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Founder: Ghulam Akbar

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Ombudsman team of officers inspect One Window Facilitation Centre of CDA

-Says all record of CDA must be digitized on priority basis

ISLAMABAD, April 22: Taking cognizance of the public complaints of mal-administration against CDA, the Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi deputed a team of officers comprising Mr. Ahmed Farooq, Senior Advisor, Mr. Fazal Karim Khattak, Advisor and Mr. M. Javed Chaudhary, Director Media to visit CDA Facilitation Center to monitor the situation on-the-spot. During briefing session, the Member Finance of CDA Rana Shakeel Asghar highlighted the new initiatives taken by them for the facilitation of public. He in-

formed that the entire land record of Islamabad has been digitized, however, the record of other directorates are being digitized. He informed that a state-of-the-art MIS system was purchased some 12 years ago which has been operationalized. All directorates of CDA have been linked with this system. He said that a helpline 1819 of CDA has been introduced through which any person can get information before visiting any office of CDA.

The team also inspected different offices and Facilitation Center of CDA. It was noticed that the CDA administration and the staff were efficiently coping with the huge inflow of visitors in the Facilitation Center.

The Head of the Ombudsman's team asked the CDA management to establish a Pension Facilitation Centre for its employees so that pension cases may not be delayed. He also asked for digitization of entire record of CDA on priority basis. The Federal Ombudsman team will prepare its recommendations and submit it to Wafaqi Mohtasib within 48 hours so that short-term and long-term relief measures can be undertaken without delay. As a follow up of the visit the Chairman CDA/Chief Commissioner ICT will brief the Wafaqi Mohtasib on the initiatives taken to improve the delivery of its services to the residents of ICT.-PR

*Federal Ombudsman
sends team to PIMS to
ascertain difficulties
faced by public*

📰 **Staff Reporter**

ISLAMABAD: Taking cognizance of the numerous public complaints regarding facilities at PIMS Hospital, Islamabad, a team comprising of Mr. Muhammad Humair Karim, Additional Secretary, Mr. Muhammad Saqib Khan, Registrar, Mr. M. Javed Chaudhary, Director Media and Mr. Muhammad Adnan, Investigating Officer were sent to PIMS on a fact-finding visit.

The patients in the emergency, OPD and other departments of the hospital interacted and highlighted the issues being faced by the patients as well as hospital administration. Later the officers discussed with the Senior Management of the PIMS the frequent complaints and difficulties being faced by the public.

The Executive Director and Dean of PIMS Hospital Dr. Rizwan Taj gave a detailed briefing on the working of the hospital and highlighted the problems being faced by them. He informed that an average 5-6 thousand patients daily visit the OPD whereas more than 1500 patients in the Emergency. He pointed out the shortage of nursing staff to handle the patients.