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## Federal Ombudsman' Institution delivered relief to more than 2.5 million complainants since inception – FO Ejaz Ahmad Qureshi



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MIRPUR (AJK): Dec. 17: Wafaqi Mohtasib (Federal Ombudsman), Ejaz Ahmad Qureshi has said that the Institution of Wafaqi Mohtasib has enhanced its outreach and accessibility tremendously owing to the steps and initiatives taken during the last couple of years, it was officially said.

“These, he said, included opening of new regional offices, presence in 28 cities of the country, integration of latest technology, launching of Official WhatsApp channel, presence on digital and social media platforms alongwith the Outreach Complaint Resolution (OCR), programme and Inspection Visits of the federal government agencies”, says an official press release issued and released to the media on Wednesday.

Our Special Jammu Kashmir state Correspondent Altaf Hamid Rao reports from Mirpur that as a result, the total number of people seeking relief and benefitting from this office may exceed 250,000 during the current year. Moreover, nearly 6960 complaints have been resolved under the Informal Resolution of Disputes (IRD) mechanism and if the 128,427 complaints of the Overseas Pakistani, 653 complaints of children may also be included in the list, then the cumulative figure may come close to 400,000, according to the PR.

These views were expressed by the Federal Ombudsman while addressing media representatives at the Wafaqi Mohtasib Secretariat at the federal metropolis on Wednesday. according to the press release.

He said that 12 new regional offices have been established last four years, which brought the total number to 28, including the Head Office in Islamabad. Similarly, the number of Khuli Katcheries and OCR visits have also been increased to a great extent, he added.

The Wafaqi Mohtasib further observed that Khuli Katcheries (open courts) and the OCR Programme have helped provide administrative relief to the people of the remote and far off regions virtually at their door-steps. Owing to the steps taken lately like launching of the Official WhatsApp channel, people can now easily access this office through the latest digital means even from the comfort of their homes.

This year we have received more than 45% complaints online and there is also provision of online hearing of complaints which spares the complainants of physically visiting the offices for obtaining relief, he added. Moreover, it has redressed 246,602 complaints till 15 December this year. The Institution has so far provided relief to more than 2.58 million households since its inception in 1983. Since an average family in the country comprises 4-5 persons, therefore, the net relief trickling down the common man may run into 10 million people, he added.

He further observed that there is a separate implementation section in the Secretariat, which ensures implementation of the decisions and findings in letter and spirit and this year we have achieved an impressive implementation rate of more than 93%. The Wafaqi Mohtasib went on to add that owing to our initiatives and measures, people are getting administrative relief with ease and convenience.

This office has instituted performance-based awards for the first time in its history, which are being awarded to the Officers and staff members who have consistently performed outstandingly

during the last couple of years, informed the Mohtasib.