



ANNUAL REPORT 2024

Federal Ombudsman
of Pakistan

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



Wafaqi Mohtasib
ANNUAL REPORT
2024

Highlights of the Year



Total relief of Rs. 8.22 billion

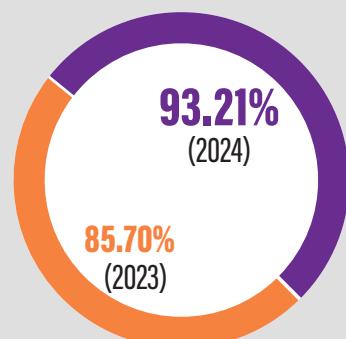
126 Khuli Katcheries (Open Courts) held
(Dispensing administrative accountability closer to homes)

Effective Implementation
of Findings/Decisions

171 OCR Visits
(Enhancing outreach and accessibility)

79 Inspection Visits
(Improving service delivery of federal agencies)

80 Studies / Reports
(Addressing systemic flaws impacting public welfare 1985-2024)



RAISING PUBLIC AWARENESS

- Press releases 64
- Articles / Columns 382
- Awareness lectures 110
- TV/Press interviews 97
- Video clips 1318
- Radio programmes 141

- No fee or lawyer required
- Facility of online hearing
- Disposal of complaints within 60 Days
- Presence in 24 stations in the country
- Helpline: 1055 For Children: 1056



No.1(10)/HWM/2025

Islamabad

Dear Mr. President,

It is a great honour for me to present to you the Annual Report – 2024 marking the third year of my tenure as Wafaqi Mohtasib. I am happy to inform you that the Office of Wafaqi Mohtasib processed a record number of complaints during the outgoing year. Incidence of complaints has risen from 110,405 at the start of my tenure in 2021 to 226,372 marking an increase of 105% by the close of the year 2024. Likewise, the disposal reached an all-time high number of 223,198 complaints showing an increase of 109% over the figures of 2021. The institution also achieved an impressive implementation rate of 93.21% of its decisions in 2024 as against 85.7% in 2023.

The ever increasing number of receipts and disposal of complaints testify to the centrality of the ombudsman institution as a means for providing free and expeditious redressal against complaints of maladministration and administrative excesses by the public service agencies. Besides the Head Office, 18 Regional Offices and 5 Complaints Collection Centers, this institution is functioning as a truly poor man's court. It requires neither any fee nor services of any lawyer as the procedure for dispensation of justice is absolutely simple, prompt and transparent. Multiple means are available to lodge complaints including website, mobile phone/WhatsApp, or tendered in person, by email or post. Moreover, the petitioner can join the investigation process through skype without a hassle to travel any distance. Unlike the conventional system of disputes settlement, which invariably entails an extended period of time, here the complaint is disposed of within the prescribed limit of 60 days.

The manifold increase in the receipt of complaints is a result of various initiatives. These include, inter-alia, the establishment of four new offices in remote areas, Informal Resolution of Disputes (IRD), khuli katcheries (Open Courts), Outreach Complaint Resolution (OCR) mechanism and Inspection Visits to various government agencies and departments generating persistent complaints. While resolving the individual complaints, we have not lost sight of the need to suggest long term reforms for addressing systemic issues and conducted a large number of research studies on issues impacting the well-being of the general public. Promotion and protection of child rights as well as welfare of overseas Pakistanis continued to receive close attention in our functioning during the entire year.

As an elected President of the 47-member strong Asian Ombudsman Association (AOA) and host to its Permanent Secretariat at Islamabad, our active role in organizing various international events on themes of professional interest has brought a distinct honour to Pakistan.

The Annual Report - 2024 encompasses the whole range of our activities and provides a detailed account of our endeavours to serve, not merely as a complaint office but more importantly, as an architect of good governance in the country. I am confident that consistent support and guidance from your high Office shall continue to inspire the further growth of this institution.

Sincerely,


(Ejaz Ahmad Qureshi)

**Hon'ble Mr. Asif Ali Zardari,
President of the Islamic Republic of Pakistan,
Islamabad.**

25.3.2025

FOREWORD

The Office of Wafaqi Mohtasib (Ombudsman), in accordance with Section 28(1) of the President's Order No. 1 of 1983 is required to submit an Annual Report on its activities within three months of conclusion of the calendar year. The Report in hand has accordingly been prepared which gives an overview of the multifarious activities undertaken pursuant to its mandate.

The main thrust of the Report is on providing the readers a good insight into the working of this institution during the year under review. Chapters 1 - 3 of the Report cover the evolution and growth of ombudsmanship as well as the transition of this national institution from a complaint redressing office to an architect of good governance in the country. The refinement in systems and procedures achieved over the past 41 years of its service to the people is detailed in chapters 4 – 10. These chapters also highlight the steps taken for enhancing the institution's accessibility and outreach, initiation of simple and cost-free processes, protection of the rights of women and children as well as for facilitating overseas Pakistanis.

The use of technology for upgrading institution's efficiency, optimal management of its financial resources and building greater awareness among the public about the availability of this poor man's court at their doorsteps have been covered in chapters 11 - 13. The concluding chapter 14 underscores the institution's efforts for upholding the cause of ombudsmanship at the international level. Its activities as President of the Asian Ombudsman Association (AOA), has lent an international stature to the institution and earned a distinct honour for the country.

The Report is duly supported, where necessary, by the relevant data and statistics, and projects the institution's pivotal contribution towards the fulfilment of the constitutional provision requiring the State to provide inexpensive and expeditious justice to the public.



Profile of Mr. Ejaz Ahmad Qureshi, Wafaqi Mohtasib (Ombudsman) of Pakistan

Mr. Ejaz Ahmad Qureshi took oath of his Office on 27 December 2021 as the 8th regular Wafaqi Mohtasib (Ombudsman) of Pakistan. He holds a Master's degree in Political Science from University of the Punjab and one in Public Policy & Planning from Pennsylvania State University, USA. He joined Civil Service of Pakistan in 1972 after qualifying the Central Superior Services competitive examination.

He has held prestigious positions both in the Federal and the Provincial governments such as Chief Secretary, Khyber Pakhtunkhwa (KPK) Province, Chief Secretary, Sindh Province and Federal Secretary of the Ministries of Railways and the Environment. He remained Provincial Secretary of a number of departments and also served as Additional Chief Secretary (Development), Commissioner, Deputy Commissioner and Assistant Commissioner in various areas. During his service, he has also been the Consul General / Trade Commissioner of Pakistan in Canada and Pakistan's Permanent Representative to the UN Body, International Civil Aviation Organization (ICAO) at Montreal. He was awarded 'Tamgha-i-Eisar' in recognition of his outstanding services during the earthquake of 2005. Before assuming the charge of Wafaqi Mohtasib (Ombudsman), he has served as Senior Advisor for over twelve years and as the National Commissioner for Children in the Wafaqi Mohtasib Secretariat, Islamabad.

Mr. Ejaz Ahmad Qureshi has made extraordinary contribution towards the growth and progress of the federal ombudsman's institution in Pakistan. He successfully established four new Regional Offices and three Complaint Collection Centers within the short span of three years, expanding the institution's outreach to 24 cities across the country. Incidence of complaints has risen from 110,405 at the start of his tenure in 2021 to 226,372 in 2024 (an increase of 105%) testifying to the centrality of the ombudsman forum as a means for providing free and expeditious justice against administrative excesses of the government agencies. Likewise, the disposal also reached an all-time high number of 223,198 complaints showing an increase of 109% over the figures of 2021.

He was re-elected as the President of the 47-member strong Asian Ombudsman Association (AOA) in September 2023. He has taken many steps to raise the stature of the Asian Ombudsman Association as a professional platform of ombudsman and ombudsman-like institutions in the region. He is also a member of the Forum of Pakistan Ombudsman (FPO), the OIC Ombudsman Association (OICOA) and the International Ombudsman Institute (IOI).

ACKNOWLEDGEMENTS

The Hon'ble Wafaqi Mohtasib (Ombudsman), Mr. Ejaz Ahmad Qureshi was pleased to constitute the following Committee for preparing the Annual Report 2024:

i. Amb. (R) Abdul Moiz Bokhari, Senior Advisor, WMS	Chairman
ii. Mr. Shahid Humayun, Advisor	Member
iii. Mr. Muhammad Safdar, DG (Administration)	Member
iv. Mr. Muhammad Ashfaq Ahmad, DG (Coordination)	Member
v. Syed Muhammad Ilyas, Director (Media)	Member/Secretary
vi. Mr. Adnan Ahmed, Sr. Investigation Officer/ PSO to HWM	Member
vii. Mr. Iqbal H. Siddiqui, Director (Coordination)	Co-opted Member
viii. Mr. Muhammad Ikhlaq, Assistant Graphic Designer	Co-opted Member

The Committee expresses its profound thanks and deep gratitude to the Hon'ble Wafaqi Mohtasib (Ombudsman) for his invaluable support and guidance, during the preparation of this Report.

The Committee also gratefully acknowledges the necessary support and professional input provided by the Officers and Staff of the Wafaqi Mohtasib Secretariat for bringing out this report. The Committee also owes a debt of gratitude to the Secretary, Wafaqi Mohtasib Secretariat, Mr. Afzal Latif as well as the administration of WMS for extending the much needed assistance and logistic support in the preparation of the Annual Report - 2024.

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Acronyms

ADR	Alternate Dispute Resolution
AGP	Auditor General of Pakistan
AGPR	Accountant General Pakistan Revenues
AIOU	Allama Iqbal Open University
AOA	Asian Ombudsman Association
BISP	Benazir Income Support Programme
CDA	Capital Development Authority
CDNS	Central Directorate of National Savings
CMIS	Complaints Management Information System
CNIC	Computerized National Identity Card
DAC	Departmental Accounts Committee
DISCOs	Distribution Companies (Electricity)
EOBI	Employees' Old-Age Benefits Institution
ERRA	Earthquake Reconstruction and Rehabilitation Authority
FGEHA	Federal Government Employees Housing Authority
FIA	Federal Investigation Agency
GESCO	Gujranwala Electric Supply Company
HEC	Higher Education Commission
HESCO	Hyderabad Electric Supply Company
ICR	Integrated Complaint Resolution
ICRS	Instant Complaint Resolution System
IESCO	Islamabad Electric Supply Company
ICT	Islamabad Capital Territory
ILO	International Labour Organization
LESCO	Lahore Electric Supply Company
IRD	Informal Resolution of Disputes
MCMC	Mid-Career Management Course
MEPCO	Multan Electric Power Company
NADRA	National Database and Registration Authority
NBP	National Bank of Pakistan
NCC	National Commissioner for Children

NEPRA	National Electric Power Regulatory Authority
NICOP	National Identity Card for Overseas Pakistanis
NGO	Non-Governmental Organization
NIM	National Institute of Management
NITB	National Information Technology Board
NPO	Non-Profit Organization
OCR	Outreach Complaint Resolution
OGRA	Oil and Gas Regulatory Authority
OPF	Overseas Pakistanis Foundation
PBM	Pakistan Bait-ul-Mal
PEMRA	Pakistan Electronic Media Regulatory Authority
PESCO	Peshawar Electric Supply Company
PIAC	Pakistan International Airlines Corporation
PIMS	Pakistan Institute of Medical Sciences
PLI	Postal Life Insurance
POC	Pakistan Origin Card
PTA	Pakistan Telecommunication Authority
PTCL	Pakistan Telecommunication Company Limited
SIMU	Special Initiatives Monitoring Unit
SLICP	State Life Insurance Corporation of Pakistan
SMS	Short Message Service
SNGPL	Sui Northern Gas Pipelines Limited
SSGCL	Sui Southern Gas Company Limited
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations International Children's Emergency Fund
WMS	Wafaqi Mohtasib Secretariat

OMBUDSMANSHIP IN PAKISTAN

A Historical Perspective

Throughout the human history, justice and accountability have been considered as the most essential features of any successful model of governance. These are inextricably linked to the system of reward and punishment, which governs the human behaviour. The concept of ombudsman has traversed a long journey, facing roadblocks and attaining milestones in the process. Over the years, the concept of ombudsman has emerged as an essential feature of every modern democratic society as it embodies the broad principles upon which the edifice of democracy is raised.

The earliest historical accounts show the existence of ombudsman or more appropriately its prototype in China during the Qin Dynasty in 200 BC. The Roman Empire also had a system where the Roman Tribune could overrule any law that was found to be infringing upon the rights of the citizens. Administrative accountability is considered as one of the guiding principles of the Islamic model of governance. The Swedish Parliamentary Ombudsman, in its current form, was instituted in 1809 to safeguard the rights of the citizens. In the post World War 2 period, there was a renewed emphasis on human rights and fundamental freedoms, which led to the adoption of the Universal Declaration of Human Rights in 1948. In this sense, the concept of ombudsman and the inviolability of human rights is inseparable and is a means to the ultimate goal of good governance.

Today, ombudsman is being practiced and pursued across the globe as an effective mechanism for the promotion and protection of human rights, good governance and the rule of law. Though the structure, scope and powers of ombudsman vary from one society to another, typically the duties of the ombudsman include investigation and resolution of complaints against maladministration, discrimination, violation of human rights, and fundamental freedoms along with administrative excesses. Its popularity can be gauged from the fact that ombudsman or ombudsman-like institutions are functioning in more than 140 countries across the globe.

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Evolution of Modern Ombudsman

Addressing issues of maladministration and protection of human rights is linked with good governance and at the heart of it lies accountability and justice. The ombudsman has, therefore, emerged as the central feature in every modern democratic society. Ombudsman or ombudsman - like institutions are working in most countries of the world, under different names, with varying degrees of autonomy and powers to exercise. Many countries have more than one ombudsman institutions which deal with specific areas of competence impacting the well-being of the common man. The scope, jurisdiction and power of ombudsman offices, though relate to the socio-political realities on the ground, the institution remains relevant to the developing and the developed countries alike. The ombudsmen around the world function in aid of superior judiciary and address matters of administrative accountability and maladministration, thereby, easing the burden on the normal court system.

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Wafaqi Mohtasib: The First Ombuds Institution in Pakistan

Established on 24 January, 1983 vide the President's Order No.1 of 1983, the Office of Wafaqi Mohtasib (Ombudsman) Pakistan has witnessed 41 momentous years of growth and progress. It was

established with the explicit objectives to:

- diagnose, investigate, redress and rectify any injustice done to a person through maladministration;
- undertake any investigation into any allegation of maladministration on the part of any agency or any of its officers or employees;
- provide speedy and expeditious relief to citizens by redressing their grievances to promote good governance; and
- arrange for studies to be made or research to be conducted to ascertain the root causes of corrupt practices and injustice and may recommend appropriate steps for their eradication.

The mandate of this institution flows from Article 37 (d) of the Principles of Policy as enshrined in



chapter 2 of the Constitution of the Islamic Republic of Pakistan. This Article specifically entrusts the State with the responsibility to ensure provision of inexpensive and expeditious justice to the people of Pakistan.

Growth of Ombudsmanship in the Country

The ombudsmanship has taken firm roots in Pakistan. Following the success of the Wafaqi Mohtasib's institution, being the first one in the country, in providing free and expeditious administrative justice to the general public, the concept has been replicated in other essential areas impacting lives of the common man. Collectively, 14 ombudsman institutions are working at the federal and provincial levels. At the federal level, these include:

i. Federal Tax Ombudsman

(Established in the year 2000)

ii. Banking Mohtasib Pakistan

(Established in the year 2005)

iii. Federal Insurance Ombudsman

(Established in the year 2006)

iv. Federal Ombudsperson for Protection against Harassment of Women at the Workplace

(Established in the year 2010. Four Offices at provincial level were established during 2012 – 2019).

Wafaqi Mohtasib: A Saga of Continued Success

The Wafaqi Mohtasib (Ombudsman)'s institution has, over the years, perfected its complaint handling mechanism comprising registration, investigation, appraisal, review and implementation of its decisions/Findings. It is now fully capable of (i) resolving complaints of mal-administration in large number; (ii) reaching out to the complainants and holding open courts at remote places for redressal of grievances at their doorsteps; (iii) state of the art technology (iv) informal resolution of disputes; (v) inspection of various federal government agencies to improve service delivery; and (vi) undertaking studies/ research to ascertain the root causes of corrupt practices and recommending appropriate steps for their eradication.

The institution has, over the years, perfected its complaint handling mechanism comprising registration, investigation, appraisal, review and implementation of its decisions/Findings.

The Federal Ombudsman's institution in Pakistan possesses some unique qualities. The institution enjoys the necessary constitutional cover and no Court or Authority has jurisdiction to question the validity of any action taken pursuant to its mandate or grant an injunction or stay in relation to any pending proceedings before the Ombudsman. The Wafaqi Mohtasib has the authority to stay operation of the impugned order or decision for a period not exceeding 60 days. An ombudsman holds office for a non-renewable term of four years. He is required to submit an Annual Report to the President relating to his functions. Such reports are also required to be released for publication. All executive authorities throughout Pakistan act in aid of the Federal Ombudsman. The Ombudsman's Office enjoys administrative and financial autonomy as prescribed by the federal government and exercises its powers independently of both legislature and the executive. It is legally established, freely accessible and visible, client-oriented but not anti-administration. These attributes have helped it to emerge as an architect of good governance, rather than a mere complaint redressal office.

Aligning with International Standards and Benchmarks

The UN General Assembly, in various resolutions, has recognized the role of Ombudsman and Mediator institutions in promoting good governance and the rule of law in the public sphere. This has led to the emergence of a set of international instruments, upholding the ultimate goals of ombudsmanship. Commonly known as the Paris Principles and the Venice Principles, these documents recognize the importance of the ombuds institutions in strengthening democracy, the rule of law, good governance and the inviolability of human rights. These principles not only set out an elaborate criteria and benchmarks but also highlight the responsibilities of the State to provide an enabling environment for effective functioning of the ombuds institutions. This alignment with the international principles and benchmarks, therefore, adds to the credibility of such institutions.

The Wafaqi Mohtasib's Secretariat (WMS) aligns its operations with internationally recognized standards and the United Nations General Assembly Resolution No. A/RES/79/177. These benchmarks emphasize good governance, protection and promotion of human rights and the rule of law, guiding the Secretariat's activities to meet global best practices. By



consistently adhering to these universally acclaimed standards, the WMS has earned a position of pre-eminence within the international ombudsman community, demonstrating its dedication to quality service and ethical governance. This alignment has lent a high degree of credibility to the operations of the Wafaqi Mohtasib's Office and contributed towards its goodwill and authenticity. It is encouraging to note that the above mentioned UN Resolution recognizes the Asian Ombudsman Association (AOA), which is headed by Wafaqi Mohtasib of Pakistan, as amongst the active regional ombudsman bodies.

The WMS has earned a position of pre-eminence within the international ombudsman community.

Forum of Pakistan Ombudsman (FPO) : A Symbol of Growing Maturity

Forum of Pakistan Ombudsman (FPO), is a collective forum to address public service delivery issues which is contributing to improving service delivery operations of the government agencies in their respective areas of competence. Established on 16 April, 2011 by ten Ombudsmen at that time, the FPO is recognized as a symbol of growing maturity in the operations of ombudsman institutions in the country. Currently, it has fourteen members, who exchange best practices with a view to enhancing their operational capability, providing thereby quality services to aggrieved persons. In order to augment capacity of ombudsman personnel, the FPO Secretariat organizes periodic workshops, seminars and offers training facilities in specialized areas of ombudsmanship.

Established on 16 April, 2011, the FPO is recognized as a symbol of growing maturity in the operations of ombudsman institutions.

Being the oldest ombudsman institution in the country, the Wafaqi Mohtasib (Ombudsman) Pakistan is a member of FPO and is actively contributing towards enhancing core capacities and achieving higher levels of professionalism in the discharge of ombudsman functions. Encouraged by the accomplishments of the last four decades, the Wafaqi Mohtasib's institution is emerging as a strong bulwark against maladministration, bureaucratic inertia, inefficiency and corrupt practices. Its most cherished goal and objective remains promotion of good governance, inclusivity and the rule of law.



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing 30th meeting of Forum of Pakistan Ombudsman (FPO) in Lahore. The Federal Tax Ombudsman and President FPO, Dr. Asif Mahmood Jah is also seen in the picture (17.12.2024)

Domestically, the Wafaqi Mohtasib has emerged as a model national institution, enjoying the trust and confidence of the general public for providing free, fast and reliable services. Whereas, internationally it has contributed towards projecting the country's soft image and enhanced its stature in the comity of nations. It can be compared to any reputed ombuds institution in the world.

A detailed account of Wafaqi Mohtasib's international standing and its interaction with the global ombuds fraternity is contained in chapter 14 of the Report.

LEGAL AND OPERATIONAL FRAMEWORK

LEGAL FRAMEWORK

The Office of Wafaqi Mohtasib (Ombudsman) was established through an enactment called the President's Order No. 1 of 1983. Justice (Retd.) Sardar Muhammad Iqbal assumed the charge of the Office on August 8, 1983 as the first Ombudsman of Pakistan, and he spent nearly seven months studying the core principles of this newly created institution before formally beginning his duties. He energetically focused on assembling a dedicated team and also invested substantial efforts in deliberating the essential aspects and implementation of the Ombudsman's framework.

The Office of the Wafaqi Mohtasib was given an independent and autonomous status responsible for identifying, investigating, addressing, and rectifying injustices caused to a citizen by maladministration of federal government agencies. Its operations are guided by a forceful legal framework that ensures transparent resolution of public grievances. Key legal instruments defining the Wafaqi Mohtasib's role, powers and functions include the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), the Federal Ombudsmen Institutional Reforms Act, 2013, and the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

AMENDMENTS IN THE PRESIDENT'S ORDER NO. 1 OF 1983

Over the years, it became clear that the law needed to adapt to evolving needs and address contemporary requirements. With a renewed commitment to the existing legal framework, essential provisions were introduced through an Act of Parliament in 2013, known as the Federal Ombudsmen Institutional Reforms Act, 2013.

This legislation has enhanced the effectiveness and responsiveness of the Ombudsman's Office to the grievances of affected individuals. Notably, the Office is required to complete investigation within 60 days and for the President to issue a decision on a representation within 90 days of its submission. Similarly, the Review Petition has to be decided in 45 days. These time lines are remarkable, ensuring effective implementation of recommendations.

The Office is required to complete investigation within 60 days and for the President to issue a decision on a representation within 90 days of its submission.

The Federal Ombudsmen Institutional Reforms Act of 2013 now permits complainants to request a Review of Findings, a provision previously unavailable. It also introduces specific measures to improve the responsiveness of certain public sector organizations to public needs. The rapid approval of this reform legislation highlights lawmakers' strong support and confidence in the institution.

The Act of 2013 has not only enhanced the institution's responsiveness to those seeking redressal but has also strengthened its ability to ensure that federal government agencies implement its Findings and recommendations. The comparative statement of original provisions of the President's Order No.1 of 1983 and the procedural guidelines given in Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 thereto, reinforces the institution's commitment to the goals of good governance, the rule of law, promotion and protection of human rights.

The Act of 2013 has not only enhanced the institution's responsiveness but has also strengthened its ability to ensure that federal government agencies implement its Findings .

**AMENDMENTS MADE IN THE P.O. NO. 1 OF 1983 AS A RESULT OF
THE FEDERAL OMBUDSMEN INSTITUTIONAL REFORMS ACT, 2013.**

S.No.	P.O No. 1 of 1983	Federal Ombudsmen Institutional Reforms Act, 2013
1.	2. Definitions. -In this Order, unless there is anything repugnant in the subject or context,- (1) 'Agency' means a Ministry, Division, Department, Commission or office of the Federal Government or a statutory corporation or other institution established or controlled by the Federal Government but does not include the Supreme Court, the Supreme Judicial Council the Federal Shariat Court or a High Court.	'Agency' means, the Agency defined in the relevant legislation and in relation to the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983) shall include an Agency in which the Federal Government has any share or which has been licensed or registered by the Federal Government and notified by the Federal Government in the Official Gazette (S-2 (a) of The Federal Ombudsmen Institutional Reforms Act.2013).
2.	3. Appointment of Mohtasib. (1) There shall be a Wafaqi Mohtasib (Ombudsman), who shall be appointed by the President. (2) Before entering upon Office, the Mohtasib shall take an oath before the President in the form set out in the First Schedule.	Oath of office: An Ombudsman shall take Oath before he enters upon his office in the form as prescribed in the relevant legislation and in case such form is not prescribed in the relevant legislation, he shall make oath before the President before he enters upon office in the form set out in the Schedule to this Act (S-8 of the Federal Ombudsmen Institutional Reforms Act.2013).
3.	4. Tenure of the Mohtasib. -(1) The Mohtasib shall hold office for a period of four years and shall not be eligible for any extension of tenure or for re-appointment as Mohtasib under any circumstances.	Tenure of the Ombudsman. The Ombudsman shall hold office for a period of four years and shall not be eligible for an extension of tenure or appointment as Ombudsman under any circumstances. Provided that the Ombudsman shall continue to hold office after expiry of his tenure till his successor enters upon the office (Section-3 of the Federal Ombudsmen Institutional Reforms Act.2013).
4.	7. Acting Mohtasib. -At any time when the office of Mohtasib is vacant, or the Mohtasib is absent or is unable to perform his functions due to any cause, the President shall appoint an acting Mohtasib.	Acting Ombudsman: At any time the office of Ombudsman is vacant or he is unable to perform his function due to any cause, the President shall appoint an Acting Ombudsman who shall perform functions and powers as are vested in the Ombudsman and shall be entitled to all privileges as are admissible to Ombudsman. Provided that till such time the Acting Ombudsman is appointed, the Wafaqi Mohtasib (Ombudsman) shall act as Ombudsman of the concerned office and in case the Wafaqi Mohtasib is absent or unable to perform function of his office, the Federal Tax Ombudsman shall act as Wafaqi Mohtasib (Ombudsman) in addition to his duties (S-4 of the Federal Ombudsmen Institutional Reforms Act. 2013).

5.	No Provision.	Temporary Injunction. The Ombudsman may stay operation of the impugned order or decision for a period not exceeding sixty days (S. 11 of the Federal Ombudsmen Institutional Reforms Act 2013).
6.	No Provision.	Review: (1) The Ombudsman shall have the powers to review any findings, recommendations, order or decision on review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision. (2) The Ombudsman shall decide the review petition within forty five days. (3) In review, the Ombudsman may alter, modify amend or recall the recommendation, order or decision (S.13 of the Federal Ombudsmen Institutional Reform Act 2013).
7.	No Provision.	Grievance Commissioner. (1) The Ombudsman shall appoint or designate an officer not below BPS-21 as Grievance Commissioner in an Agency against which a large number of complaints are received persistently. (S-7 of the Federal Ombudsmen Institutional Reforms Act 2013).
8.	29. Bar of jurisdiction. —No Court or other authority shall have jurisdiction.— (1) to question the validity of any action taken, or intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Order ; or (2) to grant an injunction or stay or to make any interim order in relation to any proceedings before, or anything done or intended to be done or purporting to have been done by, or under the orders or at the instance of the Mohtasib.	Bar of Jurisdiction. No court or authority shall have jurisdiction to entertain a matter which falls within the jurisdiction of an Ombudsman nor any court or authority shall assume jurisdiction in respect of any matter pending with or decided by an Ombudsman (S-18 of the Federal Ombudsmen Institutional Reforms Act 2013).
9.	32. Representation to President. —Any person aggrieved by a decision or order of the Mohtasib may, within thirty days of the decision or order, make a representation to the President, who may pass such order thereon as he may deem fit.	Representation: 1) Any person or party aggrieved by a decision, order, findings or recommendations of an Ombudsman may file representation to the President within thirty days of the decision, order, findings or recommendations. 2) The operation of the impugned order, decision, findings or recommendations shall remain suspended for a period of sixty days if the representation is made as per sub-Section (1).

		<p>3) The representation shall be processed in the office of the President by a person who had been or is qualified to be a judge of the Supreme Court.</p> <p>4) The representation shall be decided within 90 days (S-14 of the Federal Ombudsmen Institutional Reforms Act 2013).</p>
10.	36. Rules. -The Mohtasib may, with the approval of the President, make rules for carrying, out the purposes of the Order	Power to make rules. The Federal Government may by notification in the Office Gazette, make rules to carry out the purposes of this Act (S-22 of the Federal Ombudsmen Institutional Reforms Act 2013)
11.	37. Order to override other laws. -The provisions of this Order shall have effect notwithstanding anything contained in any other law for the time being in force.	Overriding effect (2) In case there is conflict between the provision of this Act and the relevant legislation the provision of this Act, to the extent of inconsistency shall prevail (S-24 of the Federal Ombudsmen Institutional Reforms Act 2013).

OPERATIONAL FRAMEWORK OF WAFAQI MOHTASIB SECRETARIAT

The functioning of the Wafaqi Mohtasib is regulated by the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013. The main features of these Regulations are as follows:

A. PROCEDURE FOR REGISTRATION OF COMPLAINTS

Presentation/Registration of Complaints. (Regulation 3)

A complaint may be lodged in a number of ways. Complainant may file a complaint in person or by post or online, by fax, email or through Mobile App against maladministration of federal agencies as defined in Article 2(1) of the President's Order No. 1 of 1983 and section 2(a) of the Federal Ombudsmen Institutional Reforms Act, 2013.

Complainant may file a complaint in person or by post or online, by fax, email or through Mobile app against maladministration of federal agencies.

Upon receipt, the Registrar processes the complaint on Complaints Management Information System (CMIS) and allocates a complaint number to each case.

Admission and Rejection of Complaints at Preliminary Stage. (Regulation 5)

Initial scrutiny is undertaken by the Registrar, who determines its admissibility according to the procedure laid down in Articles 2, 9 and 10 of President's Order No. 1 of 1983. For the admitted complaint, acknowledgement is sent to the complainant via CMIS generated letter as well as by SMS.

The admissible complaints are marked to the designated Investigating Officer for examination. In the cases which are not admitted, an intimation is sent to the complainant along with reason for non-admittance. To finalize the complaints within the stipulated period of 60 days, the complainants are encouraged to furnish all relevant documents along with the complaint.

B. PROCEDURE FOR PROCESSING OF COMPLAINTS BY INVESTIGATING OFFICERS.

The Investigating Officer proceeds with investigation as follows:

- Calls for report from the government Agency concerned

- Receives response from the Agency
- Calls for rejoinder from the complainant, (if needed)
- Conducts hearing
- Carries out onsite inspection (if required)
- Prepares draft Findings
- Submits draft Findings for approval of the Wafaqi Mohtasib through CMIS
- Issues attested copies of approved findings to the complainant and the Agency

C. PROCEDURE FOR DISPOSAL OF COMPLAINTS

Completion of Investigation (Regulation 23) and Appraisal.

Once the investigation concludes, the Investigating Officer prepares the draft Findings, which are then submitted to the Appraisal Officer. Upon completing the appraisal, the Findings are forwarded to the Wafaqi Mohtasib for approval.

Completion of Findings and Consignment of Files to Record Room (Regulation 25)

After the Findings are approved by the Mohtasib, the copies of the Findings are authenticated by the Investigating Officer and dispatched free of cost, to the complainant and the Agency and the file is consigned to the record section.

Review Petition (Regulation 26)

If the complainant or the Agency is not satisfied with the Findings, a Review Petition can be filed with the Ombudsman within 30 days of the receipt of Findings. The Ombudsman is required to decide the Review Petition within 45 days of such application.

Representation (Section 14, The Federal Ombudsmen Institutional Reforms Act, 2013)

If the complainant or the Agency is not satisfied with the Findings or order passed by the Mohtasib, a Representation can also be submitted to the President. The President has to decide the Representation within 90 days of its submission.

Execution/Implementation of Recommendations (Regulation 30)

The Ombudsman Secretariat has established an Implementation Wing to implement the Findings with recommendation and time line/due date for implementation. Such cases are also uploaded on the implementation module of the CMIS.

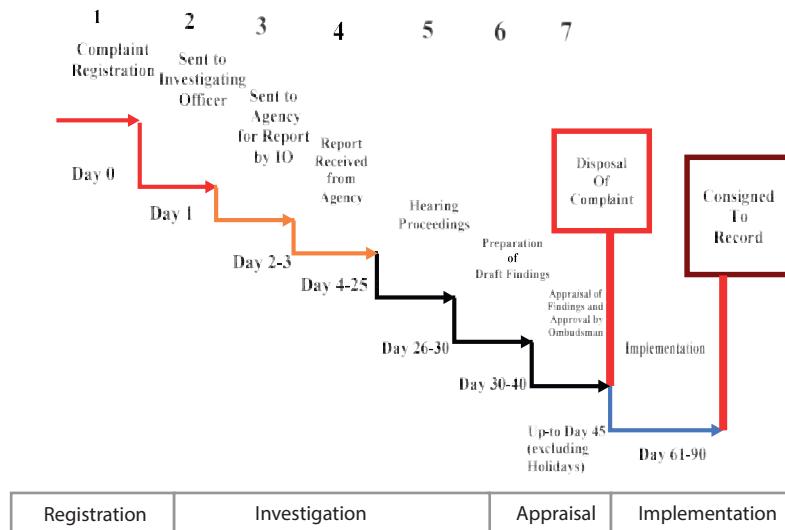
Defiance of Recommendations (Regulation 29)

If the Agency does not, within the specified time, fully comply with the Findings or does not give reasons for non-implementation of the recommendations to the satisfaction of the Mohtasib, it shall be liable for initiation of proceedings against it for defiance of the findings, recommendations, order or decision under Article 12 of the Order.

Expeditious Disposal of Complaints (Regulation 23 (5)

The Ombudsman shall dispose of complaints within a period of sixty days (60). Time line for expeditious disposal of complaints through various stages is shown in the chart below:

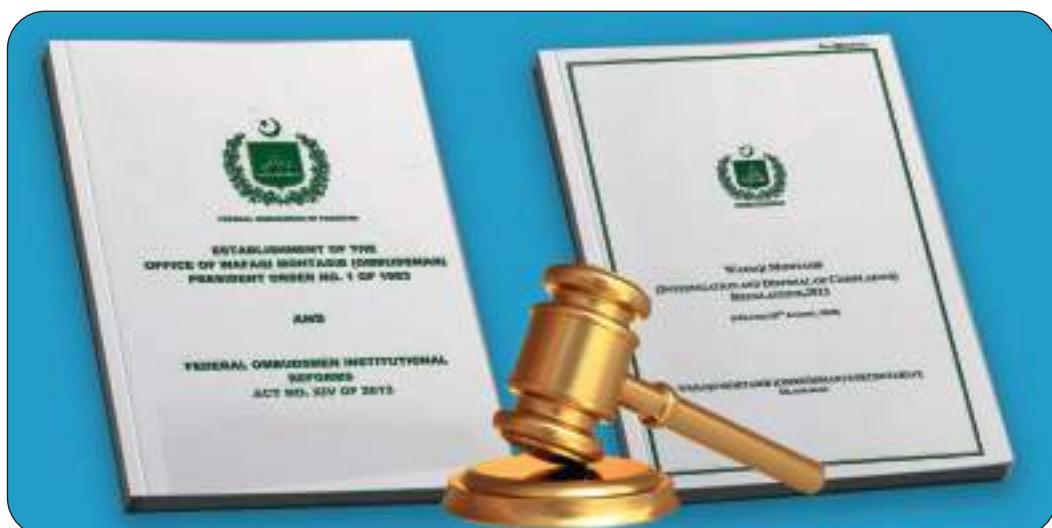
INVESTIGATION TIMELINE



Wafaqi Mohtasib's Office is a quasi-judicial body that redresses the grievances of the common man against federal agencies and organizations. It takes cognizance of cases of maladministration and offers remedies through a simple and expeditious process. It is considered a "poor man's court" as it operates without charging any fee and there is no need of engaging a lawyer. The Federal Ombudsmen Institutional Reforms Act, 2013 made this Office more responsive to the complaints of the aggrieved persons. The provisions relating to finalization of the case within

Wafaqi Mohtasib's Office is considered a "poor man's court" as it operates without charging any fees and there is no need of engaging a lawyer.

60 days have further improved the efficacy of this institution. Additionally, the Act of 2013 has introduced provisions for Review, which were earlier not available to the complainants. Article 33 of the President's Order No.1 of 1983 empowers the Mohtasib or a member of his staff to informally conciliate, amicably resolve the disputes between parties. This provision not only widens the ambit of Ombudsman's activity but also provides positive means of settlement of disputes through conciliatory proceedings and mutual satisfaction of parties. Under the umbrella of legal and operational framework, the Office of Wafaqi Mohtasib is making important contribution towards the accomplishment of the core values of ombudsmanship.



REDRESSING GRIEVANCES TO PROMOTE GOOD GOVERNANCE: AN OVERVIEW

Established in 1983, the Office of Wafaqi Mohtasib (Ombudsman) has played a crucial role in promoting administrative accountability and justice by addressing citizens' grievances against federal government functionaries and agencies. Through its persistent efforts, the institution has fostered a culture of transparency, responsiveness, and accountability within government institutions, promoting thereby the core values of good governance and the rule of law.

Over the past four decades, the institution has evolved significantly, not only in terms of its operational capabilities but also in the breadth of issues it addresses. Initially focused primarily on complaints related to administrative inefficiencies, the scope of its operations has expanded to include a wide range of public grievances, from consumer rights to human rights violations.

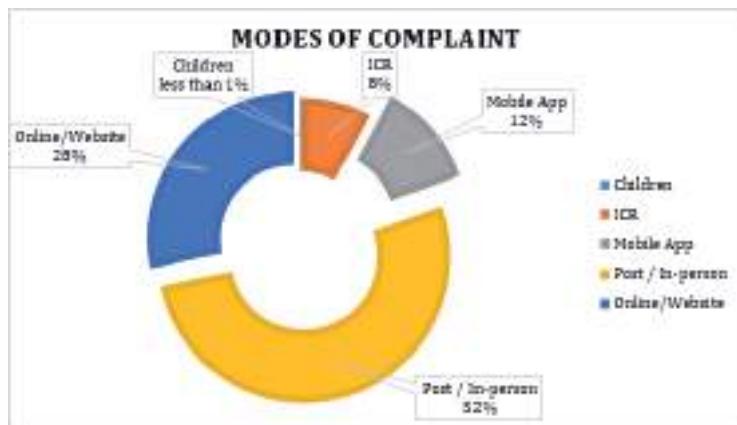
In recent years, the Office has embraced modern technological advancements and innovative practices to enhance its effectiveness. This evolution reflects a broader trend in public administration aimed at making government institutions more responsive and accountable to citizens. By integrating technology into its operations, the Office has significantly improved accessibility and efficiency, ensuring that citizens can lodge complaints with ease and confidence.

Increase in Receipt and Disposal of Complaints

In the year under report, the Wafaqi Mohtasib Secretariat (WMS) achieved unprecedented milestones in both the receipt and resolution of complaints. The institution witnessed a remarkable increase in public engagement, culminating in the receipt of 226,372 complaints throughout the year. The month of October 2024 witnessed a historic peak, with 22,792 complaints filed in that single month—an unparalleled figure in the Ombudsman's history. This trend, continued in December 2024 with the resolution of 24,092 complaints, establishing a new record for the month and reflecting the institution's unwavering dedication to serving the public. This surge in complaints highlighted not only the growing awareness of citizens regarding their rights but also the effectiveness of the Ombudsman in addressing pressing public concerns.

Leveraging Technology for Enhanced Accessibility

Recognizing the importance of technology in modern governance, the WMS has made substantial investments in IT infrastructure to improve its accessibility and streamline processes. During this year, 63,980 complaints were lodged online, reflecting a growing reliance on digital platforms. The WMS Mobile App facilitated the submission of 26,392 complaints, while 17,142 complaints were routed through the Integrated Complaint Resolution System (ICR). This technological shift has empowered citizens, enabling them to engage with the Ombudsman conveniently and effectively.



Moreover, the WMS has implemented robust measures to protect the privacy and confidentiality of complainants, ensuring that individuals can come forward without fear of reprisal. This commitment to safeguarding the citizen's rights has enhanced trust in the institution and encouraged greater participation in the complaint resolution process.

Community Engagement through Outreach Programmes

The Outreach Complaint Resolution (OCR) Project has emerged as a cornerstone of the WMS strategy to resolve public complaints at the grassroots level. Throughout 2024, Investigating Officers conducted comprehensive outreach visits to various tehsils and district headquarters, successfully resolving 4,840 complaints through this initiative. These visits fostered greater engagement with local communities, allowing the Ombudsman's office to better understand and address the unique challenges faced by different regions.

In addition to resolving complaints, these outreach efforts included Khuli Katcherries, providing platforms for open dialogue between the institution and the public. Such initiatives have proven invaluable in building public trust and ensuring that citizens feel heard and valued. The commitment to proactive engagement demonstrates the Ombudsman's recognition of the diverse needs and concerns of the populace.

Informal Resolution of Disputes (IRD) Initiative

The WMS has also been at the forefront of promoting informal dispute resolution methods, recognizing the importance of swift and effective problem-solving. Under Article 33 of the President's Order No. 1 of 1983, the Federal Ombudsman and staff are empowered to conciliate and resolve grievances informally. Since the launch of the Informal Resolution of Disputes (IRD) project in April 2022, the WMS has successfully resolved 10,361 cases.

The IRD project has enabled the Ombudsman to address a variety of issues, including pension disbursements, service dues, and students grievances. This approach not only expedites the resolution process but also fosters amicable relationship between parties, reducing the need for lodging formal complaints and lengthy investigations. The success of this project underscores the effectiveness of informal dispute resolution in addressing public concerns swiftly and effectively.

Commitment to Quality Control and Compliance

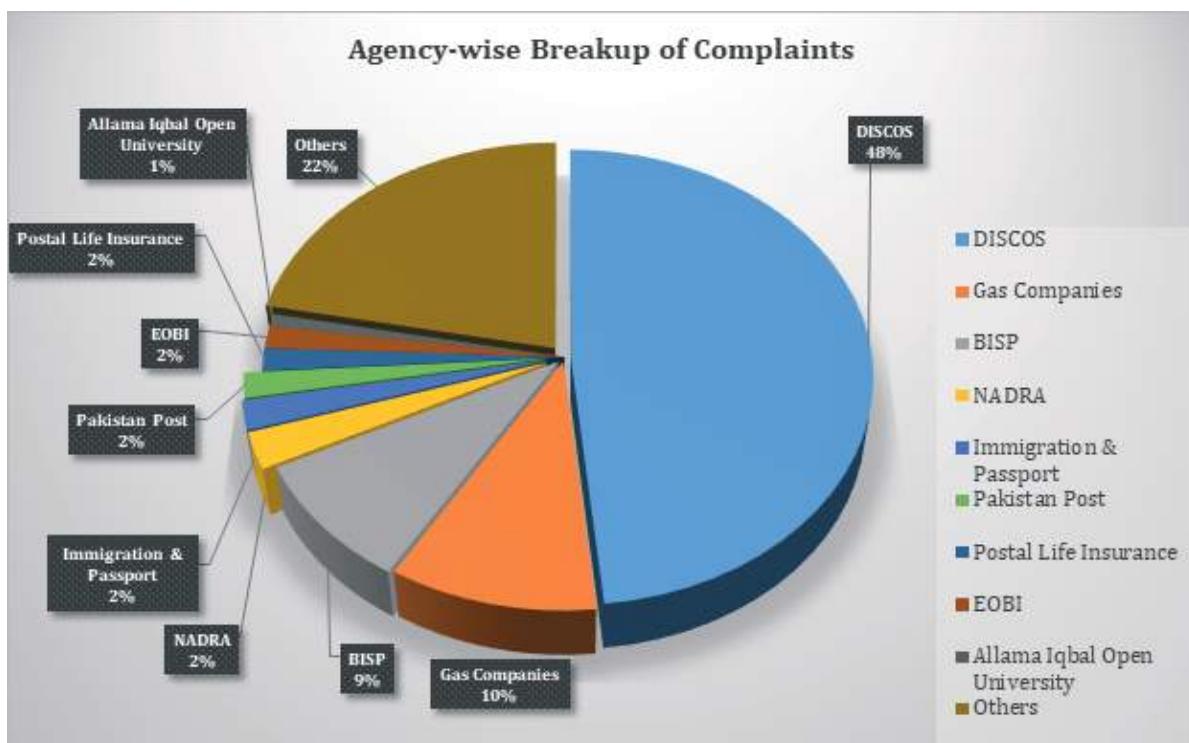
Ensuring the integrity and fairness of the complaint resolution process remains a paramount concern for the WMS. In 2024, the Secretariat achieved a remarkable milestone, with 191,950 complaints resolved within the statutory time line of 60 days. The efficiency of the appraisal process is evident, as review petitions filed with the Federal Ombudsman constituted less than 1% of total cases. This low percentage reflects the soundness and reliability of the Ombudsman's findings, reinforcing public trust in the institution.



Regular monitoring and evaluation of the decision-making process have become integral to the WMS operations. The implementation of a robust quality control system ensures that the Ombudsman's decisions are not only timely but also just and equitable. This commitment to quality further solidifies the institution's reputation as a reliable advocate for citizens' rights.

Addressing Complaints Against Utility Companies

In 2024, complaints against utility companies, particularly Distribution Companies (DISCOS), surged significantly, revealing persistent issues in service delivery. Complaints related to electricity billing accounted for 109,578 of total complaints, highlighting ongoing concerns regarding billing discrepancies and service quality. The WMS has continued to proactively address these issues, working collaboratively with utility companies to enhance consumer satisfaction and accountability. Complaints against SNGPL showed a slight increase from 6,126 in 2023 to 6,625 in 2024. Similarly, SSGCL also faced a significant increase in complaints, rising from 13,027 to 16,564, underscoring the need for continued attention to issues related to service delivery and billing processes.



In response to the rising number of complaints, the Ombudsman organized specialized sessions with the representatives of utility companies to address systemic inefficiencies and develop actionable solutions. These engagements have fostered a culture of accountability within the utility sector and have ensured that consumer grievances are addressed in a timely and effective manner.

Ensuring Implementation of Recommendations

The WMS places a strong emphasis on ensuring the implementation of its findings and recommendations. The Implementation Wing actively monitors compliance with the Ombudsman's decisions, conducting regular hearings to ensure timely execution of findings. This rigorous oversight reflects the institution's dedication to maintaining public trust and confidence in the effectiveness of its interventions.

In 2024, the WMS's proactive approach resulted in a significant increase in compliance rates among federal agencies, demonstrating the effectiveness of its monitoring mechanisms. During this year, 67,684 cases were implemented as compared to 60,754 last year (11% increase). The overall implementation rate this year is 93.21% as compared to 85.7% last year (8% increase). The

commitment to follow-up ensures that the Ombudsman's recommendations are not only acknowledged but also acted upon, ultimately leading to tangible improvements in public administration.

Promoting Systemic Reforms

The Federal Ombudsman has taken on the critical role of investigating systemic issues that contribute to persistent complaints against various agencies. It has in total prepared 80 studies/reports till date. These reports focused on crucial areas such as pension reforms, social welfare initiatives, and the rights of marginalized communities, demonstrating a commitment to bringing about a positive change within the public sector. A detailed account of studies/reports prepared on various important subjects of public interest is available in chapter 7 of this report.

By addressing systemic issues, the Ombudsman not only resolves individual complaints but also works towards long-term improvements in public administration. This dual approach ensures that the institution remains a proactive agent of change, continually striving to enhance the quality of governance and service delivery.

Addressing the Needs of Overseas Pakistanis

Recognizing the unique challenges faced by overseas Pakistanis, the appointment of a Grievance Commissioner for Overseas Pakistanis in 2015 has strengthened the institution's ability to address their specific concerns. In the year under report, 151,897 complaints were received from overseas Pakistanis, reflecting a significant increase from the previous year. The establishment of One Window Facilitation Desks (OWFDs) at international airports has further enhanced the responsiveness of the WMS to the needs of this sizeable section of the populace. A separate chapter 10 is devoted to this subject, which discusses a list of initiatives for overseas Pakistanis and demonstrates Wafaqi Mohtasib's commitment to inclusivity and support for all citizens, regardless of their geographical location.

Important Meetings and Events

- i) **Wafaqi Mohtasib's Health Facility Initiatives:** The Wafaqi Mohtasib took serious notice of the shortage of Anti-Rabies Vaccine in Federal Government hospitals in Islamabad after a complaint by one Mr. Nazim Hussain, whose son was bitten by a rabid dog. Investigations confirmed the vaccine's unavailability. On January 9, 2024, the Wafaqi Mohtasib summoned the heads of NIH and DRAP, urging immediate action to ensure fast-track vaccine availability and prevent delays. The Wafaqi Mohtasib emphasized the need for timely completion of the ongoing Poly Clinic-II project in Sector G-11 by 2026 to enhance health services in the Federal Capital. He directed the filling of 353 vacancies for doctors, nurses, and paramedical staff within three months and stressed the importance of improving services at the 29 dispensaries under the Poly Clinic Hospital.
- ii) **Addressing Concerns of the Business Community:** On January 1, 2024 the Wafaqi Mohtasib, announced a dedicated portal for the business community to ensure speedy complaint resolution, with unresolved cases transferred to the Secretariat after 30 days. The Wafaqi Mohtasib, at the inauguration of a Complaint Desk at Faisalabad Chamber of Commerce, stressed the vital role of businessmen and industrialists in driving the economy. He assured 24/7 support for resolving complaints against federal entities, and pledged to address concerns about rising energy costs. While addressing a function organized by the Sheikhupura Chamber of Commerce and Industry, the Wafaqi Mohtasib recognized the vital role of businessmen and industrialists in the national economy. He announced the establishment of a dedicated portal for rapid complaint resolution for the business community, stating that unresolved complaints within 30 days would be transferred to the Wafaqi Mohtasib's Office.

- iii) **Implementation of Recommendations by FGEHA:** The FGEHA has fully implemented the recommendations made by the Wafaqi Mohtasib's Inspection Team, following its investigation into public complaints. The FGEHA has updated the seniority list of allottees, improved visitor facilities, and installed additional equipment to protect its record room from potential fire hazards. These steps have been taken to improve service delivery and ensure greater transparency in the allocation of housing.
- iv) **Inspection of Passport Offices by Wafaqi Mohtasib's Teams:** On the directions of the Wafaqi Mohtasib, Inspection Teams were sent to passport offices in Islamabad, Lahore, Karachi, Quetta, Faisalabad, Peshawar, Multan, and Abbottabad to address the growing number of complaints from passport applicants. The teams issued on-the-spot instructions to resolve these issues and instructed the offices to work over the weekend to clear the backlog.
- v) **Presenting Annual Report 2023 to the President of Pakistan, Mr. Asif Ali Zardari:** On March 25, 2024, the Wafaqi Mohtasib presented Annual Report 2023 and briefed President Asif Ali Zardari, highlighting online and mobile app complaints, which rose by 47% and 21%, respectively. Initiatives like new regional offices and Khuli Katcheries helped improve outreach and case resolution. The Overseas Pakistanis office processed 202,367 complaints. President Zardari praised the Mohtasib's performance and called for expanding outreach.
- vi) **Webinars held in Collaboration with the Asian Ombudsman Association (AOA):** As President of the Asian Ombudsman Association (AOA), Mr. Ejaz Ahmad Qureshi inaugurated a webinar focused on the Protection Against Harassment of Women at the Workplace, coinciding with International Women's Day. The event was attended by AOA and OIC Ombudsman Association members, human rights activists, and practitioners. He emphasized the role of FOSPAH in creating a harassment-free workplace environment and called for international cooperation in sharing best practices for gender equality. The Wafaqi Mohtasib, launched a webinar titled "Building Public Awareness: An Essential Feature of Ombudsmanship," hosted by the Asian Ombudsman Association (AOA). He emphasized the importance of public awareness for effective ombuds institutions and the need for outreach, particularly in remote areas.
- vii) **Jail Reforms:** The Wafaqi Mohtasib reviewed jail reforms implementation in Sindh, emphasizing biometric systems to update prisoner records. Instructed by the Supreme Court, reforms aim to improve inmate conditions, with ongoing efforts to connect with NADRA and expand facilities.
- viii) **Public Complaints Resolution in Azad Kashmir:** In response to numerous complaints against federal entities in Azad Kashmir, the Wafaqi Mohtasib dispatched an Inspection Team to visit Muzaffarabad. The team, led by a Director General from the Wafaqi Mohtasib's Office, visited various offices including NADRA and the Passport Office, listening to public complaints and providing immediate instructions for resolution. A Khuli Katcheri was held at the Wafaqi Mohtasib's Regional Office on July 12, 2024. The Regional Office in Muzaffarabad has commenced operations, allowing residents of Azad Jammu and Kashmir to lodge complaints against approximately 212 federal agencies without traveling to Islamabad. Mr. Mansoor Qadir Dar has been appointed as Incharge of the office to assist AJ&K residents effectively.
- ix) **e-Protector Stamp Facility:** The Wafaqi Mohtasib intervened to resolve the long-standing issue of the e-protector stamp on passports for Pakistanis traveling abroad for employment or education. Following his directives, the Bureau of Immigration has introduced an online e-protector facility, now available at all international airports 24/7. This initiative has already benefited 14,339 Pakistanis this year.

- x) **Delegation from Bahrain Ombudsman's Office:** A five-member delegation from Bahrain's Ombudsman Office, led by Mr. Mohamed Tawfeeq Ali Taqi, visited the Wafaqi Mohtasib Office to learn about the development of ombudsmanship in Pakistan. The delegation also visited the Asian Ombudsman Association Secretariat and received briefing on secretariat's activities.
- xi) **Wafaqi Mohtasib Addresses Civil Servants at the National Institute of Management (NIM):** On 25 October 2024, the Wafaqi Mohtasib addressed civil servants at the National Institute of Management (NIM) during the certificate distribution ceremony of the 41st Mid-Career Management Course. He emphasized the importance of transparent and efficient service delivery for promoting good governance in Pakistan. He urged government officials to be responsive to public needs and earn the people's trust.
- xii) **Wafaqi Mohtasib Addresses Asian Ombudsman Association Webinar titled, "Addressing Maladministration in the Insurance Industry – An Ombudsman's Perspective":** On 29 October 2024, the Wafaqi Mohtasib addressed an AOA webinar, highlighting Pakistan's establishment of a dedicated insurance ombudsman to ensure oversight and protect interest of various stakeholders. He emphasized the need for fair practices and high standards in the insurance industry, aligning with international human rights frameworks.
- xiii) **Ministry of Housing & Works Restores Allotment Facility to Wafaqi Mohtasib Employees:** On November 5, 2024, the Ministry of Housing and Works began allotting government accommodation to Wafaqi Mohtasib Secretariat employees, providing significant relief. This move, which followed several meetings between Ministry and WMS officials, restored a facility discontinued years ago, helping lower-income employees find affordable housing.
- xiv) **Interpol Team Visits Wafaqi Mohtasib's Secretariat:** On November 7, 2024, an Interpol team led by Ms. Gabriela Javera Chamorro Concha, Criminal Intelligence Officer for the Interpol Crimes Against Children Unit, visited the Wafaqi Mohtasib's Secretariat. The Grievance Commissioner for Children briefed the team on efforts to combat cyber-crimes against children in Pakistan, including the appointment of a dedicated commissioner, media monitoring, legislative reforms, and awareness campaigns.

Conclusion

As the Office of Wafaqi Mohtasib completes four decades of public service, its unwavering commitment to promoting good governance, accountability, and human rights remains steadfast. The achievements of 2024 underscore the institution's readiness and dedication to addressing the evolving needs of citizens, ensuring a fair and just society for all.

In the coming years, the WMS will undoubtedly face new challenges as the landscape of governance and public administration evolves. However, with a strong foundation built on accountability and responsiveness, the Ombudsman is well-positioned to navigate these challenges and continue its vital role in the service of the nation. The commitment to continuous improvement and the promotion of transparency and accountability will guide the institution as it moves forward into a new era, ensuring that it remains a beacon of hope for citizens seeking justice and redress.

ENHANCING ACCESSIBILITY AND OUTREACH

Introduction

Ensuring swift, transparent and cost-free administrative justice remains among the fundamental objectives of the Wafaqi Mohtasib's institution. Through a multifaceted strategy that included expanding geographical coverage, leveraging technology, and enhancing community engagement, the institution significantly extended its outreach, particularly in remote and underserved areas. This chapter discusses the initiatives undertaken in 2024 to enhance accessibility and broaden outreach, reflecting the Wafaqi Mohtasib's commitment to dispense administrative justice across the country.

Geographical Outreach: Expanding Regional Offices and Complaint Centres

The Wafaqi Mohtasib's regional network, which acts as the foundation of the institution's outreach strategy, saw notable expansion in 2024. Besides the Head Office, the number of Regional Offices increased to 18, with 5 Complaint Collection Centers established across various regions. This significant expansion is part of the Wafaqi Mohtasib's commitment to bringing justice closer to the public, particularly those in remote areas which previously had limited access to the institution's services.

Each Regional Office plays a critical role in facilitating the resolution of complaints by allowing citizens to file grievances without having to travel long distances. The regional presence in both urban and rural areas not only provides convenience but also fosters public confidence in the institution's ability to dispense justice efficiently.

Each regional office plays a critical role in facilitating the resolution of complaints by allowing citizens to file grievances without having to travel long distances.



The Incharge, Regional Office, GB, Raja Karamatullah delivering an awareness lecture in the Karakoram International University, Gilgit (23.10.2024)

The decision for new office locations was guided by data-driven analysis of complaint patterns from previous years, as well as consultations with local communities and stakeholders. New offices were established in underserved regions, where the citizens had historically faced challenges in accessing

formal grievance redressal mechanisms. The success of this strategy is reflected in the year's data as in 2024, regional offices processed 206,027 complaints, representing a significant year-on-year increase, which is indicative of the growing trust and reliance on the Wafaqi Mohtasib's network.

Additionally, Complaint Collection Centers in remote locations have continued to function as critical access points for communities far removed from regional offices. These centers, often set up in collaboration with local government offices, act as the first point of contact for citizens who would otherwise face difficulties in reaching the regional offices. As of 2024, five such centers are operational, ensuring that no citizen is left without a means to seek redress for his grievance.

Complaint Collection Centers in remote locations have continued to function as critical access points for communities far removed from regional offices.

Integrated Complaint Resolution (ICR) and Outreach Complaint Resolution (OCR)

The Integrated Complaint Resolution (ICR) system has continued to be a vital component of the Wafaqi Mohtasib's strategy to enhance efficiency in complaint handling at Agency level. Under the ICR framework, complaints that remain unresolved by the government agencies concerned within 30 days are automatically transferred to the Wafaqi Mohtasib's portal for further investigation and resolution. This system, integrated with 212 public sector agencies, ensures that citizens' grievances are addressed in a timely manner and do not get stuck in bureaucratic red tape. In 2024, the ICR system successfully processed 34,557 complaints, significantly reducing the backlog of unresolved cases from previous years.

The Integrated Complaint Resolution (ICR) system has continued to be a vital component of the Wafaqi Mohtasib's strategy to enhance efficiency in complaint handling.

Similarly, the Outreach Complaint Resolution (OCR) initiative has expanded its scope in 2024, taking the Ombudsman's services directly to the people, particularly in far-flung areas where access to formal justice mechanisms remains limited. Under this programme, investigating officers conducted 171 visits to districts across various regions, resolving complaints on the spot. By directly engaging with citizens in their communities, the OCR programme has provided immediate relief to those who might otherwise have been excluded from the justice system due to geographical and financial barriers.

The OCR programme has been instrumental in handling cases where citizens were unable to access regional offices or lacked the means to engage with digital platforms. In 2024, OCR teams visited various districts, where a large number of complaints were resolved promptly. This initiative has been especially impactful in regions with limited infrastructure, where the presence of government representatives can have a transformative effect on the lives of citizens.

Khuli Katcherries and Inspection Visits: Bringing Justice Closer to the People

Khuli Katcherries (Open Courts) have been a hallmark of the Wafaqi Mohtasib's approach to citizen's engagement, providing a platform for individuals to present their grievances in a public forum. These sessions allow the Wafaqi Mohtasib's officers to directly interact with citizens and address their complaints in the presence of representatives from the relevant government agencies. The participatory nature of Khuli Katcherries ensures transparency and fosters accountability, as public service agencies are required to provide immediate responses to complainants.



A view of the Khuli Katchery (open court) being held in the newly established Wafaqi Mohtasib Regional Office in Muzaffarabad (AJ&K) (14.11.2024)

During the year under report, 126 Khuli Katcheries were held in 19 regions, catering to a wide cross-section of society. These open forums were particularly successful in areas where citizens were either unaware of the formal complaint mechanisms or faced difficulties in navigating the administrative processes involved in filing a complaint. The success of the Khuli Katcheries is evident from the fact that the bulk of complaints presented during these sessions were resolved on the same day. The presence of senior government officials and representatives of the relevant public agencies facilitated the immediate resolution of issues, avoiding undue delays that are often associated with formal complaint processes.

The presence of senior government officials and representatives of the relevant public agencies facilitated the immediate resolution of issues.

In addition to the Khuli Katcheries, 79 inspection visits by senior officials of the Wafaqi Mohtasib's Office were carried out across various regions. These inspections were aimed at ensuring the compliance of public sector organizations with the directives issued by the Ombudsman. Inspection visits often focus on agencies that attract a high volume of complaints, including public utilities, healthcare services, and law enforcement agencies. In 2024, Inspection Visits resulted in a series of corrective actions, leading to systemic improvements in the service delivery of the inspected agencies. Key sectors such as healthcare, education, and utilities saw marked improvement in response times and overall service quality as a direct result of these inspections.



WMS Inspection Team visiting a health facility in Islamabad

Use of Technology: Digital Transformation for Enhanced Accessibility

In line with its goal of making the complaints process more accessible, the Wafaqi Mohtasib has embraced digital transformation as a key enabler of its outreach strategy. The Complaint Management Information System (CMIS) has been at the forefront of this digital revolution, offering citizens the ability to file complaints online and track their progress through a user-friendly interface. The Mohtasib mobile app, available on both Android and iPhone Operating System platforms, provide a portable solution for filing complaints and receiving updates on their status, making the complaint process more efficient and accessible.

The Mohtasib mobile app, provide a portable solution for filing complaints and receiving updates on their status.

During the year, the mobile app saw a surge in usage, representing 9% increase from the previous years. The ease of access provided by the app has particularly benefited younger, tech-savvy citizens, as well as those residing in urban centers with reliable internet connectivity. 26,392 complaints were lodged through the app in 2024, with an average resolution time of 49.01 days, underscoring the app's role in streamlining the complaint-handling process.

One of the most transformative developments has been the increased use of online hearings, which allow citizens to participate in complaint resolution processes remotely, without the need to travel to regional offices. This feature, which gained prominence during the COVID-19 pandemic, has become a permanent feature in the Ombudsman's suite of services. During the year, around 25% cases were heard through online hearings, providing a flexible and cost-effective way for citizens to seek redressal of their grievances. Online hearings have been particularly beneficial for citizens living in remote areas, as well as for Overseas Pakistanis, who now have a reliable channel for resolving complaints without having to return to Pakistan.

Dispensing Justice at the Doorsteps of the Complainants: Reaching out to vulnerable groups of population has been one of the most significant achievements of the Wafaqi Mohtasib in 2024. Conceted efforts were made to extend justice to marginalized segments of the society including women, children, the elderly, persons with disabilities, and citizens residing in underserved regions. The Outreach Complaint Resolution (OCR) initiative has been pivotal in this regard, providing on-site complaint resolution services in areas where citizens may not have access to formal justice mechanisms. This initiative has been particularly effective in regions where citizens are either unaware of their rights or lack the resources to travel to regional offices.

The OCR initiative has been pivotal in providing on-site complaint resolution services in areas where citizens may not have access to formal justice mechanisms.

In addition to the OCR programme, the Wafaqi Mohtasib's Office launched a series of public awareness campaigns conducted during OCR and Khuli Katchery sessions aimed at educating citizens about their rights and the avenues available to them for seeking redressal. These campaigns were conducted in collaboration with local governments, community organizations, and media outlets across the country. The success of these campaigns is reflected in the increased number of complaints filed from remote and marginalized communities in 2024.

Special Initiatives: Focus on Overseas Pakistanis

The Wafaqi Mohtasib's commitment to serving Overseas Pakistanis continued to strengthen in 2024, with the institution taking proactive steps to address the diverse challenges faced by expatriates. The One Window Facilitation Desks (OWFDs), established at all major international airports, have provided a crucial service to Overseas Pakistanis and their families, ensuring that their complaints related to immigration, customs, and other administrative issues are resolved swiftly.

The Wafaqi Mohtasib's commitment to serving Overseas Pakistanis continued to expand in 2024.

During the year under report, the Wafaqi Mohtasib's Office received 151,897 complaints and resolved/disposed of 149,060 complaints from Overseas Pakistanis. Additionally, focal persons appointed in Pakistan Missions abroad played an active role in addressing grievances related to consular services, pensions, and property disputes. These efforts have not only strengthened the Ombudsman's relationship with the Pakistani diaspora but also reinforced the institution's role as a global advocate for justice.

Conclusion: A Legacy of Expanding Access and Outreach

The year 2024 marked another important milestone in the Wafaqi Mohtasib's ongoing efforts to enhance accessibility and broaden its outreach. Through the expansion of regional offices, the integration of cutting-edge technology, and a focus on community engagement, the institution has made significant strides in ensuring that no citizen is left without access to justice. The resolution of 223,198 complaints during the year is a testament to the institution's growing capacity to address grievances efficiently and effectively.

As the Wafaqi Mohtasib looks to the future, it remains committed to evolving in response to the needs of Pakistan's citizens. Whether through the establishment of new offices, the development of digital platforms, or the implementation of outreach programmes, the institution continues to uphold its mandate of providing swift, transparent, and cost-free justice to all.

EFFECTIVE IMPLEMENTATION OF FINDINGS

The institution of Wafaqi Mohtasib (Ombudsman) was established with the express objectives of diagnosing, investigating, redressing and rectifying any injustice done to a person by any federal agency. Often referred to as a “poor man’s court”, this organization, through its motive of dispensing free and speedy justice, has set a practice spanning over several years in saving public from cumbersome and expensive legal procedures. In order to achieve this objective, according to the Federal Ombudsman Institutional Reforms Act, 2013, all complaints are disposed of within sixty (60) days. In this way the process of complaint filing, investigation, decision making and implementation is completed within the stipulated framework. However, all this would prove futile and simply a theoretical exercise in the absence of a well-regulated and dynamic implementation system.

The Wafaqi Mohtasib is empowered with adequate implementation powers and equipped with a comprehensive legal framework by the President’s Order No. 1 of 1983. It was further reinforced by the Act of 2013, whereby Mohtasib is authorized to direct criminal or disciplinary action against the public functionary against whom maladministration is established. Mohtasib can also grant compensation to aggrieved citizens against the functionaries of the Agency(s) responsible for such maladministration. Moreover, the Mohtasib can initiate legal action against agencies that disregard its Findings and recommendations and is also authorized to institute disciplinary proceedings against officers or officials found intentionally evading the implementation of these Findings.

Mohtasib can also grant compensation to aggrieved citizens against the functionaries of the Agency (s) responsible for such maladministration.

This chapter provides crucial insight into the working of Implementation Wing, its fortification through updated CMIS module, implementation practices and procedures in 2024

Organization of the Implementation Wing

In view of the importance and necessity of a robust implementation system, a well-organized network of Implementation Wing exists at the Head Office and Regional Offices. It reinforces the mandate of this forum through its devoted efforts towards implementation of Findings or, in case of non-implementation, submission of satisfactory and justified reasons by the agency concerned.



Owner of Hussain Chaudary & Co. receiving cheque of the outstanding dues at the Wafaqi Mohtasib's Secretariat (13.6.2024)

Implementation Module: Becoming part of WMS's Digital Framework

A key aspect in increasing the effectiveness and efficiency of the Implementation Wing is the digitalization of implementation system through a designated Complaint Management Information System (CMIS), where implementable Findings are forwarded and then their implementation is processed online. It also provides an easy access to necessary information such as complaint number, types of Findings, complainants' credentials, dates for implementation, compliance submission, approved Findings and an updated record of pending and disposed cases. The receipt of implementable Findings on the Implementation Officers' personal interface assists them in timely initiation of implementation proceedings avoiding unnecessary delay and hassle caused by physical / manual transfer of files. In addition, CMIS Module connects agencies for online submission of compliance report of Findings. Moreover, through provision of real-time performance reports regarding backlog, per day average and percentage of disposal/implemented cases, this module also facilitates Implementation Wing and the Wafaqi Mohtasib in monitoring implementation progress and identifying and addressing problematic areas, if any.

Procedure and Practices

The Implementation Wing proactively initiates implementation procedure by issuing notices to the agency concerned as soon as the approved Findings are forwarded to the Implementation Officer concerned either physically or on CMIS. Meaningful hearings are held with the agency to firmly pursue implementation of Findings with incorporation of complainants' confirmation as a means to ensure impartial service delivery. Moreover, cases where an agency exhibits an unresponsive attitude despite repeated notices, final notices are served. This shows the forum's resolve towards active and just response to administrative excesses committed by the agency.

The working of the Implementation Wing is facilitated by the easy access to updated implementation data through the CMIS Implementation Module. However, all such data would be a mere piece of information without its combination with human intelligence which could draw key insights from it and interpret it to direct necessary actions and decision-making. On these lines, the strategy of target fixing was adopted whereby monthly targets (expressed in terms of percentage of implementation of Findings vis-a-vis pending) are fixed which are gradually increased. At the end of each month, performance of Regional Offices as well as Head Office is reviewed in detail to identify offices with low performance and other weak areas for taking remedial measures.

At the end of each month, performance of Regional Offices as well as Head Office is reviewed in detail.

Moreover, these disposal rates and implementation targets are not just quantitative figures but also reflect quality of implementation proceedings. This is guaranteed through comprehensive TORs and well-organized evaluation of implementation cases through multistep evaluation regimen. This involves perusal / examination of the Findings, record of implementation proceedings, agencies' implementation reports, supporting documentary evidence and complainants' telephonic confirmation of redressal of grievances, where needed. Previously, evaluation of implementation in



An officer of Regional Office Quetta presenting a cheque as marriage grant to a petitioner. (16.4.2024)



The Regional Head, RO, Sukkur presenting a cheque to the complainant who lodged a complaint for repatriation of his outstanding amount. (14.5.2024)

various cases was mainly done on the basis of obtaining complainants' telephonic confirmations, but now verified / solid documentary evidence serves as the main basis for timely closure of cases along with telephonic confirmation from complainants regarding rederassal of their grievances.

Solid documentary evidence serves as the main basis for timely closure of cases along with telephonic confirmation.

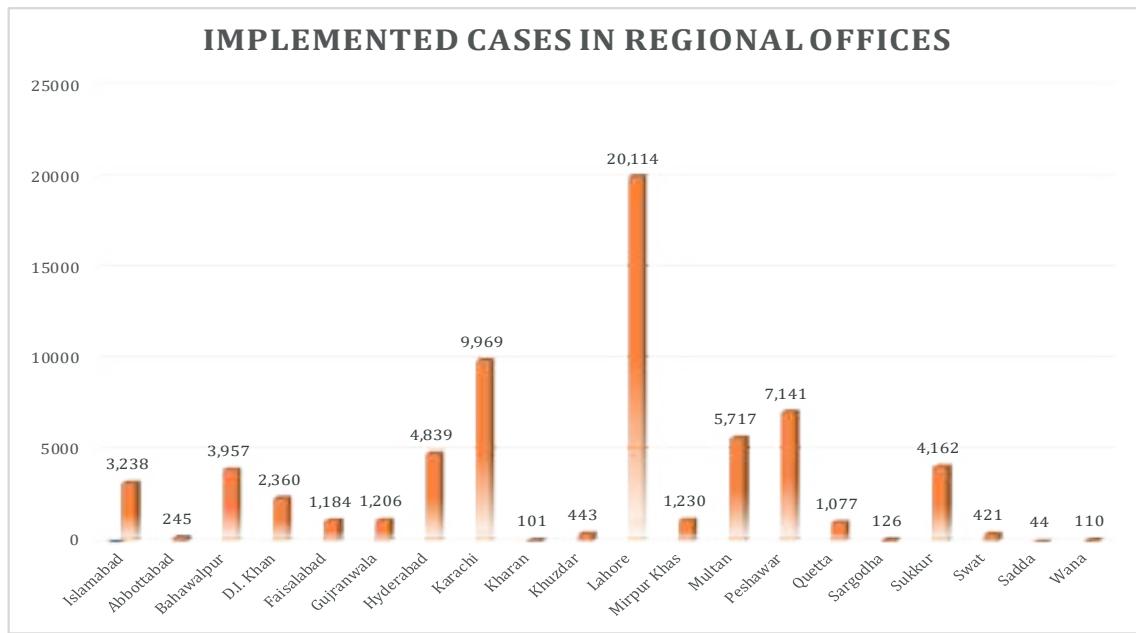
The cases which are deemed appropriate for closure are then submitted by Implementation Incharge through his comprehensive closure notes to the Wafaqi Mohtasib for approval of closure. However, in case of deficiencies the cases are returned with the Mohtasib's approval to the Regional Offices / Implementation Officers in Head Office with an advice to resubmit cases after addressing the observed deficiencies. These closure notes along with instructions issued from time-to-time provide guiding framework to the Implementation Officers that trains them in procedure and ways of finalizing cases.

The Year at a Glance

During 2024, the Implementation Wing at Head Office, through its concerted efforts, achieved a remarkable implementation rate of 93.21%. However, this percentage is not just a number. It is reflective of the fulfilment of expectations of a large number of families who directly approached this secretariat for justice against the excesses committed by the federal agencies. The following tables provide a detailed overview of the implementation of Findings by the WMS. Table-1 illustrates a breakdown of net implementable cases along with implemented cases at the Head Office and various Regional Offices, offering insight into the consistency and effectiveness of implementation efforts. Table-2 highlights the number of Findings implemented by various Federal Government agencies, reflecting the responsiveness and compliance of these entities with the Mohtasib's recommendations. Together, these tables and the accompanying graph present a comprehensive picture of the implementation progress across institutional and regional dimensions.

Table-1

Name of Office	Net Implementable	Implemented	Percentage
H.O. Islamabad	3,334	3,238	97%
R.O. Abbottabad	266	245	92%
R.O. Bahawalpur	4,033	3,957	98%
R.O. D I Khan	2,480	2,360	95%
R.O. Faisalabad	1,256	1,184	94%
R.O. Gujranwala	1,282	1,206	94%
R.O. Hyderabad	5,266	4,839	92%
R.O. Karachi	10,443	9,969	95%
R.O. Kharan	109	101	93%
R.O. Khuzdar	445	443	100%
R.O. Lahore	22,317	20,114	90%
R.O. Mirpur Khas	1,230	1,230	100%
R.O. Multan	5,832	5,717	98%
R.O. Muzaffarabad	1	0	0%
R.O. Peshawar	7,412	7,141	96%
R.O. Quetta	1,116	1,077	96%
R.O. Sargodha	129	126	98%
R.O. Sukkur	5,033	4,162	83%
R.O. Swat	467	421	90%
Gilgit Baltistan, Collection Center,	000	000	00%
Loralai, Collection Center,	000	000	00%
Sadda, Kurram District, Collection Center,	47	44	94%
Sibbi, Collection Center,	000	000	00%
Wana, Collection Center,	112	110	98%
Total	72,610	67,684	93.21%

**Table-2**

The following data shows the Agency wise implementation of cases during 2024:

Name of Agency	Net Implementable	Implemented	Percentage
Lahore Electric Supply Company (LESCO)	20,1990	18,995	91%
Multan Electric Power Company (MEPCO)	9,310	9,125	98%
K-Electric (KARACHI ELECTRIC SUPPLY CORPORATION (KESC))	8,186	7,925	97%
Peshawar Electric Supply Company (PESCO)	9,008	8,703	97%
Hyderabad Electric Supply Company (HESCO)	5,689	5,341	94%
Sukkur Electric Power Company (SEPCO)	3,843	3,088	80%
Sui Southern Gas Company Limited (SSGCL)	3,598	3,346	93%
Sui Northern Gas Pipelines Ltd. (SNGPL)	1,903	1,762	93%
Gujranwala Electric Power Company (GEPCO)	838	791	94%
Pakistan Post Office Department	1,031	953	92%
Faisalabad Electric Supply Company (FESCO)	706	671	95%

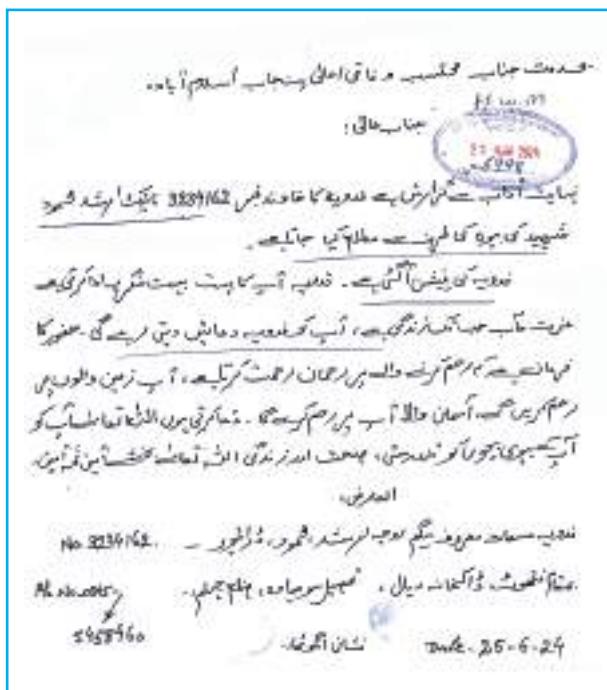
Directorate General of Immigration & Passports Pakistan	530	471	88%
Islamabad Electric Supply Company (IESCO)	568	536	94%
Capital Development Authority (CDA)	556	521	94%
National Database & Registration Authority (NADRA), Islamabad	442	403	91%
Pakistan Telecommunications Mobile Limited (PTML - UFONE)	435	435	100%
Employees' Old Age Benefits Institution (EOBI)	398	334	84%
Benazir Income Support Programme (BISP)	327	312	95%
Pakistan Railways	294	274	93%
State Life Insurance Corporation of Pakistan(SLICP),Karachi	289	270	93%
Pakistan Broadcasting Corporation (PBC), Islamabad	335	333	99%
Quetta Electric Supply Company (QESCO)	262	239	91%
Federal Employees Benevolent And Group Insurance Funds (FEB&GIF)	183	169	92%
Pakistan Bait ul Mal, Islamabad	184	171	93%
Federal Investigation Agency (FIA)	172	155	90%
Pakistan Telecommunication Company Limited (PTCL)	179	162	90%
Central Directorate Of National Savings (CDNS)	127	123	97%
Accountant General Pakistan Revenue (AGPR)	101	97	96%
Pakistan Public Works Department (PAK.PWD)	114	99	87%

Controller Of Military Accounts Pensions LHR (CMA Complex)	97	92	95%
Higher Education Commission (HEC)	81	77	95%
National Bank Of Pakistan (NBP)	91	80	88%
Water and Power Development Authority, Lahore	92	78	84%
Allama Iqbal Open University	91	91	100%
Federal Urdu University	74	73	99%
Others	1,488	1,389	93%
Total	72,610	67,684	93.21%

Foregoing in view, it is obvious that owing to the consistent efforts, the Wafaqi Mohtasib institution has been able to achieve an impressive implementation rate. This speaks volumes of the meticulous handling and satisfactory final disposal of the cases and establishes the fact that investigation and appraisal are just not enough unless backed up by robust implementation of the Findings/decisions.

It may also be pointed out that the Findings/decisions of the Wafaqi Mohtasib provide a way forward and guidance to the federal agencies to redress grievances of the public at their own. Resultantly, many invisible beneficiaries benefit by quoting such Findings without directly approaching this Secretariat. In this way, the Institution of Wafaqi Mohtasib acts as a source of larger good and contributes in promoting good governance and establishing accountable and inclusive institutions.

The letters of thanks placed below received from the beneficiaries of Wafaqi Mohtasib's Findings/decisions illustrate the foregoing.



REVIEW PETITIONS AND REPRESENTATIONS

Introduction

The framework governing review petitions and representations is a cornerstone of the legal system in Pakistan. These processes are vital in ensuring that the rights of individuals are protected and that any potential errors in administrative decisions are rectified. The explicit acknowledgement of the right to appeal within the constitution of the Islamic Republic of Pakistan serves as an essential safeguard, ensuring that justice is accessible and fair. This chapter explores the legal frameworks, procedures, comparative analyses, and the broader implications of review petitions and representations within the Office of the Federal Ombudsman, underscoring their significance in enhancing public trust and accountability in the legal system.

The Federal Ombudsman is mandated to consider these petitions and has the authority to modify, amend, or even revoke previous decisions if substantial grounds for review are presented. This authority is a powerful tool that ensures that the legal system remains flexible and responsive to the needs of the public. The commitment to resolving these petitions within a 45-day period reflects a broader dedication to efficiency in administering justice. This expeditious approach is essential in fostering public confidence in the Ombudsman's office.

Mohtasib has the authority to modify, amend, or even revoke previous decisions if substantial grounds for review are presented.

Moreover, Article 32 of the President's Order No. 1 of 1983 provides additional recourse for aggrieved individuals. It grants the President of Pakistan the discretionary authority to adjudicate representations filed against decisions made by the Federal Ombudsman. The requirement for the aggrieved party to submit their representation within 30 days and the comprehensive 90-day resolution period highlights the seriousness with which these matters are treated. The structured timeline ensures that each case is carefully examined, thereby safeguarding the principles of justice and fairness.

The significance of the right to appeal extends beyond mere legal mechanics; it embodies the broader ideals of fairness, accountability, and transparency within the legal system. By allowing for timely and effective resolution of grievances, these legal provisions uphold public trust and reinforce the integrity of the judicial framework.

Procedure for Review Petitions

Submission and Evaluation

The process for handling review petitions is systematic and thorough. Individuals seeking to submit a review petition can do so at the Registrar's Office located at the Headquarters or at various Regional Offices. Upon receipt, these petitions are subjected to a rigorous evaluation process to determine their admissibility. This critical step ensures that only petitions meeting specific legal criteria are accepted for further consideration.

If a petition is deemed admissible, it is promptly submitted to the Federal Ombudsman for approval. This stage is vital, as it sets the tone for the subsequent review process. The involvement of the Federal Ombudsman at this stage emphasizes the significance of each petition and the commitment to thorough examination of grievances.



A view of the hearing proceedings of the review process at the Wafaqi Mohtasib Head Office Islamabad (13.7.2024)

Review Process

Once a review petition is admitted, the Review branch comprising a team of senior officers from both the Head Office and Regional Offices takes charge of the process. This team is responsible for overseeing the review and ensuring that all procedural steps are meticulously followed.

Notices are promptly issued to the relevant parties involved in the case, ensuring that all stakeholders are informed and given an opportunity to participate in the proceedings. A comprehensive report is then solicited from the pertinent party, which forms the basis for the review. This report is crucial, as it provides insights and context regarding the initial decision, allowing for a more informed review process.

Following the submission of the report, a hearing is conducted where both parties have the opportunity to present their arguments and evidence. After a thorough examination of the case, including the initial decision and any new evidence presented, revised Findings are drafted and submitted to the Federal Ombudsman for final approval. Throughout this process, strict adherence to the prescribed timeline is observed, ensuring that all review petitions are resolved within 45 days. Once finalized, copies of the revised Findings are shared with all relevant parties. If the review results in relief for the complainant, the revised Findings are promptly forwarded to the Implementation Wing to initiate the necessary implementation proceedings. This comprehensive and streamlined approach underscores the Office of the Federal Ombudsman's commitment to providing timely, fair, and effective resolution of review petitions.

Procedure for Representations

Submission and Processing

Representations are submitted to the President's Secretariat (Public), and the processing of these representations follows a systematic protocol. Upon receipt, the relevant office promptly notifies the Representation Section of the Federal Ombudsman's office. This communication is critical, as it initiates the requisition for a comprehensive and attested record of the case, ensuring that all relevant information is available for review.

Notably, the filing of a representation leads to the temporary suspension of the implementation of the impugned order or decision. This safeguard is vital in preventing any potential harm or injustice while the representation is under consideration. Following the suspension, the other party involved in the representation is obligated to furnish a written report or rejoinder, contributing to a fair and balanced review process.

Decision Making

The entire representation process is supervised either by a retired Judge of the Supreme Court of Pakistan or another qualified individual, ensuring that the review is conducted with the highest level of judicial integrity. The procedural steps include a thorough examination of the case record, conducting hearings, and finalizing the case, all of which are critical to ensuring a comprehensive review.

Once the review is completed, the final decision is drafted, which must receive approval from the President. Copies of this decision are then communicated to both the Federal Ombudsman Secretariat and the parties involved, ensuring transparency in the process. Following the issuance of the decision, implementation proceedings are promptly resumed based on the directives from the Hon'ble President. This comprehensive approach ensures that representations are handled with due diligence, transparency, and adherence to legal provisions, thereby reinforcing public trust in the legal process.

Comparative Analysis of 2023 and 2024

Review Petitions

In the year 2024, the Wafaqi Mohtasib Secretariat received 1131 review petitions. However, it reviewed a total of 1,263, which included 1131 filed during the year and 132 that had been initially registered in the months of November and December 2023.

The engagement of both public entities and individuals is highlighted in the filing statistics for review petitions. Out of the total petitions filed in the year under report, 505 were submitted by agencies while 626 originated from individual complainants. This diverse input underscores the dynamic nature of legal discourse and reflects the comprehensive nature of the review process, which accommodates a wide array of concerns from various stakeholders.

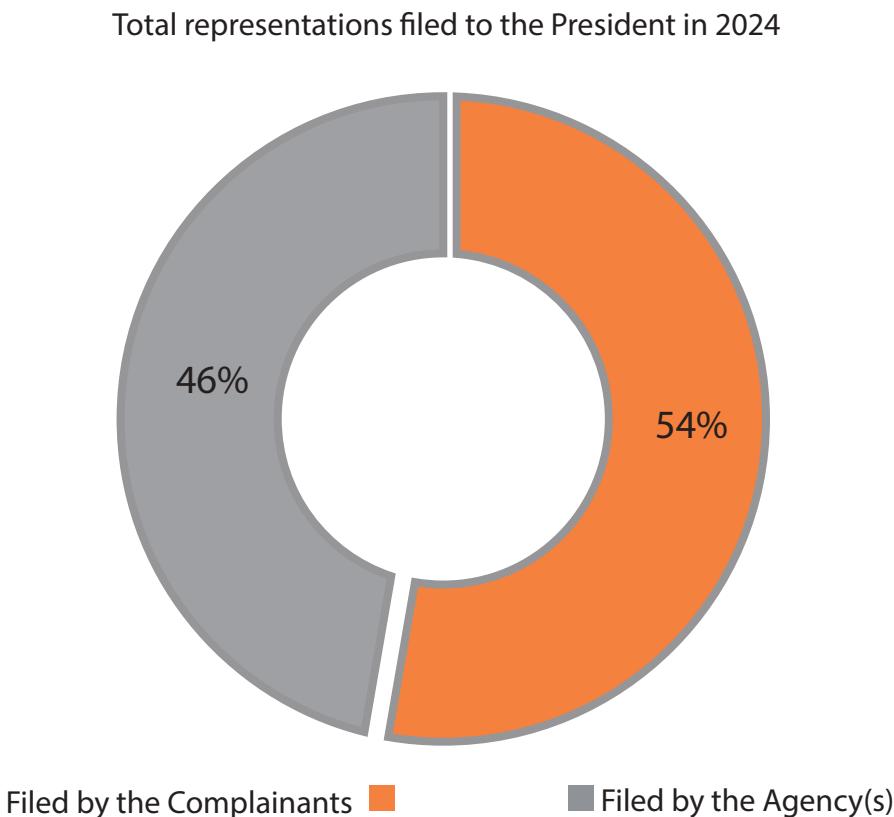
Representations

The year 2024 also witnessed a decrease in representations submitted to the President, with a total of 654 representations. This includes 355 filed by complainants and 299 by agencies, marking a significant fall from the 795 representations received in 2023. The decline in the volume of representations signifies a growing awareness among the public of their rights and the available mechanisms for seeking redress.

During the year under report, only 45 representations were accepted, while a substantial 411 decisions made by the Federal Ombudsman were upheld, and 26 decisions were remanded for further review. This highlights

**REVIEW PETITIONS
JANUARY - DECEMBER 2023 VS 2024**

S.No.	Office	2023	2024	Increase / Decrease
1	Islamabad	348	413	18.67%
2	Abbottabad	13	-	-
3	Bahawalpur	31	92	196.77%
4	D.I. Khan	5	07	40.00%
5	Faisalabad	62	76	22.58%
6	Gujranwala	23	43	86.96%
7	Hyderabad	29	61	110.34%
8	Karachi	246	128	-47.97%
9	Khuzdar	-	15	-
10	Lahore	65	53	-18.46%
11	Mirpur Khas	-	02	-
12	Multan	100	82	-18.00%
13	Peshawar	182	115	-36.81%
14	Quetta	119	41	-65.54%
15	Sargodha	-	-	-
16	Sukkur	2	03	50.00%
17	Swat	-	-	-
18	Sadda Kurram	-	-	-
19	Wana	-	-	-
Total:		1,225	1,131	-07.67%
1,225 Review Petitions were filed in 2023 against 193,032 decisions i.e 0.64 %				
1,131 Review petitions were filed in 2024 against 223,198 decisions i.e 0.51%				



the intricate nature of the representation process and underscores the importance of upholding the principles of fairness and justice within the administrative framework of the Office of the Federal Ombudsman.

Conclusion

In conclusion, the analysis of review petitions and representations over the past two years indicates a consistent trend of low appeal rates, comprising less than 1% of the total complaints received by the Wafaqi Mohtasib Secretariat. This remarkably low figure is a testament to the commendable accuracy and quality of the institution's decisions and orders.

Such statistics not only reflect the effectiveness of the Wafaqi Mohtasib Secretariat in providing relief and administrative justice to citizens but also signify the unwavering trust that the public places in this institution.

This remarkably low figure is a testament to the commendable accuracy and quality of the institution's decisions and orders.

The enduring confidence in the Federal Ombudsman's institution stands as a robust endorsement of its commitment to fairness, transparency, and competence in addressing grievances. By maintaining the highest standards of service and responsiveness, the Office of the Federal Ombudsman reinforces its critical role in safeguarding citizens' rights and upholding the rule of law in the country. The procedures for review petitions and representations, coupled with the commitment to expeditious resolution, highlight the importance of a robust legal framework that prioritizes the needs and rights of the populace. As the institution continues to evolve, it will remain pivotal in fostering a legal environment characterized by trust, accountability, and justice for all.

STUDIES AND REPORTS

The Wafaqi Mohtasib (Federal Ombudsman) was established in 1983 to identify, investigate, and rectify injustices arising from maladministration within federal government agencies. As the first Ombudsman Office created vide the President's Order "Establishment of the office of Wafaqi Mohtasib (Ombudsman), Order No. 1 of 1983," its purpose aligns with global expectations of ombudsman offices to enhance governance and promote democratic responsiveness.

Mandate

According to Article 9 (3), the Federal Ombudsman (Mohtasib) is authorized to conduct studies and research to identify the root causes of corrupt practices and injustice, as outlined in the President's Order No.1 of 1983 (Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order,1983). The Mohtasib may also recommend measures to eradicate such maladministration.

A. Wafaqi Mohtasib's Institution: An Architect of Good Governance

In line with the aforementioned Article, the Federal Ombudsman has initiated several studies for identification of the root causes of maladministration and corrupt practices within government departments. These studies were conducted for those departments against whom a large number of complaints were received consistently due to operational inefficiencies. The reports generated from these studies were forwarded to the relevant departments for implementation and were also shared with the President, the Prime Minister, and other stakeholders for information. The primary objective of these studies was to enhance the performance of federal government agencies, thereby promoting good governance and operational efficiency. It was anticipated that implementation of the Federal Ombudsman's recommendations would lead to improved departmental performance and a subsequent reduction in complaints.

Studies were conducted for those departments against whom a large number of complaints were received consistently due to operational inefficiencies.

Follow-up assessments of these studies have yielded mixed results. A substantial decrease in pension-related complaints in some departments which implemented these recommendations was seen, but the position in Pakistan Railways, Pakistan Broadcasting Corporation, Pakistan International Airlines and Associated Press of Pakistan, which did not effectively implement the recommendations remained unchanged. Complaints within the health sector remained high, indicating a failure to adopt the proposed changes. The rationale behind these studies was to eliminate inefficiencies and bottlenecks in government operations. Up to now, 80 studies have been conducted, along with an objective assessment of the working of the Wafaqi Mohtasib Secretariat. A comprehensive list of these studies/reports is placed at **Annex-A**.



In addition, the Supreme Court of Pakistan had referred several cases to the Wafaqi Mohtasib, which were investigated, and reports submitted. The Court subsequently disposed of those cases based on the Mohtasib's recommendations. These include the following:

S. No.	Case title	Petition No	Date of reference	Status of the case
1	Action taken by Hon'ble Chief Justice on Application Regarding Miserable Condition of Women in Jails	Suo Moto Case No.1 of 2006	02.07.2018	18 Quarterly reports were submitted to Supreme Court up till now.
2	The matter regarding Environmental Pollution in Coastal Areas being poisoned by Industrial Waste Material Discharged in the Sea.	CP.No.1 of 2018	20.06.2018	Report submitted on 24.08.2018 and the case was disposed of on 22.11.2018
3	The matter regarding incidents of fire at Margalla Hills, Islamabad.	CMA 2018 in Human Rights Case No.30023-G of 2018		Report submitted on 27.07.2018 and case disposed of on 30.10.2018.
4	The matter of large scale encroachments of Botanical Garden and Unplanned/Unregistered Plazas in Bani Gala (illegal Construction in Nala Korang).	Human Rights case No.6465-G of 2017 & HRMA No. 113/2018.	13.05.2018	Report submitted on 06.06.2018.
5	Discuss and Deliberate various issues and suggest possible solutions including Fee Charged by Private Schools, Facilities Provided, and Quality of Faculty: Committee constituted by Chief Justice of Pakistan Organizer: Law and Justice Commission.	Civil Appeal No. 1095-1097, 134-L, 1021-2016, 1138, 1154-1158/2018 and Civil Misc Application No.8466 of 2018 in Civil Petition No. Nil of 2018.		Case disposed of on 12.06.2019.
6	The matter of unauthorized Marriage Halls Functioning in ICT.	Human Rights case No. 1445-G of 2018.	16.04.2018	Report Submitted in April 2018.
7	Petition regarding Miserable condition of a School (in Gujranwala where Girls sit beside graves whilst taking a test during their daily Classes in Graveyard).	Criminal original petition No. 133 of 2016 Constitution Petition No. 37 of 2012.	10.03.2018	Case disposed of on 01.01.2019.

B. An Objective Study of the Wafaqi Mohtasib Secretariat's Operations

In the year under report, a comprehensive assessment study of the Wafaqi Mohtasib Secretariat was conducted, focusing on perspectives from the general public, complainants, agency representatives, and the Secretariat employees. The evaluation was aimed at understanding the effectiveness of the grievance redressal mechanism facilitated by the Secretariat. Despite the existing checks and the use of information technology for performance monitoring, the satisfaction levels of complainants were gauged through feedback, including letters of thanks and calls to Wafaqi Mohtasib officials. The number of complaints successfully resolved within a short timeframe and without any cost further demonstrated the Institution's effectiveness. Notably, the low percentage of review petitions with Wafaqi Mohtasib and representations to the President (less than 1%) indicated a high quality of Findings. However, it was acknowledged that ongoing evaluation and enhancement of the Secretariat's performance was essential. Consequently, a committee was established to conduct an in-depth assessment focusing on service delivery and citizen satisfaction. Two key quantitative benchmarks were employed to assess the performance of Investigating Officers: resolving at least 80 complaints per month and achieving the resolution within 60 days. While these benchmarks provided useful insights regarding in-house performance, they were deemed insufficient for measuring citizens' satisfaction comprehensively. Additional qualitative and quantitative performance parameters were explored, including case narratives, complaint outcomes, citizen satisfaction surveys, stakeholder feedback, and segmentation of complaints based on geographic and agency-related factors.



Wafaqi Mohtasib presiding over a meeting of senior officers to review progress on the Objective Study of the WMS Operations (1.1.2024)

The number of complaints successfully resolved within a short timeframe and without any cost demonstrated the Institution's effectiveness.

Terms of Reference (TORs)

1. To conduct an in-depth study involving four respondent groups: complainants, the general public, agency representatives, and Wafaqi Mohtasib employees.
2. To focus on feedback regarding the adequacy and effectiveness of services.
3. To analyze core areas, including registration, investigation, appraisal, implementation, informal dispute resolution, and previous studies.
4. To assess the efficiency of service provision within legal timeframes.
5. To recommend measures to enhance administrative justice accessibility.
6. To suggest initiatives for faster and more effective complaint resolution.
7. To utilize both qualitative and quantitative data, with quantitative data sourced from the IT Wing of the WMS.

The analytical parameters were framed for conducting a citizen report card survey. The online survey was conducted through Google forms using the complainant's data available with CMIS and the snow ball techniques. Moreover, the trained enumerators were deputed to conduct on spot survey throughout Pakistan under the supervision of an experienced officer of Wafaqi Mohtasib Secretariat. After the data entry, it was interpreted and analyzed in the context of survey objectives which defined the statistical sophistication/precision of the analytic tools based on the needs. The primary and secondary database were compared through a built-in function with the help of IT experts. Once all the data had been entered, checked and rechecked; frequencies, means, mode and cross tabulation

methods were used to develop the results and the data was presented graphically. This survey yielded outstanding results which were presented after several reviews.

Key Findings of the Study

- 99.18% complaints were resolved within 60 days.
- 81% of the respondents were aware of WMS services, while 19% were unaware.
- 40% of the respondents learned about WMS through friends and family, 25.4% from social media, 12.9 % via newspapers, and 7.9 % through other media (television, internet, and radio).
- 42.3 % of complaints were against WAPDA/Electricity providers, and smaller percentages against other agencies.
- 67% of respondents were satisfied with WMS's overall performance. 81% complainants rated the conduct of the WMS staff courteous and helpful.
- 94% representatives of Agency noted the receipt of notice from WMS in time and rated the effectiveness of communication at 89%. They further highlighted that 95% Investigation/Implementation officers proactively addressed their concerns and demonstrated impartiality and fairness during the proceedings.
- 90% of decisions were implemented by the Agencies. In 10 % cases the Agency provided the reason for non-implementation for consideration.

Demographic Insights

- A diverse age representation was noted, necessitating recommendations catering to various age groups.
- Gender imbalance was evident, with more male participants, indicating a need for outreach to engage females.
- Respondents came from varied occupations, emphasizing the Secretariat's broad engagement across different sectors and the need for region-specific policies.

Awareness and Utilization of WMS Services

- 81% of respondents were aware of WMS services, while 19% were unaware, highlighting the need for targeted communication.
- Friends, family, and social media were primary information sources.

Grievance Redressal Patterns

- 53% of respondents utilized WMS for grievances against federal agencies, with 50% reporting positive experiences.
- The concentration of complaints was highest among the 31-40 age group, and 92% of complainants were male.

Geographic and Accessibility Concerns

- Most complaints originated from Punjab, underscoring accessibility challenges in Gilgit Baltistan and AJ&K.
- An urban bias in complaints highlighted the need for improved outreach to rural areas.

Feedback and Communication

- Positive feedback on complaint conveyed lodging ease; however, some concerns indicated a need for better interface improvements.
- High notification rates for registration and hearing dates, with suggestions for streamlined scheduling.

Investigative Processes

- Mixed feedback regarding the competence of Investigation Officers, indicating a need for ongoing training.

- The helpfulness of staff was deemed crucial for positive complainant experiences.

Implementation and Compliance

- 95% of Investigating Officers were rated as dedicated, and 93% expressed satisfaction with the fairness of Findings.
- 38% perceived conflicts with rules as reasons for non-implementation of recommendations, while 82% noted improvements in the investigation process.

Employees Insights

- A diverse age range was observed among employees, though gender imbalance persisted, indicating a need for diversity initiatives.
- High employee satisfaction levels were reported, although feedback from dissatisfied staff warranted attention.

Challenges and Opportunities

- Instances of inaccurate agency reports during investigations pointed to a need for corrective measures.
- Challenges in non-implementation highlighted the necessity for collaboration and clear communication with agencies.

Conclusion

The study emphasized both strengths and weaknesses within the Wafaqi Mohtasib's operations. While there was general confidence in WMS effectiveness with the satisfied consumers of WMS services; however addressing minority concerns is vital for ongoing enhancement. Positive trends in complaint handling and communication should be leveraged to further enhance services, reinforcing the Institution's role in carrying out its mandate.

Recommendations

Integrated Awareness Campaigns: Partner with influencers and media to improve awareness, particularly in regions with low familiarity with WMS services.

Gender-Specific Initiatives: Develop targeted outreach programmes for different genders to address specific concerns.

Professional Engagement: Collaborate with educational and professional institutions for awareness sessions.

Regional Adaptation: Establish regional offices for better understanding of local issues and tailoring communication materials.

Collaboration with Grievance Platforms: Form partnerships with other grievance redressal mechanisms to create a unified approach.

User Experience Improvements: Enhance the Wafaqi Mohtasib website for real-time feedback and regular updates on grievances.

Accessibility Initiatives: Launch outreach programmes in rural areas while ensuring that urban services remain robust.

Inclusivity Measures: Create a more inclusive environment within the Secretariat, especially for women.

Investigation Training: Provide ongoing training to Investigating Officers to enhance their skills and effectiveness.

In short, continuous adaptation and improvement in services, combined with a focus on fairness, transparency, and ethical conduct, are crucial for strengthening the Wafaqi Mohtasib Secretariat's operations and its ability to serve the public effectively.

Annex-A

Sr . No.	List of Studies/Reports (1983-2024)
1.	A Study of Housing Problems in Islamabad 1985 by Chief Justice (R) Sardar Muhammad Iqbal, Federal Ombudsman of Pakistan (1985)
2.	Government Accountability and the Institution of Ombudsman in Pakistan 1986 By Chief Justice (R) Sardar Muhammad Iqbal, Federal Ombudsman of Pakistan (1986)
3.	Administrative Accountability 1987 By Justice Shafiu Rehman, Acting Ombudsman (1987)
4.	Citizen's View of Administration 1988 By Justice Shafiu Rahman, Acting Ombudsman (1988)
5.	WAPDA Welfare Fund Rules (Parts I & II) (1995)
6.	Policy and Procedure (Electricity Bills and Connections) KESC (2003)
7.	FBISE, Islamabad : Academic Rules Volume-1 (2003)
8.	Policy and Procedure , SNGPL (2003)
9.	Policy and Procedure, HBFC (2003)
10.	Policy and Procedure PLI (2003)
11.	Passport & Visa Manual 2002, Directorate General Immigration & Passports (Ministry of Interior) (2003)
12.	Policy and Procedure PMDC (2003)
13.	Report of the Joint Diagnostic Committee of Wafaqi Mohtasib's Secretariat and WAPDA 2003 Billing, Detection billing and Internal Grievances Redress Systems of WAPDA (2003)
14.	Policy and Procedure (Electricity Bills and Connections) WAPDA (2004)
15.	Policy and Procedure (Connection and Billing) PTCL (2004)
16.	Policy and Procedure SME Bank (2004)
17.	Pension-Cum Gratuity Scheme and GP Fund Advance : Policy and Procedure (2004)
18.	Special study on Ministry of Housing and Works: Report on Major Areas of Mal-Administration: Illegal occupation of Govt. Accommodation.; Illegal Pool of Houses; Mal-Administration in Federal Lodges/Hostels (2004)
19.	Study on the Procedures for Reimbursement of Expenses Incurred by Retired Govt. Servants on Account of Hospitalization (2005)
20.	Complaints Handling Procedures for SLIC (2009)
21.	Citizens Report Card Wafaqi Mohtasib Secretariat (2009)
22.	Continuous Improvement Benchmarking (CIB) under SPGRM project (2009)
23.	Duplication of Power amongst Federal Oversight Institutions (2009)
24.	Capacity Mapping and Assessment : Grievance Redress Systems of 5 Federal agencies , SNGPL, PTCL ,NADRA , Pakistan Post and SLIC (2009)
25.	Complaints Handling Procedures for SNGPL (2009)
26.	Ensuring Good Governance through Strengthening Administrative Justice and Accountability (Conference Report) (2009)
27.	Improvements Needed in CMIS's Deliverables (Identification of gaps) (2010)
28.	Study of Analytical Parameters for Assessing Performance of Investigation Officer (2010)
29.	Baseline Study on the State of Compliance of Federal Agencies Responsible for Child Protection with the UNCRC (Federal Ombudsman and UNICEF Combined study) (2010)
30.	Complaint Handling Procedures for NADRA (UNDP and Wafaqi Mohtasib's Secretariat) (2011)
31.	Complaint Handling Procedures for Power Distribution Companies (2011)

32.	Complaints Handling Procedures for Pakistan Post (2011)
33.	Report of the Committee Consisting of Public Complaints and Causes of Concern in respect of SLIC, Lahore (2012)
34.	The State of Children in Pakistan June 2012 Children's Complaint Office (Federal Ombudsman and UNICEF) (2012)
35.	Report on Measles Outbreak in Pakistan Vol-I (2013)
36.	Report on Measles Outbreak in Pakistan Vol-II (2013)
37.	Report of the Inquiry Committee into the Causes of Delay in Issuance of Machine Readable Passports (Volume-I) (2013)
38.	Report of the Inquiry Committee into the Causes of Delay in Issuance of Machine Readable Passports (Volume-II) (2013)
39.	Interim Report on Capital Development Authority Prepared by Mr. Ejaz Ahmad Qureshi, Senior Advisor, Wafaqi Mohtasib Secretariat, Islamabad (Previously Interim Report on the working of Civic Agencies) (2013)
40.	Report of the Investigating Committee for Investigation and Suggesting Reforms in the Pension System of Pakistan Railways (2014)
41.	Report on the Cognizance of Tragic Incident of Death of 57 Persons in Bus-Truck Accident Near Khaipur – Sindh (2014)
42.	Alternate Dispute Resolution at the Grassroots Level within 60 days by joint teams of Federal and Provincial Ombudsman(Mohtasib) (2014)
43.	Federal Advisory Committee on Reforms & Alternate Dispute Resolution and Legal Framework of the Institution of Wafaqi Mohtasib (2014)
44.	Federal Ombudsman of Pakistan Citizen Report Card of the institution of Wafaqi Mohtasib (Federal Ombudsman) of Pakistan (An independent study conducted by The World Bank) (2014)
45.	Report on Public Complaints of Mal-Administration and Deficiencies in Pakistan Post Office Department and Suggested Remedial Measures (2015)
46.	Report on Pakistan Railways in regard to Mal-Administration in Settlement of Pension Claims and Allotment of Accommodation to its Employees (2015)
47.	Wafaqi Mohtasib Reports on Prisoners with Special Reference to Children and Women Prisoners (2015)
48.	Proposal for Free and Speedy Resolution of Citizen's Complaints Against Mal-administration of Federal, Provincial and Local Government (2015)
49.	A Study of Accountant General of Pakistan Revenues (AGPR) Lahore by the Office of Wafaqi Mohtasib Lahore (2015)
50.	Committee Report for Transforming PIMS, Islamabad into a Leading Centre of Excellence (2015)
51.	Federal Ombudsman of Pakistan Complaints Resolution Mechanism for Overseas Pakistanis (2015)
52.	Federal Ombudsman of Pakistan Proposals for Reforms in Prisons and Initiatives Taken to Provide Education (2015)
53.	Federal Ombudsman of Pakistan Speedy Complaint Resolution: Extending outreach of Alternate Dispute Resolution (ADR) Mechanism for Federal and Provincial Ombudsman, An Independent Study Conducted by The World Bank (2015)
54.	Federal Ombudsman of Pakistan : A Study of Organization, Role, Systems, Procedures and Causes of Mal-administration and Mal-Functioning of CDNS, Ministry of Finance, Government of Pakistan (2015)

55.	Federal Ombudsman Report of the National Committee on Prisons Constituted by the Federal Ombudsman of Pakistan in pursuance of the orders of The Honourable Supreme Court of Pakistan (2015)
56.	Report on the Functioning of National Database and Registration Authority : Federal Ombudsman Secretariat Faisalabad Region (2015)
57.	The State of Children in Pakistan 2015, Children's Complaint Office (Federal Ombudsman and UNICEF) (2015)
58.	Hand Book for Overseas Pakistanis (2016)
59.	Federal Ombudsman's Expert Committee Report on the working of EOBI and its Recommendations to Re-structure it for Excellence in its Services for 6.5 million Workforce (2016)
60.	Report on Addressing Mal-administration in Police Stations (2016)
61.	Report of the Committee to Examine the Systemic Failures in the Administration of Prisons and to Recommend Good Administration Standards (2016)
62.	Federal Ombudsman's Report on Government Procurement System to Address Mal-administration and Ensure Transparency (2016)
63.	Comprehensive Report of Work Done on Jails (2016)
64.	Report on Mal-Administration Faced by Government Servant in Dealing with Federal Agencies, after their Retirement (2016)
65.	Federal Ombudsman's Report on a New Regulatory Regime for Growth and Development in Pakistan (2016)
66.	Report of the Committee on Reforms of Pension System for Government Employees (2016)
67.	Report to Transform Radio Pakistan to Meet Contemporary Challenges (2017)
68.	Report of the Committee on Capacity Building for Public Service Delivery to Meet Contemporary Challenges (2017)
69.	Compendium of Opinions of Legal Experts on Jurisdiction of Wafaqi Mohtasib (Federal Ombudsman) in Respect of Citizens Complaints Against Mal-administration by Federal Agencies, with Particular Reference to Electricity and Gas Distribution Agencies (2017)
70.	Report on Transformation of the Postal System for the Challenges of 21 st Century (2017)
71.	The Committee Report on Availability of Essential/Life Saving Drugs, Quality of Drugs and its Affordability (2017)
72.	Strengthening the Realization of the Rights of Children and Women Detainees in Pakistan (National Commissioner for Children) (2018)
73.	Report on Kasur Tragedy & Redressal of Systemic Issues : Mapping of Issues & Response to Sexual Violence against Children District Kasur, Punjab, (National Commissioner for Children) (2018)
74.	Federal Ombudsman Evolution and Progress (2021)
75.	Inquiry into the Plight of Street Children in ICT- Challenges & Way Forward (Advisor/Grievance Commissioner for Children WMS) (2022)
76.	Dilemma of Rapid Population Growth in Pakistan (2022)
77.	Compendium of President's Decisions on Representations against Findings of the Wafaqi Mohtasib (2023)
78.	Federal Ombudsman of Pakistan Report Improving Primary Health Care System in Islamabad (District Primary Health Care System, Islamabad Capital Territory) (2023)
79.	Objective Assessment of the Working of Wafaqi Mohtasib Secretariat (2024)
80.	Promotion and Protection of Child Rights (2024)

SPECIAL INITIATIVES

A. Prison Reforms

The Wafaqi Mohtasib (Ombudsman) is legally empowered to ascertain the root causes of corrupt practices and injustice and to arrange studies or research aimed at their eradication. The law also allows the Ombudsman to investigate allegations of maladministration by any agency or its officers upon a motion from the Hon'ble Supreme Court or High Courts during ongoing proceedings.

This mandate was emphasized by the Hon'ble Supreme Court of Pakistan in its Order dated May 28, 2015, issued in CMA No. 1313/2015, related to suo moto Case No. 1 of 2006. The Order specifically addressed the dire conditions faced by women in prisons, concluding, "Given the elaborate regulatory framework and based on the evidence received, we are compelled to conclude that there is a near-total failure of the regulatory framework in relation to prison conditions. No official or body appears to have effectively regulated the implementation of prison laws and rules to ensure prisoners welfare as required by law."

Furthermore, after a comprehensive review of the Ombudsman's mandate and powers, the Supreme Court underscored the need for the Ombudsman to address systemic failures beyond individual complaints. The Court noted that the Ombudsman's role extends beyond individual grievances to tackling systemic issues that lead to maladministration and setting and enforcing standards of good administration as envisioned by law. The Court highlighted significant maladministration and systemic dysfunction within the criminal justice system, particularly in prisons, and directed the Ombudsman to establish standing committees and inspection teams to examine and rectify these systemic failures.

The Court noted that the Ombudsman's role extends beyond individual grievances to tackling systemic issues that lead to maladministration.

Formation of the National Committee on Prison Reforms

In response to this directive, the Wafaqi Mohtasib established the National Committee on Prison Reforms in October 2015, chaired by the late Senator S.M. Zafar. This diverse Committee conducted extensive studies across six major prisons, identifying critical system failures.

Recommendations of the Committee Established by the Wafaqi Mohtasib

1. Form District Oversight and Welfare Committees in all provinces to improve the lives of prisoners, focusing particularly on children, women, and destitute individuals.
2. Direct the Ministry of Interior and Provincial Home/Prison Departments to appoint Senior Officers as focal persons for these Committees.
3. Propose expanding probation and parole options to alleviate overcrowding in jails.
4. Construct new jails in every district headquarter, including a separate facility in Islamabad, with independent sections for women and juveniles and adequate sleeping and hygiene facilities.
5. Integrate jail biometric systems with courts to maintain prisoners' records.
6. Segregate drug users, individuals with mental health issues, and high-profile criminals from the general prison population.
7. Enhance educational and vocational training facilities in prisons, in collaboration with the Higher Education Commission and universities.

8. Establish Provincial Prisoners Voluntary Donation Funds.
9. Provide free legal aid to prisoners, particularly under-trial individuals, through the Pakistan Bar Council and Provincial Bar Councils.

Additional Recommendations

Improvements in health and hygiene conditions, segregation of juvenile and female prisoners, computerization of prison staff operations, addressing grievances of foreign prisoners, constructing facilities such as wash-rooms and waiting rooms, and establishing mechanisms to address unnecessary detentions and violence in jails are also necessary.

Subsequent Orders from the Hon'ble Supreme Court of Pakistan

In July 2018, during the hearing of the aforementioned case, the Hon'ble Supreme Court directed that "an exercise be undertaken by the Ombudsman on behalf of this Court to determine whether the report of the Ombudsman has been implemented in letter and spirit. The Ombudsman shall also be empowered to seek implementation of its recommendations which have already been approved by this Court." Again, in September 2018, during a subsequent hearing, the apex court ordered the Wafaqi Mohtasib to review and follow up on the implementation of recommendations regarding the dire conditions in jails, particularly in the light of the decisions and actions recommended.

The Wafaqi Mohtasib has periodically convened meetings with provincial departments and has submitted 18 quarterly Progress Reports on Prison Reforms to the Supreme Court to date.

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Status of Implementation of the Report on Prison Reforms

1. District Oversight and Welfare Committees have been established and are actively monitoring prison conditions.
2. Focal persons have been nominated by Provincial Home Departments and Jail Authorities to



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi presiding over a high level meeting in connection with implementation of Prison Reforms in the Chief Secretary Sindh's office (23.05.2024)

facilitate the Committees' functions.

3. Efforts to reduce overcrowding include the construction of new jails in Punjab (Nankana Sahib, Khushab, Chiniot), KPK (D.I. Khan, Swabi), Balochistan (Loralai, Killa Saifullah, Harnai, Gwadar), and Sindh (Thatta, Shaheed Benazirabad, Malir).
4. Medical coverage has improved, with each jail now having medical officers and staff, along with segregated facilities for drug users and individuals with mental health challenges.
5. Education and skill development initiatives have been enhanced, including a MOU with the Higher Education Commission and vocational training courses.
6. Biometric systems are being implemented in jails with support from United Nations Office on Drug and Crime.
7. Efforts are ongoing to separate women and juvenile prisoners, with special provisions such as Sweet Homes for children living with incarcerated mothers.
8. Measures for health and hygiene, including toilet facilities and access to clean drinking water, have been improved.

Monitoring Meetings with Stakeholder Agencies

The Wafaqi Mohtasib maintains active oversight through regular monitoring meetings, ensuring the effective implementation of recommendations and improving the living conditions of inmates in Pakistani prisons.

B. Pension Disbursement System of Federal Government Agencies

Another important initiative relates to addressing undue long time taken in finalizing pension cases for employees superannuating after completing the prescribed length of service. Decisions on pension applications can sometimes drag on for months due to trivial objections, leaving pensioners frustrated as they seek resolution. Recognizing the increasing number of complaints regarding delays in pension grants to retiring government servants and reports of difficulties faced by pensioners in receiving payments from the National Bank of Pakistan, the Wafaqi Mohtasib constituted a Committee to study the Federal Government pension system. The Committee was tasked with assessing the problem's magnitude, determining its nature, and proposing reforms to enhance efficiency, effectiveness, and transparency.

Initiatives to Streamline Pension Issues

Based on the Committee's recommendations, the following measures have been implemented to streamline pension issues for Federal Government employees, resulting in relief for thousands of persons nearing retirement:

- Establishment of pension cells in all federal government departments.
- Appointment of focal persons/welfare officers in each federal government department.
- Simplification of the documentation process in coordination with the Finance and Establishment Divisions.
- Initiation of steps to automate the pension process and service books.
- Ensuring that all pension cases for retiring officers/officials are initiated 15 months prior to their retirement.
- The AGPR has established a Facilitation Centre for Pensioners.
- The AGPR aims to finalize pension cases within 30 days of submission.
- Regular monitoring through correspondence and meetings.
- Efforts are continuing to clear all pending pension cases within Ministries and attached

organizations.

- Coordination with the offices of the Controller General of Accounts and the Accountant General Pakistan Revenues (AGPR) to address systemic shortcomings in processing pension cases for officers of All Pakistan Unified Grades, who often face delays due to incomplete service and fund records after retirement.

Monitoring of Pension Reforms

To monitor the progress of pension reforms, the Wafaqi Mohtasib convenes regular meetings and receives monthly updates from departments. This initiative has improved efficiency and coordination between federal government departments and AGPR, leading to timely finalization of pension cases. Retired employees of Federal Government departments have expressed relief at receiving their pensions and post-retirement benefits without difficulty. A Monitoring Committee, led by a Senior Advisor of WMS, has been established to evaluate the implementation status of the recommendations made by the WMS Committee on Pension Reforms and to explore further simplification of the pension payment process, especially for low-paid government employees and the widows of employees who died in service.

To monitor the progress of pension reforms, the Wafaqi Mohtasib convenes regular meetings and receives monthly reports from departments.

In the last monitoring meeting, the Wafaqi Mohtasib emphasized the importance of following up on the implementation of the WMS report on pension reforms, highlighting the need to address the issues faced by pensioners, particularly in agencies with a significant number of pensioners. It is essential to take action against agencies involved in maladministration and to ascertain the number of outstanding pension cases in these agencies, alongside examining the causes of the delays and the actions being taken to clear the monthly backlog.

It is essential to take action against agencies involved in maladministration and to ascertain the number of outstanding pension cases in these agencies.

A proper proforma was devised to collect information regarding pending pension cases for the new retirees from government agencies, modelled after parameters developed for the Pakistan Broadcasting Corporation (PBC). Initially, this proforma was shared with federal agencies with substantial pension case backlogs, such as the Ministries of Railways, Education, and WAPDA. Subsequently, it was circulated to all government agencies for data collection on pending pension cases.

C. Inspection Visits

Article 17 of the President's Order No. 1 of 1983 states, "The Mohtasib may constitute an Inspection Team for the performance of any of the functions of the Mohtasib.

An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Mohtasib may consider necessary.

An Inspection Team shall exercise such powers of the Mohtasib as he may specify by order in writing, and every report of the Inspection Team shall first be submitted to the Mohtasib with its recommendations for appropriate action."

In line with these legal provisions, the Wafaqi Mohtasib has initiated 79 inspection visits to various federal agencies, including the Passport offices, NADRA, BISP offices, Pakistan Post Office, Pakistan Railways, Utility Stores, Power Distribution Companies, Airports and the Pakistan International Airlines facilities. The objectives of such visits are to assess the overall conditions in these departments and to identify specific issues leading to complaints from the public. These visits helped to evaluate the overall operational conditions of these departments

The objectives of such visits are to assess the overall conditions in these departments and to identify specific issues leading to complaints from the public.

and to identify specific issues that may lead to public complaints.

The Findings from these inspections are crucial in formulating actionable recommendations for improving service delivery and addressing grievances effectively. Since the launch of this initiative, 204 inspections visits of several government departments have been conducted through the officers posted at head office and regional offices.

D. Suo Moto Notices

Article 9 of the President's Order No. 1 of 1983 stipulates, "The Mohtasib may, on a complaint by any aggrieved person, on a reference from the President, the Federal Council or the National Assembly, or on his own motion, undertake any investigation into any allegation of maladministration."

Additionally, Article 9 of the same order empowers the Mohtasib to investigate instances of maladministration based on complaints from aggrieved individuals, references from the President, or on its own initiative. During 2024, many issues of serious concern were taken up including non-availability of Anti-Rabies vaccine, delay in issuance of passports, non-payment of dues to teachers and employees, restoration of allotment facility of government accommodation to the WMS employees and alike. The positive response of the government agencies to the Wafaqi Mohtasib's notice on the non-availability of Anti-Rabies Vaccine is evident from their communications placed below:

<p>To be published in the Extra Ordinary Gazette of Pakistan, Part-II</p> <p>Government of Pakistan Ministry of National Health Services, Regulation and Coordination (Drug Regulatory Authority of Pakistan)</p> <p>NOTIFICATION</p> <p>Islamabad, the 15th November, 2024.</p> <p>S.R.O. 1860(I)/DRD/ - In exercise of the powers conferred by clause (a) of section 7 of the Drug Regulatory Authority of Pakistan Act, 2012 (XIII of 2012) read with section 12 of the Drugs Act, 1976 (XXI of 1976), the Drug Regulatory Authority of Pakistan with the approval of the Federal Government is pleased to fix maximum retail price specified in column (4) of the Table below on which the drug specified in column (2), of this Table having packing sizes specified in column (3) aforesaid, shall be sold, namely:</p> <p>TABLE</p> <table border="1"> <thead> <tr> <th>Sl.</th> <th>Broad Name, Composition and Category</th> <th>Pack size</th> <th>Maximum Retail Price (Rs.)</th> </tr> <tr> <th>(1)</th> <th>(2)</th> <th>(3)</th> <th>(4)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Rabies Vaccine (Vero Cell) Human use Each single dose 0.5ml vial contains- Protective activity of Rabies antigen >2.5IU (National Institute of Health)</td> <td>1's x 0.5ml</td> <td>135/-</td> </tr> </tbody> </table> <p>AAMAR LATIF Additional Director (Legal Affairs)</p> <p>[No. F.11-05/2024-DD(P)]</p>				Sl.	Broad Name, Composition and Category	Pack size	Maximum Retail Price (Rs.)	(1)	(2)	(3)	(4)	1.	Rabies Vaccine (Vero Cell) Human use Each single dose 0.5ml vial contains- Protective activity of Rabies antigen >2.5IU (National Institute of Health)	1's x 0.5ml	135/-	<p>F.No. 11-05/2024-DD (P) Government of Pakistan Drugs Regulatory Authority of Pakistan Ministry of National Health Services, Regulation & Coordination 00000000</p> <p>"SAY NO TO CORRUPTION"</p> <p>Islamabad, the 21st November, 2024</p> <p>Registrar, Wafaqi Mohtasib (Ombudsman) Wafaqi Mohtasib Secretariat, 36-Constitution Avenue, G-5/2, Islamabad</p> <p>Subject:- Increase in Maximum Retail Price of Rabies Vaccine of National Institute of Health Islamabad.</p> <p>The undersigned is directed to enclose copy of notification No. S.R.O. 1860(I)/2024 dated 15th November, 2024 with respect to re-fixation of Maximum Retail Price of Rabies Vaccine (Vero Cell) Human use, Manufactured by National Institute of Health, Islamabad. The same has been issued after approval by the Federal Government.</p> <p>2. This is for your information, record and necessary action, Please.</p> <p>SAYED KHAN Assistant Director (Costing & Pricing)</p>		
Sl.	Broad Name, Composition and Category	Pack size	Maximum Retail Price (Rs.)															
(1)	(2)	(3)	(4)															
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No. NIH-DRS-CRPO-F-04-03

NATIONAL INSTITUTE OF HEALTH
ISLAMABAD

Ministry of National Health Services, Regulation and Coordination
Government of Pakistan
Phone: +92 300 918-14, Fax: (011) 2333333

Islamabad, 26th December, 2024

Subject: EXPRESSION OF GRATITUDE

Dear Sirs,

I am writing to express my profound gratitude and appreciation for your exemplary role in addressing the challenges related to vaccine pricing. Your effort in bringing all stakeholders together and navigating through complex challenges demonstrates unparalleled dedication and professionalism.

Dr. [Signature] Your approach not only resolved a pressing issue but also set a benchmark for efficiency and collaboration in public service. The outcome benefited the people by ensuring affordability and further enhanced public trust in the institution of Wafaqi Mohtasib.

With profound regards,

Mr. Mohammad Saib Khan
Registrar, Wafaqi Mohtasib (Ombudsman's Secretariat), Islamabad

(Dr. Muhammad Saeed) Chief Executive Officer

E. Informal Resolution of Disputes (IRD)

Under Article 33 of P.O No 1 of 1983, the Mohtasib and a member of staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.

Taking cognizance under this Article, the Wafaqi Mohtasib initiated IRD project for the facilitation of citizens, who were willing to resolve their disputes in an informal way. The Wafaqi Mohtasib is committed to promoting informal dispute resolution as a means to address grievances more efficiently. By encouraging parties to resolve their disputes amicably and without lengthy formal procedures, the Ombudsman fosters a culture of dialogue and understanding.

To facilitate this, the Ombudsman offers mediation services where trained officials assist disputing parties in reaching a mutually agreeable solution. This approach not only expedites the resolution process but also helps maintain relationship between parties, reducing the adversarial nature of formal complaints.

Additionally, the Ombudsman emphasizes the importance of public awareness regarding informal dispute resolution mechanisms. Through workshops, seminars, and informational campaigns, the Wafaqi Mohtasib seeks to educate citizens on their rights and the available avenues for redress, empowering them to seek resolution before resorting to formal complaints. This proactive strategy aims to alleviate the burden on the formal complaint system while ensuring that citizens' issues are addressed promptly and effectively. The success of the IRD mechanism is evident from the few communications below received from the beneficiaries :

1. WMS-ONL/41715/24 (Mr. Muhammad Danial Khan VS. United Bank Limited)

Mr. Muhammad Danial Khan submitted a complaint in WMS Regional Office Multan against UBL, stating that he received an amount of Rs. 114,460/- in his account from his client against sale of a website, which had been illegally withheld by the said Bank. He repeatedly requested the Bank Branch for redressal of his grievance, but to no avail. The matter was taken up with the concerned office telephonically under Article 33 of P.O 1 of 1983, whereupon Mr. M. Arif, Operational Manager of the said bank assured that the grievance of the complainant would be redressed expeditiously as per policy. After two days, the complainant thanked this Office and stated that his amount has been released to him after removing hold by the concerned Bank.

2. WMS-HQR/6814/24 (Mr. Mujtaba Kamal VS. Pakistan Railways)

Mr. Mujtaba Kamal, an ex-employee of MEPCO, submitted a complaint in WMS Regional Office Multan against Pakistan Railways, wherein he stated that he retired from government Service 12 years ago and as per pension rules the commuted portion of his pension was to be restored at the Age of 72 years, but the agency did not restore the commuted portion of his pension, which was unjustified. The matter was taken up with the concerned office and Dr. Muhammad Zahid, Sr. Investigation Officer issued notices under Article 33 of P.O 1 of 1983 to the officer concerned of the Agency, whereupon Mr. M. Awais Jillani, AAO Pakistan Railways Multan, submitted a report along with Pension Roll Data Sheet, apprising that the commuted portion of the pension of the complainant had been restored and the monthly pension of the complainant had been enhanced from Rs. 64484/- to Rs. 96948/-. The complainant expressed gratitude to the Office of Wafaqi Mohtasib for redressal of his grievances expeditiously.

3. WMS-ONL/40418/24 (Ms. Iqra Shabbir VS. District Accounts Office)

Ms. Iqra Shabbir through Kashif Ali, submitted an application in WMS Regional Office Bahawalpur against the District Accounts Officer, Rahim Yar Khan and pleaded that her salary for the month of May-2022 had been stopped by the Agency without assigning any cogent reason. Her complaint was adjudicated under Article 33 of P.O. No 1 of 1983 and the District Accounts Officer was summoned by the Commissioner-IRD, Mr.Khalid Nazir. During the hearing, the representative of the Agency submitted a written report wherein, it was stated the Head Master of Government Boys High School, Ahmad Pur Lama, Sadiqabad had submitted the bill vide token No. 17 in R/o Iqra Shabbir PST, which had been passed, entered into SAP system and the monthly salary of the complainant had been credited to her account. The complainant expressed special thanks to Federal Ombudsman's Office for their hectic efforts in providing expeditious relief to her.

PROTECTION OF THE RIGHTS OF WOMEN AND CHILDREN

Special Cell to Address Children's Grievances

Over 45 percent of the country's total population consists of children less than 18 years of age. The UN Convention on Rights of the Child (UNCRC) made it obligatory on the states to take all appropriate legislative, administrative and other measures for the implementation of the rights enshrined in the Convention. Taking note of the need to take appropriate steps in this regard, Wafaqi Mohtasib Secretariat, in April 2009, with the support of United Nations Children's Fund (UNICEF), took a major initiative and established the Office of National Commissioner for Children. The Grievance Commissioner for Children (OGCC) in the Office of the Wafaqi Mohtasib had served as barricade against threats to children's well-being. Endowed with the mandate to monitor, investigate, and rectify issues such as violence, trafficking, and cybercrimes affecting children, this institution played a pivotal role in safeguarding the child's rights. The OGCC, in particular, adopted a proactive approach, diagnosing, investigating, and redressing grievances to identify underlying causes and develop strategies to eradicate them.

The Office of the National Commissioner for Children has worked as Ombudsman for Children by undertaking steps to raise the profile of child rights and devise a mechanism for the redressal of children's complaints both at the federal and provincial levels. For this purpose, coordination and joint initiatives with Provincial Mohtasibs relating to children are undertaken. The National Commissioner for Children was given the mandate to:-

- evaluate and promote the implementation of policies in the field of protection of the rights of children in the country;
- develop and implement programmes for the protection of rights of the child in its administrative territory;
- create a "Public Child Redressal Mechanism";
- coordinate with provinces for joint initiatives and share best practices with stakeholders;
- conduct research on the status and way forward for child rights in Pakistan; and
- to serve as a precursor to a full-fledged Ombudsman for Children in Pakistan in the Wafaqi Mohtasib Head Office located in Islamabad and 18 Regional Offices situated respectively at Karachi, Lahore, Peshawar, Quetta, Abbottabad, Faisalabad, Hyderabad, Multan, Sargodha, Bahawalpur, D.I. Khan, Gilgit Baltistan, Swat, Sukkur, Mirpur Khas, Gujranwala, Khuzdar and Kharan.

The Office of National Commissioner for Children has worked as Ombudsman for Children.

Dedicated officers have been designated as Investigating Officers/Advisors for handling complaints pertaining to children for their swift redressal. The Grievance Commissioner for Children Office has received 575 children's complaints against various federal government agencies during the year under report. Moreover, thousands of complaints pertaining to provincial agencies were referred to Provincial Mohtasib offices for redressal of children's grievances.

In Pakistan, the protection and promotion of children's rights represent not just a moral imperative but also a core legal obligation deeply entrenched in both domestic legislation and international conventions. Since its ratification of the United Nations Convention on the Rights of the Child (UNCRC) in 1989, Pakistan has demonstrated unwavering dedication to upholding the rights and dignity of its young populace. The UNCRC serves as a guiding beacon, outlining a comprehensive set of principles

encompassing education, healthcare, protection from exploitation, and access to justice for children, all of which Pakistan has solemnly pledged to uphold.

The major stride in Pakistan's journey towards protecting the children's rights was the adoption of the UNCRC in 1990. This international treaty not only delineated the rights of children but also established obligations for signatory states to ensure their fulfillment. Pakistan, recognizing the significance of this convention, ratified it on November 12, 1990, thereby committing itself to take all appropriate legislative, administrative, and other measures for the implementation of the rights enshrined in the UNCRC. This ratification marked a pivotal moment, signalling Pakistan's formal embrace of its duty to safeguard the rights of its young citizens.

The major stride in Pakistan's journey towards protecting children's rights was the ratification of the UNCRC in 1990.

Prevention and Control of Cybercrimes Against Children

OGCC has vigorously pursued the issue of prevention of cybercrimes against children and has focused on four main areas which included awareness raising and media sensitization, advocacy and capacity building, legal reforms, and educational reforms. An Interpol delegation also visited the WMS in November 2024, to exchange views and strengthen joint efforts to combat cybercrimes against children.



WMS officials with the members of the INTERPOL team which visited WMS (7.11.2024)

Recent initiatives underscore the multi-faceted approach of the Wafaqi Mohtasib's Office to safeguarding the child rights. From enhancing prison conditions to combating child labour, concerted efforts are underway to create an environment conducive to children's growth and welfare. The Kasur Tragedy and Redressal of Systemic Issues project, launched in response to a traumatic incident, epitomizes its proactive approach in confronting challenges head-on and implementing sustainable solutions to protect its young populace. Additionally, initiatives such as commemorating the World Day against Child Labour and legislative efforts to combat child labour highlight its ongoing commitment to eradicating maladministration and harmful practices, ensuring the well-being of children.

From enhancing prison conditions to combating child labor, concerted efforts are underway to create an environment conducive to children's growth and welfare.

Issues of Street Children and the Relevant Legislative Highlights

Wafaqi Mohtasib's commitment to upholding children's rights remains resolute and unwavering, finding tangible expression in legislative reforms, institutional mechanisms, and collaborative endeavours. As the nation navigates the complexities of the modern world, its steadfast dedication to the welfare and dignity of its youngest citizens serves as a beacon of hope and resilience in the

pursuit of safeguarding the rights of children. Through a combination of legislative measures, institutional frameworks, and collaborative efforts, this Office endeavours to create an environment where every child can thrive, free from exploitation and injustice.

A research study was conducted on the plight of street children in ICT. Its recommendations fall within the domain of the administrative/public sector requiring legislative action, support of private sector and monitoring by the WMS. These have been sent to the relevant authorities, which are at various stages of implementation. The Federal Directorate of Education (FDE), in collaboration with NGOs, is sharing the responsibility of free and compulsory education for the street children across ICT. It has managed to enroll nearly 18000 children in existing schools besides establishing 42 non-formal education centers and 06 technical labs in collaboration with NAVTTC. A child protection center was established in ICT. Likewise, Child Rights Commission has also started functioning for the protection of the rights of the Children. The commission took several initiatives for the welfare and protection of the rights of the Children in Pakistan. Moreover, with the help of PEMRA and PTA, thousands of awareness raising messages were aired.

A research study was conducted on the plight of street children in ICT. Its recommendations are at various stages of implementation.



The Secretary, WMS, Mr. Afzal Latif, presiding over a meeting being held in connection with "Prevention and control of Cybercrimes against Children" at the Wafaqi Mohtasib Secretariat, Islamabad (10.9.2024)

One of the most notable legislative responses to the imperatives laid out in the UNCRC was the enactment of the Zainab Alert Response and Recovery Act 2020. Named after Zainab Ansari, a young girl whose tragic case sparked nationwide outrage, this legislation established a comprehensive system to swiftly alert, respond to, and recover missing or abducted children. The Act reflects Pakistan's commitment to adapt its legal framework to modern challenges, providing a robust mechanism for addressing threats to children's safety and well-being. Moreover, the Prevention and Control of Cybercrimes Against Children/Criminal Law Amendment Act, passed in 2023, underscores Pakistan's determination to confront emerging threats posed by the digital landscape and bolster protections for vulnerable youth in the face of growing cybercrimes.

The National Committee on Children was constituted by the Wafaqi Mohtasib to strengthen protection and oversight of the child rights in the country in an integrated manner. The committee is playing an important role towards achieving the objective. Presently, the Committee is headed by Ms. Shaheen Ateeq ur Rehman former Provincial Minister, a renowned human rights activist, as its

The Act reflects Pakistan's commitment to adapt its legal framework to modern challenges, providing a robust mechanism for addressing threats to children's safety and well-being.

The National Committee on Children was constituted to give a boost to protection and oversight of child rights.

chairperson. Its members include prominent individuals with a commitment to children and human rights, and all Provincial Ombudsmen and Child Commissioners. Meetings of the National Committee on Children have been held at federal and provincial levels with the objective to formulate proposals for ameliorating the conditions of children who are disabled, forced to work, made to beg on streets, languishing in prisons, sexually abused and are subject to trafficking.



Appointment of Commissioners for Children and establishment of committees to effectively redress the grievances of children at the federal and provincial levels, have been made and "Commissioners for Children" have been appointed. Through this initiative, National Committee members work proactively in redressing the children's issues in collaboration and close coordination with Provincial Child Commissioners across the country.

Welfare of Women and Children

In pursuance of the directions of the Hon'ble Supreme Court of Pakistan, an "Advisory Committee with Special Reference to Children and Women Prisoners" was constituted. The members of the Committee visited different prisons all over Pakistan and identified major problems and recommended improvement in areas like: Shortage of staff, over-crowdedness and non-production of under-trial prisoners; and lack of balanced diet, medical, educational, health facilities and skills training for the women and children in Jails. Up till now, 18 quarterly implementation reports have been submitted to the Hon'ble Supreme Court of Pakistan. This subject has been dealt with at greater length in chapter 8 of the Report.

A committee under the chairmanship of a female Senior Advisor has been formed under Federal Ombudsman Protection Against Harassment Act to safeguard the rights of the female employees at the Wafaqi Mohtasib Secretariat. This committee deals with the complaints of harassment of the female employees of this Secretariat and present its report to Mohtasib. The Office of the Grievance Commissioner for Children (OGCC) has lately published a booklet on "Promotion and Protection of Child Rights" detailing its endeavours to fulfill domestic and international obligations through a consultative process with various stakeholders.

The OGCC has undertaken various initiatives in collaboration with international partners including UNICEF, to augment its efforts to promote and protect child rights, strengthen child protection system, prevent abuse and ensure realization of their inherent rights.

OVERSEAS PAKISTANIS - A PRECIOUS ASSET

The over 10 million overseas Pakistanis are a precious asset for the country and their welfare has always been under special focus of Wafaqi Mohtasib (Ombudsman). The overseas Pakistanis not only provide considerable support to their families back home for their socio-economic uplift but also contribute meaningfully to the economic stability of the country through substantial remittances from abroad. For expeditious resolution of their grievances and redressal of individual complaints on account of any injustice done through maladministration, the Wafaqi Mohtasib appointed a "Grievance Commissioner for Overseas Pakistanis" in 2015 under Section 7 of the Federal Ombudsmen Institutional Reforms Act, 2013.

Any overseas Pakistani can lodge his complaint with the "Grievance Commissioner for Overseas Pakistanis" against maladministration of Federal Government Ministries/ Departments/ Organizations/Agencies through email, WhatsApp, online or by post. A number of steps have been initiated to resolve their complaints and to address systemic issues being faced by the overseas Pakistanis.

Functions, Procedure and Performance

Complaints of overseas Pakistanis received in the Grievance Commissioner's Office are handled promptly on daily basis and taken up with the relevant agencies for report/redressal within 15 days. The complainants are kept informed at every step about the progress/redressal of their cases through email, WhatsApp, voice messages or phone. From January 2024, all such complaints are now being registered at Wafaqi Mohtasib's Complaint Management Information System (CMIS), which has introduced greater transparency and efficiency in handling their issues/problems. Systemic issues and general problems being faced by the overseas Pakistanis are also taken up in earnest with the relevant agencies by the Grievance Commissioner's Office.

Pakistan Missions Abroad

On the initiative of the Wafaqi Mohtasib, each Pakistan Mission/Consulate abroad has appointed a Focal Person for prompt action, and has allocated one day in a week for meeting with overseas Pakistanis to redress their grievances. Khuli Katcherries/e-Katcherries are also conducted by heads of Missions abroad or their representatives on monthly basis to facilitate Pakistani diaspora. Detailed monthly progress reports on prescribed proforma regarding complaints/ problems and queries of Overseas Pakistanis resolved or under process are also formulated and proper data is maintained in the Grievance Commissioner's Office.

Each Pakistani Mission/Consulate abroad has appointed a Focal Person and allocated one day in a week for meeting with overseas Pakistanis to redress their grievances.

One Window Facilitation Desks (OWFDs)

One Window Facilitation Desks (OWFDs), were established in 2015/2016 at the following eight International Airports of the country for instant redressal of complaints/ problems/ queries of overseas Pakistanis:

1.	Islamabad Airport	5.	Quetta Airport
2.	Karachi Airport	6.	Multan Airport
3.	Lahore Airport	7.	Faisalabad Airport
4.	Peshawar Airport	8.	Sialkot Airport

According to the revised SOPs, activities of these OWFDs are regularly monitored and monthly progress reports regarding facilities provided to overseas Pakistanis are acquired from all stakeholders separately. Any Pakistani travelling abroad or coming back home can use services of these desks, where representatives of twelve relevant agencies i.e. FIA, ANF, ASF, CAA, PIA, NADRA, BE&OE, DGI&P, OPF, Border Health Services Pakistan, Pakistan Customs and OEC remain present on 24/7 basis. Inspection visits of Airports and OWFDs and meetings with Focal Persons/ Representatives of these 12 agencies are conducted regularly by Grievance Commissioner and teams of Senior Advisors constituted by the Wafaqi Mohtasib.

Summary of Facilities Extended to Overseas Pakistanis

A. Office of the Grievance Commissioner for Overseas Pakistanis

- Complaints are required to be disposed of within 30 days but not later than 60 days.
- Availability of dedicated telephone No. 051-9217259 in the Grievance Commissioner's office (during office hours) and 051-9213886-7 in WMS Secretariat (from 8:30 AM to 10:00 PM) to attend phone calls of Overseas Pakistanis.
- Helpline No. 1055 in WMS exchange for proper guidance within Pakistan is also available. Registers of these phone calls are being maintained for record.
- Appointment of Focal Persons in 12 relevant agencies working at 8 International airports of the country.
- Close liaison is maintained with all agencies and complainants.



Secretary, WMS, Mr. Afzal Latif, presiding over a meeting being held at the WMS to resolve the problems being faced by the Overseas Pakistanis (24-07-2024).

B. Systemic Issues

- Streamlining the system of issuance of Police clearance certificate in coordination with Ministry of Interior and Intelligence Bureau.
- Automation in Bureau of Emigration & Overseas Employment.
- Initiative of online registration process for affixation of protector stamp on passports of intending immigrants going abroad on work visa or education, which has been started from January, 2024. This year 26,080 immigrants have availed this online protector stamp facility. This facility is available at airports too.
- Settlement of Overseas Worker's Insurance Claims and increase in period of coverage from two years to five years.
- Initiative to open NADRA offices in Bahrain & Baghdad.
- Initiative of Apostille attestation of overseas public documents. The Hague Apostille convention of 1961 is now valid between Pakistan and 112 member countries. The Ministry of Foreign Affairs has started Apostille attestation of documents from July 2024

at the consular hall of the Ministry and its liaison offices at Karachi, Gujrat and Lahore. During this year a large number of people have been facilitated and more than 166,590 documents have been attested through this system.

C. Facilities Provided in other Countries Through Pakistan Missions Abroad

- Weekly meetings with complainants by Heads of Missions abroad, without any appointment.
- Counselling and legal assistance to Pakistani Prisoners abroad for their release.
- Online appointment system in Pakistan Missions abroad.
- Ensuring establishment of Machine Readable Passport (MRP) Facility for Overseas Pakistanis in every foreign country, which has more than 10 thousand Pakistanis.
- Holding of Khuli Katcherries & e-Katcherries once in a month.
- Compilation and assessment of complaints received/redressed/under process and submission of detailed monthly report to Grievance Commissioner office by Community Welfare Attaches/Focal persons.

D. Facilities Provided, Improved and Strengthened at One Window Facilitation Desks (OWFDs)

- Issuance and renewal of NICOP/POC and expired CNICs at airports.
- Strengthening of “border health services” for facilitation of Overseas Pakistanis.
- Quick action at “loss and found” Desks for the luggage of passengers.
- Ensuring presence of representative of each Agency at OWFDs for instant resolution of problems of Overseas Pakistanis in coordination with other agencies.
- Placement of suggestions/complaints registers at One Window Facilitation Desks and complaint boxes at different places of airports by Civil Aviation Authority.
- Installation of surveillance cameras for security purposes by Civil Aviation Authority at One Window Facilitation Desks.
- Availability of Universal Toll-Free Number (0092-51-111-040-040), Fax Machine and E-mail facilities at all One Window Facilitation Desks.
- Allocation of separate gates for senior citizens, business class, Overseas Pakistanis at international departure lounges of the Airports.
- Facilitation at airports to “Sohni Dharti App” holders, which is a point-based loyalty scheme.
- Increase in facility of shuttle service vehicles and wheel chairs to carry aged and disabled persons.
- Improvement in conveyer belts and scanning machines.
- Combined counters of ASF, ANF & Customs for search of baggages at international departure lounge.
- Installation of surveillance cameras at combined counters of ASF, ANF & Customs.
- Provision of computer & printer at OWFDs for free prints of e-visas & e-tickets of Overseas Pakistani passengers.
- Provision of OPF, Border Health Services Desks and Branch of National Bank inside international arrival terminal.
- Installation of snake queue system at immigration counters for prevention of long ques in rush hours.
- Installation of guidance boards for overseas passengers regarding DO's and DONT's in English & Urdu in front of customs desk.
- Initiation of strict procedure of timings and implementation of fines to the port handling agencies in case of delays in clearance of luggage of incoming overseas passengers. Due to vigilant monitoring punctuality in delivery of luggage has improved to 98%.
- Installation of standard size screens inside and outside the first gate of entry, comprising scrolling slides with commentary about items which overseas passengers cannot carry while boarding the plane.
- Provision of seating arrangements in the visitor's gallery outside the arrival & departure area.



A view of the meeting of the representatives of the Federal Agencies performing duty at the Islamabad International Airport as part of the One Window Felicitation Desks (OWFDs) - (12-08-2024).

E. Awareness Raising Material for Overseas Pakistanis

- Affixation of awareness posters in Pakistan Missions abroad about the procedure for lodging of complaints with WMS Grievance Commissioner's Office along with Phone Nos & email.
- Affixation of new panaflexes and placement of standees at each Airport providing information regarding lodging of complaints with Grievance Commissioner's Office along with phone Nos and e-mail.
- Uploading of latest information in (Urdu & English) about working of Grievance Commissioner's Office and procedure for submission of complaints, in a separate section of WMS website.
- Publication of a "Handbook for Overseas Pakistanis", containing information about complaints procedures, phone Nos. e-mails and addresses of Pakistan's embassies abroad and relevant agencies in Pakistan for establishing quick contact and to seek required assistance.
- Publication of a "brochure in Urdu" (12 pages) for awareness of overseas Pakistanis.
- Issuance of bi-annual "Newsletter for Overseas Pakistanis", for awareness purposes.
- Placement of awareness material ("leaflets" and copies of "Newsletter for Overseas Pakistanis" and "Urdu Brochure") from time to time at One Window Facilitation Desks for distribution among the passengers.
- Publication of 49 articles in Urdu & English newspapers about working of Grievance Commissioner's Office for awareness purposes.
- Publication of news items in national and regional newspapers for awareness of Overseas Pakistanis.

DATA OF OVERSEAS PAKISTANIS FACILITATED & THEIR COMPLAINTS/ PROBLEMS RESOLVED (JANUARY - DECEMBER, 2024)

Complaints/ Problems/ Facilitations	RECEIVED	RESOLVED/ DISPOSED OF	UNDER PROCESS
Complaints received direct in Grievance Commissioner's Office WMS	2,121	2,035	86
Problems/ Complaints handled by Pakistan Missions abroad	38,592	35,876	2,716
Problems/ queries of Overseas Pakistanis going abroad & coming back to their homeland resolved instantly at One Window Facilitation Desks.	1,11,184	1,11,149	35
Total	1,51,897	1,49,060	2,837

PUBLIC AWARENESS

The goals of good governance, the rule of law and inclusivity are inextricably linked to availability of an appropriate forum for providing quick relief against administrative excesses committed by the government agencies. The masses must not only be aware of the existence of this office but also the method as how to approach it for redressal of their grievances. This brings to fore the importance of a calibrated, ingeniously designed and perfectly executed awareness campaign in undertaking any social initiatives.

The awareness raising has been recognized by all major international instruments like the Paris Principles, the Venice Principles and the UN Resolution 79/177 of 2024 as the essential feature of any successful ombuds system. These also urged

The awareness raising is an essential component of ombudsmanship.

the member states to utilize the Press organs for publicizing human rights and efforts to combat all forms of inequality, injustice and discrimination. The awareness raising, therefore, is an essential component of ombudsmanship. Recognizing the indispensability of public awareness in promoting the goals of good governance and the rule of law, the institution of the Wafaqi Mohtasib along with its various Regional Offices has successfully pursued a robust media awareness campaign during 2024.

These activities have helped a great deal in educating the general public about the availability of this forum particularly in the remote and far off places in the country for redressal of their grievances. Major initiatives such as the Informal Resolution of Disputes (IRD) project, Outreach Complaint Resolution (OCR) mechanism, along with Khuli Katcherries and Inspection Visits have proved to be of immense value and lend credence to the operations of the institution and helped enhance its outreach and visibility among the masses.



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing media representatives at Islamabad. (20.8.2024)

Being fully alive to the importance of the press and media tools, a Steering Committee on Media comprising senior officers of the Secretariat was constituted to work out a comprehensive media strategy and the broad contours of the awareness campaign. The goals and objectives so identified were further incorporated into a meticulously crafted Calendar of Activities (CoA) for the year 2024, which was diligently pursued at the level of the Head Office and the Regional Offices. The Calendar of Activities provides a complete roadmap and guideline for employing various awareness raising tools and options.

The Calendar of Activities provides a complete road map and guideline for employing various awareness tools and options.

The Committee took pains to streamline activities for ensuring wider projection of the WMS services, activities and programmes. Apart from issuance of the usual press releases, it included effective use of the digital and social media platforms. Preparation and screening of documentaries, holding of press conferences and press briefings also occupy an important place in the media strategy. Similarly, commissioning of publicity articles and columns, delivery of awareness lectures at universities and colleges, seminars and symposia constitute its essential components. So are the airing of messages on mobile telephones through the PTA and issuance of tickers for the television channels in coordination with PEMRA. Moreover, TV/Radio talks along with revamping of the organization's official website for provision of Urdu features to facilitate those complainants who are not fully conversant with the English language, are some of its significant highlights.



Wafaqi Mohtasib, Mr Ejaz Ahmad Qureshi presiding over the Webinar on,
"Building Public Awareness - An Essential Feature of Ombudsmanship" at Islamabad. (15.05.2024)

It may be mentioned that a Webinar on Public Awareness was held in May, 2024 at the WMS. Spearheaded by an accomplished journalist and a writer, Senator Mushahid Hussain Sayed, it turned out to be a very successful event for awareness raising. With online presence of large number of local and foreign dignitaries, it highlighted the role of Ombudsman institutions in providing speedy relief to the poor and marginalized segments of the society. Followed up by a lively Q/A session, it highlighted the relevance of awareness raising in the ombudsman's work. Speaking on the occasion, the Wafaqi Mohtasib outlined the key initiatives launched in this regard and expressed the confidence that as a result of these, increasing number of people would seek relief from this forum in the days to come.

Another major initiative in the outgoing year was the formation of civil society groups through the use

of mobile phones to share and disseminate success stories. It proved to be very successful as sharing such stories not only educate the public but also the media persons and the general public. People became aware of the existence of this office and how to approach it for redressal of their respective complaints.

The following is a summary of the major initiatives launched for creating greater public awareness during the year under report :

1. Press Releases and Handouts

Though somewhat conventional, the importance of Press Releases and Handouts in creating public awareness cannot be denied since these reach a wider public audience through the newspapers. The PR and Media Wing at the Head Office and the respective Focal Persons dealing with press and media in the Regional Offices regularly issue press releases, whenever there is any newsworthy activity. During the year, 64 press releases were issued on important activities undertaken by the institution. The office also maintained close liaison with the media persons particularly with the beat reporters dealing with the WMS to ensure publication of the press releases issued by them.

2. Thematic Articles and Columns

In pursuance of the Calendar of Activities prepared for the year 2024, a set of topics was identified for contributing articles and columns to the English and Urdu newspapers highlighting various aspects of the WMS activities. Important topics included :

(i) The Role of Ombudsmanship in Promoting Good Governance and the Rule of Law, (ii) importance of Informal Resolution of Disputes (IRD), (iii) Outreach Complaint Resolution (OCR), (iv) Efforts for Protecting the Child Rights, (v) Overseas Pakistanis, (vi) Inspection Visits and (vii) Pakistan's Role in AOA etc. In total 382 articles/columns were published in the national and regional press during the year.



3. Awareness Lectures, Seminars and Symposia

These are important instruments for raising the general public awareness. These are generally held in universities and colleges before a cultivated audience. Normally delivered by senior officers of the Wafaqi Mohtasib Secretariat, awareness lectures, are mostly followed up by Q/A session. Most of these are also reported in the press and media. The Wafaqi Mohtasib last year interacted with a



A group photograph of students after briefing by the senior officers of the Wafaqi Mohtasib Secretariat, Islamabad. (04.09.2024)

number of Chambers of Commerce and Industry, attended various international conferences besides addressing seminars. The total number of such events stood at 110. The Wafaqi Mohtasib also addressed three Webinars at the WMS on various themes in March, May and October 2024 respectively.

4. Quarterly News Bulletins

Quarterly News Bulletins in English and Urdu have been issued during the outgoing year 2024 and distributed to a wide variety of audience including the Federal Secretaries, Heads of Mohtasib Institutions and prominent media persons. These Bulletins carried a gist of activities undertaken by the Institution of Wafaqi Mohtasib for providing speedy redressal of public complaints and also carried the success stories. The success stories are extracted from those complicated cases which have been pending for a long time and which were finally resolved through the intervention of the Wafaqi Mohtasib. The News Bulletins served a useful purpose and have been found to be instrumental in raising the general level of awareness. During the outgoing year, 6000 copies of News Bulletins were distributed.

5. Booklets for General Awareness

The Media Wing also arranged five dedicated publications and booklets, both in Urdu and English. These included:

- (a) Redressing Grievances to Promote Good Governance.
- (b) "Awami Shikayat ka Azala aur Behter Karkardghi ka Azam".
- (c) Prison reforms
- (d) Promotion and Protection of Child Rights
- (e) "Mukhtasar Taarifi kitabcha, Office of the Grievance Commissioner for Overseas Pakistanis" and alike.

6. Formation of Civil Society Groups for Sharing of Video Clips

In pursuance of the directions given by the Hon'ble Wafaqi Mohtasib, eight civil society groups have been formed with a view to sharing the important initiatives as well as the success stories. These helped a great deal in dissemination of information since a very large number of population is using the mobile telephones, which are utilized to share such short clips. These groups further spread the message to their friends and acquaintances and ultimately reaches wider and broader audience.

7. Urdu Version of Website

In order to further enhance the access of those who are not fully conversant with the English language, the important sections of the WMS official website dealing with the grievance redressal

mechanism have been translated into the Urdu language. This remarkably increased its utility and facilitated access to the general public.

The official website was visited by nearly 356,000 users during the year. It became the convenient mode of lodging the complaints for a large number of mobile users without any need for personally visiting the office of the Wafaqi Mohtasib. It is also important to note that this mode not only allows a complainant to keep track of his/her complaint but also provides the ease of viewing and down loading the Findings as per his/her convenience.

8. Visits of Civil Society Groups



Briefing session for the APP VNS trainees on the working of the Wafaqi Mohtasib in progress at WMS (8.5.2024)

With a view to cultivating better relations with the general public, the WMS encourages visits of civil society groups to its offices, wherein they are briefed on the new initiatives particularly with reference to those launched for achieving early resolution of public complaints and good governance. In this connection, noteworthy group was from the Video News Service (VNS) of the Associated Press of Pakistan, which was undergoing specialized training at the facility. Two batches of the VNS trainees visited the WMS in March and May 2024 respectively, these were apprised of the salient features of the working of WMS by the Sr. Advisor (International Cooperation and Media). He apprised the trainees of the measures adopted for prompt redressal of public complaints at the Head Office and various Regional Offices. Similarly, a batch of under training Deputy Superintendents of Police (DSPs) from the KP Province visited the WMS in October this year. The group was also briefed on the working, role and functions of the organization by the senior officials of the WMS. Two groups of interns from Bahrain and Indonesia were also received in the WMS and briefed about the institution's activities.

9. Facebook, Instagram and YouTube

The Facebook, Instagram, and YouTube were used frequently and were viewed by a large number of people during the outgoing year.

PUBLIC AWARENESS ACTIVITIES AT A GLANCE**(January to December 2024)**

Total Articles/Columns published in National and Regional Newspapers	382
Press Clippings from National/Regional Newspapers (Urdu/English)	8339
Press Conferences/Media Talks of Wafaqi Mohtasib and Heads of Regional Offices	47
Newspapers, Television and Radio Interviews of Wafaqi Mohtasib and Heads of Regional Offices.	97
TV/YouTube short Video Clips regarding Media Coverage of Regional Offices activities	1318
Radio Programmes of Head Office and Regional Offices	141
<ul style="list-style-type: none"> WMS documentary (Urdu) recorded on DVD Distributed to Regional Offices WMS documentary recorded in English for international viewers 	
Awareness Lectures/Seminars/programmes by Head Office and Regional Offices	110
TV Tickers	470

However, it is important to emphasize that public awareness is not a one-time activity but an on-going process, which needs to be pursued on a sustained basis. The ultimate goal of projection is crystallization of favourable public opinion regarding the organization. The members of the media fraternity both print and electronic, are taken on board so that their offices remain available to the institution. Mainstream media's cooperation makes this task easier.

Public awareness is not a one-time activity but an on-going process, which needs to be pursued on a sustained basis.

The underlying objectives of a robust media awareness campaign, *inter alia*, includes widespread information regarding availability of this office as a viable forum for cost-effective redressal of public complaints. This will build public trust and confidence. In the same context, projection of success stories will add further credibility to a well-calibrated campaign. So are the visuals depicting Khuli Katcherries (open courts), demonstrating the institutions' capacity to deliver administrative justice at the doorsteps of the people.

Realizing the importance of productively engaging mainstream media for furtherance of the goals of Ombudsmanship, the Wafaqi Mohtasib, regularly interacts with the senior journalists. He apprises them of the new initiatives and programmes undertaken for prompt redressal of public complaints. This feature is likely to pay dividends in the days to come and help project the organization as a peoples-friendly body, which can be relied upon to seek immediate administrative justice.

THE DIGITAL FRAMEWORK

The digital framework of the Office of Wafaqi Mohtasib is inspired by the institution's vision which rests on three major elements. These elements are interlinked and together add value to its effective and efficient operations.

- Information Technology Management (IT Management);
- Operational Precision and Integration;
- Effective Decision Making;

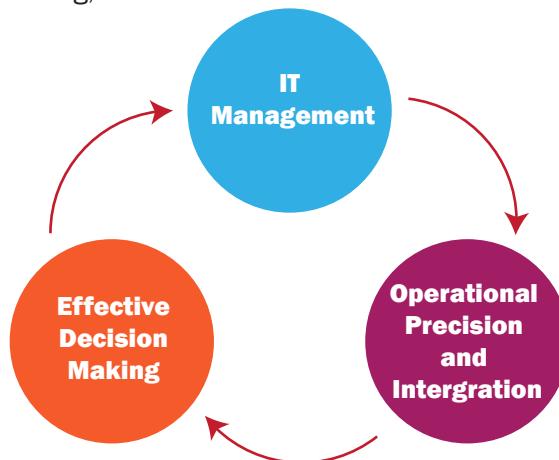


Figure 1: Digital Framework of WMS

I. Information Technology Management

Information Technology Management in Wafaqi Mohtasib's Secretariat (WMS) is playing a vital role to foster trust of the public in the institution's capacity to maintain efficiency and efficacy in its operations. Digital processes were incorporated in the existing system in 2007 and Digital Process Mapping and Re-engineering of Physical Processes was introduced under the Complaint Management Information System (CMIS). This has augmented the capacity of WMS to handle a fairly large number of complaints having increased from 23,000 in 2007 to 226,372 in 2024. The Computer Section of WMS is constantly endeavouring to make the redressal mechanism more efficient and effective through the use of latest technology.

A complete break-up of the receipt and disposal of the complaints during the last four years is given below:

Receiving Mode/Year	Receipt					Disposal				
	2021	2022	2023	2024	Total	2021	2022	2023	2024	Total
Children	139	264	396	575	1,374	134	247	402	569	1,352
ICR	16,418	19,459	18,470	17,142	71,489	16,097	19,008	18,616	17,525	71,245
Mobile App	10,128	18,389	22,321	26,392	77,230	9,808	17,437	22,485	25,890	75,620
Normal	68,028	93,338	104,730	118,074	384,170	65,977	89,803	104,547	117,105	377,432
Online	15,692	32,723	48,190	63,980	160,585	14,808	31,308	46,984	61,924	155,024
Overseas				209	209				185	185
Total	110,405	164,173	194,107	226,372	695,057	106,824	157,803	193,034	223,198	680,858

The phenomenal increase in the online complaints (i.e. online + Mobile App + ICR) depicts the public trust in the prompt disposal of complaints, which has become possible, inter-alia, through IT management. The use of technology has augmented efficient processing of receipt, registration and disposal of complaints resulting in around 30% increase in online complaints.

The phenomenal increase in the online complaints (i.e. online+ Mobile App) depicts the public trust in the prompt disposal of complaints.

In essence, the function of the Federal Ombudsman is to provide speedy and free of cost relief to the citizens, which is only possible through a prompt and efficient processing of complaints and their disposal. Complaint Management Information System (CMIS), an elaborate mechanism for complaint handling, has been put in place to provide online activity and digital processing of the complaints throughout WMS. Its step-wise working is as follows:

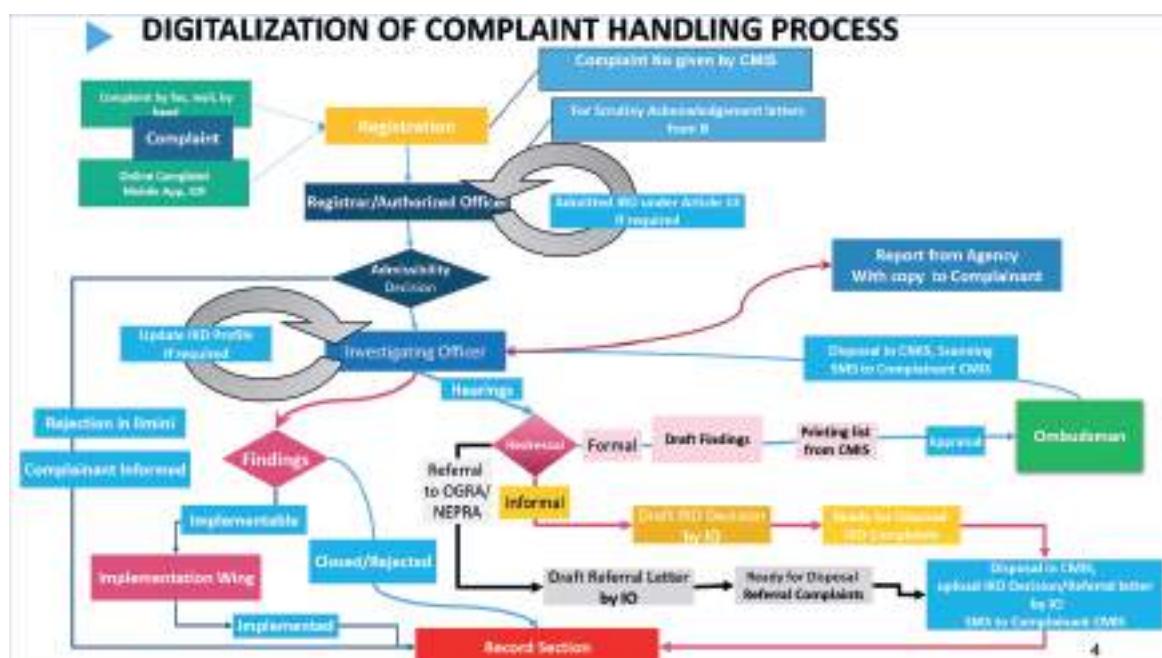


Figure 2: Complaint Handling System (1)

Digitalization and regular enhancement of digital processes is a continuous activity. The consolidation of state-of-the-art technology in CMIS and its integration with the federal agencies has been tested, and it has proved its strength and utility through the unprecedented increase in the receipt and redressal of complaints during 2024. The integration of mobile apps, such as Skype, WhatsApp, video calling, etc. with CMIS has further eased the process of redressal of complaints. It has enabled the public to approach WMS conveniently and without cost. It has also enabled the federal agencies to redress 17,555 complaints, at their level, using Integrated Complaint Resolution (ICR) mechanism.

The integration of mobile apps, such as Skype, WhatsApp, video calling, etc. with CMIS has further eased the process of redressal of complaints.

The existing Complaint Management Information System (CMIS) allows a complainant to file a complaint against maladministration online using the direct link to CMIS, provided on the website of the Wafaqi Mohtasib's Secretariat as well as those of most of the Ministries/Divisions, their Attached Departments and Corporations/Companies etc. Written complaints received are also scanned and registered individually on the CMIS, which has a strong monitoring mechanism that keeps track of the

complaints at every stage, i.e. registration, hearing, investigation, appraisal of Findings and approval thereof; and finally dispatch of Findings to the complainant and the concerned agency.

Scope and Strength of CMIS

The new era of technology embedded with artificial intelligence is increasingly gaining the trust of Public due to its accuracy, transparency, promptness and ease of usage. Wafaqi Mohtasib Secretariat (WMS) always remain prepared to avail the benefits of technology which adds value to the system including:

- Data flow application
- Digital record keeping of the complaints
- Standardized and institutionalized processes
- Clear boundary of each process, no grey areas in the process
- Strong Monitoring and Evaluation Dashboard
- Online complaint registration through the website, mobile application, Integrated Complaint Resolution (ICR) mechanism
- Provides manual registration of a complaint received by hand, fax or by mail
- 35 modules of CMIS to handle the different processes of the complaint during disposal
- The latest CMIS version 24.9 was launched on December 25, 2024
- Modernized CMIS has proved to be a robust and essential tool, which eased the processes with speed and efficiency
- CMIS sends SMS messages to the complainant on his/her mobile about the status of complaint
- Mobile App provides the online access to the Findings in the complaint.
- The new module for representation against the Ombudsman's Findings has further strengthened and eased the redressal process of complaint by integrating the President's Secretariat with CMIS of the Wafaqi Mohtasib's Secretariat (WMS).

Every process and activity on each complaint is integrated, which automatically processes the steps taken by each section at different stages. For this reason, status of the complaints remains updated in CMIS to meet the timelines. WMS ensures fast track communication at both ends, i.e. complainant and agency, to keep them informed about the status of the complaint at every stage of investigation. This information is also available for the complainants on the WMS website whereas agency remains informed via CMIS. The Complaint Management Information System ensures fast and paperless communication, which has been introduced by providing direct linkage with the agencies, through linkage of their interfaces to CMIS.

II. Operational Precision and Integration

The Operational Precision and Integration has strengthened the operational capacity. This synchronization of the system also distinctly serves to monitor important initiatives taken recently. Its main features are as under:

i. Complaints at Mohtasib is a module for all Federal Government Ministries/Divisions, their attached departments, autonomous bodies, corporations, boards, authorities and organizations, established anywhere in Pakistan, to see and open complaints, which have been received by the Wafaqi Mohtasib against the federal agencies. This module provides access to 212 federal government agencies on the decisions (Findings) of the Wafaqi Mohtasib from 1998 onwards. The agencies can also access the relevant complaints in

This module has also provided paperless communication with the agencies, which save resources in terms of time and money.

the module at various stages i.e. Registration, Investigation, Hearing, Implementation, Review etc. This module has also provided paperless communication with the agencies, which save resources in terms of time and money.

ii. Instant Complaint Resolution is a CMIS module developed for the federal agencies by this Office for their Internal Complaint Resolution of complaints, lodged at the agency level. All Federal Government Ministries/Divisions, their attached departments, autonomous bodies, corporations, boards, authorities and organizations, established anywhere in Pakistan, have been linked with CMIS for real time access, processing and redressal of complaints.

iii. Integration with the President's Secretariat: For dealing with the cases of representations, a new Representation Module of CMIS has been developed to integrate the President's Secretariat with the WMS for paperless communication. The President's Secretariat has been provided a user name and password to access the Complaint Management Information System (CMIS) of the WMS. The President's Secretariat can make use of integrated CMIS for:

- getting access and download, if necessary, the complaint, Agency's Report, Rejoinder, Findings, Review Petitions and Revised Findings etc. from CMIS for the purpose of processing the representation;
- generating the hearing notice to the parties and SMS alert at each stage of processing of representation;
- uploading the decision of the Honourable President on CMIS for implementation by WMS

iv. Integrated Complaint Resolution (ICR) Mechanism: Integrated Complaint Resolution (ICR) is a process in which complaints pending for more than 30 days at the agency level are transferred to the Wafaqi Mohtasib's Secretariat from the agency's system of complaint resolution. This integration is provided for two complaints systems i) by Wafaqi Mohtasib and

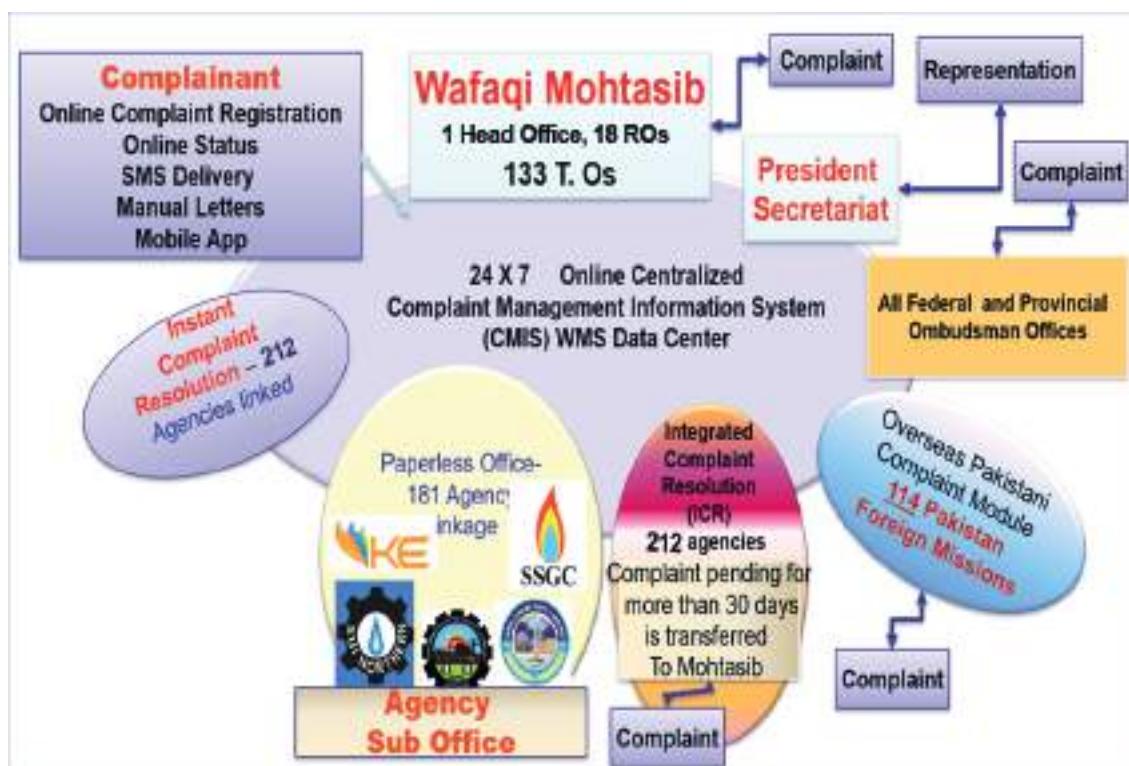


Figure 3: Scope/ linkages of CMIS.

ii) developed internally by the agency. Till date, 134,467 complaints have been transferred to the Wafaqi Mohtasib for their redressal using ICR. 212 agencies have so far been linked with ICR. In the second (System -System) integration, Pakistan Post, SSGCL, EOBI, and Power Information Technology Company (PITC) have developed an in-house internal system for complaint resolution, which has been integrated with CMIS of the Office of the Wafaqi Mohtasib. Moreover, HEC, AIOU, CDNS, SNGPL, NADRA, and Pakistan Citizen Portal are in the process of system-system integration.

v. Outreach Complaint Resolution Mechanism (OCR): The Wafaqi Mohtasib's Secretariat besides its Head Office, 18 Regional Offices and 5 Complaints Collection Centers are availing Outreach Complaint Resolution Mechanism (OCR). The services of complaints resolution are extended to tehsils level by using CMIS.

vi. Informal Resolution of Disputes (IRD): The Informal Resolution of Dispute (IRD) process in complaint handling process of the WMS has been devised and developed in CMIS. The processing of complaints in IRD module of CMIS was launched in April, 2022 and user guidelines were circulated accordingly.

vii. Introduction of Online Implementation Process: A new online process for implementation was initiated whose highlights are as follows:

- The Agency can submit online implementation/compliance report with its attachment (Implementation Letter) in CMIS to the concerned implementation section or officer using the "Submit Implementation Compliance" Interface.
- Online implementation module has replaced the manual record eliminating chances of human error.
- CMIS generated list contains all the information regarding the complaint, complaint number, type of finding, complainant's name, implementation date, days, compliance submission date etc.

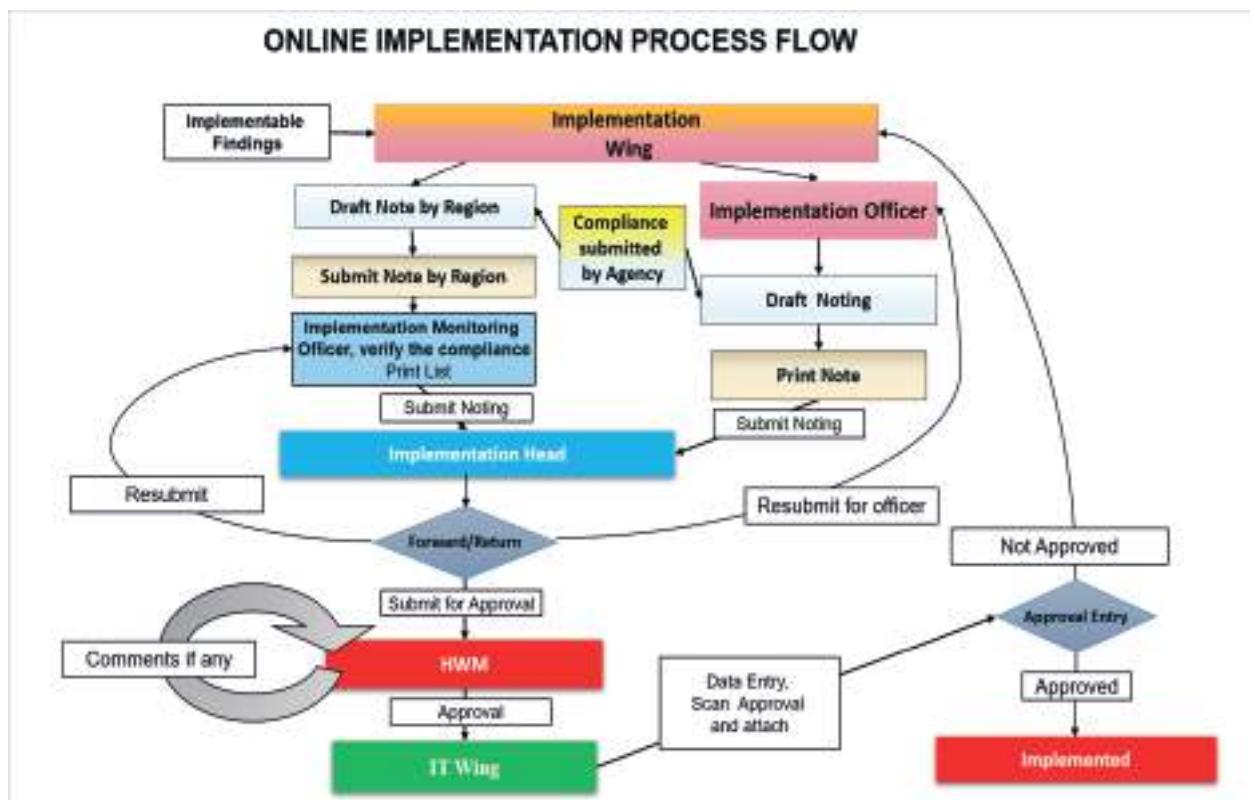


Figure 4: Online Implementation Process Flow

- It provides exact pendency of the implementation to the HWM
- Duplication of work has been removed
- It has enhanced the performance and the speed of the Implementation Wing
- Implementation Wing can attach the supporting documents along with complaints.

viii. Other Initiatives: CMIS facility is also extended on pro bono basis to Federal Tax Ombudsman and Federal Ombudsman for Protection against Harassment of Women at Workplace and Ombudsmen of the provinces of Punjab and Khyber Pakhtunkhwa.

III. Effective Decision Making

The use of IT Management and Operational Integration is contributing to efficient processing of complaints at every stage. The timely decision making and optimum utilization of resources owes its credibility to the availability of reliable and verifiable data. The effective decision making is the result of proper analysis provided by the latest technology and operational precision in WMS.

2. Extended Sharing of CMIS with others

CMIS provides a virtual office for each user independent of the other.

- All Federal and Provincial Ombudsmen Offices are inter-connected through CMIS, which broadens the scope and effectiveness of the service across the length and breadth of the country. The expertise of WMS is shared with the Offices of:
- Human Right Cell (The Supreme Court of Pakistan)
- Federal Service Tribunal of Pakistan
- Oil and Gas Regulatory Authority (OGRA)
- Federal and Provincial Ombudsmen Offices

3. The Way Forward

The digitalization of the complaint handling of WMS demands continuous upgradation and use of latest technologies for its sustained growth and viability. CMIS is now accessible with its more aligned services on Mobile App throughout Pakistan. It has also provided the connectivity to 212 federal agencies to respond digitally. CMIS of WMS is sending SMS messages to complainants regarding the registration, admissibility, hearings and disposal of complaints using the short code 9100/8055. The integration of CVAS in CMIS will improve the SMS delivery even on port-in mobile numbers. The consolidation of the latest computer technology in the form of new servers will define the new level of CMIS in future. The government is committed to redressing the public complaints in the shortest possible time. The citizens can directly approach the Prime Minister, through Prime Minister's Citizen Portal, and report their grievances. This portal is connected with all government organizations, both at the federal and provincial levels and serves as carrier of complaints to the respective offices. Wafaqi Mohtasib's CMIS can meaningfully assist in this venture and it can easily be integrated with the Prime Minister's Citizen Portal. The WMS is continuously advancing toward a paperless environment with sustained digitalization and integration of its portal with other federal agencies.

This portal is connected with all government organizations, both at the federal and provincial levels and serves as carrier of complaints to the respective offices.

ORGANIZATION AND MANAGEMENT

The year 2024 recorded the highest ever receipt of 226,372 complaints marking an increase of 105% as compared to 110,405 complaints received when the present incumbent took office of Wafaqi Mohtasib in 2021. Evidently, this impressive increase necessitates a rise in the institution's core functions such as investigation, appraisal, implementation, coordination and other ancillary services. Resultantly, there is an increasing demand for more human resources and training, equipment, furniture/fixtures, more building space and of course enhanced financial resources. In this backdrop, management has to take necessary measures to cope with such challenges.

Wafaqi Mohtasib Secretariat started its long journey in 1983 with registration of 7,812 complaints. The institution commenced its operations with a head office situated in Islamabad and four regional offices in provincial capitals - Karachi, Lahore, Peshawar and Quetta. Because of extraordinary increase in its workload during the last forty one years, this Office has undergone substantial expansion as it has so far established 18 Regional Offices (ROs) across the country, supplemented by five Complaints Collection Centers (CCCs) in far flung areas, all overseen from its headquarters in Islamabad. Thus, this expansion was due to increasing number of complaints from these areas and to facilitate the public at large at their doorsteps.

In addition to the above, the Wafaqi Mohtasib resolves disputes informally between citizens and federal government departments/agencies, providing relief to aggrieved citizens in terms of powers vested under Article 33 of President's Order No.1 of 1983. Additional human, physical and financial resources are also required for performing such functions aimed at providing relief to the common citizens.

The Administration Wing of Wafaqi Mohtasib Secretariat is mandated to deal with 'Human Resource Management', 'General Administration', 'Budget and Accounts', 'Internal and External Audit' and 'Information Technology (IT)' Sections. To address increasing demand of human resource, amidst limited financial budget, the Wafaqi Mohtasib's Office implemented judicious austerity measures and cost-effective policies. Under the Hon'ble Wafaqi Mohtasib's guidance, administrative initiatives were introduced in all spheres to ensure that the institution's growth remains sustainable and its services to the public remain uninterrupted with efficacy. Main initiatives undertaken in this regard are mentioned hereunder:

A. Extending Services to the Masses

The Wafaqi Mohtasib Office adopts a meticulous approach while deciding matters relating to establishment of new regional offices, carefully weighing the costs and benefits of each entity. This strategic expansion has resulted in a calibrated growth of the institution's geographic presence. A Head Office and eight (08) Regional Offices were opened between 1983 – 2000, one (01) Regional Office in 2014, three (03) in 2016, one (01) Regional Office and two (02) Complaint Collection Centers in 2020, one (01) Regional Office in 2021, three (03) Regional Offices and two (02) Complaint Collection Centers/Complaint Collection Desks in 2022. It was followed by opening of one Regional Office at Muzaffarabad, AJK and a Complaint Collection Centre at Gilgit-Baltistan in 2024. Figure-1 below portrays the geographical spread and calibrated growth of Regional Offices/Complaints Collection Centers along with the year of establishment.



Figure-I

B. Optimum Utilization of Resources

Effective utilization of resources is crucial to achieving the institution's objectives. A key aspect of this is establishing a skilled and dedicated workforce that supports the institution's mandate. The organizational structure/ organogram of the Wafaqi Mohtasib Secretariat, illustrated in Figure-II, outlines various Wings and Sections, ensuring a streamlined and efficient work-flow.

Organogram of Wafaqi Mohtasib (Ombudsman)'s Secretariat

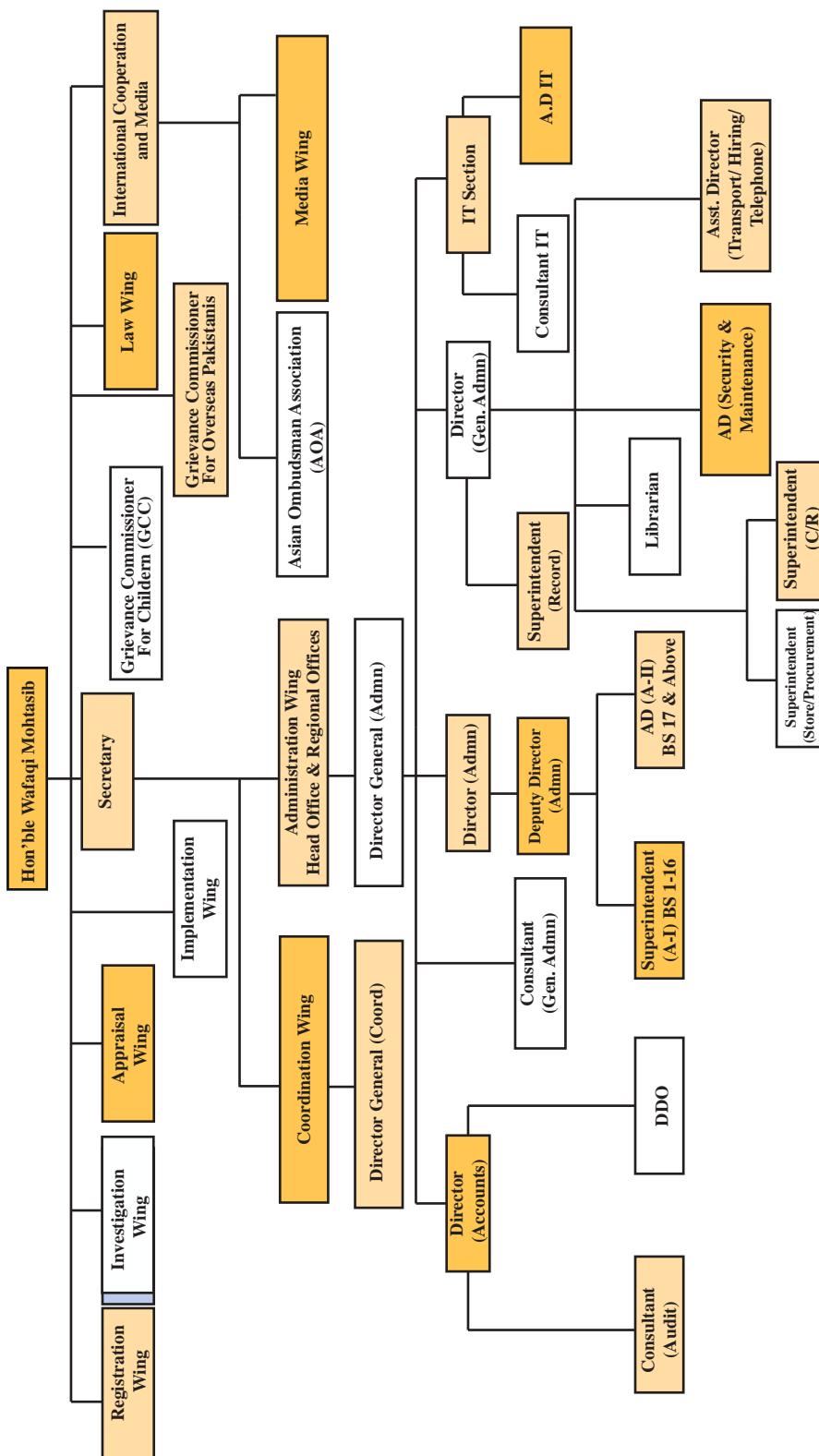


Figure-II

C. Recruitment

• Appointments on Regular Basis

An advertisement entailing 102 posts was published in press on 25.08.2024 for appointment of officers/officials on regular basis at WMS, Head Office, Islamabad and its Regional Offices. The process of recruitment is at an advanced stage and is expected to be finalized in February, 2025. This will help in fulfilling the demand for human resources from various offices including the regional offices leading to qualitative change in the work in various fields.

• Opportunities Provided to Interns of Various Institutions

- i. A Memorandum of Understanding (MoU) was signed between Ministry of Planning, Development and Special Initiatives, Prime Minister's "Ba-Ikhtiyar Naujwan Internship Programme" with Wafaqi Mohtasib Secretariat on 07.03.2024 for placement of interns at the disposal of this Secretariat. Accordingly, in the first phase the services of two interns were placed at the disposal of this Secretariat by the Ministry of Planning, Development and Special Initiatives, Prime Minister's "Ba-Ikhtiyar Naujwan Programme" (BNIP), in April 2024 at Regional Office, Lahore and Multan for a period of six (06) months.
- ii. The National Defence University (NDU), Islamabad, requested internship slots for BS and M.Phil students during summer vacations 2024 (July-August) and forwarded a list of twenty (20) students. Students of NDU were called for interview before the committee headed by the Secretary, WMS, on 27.06.2024. As a result, (05) students were recommended by the Committee for internship on honorary basis. The posting schedule of interns at all main sections was also disseminated whereby an orientation/introduction session about the functioning was conducted and presentations were also given on the working of the Management Information System (MIS), Administration and Accounts sections by the officers of this Secretariat. The interns were also posted in Registration, Investigation, Appraisal and Implementation Wings and performance reports were also sought from their respective officers. Upon successful completion of internship, 04 interns were awarded experience certificates.

• Appointments of Officers/Staff on Contract Basis

The following appointments of Officers/ Ministerial staff equivalent to BS-01 to 22 were made during 2024 on contract basis under Article 20 of P.O. No. 1 of 1983:

S. No.	Station	Total	S. No.	Station	Total
i.	Head Office	22	xii.	R.O. Abbottabad	02
ii.	R.O. Lahore	10	xiii.	R.O. Swat	03
iii.	R.O. Gujranwala	01	xiv.	R.O. Mirpurkhas	02
iv.	R.O. Faisalabad	02	xv.	R.O. Multan	03
v.	R.O. Bahawalpur	03	xvi.	R.O. Quetta	03
vi.	R.O. Karachi	05	xvii.	R.O. Kharan	01
vii.	R.O. Hyderabad	05	xviii.	R.O. Khuzdar	06
viii.	R.O. Sukkur	04	xix.	R.O. Sargodha	06
ix.	R.O. Peshawar	01	xx.	Complaint Collection Centre, Sibbi	01
x.	R.O. D.I. Khan	01	xxi.	Complaint Collection Centre, Loralai	01
xi.	R.O. AJK	06	xxii.	Complaint Collection Centre, GB	01

- **Promotion**

Promotion of various cadres of officers/ officials in BS 1 to 19 were carried out in accordance with Wafaqi Mohtasib (Ombudsman) Officers Service Rules, 2022. Selection and Promotion Committees considered the cases of eligible officers/ministerial staff in various meetings accordingly recommended 44 cases of staff members (non-gazetted) and 11 gazetted officers for their elevation. Moreover, 13 Private Secretaries (BS-17) were granted timescale BS-18 and 6 Private Secretaries (BS-18) were granted timescale BS-19 with nomenclature as Senior Private Secretaries (BS-19) after completion of requisite service. Thus, amendment in Rules of the organization have positively impacted the promotion prospects of employees especially in lower cadres.

- **Regular Evaluation of Contract Employees**

Performance of employees appointed under Article 20 of P.O. No. 1 of 1983 is evaluated on regular basis against multiple parameters such as integrity, performance, professionalism, etc. at the time of renewal of their contracts. Contracts of only those who perform their duties and discharge responsibilities as per prescribed standards are renewed/extended. Thus, contractual employees share the workload of this institution and also improve their skills which benefits this Secretariat and others in case they switch to other organizations.

D. General Administration

In addition to regular activities of General Administration, numerous other related activities were carried out during the year for creating better, healthier and safer environment for the personnel working in the Secretariat through direct intervention as well as on receiving feedback both from the general public and the agencies and the complainants / visitors. Following is the list of some important initiatives and welfare measures taken:

i. Establishment/Operationalization of New Regional Offices/Complaint Collection Centres

In the recent past, a significant increase in the scope of activities and number of Complaints against various Federal Government Agencies prompted the Wafaqi Mohtasib Secretariat to enhance its outreach for provision of speedy and inexpensive relief at the door-steps of the people in different parts of the country. Consequently, a new Regional Office was established in 2024 at Muzaffarabad, Azad Jammu and Kashmir. Besides, keeping in view the grievances of the people of Gilgit Baltistan, Complaint Collection Centre has also been established at Gilgit Baltistan. These offices have been equipped with latest office equipment/furniture/fixtures.

ii. Facilitation Centers / Special Assistance to the Elderly

The Wafaqi Mohtasib Secretariat, Islamabad has two Facilitation Centers functioning one at the entry gate of WMS building (Constitution Avenue) and the other on the rear gate (Ataturk Avenue) with dedicated staff to facilitate complainants. These centers are equipped with the latest office equipment / furniture / fixtures and dedicated staff who extend special assistance to the elderly and the aged complainants visiting the WMS.



iii. Day Care Centre

Ensuring a conducive work environment for its employees is crucial for any organization and to keep up their morale is equally important. Recognizing the genuine requirements of female employees with infant children, a Day care Centre facility is available in the building of WMS, Islamabad. The facilities at Wafaqi Mohtasib Secretariat have been upgraded/improved with more cleanliness / hygienic environment encouraging mothers to make best use of the Day Care Centre. To look after the children of female staff, Aya has also been deputed.



iv. Cafeteria

For facilitation of complainants / visitors and staff of the office a cafeteria is operating at WMS, Islamabad. To ensure better food quality, services and cleanliness and to provide clean and healthy environment to visitors / complainants as well as WMS staff, a Canteen Committee has been tasked to monitor the operations/standard of Canteen on regular basis.

v. Help line 1055 and 1056

Help line 1055 was acquired for filing of complaints and general queries of the public and 1056 is dedicated for children's complaints. Dedicated staff to guide / facilitate Complainants / visitors from Pakistan / abroad has been deputed.

vi. ATM Facility

National Bank of Pakistan (NBP) is a state owned bank and has one of the largest ATM network in Pakistan. It has installed their ATM in the premises of WMS on the request of this Secretariat due to large number of Government employees and also to facilitate complainants/visitors for drawl of their salaries/pension. The ATM services have been enhanced through improved 1 link connectivity and availability of cash 24/7.

vii. Speech and Naat Khawani Competition

A "Naat Khawani" and "Speech competition" on the topic of Seerat-un-Nabi was organized on 27.09.2024 in the Mosque of WMS, Head Office, Islamabad. Employees from BS-01 to BS-17 of the Secretariat participated in the contest. The Hon'ble Tax Ombudsman was Chief Guest on the occasion. A ceremony for prize distribution in this regard was held in the Federal Tax Ombudsman Secretariat to encourage the winners which was attended by Chairman, "National Rahmatul-lil-Alameen Wa Khatamun Nabiyyin Authority".

viii. Medical Camp

To facilitate staff of WMS and complainants / visitors, a medical camp was arranged in the



premises of this Secretariat to diagnose general ailments including ophthalmic issues. Subsequently, free of cost medicines were provided to the patients.

ix. Security Arrangements

Requisite arrangements are available for the safety and security of the visitors/complainants and staff members in the Wafaqi Mohtasib Secretariat. Detailed security SOPs have been developed and followed which include personnel deployment, access control, supervision mechanism, response in case of emergency, CCTV monitoring and Inspection of Security Gadgets, etc. Security committee meetings are held regularly to review the security related issues including inspection of security registers maintained by security personnel.

E. Internal / External Audit

To keep check and balance on the activities of the organization, an elaborate mechanism of Internal Audit is implemented in the Wafaqi Mohtasib Secretariat, Islamabad and its Regional Offices. This involves periodic and critical analysis of the functions of an organization for the purpose of bringing improvements. It is aimed at assisting management in discharging its responsibilities in an effective manner. Follow up after a period of time is being done to ensure that recommendations have been implemented and improved operating efficiency. Thus, good governance is ensured through visits of the internal audit teams to the Regional Offices and compliance of the canons of financial discipline and monetary prudence in the light of external audit observations.

External audit of Wafaqi Mohtasib Secretariat for the financial years 2022-23 and 2023-24 was conducted by an audit team of the Directorate General Audit (Federal Government) during the month of July, 2024. The replies of the audit observations were submitted within the suggested time limit. The DAC on the audit observation of the Head Office and Regional Offices of the previous years was held on 06.03.2024 and settled almost all the paras. The DAC on the Appropriation Accounts for the financial years 2021-22 and 2022-23 held on 06.03.2024, accepted the clarification of the Wafaqi Mohtasib Secretariat regarding nominal excess/saving and recommended the Appropriation Accounts for settlement.

F. Budget Allocation

For realization of the organization's goals, sustainability of its operations is imperative which in turn rests on smooth release of funds. Allocated financial resources for Financial Year 2023-24 were released in time which were optimally utilized by WMS for carrying out its operations at the Head office and its Regional offices by adopting strict financial discipline in line with the Government's austerity drive.

The Indicative Budget Ceiling (IBC) of this Secretariat including its 18 Regional Offices located at Lahore, Karachi, Peshawar, Quetta, Faisalabad, Multan, Sukkur, D.I.Khan, Hyderabad, Abbottabad, Bahawalpur, Gujranwala, Sargodha, Swat, Mirpurkhas, Khuzdar and Kharan was Rs.1250.195 million for the financial year 2023-24. Out of the total budget, Rs.1247.491 million (99.7%) were utilized by observing austerity measures. It was a performance based budget. Funds were spent by adopting a comprehensive fiscal plan. All the heads of expenditure were overseen by the Wafaqi Mohtasib himself on monthly basis during the year to ensure the financial discipline in letter and spirit. As a result, all the expenses incurred at Head Office as well as Regional Offices were in line with the directions of the Federal Government issued from time to time during the financial year.

It is useful to have a plain look at the previous five years (2019-20 to 2023-24) data of annual budgetary allocation and actual expenditure of Wafaqi Mohtasib Secretariat. The table below manifests that there has been consistent increase in the allocated budget during last five years i.e. 2019-20 to 2023-24 at varying percentages.

Budget/ Expenditure of the WMS (FY: 2019-20 to 2023-24)

Financial Year	Budget Allocated (In Rs.)	Actual Expenditure (In Rs.)
2019-20	711,808,000	710,151,197
2020-21	790,787,000	790,191,518
2021-22	837,000,000	834,942,463
2022-23	943,000,000*	936,670,112
2023-24	1250,195,000	1247,690,861

* 5% cut was imposed by the Finance Division on Non-ERE Budget amounting to Rs.7,155,853 in FY 2022-23.

These statistics clearly manifest the Government's unflinching commitment to the mandate/cause of the Office of Wafaqi Mohtasib as well as its profound trust in the steady performance of this institution. Likewise, it is evident from these figures that the WMS is fully complying with the professional standards evolved over the years for use of public funds.

ASIAN OMBUDSMAN ASSOCIATION (AOA) AND OTHER INTERNATIONAL BODIES



International Ombudsman Institute (IOI)

Globally, the role of Ombudsman institutions is to protect the people against human rights violations, abuse of authority, administrative excesses and maladministration. These play an increasingly important role in improving the quality of governance by holding administration accountable to the public. The establishment of the International Ombudsman Institute (IOI), in 1978 (Alberta, Canada) was a watershed in the history of ombudsman. This arrangement became the precursor of similar bodies in some other regions of the world including the Asian region. Today, the IOI has 218 members across the world, organized into six regional groups.

The objectives of the IOI, as per Article 2 of its Bye-Laws, is to contribute to:

- respect for human rights and fundamental freedoms,
- adherence to the rule of law,
- effective democracy,
- administrative justice and procedural fairness in public organizations,
- improving public services,
- open and accountable government, and
- access to justice for all; by promoting the concept and institution of ombudsman and encouraging its development throughout the world.

It is worth mentioning that the institution of Wafaqi Mohtasib (Ombudsman) Pakistan soon after its establishment became member of the International Ombudsman Institute (IOI) in April, 1984. The Hon'ble Wafaqi Mohtasib was first elected as member of the Board of Directors in 1993 and maintained his position as Director till 2020. A Mid-Term meeting of the Board of Directors of IOI was held on 15-16 April, 2013 in Vienna, Austria where the then Mohtasib, Mr. M. Salman Faruqui was unanimously elected as the Regional President of International Ombudsman Institute (IOI) for Asia. Provincial Ombudsman Sindh and the Provincial Ombudsman Sindh for the Protection against Harassment of Women at the Workplace has held the positions of Director IOI till late 2023.

Regional arrangements of Ombudsman institutions in Europe, Australia and Pacific, Latin America and Africa were already in place when the most populous Asian Region conceived of similar

arrangement for Asia. In 1995, during the IOI's Board of Directors meeting, it was agreed that Asia would also organize a regional body of its Ombudsman's institutions.

Making of an Asian Ombuds Fraternity

Accordingly, Pakistan in consultation with the like-minded countries, convened the First Asian Ombudsman Conference in April 1996 at Islamabad. It was a major event as about 40 delegates from Asia attended the first Conference and founded the Asian Ombudsman Association (AOA) on 16 April 1996. The Bye-Laws were adopted during the third Asian Ombudsman Conference held in May 1998 at Macau. The Association's Code of Conduct of Business was adopted during the 7th General Assembly Meeting on 24 May 2002 at Beijing.

In recognition of Pakistan's significant contribution and valuable services for the cause of ombudsmanship, the Permanent Secretariat of AOA was established within the premises of the Federal Ombudsman Secretariat at Islamabad. Wafaqi Mohtasib (Ombudsman) was elected as the first President of AOA and has held the position subsequently.

Today, the AOA has emerged as a 47-member strong organization comprising major countries in the Asian region. It is a major non-political, independent, democratic and professional body of international character representing more than two thirds of the world population. The AOA draws its strength from the professional credentials of its members through sharing of knowledge, experiences and best practices. The platform provided by AOA's periodic meetings and interactions serves as an important avenue for catalyzing the role of Ombudsmanship in Asia.

AOA is a 47-member strong non-political, democratic and professional body of international character representing more than 2/3rds of the world population.

The Wafaqi Mohtasib Pakistan, Mr. Ejaz Ahmad Qureshi is the current President of the AOA. The Board of Directors comprises the President, the Vice President, the Secretary, the Treasurer and five other members elected by the General Assembly for a term of four years. The composition of the current Board of Directors is as follows:

Sr.No	Position	Name	Institution	Country
1	President	Mr. Ejaz Ahmad Qureshi	Federal Ombudsman	Pakistan
2	Vice President	Ms. Sabina Aliyeva	Commissioner for Human Rights	Azerbaijan
3	Secretary	Mr. Chan Jick-chi, Jack	The Ombudsman	Hong Kong
4	Treasurer	Mr. Justice Dr. Zabihullah Khodaeian	President, General Inspection Organization	Iran
5	Member	Mr. FU Kui	Vice Chairman, National Commission of Supervision of China (NCS)	China
6	Member	Mr. Sugawara Nozomu	Director General, Administrative Evaluation Bureau (AEB)	Japan
7	Member	Mr. PARK Jong-Min	Vice Chairperson, Anti-Corruption & Civil Rights Commission (ACRC)	Korea
8	Member	Mr. Mehmet AKARCA	The Chief Ombudsman	Turkiye
9	Member	Mrs. Saburskaya Sariya Kharisovna	The Commissioner for Human Rights (CHR)	Tatarstan

AOA Goals and Objectives

In terms of Article 4 of the Bye-Laws, the Association is an independent, non-political, democratic and professional body. Its major objectives include:

- a) To promote the concepts of Ombudsmanship and to encourage its development in Asia.
- b) To develop professionalism in the discharge of the functions of an Ombudsman.
- c) To encourage and support study and research regarding the institution of Ombudsman.
- d) To sponsor training and educational programmes for the institutions of Ombudsman in the region.
- e) To provide scholarships, fellowships, grants and other types of financial support to individuals for study relating to the institution of the Ombudsman.
- f) To collect, store and disseminate information and research data about the institution of Ombudsman.
- g) To facilitate exchange of information and experiences among the Ombudsman in the region.
- h) To plan, arrange and supervise periodic conferences of the Ombudsmen of the Asian countries/regions.
- i) To undertake such other matters necessary to further the above objectives of the Association.

The Ombudsman fraternity witnessed another important development when Pakistan took the initiative of promoting Ombudsmanship in the Muslim world from the platform of the Organization of Islamic Conference (OIC). The OIC Ombudsman Association (OICOA) was formed in 2014. It is headed by the Chief Ombudsman of Turkiye, while the Federal Tax Ombudsman of Pakistan is the Secretary General of the Association. The OICOA has immense potential to emerge as an important representative body of the Ummah. The preamble of the OIC Charter and Articles 1(14) and 2(7) provide for the member states to uphold and promote at the national and the international levels good governance, democracy, human rights and the rule of law. These provisions are fully shared by other ombuds bodies and govern the conduct and scope of the work of this body.

The OIC Ombudsman Association (OICOA) was formed in 2014. It is headed by Chief Ombudsman of Turkiye, while the Federal Tax Ombudsman Pakistan is the Secretary General.

Ombudsmanship and the Contemporary Challenges

Ombudsmanship is being practiced and pursued across the globe as an effective mechanism for the promotion and protection of human rights, good governance and the rule of law. Addressing issues of maladministration and protection of human rights is linked with good governance and at the heart of it lies accountability and justice. Given the development challenges of the 21st century, good governance and public sector performance have acquired an important dimension. The UN Development Agenda 2030's aspiration is to "Leave No One Behind" in the development processes, which makes efficient service delivery and good administration important pre-requisites. The AOA, on its part, remains committed to promoting conducive environment for good governance through professionalism and Ombudsmanship. As the journey towards the attainment of this vision proceeds, AOA's membership continues to expand contributing to the Association's envisaged goals.

The AOA remains committed to promoting conducive environment for good governance through professionalism and Ombudsmanship.

It's a matter of great satisfaction that within a short span of time, the Asian Ombudsman Association has acquired a sound international character with its outreach extending beyond Asia. The AOA member institutions have so far organized 17 international conferences on the sidelines of the AOA General Assembly meetings, which are held every two years. It has gradually developed its institutional strength and features that are essential for the promotion of mutual cooperation and

realization of its goals and objectives.

The Association's operations are governed and guided by the Association's Bye-Laws and the Code of Conduct of Business. The increase in membership from original 18 to now 47 is accompanied by expansion in activities encompassing seminars and meetings on themes of professional interest. Six out of nine objectives, it may be added, relate to promotion of professionalism. This underscores the importance of greater sharing of experiences and best practices.

The increase in membership is accompanied by expansion in activities encompassing periodic conferences, seminars and meetings on themes of professional interest.

AOA's Bonding with Sister Organizations

The International Ombudsman Institution (IOI), the Asian Ombudsman Association (AOA), the OIC Ombudsman Association (OICOA) and the Forum of Pakistan Ombudsman (FPO) share common aspirations. This global fraternity symbolizes hope and inspiration for many. This fact is also reflected in terms of its goals and objectives as well as the overlapping membership of these bodies. Pakistan's active association with the work of IOI, AOA, FPO and OICOA is a reflection of its commitment to the cause of ombudsmanship as a means to achieving the ultimate goals of good governance, the rule of law and fundamental freedoms. It continues to make efforts for promoting the core values of Ombudsmanship for realization of these mutually advantageous goals and common aspirations. These bodies constitute a global fraternity striving to achieve the ultimate goals of good governance through improving service delivery of government agencies, respect for the rule of law and expeditious relief to the aggrieved citizens.

Pakistan's active association with the work of IOI, AOA, FPO and OICOA is a reflection of its commitment to the cause of ombudsmanship.



As a mark of solidarity, distinguished AOA Members from Azerbaijan, Turkiye and Indonesia called on the President of the Asian Ombudsman Association at the AOA Secretariat, Islamabad. (30.1.2024)

UNGA Resolution 79/177 and AOA's Quest for International Cooperation

The United Nations General Assembly Resolution No.A/RES/79/177 of 17 December 2024, acknowledges the important role that the Ombudsman and mediator institutions can play in the promotion and protection of human rights and fundamental freedoms, promoting good governance

and respect for the rule of law. It duly stresses the importance of international cooperation between ombudsman offices and recognizes the role played by regional and international associations in promoting cooperation and sharing of best practices. The said Resolution recognizes the AOA amongst the active regional ombudsman bodies.

It is pertinent to mention that the Wafaqi Mohtasib Pakistan and current President AOA, Mr. Ejaz Ahmad Qureshi highlighted the same theme in the 25th Annual meeting of the Board of



The Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi presiding over the meeting of BoD of Asian Ombudsman Association at Istanbul (28.06.2024)

Directors held in Istanbul (Republic of Turkiye) in June 2024. Addressing the meeting, he said that Ombudsman institutions constitute a global fraternity, which can play a very effective role in improving the quality of life for the common man through better governance. He also emphasized the need for greater sharing of experiences and best practices to the mutual advantage of all stakeholders.

Addressing the International Ombudsman Summit on 03 December, 2024 in Hong Kong, he observed that the world bodies like the UN also recognized the importance of Ombudsman institutions in strengthening democracy and rule of law. He emphasized that efficient service delivery, good and responsive administration constitute essential features of the Sustainable Development Goals



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing the International Ombudsman Summit – 2024 as Keynote Speaker on the eve of 35th anniversary of the establishment of the office of Ombudsman in Hong Kong (3-12-2024)

(SDGs) as espoused by the UN.

AOA Activities: Emphasis on Sharing of Knowledge/ Experiences

The Wafaqi Mohtasib Secretariat in cooperation with the AOA Secretariat organized a host of activities during 2024. The theme of these activities were in line with Article 4(2) of the AOA Bye Laws which provide for sharing of information and promoting professionalism in the discharge of ombudsman functions. These events included the following:

- i. Visit to the AOA Secretariat, Islamabad by esteemed Commissioner for Human Rights (Azerbaijan), Chairman, The Ombudsman of Indonesia and the Chief Ombudsman of Turkiye (30.1.2024).
- ii. Webinar on Protection Against Harassment of Women at the Workplace (27 March, 2024). It was attended by 77 participants.
- iii. Webinar on Building Public Awareness: An Essential Feature of Ombudsmanship (15 May, 2024). 72 participants attended.
- iv. Study visit of the delegation of Senior Officers from the General Secretariat of Ombudsman of Bahrain (28 Sep - 04 October, 2024)
- v. Webinar on Addressing Maladministration in the Insurance Industry: An Ombudsman's Perspective (29 October, 2024). It was attended by 143 participants.
- vi. AOA (online) meeting on Business and Human Rights (16 December, 2024). Attended by 75 participants.



A group of officers from the General Secretariat of the Ombudsman of Bahrain being briefed on the working of AOA by the Executive Secretary of the Asian Ombudsman Association (AOA). (11.9.2024)

The AOA Secretariat is issuing a monthly e-Newsletter since June 2018 for exchange of information and professional interest and best practices, which has proved to be a very useful forum for mutual cooperation. In addition training sessions, seminars and webinars are being held on specific subjects having a bearing on the work of the member institutions. The upgradation of the AOA Resource Centre is being actively pursued by the AOA Secretariat, which would serve as a store house of information, research, training, sharing of experiences and promotion of professionalism. It amply demonstrates its commitment to the cause of ombudsmanship and augurs well for the future.



**PRESS
CLIPPINGS**



ISLAMABAD: Wafaqi Mohtasib of Pakistan Ijaz Ahmad Qureshi presents the Annual Report-2023 to President Asif Ali Zardari, at the Aiwan-e-Sadr.—NNB

Wafaqi Mohtasib presents annual report to President

MATHEEN HAIDER
ISLAMABAD

Wafaqi Mohtasib of Pakistan has presented a record 194,099 complaints against the maladministration of government departments in 2023, which is 18% higher than the previous year.

Out of these, 193,026 complaints were disposed of which is 22% higher than the year 2022.¹

This was reported by Wafaqi Mohtasib Ijaz Ahmad Qureshi who called on President Asif Ali Zardari and presented the Annual Report of the Federal Ombudsman, at Aiwan-e-Sadr on Monday.

Wafaqi Mohtasib briefed the President about the performance and initiatives taken by the Federal Ombudsman.

He said that the Ombudsman was providing speedy and free-of-cost justice to the complainants against the maladministration of various government departments.

He informed that 49,190 complaints were received online in 2023, which was an increase of 47% from last year.

He added that 23,321 complaints were received through the Mobile App showing an increase of 21% as compared to the year 2022.

He stated that the Ombudsman was using the latest technology to help in the speedy redressal of cases and to enhance its outreach to the people in remote areas of the country.

Wafaqi Mohtasib highlighted that the opening of new regional

offices, holding of Khuli Kitchen, launching of the informal Resolution of Disputes mechanism and visits of Mohtasib's inspection teams had helped in addressing complaints, besides leading to an increase in the registration of complaints.

He further said that the office's overseas Pakistanis in the Wafaqi Mohtasib Secretariat had processed a record 1,022,567 complaints received through Pakistan Mawala abroad, and One Window Facilitation Desk at all international airports of the country.

The President appreciated the performance of the Wafaqi Mohtasib and urged the need to take further steps to enhance its outreach so that the maximum number of people could benefit of its services.



DAWN ISLAMABAD, MONDAY JANUARY 15, 2024

Drap, NIH asked to ensure availability of anti-rabies vaccines

By Our Staff Reporter

ISLAMABAD: Federal Ombudsman Ejaz Ahmed Qureshi on Sunday directed the heads of the Drug Regulatory Authority of Pakistan (Drap) and the National Institute of Health (NIH) to take urgent steps for ensuring fast-track availability of the anti-rabies vaccines in government hospitals of the Islamabad Capital Territory (ICT) and remove all bureaucratic bottlenecks in this regard.

It may be recalled that in response to a public complaint received recently in his office, he took a serious notice of the unavailability of this essential vaccine in Islamabad's government hospitals and summoned the senior officials of both these organisations on January 9 to unearth the root cause of the situation.

He had also directed Drap to conduct a thorough probe as to why the NIH was not manufacturing the essential vaccine.

As a follow-up measure, the office of Waqiq Mohsinib immediately issued a notice to both the organisations - NIH and Drap - and the registrar of the Waqiq Mohsinib initiated a probe into the matter.

It was revealed that apart from lengthy official procedures, bureaucratic delays, gross negligence, mismanagement and fluctuation of the dollar rate resulted in this unfortunate situation.

The ombudsman directed that responsibility might be fixed for the shortage of this essential vaccine and necessary steps be initiated for avoiding recurrence of such incidents in future.

The matter is being vigorously followed by the Office of the Waqiq Mohsinib and all stakeholders have assured that they would spare no effort in this regard.

It may also be informed that two hearings have already been held in the Waqiq Mohsinib's office which were attended by the representatives of the organisations concerned.

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Ombudsman assures business people for his role to address issues

Islamabad Ejaz Ahmed Qureshi, Wafag Mohsinib (Ombudsman) said that the business community plays an important role in economic development and assured of his cooperation in addressing their grievances. He said this while talking to a delegation of the Islamabad Chamber of Commerce and Industry (ICCI) that visited his office led by Ahsan Zafar Bakhtawari, president, says a press release.

Ajaz Ahmed Qureshi has said that a separate portal for ICCI will be created to solve the grievances of the business community, and if the complaints are not resolved within thirty days, they will be automatically transferred to the Wafag Ombudsman for redress. He said that ICCI should form a committee to liaise with his organisation for redress of complaints. He further said that about 200 institutions and departments of the federal government come under their jurisdiction and his organization dealt with 194,000 complaints last year.

More than 85% of the decisions were implemented. Every complaint in the Federal Ombudsman is decided within sixty days due to which there are no pending complaints. He said that 22 regional offices and complaint centres are already available for immediate redressal. Soon regional offices in Gilgit-Baltistan and Azad Kashmir will be opened. These far-flung offices would benefit the common people a lot.

Speaking on the occasion, Ahsan Zafar Bakhtawari, President Islamabad Chamber of Commerce said that ICCI has more than 8000 members who play an important role in the development of the economy by promoting industrial and commercial activities. He said that ICCI members have to face issues with FBR and other institutions and stressed that a focal person of the Federal Ombudsman should be appointed for ICCI to help solve the issues of the business community. He said that if the problems of the business community are solved soon, the economy will develop better.

Ahsan Islam Zafar, vice president ICCI lauded the efforts of the Federal Ombudsman to resolve the complaints of the people quickly against the mismanagement of the public institutions under the federal government and assured the full cooperation of the Chamber in this regard.

Zafar Bakhtawari, former president and Secretary General UBG Pakistan said that the efforts being made by the Federal Ombudsman to resolve the complaints of the people need to be better highlighted in the public so that the maximum people can benefit from its services. He said that the ICCI is ready to organize awareness programs about its services in collaboration with the Federal Ombudsman. Raja Muhammad Iftikhar, Maqsood Tahir, Malik Nadeem Akhtar, and others were included in the delegation.





FGEHA submits implementation report on recommendations of ombudsman's team

By our correspondent

ISLAMABAD: The Federal Government Employees Housing Authority (FGEHA) communicated that it had implemented all the recommendations made by the federal ombudsman's inspection team in response to the public complaints.

The team had directed the FGEHA to place the seniority list of the allottees on the website to be duly updated after every 30 days along with preparing the billboards and placing instructions for the visitors at the key places in English and Urdu.

It also instructed that the applicants might be apprised of the objections/deficiencies with regard to their requests for transfer to all government agencies.

of plots and houses within three days in addition to provision of two additional printers for facilitating the public/visitors.

The team also directed the authority to make necessary arrangements for protecting the normal users from accidental outbreak of fire by installing necessary fire-fighting equipment.

Submitting its report to the Federal Ombudsman Secretariat, the authority stated that the recommendations had been fully implemented in letter and spirit.

By acknowledging the step, the federal ombudsman expressed his satisfaction and noted that provision of necessary facilities to the masses was one of the basic responsibilities and lacking in substance by the Waqf Mohtasib.

ZIAUL QURESHI

While taking notice of the persistent complaints of irregularities, malpractices, inordinate delays and unsatisfactory facilities at the Passport Offices and bureaucracies being faced by the general public, Waqf Mohtasib Eliaz Ahmad Qureshi has directed inspection of the Passport Offices by the Waqf Mohtasib's inspection team.

These teams will visit the passport offices in Islamabad, Lahore, Rawalpindi, Quetta, Faisalabad and other major cities and look into the complaints and after examining/

reviewing the entire situation they would recommend urgent remedial measures.

According to the Waqf Mohtasib Secretariat it may be recalled that Mr Qureshi had in the past taken suo-motu notice of such complaints against the delay in issuance of passports and sent an inspection team to the Passport Office Islamabad to ascertain the cause of the delay and ensure of the efficient delivery services them.

The Compliance Report submitted by the Passport Office as a follow-up was termed as unsatisfactory and lacking in substance by the Waqf Mohtasib.

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In the wake of fresh complaints, the Waqf Mohtasib has once again taken the notice and directed the actions concerned to start and look into the matter.

Overseas Pakistanis are the worst sufferers in the entire episode as in a number of cases either their visas expired or they have been unable to join their jobs abroad owing to this state of affairs.

The same is the case with those who wanted to proceed abroad for higher studies or family visits etc.

The Waqf Mohtasib said that the

elements found responsible for creating artificial shortages and indulging in malpractices and other irregularities need to be exposed and be dealt with an iron hand to ensure that things would run smoothly in the respective Passport Offices.

"The Passport Office must put its house in order with a view to ensuring efficient delivery of services to the people, for which they pay to the organization regularly and frequent breakdowns in this connection are unfortunate and absolutely unacceptable", he observed.

Pakistan OBSERVER

Friday, February 23, 2024

Mohtasib sends teams to passport offices for inspection

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Daily Times Friday, March 15, 2024

NEWS

Ombudsman resolves NHA employee complaint

Federal Ombudsman region secretariat's intervention has led to the recovery of an amount exceeding 6 lakh rupees for a complainant of Shoaib Yousuf.

According to the details, a complaint was lodged against the National Highway Authority (NHA) regarding payment defaults Rs. 674000. Upon receiving the complaint, the Regional Office promptly issued a notice to the concerned department. During the hearing, the NHA authorities informed that fifty percent of the total claimed amount has already been paid to the complainant and rest of the amount would be paid within a month. The complainant expressed gratitude to the Federal Ombudsman's office for resolving the long-standing issue.

Abdul Ghafoor Baig, the In-charge of the Federal Ombudsman Secretariat Abbottabad, highlighted the pivotal role of the Federal Ombudsman's office in resolving public grievances. He emphasized the ongoing collaborative efforts across federal and provincial departments to address mismanagement and ensure the protection of citizens' rights, striving to deliver solutions to their problems to the best of their abilities. Ghafoor Baig also underscored Federal Ombudsman Ijaz Ahmed Qureshi's commitment to delivering justice at every doorstep, noting the organization of Khuli Kutcheries in various areas of the Hazara Division to facilitate public access to justice without enduring the burden of long journeys.

In line with this commitment, a Khuli Kutchery is scheduled to be held at Tehsil Hall Havelian on Thursday, March 21, 2024. Representatives from federal and provincial departments will participate in this initiative. The public is encouraged to attend the open court and avail themselves of this opportunity. APP



وفاقی مقب نے تیرہ سال یارانے کیس میں ڈیتھ گلیم کی ادائیگی کروادی



**Pakistan
OBSERVER**

Friday, February 23, 2024

Mohtasib sends teams to passport offices for inspection

ZAHID QURESHI

While taking notice of the persistent complaints of irregularities, malpractices, inordinate delays and unsatisfactory facilities at the Passport Offices and inconvenience being faced by the general public, WafaqiMohtasib Ejaz Ahmad Qureshi has directed inspection of the Passport Offices by the WafaqiMohtasib's inspection teams.

These teams will visit the passport offices in Islamabad, Lahore, Karachi, Quetta, Peshawar and other major cities and look into the complaints and after examining

reviewing the entire situation they would recommend urgent remedial measures.

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"The Passport Office must get its house in order with a view to ensuring efficient delivery of services to the people, for which they pay to the organization regularly and frequent breakdowns in this connection are unfortunate and absolutely unacceptable", he observed.

INTERNATIONAL
THE NEWS

Tuesday

May 7, 2024

Wafaqi Mohtasib's inspection team visits traffic police office

Asia Today

International

A Wafaqi Mohtasib's inspection team on Monday visited the Islamabad Traffic Police Office (ITP) under the instructions of the Federal Comptroller Ejaz Ahmad Qureshi, to ascertain difficulties being faced by the general public and the quality of services being offered by the ITP.

Headed by a senior advisor, the inspection team listened to the complaints of the general public and gave on the spot instructions to the ITP administration for their prompt redressal. The team directed that one-window facilities may be provided at the Traffic Office expeditiously so that the general public may benefit themselves from such facilities under one roof.

The team also directed to develop a mechanism for keeping the motorcyclists and heavy duty vehicles on extreme left side of the road. It also instructed that necessary facilities may be provided for seating the customers under the shade alongwith provision of cool drinking water store.

Earlier, the inspection team was informed by the ITP administration that the facilities are available for issuance and renewal of the driving licenses and the ITP is also providing these facilities at the doorstep of the people, in addition to the educational institutions and public places through its mobile units. The SSP (Traffic) in a briefing informed that the population of the Federal Capital has now risen to 2.4 million with a phenomenal

increase in the number of vehicles plying on the road, which rose to 1,896,510 at the end of the year 2023 and there is a need for corresponding increase in the number of officials working at the ITP Office to handle the additional workload.

He further informed that they are setting up a new ITP Office at Faisalabad on self-help basis. He said that the office deposited a revenue of Rs22,91,450 in the national exchequer during the year 2021, which rose to Rs34,444,488 during the year 2023.

Expressing satisfaction over their overall performance, the inspection team directed that an awareness campaign may be launched to enable the general people how to benefit themselves from such facilities.





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DAWN ISLAMABAD, WEDNESDAY JUNE 26, 2024

Pims management told to put house in order

- Hospital admin told to fill vacant posts, clear pending dues of doctors
- Doctors' protest disrupts ombudsperson's team visit to Pims

By Ikram Junsidi

ISLAMABAD: A visit of the adviser to the federal ombudsman to the Pakistan Institute of Medical Sciences was disrupted by a protest organised by young doctors, who accused the management of trying to mislead the delegation through some stopgap measures, such as whitewashing of the building.

On the other hand, the management was directed by the ombudsman to hire staff on vacant posts and take measures, such as installing fans at wards, to facilitate patients at the hospital which was in dismal condition when the team arrived on Tuesday.

The young doctors, who organised the protest, named the executive director, Rana Imran Sikander, for the alleged mismanagement at the hospital as well as the deficiency of facilities, even in the intensive care unit.

They claimed that the management was "taking revenge from those who were pointing out problems" at the largest public sector hospital.

Meawhile, a senior doctor told Dawn that the protest was aimed at settling scores against the hospital management on the occasion of the visit of the adviser, Ahmed Farooq.

Another doctor said some young doctors tried to create disturbance and hindrance in the admin block during the visit which had been ordered by the prime minister.

"The delegation had come to discuss how to improve services in the Islamabad Capital Territory and ask about the existing issues of Pims and possible solutions. The meeting was attended by the

Pims administration which was led by Executive Director Prof Rana Imran Sikander," he said, adding that the delegation was informed that the hospital was under severe strain due to a large number of patients and that there was no referral system functional at the hospital.

Similarly, the executive director told the delegation that Pims was also managing patients from all provinces.

As the meeting was underway, some doctors gathered outside the ED's office and raised slogans against the director and attempted to disrupt the meeting.

"The fact is that these medical officers have received recovery notices from the health ministry for payment of dues, as they were residing in the hospital and simultaneously receiving house rent allowance," he alleged.

Pims Spokesperson Dr Mubashir Dahn said that the doctors were trying to pressurise the ED as an inquiry had been initiated against them.

Fill vacant posts

On the other hand, Ombudsman Ejaz Ahmad Qureshi directed the Pims administration to take immediate steps to fill vacant posts at the hospital and make new MRI machine functional by November.

He stated that there was no justification to stop the salaries of emergency doctors and their pending salaries may be paid immediately.

He also directed the administration to increase the number of beds in the emergency department and install fans in all wards.

He gave these directions on receiving a report from the inspection team that had visited the hospital.

Upon its arrival, the team found the hospital crowded with patients and there were four patients lying on a single bed with nobody present there to attend to them. In some wards, there were no fans.

The emergency doctors also raised slogans upon seeing the inspection team.

The team was informed about the shortage of staff at the hospital which caters to almost 10,000 patients daily.

Currently, 396 doctors are working at Pims, while 415 posts for doctors and 283 slots for nurses are vacant.

A total of 1265 vacancies are available at the hospital, including the paramedical staff.

There is only one MRI machine in the hospital and the other machine, donated by Japan, will be ready by October.

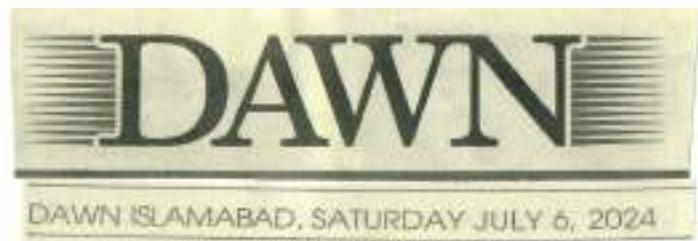
There are 28 ultrasound machines at the hospital to carry out ultrasounds of more than 300 gynaec patients daily.

The ombudsman directed the Pims administration to fill the vacancies according to roles and regulations and immediately pay dues to the emergency doctors as well as ensure regular monthly payment.

The team will submit its final report with recommendations within a week.

The recommendations of the ombudsman will be implemented in letter and spirit, said the spokesperson.

Recently, Prime Minister Shehbaz Sharif ordered the authorities concerned to build a 'health tower' at Pims to house hospitals, medical and nursing universities, modern laboratories and diagnostics centres.



Ombudsman orders filling of 353 vacancies in Polyclinic

Says Polyclinic-II project should be completed by 2026 as per original time frame

By Our Staff Reporter

ISLAMABAD: The federal ombudsman on Friday directed the government to fill 353 vacancies of doctors, nurses and paramedical staff of Polyclinic in three months and complete the Polyclinic-II project by 2026 as per the original time frame.

He also directed the hospital administration to improve the quality of services at the 29 dispensaries currently functioning under the hospital.

An inspection team formed by the ombudsman recently visited the hospital and received a platoon of complaints by patients, says a press

release.

Ombudsman Ejaz Ahmad Qureshi issued the instructions after receiving a report from the inspection team. He said with a view to providing better health facilities to patients, the ongoing Polyclinic-II project in G-II should be completed by 2026.

He also directed that the MRI machines imported from Japan may be made functional till November this year. The ombudsman said strict disciplinary action may be initiated against doctors and medical staff found absent from duty during office hours.

He directed that ENT machines lying non-functional for the last four years should be utilised for treatment of patients, adding a comprehensive plan may be prepared for procurement and distribution of drugs and medicines in the hospital.

The ombudsman had constituted the inspection team to undertake a visit to the hospital on receipt of patient

complaints.

The inspection team headed by Senior Adviser Ahmad Farooq and comprising Registrar Mohammad Sohail Khan and Consultant Khalid Sial visited the hospital onlook into the complaints.

According to the press release, when the inspection team reached the hospital, only one clerk was present at the main reception counter and there was a great rush of patients waiting to get themselves registered. The other clerk who was supposed to be on duty was absent.

Doctors and medical staff in the laboratory department were found busy enjoying pizza during office hours holding the door from inside and the patients were waiting outside in the sterilising bay, said the press release.

The inspection team directed that there should be at least three counters at the main reception to handle the growing number of patients.

The nurses working in the hospital

gathered in a large number when they became aware of the visit of the inspection team to air their grievances. The team members listened to their grievances and issued instructions on the spot to the administration for their redressal. They also instructed that nurses should be given first priority while granting bostarbaran to the staff members.

The team was later informed at a briefing that a 400-bed hospital was currently being constructed in G-II under the Polyclinic-II project.

A female patient complained that she had not been getting necessary medicines for the last one and a half months nor her tests were being conducted.

Many other patients alleged irregularities and unavailability of medicines in the hospital.

The inspection team discussed the hospital administration to provide it with the details of procurement and distribution of medicines.

02 The Nation

Saturday, June 29, 2024 | Islamabad

AOA gathers in Istanbul to promote human rights, good governance

AGENCIES
ISLAMABAD

Waqiq Mobashir, Ejaz Ahmad Qureshi said that Ombudsman Institutions constitute a global fraternity which can play an effective role in improving the quality of life for the common man through better governance. Addressing the 25th Annual meeting of the Board of Directors (BoD) of the Asian Ombudsman Association (AOA) as its current President in Istanbul (Republic of Turkey), he said that the objectives and purposes of the establishment of the Ombudsman Institution has a direct bearing on the realization of the overall goals, principally the protection and promotion of fundamental rights and good governance in all spheres of life.

Qureshi emphasized the need for greater sharing of experiences and best practices to the mutual advantage of all stakeholders. "The commonly shared objectives are worth striving for and we should make a conscious effort for their realization", he observed. He expressed the confidence that such exchanges amongst the Ombudsman Institutions would lead to further refining and streamlining the systems and procedures for addressing mal-administration, bureaucratic bottlenecks and systemic issues. He thanked the Board of Directors (BoD) for expressing confidence and trust in Pakistan's contribution in promoting the cause of Ombudsmanship to realize the ultimate objectives of good governance and the rule of law besides the inviolability of human rights.





وقتی محض کی نادر کو بخوبی اور بخداویں و فاتر قائم کر سکی ہدایت
روں مالی (۷۷) روز اداوارت سے سبقتی ہے پس، فاتر قائم کی شہادت پر ایسا
ہے کہ قائم کرتے ہوئے اپنے بھائی سے بھجوئی قسم کا کام
بھائی مولانا ہے جو اپنے دوستی میں اپنے اپنے ایک
لائکنر کو اپنے ہاتھی کرنے کی وہادت کرتی
کہ جو قائمی افسوس اپنے بھلک کر سر را ہی میں
محظہ وہ جاں میں بھلک کر دیں کے اخراجان نے
کر رکی۔ وقتی بھلک کے سحد پر پا کشانیں
کے چکوئے خرستے چیز کوہاں میں مال کے اخراجان
اب تک ۷۰،۱۵۰ سے زائد پا کشانی اس اورے
سے سعفہ ہو چکے ہیں۔ داشت بے کہ وقتی افسوس
کے خلاصت بخداویں میں کوئی بھی اورہم پا کشانی
وقتی بھلک کی طرف سے جو یعنی ہاتھی
کھاک فلامیں دین کرہے گا۔





10.10.2024

Ombudsman directs Urdu varsity to clear retired employees' dues

By Our Staff Reporter

ISLAMABAD: The Federal Ombudsman has advised the Federal Urdu University of Arts, Science, and Technology (FUUAST) to immediately rectify its financial mismanagement and clear the long-overdue pensions of its retired employees, who have been waiting for several months to get their dues.

years to get their right.

The Ombudsman's advice came after two retired professors Dr Anuj-Kamal and Prof. Massood Ahmed lodged complaints over a three-year delay in payment of their pension and compensation dues.

The university has been directed to take urgent measures to prevent further delay in pensions and avoid prolonging the financial miseries of its retired members.

More than 30 teachers and other employees of the university have been waiting for their post-retirement dues from the university and five of them have filed. In its investigation, the Ombudsman expressed deep concern over the university's financial mismanagement, highlighting that despite an alarming rise in outstanding dues—now totaling over R304 million—the university has failed to take effective steps to resolve the matter.

The Federal Ombudsman in its decision on Oct 2, criticised the university administration for allowing the situation to deteriorate and pointed to systemic financial inefficiencies that have severely impacted its ability to fulfill obligations to rural campuses.

The Ombudsman's investigation revealed that the Islamabad campus of the university currently has Rs500 million in surplus funds. Yet, due to separate financial structures and management issues, these funds have not been

used to relieve the financial distress at the Karachi campus, where most of the retired employees are waiting for their pensions. The Vice-Chancellor urged the university to review these internal financial burdens and redistribute available resources to meet its liabilities.

The Ombudsman further called for a comprehensive review of the university's financial management practices, noting that poor planning and inability to secure adequate government grants have compounded the university's financial crisis.

The failure to secure additional funding, despite repeated requests for a bailout, was viewed as a symptom of ineffective management. The Unisa university has been facing financial challenges for several years, with stagnant grants and increasing retrenchments adding pressure on its budget.

The case, filed in July and August 2024, brought to light the broader issue of financial mismanagement as the university owes \$8179.8 million in dues to 37 retired employees, with 31 more retirees adding a further \$8128.5 million to the already crippling pension liabilities.

phone passenger information.

All the Wafaa Mohamed officially closed the case under the Wafaa Mohamed (Investigation and Disposal of Complaints) Regulation, 2013, it emphasized that the university must take swift corrective actions to ensure persistence receive their rightful dues without further delays.

The Ombudsman's ruling strongly favored the petitioners, holding the

positive failures and recommending the exploration of alternative solutions, including seeking an immediate bailout package from the government. The Urdu university has principal seat in Karachi with a full campus in Islamabad. Currently, thousands of students are pursuing their education in this university.



Pakistan Observer

5 Dec. 2024

Mohtasib to ensure good governance

STAFF REPORTER

Administrative accountability is vital for ensuring the rule of law, good governance and protection of human rights, which are considered essential for any successful democratic system.

This was stated by the Wafaqi Mohtasib, Ejaz Ahmad Qureshi while speaking as the key-note speaker at the International Ombudsman Summit 2024 on the eve of 35th Anniversary of establishment of the office of Ombudsman in Hong Kong, China, said a message received here from Hong Kong on Wednesday.



پاکستان میں مختسب کے اوارے گذگونس کی ترویج میں اہم کردار ادا کر رہے ہیں

بہامک کا بھائیں (والی) تھے سر برائی ایسا سے ملی تھے اپنے امیر کی کاظم 140 مالک کے نام کیا ہے شریک ہوئے



FRIDAY NOVEMBER 8, 2024

Federal Ombudsman vows to address public grievances in Attock

By Our Correspondent

TAXILA: Officials of the Federal Ombudsman Secretariat on Thursday held an open court in Attock, where scores of complainants lodged their grievances against various federal government-run institutions.

Adviser to Federal Ombudsman Haroon Sikandar Pasha directed federal government entities to resolve public problems efficiently and transparently, warning against mismanagement, bribery, and malpractices. Media Consultant in the Adviser Khalid Sial was also present on the occasion.

During the open court, public filed complaints against various institutions, including Passport Office, Sui Northern Gas Pipelines, Wapda, NADRA, Benazir income support program (BISP) and other govern-

ment organizations.

People who had come from different areas lodged their complaints.

One Muhammad Sabir, a native of village Dakheri apprised the adviser that a large number of oil and gas companies had been working in tehsil Jand and Pindigheb for the last many years, earning billions of rupees of profit but contributing nothing for the welfare of the people and development of the area. Qasim complained that NADRA Center had been shifted to a new building away from the city causing inconvenience for the people. Arif Ralby complained that people were not receiving their passports on the given date. Many other people including ladies lodged their complaints about the issues related to Iesco, SNGPL and BISP.

Mr. Pasha assured to resolve complaints related to passport, NADRA, SNGPL, and

BISP on a priority basis.

Speaking on this occasion, Haroon Sikandar Pasha has said that the purpose of holding open courts is to redress the grievances of the people at their door steps.

He said this while listening to the grievances of the residents of Attock against different federal government departments in Jinnah Hall Attock on Thursday.

The adviser issued on the spot directives to the concerned officers for the redressal of the grievances while about a few complainants he said that the concerned departments will be summoned and the issues will be resolved as per the policy within sixty days.

He emphasized that complaints are resolved within 60 days without any fees or charges, encouraging the public to utilize the open court facility to voice their taxes and concerns.

The Frontier Post

Tuesday, December 17, 2024

Mohtasib advocates for Human Rights in economic development

F.P. Report

ISLAMABAD: Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi has said that the primary purpose of economic growth is to promote equal opportunity for all citizens to live their lives in dignity and honor.

He was inaugurating an online meeting on Business and Human Rights organized from the platform of the Asian Ombudsman Association (AOA) in cooperation with the Commissioner of Human Rights in Azerbaijan, here today.

Addressing the meeting as President of the 47-member strong Asian Ombudsman Association, Mr. Qureshi underlined the growing

influence of corporate activities on human lives and communities. He said that the United Nations Guiding Principles (UNGPs) on Business and Human Rights provide a comprehensive global standard for addressing maladministration and abuses resulting from the business activities.

He further added that Pakistan remains committed to safeguarding the rights and interests of the stakeholders in business and industry.

"The people are the biggest stakeholders and their legitimate interests must be protected", he maintained. He also called upon the business and industrial circles not to lose sight of their Corporate Social Responsibility (CSR), while carry-

ing out business-related activities and also remain watchful about their impact on the environment.

It may be added that the theme of the meeting is in line with Article 4(2) of the AOA's Bye-Laws, which provide for activities aimed at sharing of information and promoting professionalism in the discharge of Ombudsman's functions.

The meeting was attended by a large number of member institutions of the Asian Ombudsman Association (AOA), the OIC Ombudsman Association (OICOA) and the Forum of Pakistan Ombudsmen (FPO) including from China, Thailand, Hong Kong, Morocco, and Azerbaijan.



8.11.24

Interpol team briefed on efforts to curb cybercrime

By Iftikhar A. Khan

ISLAMABAD: An Interpol team was given a comprehensive briefing during their visit to the Federal Ombudsman Secretariat on Thursday on government efforts to curb cybercrimes against children.

The visit was part of the initiatives to combat online child exploitation. The team was headed by Gabriele Javera Chamorro Concha, the criminal intelligence officer at Interpol's Crimes against Children Unit.

The officials informed the team about several initiatives taken for children's welfare, including the appointment of a 'full-fledged grievance commissioner' to keep a watch over the state of children.

The official also monitors media reports to identify cases of violence against children, supporting parliament for legislative reforms, addressing systemic issues through consultation with key stakeholders.

The team was told that the Office of the Grievance Commissioner for Children has vigorously pursued cases of cybercrimes against children and identified some of the key areas for intervention like creating awareness, sensitization of media, advocacy and capacity building along with the legislative reforms.

The Interpol officials were informed that active lobbying with relevant stakeholders enabled proactive robust responses on awareness campaigns.

"Public services messages are being disseminated through Pemra, PTV, PBC, PTA and social media sources."

They were also apprised of the Zainab Alert and Response and Recovery Act 2020 in this regard.

The team commended the efforts being made for the welfare of children, particularly to curb cybercrimes against them.

It also underlined the need for promoting cooperation and greater sharing of experiences for mutual advantage.

رچسٹریشن نمبر: 3601A



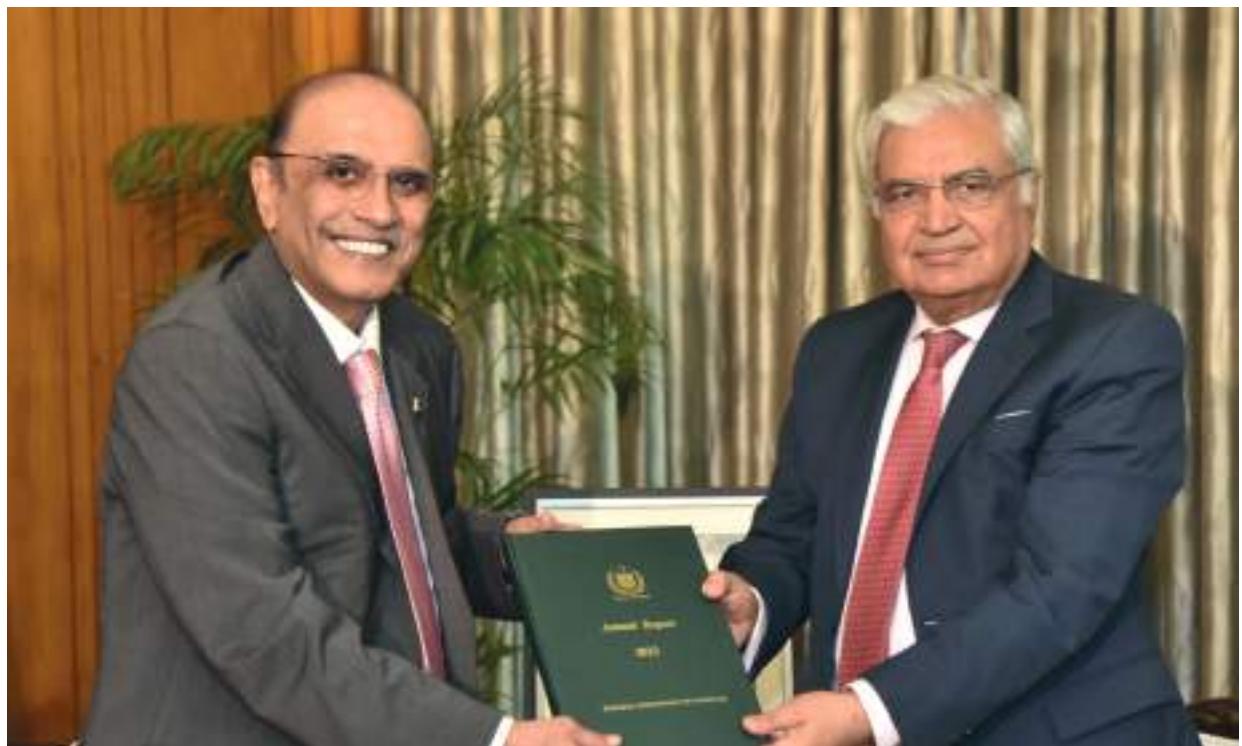
سپکو اور سولی مددوں کیس کیجاف گوئی شکایات کے ازالے کیلئے لاڑکانہ میں ناگزیر
محلقاتہ اداروں کو مددیت کی کیا یہ سائل کی حل کے لیے موڑ اندروں میکانزم قائم کریں



روح خواص سرکیل احمد کھاڑو، احمد علی سہیں ایں ہی
یہ ایں کے اپنی پھر مٹی کی کیجاف میں کیجے گئے ترکت
کی۔ ہر ٹکاتہ کمہدہ کی پاٹاں سے سی ہی اداروں
کی مکالیت کا بخراں لکیا گی۔ رکھلی پھر نے گوئی
مکالیت کے خلاف موصول ہوتے والی 50 درخواستوں
میں سے 35 میں فیصلہ کیا گیا، 13 درخواستوں میں
تاریخ دی گئی۔ تجھے 2 درخواستیں چھوڑ کر گیا گیں۔
سولی مددوں کیس کے خلاف موصول ہوتے والی 35
درخواستوں میں سے 32 کا فیصلہ کیا گیا اور 03
درخواستیں باگر کو گھوڑی گئیں۔ اس موقع پر سپکو کے



PHOTO GALLERY



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi presenting the Annual Report 2023 to the President, Mr. Asif Ali Zardari. (25.03.2024)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi calling on the President Mr. Asif Ali Zardari at Aiwan-e-Sadr, Islamabad (25.03.2024)



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi addressing a Webinar on Protection against Harassment of Women at the Workplace. Federal Ombudsperson for Protection against Harassment Ms. Fauzia Viqar is also seen in the picture. (Islamabad 27.03.2024)



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, attending a Webinar on “Addressing Maladministration in the Insurance Industry – An Ombudsman’s Perspective”, held at the Wafaqi Mohtasib Secretariat, Islamabad. The Insurance Ombudsman Mr. Mumtaz Ali Shah is also seen in the picture. (29.10.2024)



Banking Mohtasib Pakistan, Mr. Sirajuddin Aziz, presenting a shield to Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi on the eve of the Organization's Annual Conference held in Karachi. (31.08.2024)



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi presenting a shield to the Provincial Ombudsman Baluchistan, Mr. Nazar Muhammad Baloch who called on him in Islamabad. (06.03.2024)



The Director General, National Institute of Management (NIM) presenting a shield to the Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi on the eve of Certificate Distribution Ceremony at NIM. (Islamabad, 25.10.2024)



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi, presenting a shield to Mr. Afzal Latif, the outgoing Secretary, WMS, on his superannuation. (27- 12.2024)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi inaugurating the extension block at the Regional office, Sargodha (18.12.24)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi addressing an online meeting on Business and Human Rights in Islamabad (16.12.2024)



A delegation of the Islamabad Chamber of Commerce and Industry (ICCI) calling on Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi in Islamabad. (29.01.2024)



Wafaqi Mohtasib Mr. Ejaz Ahmad Qureshi presenting a set of official publications to Mr. Aftab H. Khokhar, Asstt. Secretary General of the Organization of Islamic Cooperation (OIC), Jeddah, who called on him at WMS (6.6.2024)



Wafaqi Mohtasib, Mr. Ejaz Ahmad Qureshi alongwith AOA delegations calling on the Governor Istanbul. (28.06.2024)



Wafaqi Mohtasib and President AOA, Mr. Ejaz Ahmad Qureshi with the members of Board of Directors of AOA on the eve of 25th meeting of the BoD at Istanbul (Turkiye) – (28.06.2024)



Wafaqi Mohtasib and President, Asian Ombudsman Association (AOA), Mr. Ejaz Ahmad Qureshi, with the participants of the International Ombudsman Summit 2024 held in Hong Kong. (03.12.2024)



Wafaqi Mohtasib and the President of Asian Ombudsman Association, Mr. Ejaz Ahmad Qureshi with Mr. Chan Jick-chi, Jack the Ombudsman of Hong Kong on the eve of International Ombudsman Summit (IOS) held in Hong Kong. (03.12.2024)



REGIONAL
OFFICES

REGIONAL OFFICES



Advisor Incharge, Mr. Rashid Ahmad listening to the complainants at Abbottabad (13.11.2024)



Incharge R.O Bahawalpur Dr. Muhammad Zahid listening to the complainants at his office(02.07.2024)



Advisor Incharge, Mr. Sang-e-Marjan at Khuli Katcheri at D.I. Khan (17.10.2024)



Advisor Incharge Mr. Shahid Hussain Gillani inspecting NADRA Office at Faisalabad (5.7.2024)



Regional Head Raja Karamatullah addressing an awareness session at Gilgit-Baltistan. (15.11.2024)



Advisor Incharge Mian Muhammad Shafi listening to the complainants at Gujranwala. (16.10.2024)



Advisor Incharge Dr. Rizwan Ahmad talking to an official of the Regional Passport Office at Hyderabad. (14.5.2024).



Regional Incharge, Syed Anwar Haider receiving complaints at Khuli Katcheri, Karachi (17.10.2024)



Regional Head Shahzada Allauddin listening to public complaints at Kharan (10.8.2024)



A view of inspection visit by WMS Officers at Khuzdar (08.08.2024)



Regional Incharge Mr. Abdul Hameed Razi listening to public complaints at Lahore (15.12.2024)



A view of meeting between Regional Head Mr. Muhammad Arif and representatives of HESCO at Mirpur Khas (05.11.2024)



A view of hearing of complaints at R.O Multan (7.8.2024)



Regional Head Mr. Mansoor Qadir Dar conducting Khuli Katcheri at Muzaffarabad (23.12.24)



Regional Head Mr. Muhammad Mushtaq Jadoon conducting a hearing at Peshawar (6.11.24)



The Incharge WMs Regional Office Quetta, Mr. Ghulam Sarwar Brohi conducting a hearing in his office (21.11.2024)

REGIONAL OFFICES PHOTO



Dy. Advisor Mr. Bakhtiar Gul receiving complaints at Sadda
(21.11.2024)



Regional Incharge Mr. Mushtaq Ahmad Awan conducting hearing at
Sargodha (5.11.2024)



A view of meeting with complainants at Sibi (28.3.2024)



Regional Head Syed Mahmood Ali Shah listening to the
complainants at Sukkur (8.5.2024)



A view of the public hearing being conducted at Regional Office,
Swat (11.10.2024)



A view of public hearing at the Complaint Collection Centre, WANA
(24.12.2024)



A view of awareness lecture at Govt. Boys School, Lora Lai (24.12.2024)



SELECTED FINDINGS



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
FINDINGS

Complaint No. : WMS-ONL/17454/2024
Date of Registration : 10/5/2024
Name & Address of the Complainant : MS. ZAIBA BIBI R/O NEW SHAKRIAL HIGHWAY
 NEAR PARADISE SHADI HALL KURI ROAD
 ISLAMABAD.
Name of the Agency Complained Against : NATIONAL DATABASE & REGISTRATION AUTHORITY (NADRA)
Name of the Investigating Officer : SYED ASIF SHAH, SENIOR ADVISOR, H.O.
 ISLAMABAD.
Subject of Complaint : REQUEST FOR REMOVAL OF DUAL CNIC WITHOUT FEES
Date when Report called from Agency: : 13/5/2024
Date of Receipt of Complete Report: : 4/7/2024
Number & Dates of Hearing : 1. Number: 03
 2. Date: 30/5/2024, 6/6/2024 & 4/7/2024
Date of Dispatch of Draft Findings: : 8/7/2024

THE COMPLAINT

The complainant, Ms. Zaiba Bibi, filed the instant complaint against the Agency i.e National Database & Registration Authority, Islamabad, stating therein that the Agency has imposed fine of Rs.10,000/- unjustly on account of dual CNIC's. She requests the intervention of Wafaqi Mohtasib.

RESPONSE BY THE AGENCY

2. The Agency reported that the complainant has two CNICs, one listing her father's name as Mr. Bashir Masih and the other listing her husband's name as Mr. Zulfiqar Masih. As a result, a system generated fine of Rs.10,000/- has become due for duplicate CNIC clearance.

POINTS AT ISSUE

3. Was the complainant entitled to the relief sought?

HEARING PROCEEDINGS

4. Final hearing was held on 4/7/2024, the complainant was spoken to on her cell number while the Agency's rep Mr. Muhammad Usman Haider, Deputy Director, NADRA, Head Quarter, Islamabad, was present for the hearing and he reiterated the stance of the Agency.



FINDINGS

5. Scrutiny of the record and discussion with the parties revealed that the complainant had been issued CNIC with the name of her father Mr. Bashir Masih, which was changed after her marriage to the name of her husband Mr. Zulfiqar Masih. However, in NADRA's record, it was not cancelled or removed till date. It was the responsibility of Agency to correct this error, and the 1st CNIC should have been cancelled by NADRA. Hence, mal-administration on the part of the Agency under Article 2 (2) of President Order No. 1 of 1983 is evident.

RECOMMENDATIONS FOR IMPLEMENTATION

6. In view of the above, this complaint is accepted under Regulation 23 (4) of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulation 2013 and the Agency is recommended to redress grievance of the complainant without claiming fine [Rs.10,000/-].

7. Compliance of the above recommendations may be intimated within 30 days of receipt of copy of these Findings or reasons for non-compliance may be intimated in terms of Article 11(2) of President's Order No. 1 of 1983.

8. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President of Pakistan within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.


(EJAZ AHMAD QURESHI)
WAFAQI MOHTASIB (OMBUDSMAN)





WAQAI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
CLOSURE FINDINGS

Complaint No.	:	WMS-GRW/0000165/24
Date of Registration	:	27.02.2024
Name & Address of the Complainant :	MR. MUHAMMAD HASEEM AMIN S/O MUHAMMAD SAJID R/O MOHALLAH POSTAL COLONY, QAUID E AZAM ROAD, SIALKOT CANTT. CELL NO. 03025132762	
Name of the Agency complained against:	PAKISTAN POST OFFICE DEPARTMENT	
Name & Designation of the Investigating Officer/ Station	MIAN MUHAMMAD SHAFI, ADVISOR, WMS, REGIONAL OFFICE, GUJRANWALA	
Brief Subject	:	MAL-ADMINISTRATION OF THE PPO
Date when IO asked for report from Agency	:	07.03.2024
Date of Receipt of Agency's report in WMS	:	04.04.2024
Number & Date(s) of Hearing(s)	:	Number: 03 Dates: 14.03.2024, 21.03.2024 and 04.04.2024
Name & Designation of the Agency's Representative who attended the hearing(s)	:	Mr. Rizwan Ullah, Manager, GPO, Sialkot
Date of dispatch of Draft Findings	:	



The complainant alleged mal-administration on the part of the Pakistan Post Office. He stated that he applied in the post of Postal Clerk. His test was conducted on 19.02.2023 at Examination Centre, Punjab University Quid Azam Campus, Lahore under Roll No. LHR-PC-12270. He passed written test. He got 84 marks out of 100 in interview and was placed at Serial No. 6 in list of successful candidates. Offer letter was issued to him on 02.08.2023. He got medical certificate from Allama Iqbal Hospital, Sialkot as per direction in offer letter. The Agency kept him on hopes and did not allow him to join the duty. The Agency appointed the candidates upto Serial No. 11 but the complainant was denied to join their duty. He prayed the Waqai Mohtasib Secretariat that the Agency be directed to redress his grievance.

2. The Agency vide its letter dated 04.04.2024 reported that as per recruitment policy mentioned in advertisements for recruitment, a candidate having domicile of Sialkot District was eligible for appointment as Postal Clerk GPO Sialkot whereas the complainant had domicile of Narowal District as per his application form so he was not eligible for the seat in Sialkot District, thus, he was not appointed. The appointment letter issued to complainant may be considered as void.

3. ^{Ansik} Hearings were held at this Office to resolve the issue. The representative of the Agency and the complainant were present. The Agency's representative reiterated the stance which had been narrated at para-2 above.

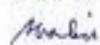
4. On perusal of record and after detailed discussion, it had been observed that the complainant applied for the post of Postal Clerk in Sialkot Division and not for Sialkot District as mentioned in his application bearing No. 1167 dated 17.08.2022. He clearly mentioned his address

of District Narowal. He appeared in written examination held in Lahore. After passing the written test, he was called for interview and got 84 marks out of 100. He was selected and offer letter was issued to him with the direction of get medical certificate from Allama Iqbal Hospital, Sialkot. He underwent medical examination and received medical certificate. When he visited the office of the PMG, Sialkot, he was not allowed to join the duty on the ground that his domicile was of district Narowal. It is noteworthy that in para 8 of the offer letter, it is clearly mentioned that the candidate was likely to be appointed anywhere in his basic pay scale within jurisdiction of Central Punjab Circle of the Post Office Department. The complainant produced written data regarding present position of vacancies in which 9 posts of Postal Clerk are vacant in the office of Divisional Superintendent, Postal Services Sialkot. The complainant who qualified for the post of Postal Clerk for Sialkot Division, can be accommodated in the vacant posts of Postal Clerk in the office of the Divisional Superintendent Postal Services, Sialkot.

5. Furthermore, even if it is accepted that the complainant was not eligible for the seat in Sialkot District why he was called for test/interview in the first place and kept on false hope. Not allowing the complainant to join duty after issuance of offer of appointment and his medical examination tantamounts to glaring maladministration on the part of the Agency.

6. In view of the above, the case is referred to Postmaster General Central Punjab, Lahore to look into this matter and resolve the issue in the light of the position stated above within 30 days of the receipt of findings and report compliance.

7. The case is, therefore, closed in terms of Regulation 23(1)(z) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.




(EJAZ AHMAD QURESHI)
WAFAQI MOHTASIB (OMBUDSMAN)

WAFAQI MOHTASIB (OMBUDSMAN)
APPROVED
26 APR 2024
ISLAMABAD



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

F I N D I N G S

Complaint No	: DIK/0000868/24, DIK/0000870/24, DIK/0000871/24, DIK/0000873/24
Date of Registration	: 19.03.2024
Name & Address of the Complainant	: Mr. MUHAMMAD SOHAIL S/O MUHAMMAD JAMIL, R/O GALLI BORANG WALI, MOHALLAH DEEWAN SAHIB, D.I.KHAN
Name of the Agency complained against	: State Life Insurance Corporation Of Pakistan (SLICP), Karachi
Name & Designation of the Investigating Officer, Station	: Arif Khan Kundi, Investigation Officer, R.O. D.I.Khan Saag-e-Marjan, Advisor, R.O. D.I.Khan
Brief Subject	: DELAY IN PAYMENT OF MATURITY CLAIMS
Date when IO asked for report from Agency	: 21-03-2024
Date of Receipt of Agency's report in WMS	: 18-04-2024
Number & Dates of Hearing	: i) Number: 03 ii) Dates: 18-04-2024, 02-05-2024 & 07-05-2024
Name and Designation of the Agency's Representative who attended the hearing	: Mr. Javed Irfan, Zonal Head, SLIC Kohat Mr. Khawar Marghob Bhatti, Zonal Head (Takaful) SLIC D.I.Khan Mr. Saeed Bhutta, Legal Consultant, SLIC D.I.Khan
Whether the complainant attended the hearing?	: Yes
Date of Draft Findings:	: 27-05-2024

THE COMPLAINT

 The complainant, filed four (04) similar subject complaints against the Agency - State Life Insurance Corporation of Pakistan (SLICP) wherein, he alleged its mal-administration for delay in payment of Maturity claims against his policy Nos. 506204609-7, 506204805-4, 506204305-4 & 506103323-0. He stated that he had purchased the above-mentioned policies from Senior Sales Manager (Mr. Mujeeb Asad) of SLIC, D.I.Khan on the term of 10 years plain(each). He further stated that upon maturity of his policies in 2023, when he claimed the maturity amount of his policies at cash counter SLIC D.I.Khan, he was informed that amount of installments have not been deposited and fake receipts were issued to him. Hence, he requested for intervention of this Secretariat for redressal of his grievances.

REPORT OF THE AGENCY

2. The Agency reported that the Zonal Head, SLIC D.I.Khan appointed Mr. Gulistan Khan, Manager Marketing, as an inquiry Officer to conduct a thorough investigation in the matter. Mr. Gulistan Khan has diligently carried out the inquiry and has submitted an inquiry report. Formal proceedings have been initiated based on the findings of the inquiry report. As, Mr. Mujeeb Asad is not a permanent salaried employee but a commission-based agent, his commission and other benefits have been temporarily suspended. Additionally, the matter is being raised to the Principal Office about the situation for further disciplinary action as deemed necessary.



COMPLAINANT'S REJOINDER

3. The complainant did not submit any rejoinder and relied upon the contents of his complaints.

POINTS AT ISSUE

4. Whether the complaints filed by the complainant merit consideration under President Order No.1 of 1983?

HEARING PROCEEDINGS/FINDINGS

5. On the date of final hearing, the parties were present and heard. The complainant contended that he had paid the complete amount of premiums against his policies within stipulated time period. However, at the time of maturity claims, he came to know that the amount was embezzled by the Agency's Officer, namely Mr. Asad Mujeeb, and other handlers as all the receipts given to him at cash counter were fake. Hence, he requested for recovery of the amount of maturity claims from SLIC. He next contended that the action has not only caused financial harm to him but has also eroded his trust in the integrity of the insurance corporation and its representatives. On the other hand, representatives of the Agency pleaded the case in light of the above-mentioned Agency's report and stated that an inquiry has already been conducted in the matter and the Senior

- Sales Manager admitted all the allegations leveled against him. The case is also referred to SLIC Head Office Karachi for guidance and action against the culprit. Perusal of record and arguments advanced during hearing revealed that the deposit of amount of policies was made by the complainant in good faith pursuant to agreements with Agency and as the maturity date for the policies has been reached, the Agency is bound to pay the full amount of maturity claims in accordance with the terms and conditions outlined in the agreements of policies. The Corporation is responsible for the actions of its Senior Sales Manager. As, the principle of vicarious liability holds that an institution can be held legally responsible for the wrongful acts or omissions of its representatives/agents when these acts occur within the premises of the institution and within the scope of their employment. This legal doctrine recognizes that institutions benefit from the actions of their representatives/agents and should, therefore, bear the associated risks and liabilities whether it's a case of negligence, fraud, or misconduct.

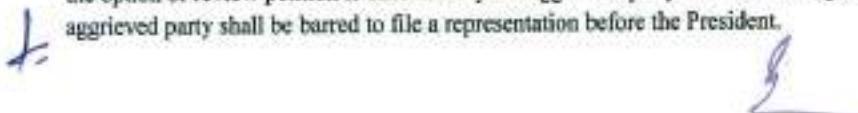
6. As a sequel to the foregoing discussion, it is held that act of delaying in release of maturity claims amount against policies of complainant is arbitrary & unjustified. Hence, the Agency has committed mal-administration in terms of Article 2(2) of President Order No. 1 of 1983. Consequently, these complaints are accepted under Regulation 23(4) of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

WAFAQI MOHTASIB / OMBUDSMAN
APPROVED
27 MAY 2024
ISLAMABAD

RECOMMENDATIONS FOR IMPLEMENTATION

7. In view of the above facts & circumstances, the Agency is hereby advised to provide appropriate relief to the complainant in accordance with the Agency's policy and furnish compliance report to this Secretariat within thirty (30) days of the receipt of the Findings or reasons for not doing so in terms of Article 11(2) of President Order No.1 of 1983.

8. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.


(EJAZ AHMAD QURESHI)
WAFAQI MOHTASIB (OMBUDSMAN)





WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
FINDINGS

Complaint No	WMS-APP/0003013/2024
Date of Registration	24.02.2024
Name & Address of the Complainant	MR. MUHAMMAD TAHIR, R/O HOUSE NO. 170, MOHALLAH SHEIKH LAHORI NEAR JAMIA MASJID SHEIKH LAHORI JHANG SADDAR.
Name of the Agency complained against	PAKISTAN ORDINANCE FACTORY BOARD (POFB)
Name & Designation of the Investigating Officer, Station	MR. ADNAN AHMAD, SENIOR INVESTIGATION OFFICER, H.O. ISLAMABAD
Brief Subject	DELAY IN PAYMENT OF PENSION AND OTHER SERVICE DUES
Date when IO asked for report from Agency	06.03.2024
Date of Receipt of Agency's report in WMS	18.02.2024 and 28.03.2024 (After hearing date)
Number & Dates of Hearing	i) Number: 01 ii) Date: 39.03.2024
Name and Designation of the Agency's Representative who attended the hearing	Mr. Jamshed Bajwa, Assistant Manager, POFB

THE COMPLAINT

The complainant stated that despite his son, Mr. Muhammad Rizwan Ullah's demise during service on 05.02.2023, the Agency has not paid him the dues and other benefits admissible under the Prime Minister's Assistance Package (PMAP) and instead paid him Rs. 69,000/- only. The complainant has requested this Office to direct the Agency to redress his grievance without any further delay.

RESPONSE BY THE AGENCY

2. The Agency, through its reports dated 18.02.2024 and 28.03.2024, informed that the POF Employees Service Rules including recruitment rules are under government's approval, and the instant case will be considered under PMAP upon approval of POF Service rules.

COMPLAINANT'S REJOINDER

3. No written rejoinder was submitted by the complainant.

POINT AT ISSUE

4. Is there any maladministration by the Agency in not allowing the PMAP since February, 2023 on the plea that its service rules are under approval by the Government?

HEARING PROCEEDINGS

5. Hearings were held which were attended by both parties who reiterated their stated stance. The representative of the Agency stated that the rules have been pending approval since 2019 in the Ministry of Defence Production and then Cabinet Division. He was asked to provide a copy of Draft Rules along with the correspondence made with the concerned Ministries but failed to provide the same.

FINDINGS/RECOMMENDATIONS

6. After perusal of the record and discussion held, following conclusion were drawn:



- i) Perusal of the record revealed that the complainant's son, Mr. Rizwan Ullah Tahir, died on 05.02.2023 while serving as a UDC in the Agency (PL# 2178039). The Chairman POFB, vide his letter dated 13.02.2023, while condoling with the family of the deceased, assured that all the dues admissible under the Package will be paid henceforth. However, nothing was done despite a lapse of more than one year.
- ii) It was further revealed that the Agency was liable to fulfil all its financial obligations for the deceased family, as it circulated vide its circular No. POF No.1 dated 1st January 2016 conveying the "Revision of Assistance Package for Families of Government Employees who die in service" to all concerned for further necessary action accordingly. The said instructions were basically a copy of the Establishment Division's OM #8/10/2013-E.2, dated 04.12.2015 on the subject. However, the Agency did not comply with its own circulated instructions in the instant case.
- iii) On different queries during the investigation of the case, the Agency's representative failed to produce any policy specific to its own package in such cases. The only option presently with the Agency was to fully adhere to the PMAP issued by the Establishment Division and also circulated by the Agency itself to its all concerned departments as mentioned in para 6(ii) above in its letter and spirit.
- iv) The plea of the Agency that the complainant's case could not proceed as POF Rules, 2019 are still pending for approval by the Govt. is not acceptable as the Agency has no authority to overrule/keep pending the PMAP issued by the Establishment Division. Therefore, declining the PMAP to the deceased employee by the Agency has no legal authority/justification.

7. In view of what has been stated in the preceding paragraph, maladministration on the part of the Agency is established as defined in Article 2(2) of P.O. I of 1983. Consequently, this complaint is accepted under Regulation 23(4) of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations 2013, with the recommendation that the Agency shall allow all the benefits of PMAP to the family member of the deceased henceforth.

8. Compliance be reported within 30 days of the receipt of these findings or reasons for not doing so be intimated in terms of Article 11(2) of President's Order No. I of 1983.

9. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the option of review petition is exercised by the aggrieved party and the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.


 (EJAZ AHMAD QURESHI)
 WAFAQI MOHTASIB (OMBUDSMAN)

15 APR 2024
 WAFAQI MOHTASIB (OMBUDSMAN)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
REVISED FINDINGS

Complaint No	:	WMS-ATD/778/24
Date of Registration	:	29.02.2024
Name & Address of the Complainant	:	Mst. Basheeran wd/o Muhammad Ismail R/o Flat No 108 Labour Colony, Hattar Haripur.
Name of the Agency complained against	:	State Life Insurance Corporation Of Pakistan (SLICP),
Name & Designation of the Investigating Officer, Station	:	Muhammad Adnan Khan, Assistant Advisor, R.O. Abbottabad
Brief Subject	:	Mal-administration in Policy Claim
In attendance	:	S. Hamid, AGM, SLIC.
Date of Findings in Original Complaint	:	03.05.2024
Date of Registration of Review Petition by Complainant/Agency	:	22.05.2024
Number & Date of Hearing	:	09-07-2024
Name & Designation of Officers processing the Review Petition	:	Justice (R) Muhammad Razi Khan, Senior Advisor Raja Akhlaq Hussain, Advisor.



GIST OF THE ORIGINAL FINDINGS/RECOMMENDATIONS

Mst. Basheeran filed a complaint against the Agency and stated that in 2016 her husband purchased a Policy against which he paid instalments till May 2022 and died on 27-03-2023. After death of her husband, the complainant requested the Agency for settlement of death claim but the latter did not take any action. The Agency reported that as per death certificate issued by NADRA on 06-03-2023, the deceased policy holder died because of renal failure and diabetes. Added that as per Medical Attendant's Certificate (Claim Form-B), the deceased policy holder died because of Diabetes/CRF which he was suffering for the last 10 years. Being an ambiguous claim, investigation was carried out regarding pre-insurance ailment and it was revealed that the deceased policy holder was patient of diabetes. During hearing proceedings, both parties reiterated their respective stance. After perusal of record, it was observed that repudiation of the complainant's claim was unjust in light of Judgement of the Lahore High Court in the case titled State Life Insurance Corporation of Pakistan Vs Razi-ur-Rehman (2009 CLD 1666 Lahore) wherein it has been held that the patient of diabetes could not be treated as a fatal disease to be considered for declining the insurance claim on death of patient of such disease. Accordingly, the complaint was accepted under Regulation 23 (4) of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations 2013 and the Agency was recommended to expeditiously reimburse the policy claim of the complainant's husband within 15 days.

REQUEST FOR RECONSIDERATION

2. The Agency filed a review petition and while reiterating its earlier stance added that the policy for the sum assured Rs.400,000/- was issued on 17.05.2016 under Non-Medical Scheme where the policy holder was bound to tell the medical conditions while applying for policy but he concealed the material facts regarding the state of his health at the proposal stage. Since these facts have not been addressed, the Findings may be reviewed.

HEARING PROCEEDINGS

3. Hearing was held on 09.07.2024 which was attended by both parties. The representative of the Agency took the stance that the complainant's husband was an old patient of diabetes but he concealed his such ailment at the time of purchasing the insurance policy, therefore, the insurance claim of his wife (complainant) was rightly repudiated. The complainant was of the view that her husband lived for about 07 years after purchasing the insurance policy, therefore, the Agency has wrongly declined to pay insurance claim to her.

REVISED FINDINGS

4. The Agency's stance was that the insured person was patient of diabetes before purchasing the insurance policy and he concealed his such ailment at the time of purchasing the policy. This stance of the Agency does not get support from the provisions of section 80 of the Insurance Ordinance 2000 vis-a-vis the Judgement of Lahore High Court, Lahore in case cited as 2009 CLD 1666 Lahore.

5. As per section 80 of the Insurance Ordinance, 2000, no policy of life insurance shall be called in question by insurer on the ground of statement made in the proposal for insurance after the expiry of two years from the date, it was effected. More so, Hon'ble Lahore High Court, Lahore has held that the disease of diabetes could not be treated a fatal disease to be considered for declining the insurance claim on death of patient of such disease. The relevant extract of the Judgement of Hon'ble Lahore High Court, Lahore in the case captioned as State Life Insurance Corporation of Pakistan vs Razi-ur-Rehman (2009 CLD 1666 Lahore) is as follows:

"Plea of Company that as per medical certificate produced by complainant insured was patient of hypertension, diabetes and mellitus... Such ailment of insured could not be called as exceptional reasons --- Majority of people having such ailments by remaining more careful in their life time lived either for decades or longer than people not having such diseases --- Concealment of such diseases could not be termed as done fraudulently." The Agency was thus not justified to repudiate the insurance claim filed by the complainant on such a flimsy ground.

6. In view of the above noted legal position, the insurance claim cannot be repudiated on the ground that the insured person was a patient of diabetes.

FINAL RECOMMENDATIONS FOR IMPLEMENTATION

7. For the reasons stated in the preceding paras 5 and 6, the review petition of the Agency, being without substance, is rejected and the Findings dated 03.05.2024 are upheld. Compliance be reported within 15 days of the receipt of these Revised Findings.

(EJAZ AHMAD QURESHI)
WAFAAQI MOHTASIB (OMBUDSMAN)

WAFAAQI MOHTASIB (OMBUDSMAN)
APPROVED
T. JILANI
ISLAMABAD



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
REVISED FINDINGS

i). Complaint No	: WMS-BWP/1767/24
ii). Date of Registration	: 17.04.2024
iii). Name & Address of the Complainant	: Ms. Naheed Akhtar R/o Tehsil & District Rahim Yar Khan.
iv). Name of the Agency complained against	: State Life Insurance Corporation of Pakistan (SLICP)
v). Name & Designation of the Investigating Officer, Station	: Dr. Muhammad Zahid, Senior Investigation Officer (Incharge), WMS Regional Office Bahawalpur.
vi). Brief Subject	: Mal-Administration in Payment of Death Claim
vii). In attendance	: Mr. Sohail Ahmad, Deputy Manager, SLICP Bahawalpur
viii). Date of Findings in Original Complaint	: 04.06.2024 (Date of Dispatch 26.06.2024)
ix). Date of Registration of Review Petition by the Agency/Complainant	: 18.07.2024
x). Number & Date of Hearing	: 1. Number: 01 2. Date: 13.08.2024
xi). Name & Designation of officers processing the Review Petition	: i). Dr. Mohammad Zahid, Senior Investigation Officer (Incharge), WMS Regional Office Bahawalpur. ii). Yasir Shabbir Malik, Deputy Registrar/Investigating Officer, WMS Regional Office Bahawalpur.

28 AUG 2024

RECORDED

GIST OF THE ORIGINAL FINDINGS /RECOMMENDATIONS

The complainant, bearing CNIC # 31304-5351597-8, stated that late Hassan Subhani, the deceased husband of the complainant, purchased an insurance policy through SLICP policy No. 605693299-4, died on 11.12.2022 after paying three installments. She, being nominee, requested, time and again, the concerned office of the Agency for provision of death claim, but to no avail, which was unjustified and mal-administration on the part of the Agency. In response, the Agency submitted that the policy was issued on 31.08.2021 at standard premium rates, also revived on 31.08.2021, as no history of any chronic disease/ailment was disclosed by the policy holder/life insured at the time of revival of policy. The policy holder died on 11.12.2022 i.e. 02 Years 10 months and 12 days after issuance of policy. Being an early death claim after revival, inquiry was conducted, which revealed pre-revival ailment "brain tumor" non-disclosure and concealments of facts on part of the policyholder, and the claim was repudiated by the competent authority. Perusal of record divulges that the policies ~~were~~ issued on 29.01.2020 at standard premium rates, also revived on 31.08.2021, as no history of any chronic disease/ailment was disclosed by the policy holder/life insured at the time of revival of policy. The policy holder died on 11.12.2022, after 02 years, 10 months & 12 days after issuance of policy and 15-months and 11-days after of revival of policy. The Honorable Lahore High Court vide Judgment cited as PLS 2008 Lah. 461 has also held, "*the insurance policy cannot be called in question on the grounds of misrepresentation, false statement or suppression of material facts after two years from the date when the policy was originally effected. The period two years even in cases where the policy was revived and renewed start from original date of the policy in question.*" The policy holder died after 02 years, 10 months & 12 days from the original date of purchase of policy and, therefore, repudiation of death claim on this account is unwarranted and unjust. Further, Section 80 of the Insurance Ordinance, 2000 provides that notwithstanding anything contained in Section 79, no policy of life insurance effected before the commencement date of the Ordinance *ibid* shall after the expiry of two years from the commencement date of this Ordinance and no policy of life insurance effected after the commencement date shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal form for insurance or in any report of a medical officer, or referee, or friend of the policy-holder, or in any other document leading to the issue of the policy, is inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it is material to disclose and that it is fraudulently made by the policy holder and that the policy holder knows at the time of making it that the statement was false or that it suppressed facts which

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WMS-BWP/1767/24

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it was material to disclose. Similarly, in case law reported as *State Life Insurance Corporation and others Vs. Ms. Shumila and others (2013 CLD1525)* it has been laid down that the appellants once entered into the contract after fully satisfying themselves, keeping in view the provision of Section 77 of the Insurance Ordinance, 2000 read with Section 78 and sub-section (2)(a)(b) of Section 79 on the subject, the Agency cannot repudiate or avoid the contract after lapse of more than 02 years and that too after the death of deceased policy holder. As such the said rejection tantamount to maladministration of part of the Agency, as defined under Article 2(2) of P.O.I of 1983. Consequently, the complaint was accepted under Regulation 23(4) of the Wafaqi Mohtasib (Investigation & Disposal of Complaints) Regulation, 2013 and the Agency was advised to settle the matter and provide appropriate relief to the complainant in accordance with its policy, procedure, rules and regulations within 30 days.

REASONS FOR RECONSIDERATION

2. The Agency requested for Review of the above Findings by reiterating its earlier stance and quoting the decisions of the Hon'ble President in a number of earlier cases in support of repudiation of the claim. The Agency has invited attention towards the declaration contained in the proposal for insurance under section 79 of Insurance Ordinance 2000 specifying that the claim shall not be paid if material facts are concealed and not disclosed.

POINT AT ISSUE

3. Whether the Review Petition filed by the Agency is tenable?

HEARING PROCEEDINGS

4. A hearing was held and Mr. Sohail Akhtar, Deputy Manager, SLICP Bahawalpur, the representative of the Agency attended the hearing while the complainant did not turn up. The representative of the Agency advanced his arguments on the basis of his earlier submissions laid in the report of the Agency. Representative of the Agency further argued that the insurance claim was based on a policy obtained through fraud, misrepresentation and concealment of material facts; therefore, it was rightly repudiated by the Agency.

REVISED FINDINGS

5. After careful scrutiny of the material on record and reason advanced by the representative of the Agency during hearing of the Review Petition, it is evident beyond any doubt that no fresh ground or material irregularity has been pointed out either in the Review petition or during hearing, which may warrant any amendment, alteration, modification or recall of the recommendations already made. As such, the Review Petition submitted by the Agency merits no consideration and is accordingly rejected. Resultantly, the earlier Findings, dated 04.06.2024, are upheld.

FINAL RECOMMENDATIONS FOR IMPLEMENTATION

6. In view thereof this Review Petition, filed by the Agency, is dismissed and the earlier Findings, dated 04.06.2024, are upheld.

(EJAZ AHMAD QURESHI)
WAFAQI MOHTASIB (OMBUDSMAN)

28 AUG 2024



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

FINDINGS

Complaint Nos	: WMS-HQR/2622/24 & 30 Others.
Date(s) of Registration	: Mentioned Below
Name & Address of the Complainant(s)	: Mr. Matloob Hussain & 30 Other Complainants (Particulars Mentioned in Para-1 Below).
Name of the Agency complained against	: 1. Pakistan Public Works Department ("PWD"); 2. Capital Development Authority ("CDA"); and 3. Islamabad Electric Supply Company ("IESCO").
Name & Designation of the Investigating Officer, Station	: Shah Mahboob Alam, Advisor, H.O. Islamabad.
Brief Subject	: Negligence of PWD & CDA to Provide Water to PWD Flats in Sector G-10/2, Islamabad, and Unpaid Electricity Connection Arrears Against Water Pumps, Resulting in Unjust Disconnection of Electricity by IESCO.
Date when IO asked for report from Agency	: 01.04.2024; 02.04.2024; 08.04.2024; 09.04.2024; 17.04.2024; 19.04.2024; 22.04.2024; 23.04.2024; 24.04.2024; 25.04.2024; 02.05.2024.
Date of Receipt of Agency's report in WMS	: 23.04.2024; 29.04.2024; 30.04.2024
Number & Dates of Hearing	: i) Number: 04 ii) Dates: 23.04.2024; 30.04.2024; 02.05.2024 & 08.05.2024;
Name and Designation of the Agency's Representative who attended the hearing	: 1. Mr. Tasawar Abbas, Executive Engineer (XEN), Electrical & Mechanical-II (E&M-II), PWD, Islamabad; 2. Mr. Umair Ahmed, Sub-Divisional Officer, IESCO, Sector G-9, Islamabad; 3. Mr. Muhammad Aslam, Assistant XEN, E&M-II, PWD, Islamabad; 4. Mr. Saz Muhammad, Sub-Assistant, Revenue Department, CDA Islamabad.
Name of the complainant(s) who attended the hearing	: Mr. Matloob Hussain; Mr. Nisar Ahmed Panjwani; Ms. Nabila Naseem; Mr. Asif Ali; Mr. Khalid Farooq; Ms. Saima Nasir; Mr. Ghulam Majid; Mr. Moazzam Ali Siddique; Ms. Naveeda Jabeen; Mr. M. Abdullah Channar; Mr. M. Rashid Akhter; Mr. Ghulam Shabbir; Mr. Ahsan Ul Haq; Mr. Zeeshan; Mr. Fazal Rehman; and Mr. Mudassir Ul Zaman
In case a nominee of complainant attended the hearing, his/her name	: Nil.

Following thirty-one complaints were filed by the complainants listed below against three Agencies: Pakistan Public Works Department ("PWD"), Capital Development Authority ("CDA"), and Islamabad Electric Supply Company ("IESCO"). All of the following complaints have been consolidated and are disposed of through a single Findings as they involve same question of facts:

S. No.	C. Nos.	Name & Address of the Complainant(s)	Date(s) of Reg. of Complaint(s)	Amount of Bill(s)
1.	HQR/2622/24	MR. MATLOOB HUSSAIN, FLAT NO. 1, BLOCK NO. 17, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-ds-	Rs. 496,715/- for the month of February, 2024.
2.	HQR/2619/24	MS. SAFIA BATOOL BANO MALIK TASAWAR HUSSAIN, FLAT NO. 2-E, BLOCK NO. 17, STREET NO. 19, SECTOR G-10/2, ISLAMABAD.	29.03.2024	-ds-
3.	HQR/2626/24	MR. NISAR AHMED PANJWANI, FLAT NO. 08-E, BLOCK NO. 17, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-ds-	-ds-

Asif Ali

C.NO. WMS-HQR/2622/24 & 30 Others.

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4.	HQR/2631/24	MR. SAAD ULLAH KHAN, FLAT NO. 3-E, BLOCK NO. 17 STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
5.	HQR/2636/24	MS. AFSHAN SULTANA, FLA NO. 6-E, BLOCK NO. 16, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
6.	HQR/2640/24	MS. NABILA NAEEM, FLAT NO. 05-E, BLOCK 16, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
7.	HQR/2648/24	MS. SHABIBA SAJID, FLAT NO. 04, BLOCK NO. 16, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
8.	HQR/2645/24	MR. ASIM RIAZ, BLOCK NO. 16/1-E, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
9.	HQR/2647/24	MR. SHAHID HUSSAIN, BLOCK NO. 16/7-E, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
10.	HQR/2649/24	MR. ASIF ALI, FLAT NO. 2-E, BLOCK NO. 16, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
11.	HQR/2650/24	MR. KHALID FAROOQ, BLOCK NO. 17/6-E, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
12.	HQR/2651/24	SVEDA SAMIA NASIR, FLAT NO. 4-E, BLOCK NO. 17, STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
13.	HQR/2653/24	MR. GHULAM MAJID, SAR SABIR HUSSAIN, FLAT NO. 3-E, BLOCK NO. 17 STREET NO. 19, SECTOR G-10/2, ISLAMABAD	-do-	-do-
14.	HQR/2747/24	MR. MOAZZAM ALI SIDDIQUEE, FLAT NO. 1 BLOCK NO. 38-E G-10/2, ISLAMABAD	02.04.2024	-do-
15.	HQR/2847/24	MS. IMRANA WAHEED, STREET NO. 19, BLOCK NO. 22-E, FLAT NO. 5, SECTOR G-10/2, ISLAMABAD	05.04.2024	Rs. 188,840/- for the month of March, 2024.
16.	HQR/2848/24 (Joint Complainant)	MS. M. ABDULLAH CHANNAR & OTHER RESIDENTS OF BLOCK NO. 03, CAT-IV, SECTOR G-10/2, ISLAMABAD	-do-	Rs. 227,262/- for the month of March, 2024.
17.	HQR/2849/24 (Joint Complainant)	MR. EJAZ AHMED & 07 OTHER RESIDENTS OF BLOCK NO. 20 & 21, SECTOR G-10/2, ISLAMABAD	08.04.2024	Billing Information Particulars Not Mentioned by the Complainant. Rs. 188,840/- for the month of March, 2024.
18.	HQR/2857/24	MS. LUBNA SHAHMOOR, FLAT NO. 4-E, BLOCK NO. 22, STREET NO. 19 G-10/2 ISLAMABAD	09.04.2024	Rs. 188,840/- for the month of March, 2024.
19.	HQR/2858/24	MR. AHSAN UL HAQ FLAT NO. 3-E, BLOCK NO. 22, STREET NO. 19 G-10/2 ISLAMABAD	-do-	-do-
20.	HQR/2859/24	MR. SAIF UR REHMAN, HOUSE NO.2, BLOCK NO. 22 CAT III ST NO 19 G- 10/2 ISLAMABAD	-do-	-do-
21.	HQR/2860/24	MS. FATIMA KOSAR, BLOCK 22-E CAT III G-10/2 ISLAMABAD	-do-	-do-
22.	HQR/2931/24	MR. ASIF ABBAS BLOCK NO. 22 E FLAT NO. 8 STREET NO. 19 G-10/2 ISLAMABAD	-do-	-do-
23.	HQR/2932/24	MS. NAJIMA RASHID, BLOCK 22 FLAT 1 CATEGORY III SECTOR G-10/2 ISLAMABAD	-do-	-do-
24.	HQR/2933/24	MAJLIK AMEER KHAN, FLAT NO. 7, BLOCK NO. 22 STREET NO. 19 G-10/2 ISLAMABAD	-do-	-do-
25.	HQR/2954/24	MR. MUDASSIR UL ZAHAN S/O SHUAJAT KHAN, BLOCK NO. 82 CATEGORY III FLAT NO. 6, SECTOR G-10/2 ISLAMABAD	15.04.2024	Rs.133,853/- for the month of March, 2024.
26.	HQR/2967/24	MR. KASHIF SHAIKH S/O HABIB KHAN SHAIKH, HOUSE NO. 8, BLOCK NO. 19, SECTOR G-10/2, ISLAMABAD	17.04.2024	-do-
27.	HQR/2968/24	MR. GHULAM SHABBIR HOUSE NO. 3, BLOCK NO. 19, E G-10/2 ISLAMABAD	18.04.2024	-do-
28.	HQR/3070/24	MR. SIDDIQUE ALAM, HOUSE NO.4-E, BLOCK NO. 19 G-10/2 ISLAMABAD	-do-	-do-
29.	HQR/3072/24	SYED AWON RAZA, S/O SHAEL AL RAZA, HOUSE NO. 5-E, BLOCK NO. 19, G-10/2 ISLAMABAD	-do-	-do-
30.	HQR/3074/24	MR. ZEESHAN, HOUSE NO. 3, BLOCK NO. 19, SECTOR G-10/2 ISLAMABAD	-do-	-do-
31.	HQR/3075/24	MR. FAZAL REHMAN S/O KHALID KHAN, HOUSE NO.7-E, BLOCK NO. 19, SECTOR G-10/2 ISLAMABAD	-do-	-do-

THE COMPLAINTS

2. Mr. Matloob Hussain and 30 others filed the aforementioned complaints stating that they are all federal government employees and allottees/residents of the official accommodations, specified in column-III of the above table. The water in their buildings was supplied to the

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underground tank by the CDA which was supplied to the overhead tanks through water pumps installed by PWD by securing electricity connection from IESCO. A separate bill of this connection was being issued and paid by PWD. Now the complainants are being asked to make the payment of this bill including arrears. They request for intervention of this Secretariat to resolve their issue of water supply and unjust electricity bills.

REPORTS OF THE AGENCIES

3. In response, PWD submitted that, in accordance with the Prime Minister's directions (Office Order No. 3(40) Estb/2021 dated 10.11.2021), all utility bills for residential accommodations are to be paid by the users/allottees. The Ministry of Housing & Works conveyed this order, and subsequent letters from the Chief Engineer (North) and Superintending Engineer (Central E/M Circle) instructed that no funds be allocated for utility bills, and payment is the responsibility of the users. Accordingly, notices were issued on 08.09.2022, to allottees informing them that they would be responsible for paying utility bills from July 2022 onwards, and that PWD would not be held responsible for disconnections by IESCO. Against this, some allottees filed a complaint No. WMS-ONL/0021407/23 which was adjudicated and referred to the Chairman, CDA, for redressal. Relevant extract of the Closure Findings dated 18.09.2023 is as under:

"4. During the course of investigation, it transpired that subject-matter of the complaint is identical to complaint No. WMS-HQR/0012128/22 which has already been disposed under Regulation 23(1)(g) of Wafaqi Mohasib (Investigation and Disposal of Complaints) Regulation 2013, having been referred to the chairman CDA to make arrangements for the bulk supply of water in the overhead tanks of the impugned flats or to bear the electricity charges for lifting of water from underground to overhead water tanks hence this case is also referred to the Chairman, CDA, in terms of Regulation 23 (1) (g) of the Wafaqi Mohasib (Investigation and disposal of Complaints) Regulation,2013 for redressal of grievance of the complainant."

It was further claimed by PWD that it is not responsible for paying the utility bills anymore and that allottees must pay themselves or approach CDA for further assistance.

4. IESCO, vide its letters dated 29.04.2024 and 30.04.2024, submitted that notices for non-payment of outstanding electricity dues were served to PWD on 20.12.2023, and were received by PWD's employee, Mr. Yasir Abbasi, LDC, on 19.01.2024. After the lapse of the notice period, disconnections were processed. However, consumers from various blocks have since paid their electricity bills, and their electric supply was restored immediately.

5. CDA had also been served notice dated 23.04.2024 by this Secretariat for submitting its stance, which failed to submit any written comment.

HEARING PROCEEDINGS

6. Hearings were held as scheduled, which were attended by the representatives of PWD, CDA and IESCO and some of the complainants/residents who reaffirmed their respective stance. Moreover, CDA's official submitted that CDA is fulfilling its responsibility to supply water to underground tanks of the PWD's apartments in question and that PWD is responsible for providing water from underground tanks to the overhead ones.

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FINDINGS

7. Before proceeding to adjudicate the matter, it is essential to note that a similar subject matter of the complaints was previously disposed of through Closure Findings dated January 26, 2023, and September 14, 2023 in Complaints No. HQR/12128/22 and ONL/21407/23. However, it is pertinent to distinguish that the current complaints have been filed by different complainants belonging to different flats, blocks, and sectors. In the earlier complaints (Nos. HQR/12128/22 and ONL/21407/23), the complainants were M/s. Nazir Muhammad and other residents of Block Nos. 09, Category V, PWD Colony, Sector G-8/4, Islamabad, and Mr. Adnan Zaman, a resident of Flat No. 02, Block No. 04, Street No. 126, Category V, Sector G-11/4, Islamabad. This clearly indicates that the current complaints have been filed by different complainants/residents of different blocks, and sectors (as specified in the table referred to in paragraph 1 above). According to the Ombudsman, the instant complaints shall be adjudicated on their individual merits.

8. Perusal of the submissions of the complainants, PWD, CDA and IESCO reveals that their grievances concern the negligence of PWD and CDA in providing water to PWD Flats in Sector G-10/2, Islamabad, as well as the unpaid arrears of electricity connections installed for water pumps, which resulted in the unjust disconnection of electricity by IESCO and the stoppage of water supply to the residents. Before moving forward, it is pertinent to review the background of the problem, which is as follows: the flats resided in by the complainants are maintained by PWD. While CDA supplies water to the underground storage tank for various blocks (each comprising eight flats), it fails to reach the overhead tanks provided for each block. Therefore, PWD installed water pumps for each block and secured electricity connections through IESCO specifically for these pumps, for supply from the underground to the overhead tanks. These electricity connections, registered in the name of PWD's official, i.e., Assistant Executive Engineer-III, and arranged for individual blocks, have become problematic. Some connections have been disconnected by IESCO, with more impending disconnections due to outstanding bills. PWD has issued notices and served the complainants with the impugned bills to pay the arrears for the water pump connections. The complainants contested the fairness and legality of these bills, arguing that the connections are installed for the entire blocks, with one connection serving one motor pump for eight flats. They highlight the historical practice of IESCO billing PWD's inquiry office, which in turn paid the bills. Moreover, some of the complainants have recently obtained allotment/possession of the accommodations and claim that PWD, without asking the allottees/occupants to clear the dues, issued them NOC and vacation reports. Considering the above, the complainants deem PWD's demand for individual payment as unjust and illegal, considering their deduction of house rent and 5% additional charges for maintenance of accommodations from their salary, regular payment of water charges to CDA, and that of utility bills pertaining to the electricity and gas connections installed in their respective flats.

9. PWD's claim that it was responsible for paying electricity bills until June 2022, but due to a policy change directed by the PM in November 2021, all utility bills for residential accommodations must now be paid by users/allottees, is untenable. While clear directions were issued to this effect, and notices were posted in each block informing allottees that they would be responsible for paying the utility bills from July 2022 onwards, such directions are unilateral and arbitrary. It is evident that initially, PWD took the initiative to install electric motor pumps and secured new electricity connections in the name of its official to resolve the issue of water not available.

reaching overhead tanks, without devising a proper mechanism or coordinating with CDA, the authority responsible for water supply. PWD continued paying bills until July 2022 but arbitrarily decided to instruct residents to pay arrears equally when instructed to stop allocating funds for utility payments. During the hearing proceedings, PWD officials failed to cite any rule, regulation, or policy that authorized their initial decision to install motor pumps and secure new electricity connections. They were also evasive about why PWD did not instantly disconnect the impugned electricity connections after the PM's instructions to stop allocating funds, instead of issuing notices to allottees to pay bills or face disconnections, leading to non-payment of dues and accumulation of outstanding arrears from July 2022 to present. PWD officials were also unable to explain how current allottees, who recently occupied the accommodations, can be held responsible for paying dues for the preceding 2-3 years, with warnings that PWD will not be held responsible in case of non-payment. It is also clear that PWD failed to devise a mechanism by holding a meeting with all concerned stakeholders to resolve the problem and find a solution that would address the problems of residents at large. In light of these considerations, it is evident that PWD's decision to hold the complainants responsible for clearing the dues, without considering individual usage or circumstances, is unfair and arbitrary. PWD's failure to establish a mechanism by coordinating with CDA for addressing water supply issues has exacerbated the problem, depriving the complainants from water supply. Such actions by PWD officials amount to maladministration as defined in Article 2(2) of President's Order No. 1 of 1983.

10. During hearing it came into light that in some of the blocks the water is being supplied directly to the overhead tanks by CDA. The representative of the PWD furnished the following information:-

S.No.	Sector	Blocks	Category	Flats	Remarks
01	G-9/2	14	Category VI	224	Water supply provided directly by CDA via overhead water tank
02	G-9/2	2	Category IV	16	-do-

CDA's inability to supply water effectively to overhead tanks is the root cause of the issue. If CDA had fulfilled its responsibility or had coordinated with PWD to provide water to the overhead tanks connected to the pipelines of the complainants' flats, there would have been no need for PWD to voluntarily provide motor pumps and electricity connections. However, CDA neglected its responsibility in this regard. Such negligence by CDA also amounts to maladministration as defined in Article 2(2) of President's Order No. 1 of 1983.

11. With regard to stance of the IESCO, it is evident that the connections were disconnected due to non-payment of bills, hence no maladministration can be attributed against it. Moreover, IESCO has committed not to disconnect the electricity till the time of the issue is resolved.

RECOMMENDATIONS

12. In consideration of the aforementioned circumstances, and in accordance with Regulation 23(4) of the Wafq-i-Mohasib (Investigation and Disposal of Complaints) Regulations, 2013, while accepting the complaints (thirty-one in number), PWD is recommended to rectify its maladministration as highlighted in para-9 above, by withdrawing the notice issued to the complainants regarding payment of the impugned bills and refrain from issuing such bills in the *future*.

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future, and coordinate with CDA to resolve water supply issues and ensure uninterrupted supply.

13. Additionally, CDA is recommended to rectify its maladministration as pointed out in para-10 above by fulfilling its responsibility to supply water effectively to overhead tanks in Sector G-10/2, Islamabad also, coordinate with PWD to devise a proper mechanism to address water supply issues.

14. Presently, discrimination is obvious as some of the employees residing in these flats are being asked to pay the electricity bills and some are paying also, while the others are enjoying the facility of water without payment of bill for the pump, as water is directly reaching their overhead tank.

15. The case is, therefore, referred to the Chairman CDA in terms of Regulation 23(1)(z) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013, to make the arrangements for the bulk supply of water in the overhead tanks of the impugned flats or to bear the electricity charges for the lifting of water from underground to overhead water tanks. The allotees/residents of these flats should not be subjected to double payment on account of water charges (i.e. water charges to CDA + electricity bills for water pumps).

16. Compliance be reported by both PWD and CDA to this Secretariat within 30 days of the receipt of copy of the Findings, in terms of Article 11(2) of P.O. Order No.1 of 1983.

17. The party aggrieved of the Findings may opt either to file a review petition before the Ombudsman OR a representation before the President within 30 days of receipt of such Findings. This period of limitation shall be reckoned from the date of receipt of the Findings by the parties. If the Findings are upheld, the aggrieved party shall be barred to file a representation before the President.

Shahid

(EJAZ AHMAD QURESHI)
WAFAQI MOHTASIB (OMBUDSMAN)





**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
REVISED FINDINGS**

i	Present	Syed Anwar Haider, Sr. Advisor
ii	No. of Original Complaint	Syed Zahir Hussain, Adviser
iii	Date of Registration	KH1/0003599/2024 (R.P.)
iv	Name & address of the Complainant	Mr. Muhammad Owais, ST-11/A-4, Block No. 2 Hussainabd, F.B. Area, Karachi (Cell No. 03472731614)
v	Name of the Agency	Port Qasim Authority (PQA)
vi	Name & Designation of the Investigating Officer	Syed Anwar Haider, Sr. Advisor, R. O. Karachi
vii	Subject of Original Complaint	Complaint of maladministration in respect of unjust imposition of non utilization fee (NUF) and inordinate delay in approval of building plan by PQA.
viii	Date of Findings in Original Complaint	07.05.2024 (issued on 20.05.2024)
ix	Date of Registration of Reconsideration petition	24.06.2024
x	Name & Designation of the Investigating Officer, if different	—

GIST OF ORIGINAL FINDINGS/RECOMMENDATIONS

Mr. Muhammad Owais, Head of Legal Affairs of M/s. ASL Port Services (Private Limited) lodged on line complaint of maladministration on 29.01.2024 in respect of unjust imposition of NUF and inordinate delay in approval of building plan of Plot No. WI/61 (ware-House) measuring 01 Acres, Eastern Industrial Zone, by the Port Qasim Authority (PQA) owned by the complainant's firm. The complainant also submitted a detailed complaint. Relevant portion of his complaint is reproduced as under:

"We, M/s. ASL Port Services Private Limited are a logistics and warehousing company and the owners of plot WI/61, Eastern Industrial Zone, Port Qasim Authority, Karachi beg to submit as under:-

- i. We purchased said plot on 19.03.2021 Reference transfer letter No: PQA/ET-II/832/2005 dated 19.03.2021 (Annex A") whereby PQA approved transfer of rights in our favor.
- ii. On 24.03.2021, we applied P.Q.A for demarcation of plot WI/61 which was done by PQA on 14.04.2021.
- iii. On 30.03.2021, we requested the authority (PQA) for a revised site plan for WI/61 in our name and this was granted to us on 14.4.2021 with dimensions 134 meters length and 29.5 meters width.
- iv. On 28.06.2021, we requested the authority to allow us to construct boundary wall, and room for the guard and admin rooms, but we did not receive any response from the authority as yet despite our repeated approaches to PQA in this regard.

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v. On 31.05.2022, we submitted an application to the authority for approval of construction of building of "Open Warehouse" with supporting documents as advised by the authority. The authority responded on 04.08.2022 advising us that "acknowledgment of possession" was required. As a matter of fact, ever since demarcation of plot was done on 24.03.2021 we were approaching the authority to hand over possession of plot. On 22.03.2023, we wrote to chairman PQA that our building plan was still not approved and it has been 10 months since our application. Subsequently on 24.08.2023 we received "acknowledgment of possession" from PQA and submitted this to the Planning department for approval of our building plan. It should be noted that at this point we received a final revised site plan reducing our plot's width 29.05 to 29.00 meters on 24.08.2023 without any explanation for the inordinate delay.

It should be noted that we have been paying our annual charges for every year (2021, 2022, 2023) except for NUF which has been the source of debate between us and PQA. We submitted to PQA that there has been an administrative delay in acknowledgement of possession of plot and approval of building plan on their end and therefore, NUF should not be applicable to us for the period till handing over of possession and building plan is approved by the authority. In spite of this PQA issued us a challan on 15-August-2022 with NUF for period 2021-2022 amounting to PKR 200,000 (Annex-F). We write to the authority that the NUF should be waived.

In 2023, when we inquired about approval of building plan after receiving acknowledgement of possession from PQA, we were surprised to receive a challan dated 29.03.2023 with total NUF bill as follows: 2020-2021: PKR 200,000, 2021-2022: PKR 400,000, 2022-2023: PKR 400,000 totaling amount PKR 1,000,000. We respectfully argued that this is not only unjust but also inconsistent with the previous challan issued where the NUF began from 2021-2022 amounting PKR 200,000 and now has been arbitrarily increased to PKR 400,000 for 2022 and 2023 each.

We seek just treatment after continuously knocking at PQA doors to rectify our matter in a speedy way. In spite of this, it has been multiple years since our request to PQA for basic building plan's approval.

It is not secret that the delay during this period has not only cost us business opportunity loss but that during the inflationary period over the last 2 years has seen cost of building material rise drastically, as such made it much more expensive to undertake our construction activity."

The order of the Wafaq-i-Mohatasib (Ombudsman) dated 07.05.2024 states:

REPORT OF THE AGENCY

Representative of the Agency submitted a detailed report on the complaint of complainant Relevant portion of the report is reproduced as under:-

That the complaint does not involve 'maladministration' rather, complainant is illegally speculating in the land of PQA, which is unlawful, illegal and contrary to the interest of the nation. Hence, the same being not maintainable also does not fall within the purview of the P.O. No. 1 of 1983.

That facts of case are disputed by the parties and to establish correct position requires a detailed examination of both documentary and oral evidence, and its assessment for which the proper forum is a court of competent jurisdiction. Hence, the complaint is also liable to be closed in terms of regulation No. 23(q).

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It is to inform that in compliance to clause 2(iv) of transfer letter of lease hold rights dated 19.03.2021, the transferee is bound to take over physical possession of plot within fifteen days from the issuance date of transfer letter. The complainant delayed the request for issuance of possession of acknowledgement till 05.10.2022 i.e. more than nineteen months time, which is violation of terms of transfer letter.

Subsequently under provision of clause 2(vi) of transfer letter of lease hold rights dated 19.03.2021 the complainant has also submitted an undertaking on the Stamp paper on 09.04.2019 as under:-

- a) Transferee shall submit plans for construction for approval by PQA for the above said plot within (03) months of issuance of letter of transfer of possession by PQA whichever is earlier; and
- b) Transferee shall commence construction work on the above said plot within six (06) months of issuance of letter of transfer or possession by PQA whichever is earlier; and
- c) Entitling PQA to cancel the allotment/lease/transfer/mutation of the said plot and take immediate possession of same in the event of my/our negligence, omission or failure to submit the plan and/or commence construction within the stipulated period of time.
- d) It is to mention that as per PQA Building Bye-Laws the applicant has to furnish complete documents as pre-requisite for consideration of drawing approval case which are examined in light of PQA Building Bye-laws, PQA Master Plan and Site Plan. In the said case, the transferee did not provide photo copy of acknowledgement of possession letter and No dues Certificate issued from I.M. Department, so that the case for approval of drawing shall be processed by P&D Department of PQA.
- e) It has been found that the actual area was less than the area in the final revised site plan issued vide PQA letter dated 24.08.2023 i.e. 29 m x 134 m instead of 29.5 m x 134 m as mentioned in earlier revised site plan issued on 14.04.2021. In this regard it is clarified that as per allotment letter dated 11th December, 2006 clause 2(x)(x), the actual area is to be determined after physical demarcation of the plot.
- f) As per PQA land allotment policy Board Resolution No.45/2017 dated 07.08.2017, NUF is applicable in Eastern Industries Zone (EIZ) since 01.07.2017, on those plots where minimum two facilities i.e. Road with Water or Sewerage are available and the allottee/transferee has not completed the construction work within two years after allotment/transfer of plot.
- g) In instant case all committed facilities are available and plot is in idle state since 2006. Accordingly, the allottee was charged NUF from the date of transfer of Plot i.e. 19.03.2021 billing was carried out giving two years relaxation period for construction after transfer date i.e. 19.03.2021, in line with the PQA land allotment policy Board Resolution No.34/2015 dated 04.06.2015.

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In view of above, it is requested that applicant may be directed to follow terms and conditions of PQA Land Allotment policy and clear the outstanding dues for issuance of NOC for further processing of the case. The complaint does not fall within parameters of "maladministration", since complainant is himself in default; therefore same may be rejected."

POINT AT ISSUE

Whether the complainant's allegation for maladministration is justified?

HEARING PROCEEDINGS

This complaint was registered on 29.01.2024. During the last 64 days, nine hearings were held as mentioned above. As many as eight notices were issued to the Chairman, PQA, for submission of report on the complaint of the complainant and depute a responsible officer to defend the case. It is very unfortunate that despite giving ample opportunity, the PQA did not submit report till 26.03.2024 which was actually delivered in the office of Wafaqi Mohtasib on 27.03.2024 which has been reproduced as above.

Final hearing was held on 01.04.2024 in presence of complainant as well as Mr. Muhammad Imran Ashraf, Manager (Estate) of PQA and Mr. Wajahat-ur-Rehman, Manager (Survey) of PQA who discussed the case with the complainant in detail.

FINDINGS

A thorough examination of observations of both sides, as mentioned above following position emerges:

- i. Plea of the Agency that complaint did not establish 'maladministration' is not tenable as the complainant has provided facts and figures which clearly establish that Agency utterly failed to fulfill normal and legal requirement of timely issuance of final site plan, acknowledgment of handing over of possession and approval of building plan despite fulfilling all requisites requirements by the complainant which is a clear instance of maladministration as alleged by the complainant.
- ii. It is further noticed that there is ~~completely~~ a lack of coordination between different departments of PQA which resulted in unnecessary delay in resolving the grievance of the complainant.
- iii. Further, the Agency has stated that "there is difference of opinion between the parties and matter needed through examination of oral and documentary evidence, hence complainant may be referred to court of competent jurisdiction". A plain reading of the complaint, report of Agency and submission of both sides during the hearing clearly establish instance of maladministration on the part of agency, which falls under the jurisdiction of Wafaqi Mohtasib under the President Order's No. 01 of 1983 hence it was not called for to refer the case to court.

Following categorical position is concluded from the above discussion.

- i) Both sides agreed that the complainant who is a bonafide purchaser of PQA plot had approached PQA for issuance of site plan by PQA on 30.03.2021. After bush cutting by the complainant, demarcation of plot was made and initially revised plan was issued on 14.04.2021 which was again revised and a final revised plan was issued on 24.08.2023.
- ii) The final revised site plan was issued to the complainant by PQA on 24.08.2023. As such an inordinate delay in issuance of final revised site plan occurred on the part of Agency, hence instance of maladministration on the part of Agency.

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- iii) The Acknowledgement of handing over possession of the plot to the complainant was issued by PQA on 24.08.2023 which is again a clear instance of maladministration on the part of Agency.
- iv) The complainant had submitted his request to the PQA for approval of building plan on 31.05.2022
- v) According to Agency, building plan could not be approved for want of finally revised site plan as well as handing over possession of plot to the complainant. Both these documents were issued on 24.08.2023 by the Agency, hence approval of building plan was delayed by the Agency and not by the complainant. This is again another instance of maladministration on the part of Agency.
- vi) As stated by representatives of Agency during "hearing" approval of building plan still held up for want of payment of non utilization fee for the years, 2021, 2022 and 2023". Work could not be started by the complainant due to delay caused by Agency in issuing possession order, finally approved revised site plan and approval of building plan by the Agency, hence utilization of plot was not possible.
- vii) According to PQA Land Allotment Policy 34/2015 dated 04.06.2015, a waiver/relaxation of two years periods is allowed for construction of project by the transferee which was utterly ignored while imposing NUF by the Agency.
- viii) According to representatives of Agency, the building plan has not been approved by the PQA for want of non-payment of NUF. The Agency has conceded the delay in issue of acknowledgement of handing over of possession on 24.08.2023 as well as issue of finally revised plan on 24.08.2023 as such imposition of NUF for the year 2021, 2022 and 2023 became infructuous and ultra-vires hence imposition of NUF was totally uncalled for to refuse the approval of building plan. It is also unfortunate that the policy of permission of waiver of two years for construction of the project even after approval of building plan was blatantly ignored by the Agency. The Agency failed to give any cogent reason for delaying approval of building plan except payment of NUF which could not be established, then how it could be presumed that complainant failed to construct project while building plan has not been approved by PQA as yet. Even after approval of building plan, in view of the Board Resolution as quoted above, the complainant was entitled for a relaxation/waiver of NUF for a period of two years.

Keeping in view, the above definite issues it is properly established that delay in construction of project was mainly due to failure of Agency in timely handing over possession and issue of final site plan and approval of building plan. As such imposition of NUF in the above mentioned circumstances is self-contradictory and totally unjustified. Pursuant to cogent reasons as narrated above complaint of the complainant is allowed.

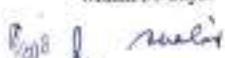
RECOMMENDATIONS FOR IMPLEMENTATION

The Chairman, Port Qasim Authority (PQA), Karachi, is, therefore, advised to:

- i) Waive off NUF for the year 2021, 2022 and 2023 as imposed by Agency against the complainant without justification;
- ii) Approve building plan already submitted by the complainant according to terms and condition of the Agency as per rules within 30 days time;
- iii) Take necessary steps to redress the genuine grievance of the complainant within 30 days.


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iv) To look into the issue of maladministration in order to avoid its recurrence in future so that this maladministration does not persist; and also ensure proper adherence to the procedures and protocols as mentioned in the rules and regulations."

REASONS FOR RECONSIDERATION

3. Being aggrieved and dissatisfied with the impugned findings # ONL/0003599/2024 dated 24.06.2024 of Wafaqi Mohtasib, the Agency i.e. Port Qasim Authority, vide its letter had requested review of the finding of Wafaqi Mohtasib, on the grounds that it was not satisfied with the decision and there was some ambiguity in the order passed and arguments placed by its representative were not considered. The relevant portion of the review petition is reproduced as under:-

FACTS

- i. That the complainant Mr. Muhammad Owais filed complaint in respect of Plot No. W1/61, measuring one acre, situated in Eastern Industrial Zone of Port Qasim Authority which was transferred in favor of M/s. ASI, Port Services (Pvt.) Limited vide Transfer Letter dated 19th March, 2021 (annexure "B"). It is unclear as to whether the complainant was duly authorized by the Board of Directors of the company to file the present complaint or not.
- ii. That the relationship between the parties was to be governed under terms and conditions of allotment and policies approved by the PQA Board from time to time.
- iii. That Port Qasim Authority vide Report dated 26th March, 2024 denied the allegations and refused the same on well founded and well reasoned grounds on the touchstone of policy and also highlighted violations of terms by the complainant (Annexure "C"). The contents of Report are reiterated and not repeated for the sake of brevity, wherever context so requires.
- iv. That the Learned Senior Advisor has failed to appreciate the facts of the case and law established by the Superior Courts of Pakistan and has committed gross illegality which is liable to be set aside/reversed as it causes serious prejudice, hardship, loss and irreparable injury to the PQA.
- v. Hence, this Review Petition on the following grounds:

GROUND

- a. That the impugned findings/recommendations dated 7th May, 2024 are bad in law as the same emanate from the excess of jurisdiction vested in it.
- b. That the impugned findings/recommendations suffer from legal and factual discrepancies and are perverse in law; hence, liable to be set aside.
- c. That the impugned findings/recommendations have been passed without affording opportunity of hearing to PQA; thus, same are violative of Article 10-A of the Constitution of Islamic Republic of Pakistan.
- d. That the Learned Senior Advisor has failed to appreciate that the complainant was hopelessly time barred as it was substantially delayed and no evidence or reasoning has been recorded to accept/admit such belated complaint in contravention of Article 10(3) of P.O. No. 1 of 1983.

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- e. That the facts were disputed between the parties, which could only be ascertained after recording of evidence to establish facts; thus, the complaint was liable to be closed in terms of Regulation No. 23(q) and (r) of Wafaqi Mohtasib (Investigation & Disposal of Complaint) Regulations, 2013, without proceeding further or passing impugned findings against the Agency. Such recommendations are violative of the express provisions of the Regulations *ibid* and beyond the jurisdictional domain of Wafaqi Mohtasib; hence, cannot be sustained in the eyes of law.
- f. That the Learned Senior Advisor has failed to appreciate and take on record the contentions raised by the Agency in its Report which even otherwise were well founded to controvert the assertions/ allegations made by the complainant and has passed the recommendations in summary manner, without recording any reason. It is submitted that it was complainant who has violated the terms of allotment whereas the agency is acting under the policy approved by the Board. It is respectfully submitted that the impugned findings are also not speaking order; hence, liable to be set aside. On the contrary, the Learned Senior Advisor has attributed veracity to the allegations of the complainant as gospel truth and reached at erroneous conclusion.
- g. That the impugned findings/recommendations are also in contravention to the law laid down by the Hon'ble Supreme Court of Pakistan in PLD 2012 Islamabad 13 wherein it was inter alia held that -----"issue regarding rights of the parties could not come within the ambit of "maladministration"--- Wafaqi Mohtasib had the authority to adjudicate upon the matters regarding maladministration, therefore, order of Wafaqi Mohtasib deciding rights of parties was without jurisdiction".
- h. That the findings regarding imposition of NUF is erroneous and without considering the facts that the complainant itself delayed in fulfilling the requisite formalities.
- i. That the Learned Senior Advisor referred Board Resolution No. 34/2015 dated 04th June, 2015 while referring two years time for construction of the project whereas bluntly ignored Board Resolution No. 45/2017 dated 07th August, 2017 which was annexed as Annexure "C" to the Agency's Report dated 26th March, 2024 which provides imposition of NUF where minimum two facilities are available. The Board Resolution No. 45/2017 dated 07th August, 2017 is reproduced as below:
"Applicability of NUF in Eastern Industrial Zone (EIZ) from 01.07.2017 subject to availability of two facilities i.e. Road with potable water or sewerage".
- j. It is imperative to highlight that Board Resolution No. 45/2017 dated 07th August, 2017 has superseded the earlier Board Resolution No. 34/2015 dated 04th June, 2015 to the extent of applicability of NUF in Eastern Industrial Zone and there is nothing for relaxing two years time for construction.
- k. That imposition of NUF for the year 2021, 2022 and 2023 is in line with Board Resolution No. 45/2017 dated 07th August, 2017 rather than Board Resolution No. 34/2015 dated 04th June, 2015 which is a policy decision by the PQA Board and cannot be interfered. The recommendation for waiver of NUF is without jurisdiction having been passed without lawful authority and of no legal effect.
- l. That the imposition of NUF is as per policy decision and cannot be termed as "maladministration".


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- m. That the impugned Findings/recommendation will place the PQA in an unfair and disadvantageous position and consequently will give the complainant an unfair advantage over PQA, despite the fact that the complainant had breached the contractual terms and conditions. The impugned Findings/Recommendations would tend to expose PQA to unnecessary legal complications.
- n. That the Learned Senior Advisor of Wafaqi Mohtasib failed to appreciate that the Agency was not to be blamed for the inaction and lethargic conduct of the complainant in fulfillment of his contractual obligations viz completing of formalities to commence construction of plot in time and to avoid imposition of NUF.
- o. That the impugned Findings/Recommendations are not based on well founded and sound legal reasoning as required under the law.

It is therefore humbly prayed that the Hon'ble Wafaqi Mohtasib may graciously be pleased to set aside the impugned Finding/Recommendations dated 07th May, 2024 passed by the Learned Senior Advisor in the best of justice, enquiry and fair play.

POINT AT ISSUE

4. Whether the Agency's review was to be considered or otherwise?

REJOINDER OF THE COMPLAINANT

5. The complainant Mr. Muhammad Owais, Head of Legal Affairs of M/s. ASL Port Services (Private Limited) submitted rejoinder is reproduced as under:-

- i. We purchased the said plot on March 19, 2021, as per transfer letter No. PQA/et-B/832/2005, whereby PQA approved the transfer of rights in our favor.
- ii. On March 24, 2021, we submitted a demarcation request for Plot W1/61, which was conducted by the authority and the area was marked.
- iii. On March 30, 2021 we requested a revised site plan for W1/61 in our name, which was granted on April 14, 2021, with dimensions of 134 meters in length and 29.5 meters in width.
- iv. On June 28, 2021 we requested permission to construct a boundary wall, guard room, and admin room. We did not receive any response from the authority in this regard.
- v. On May 31, 2022 we submitted an application for approval of an "Open Warehouse" with supporting documents as advised by the authority. The authority responded on August 4, 2022, advising us that an "acknowledgment of possession" was required.
- vi. On March 22, 2023, we wrote to the chairman of PQA, stating that our building plan had not been approved even after 10 months since our application. Subsequently, on August, 2024, 2023 we received an "acknowledgment of possession" from PQA and submitted this to the Planning department for approval of our building plan. It should be noted that at this point, we received a revised site plan reducing our plot width from 29.5 meters to 29 meter without explanation.
- vii. On November 30, 2023, we submitted a letter addressed to Mr. Muhammad Imran Ashraf (Manager Estate, PQA) and marked a copy to Mr. Mughis-ul-Faifi (Director IM), informing them that NUF charges were not applicable to us as we took transfer/sale in 2020-2021. We also requested the removal of NUF charges as we faced significant economic loss due to the inability to proceed with work on the plot.

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It should be noted that we have been paying our annual charges for every year (2021, 2022, 2023) except for NUF, which has been a source of debate between us and PQA. We submitted to PQA that there had been an administrative delay on their end, and therefore NUF should not be applicable to us during these periods.

In light of this, PQA issued us a challan on August, 15, 2022, with NUF for the period 2021-2022 amounting to PKR 200,000. We wrote to the authority that the NUF should be waived and paid the remaining dues.

In 2023 when we inquired about our building approval after receiving the acknowledgment of possession from PQA, we were surprised to receive a challan dated August 29, 2023 with a total NUF bill as follows:

2020-2021: PKR 200,000
 2021-2022: PKR 400,000
 2022-2023: PKR 400,000
Totaling: PKR 1,000,000

We respectfully argued that this is not only unjust but also inconsistent with the previous challan issued, where the NUF began from 2021-2022 amounting to PKR 200,000 and now has been arbitrarily increased to PKR 400,000.

We seek just treatment after continuously knocking on PQA's doors to rectify our matter speedily. The delay over multiple years in obtaining basic building approval has cost us business opportunities and during the sharp inflationary period over the last two years, has seen the cost of building materials rise drastically, making construction much more expensive.

We are saddened by PQA's response. As a genuine investor and developer, we seek that PQA waive our NUF and support us in developing the property, as outlined in PQA's guidelines and the very reason for the NUF policy also we request the Hon'ble Wafaqi Mohtasib to direct Port Qasim Authority to issue building plan approval "Open Warehouse" for our application dated May 31, 2022. It has been more than 2 years since our initial application and the delay continues to cause us major losses and damage to our business and future prospects.

In view of the above, as we reported to the Hon'ble Wafaqi Mohtasib time and again and submitted the factual and legal reply every time.

HEARING PROCEEDINGS

6. The review petition was heard at Regional Office, Karachi on 22.07.2024 and 12.08.2024 in presence of both the parties who reiterated their earlier stance as stated in the initial complaint of the complainant as well as in the initial report of Agency. During the course of review proceedings, the case was discussed at length and record was thoroughly examined. The representative of the Agency objected to impugned order and stated that there was no maladministration. The impugned findings were dispatched to the parties on 20.05.2024 which would have reached to the parties by 25.05.2024. The Review Petition was sent by the Agency on 20.06.2024 and reached the Wafaqi Mohtasib Secretariat, Islamabad on 24.06.2024. As such it is well in time.

REVISED FINDINGS

7. Without going into the merits of the case, a ~~plain~~ reading of the Review Petition of the Agency would reveal that instead of discussing issues on the points discussed in the impugned findings, the Agency has chosen to criticize the investigation process of the Senior Advisor hence diverting the Review Petition to entirely a wrong direction and rendering it difficult to be considered as a proper Review Petition.

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As a matter of fact impugned findings is the order of Wafaqi Mohtasib and investigation of Senior Advisor cannot be quoted while discussing the impugned findings. Despite this alarming defect of this Review Petition, issues raised in this Review Petition are discussed as under:

3. The first portion of the Review Petition is captioned as 'FACTS' and raised the following issues:

i. A point is raised that the complainant did not obtain approval of their Board of Directors to make the complaint against Port Qasim Authority (PQA). During the hearing, complainant clarified that this question has already been clarified during the hearing of the impugned order that the complaint was made by the management of the company and raising this question again is nothing but misuse of time. Further, so far issue No.4 of the portion of 'FACTS' is concerned the Agency has mistaken to refer to the investigation process of Senior Advisor and have not quoted any point of impugned order.

ii. The next portion of the Review Petition is captioned as 'GROUNDS'. In this portion points 'A & B' are vague and deserve no comments. So far as point 'C' is concerned it is a blatant denial of facts as sufficient opportunity of hearing was afforded to the parties and as many as nine hearings were afforded to the parties to finalize the impugned findings. So far as point 'D' is concerned the complainant during the hearing clearly stated that the Agency has utterly failed to establish that the complaint is time barred as the complaint after becoming totally hopeless of legal remedy by the Agency, had immediately approached the forum of Wafaqi Mohtasib without any loss of time, hence the complaint was not time barred.

iii. The point 'E' is also not established. The maladministration is amply proved that despite failure of Agency in timely issuing demarcation of plot, handing over possession of plot and approval of building plan, for which complainant had timely applied, imposition of NUF by the Agency was made which was unjustified as such a case of maladministration was established beyond doubt which fall in the jurisdiction of the Wafaqi Mohtasib.

iv. The point 'F' is ambiguous and not clear. The point "G" is not related to this case. It is not a case to ascertaining rights of the parties but maladministration of the Agency. The point "H" to "I" are one sided explanation of the rules of Agency which was not clarified by the Agency during the hearing.

v. On ground "J & K" the Agency has stated their actual concern that the declaration of NUF as a consequence of maladministration, "will encourage other such parties who have been facing the consequences of same maladministration and the Impugned Findings/Recommendations would lead to expose PQA to legal complications. So far as ground "L& M" is concerned the Agency mentioned their apprehension as a result of proving imposition of NUF as maladministration on their part.

vi. A copy of the above mentioned Review Petition was given to the complainant for his comments if any. The complainant has submitted his rejoinder mostly based on the same points as discussed in his initial complaint. Similarly most of the points of the above Review Petition are similar as they had submitted in the report against the initial complaint of the complainant. Nothing new was brought out in the Review Petition submitted by the Agency and the rejoinder to Review Petition submitted by the complainant. The Agency utterly failed to revoke any findings of the impugned order with a reasonable argument or a legal provision. On the other hand the Review Petition badly suffered with the serious defects as quoted above. As such the Review Petition is rejected and impugned findings will hold the ground.

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9. The Agency's representative in its Review Petition as well as during the hearing failed to make out any additional point/fact and also failed to submit / point out any legal lacuna in the original findings nor presented any fresh proof / evidence to make any material difference for consideration/review of the case. Besides, the original closure findings were based on the mutual agreement between the complainant and the Agency. The Agency can not rescind from its commitment. The plea of inability to defray a legitimate liability was untenable. Thus, no cause for review had been made out.

FINAL RECOMMENDATIONS FOR IMPLEMENTATION

10. In view of the para 9 above, the Review Petition is rejected and; in consequence, the original findings dated 07.05.2024 shall remain in-force, without change. The Agency is advised to do the needful within 30 days and report compliance.

Ejaz Ahmad Qureshi

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(EJAZ AHMAD QURESHI)
WAFAAQI MOHTASIB (OMBUDSMAN)

EJAZ MOHTASIB / OMBUDSMAN
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WAQAI MOHTASIB (OMBUDSMAN'S SECRETARIAT)

CLOSURE FINDINGS

Complaint No	:	WMS-HQR/00031/24
Date of Registration	:	02-01-2024
Name & Address of the Complainant	:	Mr. Nazim Hussain, nomadicgeologist@gmail.com (i) Ministry of National Health Services & Coordination, Islamabad. (ii) National Institute of Health (NIH), Islamabad. (iii) Drug Regulatory Authority of Pakistan (DRAP), Islamabad. (iv) Federal General Hospital Chak Shahzad, Islamabad. (v) Federal Govt. Polyclinic (FGPC), Islamabad. (vi) Pakistan Institute of Medical Sciences (PIMS), Islamabad (vii) The Capital Development Authority (CDA), Islamabad.
Names of the Agencies complained against	:	MUHAMMAD SAQIB KHAN, REGISTRAR, H.O. ISLAMABAD.
Name & Designation of the Investigating Officer, Station	:	NON-AVAILABILITY OF ANTI-RABIES VACCINE IN PUBLIC SECTOR HOSPITALS OF ISLAMABAD.
Brief Subject	:	02-01-2024
Date when IO asked for report from Agency	:	10.01.2024, 11.01.2024, 12.01.2024, 22.01.2024, 23.02.2024.
Date of Receipt of Agency's report in WMS	:	
Number & Dates of Hearings	:	i) Number: 06 ii) Date: 09.01.2024, 11.01.2024, 19.01.2024, 02.02.2024, 13.02.2024, 23.02.2024. (i) Mr. Rahim Shah, Chief PBD NIH, (ii) Ms. Shazia Adeel PSO NIH, (iii) Ms. Tehreem Sara FID, DRAP (iv) Dr. Akhtar Abbas Director DRAP, (v) Dr. Ghazanfar Ali Khan Addl. Director DRAP, (vi) Mr. Asif Sohail, Director (Litigation) M/o NHS&C, (vii) Ms. Ayesha Ali Chief Pharmacist PIMS, (viii) Dr. Tameem Hafeez AED, FGPC, (ix) Dr. Saifdar Ali D.D FGH Chak Shahzad, (x) Mr. Asif Ali Khan Dy. Dir (DMA), CDA.
Name and Designation of the Agency's Representative who attended the hearing	:	
Whether the complainant attended the hearing?	:	No

Mr. Nazim Hussain, the complainant, filed a complaint via email on 29th December 2024, expressing concerns about the unavailability of the Anti-Rabies Vaccine (ARV) at Federal General Hospital Chak Shahzad, Islamabad, for treating his child who was bitten by a stray dog. Considering gravity of the issue, the complaint has been treated on priority basis by taking cognizance of the complaint and directed the Registrar, WMS to investigate the issue.

2. Initially the representatives of public sector hospitals and National Institute of Health (NIH) were called for hearing/meetings, however, they attempted to deflect responsibility for the lack of ARV onto each other, therefore, Drug Regulatory Authority of Pakistan (DRAP) Islamabad and M/o National Health Services & Coordination, Islamabad were also called for hearing/meeting. The matter was taken up with all the Agencies including NIH, DRAP, Federal Government Polyclinic (FGPC) Islamabad, Pakistan Institute of Medical Sciences (PIMS), Islamabad, Federal General Hospital (FGH), Chak Shahzad, Islamabad and The Capital Development Authority (CDA), Islamabad for submission of report to this office. In response:

- The NIH has submitted its report on 09.11.2023 affirming its status as the sole public sector institution in the country responsible for producing and distributing the Anti-Rabies vaccine to government hospitals, armed forces, and dispensaries nationwide. The report highlights NIH's success in meeting the demand for

approximately 0.3 million doses last year. However, the NIH's overall capacity for manufacturing rabies vaccine stands at over 0.6 million doses per year. Additionally, the report also mentions that NIH reached out to various Federal Hospitals to obtain rabies vaccine demand from them, but no response has been received from these Institutions.

- The DRAP has submitted its report wherein it is stated that following firms have imported rabies vaccine into Pakistan.

Sr. No	Registration Holder Name	Status	Quantity Imported in 2023
1.	M/s Sindh Medical Store, Karachi (Importer)	Available	210,000 packs
2.	M/s Sanofi Aventis Pakistan Limited, Karachi (Importer)	Not available	64,300 (20,000 packs expired due to non-utilization/less demand)
3.	M/s National Institute of Health (NIH), Islamabad (Local Manufacturer)	Not manufacturing	N/A

3. Different type of Questionnaires were developed and given to respective Agencies for their replies in annotated form and the same were discussed with their representatives, brief of which is given below:-

- (i) The National Institute of Health (NIH), Islamabad has submitted its annotated reply vide letter No. IBD-BPD-ADMN-File-43 dated 10.01.2024 wherein it is stated that NIH has been manufacturing Rabies Vaccine as per design capacity and the manufactured Vaccine is supplied to different hospitals/ institutes every year at affordable price according to their demand on no profit no loss basis. Presently no demand of any government hospitals/institutes is pending on the part of NIH. NIH has sent several letters and subsequent reminders to government hospitals/institutes to provide their annual demands of Anti-Rabies Vaccine in advance so that the vaccine can be manufactured for the respective hospital/institution accordingly. NIH has the capacity to produce up to 0.6 million doses annually. NIH used to manufacture basic SEMPLE type Rabies Vaccine till the year 2016 meanwhile WHO stopped SEMPLE type Vaccine being an obsolete technology. Thereafter, NIH switched over to share manufacturing of Cell Culture Rabies Vaccine (CCRV) from Ready to Fill Bulk (RTFB) or concentrate. As this technology is not indigenous, therefore, NIH has to procure RTFB or concentrate from the international manufacturers through tender. NIH floated tender as per PPRA Rules and the orders are placed to lowest bidders after technical evaluation & qualification. But unfortunately after COVID-19 pandemic and ongoing financial crunch, the participation of bidders was very low. However, the factors causes the delay in manufacturing are i) PPRA Rules. ii) Stringent requirement of DRAP. iii) Non-availability of Basic Technology of Cell Culture Rabies Vaccine (CCRV). Furthermore, NIH is struggling hard to sign MoU for the technical collaboration with some International Manufacturer to develop indigenous capabilities so as to overcome the shortage of the Rabies Vaccine in future. NIH, has supplied the rabies vaccine to the different hospital of Islamabad up-till December 2023 and for the year 2024 the concentrate is under procurement and will be supplied to the hospitals after due processing of concentrate by the end of April/May 2024.

This Office observed that if NIH would have maintained the quality standards of dedicated lab for ARV and addressed the shortcomings pointed out by DRAP since 2019, the GMP certificate would have been issued earlier for price revision and shortage of ARV would have not been occurred.

- (ii) The Drug Regulatory Authority of Pakistan (DRAP), Islamabad in its annotated reply dated 11.01.2024 stated that DRAP is not involved in any procurement of medicines by public or private hospitals. However DRAP facilitate all hospitals under SRO 134(1)/2021 to import those medicines which are not available or registered in Pakistan. DRAP regulate the production and preservation of Anti rabies vaccine under DRAP Act, 2012, the Drugs Act, 1976 and rules framed thereunder. Anti-Rabies vaccine is predominantly administered in hospitals under the supervision of a qualified medical practitioner. However, vaccine may be sold on pharmacies subject to availability of storage facility to maintain cold storage. Sale, storage and distribution is purview of provincial government. Approximately 26,000 packs are available with M/s Sindh Medical Store. Moreover, 20,000 packs imported by M/s Sanofi Aventis have been expired in October, 2023 due to low demand across the country. However, it is not the purview of DRAP to bind any hospital to procure a particular medicines. It is the responsibility of the hospital management to procure medicines according to their demand, and SOPs.

This Office observed that the DRAP did not conduct regular inspections of NIH since 2019 for addressing the shortcomings related to quality standards of their dedicated ARV lab, a mandatory requirement for issuance of GMP certificate which resulted in non-availability of ARV.

- (iii) Federal Govt. Poly Clinic (FGPC), Islamabad in its annotated reply dated 12.01.2024 stated that anti rabies vaccine is not available in their hospital since 04.09.2023 and they had purchased ARV previously from M/s Atlantic Pharmaceuticals (private firm) and further stated that presently, FGPC requires to process/purchase the ARV from NIH, with concurrence of M/o NHSR&C. They informed that the complete

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record of 1900 patients with their name address and date for the last 15 months is also available with FGPC. Presently, FGPC is not purchasing through vendor and meet the need of patient, through Local purchase with the price of rupees 1400 per vial. The annual requirement of rabies vaccine of FGPC is approximately 1000 vials.

This Office observed that despite request of NIH for placing order for ARV, the FGPC purchased ARV from private sector despite the fact that ARV was available with NIH till December 2024. The FGPC showed its reluctance by not making the ARV available for general public since September 2023.

(iv) **Pakistan Institute of Medical Sciences (PIMS), Islamabad** in its annotated reply dated 12.01.2024 stated that anti rabies vaccine is available in their hospital. PIMS considered Anti-rabies vaccine as emergency drug and it is provided in all emergency situations. PIMS have demanded for the 934 vaccine vials from NIH on 02.01.2021, but in response they received partial supplies and NIH has completed supply order in 4 months. NIH also demanded advance payment which is time taking procedure and difficult for public sector hospitals to pay advance payment. PIMS annually demanded approximately 4000 quantity of rabies vaccine. PIMS procured the ARV through tender with approved price @ Rs. 2099 per vial for financial year 2023-24 from M/s Shaheen Medical Services Airport Road Chaklala Rawalpindi.

This office noted that despite the NIH's request to place an order for ARVs, PIMS procured ARVs from the private sector, even though NIH had stocks available until December 2024.

(v) **Federal General Hospital (FGH), Chak Shehzad, Islamabad**, in its annotated reply dated 12.01.2024 stated that only 5 vials of anti-rabies vaccine is available in their hospital for dying emergency. FGH further stated that due to financial constraints and limited budget they cannot send the demand to NIH. FGH demanded 1000 vials annually to avoid shortage. They further stated that basically, the Federal General Hospital (FGH) is a Secondary Care Referral Hospital, in case of unavailability refer patients and request other tertiary care hospitals in the Government setup. The proposed solution to mitigate this issue the separate budget must be pooled directly to the NIH from Finance Division according to annual demand of the vaccine from all Government Hospitals, then the advance production and supply of vaccination can be managed in this way.

It is observed that despite request of NIH for placing order for ARV the FGH purchased ARV from private sector, despite the fact that ARV was available with NIH till December 2024. The FGH showed its reluctance by not making the ARV available for general public in addition to its availability only for dying emergency patients.

(vi) **M/o National Health Services & Coordination (M/o NHS&C), Islamabad**, in its annotated reply dated 22.01.2024 stated that shortage of anti-rabies vaccine is due to budgetary constraints. The Ministry stated that after Eighteenth Amendment, health is a provincial subject and respective health-care commissions in Provinces along with Federal Inspector of Drugs keep a vigilant eye over the shortage of life saving drugs/vaccines. At Federal level, Islamabad Healthcare Regulatory Authority is responsible for monitoring that whether anti-rabies vaccine is available in Federal Government Polyclinic Hospital, Pakistan Institute of Medical Sciences and Federal Government Hospital. The ARV is administered to the serious patients and entitled persons. However, Finance division will be requested for allocation of ample funds in next financial year. They further stated that Ministry has no role in fixation of prices of anti-rabies vaccine or any other drugs. There is a drug pricing Policy 2015 amended in 2018 according to which DRAP fixes the prices and the matter is sent to Federal Cabinet (through DRAP) for approval of Maximum Retail Price (MRP) as recommended by Drugs Pricing Committee of DRAP. As per Rules of Business, this Ministry has no role in regulating the production and supply of anti-rabies vaccine. They further stated that NIH was given the status of an autonomous organization under the defunct Ministry of Health now Ministry of National Health Services, Regulations and Coordination through a Presidential Ordinance XLIII of 1980. NIH is involved in multi-disciplinary public health related activities like diagnostic services, research and production of various vaccines for 40 years. The mandate of the Ministry as uploaded on their official website states as under:

- Provides efficient, equitable, accessible & affordable health services with the objective to support people and communities to improve their health status.
- Oversight for regulatory bodies in health sector.
- Enforcement of Drugs Laws and Regulations.

This Office observed that if Ministry had played its administrative role as mandated to it, the issue of shortage of ARV would have not been occurred.

(vii) **The Capital Development Authority (CDA), Islamabad**. During the hearing proceedings it was observed that the ARV is not available even in the CDA hospital therefore the CDA was also called for hearing. On 23.02.2024 the representative of CDA appeared and informed that the ARV was available with the CDA hospital till 14.02.2024 for the general public and since then the same is out of stock. However, presently

ARV is not available in their hospital due to its non-availability in NIH. The representative of CDA also furnished a report which states that CDA used to eliminate stray dogs through dog shooters however, the Honourable Islamabad High Court vide its judgement dated 25.04.2022 in W.P. No. 1155/2019, prohibited the killing of stray dogs. Thereafter to tackle the issue of stray dogs the CDA established Stray Dog Population Control Centre (SDPCC) and presently around 200 dogs are in this centre. The CDA receives complaints via direct calls at their help line No. 1819 and also through social media account of SDPCC and almost receives 20-30 complaints on daily basis. The dogs are neutered and after certain period with all the protocols released to respective area from where they were picked after giving them permanent identification mark. The CDA Board has already approved PC-1 of Rs. 159.581million and by laws for control of stray dog as well and the contract is also awarded to M/s S&S Associates (Govt. Contractor). They further stated that around 700 to 800 stray dogs are trapped and shifted to SDPCC on monthly basis and almost same quantity of dogs are also released.

4. Keeping in view the gravity of the issue of public importance, a series of hearings/meetings were held. Representative of all the Agencies attended the hearings and submitted their reports. A questionnaire relevant to each Agency was provided with directions to furnish annotated replies, all of which were duly submitted. Perusal of these reports and annotated replies, it was noted that NIH is the sole local producer of anti-rabies vaccine in the public sector. However, it is currently not manufacturing the vaccine due to non-revision of price by the DRAP.
5. The NIH has already placed a supply order with the Chinese company, Liaoning Cheng Da Biotechnology Co. Ltd., through a local importer, Sindh Medical Store Karachi, for the procurement of Cell Culture Rabies Vaccine (CCRV) Ready to Fill Bulk (RTFB). The consignment of about Rs. 28 crore at a rate of Rs. 1061 per vial, to be delivered in three instalments of 90,000 doses each by March 2024. Thereafter, an additional three months will be required for processing, the anti-rabies vaccine and expected to be available for the general public by the end of May 2024. The NIH representative also highlighted that the current rates set by DRAP for vaccine production are lower compared to the high production costs, exacerbated by the increasing exchange rate of the dollar. Presently, the cost per vial of the vaccine stands at Rs. 782.15, significantly lower than the private sector price of Rs. 2126. Additionally, the NIH noted that public sector hospitals often resort to procuring vaccines from the private market instead of requesting them.
6. During the hearing/meetings, it was acknowledged by the representatives of the Federal Government Polyclinic Hospital (FGPCH) and Federal General Hospital Chak Shahzad that the anti-rabies vaccine was not available in their respective hospitals. The representative of the Federal Government Polyclinic (FGPC) stated that the vaccine had been unavailable in their hospital since September 2023, and prior to this, they had procured it from M/s Atlantic Pharmaceuticals at a cost of Rs. 1400 per vial. However, the representative from PIMS indicated that the vaccine is available in their hospital. Upon inquiry, the PIMS representative stated that due to the vaccine's unavailability from NIH, they had sourced it from M/s Shaheen Medical Services, Airport Road Chaklala Rawalpindi, @ Rs. 2099/- per vial.
7. It is further observed that out of 24 private institutions, only Sindh Medical Store Karachi and M/s Sanofi Aventis Pakistan Limited, Karachi have imported the vaccine and currently the same is available at Sindh Medical Store Karachi @ Rs. 2126/- per vial. It is pertinent to mention here that NIH applied for a price revision of the Cell Culture Rabies Vaccine as a hardship case on 10.10.2023. However, the DRAP in its letter dated 13.12.2023, pointed out several deficiencies and the major deficiency was an absence of a Good Manufacturing Practice (GMP) Certificate, which DRAP could grant after a satisfactory inspection. According to their regulations, DRAP is required to conduct inspections of both public and private institutes twice a year, however, not conducted inspection since 2019, resulting in non-issuance of GMP certificate, a main reason of delay of vaccine production by NIH. Keeping in view this situation, the DRAP was directed for immediate inspection of NIH strictly in accordance with their Rules/Regulations without compromising upon the quality of the vaccine. In compliance with the directions of this

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Once, the DRAP conducted an inspection of NIH and furnished its report, whereby pointed out some 110 observations but acknowledged certain improvements in their documentation and technical aspects. However, their Quality Control (QC) wing is still not operating at an optimal level. NIH stated that they have addressed nearly 54 of the identified shortcomings and will address the remaining soon.

8. The DRAP and NIH jointly suggested that it would be appropriate if a site visit of NIH is conducted by this Office along with concerned Division of DRAP and NIH to clarify the present condition of existing dedicated lab of ARV. During visit of NIH on 01.02.2024 it was proposed by NIH to utilise the alternate laboratory, i.e. a Bio Safety Level -3 (BSL-3) facility, as a short-term interim alternate solution to meet the requirements for obtaining the GMP certificate, essential for ensuring quality assurance. Thereafter, the request of NIH for price enhancement/revision of the anti-rabies vaccine will be processed. The NIH also assured that in the meantime a dedicated laboratory for ARV would be established on permanent basis. The DRAP agreed upon utilization of BSL-3 Lab for ARV and also showed its satisfaction upon the standards of BSL-3 laboratory, however, stated that a report regarding quality of BSL-3 will be furnished after a formal inspection by the Quality Division of DRAP. The DRAP on 12.02.2024 conducted inspection of BSL-3 Lab and showed its satisfaction upon its standards and quality.

9. The conclusive hearing/meeting of the case was held on 13.02.2024 wherein, the representative of the Ministry made commitment that he will take up the issue with the authorities within a period of 01 week to ensure availability of anti-rabies vaccine up to 100 vials in Public Sector Hospitals of Islamabad as an immediate stop gap arrangement to make the ARV available for general public and will be replenished with the consumed ones till the receipt of the same from NIH.

10. The Representative of the DRAP also assured that the case of issuance of conditional GMP certificate to NIH for price increase/revision shall be placed before DRAP Authority by QALT Division within a period of 03 weeks for final decision. The representative of NIH also assured that the anti-rabies will be available to general public by the end of May 2024.

11. In view of the above, the investigation of the complaint is closed under Regulation 23 (1) (x) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 and the matter is referred to the concerned Agencies for disposal at their end in accordance within their own laws, rules, regulations and SOPs strictly within the time frame given by themselves in the following manners:-

- i. In compliance with the directions of this office, the M/o National Health Services & Coordination on 21.02.2024 issued directions to all the public sector hospitals of Islamabad falling under its administrative control to purchase sufficient vials of ARV and make the same available for general public as an immediate remedial measure. On 23.02.2024 the Ministry along with FGH chak shehzad and FGPCII informed in writing that both the hospitals have purchased ARV and the same is available for general public. They further assured that ARV will be available for general public without interruption with it's in time replenishment.
- ii. The DRAP shall submit a compliance report regarding issuance of GMP certificate to NIH and price revision of ARV within 30 days.
- iii. The NIH shall make the anti-rabies vaccine available for the public sector hospitals/institutions by the end of May 2024.
- iv. All the Public sector hospitals, inter-alia, PIMS, FGPC Hospital and FGH Chak Shahzad, Islamabad should purchase, anti-rabies vaccine along with other life-saving drugs from public sector institution (NIH), on need and priority basis. However, may purchase ARV privately if not available with NIH.
- v. The NIH should ensure to maintain the required standards of manufacturing, preservation and distribution of anti-rabies vaccine and other life-saving drugs without compromising the quality in order to avoid its shortage for public sector institutions.
- vi. The NIH shall ensure the expeditious construction of dedicated lab for ARV adhering to the specified standards set by DRAP. This initiative should be put on fast-tracked to minimize the risk of future shortages of ARV.

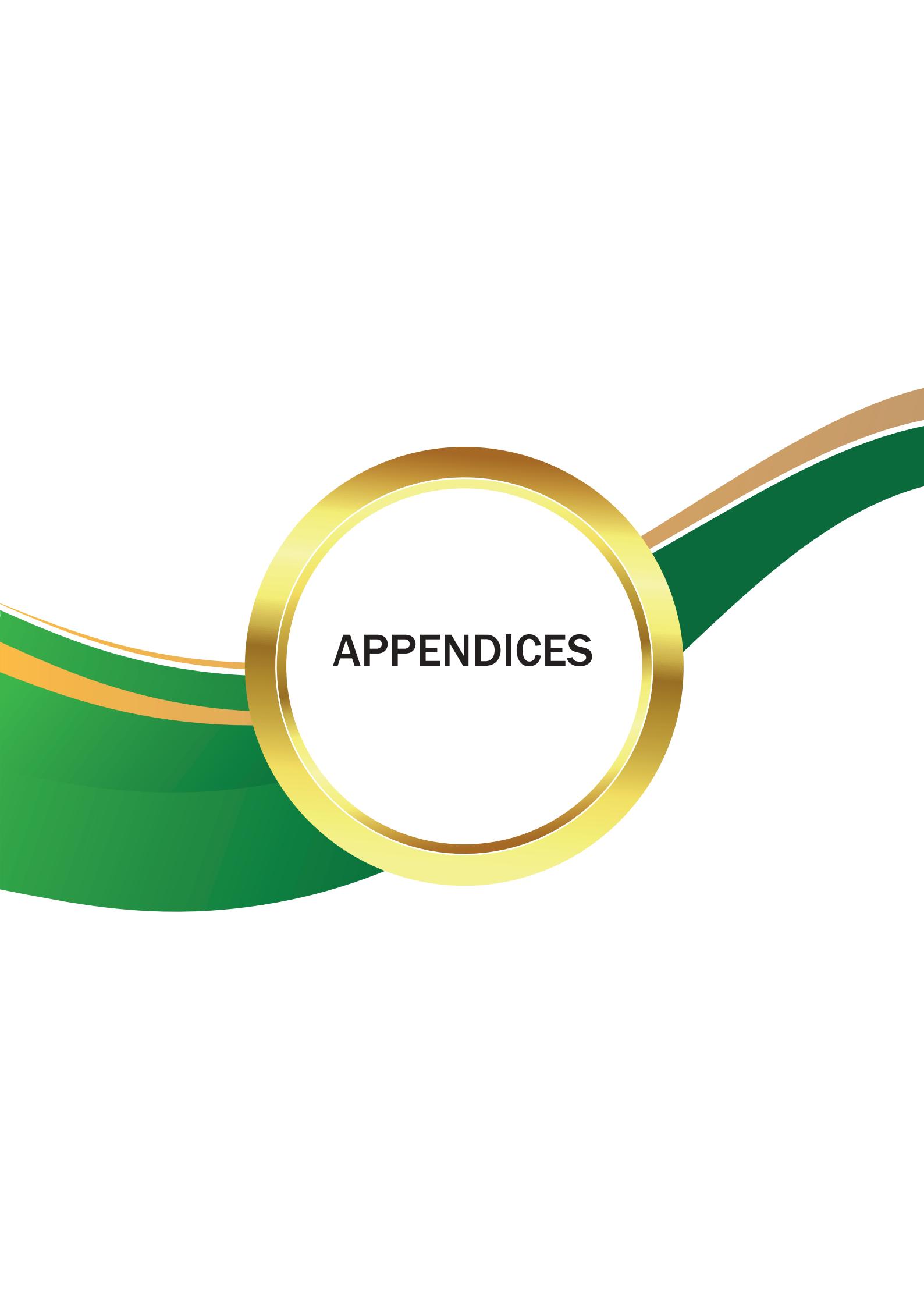


- vii. The DRAP strictly in accordance with their Rules should ensure inspection of all the public/private sector institutions on regular basis, and settlement of their observations within time-frame given by itself to watch over the quality control, maintenance and preservation aimed to uphold the specified quality level of ARV.
- viii. The DRAP should strictly address the disparity in the price of anti-rabies vaccine in public and private sector institutions in order to make the vaccine affordable for the general public.
- ix. The Ministry should devise a mechanism to monitor the availability of anti-rabies vaccine and other life-saving drugs, its stability and uniformity in prices for convenience and accessibility of the general public.
- x. The M/o National Health Services & Coordination, being an administrative Ministry, shall ensure that all the public sector hospitals throughout the country including the Federal Capital to establish Facilitation Centres and ensure rabies vaccination including information about ARV in their dedicated helpline and mobile applications to report dog bites to foster a proactive community response.
- xi. The Capital Development Authority (CDA) shall ensure the availability of ARV in the CDA hospital for the general public without any shortage or gap with its replenishment.
- xii. The Capital Development Authority (CDA) shall further ensure the treatment of stray dogs more efficiently and effectively strictly in accordance with their SOPs and relevant rules and regulations to minimize the cases of dog bite.

12. The Ministry of National Health Services & Coordination, being an Administrative Ministry, to ensure uninterrupted availability of ARV for the general public and furnish monthly consolidated reports having the progress of all the Agencies to the Registrar's Office till such time the vaccine becomes available/accessible to the general public by the end of May i.e. 31.05.2024.


 (EJAZ AHMAD QURESHI)
 WAFAQI MOHTASIB (OMBUDSMAN)





APPENDICES

OUR TEAM

Mr. Afzal Latif, Secretary, Wafaqi Mohtasib Secretariat

He served as Secretary, Establishment Division, Ministry of Human Rights and Industries and Production.

HONORARY SENIOR ADVISORS

1. Justice (R) Muhammad Raza Khan, Senior Advisor, Head Office, Islamabad

He served as Secretary, Ministry of Law and Justice and Chief Justice, Peshawar High Court.

2. Syed Asif Shah, Senior Advisor, Head Office, Islamabad

He served as Secretary, Ministry of Commerce and Member, Federal Public Service Commission.

SENIOR ADVISORS/INVESTIGATING OFFICERS

1. Raja Raza Arshad, Senior Advisor, Head Office, Islamabad

He served as Federal Secretary in Ministry of Women Development, Senior Member Prime Minister's Inspection Commission and Additional Secretary, Ministry of Environment.

2. Syed Anwar Haider, Senior Advisor, Regional Office, Karachi

He served as Federal Secretary (Senior Member), Board of Revenue and Additional Chief Secretary, Home and Prison Department, Sindh.

3. Mr. Muhammad Ayub Tarin , Senior Advisor, Head Office, Islamabad

He served as Additional Auditor General of Pakistan, Additional Finance Secretary and Accountant General Pakistan Revenue, Islamabad.

4. Mr. Abdul Moiz Bokhari, Senior Advisor, Head Office, Islamabad

He served as Special Secretary, Ministry of Foreign Affairs, Assistant Secretary General, Organization of Islamic Cooperation (OIC), Jeddah and ambassador to various countries.

5. Ms. Raana Seerat, Senior Advisor, Head Office, Islamabad

She served as Member (Audit) in Federal Board of Revenue and Chief Commissioner, Large Taxpayers Unit, Islamabad.

6. Mr. Abdul Hameed Razi, Senior Advisor, Regional Office, Lahore

He served as Member (Incharge), Wafaqi Mohtasib Secretariat, Regional Office, Lahore.

7. Ms. Seema Shakil , Senior Advisor, Regional Office, Karachi

She served as Member, Inland Revenue, FBR and Advisor (Incharge), Federal Tax Ombudsman, Karachi

8. Mr. Muhammad Waseem Akhtar, Commissioner-IRD, Regional Office, Faisalabad

He served as District and Sessions Judge, Punjab Judiciary.

ADVISORS/INVESTIGATING OFFICERS

9. Mr. Javaid Akhtar Sheikh, Advisor, Head Office, Islamabad

He served as Additional Secretary, Ministry of Railways and Additional Secretary, National Assembly Secretariat, Islamabad.

10. Mr. Sang-i-Marjan Mahsud, Advisor, Regional Office, D.I.Khan

He served as Chief Secretary, Northern Areas (GB) and Secretary to Chief Minister, KPK.

11. Mr. Shahid Humayun, Advisor, Head Office, Islamabad

He served as Additional Secretary and Joint Secretary, Cabinet Division, Islamabad.

12. Syed Zakir Hussain, Advisor, Regional Office, Karachi

He served as Chairman, Enquiries and Anti-Corruption Establishment, Sindh and Additional IGP on

various positions in Sindh Police.

13. Mr. Saqib Aleem, Advisor, Regional Office, Lahore

He served as Additional Secretary, Ministry of Law and Justice and Wafaqi Mohtasib Secretariat, Islamabad.

14. Mr. Shahid Latif Khan, Advisor, Regional Office, Lahore

He served as Director General, TDAP, NAVTTC and Intellectual Property Organization and Executive Director General, Ministry of Commerce.

15. Mian Shuja ud Din Zaka, Advisor, Regional Office, Lahore

He served as Accountant General, Punjab.

16. Syed Shuaat Abbas, Advisor, Regional Office, Karachi

He served as Director General, NADRA, Senate Secretariat and Port Qasim Authority.

17. Mr. Shah Mahboob Alam, Advisor, Head Office, Islamabad

He served as Joint Director, Intelligence Bureau, Advisor, National Accountability Bureau and Managing Director/CEO in Oil and Gas Development Corporation of Pakistan.

18. Major General (Retd.) Haroon Sikandar Pasha, Advisor, Head Office, Islamabad

He served as Director Chief Executive, President Secretariat and DG, NAB, Sindh.

19. Prof. Dr. Inam Ul Haq Javeid, Advisor, Head Office, Islamabad/Grievance Commissioner for Overseas Pakistanis

He served as Chairman, Pakistan Academy of Letters, Federal Text Book Board and Managing Director, National Book Foundation.

20. Mr. Shahid Hussain Jilani, Advisor, Regional Office, Faisalabad

He served as Additional Secretary, National Assembly Secretariat.

21. Raja Akhlaq Hussain, Advisor, Head Office, Islamabad

He served as District and Sessions Judge in various districts and Secretary, Law and Justice Commission of Pakistan.

22. Mr. Arshad Mahmood Cheema, Advisor, Head Office, Islamabad

He served as District and Sessions Judge and Advisor/ Registrar, Federal Tax Ombudsman.

23. Mr. Ejaz A. Chaudhry, Advisor, Regional Office, Lahore

He served as Operational Consultant in different projects of World Bank.

24. Mian Muhammad Shafi, Advisor, Regional Office, Gujranwala

He served as District and Sessions Judge.

25. Dr. Syed Rizwan Ahmed, Advisor, Regional Office, Hyderabad

He served as Ambassador/ High Commissioner in various countries.

26. Mr. Muhammad Mushtaq Jadoon, Advisor, Regional Office, Peshawar

He served as Secretary, Government of KPK.

27. Mr. Muhammad Majid Qureshi, Advisor, Head Office, Islamabad

He served as Member, Federal Board of Revenue.

28. Mr. Shahzad Raza Syed, Advisor, Regional Office, Lahore

He served as Deputy Auditor General, Auditor General of Pakistan.

29. Mr. Rashid Ahmad, Advisor, Regional Office, Abbottabad

He served as Additional Chief Secretary (Development), Government of KPK.

30. Mr. Anwar Ali Sheikh, Advisor, Regional Office, Hyderabad

He served as Senior Executive Director, OGRA.

31. Mr. Muhammad Rashid Qamar, Commissioner-IRD, Regional Office, Multan

He served as District and Sessions Judge, Punjab Judiciary.

32. Mr. Izhar Ahmed, Commissioner-IRD (Informal Resolution of Disputes), Regional Office, Lahore

He served as Secretary to Government of Punjab.

33. **Mr. Mudassar Khalid Abbasi, Senior Law Officer, Head Office, Islamabad**
He is a former judge of Lahore High Court and Advocate Supreme Court of Pakistan.

34. **Mr. Masood Arshad, Senior Consultant Legal, Regional Office, Lahore**
He served as Director General, Lahore High Court and District and Sessions Judge.

ASSOCIATE ADVISORS/ INVESTIGATING OFFICERS

35. **Mr. Ghulam Sarwar Brohi, Associate Advisor, Regional Office, Quetta**
He served as Director General, Trade Development Authority of Pakistan and Secretary to Chief Minister, Balochistan.

36. **Syed Ghazanfar Mehdi, Associate Advisor, Regional Office, Lahore**
He served as Director General in Wafaqi Mohtasib Secretariat and CF and AO in Economic Affairs Division.

37. **Mr. Riaz Ahmed Memon, Associate Advisor, Regional Office, Karachi**
He served as Secretary, Sports and Youth Affairs Department, Planning and Development Department and Education and Special Secretary, Health and Education.

38. **Mr. Tariq Mahmood, Associate Advisor, Regional Office, Lahore**
He served as Secretary to Government of Punjab and Member, Board of Revenue, Punjab.

39. **Mr. Mahmood Javed Bhatti, Associate Advisor, Regional Office, Multan**
He served as Commissioner, Faisalabad.

40. **Mr. Riaz Hameed Chaudhary, Associate Advisor, Regional Office, Lahore**
He served as Chairman, LWMC and Managing Director, PSIC.

41. **Dr. Sheikh Imtiaz Ali, Associate Advisor, Regional Office, Hyderabad**
He served as Director General (Faculty) in National Institute of Labor Administration Training.

42. **Mr. Basit Aziz Khan, Associate Advisor, Regional Office, Bahawalpur**
He served as Advisor, Ombudsman Punjab and Assistant District Public Prosecutor.

43. **Dr. Abdul Waheed Indhar, Commissioner-IRD (Informal Resolution of Disputes), Regional Office, Sukkur**
He served as Director, School Education (Elementary, Secondary and Higher Secondary), Sukkur.

44. **Mr. Muhammad Arif, Associate Advisor, Regional Office, Mirpurkhas**
He served as Resident Engineer, National Heritage and Cultural Department, Government of Sindh.

45. **Mr. Khalid Nazir, Associate Advisor, Regional Office, Bahawalpur**
He served as Chief Engineer, MEPCO.

46. **Engr. Moula Bux, Associate Advisor, Regional Office, Karachi**
He served as Advisor and Deputy Director CEO Task Force, K-Electric.

47. **Mian Abdul Khaliq, Associate Advisor, Regional Office, Sukkur**
He served as Vice President/ HR Head House Building Finance Company (HBFC).

48. **Mr. Mansoor Qadir Dar, Commissioner-IRD (Informal Resolution of Disputes), Regional Office, AJK**
He served as Secretary, Government of AJK.

49. **Mr. Noman Falah-ud-Din Vardag, Commissioner-IRD, Regional Office, Lahore**
He served as General Manager, Postal Life Insurance and Post Master General, Balochistan.

DEPUTY ADVISORS/ CONSULTANT/ INVESTIGATING OFFICERS

50. **Mr. Muhammad Saqib Khan, Registrar, Head Office, Islamabad**
He is the longest serving officer in the Wafaqi Mohtasib Secretariat.

51. **Mr. Moinuddin A. Siddiqi, Consultant, Head Office, Islamabad**
He served as Deputy Secretary, Prime Minister's Office, Islamabad.

52. **Barrister Lamia Niazi, Consultant, Head Office, Islamabad**
She is on the legal panel of National Assembly Secretariat and a Legal Practitioner.

53. **Syed Nabil Iqbal Gilani, Consultant, Head Office, Islamabad**
He served as Deputy Director I.T in Wafaqi Mohtasib Secretariat.

54. **Ch. Salamat Ali, Consultant, Head Office, Islamabad**
He served as Deputy Secretary in Senate Secretariat.
55. **Mr. Pervez Halim, Deputy Advisor, Head Office, Islamabad**
He worked as Deputy Secretary in the Federal Government and performed Protocol duties.
56. **Mr. Mahmood Aslam Butt, Consultant, Head Office, Islamabad**
He worked as Chief, Federal Board of Revenue and Director, NACTA, Ministry of Interior.
57. **Syed Muhammad Ilyas, Consultant, Head Office, Islamabad**
He worked as Director, Ministry of Information and Broadcasting.
58. **Mr. Mushtaq Ahmed Awan, Deputy Advisor, Regional Office, Sargodha**
He served as Superintendent of various Central and District Jails.
59. **Mr. Jawed Ahmed, Legal Consultant, Regional Office, Karachi**
He served as Private Secretary in Wafaqi Mohtasib Secretariat and an Advocate High Court.
60. **Ms. Shahina Ahmed, Consultant, Regional Office, Karachi**
He served as Director, Wafaqi Mohtasib Secretariat, R.O. Karachi and Deputy Secretary in Government of Balochistan.
61. **Mr. Bakhtiar Gul, Deputy Advisor, Regional Office, Peshawar**
He served as Managing Director, FATA Construction Unit and Director, Irrigation and Hyderal Power, FATA.
62. **Mr. Jehanzeb Latif, Deputy Advisor, Regional Office, Peshawar**
He served as Director in Wafaqi Mohtasib Secretariat.
63. **Mr. Khalil Ahmed, Deputy Advisor, Regional Office, Mirpurkhas**
He served as Investigation Officer and Banking/ Financial Expert, National Accountability Bureau, Sindh.
64. **Mr. Wahid ur Rehman, Consultant IRD (Informal Resolution of Disputes), Regional Office, Swat**
He served as Additional Deputy Commissioner, District Administration, KPK
65. **Mr. Farman Ahmed Jatoi Baloch, Consultant, Regional Office, Sukkur**
He is a practicing advocate High Court.
66. **Mr. Muhammad Khalid Naseer, Consultant, Head Office, Islamabad**
He served as Audit Officer, Directorate General Audit Works (Federal), Islamabad.
67. **Mr. Iqbal Hasan Siddiqui, Consultant / Director, Head Office, Islamabad**
He served as Private Secretary to the Advisor to the Prime Minister on National Security and Foreign Affairs.
68. **Mr. Muhammad Arshad, Consultant, Head Office, Islamabad**
He served as Deputy Director, FIA and Accounts Officer, AGPR, Islamabad.
69. **Mr. Gulzar Ahmed Butt, Assistant Advisor, Regional Office, Lahore**
He served as Senior Superintendent of Prisons.
70. **Mr. Muhammad Kashif, Assistant Advisor, Regional Office, Khuzdar**
He served as Anchor, Compere and Host in Pakistan Television.
71. **Mr. Khalid Sial, Consultant (Media and Public Relations), Head Office, Islamabad**
He served as PRO/ Superintendent, Wafaqi Mohtasib Secretariat, Islamabad.
72. **Mr. Muhammad Wasif Saleem, Assistant Advisor, Regional Office, Gujranwala**
He served as Law Officer, Punjab Ombudsman.
73. **Mr. Asghar Ali Awan, Assistant Registrar, Regional Office, Gujranwala**
He served as Assistant Accounts Officer, Wafaqi Mohtasib Secretariat and Pakistan Military Accounts Department.
74. **Mr. Muhammad Waqas Raja, Legal Consultant, Head Office, Islamabad**
He is an advocate High Court and practicing since 2015.

REGULAR OFFICERS POSTED AT WMS, HEAD OFFICE AND REGIONAL OFFICES

1. **Mr. Muhammad Safdar, Director General, Head Office, Islamabad**
He served as Director General, Immigration and Passports and Commissioner / Regional Tax Officer, FBR, Rawalpindi.
2. **Mr. Muhammad Ashfaq Ahmad, Director General, Head Office, Islamabad**
He served as Additional Secretary in the Government of Azad Jammu and Kashmir.
3. **Mr. Inayat Ullah Daula, Director General, Regional Office, Faisalabad**
He served as Senior General Manager, Utility Stores Corporation.
4. **Mr. Zeeshan Muhammad Khan, Secretary to Wafaqi Mohtasib, Head Office, Islamabad**
He is serving as Secretary to Wafaqi Mohtasib since 2.11.2021.
5. **Ms. Afshan Sabir, Director, Regional Office, Lahore**
She served as Deputy Secretary, National Heritage and Culture Division.
6. **Mr. Rashid Ahmad Sheikh, Director, Regional Office, Karachi**
He is serving as Director in Wafaqi Mohtasib Secretariat.
7. **Mr. Fawad Hanif, Director, Regional Office, Peshawar**
He is serving as Director in Wafaqi Mohtasib Secretariat.
8. **Ms. Bahleem Bilquees Jan, Director, Regional Office, Karachi**
She is serving as Director in Wafaqi Mohtasib Secretariat.
9. **Ms. Zariyab Mussarat, Deputy Director, Head Office, Islamabad**
She served as Assistant Manager in Associated Press of Pakistan.
10. **Ms. Siddrah tul Muntaha, Section Officer, Regional Office, Lahore**
She served as Deputy Manager, Pakistan Minerals Development Corporation.
11. **Mr. Salahuddin, Deputy Director, Regional Office, Peshawar**
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
12. **Ms. Abida Saleem, Deputy Director, Head Office, Islamabad**
She is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
13. **Mr. Muhammad Tahir Zameer, Deputy Director, Regional Office, Lahore**
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
14. **Mr. Aziz Uddin Masood, Deputy Director, Regional Office, Karachi**
He is serving as Deputy Director in Wafaqi Mohtasib Secretariat.
15. **Mr. Adnan Jadoon, Deputy Registrar, Regional Office, Abbottabad**
He is serving as Deputy Registrar in Wafaqi Mohtasib Secretariat.
16. **Mr. Adnan Ahmed, Senior Investigation Officer, Head Office, Islamabad**
He is serving as Investigation Officer since 2019 and also as Principal Staff Officer to HWM.
17. **Mr. Sami Ullah Khan, Deputy Director, Head Office, Islamabad**
He served as Assistant Registrar in Quaid-i-Azam University.
18. **Mr. Nabeel Hasan Khan, Librarian, Head Office, Islamabad**
He is serving as Librarian in Wafaqi Mohtasib Secretariat since 2011.
19. **Dr. Sohail Ahmad Phatak, Assistant Director I.T, Head Office, Islamabad**
He is serving as Software Developer in Wafaqi Mohtasib Secretariat since 2008.

20. **Mr. Yasir Shabbir Malik, Deputy Registrar, Regional Office, Bahawalpur**
He served as Assistant Registrar in WMS, R.O. Faisalabad.
21. **Mr. Shafqat Ali, Deputy Registrar, Regional Office, D.I.Khan**
He served as Assistant Registrar in WMS, R.O. D.I. Khan.
22. **Dr. Muhammad Zahid, Senior Investigation Officer, Regional Office, Multan**
He is serving as Investigation Officer since 2019.
23. **Mr. Ameer Muhammad, Senior Investigation Officer, Regional Office, Quetta**
He is serving as Investigation Officer since 2019.
24. **Mr. Imran Khan, Senior Investigation Officer, Regional Office, D.I.Khan**
He is serving as Investigation Officer since 2019.
25. **Ms. Alia Zaidi, Section Officer, Regional Office, Sargodha**
She served as Section Officer in Ministry of Finance.
26. **Qazi Nazim Naeem, Deputy Director, Regional Office, Hyderabad**
He served as Deputy Manager, State Life Insurance Corporation.
27. **Mr. Kamran Maqsood, Investigation Officer, Regional Office, Faisalabad**
He is serving as Investigation Officer since 2019.
28. **Ms. Sahar, Investigation Officer, Regional Office, Lahore**
She has been serving in Wafaqi Mohtasib Secretariat since 2014.
29. **Ms. Anjum Bibi, Assistant Registrar, Regional Office, Peshawar**
She is an advocate and practicing since 2015.
30. **Mr. Arif Khan Kundi, Investigation Officer, Regional Office, Gujranwala**
He worked as Advocate High Court – a Legal Expert.
31. **Mr. Muhammad Sohaib, Investigation Officer, Regional Office, Multan**
He is an advocate High Court and practicing since 2013.
32. **Mr. Jamil Ahmed, Investigation Officer, Regional Office, Abbottabad**
He served as Consultant/ Assistant Director in Wafaqi Mohtasib Secretariat.
33. **Mr. Mahmood Khan Mahay, Assistant Director, Regional Office, Multan**
He served as Superintendent in Ministry of National Health Services Regulation and Coordination.
34. **Shahzada Allaudin Pirakzai, Assistant Registrar, Regional Office, Kharan**
He served as Deputy Director (Acting) in National Commission for Human Development.
35. **Syed Mehmoond Ali Shah, Assistant Director, Regional Office, Sukkur**
He served as Engineer in PTCL and now posted as Investigation Officer, Regional Office, Sukkur.
36. **Mr. Muhammad Adnan Khan, Assistant Registrar, Regional Office, Lahore**
He was practicing lawyer of District Courts Abbottabad.

CONTACT DETAILS

WAFAQI MOHTASIB SECRETARIAT, Head Office
36-Constitution Avenue, Sector G-5/2, Islamabad.
Tele No. 051-9213886-7 Fax No. 051-9217224

1. REGIONAL OFFICE: ABBOTTABAD

District Government Building, Complex, Opposite GPO, Regional Office, ABBOTTABAD
Phone. 0992-9310538, Fax No.0992-9310549
Email: Ombuds.wmsroa@gmail.com

2. REGIONAL OFFICE: BAHAWALPUR

House No.56, Muhammadi Colony, Noor Mahal Road, BAHAWALPUR
Phone No.062-9255612 Fax No.062-9255614
Email: Ombuds.wmsrob@gmail.com

3. REGIONAL OFFICE: D.I.KHAN

Plot No. 1. Survey No. 79, Quaid-e-Azam Road Near GPO Chowk Cantt. D.I.KHAN
Fax # 0966-9280256
Email: ombuds.wmsrod@gmail.com

4. REGIONAL OFFICE: FAISALABAD

Building No. P-21, New Civil Lines, Jail Road, Near Total Petrol Pump, FAISALABAD
Fax # 041-9201021, Exchange # 041-9201020
Email: ombuds.wmsrof@gmail.com

5. COMPLAINTS COLLECTION CENTRE: GILGIT BALTISTAN

Wafaqi Mohtasib Secretariat In Jutial Old Sub Jail Gilgit Baltistan
Phone: 0312-9703311

6. REGIONAL OFFICE: GUJRANWALA

H.No.2, Khawaja Street, DC Road, GUJRANWALA
Fax No. 055-9330636
Email: Ombuds.wmsrog@gmail.com

7. REGIONAL OFFICE: HYDERABAD

State Life Building No.3, 6th Floor, Thandi Sarak, HYDERABAD
Fax # 022-9201600, Exchange: 022-9201606
Email: ombuds.wmsroh@gmail.com

8. REGIONAL OFFICE, KARACHI

4-B Federal Government Secretariat, Saddar KARACHI
Fax # 021-99202121, Exchange # 021-99202107
Email: ombuds.wmsrok@gmail.com

9. REGIONAL OFFICE: KHARAN

Commissioner Office, District KHARAN
Phone: 092-847-510305, Fax No. 092-847-510306
Email: Ombuds.wmsROK@gmail.com

10. REGIONAL OFFICE: KHUZDAR

ZTBL Building, Main RCB Road, KHUZDAR
Phone: 0848-920093

11. REGIONAL OFFICE: LAHORE

State Life Building, 3rd Floor, 15-A Davis Road, LAHORE
Fax # 042-99201021, Exchange # 042-99201017-18
Email ombuds.wmsroi@gmail.com

12. COMPLAINTS COLLECTION CENTRE: LORALAI

Provincial Ombudsman Office, DC Complex, Loralai

13. REGIONAL OFFICE: MIRPURKHAS

Ali Town, Hyderabad Road, Near KFC Bulding, Regional Office, Mirpurkhas
Phone: 0233-933005

14. REGIONAL OFFICE: MULTAN

House No. 15C, Whdat Colony, MULTAN
Fax # 061-9330027, Exchange # 061-9330021
Email: ombuds.wmsrom@gmail.com

15. REGIONAL OFFICE: MUZAFFARAD

Room No.205-206, 2nd Floor, Block No. 5, Civil Secretariat, Old P&D Complex,
Chattar,Muzaffarabad (AJ&K)
Phone: 05822-940241

16. REGIONAL OFFICE: PESHAWAR

Secretariat, 1st Floor Benevolent Fund Building, PESHAWAR Cantt
Fax # 091-9211571 Tel # 091-9211573
Email: ombuds.wmsrop@gmail.com

17. REGIONAL OFFICE: QUETTA

1st Floor, Block 1, Civil Defense Training School Building Samungli Road, QUETTA
Phone: 081-9202679, Fax: 081-9202691

18. COMPLAINTS COLLECTION CENTRE: SADDA

Wafaqi Mohtasib Complaints Collection Centre, Boys Hostel, Karkhano Road, Tehsil Sadda, Lower
Kurrum, District Kurrum
Phone: 0300-681375

19. REGIONAL OFFICE, SARGODHA

Office of the Provincial Mohtasib Punjab, Near Circuit House, PAF Road Sargodha
Phone. 092-48-9330155, Fax No.092-48-9330156
Email: Ombuds.wmsros@gmail.com

20. COMPLAINTS COLLECTION CENTRE: SIBI

Wafaqi Mohtasib Complaints Collection Centre, Deputy Commissioner office.
Sibbi, Balochistan
Phone:0332-7919990

21. REGIONAL OFFICE, SUKKUR

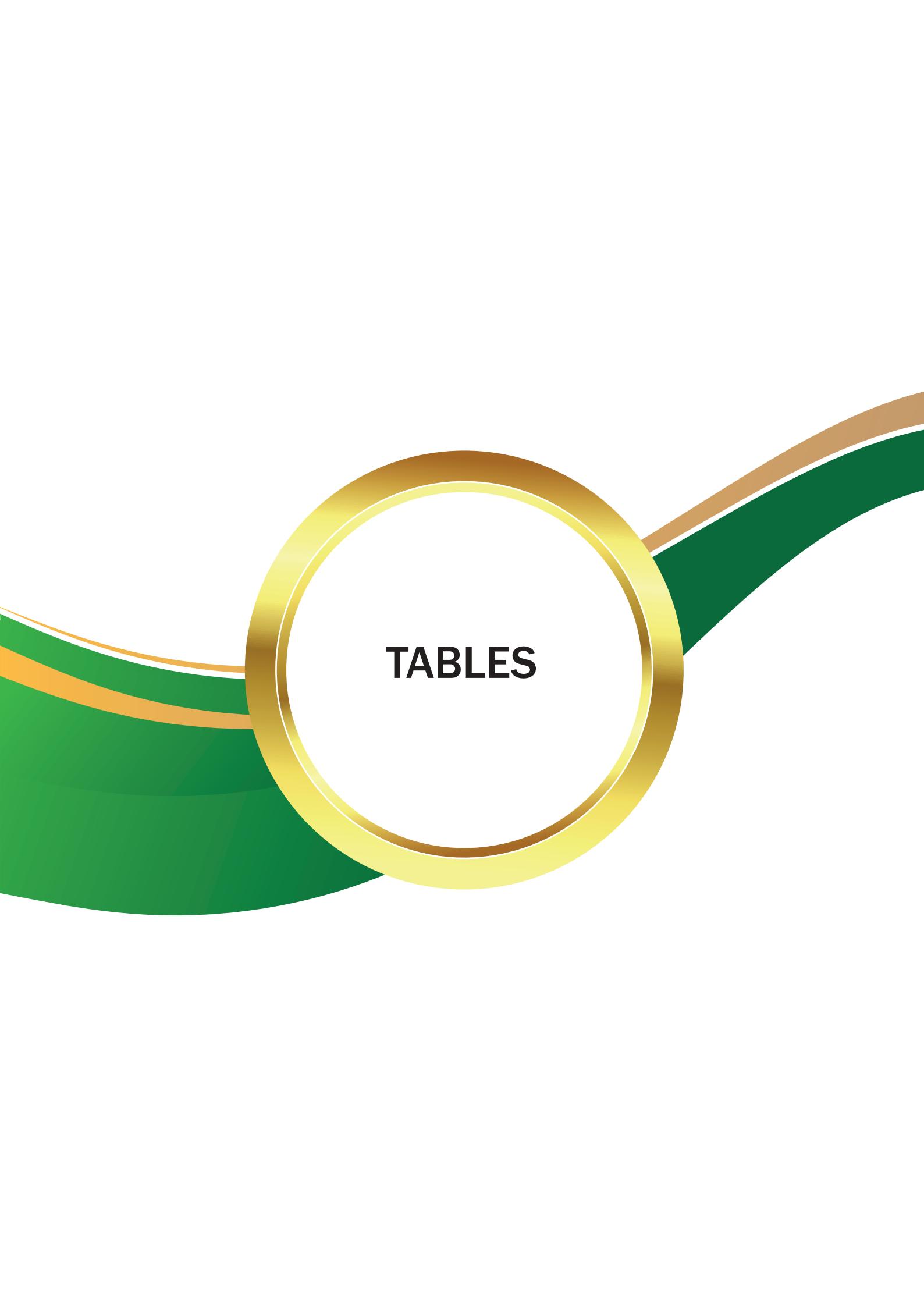
House No. A-107, Street No.2, Near NADRA Office, Sindhi Cooperative Housing Society, Airport
Road, Sukkur
Fax # 071-9310012
Email: ombuds.wmsros@gmail.com

22. REGIONAL OFFICE: SWAT

Near Masjid Allah o Akbar, Saidu Sharif, SWAT
Phone. 092-946-920052, Fax No. 092-946-920051
Email: Ombuds.wmsrok@gmail.com

23. COMPLAINTS COLLECTION CENTRE: WANA

Tehsil Compound WANA, Opposite NADRA Office, South Waziristan Tribal District
Phone: 0965-211046



TABLES

Table-1: Receipt and Disposal of Complaints

S. No.	Description	Cases
a	Number of cases brought forward from previous year	16,399
b	Number of cases received during the year	226,372
c	Total Workload during the year (a + b)	242,771
d	Number of cases disposed of after initial examination / preliminary investigation	43,291
e	Number of cases disposed of after detailed investigation	179,907
f	Total disposal during the year	223,198

Table-2: Average Workload and Disposal Per Investigating Officer

S. No.	Description	Cases
a	Investigation workload during the year	215,879
b	Average workload of each Investigating Officer. <i>(Total 66 Investigating Officers)</i>	3,270
c	Disposal during the year	179,907
d	Average disposal per I.O.	2,726

Table-3: Receipt and Disposal of Review Petitions

S. No.	Name of Office	Receipt	Disposal*
1	Head Office, Islamabad	413	346
2	Regional Office, Abbottabad	-	-
3	Regional Office, Bahawalpur	92	90
4	Regional Office, D.I. Khan	07	7
5	Regional Office, Faisalabad	76	51
6	Regional Office, Gujranwala	43	23
7	Regional Office, Hyderabad	61	56
8	Regional Office, Karachi	128	138
9	Regional Office, Kharan	-	-
10	Regional Office, Khuzdar	15	15
11	Regional Office, Lahore	53	67
12	Regional Office, Mirpur Khas	02	02
13	Regional Office, Multan	82	92
14	Regional Office, Peshawar	115	90
15	Regional Office, Quetta	41	60
16	Regional Office, Sargodha	00	00
17	Regional Office, Sukkur	03	02
18	Regional Office, Swat	-	-
	Total	1,131	1,039

* Include petitions brought forward from previous year

1,131 fresh Review Petitions received against 223,198 decisions i.e. 0.51%

Table-4: Representations to the Hon'ble President of Pakistan

S. No.	Description	Cases
a	Representations filed during the year	654 Against the decisions of 223,198 (0.29%)
b	Decisions Received	759
c	Decisions upheld	411 (54.15%)
d	Accepted	45 (5.93%)
e	Remanded	26 (3.43%)
f	Others / Infructuous	277 (36.5%)

Table-5: Volume of Complaints Against Key Agencies

S. No.	Name of Agency	Receipt	Disposal
A-Power Companies			
1	Lahore Electric Supply Co.	39,520	37,467
2	Multan Electric Power Co.	20,241	20,193
3	K-Electric	14,966	15,065
4	Peshawar Electric Supply Co. (PESCO)	9,568	10,149
5	Hyderabad Electric Supply Co. (HESCO)	9,689	8,417
6	Sukkur Electric Power Co. (SEPCO)	6,237	5,996
7	Faisalabad Electric Supply Co. (FESCO)	3,103	3,080
8	Gujranwala Electric Power Co. (GEPCO)	3,030	2,906
9	Quetta Electric Supply Co. (QESCO)	1,717	1,821
10	Islamabad Electric Supply Co. (IESCO)	1,507	1,500
	Sub-Total:	109,578	106,594
B-Gas Companies			
11	Sui Southern Gas Co. Limited (SSGCL)	16,564	16,954
12	Sui Northern Gas Pipelines Ltd. (SNGPL)	6,625	6,523
	Sub-Total:	23,189	23,477

C- Some other Agencies having complaints more than 400			
13	Benazir Income Support Programme	20,264	18,487
14	NADRA	5,839	5,798
15	Immigration & Passport	4,692	4,197
16	Pakistan Post Office Department	4,014	4,081
17	Postal Life Insurance (PLI)	3,634	3,670
18	EOBI	3,583	3,498
19	Allama Iqbal Open University	2,007	1,994
20	PTA	1,834	1,724
21	PTCL / UFONE	1,830	2,163
22	Federal Investigation Agency (FIA)	1,696	1,682
23	Pakistan Bait ul Mal	1,468	1,309
24	Pakistan Railways	1,269	1,289
25	Intelligence Bureau (IB)	1,020	1,002
26	State Life Insurance (SLICP)	998	999
27	National Bank of Pakistan (NBP)	895	911
28	Federal Employees BF & GI	826	816
29	Higher Education Commission (HEC)	783	854
30	Accountant General Pakistan (AGPR)	673	690
31	Capital Development Authority (CDA)	557	602
32	Central Directorate of National Savings	431	434
	Sub-Total:	58,314	56,200
	Total (A+B+C)	191,080	186,271
	Remaining Agencies	35,292	36,927
	Total:	226,372	223,198



LEGAL FRAMEWORK

PRESIDENT'S ORDER NO. 1 OF 1983

Government of Pakistan
Ministry of Law and Parliamentary Affairs
(Law Division)

Islamabad, the 24th January, 1983

No. F. 17(2)/83-Pub.—The following Order made by the President is hereby published for general information :—

ESTABLISHMENT OF THE OFFICE OF WAFAQI MOHTASIB (OMBUDSMAN) ORDER, 1983

President's Order No. 1 of 1983

WHEREAS it is expedient to provide for the appointment of the Wafaqi Mohtasib (Ombudsman) to diagnose, investigate, redress and rectify any injustice done to a person through mal-administration;

Now, THEREFORE, in pursuance of the Proclamation of the fifth day of July, 1977, and in exercise of all powers enabling him in that behalf, the President and Chief Martial Law Administrator is pleased to make following order:

1. Short title, extent and commencement.—(1) This Order may be called the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983.

- (2) It extends to the whole of Pakistan.
- (3) It shall come into force at once.

2. Definitions.—In this Order, unless there is anything repugnant in the subject or context,—

(1) “Agency” means a Ministry, Division, Department, Commission or office of the Federal Government or statutory body, corporation or other institution established or controlled by the Federal Government but does not include the Supreme Court, the Supreme Judicial Council, the Federal Shariat Court or a High Court; (Amended vide Ordinance No. LXXII of 2002)

(2) “Mal-administration” includes:

- (i) a decision, process, recommendation, act of omission or commission which:
 - (a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bona fide and for valid reasons; or
 - (b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or
 - (c) is based on irrelevant grounds; or

- (d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and
- (ii) neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities.

(3) “Mohtasib” means the Wafaqi Mohtasib (Ombudsman) appointed under Article 3;

(4) “Office” means the office of the Mohtasib;

(5) “prescribed” means prescribed by rules made under this Order;

(6) “public servant” means a public servant as defined in section 21 of the Pakistan Penal Code (Act XLV of 1860), and includes a Minister, Adviser, Parliamentary Secretary and the Chief Executive, Director, other officer or employee or member of any Agency; and

(7) “staff” means any employee or commissioner of the Office and includes co-opted members of the staff, consultants, advisers, bailiffs, liaison officers and experts.

3. Appointment of Mohtasib.—(1) There shall be a Wafaqi Mohtasib (Ombudsman), who shall be appointed by the President.

(2) Before entering upon office, the Mohtasib shall take an oath before the President in the form set out in the First Schedule.

(3) The Mohtasib shall, in all matters, perform his functions and exercise his powers fairly, honestly, diligently and independently of the executive; and all executive authorities throughout Pakistan shall act in aid of the Mohtasib.

4. Tenure of the Mohtasib.— (1) The Mohtasib shall hold office for a period of four years and shall not be eligible for any extension of tenure or re-appointment as Mohtasib under any circumstances.

(2) The Mohtasib may resign his office by writing under his hand addressed to the President.

5. Mohtasib not to hold any other office of profit, etc.—(1) The Mohtasib shall not—

- (a) hold any other office of profit in the service of Pakistan; or
- (b) occupy any other position carrying the right to remuneration for rendering of services.

(2) The Mohtasib shall not hold any office of profit in the service of Pakistan before the expiration of two years after he has ceased to hold that office; nor shall he be eligible during the tenure of office and for period of two years thereafter for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

6. Terms and conditions of service and remuneration of Mohtasib.—

(1) The Mohtasib shall be entitled to such salary, allowances and privileges and other terms and conditions of service as the President may determine and these terms shall not be varied during the term of office of a Mohtasib.

(2) The Mohtasib may be removed from office by the President on the ground of misconduct or of being incapable of properly performing the duties of his office by reasons of physical or mental incapacity:

Provided that the Mohtasib may, if he sees fit and appropriate to refute any charges, request an open public evidentiary hearing before the Supreme Judicial Council and, if such a hearing is not held within thirty days of receipt of such request or not concluded within ninety days of its receipt, the Mohtasib will be absolved of any and all stigma whatever. In such circumstances, the Mohtasib may choose to leave his office and shall be entitled to receive full remuneration and benefits for the rest of his term.

(3) If the Mohtasib makes a request under the proviso to clause (2), he shall not perform his functions under this Order until the hearing before the Supreme Judicial Council has concluded.

(4) A Mohtasib removed from office on the ground of misconduct shall not be eligible to hold any office of profit in the service of Pakistan or for election as member of Parliament or a Provincial Assembly or any local body.

7. Acting Mohtasib.—At any time when the Office of Mohtasib is vacant, or the Mohtasib is absent or is unable to perform his functions due to any cause, the President shall appoint an acting Mohtasib.

8. Appointment and terms and conditions of service of staff.—(1) The members of the staff, other than those mentioned in the Article 20, shall be appointed by the President, or by a person authorised by him, in such manner as may be prescribed by the Federal Government. (Amended vide Ordinance No. LXXII of 2002)

(2) It shall not be necessary to consult the Federal Public Service Commission for making appointment of the members of the staff or on matters relating to qualification for such appointment and methods of their recruitment.

(3) The members of the staff shall be entitled to such salary, allowances and other terms and conditions of service as may be prescribed having regard to the salary, allowances and other terms and conditions of service that may for the time being be admissible to other employees of the Federal Government in the corresponding Grades in the National Pay Scales.

(4) Before entering upon office a member of the staff mentioned in clause (1) shall take an oath before the Mohtasib in the form set out in the Second Schedule.

9. Jurisdiction, functions and power of the Mohtasib.—(1) The Mohtasib may, on a complaint by any aggrieved person, on a reference by the President, the Federal Council or the National Assembly, as the case may be, or on a motion of the Supreme Court or a High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of mal-administration on the part of any Agency or any of its officers or employees:

Provided that the Mohtasib shall not have any jurisdiction to investigate or inquire into any matters which:

- (a) are sub-judice before a court of competent jurisdiction or tribunal or board in Pakistan on the date of the receipt of a complaint, reference or motion by him; or
- (b) relate to the external affairs of Pakistan or the relations or dealing of Pakistan with any foreign state or government; or
- (c) relate to, or are connected with the defence of Pakistan or any part thereof, the military, naval and air forces of Pakistan, or the matters covered by the laws relating to those forces.

(2) Notwithstanding anything contained in clause (1), the Mohtasib shall not accept for investigation any complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working in respect of any personal grievance relating to his service therein.

(3) For carrying out the objectives of this Order and, in particular for ascertaining the root causes of corrupt practices and injustice, the Mohtasib may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication.

(4) The Mohtasib may set up regional offices as, when and where required.

10. Procedure and evidence.—(1) A complaint shall be made on solemn affirmation or oath and in writing addressed to the Mohtasib by the person aggrieved or, in the case of his death, by his legal representative and may be lodged in person at the office or handed over to the Mohtasib in person or sent by any other means of communication to the office.

(2) No anonymous or pseudonymous complaints shall be entertained.

(3) A complaint shall be made not later than three months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint, but the Mohtasib may conduct any investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which make it proper for him to do so.

(4) When the Mohtasib proposes to conduct an investigation he shall issue to the principal officer of the Agency concerned, and to any other person who is alleged in the complaint to have taken or authorised the action complained of, a notice calling upon him to meet the allegations contained in the complaint, including rebuttal;

Provided that the Mohtasib may proceed with the investigation if no response to the notice is received by him from such principal officer or other person within thirty days of the receipt of the notice or within such longer period as may have been allowed by the Mohtasib.

(5) Every investigation shall be conducted in private, but the Mohtasib may adopt such procedure as he considers appropriate for such investigation and he may obtain information from such persons and in such manner and make such

inquiries as he thinks fit.

(6) A person shall be entitled to appear in person or be represented before the Mohtasib.

(7) The Mohtasib shall, in accordance with the rules made under this Order, pay expenses and allowances to any person who attends or furnishes information for the purposes of any investigation.

(8) The conduct of an investigation shall not affect any action taken by the Agency concerned, or any power or duty of that Agency to take further action with respect to any matter subject to the investigation.

(9) For the purposes of an investigation under this Order, the Mohtasib may require any office or member of the Agency concerned to furnish any information or to produce any document which in the opinion of the Mohtasib is relevant and helpful in the conduct of the investigation, and there shall be no obligation to maintain secrecy in respect of disclosure of any information or document for the purposes of such investigation:

Provided that the President may, in his discretion, on grounds of its being a State secret, allow claim of privilege with respect to any information or document.

(10) In any case where the Mohtasib decides not to conduct an investigation, he shall send to the complainant a statement of his reasons for not conducting the investigation.

(11) Save as provided in this order, the Mohtasib shall regulate the procedure for the conduct of business or the exercise of powers under this Order.

11. Recommendations for implementation.—(1) If, after having considered a matter on his own motion, or on a complaint or on a reference by the President, the Federal Council or the National Assembly, or on a motion by the Supreme Court or a High Court, as the case may be, the Mohtasib is of the opinion that the matter considered amounts to mal-administration, he shall communicate his findings to the Agency concerned:

- (a) to consider the matter further;
- (b) to modify or cancel the decision, process, recommendation, act or omission;
- (c) to explain more carefully the act or decision in question;
- (d) to take disciplinary action against any public servant of any Agency under the relevant laws applicable to him;
- (e) to dispose of the matter or case within a specified time;
- (f) to take action on his findings and recommendations to improve the working and efficiency of the Agency within a specified time; or
- (g) to take any other step specified by the Mohtasib.

(2) The Agency shall, within such time as may be specified by the Mohtasib, inform him about the action taken on his recommendations or the reasons for not complying with the same.

(2A). If after considering the reasons of the Agency in respect of his recommendations under clause (2), the Wafaqi Mohtasib is satisfied that no case of mal-administration is made out he may alter, modify, amend or recall the recommendations made under clause (1):

Provided that where the order is made on a complaint, no order shall be passed unless the complainant is given an opportunity of being heard.

(Inserted new Clause (2A) vide Ordinance No. LXXII of 2002)

(3) In any case where the Mohtasib has considered a matter, or conducted an investigation, on a complaint or on a reference by the President, the Federal Council or the National Assembly or on a motion by the Supreme Court or a High Court, the Mohtasib shall forward a copy of the communication received by him from the Agency in pursuance of clause (2) to the complainant or, as the case may be, the President, the Federal Council, the National Assembly, the Supreme Court or the High Court.

(4) If, after conducting an investigation, it appears to the Mohtasib that an injustice has been caused to the person aggrieved in consequence of mal-administration and that the injustice has not been or will not be remedied, he may, if he thinks fit, lay a special report on the case before the President.

(5) If the Agency concerned does not comply with the recommendations of the Mohtasib or does not give reasons to the satisfaction of the Mohtasib for non-compliance, it shall be treated as "Defiance of Recommendations" and shall be dealt with as hereinafter provided.

12. Defiance of Recommendations.—(1) If there is a "Defiance of Recommendations" by the public servant in any Agency with regard to the implementation of a recommendation given by the Mohtasib, the Mohtasib may refer the matter to the President who may, in his discretion, direct the Agency to implement the recommendation and inform the Mohtasib accordingly.

(2) In each instance of "Defiance of Recommendations" a report by the Mohtasib shall become a part of the personal file or Character Roll of the public servant primarily responsible for the defiance:

Provided that the public servant concerned had been granted an opportunity to be heard in the matter.

13. Reference by Mohtasib.—Where, during or after an inspection or an investigation, the Mohtasib is satisfied that any person is guilty of any allegations as referred to clause (1) of Article 9 the Mohtasib may refer the case to the concerned authority for appropriate corrective or disciplinary action, or both corrective and disciplinary action, and the said authority shall inform the Mohtasib within thirty days of the receipt of reference of the action taken. If no information is received within this period, the Mohtasib may bring the matter to the notice of the President for such action as he may deem fit.

14. Powers of the Mohtasib.—(1) The Mohtasib shall, for the purposes of this Order, have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908 (Act V of 1908), in respect of the following matters, namely:-

- (a) summoning and enforcing the attendance of any person and examining him on oath;
- (b) compelling the production of documents;
- (c) receiving evidence on affidavits; and
- (d) issuing commission for the examination of witnesses.

(2) The Mohtasib shall have the power to require any person to furnish information on such points or matters as, in the opinion of the Mohtasib, may be useful for, or relevant to, the subject matter of any inspection or investigation.

(3) The powers referred to in clause (1) may be exercised by the Mohtasib or any person authorised in writing by the Mohtasib in this behalf while carrying out an inspection or investigation under the provisions of this Order.

(4) Where the Mohtasib finds the complaint referred to in clause (1) of Article 9 to be false, frivolous or vexatious, he may award reasonable compensation to the Agency, public servant or other functionary against whom the complaint was made; and the amount of such compensation shall be recoverable from the complainant as an arrears of land revenue:

Provided that the award of compensation under this clause shall not debar the aggrieved person from seeking civil and criminal remedy.

(5) If any Agency, public servant or other functionary fails to comply with a direction of the Mohtasib, he may, in addition to taking other actions under this Order, refer the matter to the appropriate authority for taking disciplinary action against the person who disregarded the direction of the Mohtasib.

(6) If the Mohtasib has reason to believe that any Public servant or other functionary has acted in a manner warranting criminal or disciplinary proceedings against him, he may refer the matter to the appropriate authority for necessary action to be taken within the time specified by the Mohtasib.

(7) The staff and the nominees of the Office may be commissioned by the Mohtasib to administer oaths for the purposes of this order and to attest various affidavits, affirmations or declarations which shall be admitted in evidence in all proceedings under this Order without proof of the signature or seal or official character of such person.

15. Power to enter and search any premises.—(1) The Mohtasib, or any member of the staff authorised in this behalf, may, for the purpose of making any inspection or investigation, enter any premises where the Mohtasib or, as the case may be, such member has reason to believe that any article, book of accounts, or any other document relating to the subject matter of inspection or investigation may be found, and may:

- (a) search such premises and inspect any article, book of accounts or other documents;
- (b) take extract or copies of such books of accounts and documents;
- (c) impound or seal such articles, books of accounts and documents; and
- (d) make an inventory of such articles, books of accounts and other

documents found in such premises.

(2) All searches made under clause (1) shall be carried out, mutatis mutandis, in accordance with the provisions of the Code of Criminal Procedure, 1898 (Act V of 1898).

16. Power to punish for contempt.—(1) The Mohtasib shall have same powers, mutatis mutandis, as the Supreme Court has to punish any person for its contempt who:

- (a) abuses, interferes with, impedes, imperils, or obstructs the process of the Mohtasib in any way or disobeys any order of the Mohtasib;
- (b) scandalises the Mohtasib or otherwise does anything which tends to bring the Mohtasib, his staff or nominees or any person authorised by the Mohtasib in relation to his office, into hatred, ridicule or contempt;
- (c) does anything which tends to prejudice the determination of a matter pending before the Mohtasib; or
- (d) does any other thing which, by any other law, constitutes contempt of court:

Provided that fair comments made in good faith and in public interest on the working of the Mohtasib or any of his staff, or on final report of the Mohtasib after the completion of the investigation shall not constitute contempt of the Mohtasib or his Office.

(2) Any person sentenced under clause (1) may, notwithstanding anything herein contained, within thirty days of the passing of the order, appeal to the Supreme Court.

(3) Nothing in this Article takes away from the power of the President to grant pardon, reprieve or respite and to remit, suspend or commute any sentence passed by any court, tribunal or other authority.

17. Inspection Team.—(1) The Mohtasib may constitute an Inspection Team for the performance of any of the functions of the Mohtasib.

(2) An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Mohtasib may consider necessary.

(3) An Inspection Team shall exercise such of the powers of the Mohtasib as he may specify by order in writing and every report of the Inspection Team shall first be submitted to the Mohtasib with its recommendations for appropriate action.

18. Standing Committees, etc.—The Mohtasib may, whenever he thinks fit, establish standing or advisory committees at specified places with specified jurisdiction for performing such functions of the Mohtasib as are assigned to them from time to time, and every report of such committee shall first be submitted to the Mohtasib with its recommendations for appropriate action.

19. Delegation of Powers.—The Mohtasib may, by order in writing,

delegate such of his powers as may be specified in the order to any member of his staff or to a standing or advisory committee, to be exercised subject to such conditions as may be specified, and every report of such member or committee shall first be submitted to the Mohtasib with his or its recommendations for appropriate action.

20. Appointment of advisers, etc.—The Mohtasib may appoint advisers, consultants, fellows, bailiffs, interns, commissioners and experts or ministerial staff with or without remuneration, to assist him in the discharge of his duties under this Order.

21. Authorisation of Provincial functionaries, etc.—The Mohtasib may, if he considers it expedient, authorise, with the consent of a Provincial Government, any agency, public servant or other functionary working under the administrative control of the Provincial Government to undertake the functions of the Mohtasib under clause (1) or clause (2) of Article 14 in respect of any matter falling within the jurisdiction of the Mohtasib; and it shall be the duty of the agency, public servant or other functionary so authorised to undertake such functions to such extent and subject to such conditions as the Mohtasib may specify.

22. Award of costs and compensation and refunds of amounts.—(1) The Mohtasib may, where he deems necessary, call upon a public servant, other functionary or any Agency to show cause why compensation be not awarded to an aggrieved party for any loss or damage suffered by him on account of any mal-administration committed by such public servant, other functionary or agency, and after considering the explanation, and hearing such public servant, other functionary or Agency, award reasonable costs or compensation and the same shall be recoverable as arrears of land revenue from the public servant, functionary or Agency.

(2) In cases involving payment of illegal gratification by any employee of any Agency, or to any other person on his behalf, or misappropriation, criminal breach of trust or cheating, the Mohtasib may order the payment thereof for credit to the government or pass such other order as he may deem fit.

(3) An order made under clause (2) against any person shall not absolve such person of any liability under any other law.

23. Assistance and advice to Mohtasib.—(1) The Mohtasib may seek the assistance of any person or authority for the performance of his functions under this Order.

(2) All officers of an Agency and any person whose assistance has been sought by the Mohtasib in the performance of his functions shall render such assistance to the extent it is within their power or capacity.

(3) No statement made by a person or authority in the course of giving evidence before the Mohtasib or his staff shall subject him to, or be used against him in any civil or criminal proceedings except for prosecution of such person for giving false evidence.

24. Conduct of business.—(1) The Mohtasib shall be the Chief Executive of the Office and shall enjoy administrative and financial autonomy as may be

prescribed by the Federal Government. (Amended vide Ordinance No. LXXII of 2002)

(2) The Mohtasib shall be the Principal Accounting Officer of the Office in respect of the expenditure incurred against budget grant or grants controlled by the Mohtasib and shall, for this purpose, exercise all the financial and administrative powers delegated to him. (Amended vide Ordinance No. LXXII of 2002)

25. Requirement of affidavits.—(1) The Mohtasib may require any complainant or any party connected or concerned with a complaint or with any inquiry or reference, to submit affidavit attested or notarised before any competent authority in that behalf within the time prescribed by the Mohtasib or his staff.

(2) The Mohtasib may take evidence without technicalities and may also require complainants or witnesses to take lie detection tests to examine their veracity and credibility and draw such inferences that are reasonable in all circumstances of the case, especially when a person refuses, without reasonable justification, to submit to such tests.

26. Remuneration of advisers, consultants etc.—(1) The Mohtasib may, in his discretion, fix an honorarium or remuneration of advisers, consultants, experts and interns engaged by him from time to time for the services rendered.

(2) The Mohtasib may, in his discretion, fix a reward or remuneration to any person for exceptional services rendered, or valuable assistance given to the Mohtasib in carrying out his functions:

Provided that the Mohtasib shall withhold the identity of that person, if so requested by the person concerned, and take steps to provide due protection under the law to such person against harassment, victimisation, retribution, reprisals or retaliation.

27. Mohtasib and staff to be public servants.—The Mohtasib, the employees, officers and all other staff of the Office shall be deemed to be public servants within the meaning of Section 21 of the Pakistan Penal Code (Act XLV of 1860).

28. Annual and other reports.—(1) Within three months of conclusion of the calendar year to which the report pertains, the Mohtasib shall submit an Annual Report to the President.

(2) The Mohtasib may, from time to time, lay before the President such other reports relating to his functions as he may think proper or as may be desired by the President.

(3) Simultaneously, such reports shall be released by the Mohtasib for publication and copies thereof shall be provided to the public at reasonable cost.

(4) The Mohtasib may also, from time to time, make public any of his studies, research, conclusions, recommendations, ideas or suggestions in respect of any matters being dealt with by the Office.

(5) The report and other documents mentioned in this Article shall be placed before the Federal Council or the National Assembly, as the case may be.

29. Bar of jurisdiction.—No court or other authority shall have jurisdiction—

- (1) to question the validity of any action taken, or intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Order; or
- (2) to grant an injunction or stay or to make any interim order in relation to any proceedings before, or anything done or intended to be done or purporting to have been done by, or under the orders or at the instance of the Mohtasib.

30. Immunity.—No suit, prosecution or other legal proceeding shall lie against the Mohtasib, his Staff, Inspection Team, nominees, member of a Standing or Advisory Committee or any person authorised by the Mohtasib for anything which is in good faith done or intended to be done under this Order.

31. Reference by the President.—(1) The President may refer any matter, report or complaint for investigation and independent recommendations by the Mohtasib.

(2) The Mohtasib shall promptly investigate any such matter, report or complaint and submit his findings or opinion within a reasonable time.

(3) The President may, by notification in the official Gazette, exclude specified matters, public functionaries or Agency from the operation and purview of all or any of the provisions of this Order.

32. Representation to President.—Any person aggrieved by a decision or order of the Mohtasib may, within thirty days of the decision or order, make a representation to the President, who may pass such order thereon as he may deem fit.

33. Informal resolution of disputes.—(1) Notwithstanding any thing contained in this Order, the Mohtasib and a member of the Staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.

(2) The Mohtasib may appoint for purposes of liaison counsellors, whether honorary or otherwise, at local levels on such terms and conditions as the Mohtasib may deem proper.

34. Service of process.—(1) For the purposes of this Order, a written process or communication from the Office shall be deemed to have been duly served upon a respondent or any other person by, inter alia, any one or more of the following methods, namely:

- (i) by service in person through any employee of the Office or by any special process-server appointed in the name of the Mohtasib by any authorised staff of the Office, or any other person authorised in this behalf;
- (ii) by depositing in any mail box or posting in any Post Office a postage-prepaid copy of the process, or any other document under

certificate of posting or by registered post acknowledgement due to the last known address of the respondent or person concerned in the record of the Office in which case service shall be deemed to have been effected ten days after the aforesaid mailing;

- (iii) by a police officer or any employee or nominee of the Office leaving the process or document at the last known address, abode or place of business of the respondent or person concerned and, if no one is available at the aforementioned address, premises or place, by affixing a copy of the process or other document to the main entrance of such address; and
- (iv) by publishing the process or document through any newspaper and sending a copy thereof to the respondent or the person concerned through ordinary mail, in which case service shall be deemed to have been effected on the day of the publication of the newspaper.

(2) In all matters involving service the burden of proof shall be upon a respondent to credibly demonstrate by assigning sufficient cause that he, in fact, had absolutely no knowledge of the process, and that he actually acted in good faith.

(3) Whenever a document or process from the Office is mailed, the envelope or the package shall clearly bear the legend that it is from the Office.

35. Expenditure to be charged on Federal Consolidated Fund.—The remuneration payable to the Mohtasib and the administrative expenses of the Office, including the remuneration payable to staff, nominees and grantees, shall be an expenditure charged upon the Federal Consolidated Fund.

36. Rules.—The Mohtasib may, with the approval of the President, make rules for carrying out the purposes of the Order.

37. Order to override other laws.—The provisions of this Order shall have effect notwithstanding any thing contained in any other law for the time being in force.

38. Removal of difficulties.—If any difficulty arises in giving effect to any provision of this Order, the President may make such order, not inconsistent with the provisions of this Order, as may appear to him to be necessary for the purpose of removing such difficulty.

THE FIRST SCHEDULE

[See Article 3 (2)]

I,do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as Wafaqi Mohtasib, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws of the Islamic Republic of Pakistan, and without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

That I shall do my best to promote the best interest of Pakistan;

And that I will not directly or indirectly communicate, or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as Wafaqi Mohtasib, except as may be required for the due discharge of my duties as Wafaqi Mohtasib.

May Allah Almighty help and guide me (Ameen).

THE SECOND SCHEDULE

[See Article 8 (4)]

I,do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as an employee of the office of the Wafaqi Mohtasib, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the Laws of the Islamic Republic of Pakistan and without fear or favour, affection, or ill-will.

That I will not allow my personal interest to influence my official conduct or my official decisions;

And that I will not directly or indirectly communicate or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as an employee of the office of the Wafaqi Mohtasib.

May Allah Almighty help and guide me (Ameen).

GENERAL

M. ZIA-UL-HAQ,

President and Chief Martial Law Administrator.

CHIEF MARTIAL LAW ADMINISTRATOR'S SECRETARIAT PAKISTAN

NOTIFICATION

Rawalpindi, the 13th August, 1984

No.57/104(15)/ML-IB/CMLA.—In exercise of the powers conferred by clause (3) of Article 31 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983), the President is pleased to exclude any matter relating to, or connected directly or indirectly with the Federally Administered Tribal Areas from the operation and purview of all the provisions of the said Order.

By order of the President.

MAJ. GEN.

MALIK ABDUL WAHEED,
COS to the President and CMLA.

CHIEF MARTIAL LAW ADMINISTRATOR'S SECRETARIAT PAKISTAN**ORDER**

1. In response to the representation made by the Ministry of Defence, the President in exercise of powers conferred by Article 32 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. 1 of 1983) is pleased to order, to remove all doubts in this behalf, that the ouster of jurisdiction contained in paragraph (c) of proviso to clause (1) of Article 9 of the aforesaid President's Order is absolute with respect to the following matters :-

the Defence Division, the Defence Production Division and the military, naval or air forces of Pakistan, and any department, body, authority or organisation directly or indirectly under the management or control of, or in any manner connected with, either of the said Divisions or the said forces.

2. By order of the President.

Rawalpindi:

13th August, 1984.

MAJ. GEN.

MALIK ABDUL WAHEED,
COS to the President and CMLA

FEDERAL OMBUDSMEN INSTITUTIONAL REFORMS ACT NO. XIV OF 2013

M – 302
REGISTERED No. L.7646

The Gazette of Pakistan

**EXTRAORDINARY
PUBLISHED BY AUTHORITY**

ISLAMABAD, WEDNESDAY, MARCH 20, 2013

PART 1

Acts, Ordinance, President's Orders and Regulations

SENATE SECRETARIAT

Islamabad, the 20th March, 2013

No. F. 9(10)/2013-Legis.—The following Act of Majlis-e-Shoora (Parliament) received the assent of the President on 20th March, 2013 is hereby published for general information:

ACT No. XIV of 2013

An Act to make institutional reforms for standardizing and harmonizing the laws relating to Federal Ombudsmen institution and the matters ancillary or akin thereto

WHEREAS it is expedient to make institutional reforms for standardizing and harmonizing the laws relating to institutions of Federal Ombudsmen and the matters ancillary or akin thereto:

AND WHEREAS, it is expedient to enhance effectiveness of the Federal Ombudsmen to provide speedy and expeditious relief to citizens by redressing their grievances to promote good governance;

AND WHEREAS, it is necessary that in order to enable the Federal Ombudsmen to perform their functions efficiently, they should enjoy administrative and financial autonomy;

Now, THEREFORE, it is hereby enacted as follows:—

- 1. Short title, extent and commencement.**— (1) This Act may be called the Federal Ombudsmen Institutional Reforms Act, 2013.
(2) It extends to the whole of Pakistan.

(3) It shall come into force at once.

2. Definitions.— In this Act, unless there is anything repugnant in the subject or context,—

- (a) “**Agency**” means, the Agency defined in the relevant legislation and in relation to the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983) shall include an Agency in which the Federal Government has any share or which has been licensed or registered by the Federal Government and notified by the Federal Government in the Official Gazette.
- (b) “**Ombudsman**” means an Ombudsman appointed under the relevant Legislation and includes the Ombudsman appointed under section 21.
- (c) “**relevant legislation**” means, the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O.No.1 of 1983), the Establishment of the Office of Federal Tax Ombudsman Ordinance, 2000 (XXXV of 2000), the Insurance Ordinance, 2000 (Ordinance No. XXXIX of 2000), the Banking Companies Ordinance, 1962 (LVII of 1962), and the Protection against Harassment of Women at the Workplace Act, 2010 (IV of 2010).

3. Tenure of the Ombudsman.— The Ombudsman shall hold office for a period of four years and shall not be eligible for any extension of tenure or re-appointment as Ombudsman under any circumstances:

Provided that the Ombudsman shall continue to hold office after expiry of his tenure till his successor enters upon the office.

4. Acting Ombudsman.— At any time when the office of Ombudsman is vacant or he is unable to perform his functions due to any cause the President shall appoint an Acting Ombudsman who shall perform functions and exercise powers as are vested in the Ombudsman and shall be entitled to all privileges as are admissible to Ombudsman:

Provided that till such time the Acting Ombudsman is appointed, the Wafaqi Mohtasib (Ombudsman) shall act as Ombudsman of the concerned office and in case the Wafaqi Mohtasib is absent or unable to perform functions of his office, the Federal Tax Ombudsman shall act as Wafaqi Mohtasib (Ombudsman) in addition to his own duties.

5. Removal of Ombudsman.— An Ombudsman may be removed from office through Supreme Judicial Council on the grounds of being incapable of properly performing duties of his office by reason of physical or mental incapacity or found to have been guilty of misconduct.

6. Resignation.— The Ombudsman may resign his office by writing under his hand addressed to the President.

7. Grievance Commissioner.— (1) The Ombudsman shall appoint or designate an officer not below BPS-21 as a Grievance Commissioner in an Agency against which a large number of complaints are received persistently.

(2) The Grievance Commissioner shall exercise the powers and perform the functions as may be specified by the Ombudsman.

8. Oath of office.— An Ombudsman shall take Oath before he enters upon his office in the form as prescribed in the relevant legislation and in case such form is not prescribed in the relevant legislation he shall make oath before the President before he enters upon office in the form set out in the Schedule to this Act.

9. Expeditious disposal of complaints.— (1) The Agency shall, if so required by the Ombudsman submit written comments in a complaint within fifteen days, and this period may be extended for a further period of seven days on a sufficient cause.

(2) The representative of the Agency shall, if so required by the Ombudsman, attend the hearing of complaint, or may request in writing for adjournment with specific reasons, such adjournment if justified shall not be allowed more than seven days.

(3) Disciplinary action shall be taken by the competent authority if there is failure in terms of sub-section (1) or sub-section (2).

(4) The Competent authority shall within fifteen days inform the Ombudsman about the action taken on his orders under sub-section (3).

(5) The Ombudsman shall dispose of the complaint within a period of sixty days.

10. Powers of Ombudsman.— In addition to powers exercised by Ombudsman under the relevant legislation, he shall also have following powers of a civil court, namely:—

- (i) granting temporary injunctions; and
- (ii) implementation of the recommendations, orders or decisions.

11. Temporary Injunction.— The Ombudsman may stay operation of the impugned order or decision for a period not exceeding sixty days.

12. Power to punish for contempt.— An Ombudsman shall have power to punish for contempt as provided in the Contempt of Court Ordinance, 2003 (V of 2003).

13. Review.— (1) The Ombudsman shall have the power to review any findings, recommendations, order or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision.

(2) The Ombudsman shall decide the review petition within forty five days.

(3) In review, the Ombudsman may alter, modify, amend or recall the recommendation, order or decision.

14. Representation.— (1) Any person or party aggrieved by a decision, order, findings or recommendations of an Ombudsman may file representation to the President within thirty days of the decision, order, findings or recommendations.

(2) The operation of the impugned order, decision, findings or recommendations shall remain suspended for period of sixty days, if the representation is made as per sub-section (1).

(3) The representation shall be addressed directly to the President and not through any Ministry, Division or Department.

(4) The representation shall be processed in the office of the President by a person who had been or is qualified to be a judge of the Supreme Court or has been Wafaqi Mohtasib or Federal Tax Ombudsman.

(5) The representation shall be decided within ninety days.

15. Personal hearing.—It shall not be necessary for the President or the Ombudsman to give personal hearing to the parties and the matter may be decided on the basis of available record and written comments filed by the Agency.

16. Supply of copies.—The Ombudsman shall supply free of cost copies of the findings and recommendations to the parties within fifteen days of the decision.

17. Administrative and financial powers of Ombudsman.— (1) The Ombudsman shall be the Chief Executive and Principal Accounting Officer of the Office and shall enjoy complete administrative and financial autonomy.

(2) The remuneration payable to the Ombudsman and the administrative expenses of the office shall be an expenditure charged upon Federal Consolidated Fund.

(3) The Ombudsman shall have full powers to create new posts and abolish old posts, to change nomenclature and upgrade or downgrade any post provided the expenditure is met from within the allocated budget of the office of Ombudsman.

(4) The Ombudsman shall have full powers to re-appropriate funds from one head of account to another head of account and to sanction expenditure on any item from within the allocated budget.

(5) The Ombudsman may delegate any of his financial powers to a member of the staff not below BPS-21 or equivalent:

Provided that approval of the Ombudsman shall be obtained by the delegatee for exercise of powers under sub-section (3) and for re-appropriation of funds under sub-section (4), before implementation thereof.

18. Bar of jurisdiction.—No court or authority shall have jurisdiction to entertain a matter which falls within the Jurisdiction of an Ombudsman nor any court or authority shall assume jurisdiction in respect of any matter pending with or decided by an Ombudsman.

19. No Additional responsibility.— Except as provided in section 4, the Ombudsman shall not—

- (a) hold any other office of profit in the service of Pakistan; or
- (b) occupy any other position carrying the right to remuneration for rendering of services.

20. Holding office of profit after expiry of tenure.— The Ombudsman shall not hold any office of profit in the service of Pakistan, other than a judicial or quasi-judicial office, before the expiration of two years after he has ceased to hold office nor shall he be eligible, during the tenure of office and for a period of two years thereafter, for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

21. Miscellaneous.— A woman, with an experience of atleast ten years in the matters relating to protection of women against harassment shall also be eligible to be appointed by the President as Ombudsman under the Protection against Harassment of Women at the Workplace Act, 2010 (IV of 2010).

22. Power to make rules.— The Federal Government may, by notification in the Official Gazette, make rules to carry out the purposes of this Act.

23. Removal of difficulties.— If any difficulty arises in giving effect to any provision of this Act, the President may make such Order, as may appear to him to be necessary or expedient for the purpose of removing the difficulty.

24. Overriding effect.— (1) The Provisions of this Act shall have effect notwithstanding anything contained in any other law for the time being in force.

(2) In case there is a conflict between the provisions of this Act and the relevant legislation, the provisions of this Act to the extent of inconsistency, shall prevail.

THE SCHEDULE

[See section 8]

I,.....do solemnly swear that I will bear true faith and allegiance to Pakistan;

That as ----- Ombudsman, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws of the Islamic Republic of Pakistan, and without fear or favour, affection or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

And that I will not directly or indirectly communicate, or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as Ombudsman, except as may be required for the due discharge of my duties as Ombudsman.

May Allah Almighty help and guide me (Ameen).

IFTIKHAR ULLAH BABAR,
Secretary

Wafaqi Mohtasib (Ombudsman)'s Secretariat
36, Constitution Avenue, G-5, Islamabad (Pakistan)
Phone No: 92-51-9213886-7
Helpline: 1055 For Children: 1056
Fax No: 92-51-9217224
Email: mohtasib.registrar@gmail.com
For more information/complaint
visit our site www.mohtasib.gov.pk



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