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Wafaqi Mohtasib to establish offices in Swat and merged districts

The Office of Wafaqi Mohtasib having 15 Regional Offices in all the provincial capitals and other important cities of Pakistan is working day and night for resolution of public complaints against federal agencies throughout Pakistan; and new initiatives are being taken to increase the scope of activities of the Wafaqi Mohtasib Secretariat (WMS) for this purpose. This was stated by the Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi while addressing Khuli Katchchery during his visit to Mansehra on 31st May, 2022.

Besides general public, the investigating officers of the Office of Wafaqi Mohtasib, Regional Heads of the federal agencies such as PESCO, SNGPL, NADRA, etc. were also present during the address of Wafaqi Mohtasib. The Wafaqi Mohtasib informed that he has chosen Mansehra as his first ever Khuli Katchchery and similar katchcheries will also be held shortly at various districts / tehsils to ascertain the serious problems faced by the general public and ensure redress of those problems by the respective agencies. He informed that in Hazara region, a regional office of the Wafaqi Mohtasib having four Advisors Investigating Officers has been functioning effectively to redress the grievances of the general public; and a new regional office in Swat will be inaugurated soon. Similarly, another regional office to cover the tribal areas and the merged districts of FATA is proposed to be established in the near future so that the people of those areas could also benefit from the services being offered by the Office of Wafaqi Mohtasib.

The Wafaqi Mohtasib also informed the audience that by virtue of the mandate available to him under the law, he has introduced a system of inspection of the offices of federal agencies. Under this initiative, the Advisors of the WMS visit those federal agencies against which the number of complaints are relatively higher, so as to evaluate their service delivery on-the-spot and to suggest short and long term measures to improve their working. The inspection reports are submitted to the Wafaqi Mohtasib for approval whereafter the recommendations of the reports are forwarded to the respective Ministries and Heads of the federal agencies for immediate implementation.

The Wafaqi Mohtasib also informed the audience that he is empowered to informally conciliate, amicably resolve and settle public grievances; and a pilot project titled "Informal Resolution of Disputes" has recently been initiated to resolve those disputes which do not essentially fall within his jurisdiction. Under this initiative, the Advisors of the WMS ensure amicable settlement of the private disputes of the consenting parties; and this facility is provided free of cost by all regional offices of the WMS without involving the hiring of lawyers by the parties concerned. On this occasion, the Wafaqi Mohtasib also informed that he has been able to dispose of more than 106,000 complaints during the year 2021 and due to a massive awareness campaign launched by his Office, there has been an approximately 30% increase in 2022 in the number of complaints lodged.



Daily The Spokesman

A Leading National Daily



فرمان رسول ﷺ
 ایک نئی جی کریم عملیاتی اور اسلامی
 خدمت میں حاضر ہو اور کہا آپ لوگ
 ہوں گے اور دیکھیں، ہم کا کئی روز
 نہیں بیٹے۔ جی کریم عملیاتی اور
 فرمایا کہ اگر نفع سے کہہ سکتے ہیں
 کمال پابستہ تو کیا کر سکتا ہوں۔
 (گفتگو سے منقول)

Barkat Rice Mills
(Pvt) Limited

RAWALPINDI

Development budget cut to half in 4 years: Ahsan Iqbal

Minister for Planning Ahsan Iqbal says the development budget plays an important role in the development of any country. PML-N had left the volume of development budget in 2017 at 1000 billion rupees while today it is at less than 500 billion rupees. The country is facing extraordinary financial crises in the economic arena at present and therefore, special focus should be given while using the fund as amount for development budget are borrowed money.



PTI's long march 'Fall of Imran at D-Chowk': Marriyum

Minister for Information and Broadcasting Marriyum Aurangzeb says Pakistan Tehreek-e-Insaf's (PTI) long march was "Fall of Imran at D-Chowk" by terming him a fugitive from D-Chowk. PTI violated the orders from Supreme Court and committed contempt of judiciary. Now, what are they demanding from the apex court? Evil conspiracy of Imran to use the judicial shoulder will also fall like failed riot march.

Simultaneously published from Islamabad, Lahore and Multan



Redressal of complaints

Wafaqi Mohtasib office's working enhanced

Staff Reporter

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The inspection reports

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Wafaqi Mohtasib is committed to address public grievances instantly

Press release

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Federal Ombudsman to establish regional offices in Swat, merged districts of KP

Syed mujeebuddin

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Daily Frontier Star, Peshawar

Federal Ombudsman to open offices in Swat, merged areas soon

PESHAWAR, May 31 (APP): Federal Ombudsman Ejaz Ahmed Qureshi Tuesday said that soon the offices of ombudsman would be opened in Swat and merged districts to resolve the issues of people in their respective areas.

Addressing Khuli Katchary in district Abbottabad, he said that the ombudsman would soon start a pilot project "Informal Resolution of Disputes (IRD)" to provide free services to re-

solve the issues among masses which do not fall under its ambit through consensus.

He said the ombudsman has decided to hold Khuli Katcheries in far flung areas of the country to resolve the issues being faced by the people, adding that the first Katchery to this effect was held in Mansehra.

He told the public that currently the federal ombudsman was working in all four provincial headquarters and had 15 re-

gional offices in all big cities of the country where people could lodge their complaints round the clock.

Ejaz Ahmed Qureshi said that the Ombudsman decided as many as 106,000 complaints against different public institutions including WAPDA, Sui Gas, NADRA, Passport Office, NHA and other departments during the year 2021.