



**WAFAQI MOHTASIB (OMBUDSMAN)'S
SECRETARIAT**
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PRESS RELEASE

March 27, 2013

**Dedicated Cell for Overseas Pakistanis Established in Wafaqi
Mohtasib Secretariat**

As a part of ongoing process within the Wafaqi Mohtasib Secretariat to increase relevance of Wafaqi Mohtasib as an instrument of accountability & good governance in Pakistan, Mr. M. Salman Faruqi, Acting Wafaqi Mohtasib has established a dedicated cell in the Ombudsman Secretariat with a view to provide Pakistanis living abroad a direct, quick and free of charge recourse to the Ombudsman for redressal of their complaints against mal-administration in any government agency.

While welcoming the initiative, the Foreign Office has offered to designate an officer in our missions abroad who would be responsible for forwarding the complaints received from overseas Pakistanis to the Wafaqi Mohtasib's Office. To enable members of expatriate community use this facility on line, the missions have been requested to provide, through their websites, a link to the Wafaqi Mohtasib's website. The expatriate Pakistanis are also encouraged to approach

Wafaqi Mohtasib directly on line at www.mohtasib.gov.pk or through e-mail on <sherafgankhan2004@yahoo.com>. The missions have been directed to give wide publicity to the initiative of the Wafaqi Mohtasib.

The Ministry of Overseas Pakistanis has lauded this initiative as an important contribution of the institution in redressing grievances of expatriate Pakistanis and has suggested that in missions where Community Welfare Offices are in place, the task of handling these complaints can be assigned to them. On average, 2,000 complaints are filed each month by expatriate Pakistanis against various government agencies.

The newly created cell will be headed by Ambassador (R) Sher Afgan Khan, Adviser and former Special Secretary in the Ministry of Foreign Affairs, who has served as Pakistan's Ambassador to several countries.

The office of the Wafaqi Mohtasib has assumed a vital role in providing people access to quality public services and improvement of public administration, accountability and transparency. This important function has transformed the institution into one where ordinary citizens are provided prompt and free of cost relief against mal-administration, delays, apathy & indifference in government agencies. The introduction of a dedicated cell for overseas Pakistanis is a highly relevant initiative taken by the Wafaqi Mohtasib to address systemic issues.
