



OICOA

OMBUDSMAN ASSOCIATION

OCT 2023, VOLUME-I, ISSUE-II

NEWSLETTER

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Editorial Team

Tauseef Ahmed Qureshi

Abdul Ghani

Fatima Akram

PRESIDENT'S MESSAGE

Dear Esteemed Members and Honored Guests,
As the Chief Ombudsman of the Republic of Türkiye and the President of the OICOA, it's with great anticipation and honor that I welcome all the participants to the 9th Board of Directors Meeting and the 3rd General Assembly Meeting, scheduled for 05th-06th October 2023 in the historic city of Istanbul, Türkiye.

These meetings will be more than a gathering; they will be a confluence of shared visions aimed at nurturing the revered principles of Ombudsman on a global platform. They will also aim to serve as a reflection of OICOA's collective ambition to uphold the pillars of justice, fairness, accountability, and protection of human rights.

I am highly anticipating the pivotal discussions that will take place regarding expansion of the OICOA membership which will echo our collective resolve to enhance OICOA's impact and reach. Furthermore, these meetings will also underscore the significant role that Islamic states play in fortifying the ethos of Ombudsman, thereby projecting a strong message of unity, justice, and equity on a global canvas.



I am wholeheartedly looking forward to the camaraderie, the exchange of insightful ideas, and the meaningful deliberations that will unfold during our meetings. Together, let's make these meetings a significant milestone of OICOA, paving the way for a global outreach that resonates with the core principles of justice and equity

Şeref MALKOÇ
Chief Ombudsman of Türkiye
President OICOA



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SECRETARY GENERAL'S MESSAGE

It gives me an immense pleasure to share the 'Second Newsletter' of OICOA. The fundamental building principle of every Ombudsman institution of OICOA is derived from Islamic concept of accountability. We, at OICOA strongly believe that a peaceful society contributes towards a peaceful world. The agenda of peaceful coexistence can only be achieved through transparency, rule of law and just system of addressing grievances. This puts a huge responsibility at every Ombudsman Institution, which we endeavor to carry out with commitment and resilience.

'Let's grow together' has been the mandate of OICOA, which I strongly believe can only be enhanced through cooperation and working together. Knowledge is power that has the capacity to transform and generate new ways of growth. Islam also provides great impetus for the human pursuit of knowledge. Quran urges the mankind to think, ponder, reflect and acquire knowledge. If we follow practices of collaboration, I am hopeful that coming years of OICOA will be more productive and high yielding.

While sharing the "Second Newsletter" of OICOA, we show solidarity and sympathy to our Moorish brothers and sisters in this catastrophic earthquake that brought havoc to Morocco on September 10, 2023. Being an Ombudsman Organization, we are the advocate of justice, tolerance, protection of



human rights and equality. We all call on the Swedish authorities to punish all perpetrators of this ugly and shameful act. I am sure with the support of member countries we can build and strengthen our association. May we all be guided by the principles of justice and righteousness.

Dr. Asif Mehmood Jah
(Hilal-i-Imaz) (Sitara-i-Imaz)
Federal Tax Ombudsman of Pakistan
Secretary General, OICOA



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EXECUTIVE SECRETARY'S MESSAGE

As the Executive Secretary of the OIC Ombudsman Association, I am delighted to announce the launch of our very first newsletter. The purpose of this newsletter is to foster communication and collaboration among our esteemed members, as well as to keep everyone informed about the latest developments in the field of ombudsman services.

Our aim is to create a platform where knowledge, experiences, and best practices can be shared, thereby strengthening the capacity of each member institution. This newsletter will keep all members updated on upcoming conferences, workshops, and training opportunities relevant to our profession.

Additionally, we will share recaps of events that have taken place, ensuring that you never miss out on valuable networking and learning opportunities. I welcome your input and invite you to share your expertise, success stories, and research with fellow members. Let's harness the power of collective wisdom.

I believe that this newsletter will serve as a vital medium to promote a vibrant exchange of ideas and foster a sense of community among our members. It is our collective dedication to upholding the principles of integrity, accountability, and fairness that strengthens the OIC Ombudsman Association



and the important work we undertake. I encourage all members to actively engage with the newsletter by sharing your feedback, suggestions, and contributions. Together, let us build a valuable resource that reflects the diversity and expertise of our association.

Almas Ali Jovindah
Executive Secretary, OICOA



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FELICITATION TO MEMBERS OF OICOA FOR BEING ELECTED AS MEMBERS OF ASIAN OMBUDSMAN ASSOCIATION (AOA)

HON'BLE PRESIDENT (AOA) MR. EJAZ AHMED QURESHI

In the 24th Annual Meeting of the AOA Board of Directors, 17th Meeting of the General Assembly and the International Scientific and Practical Conference held on 11-13 September 2023 at Kazan (Republic of Tatarstan). Honorable Ejaz Ahmed Qureshi was elected as the President of the AOA. He has been associated with the Federal Ombudsman's institution in Pakistan for over twelve years and fully appreciate the demands and responsibilities of the ombudsman ship and the role of the AOA in strengthening these institutions in the region and promotion of ombudsman ship in Asia and beyond.



HON'BLE VICE PRESIDENT (AOA) MS. SABINA ALIYEVA

On November 29, 2019, Sabina Aliyeva was elected as the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan by the National Assembly among three candidates presented to this position by the President of the Republic of Azerbaijan.



She was awarded with the medal "For Services in the field of Military Cooperation" on behalf of the President of the Republic of Azerbaijan by the relevant order of the Minister of Defense of the Republic of Azerbaijan dated December 29, 2020. She has been elected as the Vice President of Asian Ombudsman Association (AOA) in its general body election held in September 2023.



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HON'BLE PRESIDENT GIO JUSTICE DR. ZABIULLAH KHODAEIAN

H.E. Justice Dr. Zabihullah Khodaeian has been appointed as the new President of the General Inspection Organization (GIO) of the Islamic Republic of Iran.

Dr. Zabihullah Khodaeian has a PhD in Criminal Law and Criminology. In previous responsibilities he was the Deputy of the Judiciary Power and Head of the State Property and Deeds Registration Organization, Chief Justice of the Lorestan and Fars Province, a Representative of the Islamic Republic of Iran in the World Intellectual Property Organization (WIPO) and the President of the Branch of the Court of First Instances and President of the Court of Appeal; just to name a few.



HON'BLE CHIEF OMBUDSMAN MR. SEREF MALKOÇ

Mr. Malkoç was elected as the Chief Ombudsman by the General Assembly of Grand National Assembly of Türkiye on November 15, 2016. After completing his 4-year term, he has been re-elected as Chief Ombudsman of Türkiye on 11 November 2020.

Hon'ble Ombudsman Seref served as Lecturer at Karadeniz Technical University Faculty of Economics and Administrative Sciences, lawyer of the 11th Regional Directorate of Village Services. He served as YSK representative and Chairman of the Party's Political Ethics Board in the AK Party. He later on left his political party and became the Chief Advisor to the President in December 2015.





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LETTER OF GRATITUDE BY MEDIATOR OF KINGDOM OF MOROCCO TO HONORABLE FEDERAL TAX OMBUDSMAN PAKISTAN DR. ASIF MAHMOOD JAH

مَدِيَّعُ مَلَكَةِ الْمَغْرِبِ
مَدِيَّعُ مَلَكَةِ الْمَغْرِبِ



Le Médiateur du Royaume du Maroc



N°: ١٤٠٠٧ /2023

Rabat, on : 19 SEP. 2023

To
Dr. ASIF MAHMOOD JAH
Federal Tax Ombudsman of Pakistan

Dear Colleague,

I hope this letter finds you well. I want to express my heartfelt gratitude for your compassionate letter in the wake of the recent earthquake. Your kind words and concern mean a great deal to me and to my colleagues during these challenging times.

The support and understanding we have received from colleagues and friends like you have been a source of strength and comfort. It reminds us of the power of friendship and compassion.

Please know that your thoughts are greatly appreciated, and they provide us with the hope and determination to rebuild and move forward. Your generosity and compassion will forever be etched in our hearts.

Once again, thank you for your kind words, thoughts, and support.

With heartfelt thanks.

Mohamed BENALILOU
Mediator of the Kingdom of Morocco
AOMF Vice President



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UPCOMING EVENTS

A. 9TH BOARD OF DIRECTORS AND 3RD GENERAL ASSEMBLY MEETINGS OF OIC OMBUDSMAN ASSOCIATION (OICOA) TO BE HELD AT ISTANBUL ON 05-06 OCTOBER 2023 AT ISTANBUL ANADOLU HAKIMEVI / ÜMRANIYE.

The Board of Directors Meeting is poised to commence with insightful opening remarks from the Chairperson and the Host, thereby laying a constructive foundation for the ensuing discussions. A spotlight among the key agenda items is the envisioned upgradation of the Resource Centre at the OICOA Secretariat. This initiative is geared towards transforming the OICOA into a wellspring of knowledge on Ombudsman, encapsulating a rich array of documents, research papers, and publications that resonate with the pursuits of OICOA members.

Furthermore, the agenda has designated a segment for deliberation on the E-Profiling Directory of OICOA Members and Alumni, a stride towards weaving a more closely-knit community. The meeting is also set to explore the avenues of expanding OICOA membership, a strategic move aimed at amplifying the association's impact and extending its reach.





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B. CELEBRATION OF 10TH ANNIVERSARY OF THE OMBUDSMAN OFFICE IN KINGDOM OF BAHRAIN

On the Occasion to Celebrate the 10th Anniversary of the Ombudsman Office in the Kingdom of Bahrain. An International Conference will be held in the Kingdom of Bahrain under the title: "The effectiveness of Ombudsman within the institutional work and their role in promoting respect for human rights".

On the Occasion to Celebrate the 10th Anniversary of the Ombudsman Office in the Kingdom of Bahrain. An International Conference will be held in the Kingdom of Bahrain under the title: "The effectiveness of Ombudsman within the institutional work and their role in promoting respect for human rights".

Conference to be held in October 18-19, 2023 in Manama - Kingdom of Bahrain .This conference is a platform for those who are interested in human rights from around the world to come together to discuss and exchange ideas related to Ombudsman Offices and their role in promoting human rights and accountability.

Moreover, we have an exciting line-up of keynote with renowned experts in the field. The conference also offers an opportunity for networking and collaboration with other scholars, and professionals.

We hope that this international conference will contribute significantly to the advancement of knowledge, research and practice in the field of Ombudsman Offices.





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OICOA MEMBERS' ACTIVITIES

GENERAL INSPECTION OFFICE (OMBUDSMAN) OF IRAN

GENERAL INSPECTION ORGANIZATION OF THE ISLAMIC REPUBLIC OF IRAN

At the international conference "New Ombudsman Methods, National Features and Global Approaches" held in Kazan, the capital of the Republic of Tatarstan, Russian Federation, Dr. Khodaeian spoke about the necessity of professional ethics of the Ombudsman.

He added: "Years ago, when the first sparks of the ombudsman idea were ignited, perhaps few people thought that this idea would find such widespread mechanisms at the national, regional and global levels over time, and all these cases owe the serious attention of those involved in ombudsman issues." In countries, it is about human rights and the necessity of protecting it.

The head of the General Inspection Organization of the Islamic Republic of Iran stated: Every year, ombudsmen take a step forward in their evolutionary process and by combining previous experiences with new methods resulting from the sharing of knowledge and experience of members, they provide the grounds for achieving effective methods in protecting the rights of citizens. have brought. Dr. Khodaeian said: Today, ombudsmen are standing in a place where each of them can be considered as valuable experience packages in the protection of human rights in the field of interaction with governments.

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OMBUDSMAN FOR THE MINISTRY OF INTERIOR OF THE KINGDOM OF BAHRAIN

INTERNATIONAL CONFERENCE OF THE INDEPENDENT OMBUDSMAN OFFICE IN KINGDOM OF BAHRAIN

"THE EFFECTIVENESS OF OMBUDSMAN WITHIN THE INSTITUTIONAL WORK AND THEIR ROLE IN PROMOTING RESPECT FOR HUMAN RIGHTS"

The establishment of the Independent Ombudsman Office at the Ministry of Interior in the Kingdom of Bahrain in July 2013 represented an important qualitative addition within the system of independent national remedies that enhanced respect for human rights in the domains of criminal justice and law enforcement agencies. This was also a unique and pioneering event, given that the Independent Ombudsman Office is the first qualitatively specialized body in the category of ombudsman offices at the regional level. In this context, the Ombudsman organized its international conference entitled "The Effectiveness of Ombudsman Within the Institutional Work and Their Role in Promoting Respect for Human Rights", which will be held on 18th and 19th of October, 2023 in the capital of



Bahrain, Manama, to celebrate this anniversary and to present the most important attainments and positive developments achieved during the years. Moreover, this conference is an opportunity to exchange experiences and skills and to get acquainted with the best practices in the field of work of the Ombudsman Offices, prison and correctional oversight agencies, in a way that enhances respect for human rights in these areas, which includes carefully selected topics and working sessions, in order to allow the participants and attendees to get acquainted with distinctive cultural and intellectual content, dealing with the areas of work of Ombudsman Offices with their historical and reference dimensions, with the most important standards and practices that govern their work.



HUMAN RIGHTS (OMBUDSMAN) OF THE REPUBLIC OF AZERBAIJAN

THE DELEGATION OF THE OIC INDEPENDENT PERMANENT HUMAN RIGHTS COMMISSION IMPLEMENTED A JOINT FACT-FINDING MISSION IN GANJA

The delegation led by Muhammad Lawal Sulaiman, the Chairman of the Independent Permanent Human Rights Commission of the Organization of Islamic Cooperation (OIC IPHRC), which is currently on an official visit to our country upon the invitation of Sabina Aliyeva, the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, conducted another joint fact-finding mission that took place in Ganja, which had been subjected to missile attacks by the Armed Forces of Armenia during the 44-day Patriotic War.

The members of the delegation familiarized themselves with the facts of targeting of residential areas during the war, in violation of the rules of international humanitarian law. The delegation members met with residents who had been affected by the missile attacks of the Armed Forces of Armenia. The delegation members were informed of the use of prohibited weapons by Armenia during the Second Karabakh War, which resulted in war crimes that caused numerous civilian casualties and serious damages.

Furthermore, the delegation members carried out on-site investigation in the “Imamzadeh” Religious Complex, which has been subjected to missile attacks by the Armed Forces of Armenia.





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THE DELEGATION OF THE OIC INDEPENDENT PERMANENT HUMAN RIGHTS COMMISSION CONDUCTED A JOINT FACT-FINDING MISSION IN AGHDAM

The delegation of the Organization of Islamic Cooperation (OIC) Independent Permanent Human Rights Commission (IPHRC) that is on an official visit in the country upon the invitation of the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, Sabina Aliyeva, conducted its next joint fact-finding mission in Aghdam.

The delegation members monitored the residential buildings, and religious, cultural, and historical monuments in Aghdam, which have been demolished by the Armed Forces of Armenia during the occupation period. The Giyasli and Garaghaji gravesites, the Alley of Martyrs, and a Juma Mosque were also monitored on the spot.

The guests were also informed about the new residential areas and the construction-building works being carried out in the city center of Aghdam.





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TAJIKISTAN

TAJIK CHILDREN'S OMBUDSMAN CONCERNED OVER TEEN SUICIDES

Tajikistan's Children's Ombudsman's Office said in its annual report on June 11 that 69 people younger than 18, including four with psychiatric conditions, committed suicide in the Central Asian country in 2022. Although the number is one-quarter the number of suicides among teenagers in 2021, the situation remains worrisome, the report concludes. Four people were brought to justice for actions that led to a child's suicide, it said. There have been many cases of young women killing themselves and their children because of domestic violence in Tajikistan in recent years.

In 2022, 69 minors committed suicide (hanging) in Tajikistan. The Office of the Children's Ombudsman says this figure is four fewer than in 2021, but remains alarming. Of these, 38 were boys and 31 were girls. According to the annual report of the Children's Ombudsman in Tajikistan, six minors are mentally ill, and 63 other cases of teenage suicide are unknown. The report was prepared and published in 2023.

"In connection with these events in 2022, four people were convicted of committing suicide," said the report of the Children's Ombudsman. "Violence in the family in many cases leads to unpleasant consequences, such as the separation of families, committing suicide and committing other serious crimes... The suicide of women, including those with small children, remains a concern," - said in the report of the Ombudsman or Commissioner on human rights in Tajikistan





OMBUDSMAN OF REPUBLIC OF INDONESIA

THE IMPORTANCE OF NATIONAL INSIGHT FOR THE ASSISTANT TO THE INDONESIAN OMBUDSMAN

The importance of awareness of unity will give rise to ideas, attitudes and determination that originate from the nation's cultural values which are translated into national insight. This was conveyed by Member of the Indonesian Ombudsman Hery Susanto when delivering the material "National Insight and Vision of Indonesia" before the Assistant Ombudsman of the Republic of Indonesia Class of 2019 - 2021 in Latsar and National Defense, Friday (1/9/2023) at the Batujajar Kopassus Special Forces Education Center, West Bandung. According to Hery, national insight is needed to anticipate the emergence of degradation of the sense of pride as an Indonesian nation, the loss of the example of national leaders and the growth of KKN (corruption, collusion and nepotism).

Apart from that, national insight can also reduce resistance to national/local policies that are unfair, which can foster the potential for social injustice, the rapid flow of globalization and technological/IT advances and politicalism that emphasizes one's own/group interests, thus forgetting the interests of the nation. "National insight is very important to eliminate feelings of disrespect for plurality or diversity, as well as the development of a sense of intolerance and hard-line ideas, radicalism and terrorism," stressed Hery. He also explained Indonesia's Vision for 2045 and the global challenges that will be faced in the future. That in the period 2016 to 2045, the Indonesian economy will be able to grow up to 5.7 percent annually by continuing to carry out structural reforms, taking advantage of the demographic bonus and technological progress, as well as increasing economic competitiveness. Hery hopes that the State Defense Latsar activity, which was attended by 63 Assistant Ombudsman of the Republic of Indonesia, will be able to realize the vision of an Indonesia that has superior human resources, an Indonesian society that upholds pluralism, is cultured, religious and upholds ethical values, as well as creating a free society and government apparatus. from corrupt behavior.





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OMBUDSMAN OF SAUDI ARABIA

FEDERAL OMBUDSMAN FACILITATES RELEASE OF PRISONER FROM SAUDI ARABIA JAIL.

An application was received by the overseas commissioner of Ombudaman office Islamabad from Mr.Falak Sher Bhatti, resident of Mukhwali Sillanwali, Sargodha, praying that his son was imprisoned in Saudi Arabia jail and sought help from Ombudsman to get his son released.

The ombudsman office took up case with the MOFA and requested for their intervention for the release of the said prisoner. The MOFA request was honored by Saudi Government and the applicant's son was released, who later re-united with his family in Pakistan.

The family of the prisoner, expressed their gratitude to the Federal Ombudsman Mr.Ejaz Ahmed Qureshi, for timely taking up case of their son with concerned quarters for setting their son free, as otherwise he would have been languishing in jail at Saudi Arabia till now.





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PAKISTAN

FORUM OF PAKISTAN OMBUDSMAN (FPO) ANNUAL CONFERENCE 2023

The Forum of Pakistan Ombudsman (FPO) arose from a visionary initiative of the Federal Tax Ombudsman to create a networking platform for Pakistan's Federal and Provincial Ombudsmen and Ombudspersons. Established on April 15, 2011, and formally registered under the Societies Act on June 4, 2011. It represents a distinguished and nonpartisan network dedicated to bolstering accountability within Ombudsman offices across Pakistan and Azad Jammu and Kashmir. The forum of FPO focuses on advancing the principles of good governance through specialized training, rigorous research, and international advocacy.

The FPO's core commitment is to enhance public grievance redress mechanisms, cultivate core competencies, and foster professionalism. This significant event spanned over the course of two days. The inaugural day, which unfolded on the 4th of August 2023 at the Serena Hotel in Quetta, was dedicated to a pivotal Board Meeting of the FPO members. The second day was dedicated for the highly anticipated Annual FPO Conference titled: "Role of Ombudsman in Eradication of Mismanagement in Public Institutions", which took place at the Governor House in Balochistan.



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FPO ANNUAL CONFERENCE 2023 TID BITS

BANKING OMBUDSMAN

In 2022, a comprehensive overview of complaint resolution was conducted. This encompassed the management of a backlog of 4,772 complaints carried forward from 2021, alongside the receipt of 30,493 new complaints, resulting in a combined total of 35,265 cases under consideration. During this period, a commendable 734 cases were decisively resolved, with orders issued by the Banking Mohtasib, indicating an efficient resolution process. Moreover, a significant 21,822 cases achieved amicable resolutions with the approval of the Banking Mohtasib. However, as of December 31, 2022, there were still 7,607 outstanding complaints awaiting resolution.

The status of applications under the Enforcement of Women's Property Rights Act, 2020, for the year 2021 reveals that a total of 270 cases were recorded. Impressively, 221 of these cases have been disposed of, indicating effective case management. However, there are 49 cases that remain pending, awaiting resolution. Similarly, in the context of applications under the Protection Against Harassment of Women at Workplace Act, 2010, for the year 2022, a total of 587 cases were registered. Encouragingly, 480 cases have been successfully disposed of, showcasing a robust resolution process. Nonetheless, there are 107 cases that are currently pending, undergoing the necessary proceedings.

FEDERAL TAX OMBUDSMAN

In 2022, the Federal Tax Ombudsman (FTO) handled a total of 6,991 complaints, comprising 5,752 fresh complaints and 422 carry-forward cases. They also initiated 98 fresh own motion cases and continued investigating 89 carry-forward own motion cases. Additionally, three reference cases were addressed, and 627 informal cases were resolved. This data underscores the FTO's commitment to addressing tax-related issues, both reactively and proactively, with a focus on fairness and transparency in the tax system.

FOSPAH

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WAFAQI MOHTASIB PAKISTAN

GRIEVANCE COMMISSIONER CELL FOR OVERSEAS PAKISTANIS IN THE FEDERAL OMBUDSMAN (WAFAQI MOHTASIB) SECRETARIAT

The Honorable Federal Ombudsman of Pakistan, Mr. Ejaz Ahmad Qureshi, has established the Grievance Commissioner Cell for Overseas Pakistanis in Federal Ombudsman Secretariat by appointing Dr. Inam-ul-Haq Javeid as Grievance Commissioner for Overseas Pakistanis under section (7) of the Federal Ombudsmen Institutional Reforms Act, 2013, to address the individual and systematic issues of the Overseas Pakistanis

In the domain of the Wafaqi Mohtasib, the year saw a substantial workload, with a total of 164,173 complaints received. Impressively, the Federal Ombudsman managed to dispose of 157,798 of these complaints, highlighting their dedication to addressing citizen concerns efficiently. Notably, the average time taken to resolve 80% of these complaints was a commendable 60 days, showcasing their commitment to swift and effective problem resolution. It's worth mentioning that some issues were resolved even more expeditiously, with certain cases being successfully closed within just 10 to 20 days.





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FEDERAL OMBUDSMAN SECRETARIAT FOR THE PROTECTION AGAINST HARASSMENT OF WOMEN AT WORKPLACE (FOSPAH) PAKISTAN

FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE, PARTICIPATED AT THE ROUNDTABLE OF POLITICAL PARTIES ON "WOMEN'S MANIFESTO"

During the Roundtable of political parties on "Women's Manifesto," organized by the Women's Parliamentary Caucus, Ms. Fauzia Viqar, the Federal Ombudsperson for Protection against Harassment of Women at the Workplace, provided valuable suggestions for enhancing women's participation in politics. Ms. Viqar emphasized the importance of implementing both social and policy measures to address the existing gender disparity in political representation. She highlighted the need for reforms that would create a more inclusive and supportive environment for women in politics, encouraging their active involvement and contribution to the political landscape. Her insights contributed to the ongoing dialogue on promoting gender equality and women's empowerment in the realm of politics.





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FEDERAL TAX OMBUDSMAN

YEAR-ON-YEAR: A STATISTICAL OVERVIEW OF COMPLAINTS RECEIVED AND RESOLVED AT ANNUAL FPO CONFERENCE 2023

In 2022, the Federal Tax Ombudsman (FTO) handled a total of 6,991 complaints, comprising 5,752 fresh complaints and 422 carry-forward cases. They also initiated 98 fresh own motion cases and continued investigating 89 carry-forward own motion cases. Additionally, three reference cases were addressed, and 627 informal cases were resolved. This data underscores the FTO's commitment to addressing tax-related issues, both reactively and proactively, with a focus on fairness and transparency in the tax system.

In 2022, a total of 6,106 cases relating to FTO were disposed of. These cases were handled efficiently, with an average time of 37 days taken for their resolution. This swift disposal of complaints reflects the dedication and effectiveness of the FTO system in addressing issues and ensuring a timely resolution for all parties involved





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BANKING OMBUDSMAN PAKISTAN

BANKING MOHTASIB PROVIDES RELIEF OF RS 539.72 MILLION TO BANKING CUSTOMERS DURING FIRST HALF OF 2023

Karachi: The Banking Mohtasib Pakistan has granted monetary relief amounting to Rs 539.72 million to the banking customers by disposing of 12,015 complaints during the first half (January to June) of the current calendar year, 2023. About 98 % (11,731) complaints were resolved amicably while only 2 % (284) complaints required resolution through formal Orders from Banking Ombudsman.

There is no letup in the number of complaints being lodged against commercial banks as Banking Mohtasib had received 14,863 new complaints, including 4,057 from Prime Minister's Portal, during the last six months (1st January to 30th June, 2023).

With a view to protecting the banking customers from fraud and forgeries, the Banking Mohtasib Pakistan, Mr. Muhammad Kamran Shehzad has re-emphasized on banking customers not to disclose their personal and financial information to any third person and on receipt of suspicious calls they should immediately approach the nearest branch of their bank or contact the helpline of the bank, he added.





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INSURANCE OMBUDSMAN PAKISTAN

OVERVIEW OF YEARLY COMPLAINTS DATA AT ANNUAL FPO CONFERENCE 2023

In the overview of complaints handled in 2022, a substantial total of 4,634 cases were successfully resolved within an efficient average timespan of 60 days. Impressively, this swift resolution covered a significant 90% of the total complaints received, underscoring a dedicated commitment to speedy and effective complaint disposal. Furthermore, during this period, insurance policyholders received substantial relief amounting to Rs. 2.5 billion, reflecting the profound impact of these resolution efforts on policyholders' well-being and financial security.



Hon'ble Insurance Ombudsman presenting Annual Report FIO 2022 to President of Pakistan



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OICOA AT GLANCE



A group photo of Federal Ombudsman Mr. Ejaz Ahmed Qureshi with some members of AOA at Baku Azerbaijan



Group photo of members of AOA with the President Asian Ombudsman Association
Mr. Ejaz Ahmad Qureshi on the eve of AOA Conference at Baku Azerbaijan



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Turkish Ombudsman Mr. Şeref Malkoç, Moldovan Ombudsman Mr. Upon the invitation of Ceslav Panico, he attended the international conference organized for the 25th anniversary of the Moldovan Ombudsman Institution and gave a speech on "Human Rights in the New Digital Reality".



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24th Annual Meeting of the AOA Board of Directors, 17th Meeting of the General Assembly and the International Scientific and Practical Conference held on 11-13 September 2023 at Kazan (Republic of Tatarstan)



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The general treasurer and member of the board of directors in the Asian Ombudsman Association noted: I firmly believe that the ombudsmen, after passing through the initial stages of institutionalization and the many problems of this period, are entering a stage where the factors causing disruptions in the organizational functions with the origin He paid attention to the interior and designed solutions to deal with it.

Dr. Khodaeian stated that ombudsmen gradually become powerful in the course of time, adding: therefore, not abusing power becomes one of these points of attention. He continued: In their work, ombudsmans face parties that are not equal to each other in terms of having power, access to resources, and having information, so ombudsmans must observe impartiality in their investigations. The principle of fairness was one of the other important legal principles that the head of the inspection organization emphasized by reminding that ombudsmen are required to comply with it in their activities. He stated: both the people who refer to the ombudsmen and the issues investigated by them are not of the same type, for this reason, compliance with the principle of non-discrimination is placed on the agenda of the ombudsman as a very important principle. Dr. Khodaeian reminded: The constant emphasis on observing the professional ethics of the ombudsman will protect this institution from the problems that it may face in the future.

Clarifying the principles of ombudsman professional ethics, presenting precise definitions and examples of these principles, considering ways to strengthen the aforementioned principles, using the experiences of others regarding the obstacles to the flow of these principles in the field of practice, finding the main bottlenecks in the implementation of ombudsman professional ethics principles and methods of persuasion And encouraging ombudsmen to adhere to the aforementioned principles as much as possible was one of the requirements that Dr. Khodaian emphasized as a prelude to judging the maintenance of ombudsman's professional qualifications.





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He stated that the accurate and competent performance of the duties of an ombudsman is not a matter that will be realized by itself, he pointed out that the ombudsman, like any other organization, needs to gather factors that optimize activities, from creating effective stimuli to permanent controls, and among these, what it will keep the ombudsmen more successful than ever in their work, maximum adherence to the aforementioned principles.

Dr. Khodaeian continued: The General Inspection Organization of the Islamic Republic of Iran has the right to inspect and supervise all government authorities in order to fulfill its duties in order to protect the rights of the nation. Also, if a person's rights are violated by the executive bodies, that person can report the situation to the General Inspection Organization, and the inspection organization will investigate the matter and, if a violation of the rights of that person is found, it will introduce the violator to the judicial authority.

He reminded: In the Islamic Republic of Iran, due to the importance of citizenship rights, the fundamental rights of the nation such as free education, right to housing, freedom of speech or the prohibition of interference in the privacy of individuals are provided in the constitution and should not be violated by government agents. In order to protect these organizational rights, under the title of General Inspection Organization in the Constitution of the Islamic Republic of Iran, it is foreseen that this organization supervises the correct implementation of the law and the smooth running of affairs in all governmental authorities.

The head of the inspection organization stated that all government agencies are obliged to provide the documents and documents required by the General Inspection Organization to this organization, and if they fail to do so, they will be considered criminals, and said: Also, the suggestions made by the General Inspection Organization for the correct implementation of the law and guarantees the rights of individuals, it is enforceable by government agencies and disobeying it is a crime.

He added: In order for people to have quick access to the General Inspection Organization, electronic systems have been planned and people can submit their complaints electronically to the General Inspection Organization and receive the results in the same way.

Dr. Khodaeian emphasized: Although the General Inspection Organization is a non-judicial authority; But in cases of serious violations of the law, the inspectors of this organization have the right to investigate the violator and then refer the case to the judicial authority. The general treasurer and member of the board of directors of the Asian Ombudsman Association addressed the heads of ombudsman and monitoring and inspection agencies, officials of research and university centers and thinkers in the field of governance and human rights who were present at this summit, said: Although we have a difficult road ahead; But the sweetness of satisfaction of people who have achieved their rights through our activities will remove the bitterness of this path from our palate.



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BOARD MEETING

FPO's Board Meeting took place on August 4th at Serena Hotel in Quetta. This marked the return of the FPO's annual conference after a considerable hiatus, hosted under the esteemed leadership of Honorable Ombudsman Balochistan, Mr. Nazar Muhammad Baloch. The event witnessed a remarkable turnout, with a vigorous attendance from delegates representing all 14 Ombudsman offices, alongside their representative advisors. The gathering was characterized by a palpable sense of enthusiasm, underpinned by a shared commitment to advancing the principles of accountability and good governance within Pakistan.

During the Board Meeting, the ombudspersons/ombudsmen and their representative advisors expressed their deep appreciation to FPO for various key accomplishments: The participants lauded FPO's sincerest efforts in advancement and actualization of its core objectives & mission and conducting this Annual Conference. The FPO's proactive approach in disseminating critical information through newsletters was commended for its effectiveness. The ongoing training programs designed to enhance the organizational structure and efficacy of Ombudsman offices across Pakistan were recognized as pivotal in promoting excellence in public service. The dedicated efforts of FPO's President and Executive Secretary in fostering best practices and facilitating knowledge exchange within the FPO forum were duly acknowledged.

One of the central highlights of the meeting was the election of Hon'ble Federal Tax Ombudsman and President of FPO, Dr. Asif Mahmood Jah, as the General Secretary to represent the FPO at the Organization of Islamic Cooperation (OIC). This appointment to a prestigious and permanent slot within the OIC, exclusively designated for the General Secretary from Pakistan, which also underscores the FPO's growing influence on the international stage.





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The forum dedicated significant time to contemplate and address the challenges faced by the Ombudsman institutions in effectively fulfilling their mandates. Participants engaged in constructive discussions, highlighting the importance of transparent processes, enhanced inter-agency coordination, and the need for effective collaboration with relevant stakeholders, including government bodies and civil society organizations. A key highlight of the meeting was the presentation of the annual report by Honorable Dr. Asif Mahmood Jah, President of FPO FTO. The report showcased the remarkable achievements and milestones attained by the forum, demonstrating the commitment and dedication of the Ombudsman institutions in promoting good governance and ensuring accountability across Pakistan.

The attendees actively participated in an open discussion, aimed at developing forward-thinking strategies to enhance the effectiveness of Ombudsman institutions. Prominent recommendations included leveraging technology to streamline case management processes, strengthening the training and capacity-building of Ombudsman staff, and establishing regional offices to facilitate access to justice for all citizens. Another integral segment of the meeting was a presentation on upcoming initiatives and projects. This included the introduction of a state-of-the-art case management system designed to optimize efficiency.

The Meeting of the Forum of Pakistan Ombudsman concluded with a vote of thanks to the host, Ombudsman Secretariat Balochistan, for his exceptional arrangements and hospitality. The next meeting is scheduled to take place in Islamabad on October 20, 2023, where further progress will be discussed and steps toward implementing the proposed strategies will be evaluated.





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The conference hosting was orchestrated with masterful finesse by the Executive Secretary of FPO, Mr. Almas Ali Jovindah who also served as a Stage Secretary for the day. The conference then proceeded to the screening of a documentary prepared by the interns of the Legal Department of the Federal Tax Ombudsman Secretariat. This documentary showcased the annual performance of all 14 Ombudsman offices and received acclaim from all participants for its informative and insightful portrayal.

The Hon'ble Federal Ombudsman (Wafaqi Mohtasib), Mr. Ejaz Ahmed Qureshi, although couldn't make it to the conference due to his work commitments, yet he made his presence felt through a heartfelt and informative video message, Up next was the presentation by the Hon'ble Wafaqi Banking Mohtasib, Mr. Siraj-ud-din Aziz. With decades of distinguished service as an economist, Mr. Aziz brought an unparalleled depth of expertise to the presentation he offered. Hon'ble Ombudsperson Miss Fauzia Viqar of FOSPAH couldn't attend the conference due to prior work engagements although her video message was shared with the participants.

The next presentation was given by the Advisor of Federal Insurance Ombudsman who attended the conference on behalf of the Hon'ble Federal Insurance Ombudsman, Dr. Muhammad Khawar Jameel. The morning session of the conference culminated with an address by His Excellency, Governor of Khyber Pakhtunkhwa, Haji Ghulam Ali. During his address, he lauded the commendable efforts of FPO, acknowledging the organization's dedication and commitment to its mission.





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Mr. Jalaluddin Mehar, the Director General of Provincial Sindh Ombudsman, represented the Hon'ble Sindh Ombudsman, Mr. Ajaz Ali Khan. In the slideshow of the Provincial Ombudsman Sindh for Protection Against Harassment of Women at Workplace, it was highlighted that the Hon'ble Ombudsman Sindh PHWPP Justice (Retd) Shahanawaz Tariq is committed to providing a safe work environment for women and conducting awareness programs.

The Hon'ble Punjab Ombudsman Maj (Retd) Azam Suleman Khan was represented by the Senior Advisor who delivered a presentation comprising a detailed overview of the office's annual performance. The host and Stage Secretary of the conference, Mr. Almas Ali Jovindah diligently shared the message of the Hon'ble KPK Ombudsman, Mr. Syed Jamaluddin Shah and the Hon'ble Punjab Ombudsperson, Miss Nabila Hakim Khan. The slideshow from the office of Ombudsperson KPK, Hon'ble Mam Rukhshanda Naz showcased their annual complaints data.

The Hon'ble Ombudsman Azad Jammu & Kashmir, Mr. Chaudhry Muhammad Naseem expressed his vision and resolution to address and resolve the complaints of general public promptly and without any inordinate delay.





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WAFAQI MOHTASIB

In the domain of the Wafaqi Mohtasib, the year saw a substantial workload, with a total of 164,173 complaints received. Impressively, the Federal Ombudsman managed to dispose of 157,798 of these complaints, highlighting their dedication to addressing citizen concerns efficiently. Notably, the average time taken to resolve 80% of these complaints was a commendable 60 days, showcasing their commitment to swift and effective problem resolution. It's worth mentioning that some issues were resolved even more expeditiously, with certain cases being successfully closed within just 10 to 20 days.

Im the overview of complaints handled in 2022, a substantial total of 4,634 cases were successfully resolved within an efficient average timespan of 60 days. Impressively, this swift resolution covered a significant 90% of the total complaints received, underscoring a dedicated commitment to expedited and effective complaint disposal. Furthermore, during this period, insurance policyholders received substantial relief amounting to Rs. 2.5 billion, reflecting the profound impact of these resolution efforts on policyholders' well-being and financial security.

FEDERAL INSURANCE OMBUDSMAN

PROVINCIAL MOHTASIB SINDH

OVERVIEW OF COMPLAINTS RECEIVED IN 2022.

In 2022, a total of 8,251 complaints were received, highlighting the public's engagement in addressing various concerns. Furthermore, an impressive 7,968 of these complaints were successfully disposed of.



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OMBUDSMAN BALOCHISTAN

Honorable Provincial Ombudsman's unwavering commitment in Balochistan towards ensuring speedy justice is commendable. Honorable Provincial Ombudsman Balochistan is dedicated to ensuring the swift delivery of justice and demonstrating Balochistan's unwavering commitment to resolving citizens' issues effectively. This commitment was emphasized during a recent event held in Sibi.

Hon'ble Provincial Ombudsman Balochistan vows to facilitate patients Balochistan Provincial Ombudsman Nazar Muhammad Baloch has pledged to facilitate patients by advocating for improved health facilities. He emphasized the importance of doctors and medical staff performing their duties with honesty and integrity in Quetta.

In 2022, a total of 32,837 complaints were processed, showcasing a commitment to addressing a wide range of issues. Impressively, 29,970 of these complaints were successfully disposed of, reflecting efficient and effective handling of the cases, and a dedication to resolving them.

Hon'ble Ombudsman Punjab presided over the first meeting of the Working Group (comprising legislatures, line departments and civil society organizations) constituted in the Ombudsman's Office

It was to raise awareness and prepare comprehensive roadmap to curb online exploitation and harassment of children. UNICEF's Chief of Child Protection Program Ms. Daniela Luciani called on the Hon'ble Ombudsman Punjab Major (R) Azam Suleman Khan at his office and discussed matters relating to the protection of children's rights

PUNJAB OMBUDSMAN



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OMBUDSPERSON BALOCHISTAN

Honorable Ms. Noor Jahan Mengal, Ombudsperson Balochistan for Protection against Harassment of Women at the Workplace oversaw the collection of data for the year 2022. During this period, a total of 62 complaints were received, of which 54 have been successfully resolved. Currently, there are 8 pending complaints awaiting resolution. It is noteworthy that, on average, cases were resolved within a time frame of 3 months under Ms. Noor Jahan Mengal's diligent guidance and leadership.

PROVINCIAL OMBUDSPERSON KPK

In harassment cases, 31 complaints were lodged, with 26 resolved and 19 referred to relevant institutions. In property-related cases, 618 complaints were filed, with 61 resolved and 38 referred to the courts, highlighting the importance of addressing these issues effectively.

OMBUDSMAN KPK

The provincial Ombudsman directs to evolve a mechanism to resume online cause lists and dispose of cases within a specific period as per Khyber Pakhtunkhwa Provincial Ombudsman Act.

The Banking Mohtasib Pakistan, Mr. Muhammad Kamran Shehzad during his visit to Peshawar met the Provincial Ombudsman, Khyber Pakhtunkhwa, Syed Jamaluddin Shah on 5th July, 2022. During the meeting, Mr. Kamran Shehzad discussed the issues of public grievance against banks with the Provincial Ombudsman, KPK.



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OMBUDSMAN AJ&K

In the annual complaints data for 2022, a total of 374 complaints were received, out of which 197 were decided after thorough investigation. Additionally, 5 complaints were forwarded to the Deputy Commissioner for necessary action and compliance.

Complaints received encompassed a wide range of issues, including maladministration in recruitments, incomplete construction of schools, roads, and water supply schemes, non-provision of basic amenities, non-payment of Zakat, insurance, salary, pension, compensatory damages, illegal possession of forest lands and illegal allotments, non-issuance of degree certificates, results, and rechecking of papers, high-handedness of subordinate field staff, cybercrime, and cases initiated via suo-moto notices.

In 2022, a total of 399 cases were reported, with Court handling 204 cases, successfully deciding 195. Meanwhile, Court 2 dealt with a larger caseload, processing 1,133 cases and concluding 193. Additionally, in matters of harassment, 131 cases were registered, with 65 under process and 66 already decided. These statistics reflect the significant workload and the dedication of the legal system in addressing various cases during the year.

From 2013 through December 30, 2022, a total of 3,400 miscellaneous harassment cases were recorded. Among these cases, 490 have been successfully decided, reflecting significant progress in addressing these issues. However, there are still 110 cases that remain pending, highlighting the ongoing challenges in providing resolution and justice in this domain.

OMBUDSPERSON PUNJAB