



**ISLAMABAD: President Dr. Arif Alvi in a group photo with Wafaqi Mohtasib and officials, at the Federal Ombudsman Secretariat. — INP**

# Alvi for provision of justice to people of remote areas

**Islamabad**

President Dr. Arif Alvi Tuesday called for increasing physical and geographical outreach of the Federal Ombudsman to provide free-of-cost justice to the people of remote areas against administrative injustices.

He underscored the need for revolutionary changes into the institution of Ombudsman through legislation to make it stronger and more effective to dispense speedy justice to the people against the maladministration of government organizations.

The president made these remarks during a briefing on the role of Wafaqi Mohtasib, given by the Federal Ombudsman Ejaz Ahmed Qureshi at the Federal Ombudsman Secretariat.

The meeting was attended by Secretary Wafaqi Mohtasib Ejaz Ahmed Khan, Consultant (Legal Affairs) President's Secretariat, Justice (r) Sayed Zahid Hussain, and senior advisors of Wafaqi Mohtasib, a press release said.

In order to promote good governance, the president underlined the need for increased interaction with

those government departments which caused administrative injustices to the people, so that they should further facilitate and provide better service delivery.

Appreciating the performance and role of the ombudsman, the president congratulated him and his team and said the institution was doing splendid work by providing free-of-cost justice to the aggrieved persons.

He asked the ombudsman to create awareness among people through media to benefit from the services of the institution.

The federal ombudsman gave a presentation on the role and achievements of his organization in providing free-of-cost justice to the aggrieved persons against administrative injustices.

He highlighted that his institution had disposed of 106,732 complaints in 2021 against the receipt of 110,398 cases, despite the COVID-19 pandemic constraints.

He apprised that more than 42,000 online complaints had been processed during the year while more than 92.7% of findings had

been implemented in the year 2021. He further informed that the value of complaints handled during the year was Rs1.85 billion.

The ombudsman shared his future vision and informed that he was working on the geographic expansion of the institution to provide free of cost and speedy justice at the district and sub-district level.

He apprised that 14 regional offices had been established to help facilitate the people of far-flung areas.

He further said that one window facilitation desk had been established at the international airports of Pakistan i.e. Islamabad, Lahore, Karachi, Multan, Quetta, Sialkot, and Faisalabad to help facilitate overseas Pakistanis and address their grievances.

Regarding the protection of the rights of children, Ejaz Ahmed Qureshi informed the meeting that the ombudsman secretariat was closely working with the provincial ombudsmen and the concerned departments of the provincial governments to protect the rights of children and work for their welfare. — APP



# DAWN

# President calls for expanding ombudsman office's scope

By Bakhtawar Mian

ISLAMABAD: President Dr Arif Alvi has directed the federal ombudsman to expand the scope of the institution of ombudsman and provide free-of-cost justice to the public, especially the people of remote areas, against administrative injustices.

He underscored the need for introducing revolutionary changes into the institution of ombudsman through legislation to make it stronger and more effective to dispense speedy justice against the maladministration of government organisations.

The president made these remarks during a briefing on the role of Federal Ombudsman, given by Ejaz Ahmed Qureshi, the incumbent, at his secretariat on Tuesday.

The president stressed on exploring avenues to conduct the Alternate Dispute Resolution (ADR) mechanism in potential areas.

In order to promote good governance, the president underlined the need for increased interaction with those government departments which caused inconvenience to the people in order to facilitate them and pro-

vide better service delivery.

Appreciating the performance and role of the ombudsman, the president congratulated him and his team, saying that the institution was doing splendid work by providing free of cost justice to aggrieved persons. He asked the ombudsman to create awareness among the people through media to benefit from the services of the institution.

The federal ombudsman gave a presentation on the role and achievements of his organisation in providing free-of-cost justice to the aggrieved persons against administrative injustices. He highlighted that his institution had disposed of 106,732 complaints in 2021 against the receipt of 110,398 cases despite Covid-19 pandemic constraints. He said more than 42,000 online complaints had been processed during the year while more than 92.7 per cent of findings had been implemented in 2021. He said the amount involved in the complaints handled during the year was Rs1.85 billion.

The ombudsman shared his vision, saying that he is working on the geographic expansion of the institution to provide free-of-cost and speedy justice at the district and sub-district level.

# Federal ombudsman institution is an island of excellence: Dr. Arif Alvi

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

■ OUR CORRESPONDENT  
 ISLAMABAD

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 Alternate Dispute Resolution (ADR) 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 Ahmed Qureshi gave him a briefing on the overall activities of his Office and the performance during the last calendar year.

The meeting was also attended by Justice (ret'd) 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 106,732 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 es-

tablished at Khairan 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.

# NHT National HERALD TRIBUNE

ABC certified

Editor-in-Chief: Ghulam Akbar

Rs. 15/- Pages. 8

Wednesday, February 16, 2022, *Rajab al-Murajab 14, 1443* | www.dailyhnt.com | Rawalpindi | Vo



President Dr. Arif Alvi chairing a briefing session on the role of Wafaqi Mohtasib at Wafaqi Mohtasib Secretariat in Islamabad on Tuesday.

## Federal Ombudsman Institution is an Island of Excellence: President - Stresses on raising awareness on the functioning of Wafaqi Mohtasib Secretariat

ISLAMABAD, February 15: 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 Alternate Dispute Resolution (ADR) 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 under-

scored 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 Ahmed Qureshi gave him a briefing on the overall activities of his Office and the performance during the last calendar year. The meeting was also attended by Justice (ret'd) 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 106,732 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.-PR

## Federal Ombudsman institution an island of excellence: President

*Dr. Arif Alvi stresses on raising awareness on the functioning of Wafaqi Mohtasib secretariat*

**Staff Reporter**

ISLAMABAD: 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 Alternate Dispute Resolution (ADR) 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 Tuesday.

The Wafaqi Mohtasib Ejaz Ahmed Qureshi gave him a briefing on the overall activities of his Office and the performance during the last calendar 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.

# Daily Times

Karachi Edition

WEDNESDAY,

February 16, 2022

Rajab 14, 1443

[dailytimes.com.pk](http://dailytimes.com.pk)

Your Right to Know

[f](#) [t](#) [i](#) /DailyTimesPak

## President for increased outreach of Federal Ombudsman

■ Underscores need for revolutionary changes into Ombudsman through legislation to make it stronger and more effective to dispense speedy justice

President Dr. Arif Alvi Tuesday called for increasing physical and geographical outreach of the Federal Ombudsman to provide free-of-cost justice to the people of remote areas against administrative injustices.

He underscored the need for revolutionary changes into the institution of Ombudsman through legislation to make it stronger and more effective to dispense speedy justice to the people against the maladministration of government organizations.

The president made these remarks during a briefing on the role of Wafaqi Mohtasib, given by the Federal Ombudsman Ejaz Ahmed Qureshi at the Federal Ombudsman Secretariat.

The meeting was attended by Secretary Wafaqi Mohtasib Ejaz Ahmed Khan, Consultant (Legal Affairs) President's Secretariat, Justice (ret'd) Sayed Zaid Hussain, and senior advisors of Wafaqi Mohtasib, a press release said.

In order to promote good governance, the president underlined the need for increased interaction with those government departments which caused administrative injustices to the people, so that they should further facilitate and provide better service delivery.

Appreciating the performance and role of the ombudsman, the president congratulated him and his team and said the institution was doing splendid work by providing free of cost justice to the aggrieved persons.

He asked the ombudsman to create awareness among people through media to benefit from the services of the institution.

The federal ombudsman gave a presentation on the role and achievements of his organization in providing free-of-cost jus-



tice to the aggrieved persons against administrative injustices.

He highlighted that his institution had disposed of 106,732 complaints in 2021 against the receipt of 110,398 cases, despite the COVID-19 pandemic constraints. He apprised that more than 42,000 online complaints had been processed during the year while more than 92.7% of findings had been implemented in the year 2021.

He further informed that the value of complaints handled during the year was Rs 1.85 billion.

The ombudsman shared his future vision and informed that he was working on the geographic expansion of the institution to provide free of cost and speedy justice at the district and sub-district level.

He apprised that 14 regional offices had been established to help facilitate the people of far-flung areas.

He further said that one window facilitation desks had been established at the international airports of Pakistan i.e. Islamabad, Lahore, Karachi, Multan, Quetta, Sialkot, and Faisalabad to help facilitate overseas Pakistanis and address their grievances.

Regarding the protection of the rights of children Ejaz Ahmed Qureshi informed the meeting that the ombudsman secretariat was closely working with the provincial ombudsmen and the concerned departments of the provincial governments to protect the rights of children and work for their welfare. **APP**