Founded by Shaheed Salmaan Taseer

Rs 30.00 Vol XIX No 329 16 Pages

Daily Times

Lahore Edition

WEDNESDAY, December 28, 2022 Jamadi-us-Sani 3, 1444

Your Right to Know

dailytimes.com.pk

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Ombudsman for effective mechanism to deal with gas complaints

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed gas providing agencies i.e. SNGPL & SSGCL to make more responsive and effective mechanism to deal with citizen complaints. He was presiding a high-level meeting to discuss the working of gas companies and their administrative arrangements to address citizens' complaints. The meeting was attended by the Secretary Petroleum Capt.(R) Muhammad Mahmood, Chairman OGRA, Mr. Masroor Khan, MD SNGPL, Mr. Ali Javed Hamdani, MD SSGCL, Mr. Imran Maniar, Secretary WMS, Mr. Afzal Latif and senior officers from both sides. The Ombudsman said that it was important that due attention and prompt administrative measures were required on the part of the utility companies while Ministry & OGRA had to exercise proper supervision to resolve public grievances.

In this respect, proposals developed by the Wafaqi Mohtasib Secretariat were discussed and vital decisions taken to provide prompt relief to the consumers in their genuine grievances. It was agreed that focal persons in BS-20 will be designated on behalf of the Federal Secretary Petroleum and top management of SNGPL & SSGCL within one week to coordinate with Wafaqi Mohtasib Advisors and remove bottlenecks, where necessary. The Ombudsman also asked to make slabs of outstanding dues so that low income consumers may pay it in easy instalments.

Wafaqi Mohtasib made it clear that no laxity in the implementation of the decisions will be tolerated and Heads of organizations will stand responsible. He further cautioned that some State Corporations were going to Courts against the decisions of the President of Pakistan which was a clear violation of the Cabinet's instructions on the subject. Secretary Petroleum & respective MD's will check such instances. The Secretary Petroleum passed directions during the meeting to Managing Directors of SNGPL and SSGCL to withdraw these cases from courts within two weeks. NEWS DESK

THE EXPRESS
TRIBUNE
The New York Times
Thursday

We unreservedly condemn attack on Afghan women's rights

We will continue to help players achieve their dreams

Workshop on role of ICT begins

ISLAMABAD. An international workshop on the Role of Integrated Computer Technologies (ICT) in the Public Grievance Redressal System started on Wednesday. The two-day workshop is being held online by the Asian Ombudsman Association (AOA) whose Permanent Secretariat is housed within the Wafaqi Mohtasib Secretariat in Islamabad. Federal Ombudsman Ejaz Ahmad Qureshi, who is the current Present of the Asian Ombudsman Association, opened the workshop which is being attended by 43 participants representing ombudsman institutions of China, Hong Kong, Indonesia, Macau, Malaysia, Thailand, Turkey, Uzbekistan as well as Provincial Ombudsman institutions of Sindh, KPK, Federal Tax Ombudsman and Banking Mohtasib Pakistan. Head of the Ombudsman institution AJK is also taking part. Speaking on the occasion, Qureshi said that the efficient disposal of complaints is of critical importance in the dispensation of justice. The use of ICT is essential in maintaining a credible, transparent, effective and efficient mechanism to sustain the trust of the public. OUR CORRESPONDENT

Ejaz Ahmad for more responsive and effective mechanism to deal with citizen complaints

10 hours ago
by The Frontier Post

Written by The Frontier Post

F.P. Report
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