

## Pakistan Post officials to face action if pension cases delayed

By Our Staff Reporter

ISLAMABAD: The Federal Ombudsman has directed Pakistan Post to take disciplinary action against its officials responsible for delay in solving pension cases and life insurance claims.

The ombudsman on Monday summoned top officials of the ministry of communication including Federal Secretary Communications Zafra Hassan, Director General Pakistan Post Office Department (PPOD) and Managing Director Postal Life Insurance Company (PLIC) to his office to discuss the disbursement of pensioners' dues and life insurance claims.

He showed grave concern over delay in pension and insurance claims and stressed that the senior management should be sensitive to the grievances of a large number of citizens who approach Wafaqi

Mohtasib for redress of their complaints.

He directed a time-bound and responsive mechanism be developed to improve the situation.

The Wafaqi Mohtasib warned that the officials responsible for the maladministration will be punished under the law.

He said the cases of poor people must be dealt on fast track with the use of modern IT tools and with sympathetic attitude.

The ombudsman appreciated the improvement in ranking of Pakistan Post Office at international level from 94 to 62, as declared by Universal Postal Union. Director General PPOD said no country of the world had shown such a remarkable improvement.

The Communications Secretary Zafar Hassan, Pakistan Post DG and MD Postal Life Insurance apprised the Wafaqi Mohtasib about the steps being taken for improvement and

reforms of services.

The secretary said that PLI has introduced a new effective tracking system through which they can monitor the claims of insurance at every stage.

He further informed the ombudsman that the revenue of Pakistan Post has increased as compared to its expenditure and now it was running in profit.

The Pakistan Post DG said they had introduced a new system under which unregistered international mail would be considered as registered at the International Mail Office in Pakistan which would ensure quick delivery of mail.

They assured that they would personally monitor the process of handling the public complaints by the officers concerned to curtail delays and will hold officials responsible for their negligence and maladministration.

INTERNATIONAL  
**THE NEWS**

Tuesday, April 26, 2022

# Ombudsman expresses concern over delay in settlement of pension, insurance claims

Islamabad

The Federal Ombudsman has showed grave concern over delays in pension and insurance claims of poor people by the Pakistan Post Office Department and PLIC.

He called a meeting of Federal Secretary Communications, Director General, Pakistan Post Office Department (PPOD) and MD Postal Life Insurance Company (PLIC) to his office to discuss the plight of poor employees and clients in the disbursement of their dues.

He directed that a time bound and responsive mechanism be developed to improve the situation.

He stressed that the management should be sensitive to the grievances of the large number of citizens who approach the Wafaqi Mohtasib for redressal of their complaints.

The Wafaqi Mohtasib warned that the responsible officials will be punished, under the law, for their neglect, inattention and apathy in dealing with the public.

He said that the cases of poor people must be dealt on fast track with the use of modern IT tools and with sympathetic attitude.

The Ombudsman appreciated the improvement in ranking of Pakistan Post Of-

fice at international level from 94 to 62 as declared by Universal Postal Union, as DG PPOD informed no country of the world has shown such remarkable improvement.

The Secretary, Communications Zafar Hassan, DG, Pakistan Post and MD, PLI apprised the Wafaqi Mohtasib about the steps being taken for improvement and reforms of services.

The Secretary Communications informed that PLI has introduced a new effective tracking system through which they can monitor the claims of insurance at every stage.

He further informed that

the revenue of Pakistan Post has increased as compared to its expenditure and now running in profit.

The DG Pakistan Post informed that they have introduced a new system under which unregistered international mail would be considered as registered at the International Mail Office in Pakistan which would ensure quick delivery of mail.

They assured that they will personally monitor the process of handling the public complaints by the concerned responsible officers to curtail delays; and will hold officials for their negligence and maladministration, if any. - APP

Never give in except to convictions of honor and good sense

—Winston Churchill

www.pakobserver.net f pakobserver i pakobserver Pakistan observer pakobserver



PTI govt ended to save country from bankruptcy: Sanaullah  
—Page 02

# Pakistan OBSERVER

Eyes & Ears of Pakistan

Widely read and trusted Daily



Zubab ho'dly speaks on Pakistan actresses' fashion stance  
—Page 12

Founded by: ZAHID MALIK (Sitara-I-Intiaz)

—Islamabad

Simultaneously published from  
Karachi | Lahore | Peshawar

Vol. XXXIII, Issue 043 Regd. No. 111

Price Rs. 22:00

TUESDAY  
Ramadan 24, 1443 | April 26, 2022

## Ombudsman directs early settlement of postal employee's pension, insurance claims

**ZUBAIR QURESHI**

The Federal Ombudsman while expressing grave concerns over delays in pension and insurance claims of poor people by the Pakistan Post Office Department and Postal Life Insurance Company (PLIC) called a meeting of the senior officials and directed early resolutions of the pensioners' claims.

In the meeting that was attended by Federal Secretary Communications, Director General, Pakistan Post Office Department (PPOD) and MD PLIC the plight of poor employees and clients was discussed and it was agreed that a mechanism

should be evolved for early disbursement of their dues.

The FO directed that a time bound and responsive mechanism should be developed to improve the situation. He said that the senior management should be sensitive to the grievances of the large number of citizens who approach the Wafaqi Mohtasib for redress of their complaints of mal-administration.

The Wafaqi Mohtasib warned that the responsible officials would be punished, under the law, for their negligence, inattention and apathy in dealing with the public. He

said that the cases of poor people must be dealt with on fast track with the use of modern I.T. tools and with a sympathetic attitude. The Ombudsman appreciated the improvement in ranking of Pakistan Post Office at international level from 94 to 62 as declared by Universal Postal Union, as D.G. PPOD informed no country of the world has shown such remarkable improvement.

Secretary, Communications Mr. Zafar Hassan, DG, Pakistan Post and MD, PLI apprised the Honorable Wafaqi Mohtasib about the steps being taken for improvement and reforms of services. The Secretary Communications informed that PLI has introduced a new effective tracking system through which they can monitor the claims of insurance at every stage.

# NHT National HERALD TRIBUNE

ABC certified

Founder: Ghulam Akbar

Rs. 15/- Pages. 8

Tuesday, April 26, 2022, Ramazan-ul-Kareem 24, 1443

www.dailynht.com

Rawalpindi

Vol. 16 No. 231

► Belarus plans to sign contracts with Uzbekistan . . . PAGE-3

► Xi Jinping Inspects Renmin University of China ahead of . . . PAGE-4

► Ambassador Adam Tuglo Underscores Halal Market Potential . . . PAGE-6

## Federal Ombudsman shows grave concern over delays in settlement of pension and insurance claims

- Directs PLIC to take disciplinary action against the delinquent officials

The Hon'ble Federal Ombudsman has showed grave concern over delays in pension and insurance claims of poor people by the Pakistan Post Office Department and PLIC. He called a meeting of Federal Secretary Communications, Director General, Pakistan Post Office Department (PPOD) and MD Postal Life Insurance Company (PLIC) to his office to discuss the plight of poor employees and clients in the disbursement of their dues. He directed that a time bound and responsive mechanism be developed to improve the situation. He stressed that the senior management should be sensitive to the grievances of the large number of citizens who approach the Wafaqi Mohtasib for redress of their complaints of mal-administration. The Wafaqi Mohtasib

warned that the responsible officials will be punished, under the law, for their neglect, inattention and apathy in dealing with the public. He said that the cases of poor people must be dealt on fast track with the use of modern I.T. tools and with sympathetic attitude. The Ombudsman appreciated the improvement in ranking of Pakistan Post Office at international level from 94 to 62 as declared by Universal Postal Union, as D.G. PPOD informed no country of the world has shown such remarkable improvement. The Secretary, Communications Mr. Zafar Hassan, D.G., Pakistan Post and MD, PLI apprised the Honorable Wafaqi Mohtasib about the steps being taken for improvement and reforms of services. The Secretary Communications

informed that PLI has introduced a new effective tracking system through which they can monitor the claims of insurance at every stage. He further informed that the revenue of Pakistan Post has increased as compared to its expenditure and now running in profit. The D.G. Pakistan Post informed that they have introduced a new system under which unregistered international mail would be considered as registered at the International Mail Office in Pakistan which would ensure quick delivery of mail. They assured that they will personally monitor the process of handling the public complaints by the concerned responsible officers to curtail delays; and will hold officials for their negligence and maladministration, if any.