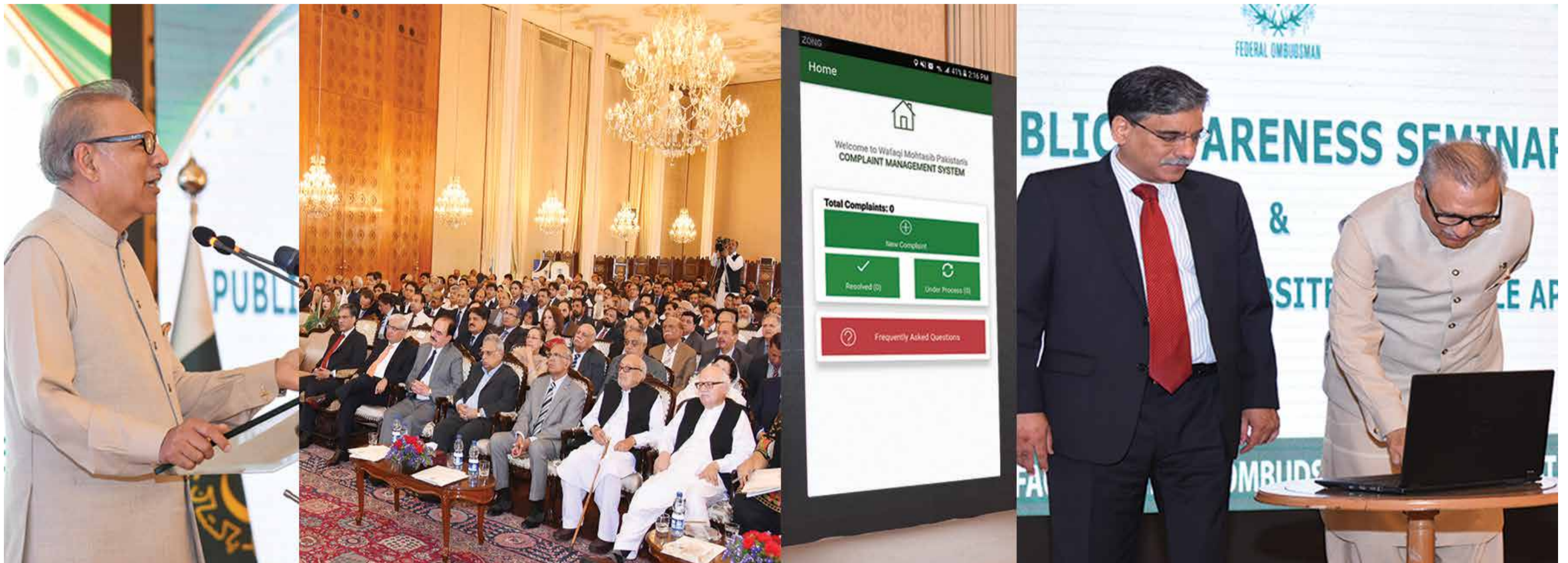


NEWS BULLETIN



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President of Pakistan Dr. Arif Alvi addressing a Public Awareness Seminar at Aiwan-e-Sadr, Islamabad and Inaugurating the New Website and Mobile App of Wafaqi Mohtasib Secretariat.

From Ombudsman's Desk

The provision of free of cost justice at the very doorstep of the people has been one of the foremost undertakings of the Wafaqi Mohtasib Secretariat (WMS). However, despite the good work done over the decades, a large portion of the population is still unaware about the role of WMS in providing them relief against maladministration of federal government agencies and still does not benefit from the services offered by this institution. The Honourable President of Pakistan Dr. Arif Alvi also reiterated the importance of making the of general public knowledgeable about the jurisdiction and functions of Wafaqi Mohtasib and highlighting his role in public redressal.

Accordingly, the Wafaqi Mohtasib Secretariat has embarked upon a media awareness campaign. This campaign especially focuses on introducing modern technological tool for apprising the public. A Facebook page and Youtube channels of Wafaqi Mohtasib Secretariat have been launched to create awareness amongst the general public through social media. In this regard, the Honourable President has also inaugurated a Mobile App. The app gives the people the option of registering their complaints while remaining in the comforts of their homes. In future, new features will be added that will save them from the



Syed Tahir Shahbaz
The Federal Ombudsman

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PRESIDENT OF PAKISTAN DR. ARIF ALVI INAUGURATES NEW WEBSITE AND MOBILE APP

President Urges Civil Society and Media to Highlight Positive Image of Wafaqi Mohtasib

The Honourable President of Pakistan Dr Arif Alvi has said that historically only those nations have achieved glory which stood against tyranny and injustices prevalent in their societies. He was addressing a gathering at a seminar and launching ceremony of a revamped website and new mobile application of Wafaqi Mohtasib secretariat. The ceremony was held at Aiwan-e-Sadr on 2nd May 2019.

The President launched the interactive and mobile-friendly version of the Ombudsman's website as well as Mobile Application. The latter is especially designed to enhance the outreach of Federal Ombudsman in its bid to provide free and speedy justice against the maladministration of federal government agencies.

While lauding the performance of Wafaqi Mohtasib, the President said that the disposal of 99 percent cases within 60 days and an implementation ratio of 95 percent were remarkable achievements. He informed the audience that less than one percent of the representations are made to the President against the Mohtasib's decisions which is testimony to his fair and just practices.

He said that in the wake of rising yet dangerous trend of misinformation, there was a need for using the media for positive gains. The President went on to say that justice is a fundamental right of the people and advised the Ombudsman to use the tools of electronic, print and social media to further his outreach and highlight his decisions.

He pledged to lend his support towards liaising with Pakistan Electronic Media Regulatory Authority (PEMRA) and encouraged television channels to dedicate their maximum airtime for social and public service messaging.

Earlier, in his welcome address, the Wafaqi Mohtasib Syed Tahir Shahbaz, announced that the current year would be dedicated for public awareness. He said that the Wafaqi Mohtasib Secretariat had received more than 70,000 complaints against various federal government agencies during the year 2018 which were collectively resolved by the head office and 12 regional offices functioning across the country.

He informed the audience that a media strategy group had been formed to highlight the achievements of Wafaqi Mohtasib. The revamped website and

new mobile application would also make the filing and tracking of applications easier and hassle free. During the seminar, in his presentation, Senior Advisor Mr. Ejaz Ahmed Qureshi highlighted the fact that the role of Wafaqi Mohtasib was crucial amid challenges of governance and overburdened courts. He said that the Wafaqi Mohtasib accepts and investigates public complaints against any agency with even one percent share of the government. This has widened the scope of its functioning. Furthermore, as per law, the Mohtasib disposes of a case within 60 days and an appeal within 45 days. Lately under Integrated Complaints Resolution Mechanism, public complaints pending with the agencies were automatically transferred to the Ombudsman's Complaint Management Information System if these remain unresolved for 30 days or more.

He also apprised the audience about the comprehensive reports compiled by the Mohtasib on various systemic issues of public interest including child abuse, state of prisoners besides setting up facilitation desks for overseas Pakistanis at international airports in Pakistan and release of Rs.44 million for destitute prisoners. Besides, a National Commissioner for Children has been appointed which serves to protect children's rights until a Children Mohtasib office is instituted to address the complaints of children below 18 years. The seminar was attended by a large number of participants from all walks of life. The Hon'ble President also presented shields to the two former Federal Ombudsmen Mr. Justice (R) S. Usman Ali Shah and Mr. Imtiaz Ahmed Sahibzada. The Federal Ombudsman Syed Tahir Shahbaz also presented a memento to the honourable President.



The Hon'ble President Dr. Arif Alvi launching the revamped website & new Mobile Application of Wafaqi Mohtasib Secretariat.



Syed Tahir Shahbaz, the Federal Ombudsman addressing the participants of Seminar at Aiwan-e-Sadr, Islamabad.



The Federal Ombudsman Syed Tahir Shahbaz presenting a memento to the President of Pakistan Dr. Arif Alvi.



The Hon'ble President giving away shields to Former Ombudsmen during a Seminar at Aiwan-e Sadr, Islamabad.



Mr. Ejaz Ahmed Qureshi, Senior Advisor briefing the participants of Seminar about the working of Wafaqi Mohtasib Secretariat.

OMBUDSMAN EMPHASIZES COORDINATED EFFORTS OF ALL AGENCIES TO CONTROL FIRE INCIDENTS AT MARGALLA HILLS NATIONAL PARK

Syed Tahir Shahbaz, the Federal Ombudsman has showed serious concern on lack of coordination among Ministry of Interior(MOI), CDA, Municipal Corporation Islamabad(MCI), Islamabad Wildlife Management Board(IWMB) and other agencies to control fire incidents in Margalla Hills National Park. He stressed the need to make coordinated efforts among these agencies in the light of Wafaqi Mohtasib recommendations endorsed by the Supreme Court of Pakistan. He directed that the reporting mechanism of fire incidents at Margalla hills may be improved.

Previously, in pursuance of the orders of the Supreme Court of Pakistan dated 25-06-2018, the

MCI should launch an aggressive Awareness Campaign for the sensitization of inhabitants living close to Margalla Hills National Park

The Federal Ombudsman

Hon'ble Ombudsman after a series of meetings with MOI, CDA, NDMA, MCI and IWMB had made recommendations and suggested measures to prevent incidents of fire at Margalla Hills National Park. Furthermore, these agencies should work

together to develop SOPs in order to ensure coordination to avoid fire incidents. It was also directed that Ministry of Interior would hold a monthly meeting of all agencies and submit its report to the Ombudsman Secretariat on a regular basis. It was also recommended that MCI would submit annual fire control plan to the Ombudsman

400 employees had been recruited for 32 pickets, while two vehicles had been provided by NDMA in order to meet emergency situation at Margalla hills. The Wafaqi Mohtasib directed that the MCI should share report of every incident with other agencies, as well as with the Ombudsman Secretariat. However, no report had so far been shared with any



Syed Tahir Shahbaz, the Federal Ombudsman is chairing a meeting to review progress on prevention of Fire Incidents at Margalla Hills National Park.



Recent fire eruption at Margalla Hills

Secretariat and equip its pickets on modern lines alongwith posting of sufficient staff. The meeting held on 21st May, 2019 was chaired by the Hon'ble Wafaqi Mohtasib Syed Tahir Shahbaz, and the representatives of Ministry of Interior CDA, MCI, NDMA and IWMB attended the meeting in the Ombudsman Secretariat. Each agency briefed about the uptodate implementation status of recommendations contained in the WMS report. The rep. of MCI informed that two weeks ago three incidents of fire had occurred, which were resolved due to timely action by the MCI. He apprised that

agency. The IWMB complained that MCI had not taken it on board, therefore, it had no information about the incidents.

The Wafaqi Mohtasib after hearing all the agencies directed the Ministry of Interior to hold a coordination meeting of all agencies within two days and streamline all measures taken by all agencies to prevent fire at Margalla Hills National Park. He also directed MCI to get short code helpline from PTA so that people may have an easy access for reporting fire incidents. The Federal Ombudsman also desired that an aggressive awareness campaign be launched to sensitize the inhabitants living in the National Park as well as nearby localities.

WAFaqi MOHTASIB TAKES COGNIZANCE OF UNJUST TAX DEDUCTION ON FOREIGN REMITTANCES

State Bank of Pakistan asked to issue directions to all banks

On May 8, 2019 an overseas Pakistani had lodged a complaint with the Federal Ombudsman against what he had called an 'unfair' deduction of withholding tax charged upon withdrawal of amount exceeding Rs.50,000 via bank transactions.

An inquiry was conducted in the matter and a report was called from Federal Board of Revenue (FBR) to explain tax deduction from foreign remittances bank accounts. In its report, FBR stated that exemption on tax u/s 231A in case of foreign remittances was being provided in Clause 101-A of Part IV of the Second Schedule to the Income Tax Ordinance, 2001 from the date of promulgation of Finance

Supplementary Act, March 2019. The FBR report further explained that if the tax was still being charged in such cases, it was due to a technical glitch in the banking system. Henceforth, it was concluded that there was no tax applicable on the bank accounts where foreign remittances were being deposited directly.

The matter was disposed of by Wafaqi Mohtasib after receiving clarification from FBR. The State Bank of Pakistan was directed to pass directions to all banks not to deduct withholding tax on direct foreign remittances. This step taken by the Federal Ombudsman has brought relief for Overseas Pakistanis.

...from P/1

From Ombudsman's Desk

hassle of travelling to the Mohtasib office to have their voices heard. The users will also have the liberty and option of attending hearings at their home through video conferencing. The mobile app also provides updates on the status of their complaints to users as well as allowing them to view and download final decisions in their cases. To facilitate the public living in remote areas, Outreach Complaint Resolution Program has also been established through which complaints lodged by general public belonging to far-flung areas are heard closer to their towns and they do not have to travel to major cities where the offices of Wafaqi Mohtasib are located. The complainants are informed well in time by post as well as by SMS about the date and venue of hearings. In this way, we are making all out efforts to make our presence felt for the poor and the voiceless. It is hoped that our efforts will pave way for greater awareness among the public about our institution and ultimately lessen injustice in society.

OMBUDSMAN CONCERNED OVER SLOW PROGRESS IN IMPLEMENTATION OF JAIL REFORMS

Ombudsman appreciates provincial governments of Punjab & KPK for provision of funds to release poor prisoners on Eid

The Honorable Wafaqi Mohtasib Syed Tahir Shahbaz conducted a series of meetings with the provincial authorities and I.G. Prisons at Karachi, Peshawar and Lahore to review progress on the implementations of recommendations contained in the report on jail reforms.

The Federal Ombudsman while chairing a meeting on 9th April at Karachi, showed great concern over

The Honorable Wafaqi Mohtasib proposed holding a seminar for District Oversight Committees (DOC) at provincial level to improve their working and coordination. Besides this, reports detailing work on building more prisons, increasing their capacity, installing bio-metric systems, as well as improving educational and health facilities in prisons were submitted, with follow-ups scheduled for the

He directed the provincial authorities and IG Prisons of KPK and Punjab to include members from Bar Councils, Chamber of Commerce, University representatives, a senior member from a medical college, a lady from civil society, retired judge or civil servant and a member from minority community in the District Oversight Committees of jails in order to monitor the welfare of prisoners in



Federal Ombudsman, Syed Tahir Shahbaz presiding over a progress review meeting on jail reforms recommendations at Karachi



Federal Ombudsman, Syed Tahir Shahbaz presiding over a progress review meeting on jail reforms recommendations at Peshawar

the slow progress of implementation of jail reforms. He discussed in detail the implementation status of different recommendations regarding the improvement of conditions for prisoners in jails.

The Mohtasib directed that efforts be made to segregate Under Trial Prisoners from convicted prisoners. It was decided that new legislation was

following weeks.

The Federal Ombudsman visited Peshawar on 20th July, 2019 and held a detailed meeting with the IG Prisons, KPK and other officers in the province to review progress in implementing the jail reforms recommendations. He was informed that in 21 jails of KPK, against the total strength of 8500, around

jails. He also directed the jail authorities for segregation of HIV, TB, Hepatitis-C and drug addicts from other prisoners.

He also desired that a report of the DOC visits be submitted to the Wafaqi Mohtasib Secretariat on fortnightly basis.

The Wafaqi Mohtasib appreciated the efforts of provincial governments of the Punjab and KPK in provision of funds for payment of fines and diyat to release poor and destitute prisoners on the eve of Eid ul Fitr.



Federal Ombudsman, Syed Tahir Shahbaz presiding over a progress review meeting on jail reforms recommendations at Lahore

needed to deal with overcrowding of prisoners in jails and directed the Home Secretary to send its report to WMS before an implementation status report is submitted before the Supreme Court within two weeks.

9000 prisoners were in jails.

The Federal Ombudsman also visited Lahore on the 29th of July and held a meeting with the Chief Secretary and IG Prisons, Punjab to review progress on the welfare of jails inmates.

INTERNSHIP PROGRAMME FOR STUDENTS STARTED IN WAFAQI MOHTASIB SECRETARIAT

Wafaqi Mohtasib Secretariat has started an internship programme for university students, so that they may attain practical skills and experience. In the first phase, 10 interns will be selected for head office, Islamabad while in future more interns may be hired for its regional offices. The duration of internship has been fixed as 45 days. Students studying in HEC recognized universities at BS level in the subjects of Social Sciences, Law, BBA, I.T., Computer Sciences and Engineering were selected for the internship programme. On successful completion of the programme, the interns will receive an amount of Rs.15,000/- as remuneration alongwith experience certificate.

OMBUDSMAN OFFICE INTEGRATES 77 FEDERAL GOVT. AGENCIES

Ombudsman asks Federal Government agencies to reinvigorate their Complaint Management Systems



The Wafaqi Mohtasib Secretariat has so far received 18,867 complaints through Integrated Complaint Resolution(ICR) System of WMS. At present 42 federal government agencies have been integrated with the ICR system of Wafaqi Mohtasib and 35 more will be integrated by the end of June, 2019. Under the ICR system, any complaint pending on the interface of a federal agency for more than 30 days will be automatically transferred to the CMIS of WMS and will be treated as a fresh complaint. On the eve of integrating 15 more federal agencies with the WMS ICR system, Secretary WMS Dr. Jamal Nasir asked the representatives of these agencies to reinvigorate their complaint management systems, so that the agencies can resolve public complaints on their own. The participants were also briefed about the ICR system. It was pointed that proper training to all the Focal Persons of federal agencies has been provided; however, a refresher training course for newly integrated agencies has been planned in the next week



Syed Tahir Shahbaz, the Federal Ombudsman chairing a meeting of Investigating Officers of Regional Offices Lahore, Faisalabad & Gujranwala.

OMBUDSMAN CONSTITUTES HIGH LEVEL STEERING COMMITTEE OF WMS ON MEDIA

The Federal Ombudsman has constituted a high level steering committee on media and ex-Secretary Information Syed Anwar Mehmood has been appointed as its Chairman/Convener. Other members of the committee are:

1. Mr. Ejaz Ahmed Qureshi, Senior Adviser
2. Hafiz Ahsaan Ahmad Khokhar, Senior Adviser
3. Dr. Iram A. Khan, Additional Secretary (Admn & Coord)
4. M. Javed Chaudhary, Media Coordinator /Secretary

Focus of the committee is to propose measures for creating awareness amongst citizens regarding availability and effectiveness of the office of Wafaqi Mohtasib as a provider of relief against maladministration of federal government organizations and agencies.

The committee has so far held two meetings. It observed that brief awareness messages on mobile phones transmitted by PTA had increased the number of complaints. However, the rising trend of relief provided to complainants would in itself help increase the numbers of complaints. The committee also decided to highlight important decisions of the WM in press, install awareness boards at toll plazas on motorways & highways, outside ticket offices at major railway stations, creation of WMS facebook page, impart awareness lectures at universities, launch of internship programme for students, and organizing seminars in major cities.

97.5% DECISIONS OF WAFaqi MOHTASIB IMPLEMENTED

Syed Tahir Shahbaz, the Federal Ombudsman has shown complete satisfaction on the implementation of findings against federal government agencies. He was chairing a meeting in which the Implementation Wing of WMS presented a detailed briefing to the Federal Ombudsman on the implementation status of findings. He was informed that 97.6% findings have been implemented. Furthermore, Housing Foundation had been directed to speed-track the completion of its projects in sector G-13 & G-14 of Islamabad. On a decision by Wafaqi Mohtasib, National Internship Programme had paid internship money to 95 internees. The Islamabad Capital Territory, PIA, Housing Foundation and Pakistan Medical & Dental Council had implemented all findings in letter & spirit. Pakistan Housing Authority had handed over 200 flats to its owners in G-10 Sector and the remaining 168 flats would also be handed over in the next couple of months, while in the Kurri Road housing project, PHA was completing 588 flats which 304 flats had been handed over to their owners. Offer letters had also been issued to the remaining 284 allottees. The Federal Ombudsman said that his office is a Poor Man's court; therefore, we have to ensure speedy relief to the people.

340 Complaints Received on Mobile App in May-June



The mobile app connects general public with the Wafaqi Mohtasib Secretariat and allows them to lodge their complaints against federal government agencies. The complainant is registered online and becomes part of the Complaint Management Information System of the Wafaqi Mohtasib. The complainant will receive an SMS within minutes of lodging a complaint which will confirm the registration of complaint. The app shows the status of each case at every stage, and on conclusion of hearing, findings of the Wafaqi Mohtasib can be viewed or downloaded.

PROVISION OF SPEEDY AND FREE OF COST JUSTICE IS OUR PRIORITY

Syed Tahir Shahbaz

Wafaqi Mohtasib Secretariat has reinvigorated its Outreach Complaint Resolution Program through which people from far-flung areas are provided speedy and free of cost justice at their door steps without having to travel to head office or regional

offices of the Wafaqi Mohtasib Secretariat. The officers of the Wafaqi Mohtasib have been directed to visit the nearby tehsil and district head quarters for convenience of the general public closer to their homes.

During the present quarter i.e. April-June, 2019, the officers of WMS regional offices at Bahawalpur, DI Khan, Faisalabad, Gujranwala, Hyderabad, Lahore, Multan and Sukkur visited different tehsils and districts and decided 1687 cases.



Mr. Mushtaq Ahmed Awan, Consultant R.O. Faisalabad hearing cases /complaints at Sargodha under Outreach Programme



Mr. Inayat Daula, D.G. Incharge R.O. Faisalabad hearing cases /complaints at Sahiwal under Outreach Programme



Mr. Arif Khan Kundi, Consultant R.O. DI Khan giving interview on FM Radio Mianwali on Outreach Programme



Khawaja Saif ur Rehman advisor R.O. Abbotabad hearing cases /complaints at Haripur under Outreach Program

WAFAQI MOHTASIB COMES TO THE AID OF OVERSEAS PAKISTANI PRISONERS

The media had highlighted the issue of overseas Pakistani prisoners detained in Gulf States. The Federal Ombudsman had taken notice in the matter and called a report from Ministry of Foreign Affairs depicting the number of prisoners and Consular's efforts for their release etc.

The Ministry of Foreign Affairs informed that there were 3,353 prisoners in Gulf States (detained in different jails of Bahrain, Kuwait, Qatar, Oman & UAE) and 2909 overseas Pakistanis in different jails of Saudi Arabia. As per report, most of the prisoners had been detained in Gulf States due to fraud, robbery, theft, drug trafficking and murder, whereas in Saudi Arabia, they were in prison due to drug smuggling, theft, traffic accidents, financial claims and forgery etc. The report further states that the Consular efforts were carried out 04 times in Bahrain, 171 times in Kuwait and regular Consular access had been ensured in Qatar, Oman and UAE for Pakistani prisoners. The report also indicates that number of visits had been ensured by the Consular in different jails in Saudi Arabia and the Pakistan Embassy has regular liaison with the Saudi authorities. Pakistani Mission in Saudi Arabia is actively pursuing the release of all Pakistani prisoners with Saudi authorities after announcement made by the Crown Prince.

MONTHLY REPORT OF OCR CASES FROM JAN-JUNE 2019

REGIONAL OFFICES	CASE DECIDED	PENDING	TOTAL			
HYDERABAD	457	32	489			
LAHORE	419	NIL	419			
GUJRANWALA	24	NIL	24			
SUKKUR	236	NIL	236			
FAISALABAD	320	11	331			
MULTAN	81	NIL	81			
D.I. KHAN	80	NIL	80			
BAHAWALPUR	09	NIL	09			
ABBOTABAD	NIL	18	18			
TOTAL NUMBER OF CASES DECIDED			1687			
PENDING CASES			61			
TOTAL NUMBER OF CASES DECIDED DURING JAN-JUNE 2019	JAN	FEB	MARCH	APRIL	MAY	JUNE
	276	371	343	258	262	227

IMPORTANT DECISIONS

LONGSTANDING DUES DIRECTED TO BE PAID

Three companies, lodged complaints against National Information Technology Board (NITB) on delay in payment of outstanding dues.

These three companies owe Rs. 54.238/-. All three stated that they provided desktop computers, laptops, servers, scanners and other related equipment to NITB for a project. However, despite repeated requests to NITB, payment was not released even with the passage of an entire year. Eventually, they approached Office of the Mohtasib with the hope that their grievances would be taken care of.

The NITB explained that payments could not be cleared due to ban on release of funds by the caretaker government before the general elections of 2018. They further explained that closing date of the project had been extended but due to absence of budgetary allocation for the year 2018-19, the liabilities were still pending.

Ministry of Information Technology & Telecommunications reported that Planning Commission had been requested to include the project in the PSDP for the Fiscal Year 2019-20 and to allocate an amount of Rs. 54.238/- million to clear the pending liabilities.

The representative of NITB assured that the liabilities would be cleared in the first quarter of the Fiscal Year 2019-20, after release of funds in the PSDP. Hence, the complaints were disposed off accordingly.

CDA ISSUES NDC AFTER 7 YEARS

A complainant filed a complaint against CDA stating that he got a plot in Margalla Town phase-I in 1994 after observing all codal formalities and constructed a house on the said plot. He applied to the CDA for issuing it No Demand Certificate (NDC) but the department did not do so.

On a notice by the Wafaqi Mohtasib, CDA replied that after investigation by its security directorate, the allotment of plot was found doubtful, hence his case was to be submitted to the Scrutiny Committee of Regularization of Irregular Allotments for consideration. The Ombudsman directed to place his case before the committee within 30 days. CDA failed to do so, therefore, the Implementation Wing of WMS directed the agency to implement the findings. As a result of directions by the Wafaqi Mohtasib, citizen received the NDC after seven years.

OMBUDSMAN'S INTERVENTION ENSURES MAINTENANCE OF PARKS & PUBLIC LIBRARY

The residents of sectors G-7/2 & I-11/1 filed three complaints before the Ombudsman that CDA had failed to maintain parks and a public library in these sectors. These residents approached CDA a number of times but no relief was provided to them.

During investigation, mal-administration was evident on the part of CDA Parks Directorate. It was directed to ensure maintenance of the under questioned parks and library and also to take departmental action against Director Parks. CDA has submitted its implementation report that the subject parks and library had been maintained as per the direction of Wafaqi Mohtasib.

WIDOW RECEIVES DEATH CLAIM UNDER PM ASSISTANCE PACKAGE

Widow of an employee of the Information Service Academy lodged a complaint against the Information & Broadcasting Division for delay in payment of death claim under the PM Assistance Package. Due to her husband dying while performing his official duties, the Agency had employed her son under the Prime Minister's Assistance Package but despite passage of two years, had not paid any other emoluments.

Not making any headway with the Agency on her own, the widow approached the Wafaqi Mohtasib for help in the matter. The Agency informed that due to lack of funds, the amount of Rs. 3.700/- million owed to the complainant under the PM Assistance Package could not be cleared.

During the course of hearing, the Agency's representative revealed that after discussion with the Ministry of Information and Broadcasting, a case for re-appropriation of Rs.3.700 million had been forwarded to Finance Division and the funds had been received and sanctions also issued.

Since this claim was endorsed by the complainant's representative as well, the grievance was addressed and the case was resolved.

OMBUDSMAN ORDERS TO REDUCE EXCESSIVE BILL & CONDUCT AN INQUIRY

A complainant from Tehsil Kotli Sattyan lodged a complaint against IESCO for unjust excessive billing and failure to remove defective meter. The complainant stated that defective meter was replaced in January, 2017 on papers but original meter remained at site, while he started receiving bills against the new meter. Despite repeatedly requests to IESCO authorities, the issue remained unresolved. In March, 2018 the meter was again disconnected on papers but remained working at site. He again complained to IESCO that the meter was working at site but had been disconnected on papers; however, he was advised to apply for reconnection of the meter. The meter was reconnected although it had never been disconnected from the very beginning. The complainant received a bill of Rs. 9,021/- which he paid on the advice of the SDO concerned. However, in April, 2019 he received a bill of Rs. 73,669/- which was unjustified as he had paid the bills in the past. Failing to get relief from the Agency, he approached the Wafaqi Mohtasib for redressal of his grievance.

The agency admitted the fact and stated that reading had been adjusted and the bill had also been revised from 73,669/- to 40,685/-. The complainant stated that he had paid the bill but received an unbearable mental anguish due to irresponsible attitude of the agency. The mal-administration was evidenced on the part of the agency, therefore, the Ombudsman ordered to conduct an inquiry and fixing responsibility for such maladministration.

OMBUDSMAN ORDERS PAYMENT OF PENSION TO THE WIDOW OF FORMER CAPTAIN OF HOCKEY TEAM

Widow of former captain of Pakistan hockey team Mansoor Ahmed lodged a complaint against AGPR and Pakistan Customs for delay in payment of pension. The representative of Federal Board of Revenue replied during hearing proceedings that pension case was submitted to AGPR sub-office Karachi which was returned due to error in the date of birth in computerized system and service book. The original service book was not traceable; therefore, a duplicate service book was prepared. The agency had also no proof whether his first wife was divorced or got khula. However, the complainant provided a copy of Khula of first wife to the agency. The agency had also corrected the discrepancy of date of birth and pension documents had again been forwarded to the sub-office Karachi for payment of pension. The AGPR assured to pay pension to the widow within a fortnight.



Syed Tahir Shahbaz, the Federal Ombudsman administering oath to newly inducted officers of Wafaqi Mohtasib Secretariat.



Syed Tahir Shahbaz, the Federal Ombudsman sharing views during meeting with the President Chamber of Commerce & Industry, Lahore.

FEDERAL OMBUDSMAN DIRECTS POLICE TO ISSUE CLEARANCE CERTIFICATE WITHIN 30 DAYS TO OVERSEAS PAKISTANIS

Owing to large number of complaints regarding delay in issuance of Police Verification/Character Certificate of Overseas Pakistanis living in different parts of the world, the Federal Ombudsman has asked all Inspectors General of Police i.e. Punjab, Sindh, KP, Balochistan, AJ&K and Gilgit-Baltistan to appoint focal persons and finalize Police Clearance matters within 30-days. Under the directions of Wafaqi Mohtasib Secretariat, Ministry of Interior has also issued similar instructions to Inspectors General of Police. Directions has also been given to place a list on the website for Overseas Pakistan\ Pak Missions for information and convenience. The Ombudsman has also asked the Inspectors General of Police to finalize automation/tracking

of Police verification system at the earliest. In the meanwhile, Inspector General Punjab intimated that Police Khidmat Markiz have been established in all districts of Punjab whereby Police Character Clearance Certificates are being issued through automated process. All the Inspectors General of Police have also reported that Police clearance matters of Overseas Pakistanis are being addressed on priority. However, perusal of the reports received from different Pakistani Missions revealed that many cases of Overseas Pakistanis regarding Police Verification were still pending in different districts since long. The provincial police chiefs have been asked to submit the status of the automation process and

details of pending cases in each district of the province. However, due to the initiative of Wafaqi Mohtasib, substantial progress has been made and hundreds of cases of Police Clearance of Overseas Pakistanis have been finalized. With the introduction of automation, all cases of Police verification and character certificate will be disposed of within 30 days.



The Hon'ble Wafaqi Mohtasib has appointed Mr. M. Javed Chaudhary, Head of Media Wing as Spokesperson of Wafaqi Mohtasib Secretariat

0321 5005172
office: 051-9216752
javedchnhmp@gmail.com

Receipts and Disposal of Complaints During the Quarter April- June 2019

S.No.	Agencies	Receipts	Disposal*
1.	Power Companies(DISCOs).....	6975	6292
2.	NADRA.....	969	1094
3.	Sui Gas Companies.....	1859	2093
4.	Pakistan Post.....	539	497
5.	Allama Iqbal Open University.....	277	257
6.	State Life Insurance Corporation.....	246	208
7.	Pakistan Bait ul Maal.....	481	382
8.	Employees Old Age Benefits Institution (EOBI).....	186	234
	Total of Above 08 Agencies.....	11532	11057
	Other Agencies.....	5196	4771
	Grand Total.....	16728	15828

* Includes cases brought forward from previous months.

For Further Guidance and Information Contact our Helpline No. 1055

Helpline for children complaints: 1056

Fax No. 051-9217224

During hours 9:00 am - 10:00 pm

Email: ombuds.munawarsajjad@gmail.com

Media Wing: wmsmediawing@gmail.com

Spokesperson/Director Media: 051-9216752

Website: www.mohtasib.gov.pk

Wafaqi Mohtasib Secretariat

36-Constitution Avenue, Sector G-5/2, Islamabad