

President asks ombudsman to get access to remote areas

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ISLAMABAD: President Dr Arif Alvi on Tuesday urged the federal ombudsman to increase its outreach to far-flung areas of the country and utilise the latest information technology tools for the quick redressal of people's complaints against the maladministration of government departments.

The president asked the ombudsman to provide speedy justice to the complainants against the high-handedness of utility companies as most of the complaints were related to excessive billing by DISCOs and gas companies.

The president made these remarks while talking to the Federal Ombudsman of Pakistan Ejaz Ahmed Qureshi, who called on him and presented the Annual Report-2021 of the organisation, here at the Aiwan-e-Sadr.

Secretary to the Wafaqi Mohtasib Secretariat Ejaz Ahmed Khan also attended the meeting. The ombudsman briefed the president about the performance and achievements of the institution during the year 2021.

President Urges Wafaqi Mohtasib to Incorporate Tech for Quick Redressals

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The President of Pakistan, Dr. Arif Alvi, has urged the Wafaqi Mohtasib (WM) of Pakistan to increase the Wafaqi Mohtasib Secretariat's outreach to the far-flung areas of the country and utilize the latest IT tools for the quick redressal of people's complaints against the maladministration of government departments offered at their doorsteps.

Dr. Alvi asked the WM to provide complainants speedy justice against the high-handedness of utility companies as most of the complaints were related to excessive billing by distribution companies (DISCOs) and gas companies.

It was highlighted that the WM had received 110,398 complaints last year, of which 106,732 were resolved and 92.7 percent the findings had been implemented during 2021. Furthermore, of the total complaints, 42,000 were received and processed online.

Qureshi informed the President of the steps taken to redress the grievances of the people in remote areas by establishing Complaint Cells and Regional Offices in different areas of the country. He added that his office had integrated 180 different agencies of the federal government to facilitate the quick disposal of complaints under the Integrated Complaint Resolution (ICR) System.