.

Addressing the Federal Ombudsmen conference here, the President said the institution of Ombudsmen played vital role in addressing the complaints of the people against administrative injustices.

He also directed the Federal Ombudsmen to enhance their outreach to remote areas of the country.

The President advised the participants to launch a media campaign aiming to create awareness among people about the role of Ombudsmen in providing swift relief to the people.

Federal Ombudsman Syed Tahir Shahbaz, gave a comprehensive presentation about the achievements of his organization and said that the ombudsman had disposed of 75,000 complaints during 2019 while 97% of the decisions had been implemented.

Federal Tax Ombudsman Mushtaq Ahmed Sukhera briefed the conference that his institution had disposed of 2,633 cases out of 3,171 during 2019.

Federal ombudsman for protection against harassment of women at workplace Kashmala Tariq apprised



of the role of the institution in protecting the rights of women.

She proposed amendment to the existing law "The Protection Against Harassment of Women at Workplace Act 2010" so as to more effectively safeguards the rights of women.

Banking Mohtasib Pakistan Muhammad Khurram Shahzad said that the Mohtasib had amicably resolved 10,324 cases out of 15,639 during 2019.

Federal Insurance Ombudsman Dr. Muhammad Khawar Jameel briefed the conference about the initiatives taken by his organization during 2019.

The conference was attended by Federal Ombudsman Syed Tahir Shahbaz, Federal Tax Ombudsman Mushtaq Ahmed Sukhera, Federal Ombudsman for Protection against Harassment of Women at Workplace Kashmala Tariq, Banking Mohtasib Pakistan Muhammad Kamran Shahzad and Federal Insurance Ombudsman Dr. Muhammad Khawar Jameel.