

NEWSLETTER

Issue (3)

January - March 2014



OMBUDSMAN

Special Issue

**On the eve of Conference on
Networking of Ombudsmen
in OIC Member States**

Forum of Pakistan Ombudsman

Editorial

The Editorial Board feels honoured in presenting Special Issue of the Newsletter “Ombudsman” dedicated to the distinguished participants of the Conference on Networking of Ombudsmen in OIC Member States. This Newsletter is published quarterly by the Forum of Pakistan Ombudsmen (FPO). The contents of this Issue have been selected to provide information to our valued guests on Pakistan's legislative, executive and judicial systems and other important areas focused by the Institution of Ombudsman in Pakistan.

The Ombudsman Institution is quite matured and well developed in Pakistan which aims at providing speedy redress to citizens against all forms of maladministration, as defined in the relevant statutes. Prompt redress of grievances is essence of the Institution. Very brief outlay of this Institution has been included in this Issue for the interest of our foreign delegates, if feel so, they may discuss the details of the Institution with the local delegates.

For the convenience of our honoured delegates, a brief on the Agenda of the Conference and a directory of the Ombudsmen in Pakistan have also been

included in the Issue. Pictorial will help in familiarization with the recent activities of our institutions under FPO.

The Editorial Board, on behalf of Forum of Pakistan Ombudsmen, warmly welcome the delegates of the Conference and hope that the Newsletter will be a useful piece of information, which has been published through intellectual effort of the indigenous team. We sincerely look forward to hearing from the readers their suggestions for its improvement in future.

Editorial Board



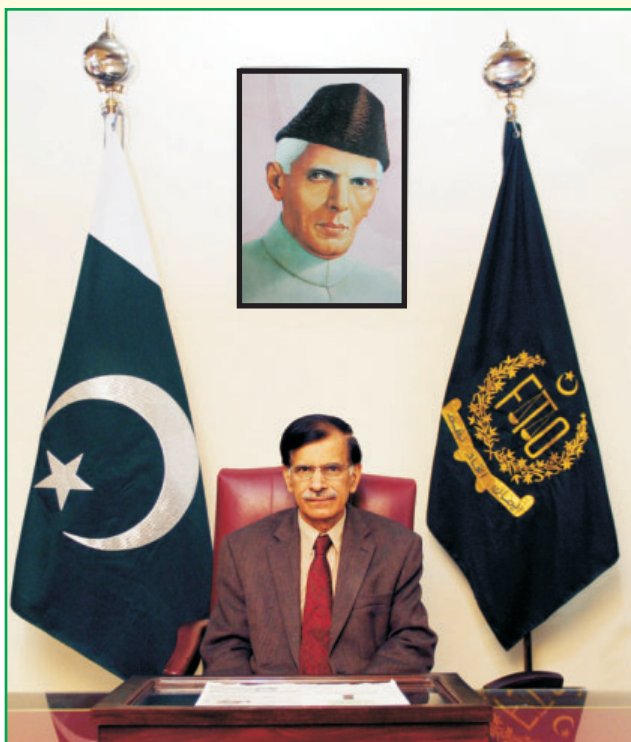
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Message From The President Forum of Pakistan Ombudsman



I feel immensely honoured while recording this message, as President of the Forum of Pakistan Ombudsmen, for the Special Issue of the Newsletter dedicated to the event of the first Conference on Networking of Ombudsmen in the OIC Member States.

Although the Institution of Ombudsman was introduced to the modern world in the early 19th century, its roots actually go far back in time to the establishment of Islamic rule in Arabia and the Middle East. It was during the time of Hazrat Omar (R.A.) that the office of the Mohtasib was set up. The Mohtasib was responsible for addressing grievances of the people against the public offices. During later part of Islamic history this institution was

named as Diwan-al-Mazalim. The Ombudsman today is the Swedish equivalent of the Diwan-al-Mazalim. During his exile, the Swedish King Charles XII was enamored of the Office as it existed in Ottoman Turkey and introduced it in Sweden in 1809 as a Parliamentary Ombudsman. This modern variant of the Islamic era Mohtasib has since been adopted by 144 sovereign States.

Pakistan is one of the first countries in Asia to appoint the modern day Ombudsman based on the Swedish model. The idea has not only taken root but has blossomed into a full-fledged institutional arrangement, both at the Federal and Provincial tiers of government. Since 2000, some single mandate Federal Ombudsmen have also been appointed who investigate maladministration issues pertaining to Federal Taxation, Banking, Insurance and workplace harassment of women. And also, an office of Commissioner for Children rights has been created in the Federal Ombudsman's Office.

In April 2011 the Forum of Pakistan Ombudsman (FPO) was set up comprising all the twelve Ombudsmen with the objective of improving coordination among the members and standardizing their practices, as also for raising their capacity and enhancing the quality of their service-delivery. The establishment of the Forum and enactment of the Federal Ombudsmen Institutional

Message From The President Forum of Pakistan Ombudsman

Reforms Act, 2013, in my view, are the landmark events that boosted up the authority, outreach and prestige of the Ombudsman in Pakistan. The Forum has helped the Ombudsmen collate their combined expertise and common experiences and devise common strategies to face the many challenges they face in the 21st century. The Ombudsman today has been transformed from a largely ceremonial office to one invested with considerable authority for the greater good of the long suffering public.

The instant communication means have reduced the world itself into a global village. People can now talk, see and know each other no matter where they are placed on the planet. The magic of video conferencing, the fiber optic cable, satellite connectivity, the laptop and the tablet has defeated the constraints of time and space. This dynamic scenario provides us a golden opportunity to develop an institutional framework to share our knowledge, experience and ideas to strengthen the Ombudsman Institution in the OIC Member States for the benefit of our society.

I, as President of the Forum of Pakistan Ombudsmen, move to reach out to the OIC Ombudsmen with a view to share our experiences in Ombudsmanship, upgrade professional capability and enhance capacity

of personnel through effective training and use of cutting edge technology and ideas and thus be able to reach out and redress grievances of a much larger segment of our population than ever before considered feasible. However, a great deal of effort and ingenuity will be required to ensure that all 57 OIC Member States embrace the Ombudsman Office and join a Forum of OIC Ombudsmen. Presently, only 31 OIC Members have this important office. A degree of salesmanship may therefore be required to induce the reluctant ones to shed their inhibitions and agree willingly to establish the Ombudsman office and join the Forum. I hope, the Conference will lead us to find a way forward for accomplishing this much cherished goal.

I and all the members of the Forum of Pakistan Ombudsmen look forward for your valuable participation in the scheduled Conference on the Networking of Ombudsmen in the OIC Member States

With best wishes,

Interview of Hon'ble Mr. Muhammad Salman Faruqi Federal Ombudsman Pakistan



Q.1 The Office of the Federal Ombudsman in Pakistan was established 30 years back and it has evolved in due course of time. Has this institution been able to achieve its aims and objectives?

Ans. Notwithstanding the work done by the Ombudsman in the last three decades, the large number of complaints that continue to be received against federal government offices falling within the jurisdiction of the Wafaqi Mohtasib is indeed cause for concern. The data does show that a significant degree of relief has been provided to aggrieved citizens. This is evident from the many letters of appreciation and thanks received from those whose grievances were redressed by the Office of the Ombudsman. Our objective is to promote good governance.

Q.2 Are you satisfied by the working of the institution of Ombudsman since its inception in 1983 and its pace of work?

Ans. I would like to see delays in disposal of complaints to be reduced so as to ensure that all complaints are attended to as soon as possible. In this regard, I take pride in pioneering reforms in the legal framework. Last year the Parliament unanimously passed the Reforms Law which requires the Ombudsman to finalize his findings within 60 days, and the President to decide representation within 90 days. This is unprecedented in similar legislations elsewhere in the west.

The Ombudsmen Institutional Reforms Act 2013 has enhanced the statutory authority of the Ombudsman to get his recommendations / orders implemented in addition to putting in place a timeframe for every facet, including primary disposal, review and representation to the President for speedy disposal of public complaints. The legislation sought to invest all Federal Ombudsmen with uniform powers to grant interim relief, take cognizance of Contempt of the office of the Ombudsman (such as when the Ombudsman's recommendations were not implemented or when remarks or acts disparaging to the office were made), grant full financial autonomy,

Interview of Hon'ble Mr. Muhammad Salman Faruqui Federal Ombudsman Pakistan

uniform four year fixed tenure for all Ombudsmen with no extension.

Information and Communications Technology is being put to use extensively in the office of the Ombudsman and I believe that a great deal more can be done in this area which can considerably reduce time for disposal of complaints.

Q. 3 Speaking candidly, how far the Ombudsman in Pakistan is truly independent and navigating the justice chain as a Quasi-Judicial Institution?

Ans. The Ombudsman enjoys a great deal of autonomy under the statute in the work done by his office. The Ombudsman has distinct advantages over regular appellate fora in dealing with public grievances involving wrong doing of public functionaries

Q. 4 Conference on Networking of Ombudsman in OIC Member States is scheduled on 28-29 April in Pakistan. What benefits do you expect from this Conference?

Ans. Pakistan is an active member of the OIC and in the 39th session of the Council of Foreign Ministers (CFM) of the OIC held in Djibouti on 15-17 November, 2012, the need to develop synergies between OIC countries was emphasized in order to resolve the many

problems that they faced. In this context it was decided to establish Networking of the Ombudsman office in OIC Member States.

The Pakistan Foreign Minister's proposal to host the first meeting of the OIC Ombudsmen in Pakistan was accepted by the CFM and the Secretary General of the OIC asked to implement the resolution. In pursuance thereof, a conference was planned to be held at Islamabad, Pakistan on 28-29 April 2014.

The Objectives of the conference are to promote sharing of expertise and best practices in complaint handling skills, speedy handling of public grievances and capacity building of Ombudsman Institution in the Islamic World. It is hoped that the Conference would lead to much better cooperation between OIC Ombudsmen to the great benefit of all the Member States.

Islamic Republic of Pakistan

Brief Introduction

The Islamic Republic of Pakistan is a federation and is governed under the Constitution of 1973 which provides for a Federal Parliamentary form of Government. In defining provincial autonomy, the 1973 Constitution, especially after passage of the 18th amendment to the Constitution in 2010, is more explicitly in favor of the federating units than the previous Constitutions of 1956 and 1962.

The 18th Amendment (2010) to the Constitution of the Islamic Republic of Pakistan represents a major change in the balance of political, legislative and administrative powers and distribution of fiscal authority and resources between the federal and provincial governments in the favor of the latter. Hence, it requires wide-ranging changes in structures and processes in the realm of governance, development planning and implementation, institutional development and capacity building.

The President, who is Head of State, is elected to a five year term by an electoral college drawn from the **National Parliament** and Provincial Assemblies. According to Article 50 of the Constitution, the National Assembly, the Senate and the President together make up a body known as the Majlis e Shoora (Parliament). The government is headed by the Prime Minister who is selected by the National Assembly. The National Assembly has 342

members, 272 elected by popular vote with 60 seats reserved for women and 10 for minorities, all serve five year terms. The 100 members of the Senate are indirectly elected by the provincial assemblies and representatives of the federally administered territories in the National Assembly and they serve six year terms. Administratively, the country is divided into four provinces and two territories. Each province has its own legislative assembly, whose members are elected by direct popular vote, a provincial Governor appointed by the President and a Chief Minister elected by the respective Legislative Assembly.

The **Judiciary** includes the Supreme Court, provincial High Courts, District & Sessions Courts, Civil and Magistrate courts exercising civil and criminal jurisdiction. The **Supreme Court of Pakistan** has original, appellate, and advisory jurisdiction. The Chief Justice of the Supreme Court is appointed by the President; the other Supreme Court judges are appointed by the President after consultation with the Chief Justice. Under the 1973 Constitution, all the four provinces (Punjab, Sindh, Khyber Pakhtunkhwa and Balochistan) have High Courts. After the passage of the 18th Constitutional Amendment in April 2010, a new High Court has been established in the Federal Capital, Islamabad. **High Courts** have original and appellate jurisdiction. In addition to the High Courts, there are Special Courts and Tribunals to deal with specific

Islamic Republic of Pakistan

Brief Introduction

types of cases. Appeals from special courts and Tribunals go to the High Courts.

There is also a **Federal Shariat Court of Pakistan** which is empowered to examine and determine whether the laws of the country comply with the body of Islamic laws known as the Shari'a. It consists of 8 Muslim judges appointed by the President of Pakistan after consulting the Chief Justice of the Supreme Court, from amongst the serving or retired judges of the Supreme Court or a High Court or from amongst persons possessing the qualifications to be appointed judge of a High Court. Of the 8 judges, 3 are required to be Ulema who are well versed in Islamic law.

The office of **Mohtasib (Ombudsman)** adds another signpost to the grandeur of the judicial system. The Office of Wafaqi Mohtasib (Federal Ombudsman) was established in Pakistan in 1983, one of the first countries in South Asia to have an Ombudsman on the Swedish model. Subsequently, five additional Ombudsmen have been appointed, one in each province as well as in Azad Kashmir and three single mandate Ombudsmen have also been appointed for Federal Taxation, Banking and Insurance and three to investigate complaints of harassment against women in the workplace, one federal and two provincial, in Sindh and the Punjab.

Appointed by the President, the Ombudsman enjoys Constitutional protection and cannot be removed from office except when misconduct is established against him/her in trial before the Supreme Judicial Council. All Ombudsmen hold office for four years; the term cannot be extended or renewed. The landmark Federal Ombudsmen Institutional Reforms Act, 2013 guarantees financial autonomy to all Ombudsmen, uniform conditions of employment as regards remuneration, perquisites and tenure and invests them with power to hold in Contempt those who defy the authority of the Ombudsman and fail to implement his recommendations or disparage the office in any way, to grant interim relief in suspected cases of hardship resulting from maladministration, to initiate 'own motion intervention' and to award suitable compensation for damages suffered as a result of maladministration.

The Federation is administered through the **Civil Service of Pakistan**, selected through a competitive examination conducted by the Federal Public Service Commission, which is the permanent bureaucracy of the Government of Pakistan. The civil servants are the permanent officials of the government, occupying a pivotal position in civil society. The provincial governments have their own civil service recruited through the respective Provincial Public Service Commissions.

National Commissioner for Children

In Pakistan, for population of more than 180 million, 50% of which are children, there was no public forum to provide an opportunity to children to raise the voice in matters relating to them. Taking cognizance of the deficiency, Wafaqi Mohtasib Secretariat (WMS) with the cooperation of United Nations Children's Fund set up a Children's Complaint Office (CCO) in April 2009 in order to address children's rights issues and to achieve compliance of the United Nations Convention on the Rights of the Child (UNCRC) in Pakistan. Later on, the CCO was upgraded to the Office of the National Commissioner for Children and Mr. Ejaz Ahmad Qureshi, former Chief Secretary Sindh and Khyber Pakhtunkhwa, was appointed as the National Commissioner for Children (NCC). The Office of National Commissioner for Children (ONCC) is first of its kind not only in Pakistan but in South Asia.

The Milestones achieved by ONCC are briefly enlisted below:-

- Conducted three very essential and useful research studies and valuable recommendations providing way forward for children rights in Pakistan.
- Since 2009, ONCC has been addressing children complaints against various

Federal agencies.

- Post 18th Amendment, ONCC actively contributed towards establishment of Provincial Ombudsmen, Child Protection Commission and promulgation of Child Protection Law.
- Played an active role in the approval of the Child Protection Policy for FATA.
- Assisted in developing the Child Protection Law and Commission in Baluchistan.
- Assisted in the formation of Child Rights Steering Committees in Punjab and KPK.
- Arranged a Round Table Meeting in August 2013 in Islamabad with the CSOs, media and government agencies.
- Organized a Workshop on Child Rights with the assistance of UNICEF in January 2014 in Lahore in which relevant government agencies, CSOs and media groups were invited.

Forum of Pakistan Ombudsman

Forum of Pakistan Ombudsman (FPO), as a networking of Pakistan's Federal and Provincial Ombudsmen, was established in April 2011. It is a professional body of independent and non-political Ombudsmen of Pakistan and Azad Jammu and Kashmir (AJK) for ensuring effective accountability of public functionaries. Its principal objective is to strengthen mechanisms for redressal of grievances of the people caused by the wrongs done by the public offices. For this purpose, it aims to develop core capacities for achieving higher order professionalization in all ombudsman offices. Another major objective of the FPO is to reduce the level of citizens' tolerance for maladministration by advocacy and awareness under a well coordinated and collective outreach program.

The Forum comprises of Ombudsmen of the Federation, Provinces, AJK and Single Mandate Ombudsmen. List of the twelve member Ombudsmen with very brief introduction of the incumbents is provided below.

1. **Hon'ble Mr. Muhammad Salman Faruqui**, a veteran bureaucrat with over 50 years of distinguished Public Service and decorated by the President with the award of Nishan e Imtiaz, assumed office as Acting Wafaqi Mohtasib in December 2012 and became **Wafaqi Mohtasib** in March 2013. He is also a unanimously elected Regional President of the International Ombudsman Institute Board of Directors.
2. **Hon'ble Mr. Abdur Rauf Chaudhry**, having distinguished career in Public Service for more than 40 years while holding several prestigious appointments including that of Federal Secretary Cabinet & Establishment Divisions, assumed Office of the **Federal Tax Ombudsman** on the 10th of July 2013. He is also unanimously elected **President** of the Forum.
3. **Hon'ble Justice (R) Yasmin Abbasey**, having a distinguished career of 38 years in the Judiciary that includes prestigious posts of Judge High Court of Sindh and Federal Law Secretary, was appointed **Federal Ombudsperson for Protection against Harassment of Women at Workplace**.
4. **Hon'ble Mr. Javed Mehmood** was appointed the **6th Ombudsman for the Province of Punjab** on the 13th March 2013. Previously, he had served as the Chief Secretary Punjab.
5. **Hon'ble Dr. Mira Phailbus**, with over 40 years of distinguished service in the field of education, was appointed as the **first Provincial Ombudsperson (Punjab) for Protection against Harassment of Women at Workplace** in 2013.
6. **Hon'ble Mr. Asad Ashraf Malik** was appointed **Provincial Ombudsman Sindh** in January 2012, to serve a second term. He has had a long and distinguished career in the Police Service of Pakistan.
7. **Hon'ble Justice (R) Syed Pir Ali Shah** was appointed as the **first Provincial Ombudsman, Sindh for the Protection against Harassment of**

Forum of Pakistan Ombudsman

Women at Workplace, on the 6th of July 2012. Earlier he had served as Judge of the High Court of Sindh.

8. **Hon'ble Mr. Wasay Tareen** has served in the Provincial Judiciary and was appointed **Ombudsman, Balochistan** on 3rd June 2013.
9. **Hon'ble Mr. Badshah Gul Wazir** assumed office as **Provincial Ombudsman Khyber Pakhtunkhwa** on December 31, 2010 after a long and distinguished career in the Provincial Civil Service rising to the post of Secretary Home KPK.
10. **Hon'ble Mr. Muhammad Mukhtar Khan** became **Ombudsman, Azad Jammu and Kashmir** in September 2012. He has a long and distinguished career as a practicing Supreme Court and High Court lawyer.
11. **Hon'ble Mr. Azhar Ali Farooqi** was appointed **Federal Insurance Ombudsman** in 2010. Earlier, he had a long and distinguished career in the Police Service of Pakistan.
12. **Hon'ble Mr. Anisul Hassnain Moosvi** was appointed **Banking Mohtasib** in March 2013. Earlier, he had a distinguished career in Income Tax Department and rose to the position of Federal Secretary.

On 10th of December 2013, the Board of the FPO, in its meeting held at Karachi, elected its Office-Bearers as under:

- a. **Hon'ble Mr. Abdur Rauf Chaudhry**
Federal Tax Ombudsman
President
- b. **Hon'ble Justice (R) Yasmin Abbassey**
Federal Ombudsman for Protection against Harassment of Women at Workplace
Vice President
- c. **Hon'ble Mr. Mohammad Wasay Tareen**
Provincial Ombudsman Balochistan
Secretary
- d. **Hon'ble Mr. Anisul Has nain Musavi**
Banking Mohtasib Pakistan
Treasurer

Acknowledging the significance of networking among the member Ombudsmen of **FPO**, the idea was conceived for establishing similar **Forum of Ombudsmen in Islamic Countries**. Pakistan proposed this initiative in the meeting of the Council of Foreign Ministers of OIC Member States. The proposal was widely appreciated and it was resolved to establish a Networking of Ombudsman of Islamic Countries. To implement this resolution the FPO has arranged a Conference in Pakistan on 28-29th April, 2014. The proposed institutional set up for sharing knowledge, experience and ideas is aimed at strengthening the Ombudsmanship for promoting good governance and prompt redress of citizens' grievances against maladministration of public functionaries in the Islamic Countries.

Current Accomplishments of Forum of Pakistan Ombudsmen

- Enactment of **Federal Ombudsmen Institutional Reforms Act 2013**.
- **Capacity Building Workshop** was held in Islamabad on 18th March, 2013 to apprise the participants with regard to the provisions of the Federal Ombudsmen Institutional Reforms Act 2013.
- **Workshop on “Internal & External Challenges of Ombudsmanship** was held on 25-26 September, 2013 at Islamabad.
- **Enhancing Countrywide Outreach**, up gradation and Computerization of Federal Tax Ombudsman Office Project.
- **Ombudsman IDF: Institutional Capacity Building Project** which includes Human Resource Development, Performance Improvement Interventions, Independent Service Monitoring Interventions and Communication & Outreach Strategy.
- **Project Preparation Facility** for Revenue Mobilization Project
- **Round Table Meeting** was arranged by ONCC in August 2013 in Islamabad with the CSOs, media and government agencies.
- **Workshop on Child Rights-** ONCC Organized a Workshop on Child Rights with the assistance of UNICEF in January 2014 in Lahore in which relevant government agencies, CSOs and media groups were invited.
- **Seminar on Role of Ombudsman- Excesses against Women and Children-** was organised by the Provincial Ombudsman Sindh in Karachi on 15th January 2014. The Seminar was graced by the President of Islamic Republic of Pakistan. Ombudsmen from different provinces, Judges and other dignitaries attended the event. Appreciating the initiative the President said, *“it is indeed a matter of great satisfaction that human rights situation has improved in Pakistan with special reference to protection of women and children during recent years”*. Other prominent speakers included Mr. Ishrat-ul-Ibad, Governor of Sindh; Mr. Qaim Ali Shah, Chief Minister of Sindh; Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh and Ms. Smaranda Popa, Child Protection Head UNICEF Pakistan.
- 12th Meeting of the Forum of Pakistan Ombudsmen was held on 10th March 2014.
- Meeting of the Advisory Committee of FTO was held on 25th March 2014 to discuss Reports submitted by its four sub committees.
- Conference on Networking of Ombudsmen of OIC Member Countries is scheduled to be held on 28-29 April, 2014.

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Forthcoming Conference on Networking of Ombudsmen in the OIC Member States

At the 39th session of the Council of Foreign Ministers of the Organization of Islamic Cooperation (OIC) held in Djibouti on 15-17 November, 2012, the need to develop synergies between OIC countries was emphasized in order to resolve the many problems that they faced. In this context, the Foreign Minister of Pakistan proposed that Networking of Ombudsmen in OIC Member States be established and offered to host the first meeting of the OIC Ombudsmen in Pakistan which was accepted by the CFM and the Secretary General of the OIC was asked to implement the resolution. In pursuance thereof, a Conference has been planned to be held at Islamabad, Pakistan on 28-29 April 2014.

In view of the Resolution passed by the CFM, the Objectives of the Conference have been perceived to promote sharing of expertise and best practices in complaint handling skills, speedy handling of public grievances and capacity building of Ombudsman Institutions in the Islamic World.

The Theme of the Conference is "Strengthening the Institution of Ombudsmen in OIC Member States by sharing Knowledge, Experience and Ideas". There are also two Sub-Themes, "Embracing Change;" and "Modernization, Cooperation and Synergy".

The Agenda of the Conference includes:-

- 1) Adopting International Best Practices Reform Initiatives for OIC Ombudsmen;
- 2) Developing an Institutional Framework for Sharing of Knowledge, Experience and Ideas;
- 3) Leveraged Performance; Capacity Building, Independence etc.
- 4) Technology and SMART Institution;
- 5) Setting up a Dynamic, Interactive OIC Website Sharing Resources and Experiences;
- 6) Need for developing a Forum to promote effectiveness of the Ombudsman Institution.

Three Working Groups of five Ombudsmen each will be tasked to examine the following three issues and submit report thereon:

- 1) Organizational Scheme for the Networking of Ombudsmen in OIC States
- 2) Draft Resolutions for adoption by the Conference.
- 3) Final Declaration of the Conference.

Ombudsman Offices in Pakistan

S. No.	Office	Ombudsman	Focal Person
1.	Federal Tax Ombudsman Secretariat	Hon'ble Mr. Abdur Rauf Chaudhry info@fto.gov. pkombudsman@fto.gov.pk +92-51-9211382	Mr. Ahmed Owais Pirzada, Advisor (Projects) advisorproject@fto.gov.pk +92-51-9219698
2.	Wafaqi Mohtasib (Federal Ombudsman) Secretariat	Hon'ble Mr. Mohammad Salman Faruqi Wafaqi Mohtasib (Federal Ombudsman) Pakistan.ombudsman@mohtasib.gov.pk +92-51-9217200-1	Mr. Muhammad Naeem, Director (Admn. & Coordination) Ombudsman.gov.pk@gmail.com +92-51-9217215
3.	Federal Insurance Ombudsman	Hon'ble Mr. Azhar Ali Farooqi Federal Insurance Ombudsman mobashirnaeem@gmail comazhar2893@hotmail.com +92-21-99207761/2	Mr. Mobashir Naeem Siddiqui, Director mobashirnaeem@gmail.com +92-21-99207761
4.	Federal Ombudsman Secretariat for Protection against Harassment of Women at Workplace	Hon'ble Justice (R) Yasmin Abbasey Federal Ombudsman for Protection against Harassment of Women at Workplace zafar58habib@gmail.com +92- 51-9207872	Mr. Aziz Iqbal, Registrar aziziqbal79@gmail.com +92-051-9216077
5.	Banking Mohtasib Pakistan	Hon'ble Mr. Anisul Hassnain Moosvi info@bankingmohtasib.gov.pk shahnaz.tariq@bankingmohtasib.gov.pk +92-21-32210750 , +92-21-32210716 +92-21-99217334	Mr. Farhat Saeed, Senior Advisor Farhat.saeed@bankingmohtasib.gov.pk +92-21-9921 7334-8 Ext. 16 +92-21-99213903, +92-333-2242324
6.	Provincial Ombudsman Punjab	Hon'ble Mr. Javed Mahmood infolahore@ombudsmanpunjab.gov.pk mohtasibpunjab@hotmail.com +92-42-99211773	Mr. Nadeem Hasan Admin. Officer gohar_pakistan@yahoo.com +92-42-99211775
7.	Provincial Ombudsman Sindh	Hon'ble Mr. Asad Ashraf Malik mohtasibhd@yahoo.com +92-21-99211026	Syed Muhammad Shujaat Ali Consultant alishujat3@yahoo.com +92-21-99211050
8.	Provincial Ombudsman Balochistan	Hon'ble Mr. Mohammad Wasay Tareen saeedshahwani2003@gmail.com +92-81-9202050 +92-81-9201827	Mr. Abdul Manan Achkzai Director abdulmanan37@yahoo.com +92-333-7090642
9.	Provincial Ombudsman Khyber Pakhtunkhwa	Hon'ble Mr. Badshah Gul Wazir provincialombudsman@gmail.com +92- 091-9219525 (Direct) +92-091-9219526-32	Mr. Atta-ur-Rehman Advisor Atta-ur-rehmanlodhi@yahoo.com +92-91-9219526-32
10.	Ombudsman Azad Jammu & Kashmir	Hon'ble Mr. Muhammad Mukhtar Khan ombudsmanajk.pk@gmail.com +92-5822 920070	Mr. Mazhar Iqbal +92-5822-920192 +92-0308-8925237
11.	Ombudsperson (Mohtasib) Punjab	Hon'ble Prof. Dr. Mira Phailbus, miraphailbus@gmail.com +92-042-99212503	Mr. Umar Farooq Butt, Admin Officer umarfarooqbut55@gmail.com 042-99212595
12.	Provincial Ombudsman Sindh for Protection against Harassment of Women at Workplace	Hon'ble Justice (R) Syed Pir Ali Shah piralishah1@gmail.com +92-21-99222744 +92-0321-4441972 (Mobile)	Mr. Sada Hussain Larik Assistant Registrar Larik_sada@yahoo.com +92-021-99222744

Pictorial Glimpses



ONCC Organized a Workshop on Child Rights with the assistance of UNICEF in January 2014 in Lahore in which relevant government agencies, CSOs and media groups were invited.



Seminar on Role of Ombudsman Excesses against Women and Children was organised by the Provincial Ombudsman Sindh in Karachi on 15th January 2014.



Workshop on "Internal & External Challenges of Ombudsmanship" was held on 25-26 September, 2013 at Islamabad.



12th Meeting of the Forum of Pakistan Ombudsmen was held on 10th March 2014.



Meeting of the Advisory Committee of FTO was held on 25th March 2014 to discuss Reports submitted by its four sub committees.



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