

Ombudsman hints at using suo motu powers

By Bakhtawar Mian

ISLAMABAD: The newly-appointed Federal Ombudsman Ejaz Ahmad Qureshi on Monday hinted at using his suo motu powers to resolve major issues of public interest and address grievances of large section of the population.

Speaking at a press conference, he said he had constituted an advisory committee comprising ex-federal ombudsmen, senior civil servants, personalities from judiciary and law to advise on more efficient activities and performance.

He said that his institution is working for poor man's support in the country. Public interest issues will be taken up by taking suo motu notice, he said.

"The federal ombudsman secretariat is considered as a poor man's court which dispenses with free of cost justice in a speedy manner. Now the complainants have been given the option to appear in the hearing proceedings in person or through WhatsApp video link.

"To improve the redressal mechanism; the officers of this secretariat visited the remote areas under Outreach Complaint Resolution (OCR) to provide relief at the doorsteps of the common man and 8,200 complaints were dis-

posed of through this system," Mr Qureshi said in his first interaction with media after taking charge of his office.

Talking about the performance, he said that Wafaqi Mohtasib Secretariat has disposed of 1.7 million complaints since its inception.

He said he served this institution over a decade, now he wanted to take the performance of this institution to the new heights by using its power of informal resolution of disputes for small and petty cases of the lower strata.

The services of Wafaqi Mohtasib would be free of cost and speedy in manner and without the services of a lawyer.

He said 28 study reports on systemic issues of different agencies had been prepared which include jails reforms, pension issues, national savings, overseas Pakistanis, Pakistan Post, Margalla Hills National Park, police stations reforms, Kasur child tragedy, education sector reforms.

The Ombudsman has decided to prepare more study reports on systemic issues of agencies.

Ejaz Ahmad Qureshi said that his office had taken a number of measures to prevent and control cyber crimes against children and has introduced an amendment bill for the protection of children rights.

Suo motu powers will be used for implementing decisions: Fed Ombudsman

Says ombudsman offices will be set up in backward areas; Wafaqi Mohtasib Secretariat disposed of 1.7 m complaints since its inception

Our correspondent

ISLAMABAD: Federal Ombudsman Ejaz Ahmad Qureshi announced new priorities and measures for redress of public grievances

from government departments with using powers of suo motu and said action will be taken against those who do not implement the decisions of the ombudsman.

"Ombudsman offices will

be set up in the backward and remote areas, focusing on the areas of institutional weaknesses, good governance and human rights," said Federal Ombudsman Ejaz Ahmad Qureshi while addressing a press conference here Monday.

"Suo motu notice will be taken to expand the jurisdiction of the federal ombudsman and to establish his writ, unannounced visits to public places will also be made," he added.

He said an advisory committee will be set up to expand the scope of the federal ombudsman, comprising former ombudsmen, high court judges, jurists, medics and civil society figures. Federal Ombudsman Ejaz Ahmad Qureshi said his institution is working for masses support in the country.

He said Wafaqi Mohtasib Secretariat has disposed of 1.7 million complaints since its inception. He was addressing media in his first press conference after taking over the charge as federal ombudsman and on the eve of 39th anniversary of the establishment of Wafaqi Mohtasib institution.

He paid rich tribute to the previous leadership of

Wafaqi Mohtasib and dedication of advisers for making this institution unique with the highest service record. He said he served this institution over a decade, now he wants to take the performance of this institution to new heights by using its power of informal resolution of disputes for small and petty cases of the lower strata. "The services of Wafaqi Mohtasib would be free of cost and speedy in manner and without the services of a lawyer," he further added.

He said major issues of public interest will be taken up by taking suo motu notice and grievances of large section of population will be addressed. He said he has constituted an advisory committee comprising ex-federal ombudsmen, senior civil servants, from judiciary and personalities from law to be members to advice on more efficient activities and performance.

He said the federal ombudsman had prepared 28 study reports on systemic issues of different agencies eg jails reforms, pension, national savings, overseas Pakistanis, Pakistan Post, Margalla Hills National Park, Thana reforms, Kasur child tragedy & education sector reforms etc. The ombudsman has decided to prepare more study reports on systemic issues of agencies. "On children issues, the federal ombudsman has re-notified the National Committee on Children to resolve children issues in the country," he added. He said his office has taken number of measures to prevent and control cyber crimes against children and has introduced an amendment bill for the protection of children rights.

He said his office has received 110,398 complaints and disposed of 106,732 complaints during 2021. He said 92.7% findings were implemented by the agencies. "The Wafaqi Mohtasib Secretariat on the advice of president

has initiated a number of innovative techniques through traditional and social media to increase awareness among the general public about the use of services being offered by the Wafaqi Mohtasib," he said.

He said 42,240 complaints were received through online system with 67% increase. He further said another regional office of WMS has recently been established in Sargodha and Kharan to facilitate people of the area for redress of their grievances and three more new regional offices are being opened in Swat, Gilgit-Baltistan and Khuzdar.

He said 940 review petitions against 106,732 decisions were filed either by the complainants or the agencies concerned against the findings of the Wafaqi Mohtasib. "The review petitions constituted only 0.88% of the total complaints decided," he added.

He said only 719 representations were filed before the president which is only 0.67% of the decided complaints in 2021. He said his office is considered as a poor man's court which dispenses free of cost justice in a speedy manner. He said now the complainants have been given the option to appear in the hearing proceedings in person or through WhatsApp video link.

He said to improve the redress mechanism; the officers of this secretariat visited the remote areas under Outreach Complaint Resolution (OCR) to provide relief at the doorsteps of the common man and 8,200 complaints were disposed through this system. Under Integrated Complaint Resolution Mechanism (ICR), 178 agencies (federal government departments) have been taken on board for better monitoring & expeditious resolution of public grievances. In 2021, he said as many as 16,420 cases were registered through ICR system in which the agencies had failed to resolve these

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Wafaqi Mohtasib to support poor segments of society

■ Ejaz Ahmad Qureshi says 106,732 complaints disposed of during 2021



The Federal Ombudsman Ejaz Ahmad Qureshi on Monday, highlighting the role of Ombudsman, said that his institution was working for supporting the poor segments of the country.

He said that Wafaqi Mohtasib Secretariat has disposed of 1.7 million complaints since its inception. He expressed these views during his first press conference after taking over the charge as Federal Ombudsman and on the eve of 39th Anniversary of the establishment of Wafaqi Mohtasib Institution.

He paid rich tribute to the previous leadership of Wafaqi Mohtasib and dedication of Advisors for making this institution unique with the highest service record the largest number of population. He said that he served this institution over a decade, now he wanted to take the performance of this institution to the new heights by using its power of informal resolution of disputes for small and petty cases of the lower strata.

He said the services of Wafaqi Mohtasib would be free of cost and speedy in manner in a sense without the services of a lawyer. He said that major issues of public interest will be taken up by taking suo motu notice and grievances of large section of population will be addressed. He said that he has constituted an Advisory Committee comprising ex-Federal Ombudsmen, Senior Civil Servants, from Judiciary and personalities from law to be members to advice on more efficient activities and performance.

He said, the Federal Ombudsman had prepared 28 study reports on systemic issues

of different agencies e.g. Jails Reforms, Pension, National Savings, Overseas Pakistanis, Pakistan Post, Margalla Hills National Park, Thana Reforms, Kasur Child Tragedy & Education Sector Reforms etc.

The Ombudsman has decided to prepare more study reports on systemic issues of agencies. On children issues, the Federal Ombudsman has re-notified the National Committee on Children to resolve children issues in the country. He said that his office has taken number of measures to Prevent and Control of Cyber Crimes against Children and has introduced an amendment bill for the protection of children rights. He said that his office has received 110,598 complaints and disposed of 106,732 complaints during 2021. He said that 92.7% findings were implemented by the Agencies.

The Wafaqi Mohtasib Secretariat on the advice of the Honourable President has initiated a number of innovative techniques

through traditional and social media to increase awareness among the general public about the use of services being offered by the Wafaqi Mohtasib. He said that 42,240 complaints were received through online system with 67% increase.

He further said that another Regional Office of WMS has recently been established at Sargodha & Kharan to facilitate the people of the area for the redressal of their grievances and three more new regional offices are being opened at Swat, Gilgit-Baltistan and Khuzdar. He said that 940 Review Petitions against 106,732 decisions were filed either by the complainants or the Agencies concerned against the findings of the Wafaqi Mohtasib.

The review petitions constituted only 0.88% of the total complaints decided. He said that only 719 Representations were filed before the President which is only 0.67% of the decided complaints in 2021. He said that his office is considered as a poor man's court which dispenses free of cost justice in a speedy manner. He said that now the complainants have been given the option to appear in the hearing proceedings in person or through WhatsApp video link.

The Ombudsman said to improve the redressal mechanism; the officers of this secretariat visited the remote areas under Outreach Complaint Resolution (OCR) to provide relief at the doorstep of the common man and 8,200 complaints were disposed through this system.

Under Integrated Complaint Resolution Mechanism (ICR), 178 Agencies (Federal Government Departments) have been taken on board for better monitoring & expeditious resolution of public grievances. In the year 2021, 16,420 cases were registered through ICR system in which the Agencies had failed to resolve these cases within 30 days. APP