

DAWN

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Ombudsman orders online hearing of complainants

By Our Staff Reporter

ISLAMABAD: After the phenomenal increase in petrol prices and consequent hike in fares of public transport, the federal ombudsman has decided to arrange online hearings for complainants to save people from the costly-travel expense.

For this purpose and in order to economise on fuel, Federal Ombudsman Ijaz Ahmad Qureshi has issued instructions to all investigation and implementation officers of the Wafaqi Mohtasib Secretariat — both in the head office and 14 regional offices — that for the purpose of holding hearings, they should contact the complainants on whatsapp to not only save their time and travel expense but also enable them to get quick redressal of their problems.

Unlike the costly and cumbersome litigation process in formal courts, the federal ombudsman is unique in providing totally free-of-cost justice and resolution of complaints against the ministries and departments.

This new initiative of online hearings of complaints will further facilitate people to have their complaints resolved without spending a penny.

The ombudsman secretariat has developed a proper system for this online hearing process, under which people will have the facility to lodge complaints with the secretariat through the online process. All correspondence, communication including hearings, will be through whatsapp.


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Federal Ombudsman for economising on fuel consumption

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi on Saturday has taken measures to economise on fuel consumption by utilising online facility.

In order to economise on fuel, the Federal Ombudsman has issued instructions to all the investigating and implementation officers of the Wafaqi Mohtasib Secretariat, both at Head Office and 14 Regional Offices throughout the country. For the purpose of holding hearings, they should contact the complainants on whatsapp, etc. to prevent not only the wastage of their time and money in coming to the Office of the Wafaqi Mohtasib on public transport but also to save energy.

Earlier, the Office of Wafaqi Mohtasib had also introduced a mobile app in the year 2019 and revamped its website for the purpose of lodging online complaints by the general public. Consequently, 42,237 complaints were lodged online during the preceding year whereas 55,758 complaints have so far been filed online this year with a monthly average of 11,152. These measures have led to considerable savings on fuel consumption in Pakistan and are in line with the government's recent efforts to cut on fuel consumption. **APP**