



FPO

FORUM OF PAKISTAN OMBUDSMAN

May-2023, Issue #1

NEWSLETTER

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Editorial Team
Tousif Ahmad Qureshi (Advisor)
Abdul Ghani
Arbaz Ali

PRESIDENT'S MESSAGE

It gives me immense pleasure to share the "First Newsletter" of Forum of Pakistan Ombudsman (FPO). This forum is an independent and non-political network of Ombudsmen for the advancement of good governance across Pakistan and Azad Jammu & Kashmir. Within its mandate, FPO strives to improve operations, service delivery and effectiveness of Ombudsmen organisations by way of extending its support for educational, scientific and charitable purposes. This platform also serves an effective means of communication to establish professional linkages internationally.

During the 27th FPO meeting held in Islamabad on 21st March, 2023 all Ombudsmen Institutions reiterated their commitment for the joint efforts to make FPO an effective representative of all ombudsmen institutions working both at the federal and provincial levels. Ombudsman institutions are a cardinal part of the core skeleton of good governance in Pakistan. We are expected to promote fairness, support fair processes and act with empathy and respect.



In light of the decisions taken in 27th FPO meeting, we are all set to undertake proposed joint activities in the Current year. This, interalia, includes conducting on-line training sessions for sharing mutual experience, developing FPO's website, preparing an FPO's documentary and establishing a dedicated FPO Secretariat at Islamabad.

May Allah give us more courage and strength to serve Pakistan. Long live Pakistan!

Dr. Asif Mahmood Jah)
President FPO
Federal Tax Ombudsman



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MESSAGE FROM THE FOUNDER PRESIDENT OF FPO



The Forum of Pakistan Ombudsmen (FPO) was an initiative taken in 2011 for establishing a network of Pakistan's Federal & Provincial Ombudsmen. It was my honour to serve for over two years as the founder president of this august platform.

The principal purpose of setting up the FPO was to have a professional, independent and non-political network of Ombudsmen for ensuring effective accountability of public functionaries across Pakistan & AJK and promoting the Ombudsman concept through effective and standardized outreach by sustained capacity building, trainings, workshops and research.

Additionally, there was need to create awareness, both locally and internationally, highlighting the amazing success achieved by the institution in reducing the level of citizens' tolerance for maladministration through prompt redressal of their grievances.

Let me add here that the institution of 'Mohtasib' in the Islamic world was introduced by Hazrat Umar Farooq, the 2nd Rashideen Caliph, ruling from 634-644 A.D. Etymologically, Ombudsman is a Swedish word meaning 'citizen advocate' and the concept of 'Mohtasib' (modern Ombudsman) was borrowed by the Swedish King, Charles XII, in 1713, from the Ottoman Empire when he was in exile in Turkey where he saw the institution of Mohtasib in action and got so impressed that he decided to introduce the concept back home.

I believe that ever-evolving social challenges demand a robust and inexpensive justice system and for that we need to shape up the 'Mohtasib' institution. The commitment shown by the Ombudsmen/Ombudspersons represented at the FPO platform is a testament to the importance of mutual partnerships and re-imagining of a credible Ombudsman movement in Pakistan.

I am glad to see that visionary leaders at the FPO are taking forward the shared ambitions and work ethics which will not only offer growth but also will create a strong impact for collective ascendancy of the institution.

United we lead ahead, for a just and better Pakistan.

Dr. Muhammad Shoaib Suddle
HSt, HI, QPM, PPM, PSP
Founder Past President FPO



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EXECUTIVE SECRETARY MESSAGE

Dear Members,

I am pleased to welcome you all to the latest edition of our newsletter of the Forum of Pakistan Ombudsman. We will have many updates to share regarding the ongoing activities of the members towards advancement of good governance at Federal and Provincial levels.

Honorable members of Forum of Pakistan Ombudsman have continued to make great strides in promoting Accountability and combating Maladministration within Government institutions. Ombudsmen and Ombudspersons are working tirelessly to ensure that citizens are able to voice their concerns and have them addressed in a timely and effective manner.

At FPO, we will ensure regular workshops and trainings to strengthen core capacities for achieving higher order professionalism in all Ombudsmen offices. First of such workshop will be held on the 16th of May at FTO Headquarters in Islamabad and a large number of have already registered to join in person & through Zoom link.



We are excited to announce re launching of our website that will serve as a hub for information relating to the activities and initiatives of the members of Forum of Pakistan Ombudsman. This website will make it easier for citizens to access information on their rights and avenues for redressal, as well as, provide a platform for us to engage with a wider audience through a well-co-ordinated and collective outreach programs under the umbrella of the FPO. I would like to thank all of our members for their enormous support and commitment towards the mission & objectives of this prestigious Forum

Almas Ali Jovindah
Executive Secretary,
Forum of Pakistan Ombudsman



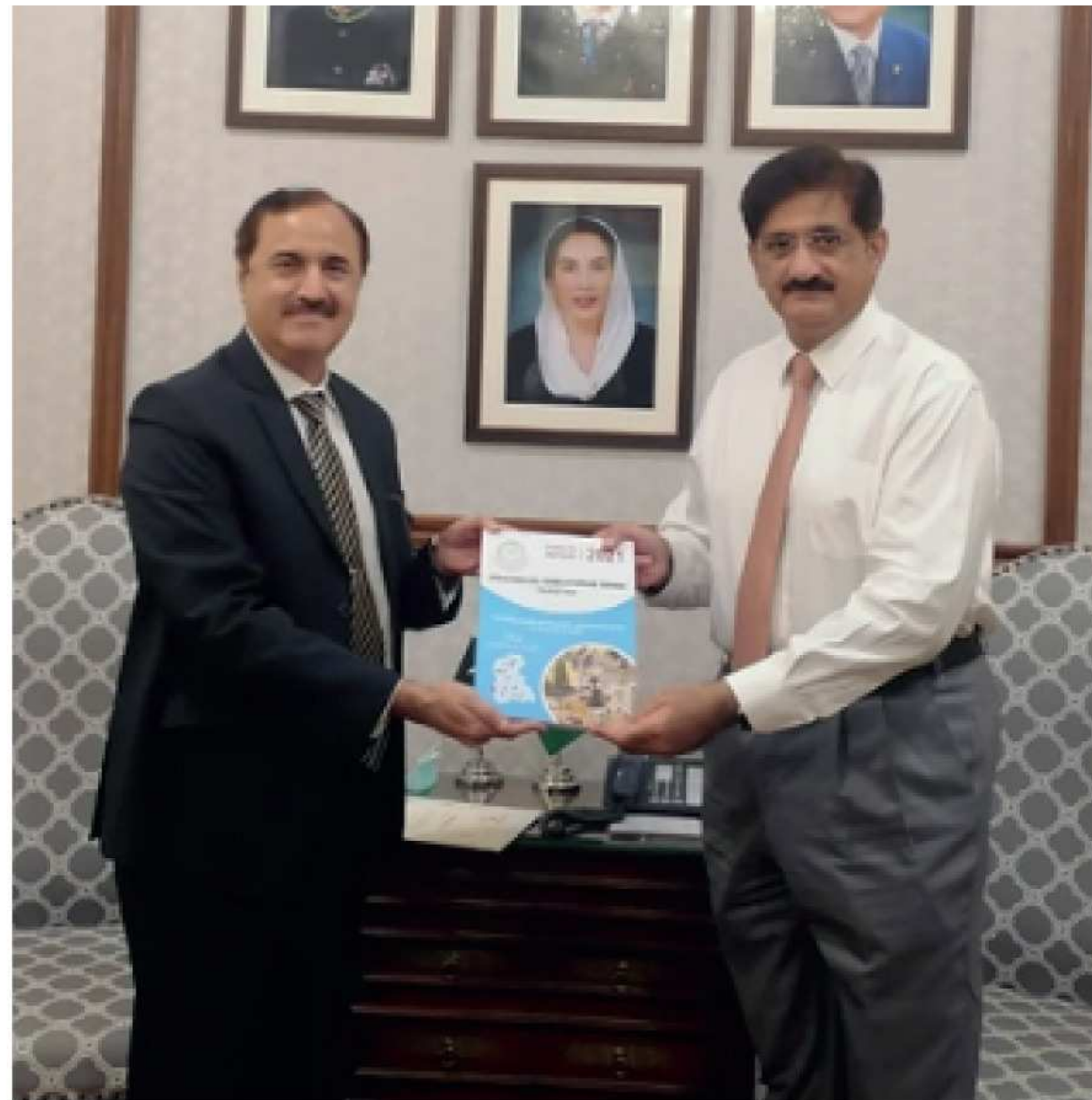
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OMBUDSMAN IN FOCUS

Hon'ble Mr. Ajaz Ali Khan has joined the civil service in the year 1982 with the Central Superior Services. He has the distinction of serving in the provinces of Sindh, Balochistan and the Federal Government of Pakistan.



Mr. Ajaz Ali Khan has served in various capacities, especially as Provincial Secretary in various provincial departments including Mines & Minerals, Coal and Energy Development, Agriculture, Food, etc. In the federal government, he gained experience as Additional Secretary to the Federal Ombudsman, Additional Secretary to Ministry of Water & Power and Executive Director of the country's premier life insurance corporation. He has served as Federal Secretary, Narcotics Control Division from where he retired from civil service in February 2017. He was also Member of the Sindh Public Service Commission from December 2017 to February 2020.

Mr. Ajaz Ali Khan has done his Masters in Public Administration from Arkansas State University, Jonesboro, USA and has acquired trainings both at national and international level. He has widely travelled to various countries on official assignments

He assumed the Office of the Ombudsman Sindh on 24.02.2020



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27TH MEETING OF FPO

The 27th meeting of the Forum of Pakistan Ombudsmen (FPO) was held on the 21st of March, 2023 at 11:00 hours in the Wafaqi Mohtasib (Ombudsman)'s Secretariat, Islamabad under the chairmanship of President FPO, Dr. Asif Mahmood Jah (Hilal-i-Imtiaz) (Sitara-i-Imtiaz) (Hon'ble Federal Tax Ombudsman). It was unanimously decided that FPO meetings will be held at all stations on rotation basis. On a proposal placed by the Hon'ble Ombudsman Balochistan, the 28th meeting of FPO will be convened at Quetta in July, 2023 and 29th FPO session will be jointly



hosted by Provincial Ombudsman, Punjab and Provincial Ombudsperson, Punjab at Lahore, accordingly, in September, 2023. It was unanimously decided that all member institutions will effectively share their expertise with each other for mutual benefit. Regular training sessions, using on-line training facilities will be conducted. The Hon'ble Provincial Ombudsperson for Protection Against Harassment of Women at Workplace, Khyber Pakhtunkhwa offered to conduct such session and will accordingly communicate the details/schedule in this regard. FTO Secretariat will conduct training session and will issue the schedule after holy month of Ramadan.



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All members agreed to the proposal regarding issuance of newsletter and developing FPO's website. However, the same will materialize after the establishment of FPO Secretariat. Members also agreed to publish a joint bulletin covering the activities of all member institutions at the end of the year.





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FEDERAL OMBUDSMAN OF PAKISTAN

PROMOTING GOOD GOVERNANCE: FORTY YEARS OF EXCELLENCE

The sanctity and inviolability of human rights is the essential feature of the concept of ombudsmanship and the means to achieving the ultimate goal of good governance. Maladministration grows in an environment of favouritism, discrimination, corruption and exploitation where human rights is the first casualty. The role of ombudsman institutions, therefore, is fundamental to establishing the rule of law and good governance in any society.

Pakistan is among the few pioneering countries in South Asia that have successfully introduced this institution to ensure dispensation of inexpensive and expeditious administrative justice to promote good governance. It was on the 24th of January 1983, that the Office of the Wafaqi Mohtasib (Ombudsman) was established with the explicit objectives to diagnose, investigate, rectify and



redress any injustice done to a person through maladministration by the federal government agencies. In this long journey of four decades, the institution has followed a positive trajectory alongside taking steps to enhance its efficiency and efficacy. It has, over the years, fine tuned its complaints handling mechanism comprising investigation of complaints, appraisal, review and implementation of recommendations of the Wafaqi Mohtasib. It is now fully capable of resolving complaints of maladministration in large numbers, reaching out to the complainants and holding public hearings (Khuli Katcheries) at their door steps, informal resolution of disputes, inspection of various federal government agencies to improve their service delivery and undertaking studies to ascertain the root causes of maladministration and recommending measures to rectify the same.



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FEDERAL TAX OMBUDSMAN

Annual Performance Of Federal Tax Ombudsman: A Year of Excellence

The Federal Tax Ombudsman has shown a remarkable success in the year of 2022. The performance of the FTO is being regularly conveyed to the masses by means of Monthly FTO Newsletter, Mobile App, Website, E-mail, FTO TV, Press Conferences and Media Briefings. Due to these measures, maximum complaints of 6991 were registered in 2022 out of which 6106 were decided well in time. During the past 21 years, the number of complaints did not exceed these figures. During 2021, 3371 complaints were registered which indicate that the number of complaints during the current year registered an increase of 113.29%. During the current year, hundreds of complaints were immediately solved within hours instead of days under Section 33 of the FTO Ordinance. During the current year, The Hon'ble President upheld 92.55% decisions of the FTO. In 2022, the Federal Tax Ombudsman assumed the shape of people's welfare, betterment and problem-solving institution. Hundreds of thousands of people benefited from one single decision of the FTO. This year, refunds of more than Rs 7081.04 million were sanctioned. According to the Annual Report 2022 in compliance of the decisions of the Federal Tax Ombudsman, state revenue registered a considerable increase. Due to timely Own Motion notices of the Federal Tax Ombudsman, revenue amounting to more than Rs 8.310 billion accrued to the state exchequer from the auction of consignments lying at sea port, dry ports and



airports for several years. In addition to the redressal of complaints, the Federal Tax Ombudsman unearthed several financial scams and recommended action against a tractor manufacturing company for claiming invalid refunds. The disciplinary proceedings were recommended against the Tax Officers/Officials for harassing the taxpayers and issuing notices without cogent grounds. In order to resolve the tax-related problems of the overseas Pakistanis, "Complaint Cell for Overseas Pakistanis" was specially established, so that their complaints are addressed on priority. The Federal Tax Ombudsman has also the honour to hold the office of the Secretary General of the Organization of the Ombudsmen of the Islamic countries (OICOA). Last year in this capacity, the FTO represented Pakistan in Rabat, Morocco and Baku, Azerbaijan and in these meetings exchanged views above practicable suggestions in order to make OICOA more functional and to further enhance coordination in concerned matters among the Islamic countries.



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(FOSPAH) FEDERAL OMBUDSMAN SECTERIAT FOR PROTECTION AGAINST HARRASSEMENT



President Dr Arif Alvi appointed Fauzia Viqar as Federal Ombudswoman for Protection Against Harassment at Workplace.

Ms Viqar is former member of the National Commission on the Status of Women (NCSW) from Punjab and played an active role for the betterment of the women and protecting their rights.

The President made the new appointment after the completion of the tenure of former Federal Ombudswoman for Protection Against Harassment at Workplace Kashmala Tariq.

The appointment has been made in accordance with Section 3 and 21 of the Federal Ombudsmen Institutional Reforms Act, 2013.

Last year in June, the Islamabad High Court (IHC) had issued a notice to the Federal Ombudswoman Kashmala Tariq for continuing to work despite the end of her tenure. The IHC had also sent a notice to the Law Ministry.



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FEDERAL INSURANCE OMBUDSMAN



PRESIDENT DR. ARIF ALVI, FEDERAL INSURANCE OMBUDSMAN, DR MUHAMMAD KHAWAR JAMEEL, FORMER MINISTER OF AGRICULTURE PUNJAB, SYED HUSSAIN JAHANIA GARDEZI, CEO TPL INSURANCE, MUHAMMAD AMINUDDIN ADDRESSING THE SEMINAR ON THE IMPORTANCE OF CROP INSURANCE IN THE MODERN ERA, AT AIWAN-E-SADR.

President Dr Arif Alvi called upon the insurance companies to develop credible, authentic and sustainable mechanisms to provide insurance to crops and agricultural products in consultation and coordination which should be user-friendly, easy to execute and reachable for the farmers, especially with those having landholding less than 12.5 acres. He said that large farmers also needed to be insured with greater emphasis on the farmers living at the minimum subsistence level to protect them against crop losses due to manmade and natural calamities and unpredictable weather systems. The President made these remarks while addressing a seminar titled, 'Importance of Crop Insurance in the Modern Era', organized by TLP Insurance in collaboration with a media group, at Aiwan-e-Sadr, President Secretariat Press Wing said in press release. While addressing the seminar, Federal Insurance Mohtasib, Dr Muhammad Khawar Jameel said that Pakistan had faced the worst climate-induced floods which wrecked losses in the agriculture sector also. Former Minister of Agriculture Punjab, Syed Hussain Jahania Gardezi said that although the contribution of agriculture to GDP had reduced, steps were required for boosting the sector for food security and for improving the economy of the country. He said that the majority of farmers were living at the subsistence level, so crop insurance could be the best way to safeguard their interest in case of natural calamities. CEO TPL Insurance, Muhammad Aminuddin said that agriculture was the core of Pakistan's GDP and food security and insurance provided protection to crops and the livelihood of people.



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OMBUDSMAN PUNJAB

OFFICE OF THE OMBUDSMAN PUNJAB PROVIDES FINANCIAL RELIEF WORTH RS 13.84 BILLION WHILE
REDRESSING 30 THOUSAND COMPLAINTS IN 2022



Ombudsman Punjab Major Azam Suleman Khan (Retd) (Hilal-i-Imti-az) presented the annual report of the Office of the Ombudsman Punjab for 2022 to Governor Punjab Muhammad Balighur Rehman at the Governor's House.

Major Azam Suleman Khan elaborated on the noteworthy aspects of the annual report, stating that the ombudsman office successfully resolved 29,970 complaints out of a total of 31,149, resulting in an impressive 96% resolution rate. Of these, 26,511 complaints were addressed within 45 days, while 3,459 complaints took longer than 45 days to dispose of due to some administrative complications.

Furthermore, he highlighted that the effective handling of public complaints has resulted in a cumulative financial relief of Rs.13.842 billion for both plaintiffs and the government. This relief included the recovery of 29,363 kanals of state and private land in various districts valued at Rs.9.117 billion. The total financial assistance provided to the plaintiffs amounted to Rs.4.725 billion, he added.

The provincial ombudsman also reported that 150 eligible complainants were provided with regular employment in provincial government departments by his office under Rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974. Apart from this, the Home Department Punjab has completed the process of verification of one million 44 thousand and 62 arms licenses across the province, on the intervention of Ombudsman's office.

Additionally, the Chief Provincial Commissioner for Children (CPCC) resolved 246 cases relating to violation of child rights and violence against them. It also has constituted a working group, comprising experts from line departments, to save children from online harassment or exploitation. This working group acts as a think tank to advise provincial government about children's rights.



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PROVINCIAL OMBUDSMAN SINDH

Annual Performance: Some Special Initiatives



The Office of the Provincial Ombudsman Sindh was establishment in the year 1991 and since its inception to December, 2022 total 216,720 complaints were received, out of which 72,051 were admitted for regular investigation. Out of admitted complaints, 65,750 have already been decided against which relief was provided in 40,206 cases whereas remaining

were rejected for certain reasons. During the year 2022, 3,167 complaints (against total receipts of 8,251 fresh case) were admitted for investigation whereas, 2,722 cases were decided and relief provided to 1,367 complainants. Besides above 756 complaints were disposed of under Section 33 of the Act. The office of the Provincial Mohtasib (Ombudsman) was supposed to have partnership with the United Nations Development Programme (UNDP) to strengthen public grievances redress mechanisms under the Strengthening Public Grievance Redress Mechanisms (SPGRM) project with the amount of US\$ 1.6 million project from July 2008 to December 2010.

In line with the strategic vision of the Provincial Mohtasib (Ombudsman), the project was jointly conceived and designed by UNDP and the office of the Ombudsman with a view to addressing some of the problems of administrative justice in Pakistan. Objectives of the project were to strengthen the ability of the Ombudsman to dispense its services more efficiently and effectively and also improve outreach to and access by the citizens to grievance redress services.



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OMBUDSPERSON BALOCHISTAN FOR THE PROTECTION AGAINST HARRASSEMENT OF WOMEN AT WORKPLACE



The Ombudsperson for Protection against Harassment of Women at the Workplace in Balochistan has the following responsibilities:

1. To receive and process complaints of harassment from women employees of both public and private sectors in Balochistan.
2. To investigate and resolve complaints of harassment in a timely manner.
3. To provide relief to the victim in case of substantiated allegations of harassment.
4. To take necessary actions against the accused harasser.
5. To ensure that the workplace has an effective mechanism for dealing with harassment.

The role of an Ombudsperson in Balochistan is to protect the rights of the citizens and ensure that they are treated fairly by government departments and public offices. The Ombudsperson investigates complaints made by individuals or groups against government officials, departments or public offices for maladministration, abuse of power, negligence or corrupt practices.

Regarding the protection against harassment of women at the workplace in Balochistan, the our honorable ombudsperson Madam Noor Jahan plays a crucial role in ensuring that women are protected from any form of harassment, including sexual harassment, at their workplace. The Ombudsperson for Protection against Harassment of Women at the Workplace in Balochistan was created in accordance with the Protection against Harassment of Women at the Workplace Act, 2016



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OMBUDSPERSON KHYBER PAKHTUNKHWA FOR PROTECTION AGAINST WOMEN HARRASMENT AT WORKPLACE

VISTAS OF INITIATIVES: MOVING FORWARD

A legal desk called Probono Lawyer Desk (PLD) is constituted to facilitate the applicant. Probono Lawyer assists complainant in filing complaint and provides legal aid to complainant free of cost. Pakistan Citizen Portal is a forum which provides an opportunity to file an online complaint. Letters are forwarded to different departments to constitute the Standing Inquiry Committee to ensure the accountability of defaulters and provide safety to working people and employees.

Various departments have constituted Standing Inquiry Committees. 542 Departments have shared information regarding the Standing Inquiry Committee constituted by them. Display of code of conduct is made necessary; hence, departments/ organizations are directed to display code of conduct in premises of their offices to give awareness to people about the Harassment Act. The Penalties are imposed once, accused/ defaulter is proved guilty.

Number of registered cases and complaints at the Prime Minister's Citizen Portal are 140, and all are resolved. Moreover, it launched seminar with support of the Rozan at PC Hotel Peshawar on Harassment. pertaining to gender sensitization and ethical consideration of community baseline Assessment Theater



with support of the Khwendo Kor at Archive Hall regarding Protection against Harassment of Women at Workplace as well as Enforcement of Women's Property Rights Act. Standing Inquiry Committee Member training Protection against Harassment of Women at Workplace as well as Enforcement of Women's Property Rights Act at Shelton Rezidor. University Town Peshawar. Training of Project Team for the sensitization of public regarding Harassment of Women at Workplace as well as Enforcement of Women's Property Rights Act with support of Rozan at Puta Hall Peshawar University. Project Steering Committee and Training Need Assessment were also be done with support of the Rozan regarding Harassment of Women at Workplace as well as Enforcement of Women's Property Rights Act.



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OMBUDSMAN AZAD JAMMU AND KASHMIR



In the state of Azad Jammu & Kashmir, the office of the Ombudsman was established in September 1991, through an ordinance which was later on legislated into an Act in the year 1992 and is known as the establishment of office of Ombudsman in Azad Jammu & Kashmir Act XIV, 1992.

During the year 2022, 374 complaints were received, pertaining to the use of substandard material, inexecution of civil

work, non-payment of compensation to the land owners, by the public works department. Similarly large number of complaints against illegal appointments were received against Education Department, Likewise, heavy billing, and fictitious meter reading by Electricity Department were also observed

In carrying out its functions, the Mohtasib AJK Office is committed to ensure that the administration follows the law, protects the legitimate rights and interest of common people in their dealing with administrative authorities, and promotes the improvement of legal systems of departmental operations. During the year, Ombudsman AJK made tours to different districts of AJK to provide the speedy justice to common people at their doorsteps. With the intervention of Ombudsman, a large number of complaints were redressed e.g compensation made by the departments to the aggrieved persons, and appointments on merit made on the direction of the Ombudsman.

The Honorable Ombudsman of Azad Jammu & Kashmir participated in 26th meeting of FPO (Forum of Pakistan Ombudsman) on 21-22 July, 2022.

The Ombudsman of AJ&K also participated Online in the 23th meeting of General Assembly of OIC Ombudsman Association, which was held under the supervision of OICOA on 18th October, 2022 in Baku the capital of Azerbaijan.

Furthermore, the Ombudsman of AJ&K participated and addressed other participants in online meeting held in office of Federal Ombudsman on the title "The Role of Integrated Computer Technologies in Public Sector Grievance Redressal System" on 28th to 29th December, 2022.



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PROVINCIAL OMBUDSMAN BALOCHISTAN

Memorandum signed between Executive Director and Inspector General Prisons. A full-fledged building is to be constructed in the near future while a temporary ward will be functional soon in Institute of Psychiatry and Behavioral Sciences. Provincial Ombudsman Balochistan Mr. Nazar Muhammad Baloch has taken notice that every hospital in the province lacks jail ward facilities. His efforts towards improving the correction institutes, a jail ward is to be established in Bolan Medical Complex (BMC). According to spokesperson of the Ombudsman office, Secretary Ombudsman Mr. Muhammad Hashim Nadeem and Director Investigation Syed Munawar Ahmed Shah had been instructed to make sure possible measures are taken for jail wards establishment in hospitals. For this purpose, a temporary jail ward is going to be set up in the Institute of Psychiatry and Behavioral Sciences adjacent to BMC, after signing a MOU with Inspector General Prisons, while the location of the ward in BMC has been marked. Due to a lack of jail ward facilities in hospitals, it has been difficult to treat gravely ill prisoners, and with this jail ward, this issue of their treatment is to be addressed soon. Open Courts were held. Ample number of complaints was received. Some of the complaints were redressed during the sessions. The primary purpose of conducting these sessions was to aware the public on the role & function of Provincial Ombudsman (Mohtasib) Secretariat Balochistan. The Provincial Ombuds



man Balochistan Mr. Nazar Muhammad Baloch during the awareness sessions in his speeches stated that the Ombudsman Office is playing an effective role in resolving the issues of public by providing speedy justice. The aim of making visits of far flung areas of Balochistan province is to provide justice to the common masses at their doorsteps. He added in his speeches that every segment of the society ought to perform its responsibilities and provide assistance in action against maladministration, corruption and other issues in government departments. People from different walks of life including lawyers, local media, district administration, civil society and youth participated in the awareness sessions. Main purpose of conducting these awareness sessions was to enhance Provincial Ombudsman Secretariat's public outreach activities.



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UPCOMING EVENTS

In consonance with the decisions taken during the meeting of Forum of Pakistan Ombudsman, held on March 21, 2023, first training session has been organized which is scheduled on May 16, 2023 at the HQs of Federal Tax Ombudsman Secretariat, Islamabad at 11:00 AM sharp. The Training Session would be conducted by Dr. Arslan Subuctageen, Advisor (Customs) FTO. Dr. Arslan is Former Federal Secretary FTO, Former Director General of Customs & Member Legal FBR and has served the Federal Government in various capacities for the past 37 years. He is highly educated & talented Officer with wide national and international exposure in Customs, Tax and complaint redressal matters.

A Brief Profile of Dr. Arslan Subaktageen



He is Presently serving as Advisor Customs, Federal Tax Ombudsman, Pakistan and had served as Federal Secretary FTO.

He is a former BS-21 officer of Pakistan Customs Service (18th CTP), and has served, as Member Customs (Legal), Director General of Customs and Collector of Customs Islamabad and Gawadar, in addition to other national and foreign postings.

Dr Arslan Subuctageen has served the state for thirty-four years in the esteemed Civil Service of Pakistan, He has a well-rounded exposure of almost all senior field and policy related positions at FBR with an exemplary target achievement record.

He holds a Masters degree and a PGD from National University of Science & Technology, Islamabad and has received high level of professional training in Customs controls from USA, UK, Japan & World Customs Organisation etc.

He has to his credit multiple research papers, publications and projects



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**AFTAR PARTY ORGANIZED IN THE HONOUR OF FPO
MEMBERS AT FTO SECRETARIAT, ISLAMABAD**



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Ms. Fauzia Viqar hearing the cases at FOSPAH Head Office, Islamabad



Federal Insurance Ombudsman Dr. Muhammad Khawar Jameel briefing President of Pakistan about the FIO's performance



The Session of 27th meeting of FPO held at 27 March 2023 at Federal Tax Ombudsman Secretariat, Islamabad



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Mr. Maqsood Haider, regional Director, Provincial Ombudsman Sindh, and Brig. (R) Muhammad Jamil, Consultant are receiving Hon'ble Ombudsman Mr. Aijaz Ali Khan during his visit to Regional Office Karachi



Young lawyers training by Ombudsperson's office regarding property and harassment law



Hon'ble Ombudsman KPK Syed Jamal Shah attended an Awareness Campaign, held in Dera Ghazi Khan



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The Hon'ble Federal Ombudsman Mr. Ejaz Ahmad Qureshi chairing a meeting on the traffic issues in ICT



Hon'ble Ombudsman AJK Ch. Muhammad Naseem presided over an awareness seminar on child abuse



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Hon'ble Ombudsperson Balochistan Miss Noor Jahan attended a seminar on Women's Day.



Hon'ble Ombudsman Balochistan Nazar Baloch called on Governor Balochistan.



An event in Karachi was held to discuss women's issues at workplaces and their solutions



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Hon'ble Federal Tax Ombudsman DR. Asif Mahmood Jah is receiving Taxpayer Recognition Award from President of Pakistan

A seminar on "Transparency in Bank Insurance and Role of Ombudsmen" was organized by the Federal Insurance Ombudsman and Banking Mohtasib Pakistan on 15th February, 2023 at Governor House,



The Ombudsperson Punjab Ms. Nabila Khan called on Hon'ble President of Pakistan Dr. Arif Alvi

Ombudsman Punjab Major (R) Adam Suleman is presiding over meeting in his office over quarterly performance of the Provincial Ombudsman Punjab Secretariat

