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## Federal Ombudsman team holds open court in Kotli AJK: Hear complaints against AJK- based Federal Govt. functioneries:



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MIRPUR (AJK): Dec. 12 : Several complaints against various AJK based federal government

institutions were disposed of on the spot by a team of Federal Ombudsman in its open court held in

Kotli, Azad Jammu Kashmir on Friday. it was officially said.

Unveiling details of the open court, a Federal Ombudsman spokesman later told this

Correspondent late Friday that the FO team comprising senior officials including Director General of the Federal Ombudsman Secretariat Muhammad Ashfaq Ahmed and Consultant Khalid Sial heard the complainants in the open court received a complaint that a retired constable was declared dead and his pension was delivered to an unknown widow.

During the open court, a complainant told the officers of the Federal Ombudsman that he was declared dead and his pension was being stopped for 18 months and given to an unknown widow.

According to details, on the instructions of Federal Ombudsman Ijaz Ahmed Qureshi, Director General of the Federal Ombudsman Secretariat Muhammad Ashfaq Ahmed and Consultant Khalid Sial heard complaints against federal institutions during an open court in Kotli Azad Kashmir yesterday and directed the relevant institutions to redress the complaints. Issue instructions to the officers on the spot and dispose of several complaints on the spot.

During the open court, a complainant, Hawaldar Muhammad Siddique, retired from the army, complained against the Controller Military Account that his pension was not being transferred to the bank for eighteen months. When he contacted the department, he found out that according to the department's records, he had died and his pension was being given to his widow, although she was alive and he himself appeared in the open court and told that I have no relation to the

unknown widow to whom my pension is being given.

A large number of complainants participated in the open court and submitted a large number of complaints against the Higher Education Commission, Postal Life Insurance, Controller Military Account, Benazir Income Support Program, Pakistan Post Office, Agricultural Development Bank, National Savings and various departments of the federal and Azad Kashmir governments.

The officers of the Federal Ombudsman gave instructions on the spot on some complaints while assuring that some complaints would be resolved through the heads of the relevant departments while the complaints against the departments of the Azad Kashmir government should be sent to the relevant institutions.

After the open court, the officers of the Federal Ombudsman had a detailed discussion with the media representatives about the steps, powers, scope and procedure for filing complaints of the Federal Ombudsman.

Earlier, the officers of the Federal Ombudsman also apprised the audience of the fruitful objectives about holding of the open courts on the special instructions of the Federal Ombudsman.

They briefed the complainants about the aims, objectives and procedures of the open court. The officers of the Federal Ombudsman said that any citizen can apply to the Federal Ombudsman on a

simple paper.

“The Federal Ombudsman decides on every complaint within 60 days. Last year, the Federal Ombudsman Ijaz Ahmed Qureshi decided more than 223,000 complaints, which is a record, while this year the number of complaints is expected to increase to more than 200,000”, the senior officers said.