

# DAWN

## Ombudsman asks govt depts to appoint focal persons

By Bakhtawar Mian

ISLAMABAD: Federal Ombudsman Syed Tahir Shahbaz on Tuesday directed all government departments/agencies to appoint a focal person each to correspond with his secretariat.

He asked investigation officers of the ombudsman secretariat to recommend disciplinary action in those cases where serious maladministration had been found. He directed them to organise meetings with major government agencies to address issues so that maximum relief could be provided to people.

He expressed satisfaction with the disposal of complaints. The ombudsman was chairing a meeting of investigating officers and other officers of the secretariat to review progress of the investigation work during the third quarter of 2021.

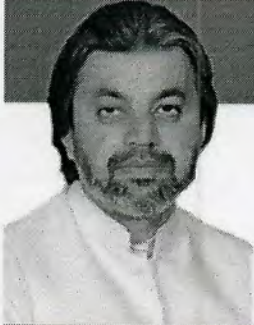
Secretary Shoaib Ahmed Siddiqui gave a number of suggestions to improve the investigation work.

Ejaz Ahmed Qureshi, senior adviser in the ombudsman secretariat, said 28,669 cases were registered and 27,564 of them were disposed of in the third quarter of 2021.

Pir Baksh Jamali, senior adviser implementation, said 9,812 cases were implemented during the period.

The ombudsman said provision of speedy and free of cost justice to the citizens was our priority; therefore, it is necessary that pending cases are cleared. He ordered to establish facilitation desks for complainants at all the regional offices.





As you start to walk on the way, the way appears

—Rumi

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## Ombudsman accentuated upon investigating officers to ensure maximum relief to complainants

### STAFF REPORTER

The Federal Ombudsman Syed Tahir Shahbaz has accentuated upon Investigating Officers of Wafaqi Mohtasib Secretariat to provide maximum relief to complainants.

He was chairing a meeting of Investigating Officers and other officers of the secretariat to review progress of investigation work during the 3rd quarter of 2021.

He showed complete satisfaction on disposal of complaints.

He directed the Investigation Officers to recommend disciplinary ac-

tion in those cases where serious maladministration has been found.

He further directed to organize meetings with major federal government agencies to address systemic issues, so that maximum relief should be provided to people at their end.

He also advised that attendance level of representation by agencies before the Investigating Officer must be of senior level.

He directed to issue directions to all agencies to appoint a Focal Person of higher rank to correspond with the Wafaqi Mohtasib Secretariat.





## Ombudsman accentuated upon investigationg officers to ensure maximum relief to complaints



### Syed mujeebuddin

ISLAMABAD: The Federal Ombudsman Syed Tahir Shahbaz has accentuated upon Investigating Officers of Wafaqi Mohtasib Secretariat to provide maximum relief to complainants. He showed complete satisfaction on disposal of complaints. He directed the Investigation Officers to recommend disciplinary action in those cases where serious maladministration has been found. He further directed to organize meetings with major

federal government agencies to address systemic issues, so that maximum relief should be provided to people at their end. He also advised that attendance level of representation by agencies before the Investigating Officer must be of senior level. He directed to issue directions to all agencies to appoint a Focal Person of higher rank to correspond with the Wafaqi Mohtasib Secretariat. He was chairing a meeting of Investigating Officers and other officers of the secretariat to review progress

of investigation work during the 3rd quarter of 2021. The Secretary Wafaqi Mohtasib Mr. Shoab Ahmed Siddiqui gave a number of suggestions to improve the investigative work in the secretariat. The meeting was chaired by the Federal Ombudsman which was attended by all Investigating Officers of the head office, Islamabad.

Mr. Ejaz Ahmed Qureshi, Senior Adviser while giving a presentation informed that 28,669 cases were registered and 27,564 cases were dis-

posed off in the third quarter of 2021. Whereas, Mr. Pir Baksh Jamali, Senior Adviser Implementation informed that 9812 cases were implemented during the quarter in letter & spirit. The Ombudsman said that provision of speedy and free of cost justice is our priority, therefore, clear the pendency in a shortest possible time. The Ombudsman ordered to establish facilitation desks for complainants' at all regional offices so that the uneducated complainants could be facilitated in a better way.





# The Nation

WEDNESDAY  
October 06, 2021

## President Alvi directs EOBI to clear widow's pension

OUR STAFF REPORTER  
ISLAMABAD

President Dr. Arif Alvi has set aside an impugned order of the Wafaqi Mohtasib on a widow's plea, directing the Employees' Old Age Benefits Institution (EOBI) to make payment of pension arrears since the death of her husband during 2017.

The directive was issued on the instant representation made by the complainant, Ayesha Arif widow of Arif Mehmood, assailing the order of Wafaqi Mohtasib of 25-11-2020 in which it upheld EOBI's decision of grant of pension along with payment of six months arrears under survivor's pension against her claim made on 06-08-2019.

As per directive of the President's Secretariat (Public), the compliance of the same case should be made within 30 days of the receipt of the said order.

The hearing of the case was held on July 14. The president in an order noted that section 22B of the Act 1976, dealt with survivors' pension, under which the surviving spouse became



entitled to pension.

"It nowhere inhibits or restricts the entitlement as in Section 22 (3) of the Act. Since Section 22B deals exclusively with survivors' pension, it operates independently," the finding said.

The order further said that as general rule applicable to Muslims on the death of a Muslim, the succession opened without any intervention and the rights vested in the Muslim heir automatically as held in Ghulam Ali and others vs Mst. Bhulam Sarwra Najis PLD 1990 SC1.

"Thus in view of the provisions of

Section 22B of the Employees' old Age Benefits Act, 1976 and general principles, it is obvious that the complainant is entitled to pension from the date of the death of her husband. The learned Mohtasib omitted to take note of this important aspect of the case and turned down the complainant's grievance on untenable basis," it added.

The Wafaqi Mohtasib had upheld a decision of the Agency against grant of pension arrears to the complainant since the death of her husband on 29-09-2017.

The Mohtasib, in its order, moreover, had not found any mal-administration on part of agency in terms of Article 2 (2) of P.O. No. 1 of 1983 and rejected the complaint in terms of Regulations 23 (3) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

The deceased husband was getting pension from the EOBI till his death. The complainant (widow) moved a plea for survivors' pension which was allowed by the agency with effect from 01-02-2019 along with grant of only six months arrears.

President Arif Alvi has set aside an impugned order of Wafaqi Mohtasib on widow's plea



# President directs EOBI to pay outstanding pension dues to widow

Sets aside Wafaqi Mohtasib, EOBI decisions

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as general rule applicable to Muslims on the death of a Muslim, the succession opened without any intervention and the rights vested in the Muslim heir automatically as held in Ghulam Ali and others vs Mst. Bhulam Sarwara Najis PLD 1990 SC1. "Thus in view of the provisions of Section 22B of the Employees Old Age Benefits Act, 1976 and general principles, it is obvious that the complainant is entitled to pension from the date of the death of her husband. The learned Mohtasib omitted to take note of this important aspect of the case and turned down the complainant's grievance on untenable basis," it added. — APP