



WAFAQI MOHTASIB
(INVESTIGATION AND DISPOSAL OF COMPLAINTS) REGULATIONS, 2013

WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT,
ISLAMABAD

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WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
ISLAMABAD

In exercise of the powers conferred by clause (11) of Article 10 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983), the Mohtasib is pleased to make the following regulations, namely:—

CHAPTER-I

PRELIMINARY

1. Short title and commencement — (1) These regulations may be called the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

(2) They shall come into force at once.

2. Definitions.— (1) In these regulations, unless there is anything repugnant in the subject or context,

- (a) “Article” means an Article of the Order;
- (b) “Authorised Officer” means an officer of the Office authorised by the Mohtasib for admission or rejection of complaints at the preliminary-examination stage;
- (c) “complaint” means a complaint received for investigation under the Order;
- (d) “Investigating Officer” includes an Advisor, Associate Advisor, Consultant or any other Officer at the head office or the Regional Offices, assigned the duties of investigation of complaints.
- (e) “disposal” means the completion of all proceedings of a complaint;
- (f) “examination” means scrutiny of complaints by the Registrar or Authorised Officer at the preliminary stage or by the Investigating Officer, on commencement of investigation;
- (g) “Form” means a form appended to these regulations;
- (h) “Head Office” means the principal seat of the Office at Islamabad;
- (i) “hearing” means the process of ascertaining facts by oral hearing of one or all of the parties, including examination of the record and spot inspection;
- (j) “investigation” means inquiry and investigation of allegations raised in a complaint till its disposal;
- (k) “Legal expert” means an Advisor, Associate Advisor, Consultant or any other officer having qualifications and experience in Law and duly authorized to deal with the legal aspects of the findings, decisions, recommendations and other legal matters of the Office.
- (l) Means of Communication includes transmission of information by post, fax, e-mail, SMS, phone, delivery through a despatch rider, notice in the newspaper or any other known means of conveying a message;
- (m) “Order” means the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983);
- (n) “Act” means the Federal Ombudsmen Institutional Reforms Act, 2013 (XIV of 2013)
- (o) “Record Room” means the record room at the Head Office where the files are consigned after disposal;
- (p) “Regional Offices” means the Regional Offices established at Lahore, Karachi, Peshawar, Quetta, Sukkur, Multan, Faisalabad and Dera Ismail Khan or at any other place which may be established under clause (4) of Article 9;
- (q) “Registrar” means Registrar of the Office and includes a Deputy Registrar, Assistant Registrar or any other officer authorized to perform functions of the Registrar;
- (r) “Registry” means an office in the Head Office or Regional Offices where the complaints are presented or received;

- (s) “Secretariat” means the entire establishment of the Office of Mohtasib including the Head Office and Regional Offices;
 - (t) “Section” means a section of the Federal Ombudsmen Institutional Reforms Act, 2013;
 - (u) “Secretary” means the Secretary of the Secretariat.
 - (v) “Principal Officer” means an officer authorised by the Agency to receive the notice for submission of reports.
 - (w) “Implementation Officer” means an officer responsible for keeping close liaison with the Agencies and Investigating Officers of that region to monitor the implementation of findings of Mohtasib; and
 - (x) “Party” means the complainant, Agency or both.
- (2) All other terms and expressions used in these regulations but not defined hereinbefore shall have the same meanings as have been assigned to them in the Order or the Act.

CHAPTER-II

PROCEDURE FOR REGISTRATION OF COMPLAINTS

3. Presentation of complaints. — (1) A complaint written in English or Urdu or any regional language may be presented at the Head Office or any of the Regional Offices by the complainant personally or through his representative or may be sent by post, courier service, fax, e-mail, online or any other means of communication.

(2) The territorial jurisdiction of the Head Office and Regional Offices shall be as specified in the Schedule to these regulations:

Provided that the Mohtasib may direct that a complaint falling within territorial jurisdiction of Head Office or any Regional Office may be investigated at another Regional Office or the Head Office.

(3) Each complaint shall be preferably made on the format as set out in Form A or in the manner thereof in accordance with the instructions attached thereto.

(4) Where a complaint is not made on the format set out in Form A, it shall be accompanied by a solemn affirmation that —

- (a) the allegations contained in the complaint are correct and true to the best of knowledge and belief of the complainant;
- (b) previously no complaint on the subject was filed at any Registry; and
- (c) no suit, appeal, petition or any other judicial proceedings, in connection with subject-matter of the complaint, is pending before any court, tribunal or board.

(5) On receipt of a complaint, the concerned official in the Registry shall enter particulars of the complaint in the diary register giving it a diary number, issue acknowledgement thereof to the complainant and forward it to the Registrar.

(6) The official receiving the complaint shall assist the complainant in drafting the complaint and filling the Form A, if such assistance is required. He shall also translate the complaint in English/ Urdu if it is written in any of the regional languages.

4. Examination by the Registrar.— (1) The Registrar shall on receipt of the complaint from the Registry,—

- (a) allot a registration number to the complaint on Complaint Management Information System (CMIS);
- (b) examine the complaint alongwith the documents attached thereto;
- (c) analyse main points of the complaint;
- (d) enter the main grievances on Form B; and
- (e) forward the complaint for admission or rejection by the Mohtasib, or the Authorised Officer.

(2) Where the Registrar finds that further information, verification of facts or documents are required, he may ask the complainant for provision of such information, verification of facts or documents.

5. Admission and rejection of complaints at preliminary stage.— (1) Where the grievance of a complainant against an Agency *prima facie* amounts to mal-administration and the complaint is not incompetent under paragraph (a), (b) or (c) of the proviso to clause (1) of Article 9 or clause (2) thereof and is not barred under the provisions of clause (2) or clause (3) of Article 10, the Mohtasib, the Registrar or any other Authorised Officer, as the case may be, may admit the complaint for investigation.

(2) Where, *prima facie*, a complaint is *not admitted* under paragraph (a), (b) or (c) of the proviso to clause (1) of Article 9 or clause (2) thereof or is barred under clause (2) or clause (3) of Article 10 or does not require any investigation for any other reason, the Mohtasib, the Registrar or, as the case may be, the Authorised Officer may reject the complaint in *limine* and inform the complainant accordingly as per format set out in Form A-I.

Provided that if the complaint is written in a language other than English, the letter of intimation shall be in Urdu in the format set out in Form A-II.

Provided further that where the allegations contained in the complaint do not fall within the jurisdiction of Mohtasib but such allegations constitute mal-administration of an agency as defined in the Laws relating to any other Federal or Provincial Ombudsman, such complaint may be forwarded by the Registrar to the concerned Ombudsman under intimation to the complainant.

Provided further that Mohtasib or a member of the Staff may exercise his power under Article 33 to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.

(3) Where the complaint is admitted under sub-regulation (1), the Registrar shall issue an acknowledgement of the receipt of the complaint to the complainant in the format set out in Form A-III or A-IV, as the case may be and pass it on within twenty-four hours to the Investigating Officer authorised to investigate into complaints against an Agency.

(4) Where a complaint is rejected *in limine*, the Registrar shall inform the complainant of the reasons for rejection of the complaint as per sub-regulation (2) and consign the file to the Record Room.

6. Presentation of complaints to Mohtasib and personal hearings.— (1) The Mohtasib may hold personal hearings at the time of presentation of complaints on such dates and time as he may specify.

(2) Where a complainant desires to present the complaint in person to the Mohtasib, he shall, in the first instance, present it to the Registrar at the Head Office or the Registrar at the Regional Office, at least two hours before the time of hearing fixed by the Mohtasib under sub-regulation (1).

(3) The Registrar shall record particulars of the complaint in the format as set out in Form C and place the complaint before the Mohtasib for personal hearing of the complainant and further orders.

(4) If the Mohtasib is not available on a particular date fixed for hearing, the complainant shall be informed of the next date and time of hearing.

(5) The orders of the Mohtasib made, under sub-regulation (3), on the complaints shall be recorded in the format as set out in Form B and C.

7. Complaints against Secretariat staff.— Complaints against any officer or member of staff of the Secretariat shall immediately be forwarded by the Registrar at the Head Office and the In-charge of the Regional Office, as the case may be, to the Secretary for orders by the Mohtasib.

8. Preliminary processing of complaints not to be delayed.— (1) The Registrar shall make every effort to ensure that the registration of complaints, their preliminary examination and submission to the Authorised Officer or Mohtasib, acknowledgement of its receipt after admission and entrustment to the Investigating Officers is not delayed.

(2) The Authorised Officer at the Head Office and the in-charge of each Regional Office, shall personally ensure speedy processing of complaints before entrusting them to Investigating Officers for investigation.

9. Institution and disposal statement .— The Secretary shall, by the tenth day of each month, submit to the Mohtasib, in the format as set out in Form D, a statement relating to the institution and disposal of complaints for and upto the end of the preceding month.

CHAPTER-III

PROCEDURE FOR PROCESSING OF COMPLAINTS BY INVESTIGATING OFFICERS

10. Entrustment of complaints to Investigating Officers.— (1) For the purpose of investigation of the allegations made in the complaint, the Mohtasib may, by order in writing, generally or in a particular case, authorise any officer of the Office to exercise the powers under clauses (1) and (3) of Article 14.

(2) A complaint received in Head Office or any Regional Office against an Agency, not located within its territorial jurisdiction, shall be sent for investigation to the Regional Office or the Head Office of appropriate territorial jurisdiction:

Provided that the Mohtasib may direct that a complaint may be investigated by a particular Investigating Officer posted at the Head Office or any Regional Office.

11. Temporary Injunctions.— (1) Subject to guidelines issued from time to time, on a complaint supported by an application and affidavit for grant of temporary injunction, approval of the Mohtasib shall invariably be obtained by Investigating Officer and communicated to the Agency and complainant.

(2) The injunction under sub-regulation (1) shall not ordinarily extend beyond seven days.

(3) After hearing the parties, if so required, Investigating Officer may, with the approval of the Mohtasib grant temporary injunction for a period not exceeding sixty days.

(4) Where an injunction has been issued under sub-regulation (3), efforts shall be made to finalise the proceedings within the said period of sixty days.

12. Process of Investigation. — (1) The investigating officer shall be required to immediately examine the complaint (received by him under regulation-5) as to whether:-

- (a) the complaint needs to be investigated; or
- (b) a report of the agency may be called; or
- (c) the matter alleged in the complaint requires spot inspection or inspection of record of the agency or the hearing of the parties.

(2) If the investigating officer finds by proper application of mind and keeping in view the law/rules of the agency and the circumstances leading to the complaint that this case may not be investigated for any of the reasons contained in regulation 23(1)(a),(b),(i),(j),(k),(l), (m),(n),(o),(p),(r),(u),(v)and(w) he shall prepare draft closure findings as per format set out at Form E-I and with the approval of the Mohtasib, inform the complainant accordingly as per format set out in Form F.

(3) If the investigating officer finds that the complaint is not supported by Form-A or the relevant documents or information he may inform the complainant to do so.

(4) If the complainant does not respond to the letter under sub-regulation (3) or does not furnish documents or information the complaint may be closed under regulation 23(1)(c) &(s) with the approval of Wafaqi Mohtasib and inform the complainant accordingly.

(5) If the investigating officer feels that the matter is fit to be investigated and that a report from the agency in respect of the allegations contained in the complaint may be called for he shall issue a notice to the agency in writing not later than two days of the receipt of the complaint by the Investigating Officer:

Provided that in emergent cases requiring immediate action or to avoid recurrence of any mal-administration, the report may be called for through telephone, fax, e-mail or any other means of communication.

(6) The notice for submission of report under clause (4) of Article 10 shall be addressed to the principal officer of the Agency or any officer authorized by the principal officer to receive the notice and to any other officer who is alleged in the complaint to have taken or authorised the action complained of.

(7) The notice calling for a report shall accompany a copy of the complaint or relevant extract of the complaint highlighting the grievances of the complainant, the alleged nature of mal-administration and the relief sought by the complainant alongwith all relevant documents attached with the complaint.

(8) The report shall be required to be submitted within a maximum period of fifteen days.

(9) Where the Agency seeks extension of time in submission of report, such extension shall not exceed seven days.

(10) If the investigating officer feels that there is urgent need of spot inspection or inspection of documents or hearing he may proceed in accordance with regulation 17.

13. List of principal officers of the Agencies and their authorized officers.— (1) The Authorised Officer at the Head Office and officers-in-charge of the Regional Offices shall maintain a list of principal officers of Agencies or, as the case may be, their officers authorized to receive notices on his behalf.

(2) The Co-ordination Wing at the Head Office shall maintain a list of principal officers and their authorized officers, if any, throughout Pakistan and shall update it each month.

(3) The Investigating Officers shall bring to the notice of the Authorised Officer and Co-ordination Wing at the Head Office and officers-in-charge of the Regional Offices whenever any information is received by them in respect of any change of the principal officer of the Agency or his authorized officers.

14. Agency's report on allegations of the complainant.—(1) Where the Agency reports that the grievance of the complainant already stands redressed or relief has been provided to him on receipt of the complaint from Mohtasib's Office, the complaint may be disposed of under paragraph (e) of sub-regulation (1) of regulation 23.

(2) In a case where the Agency reports that for the relief sought the complainant was required to fulfil certain procedural requirements, the complainant shall be directed to complete such requirements and, if no information is received by the date fixed by the Investigating Officer, it shall be presumed that the complainant does not intend to pursue the matter further and the complaint may be disposed of under paragraph (g) of sub-regulation (1) of regulation 23.

(3) Where the Agency does not submit the report within the statutory period, the Investigating Officer shall within two days after the due date, issue a notice to the Agency requiring it to depute an officer fully conversant with facts of the case to appear before him within fifteen days on the date and time specified in the said notice alongwith complete record of the case and produce all such documents, including law, rules, regulations or instructions which he intends to rely upon for meeting the allegations made in the complaint.

(4) A copy of the notice, referred to in sub-regulation (3), shall also be sent to the complainant giving him the option to appear before the Investigating Officer on the date and time specified in the said notice and to produce all such documents which he intends to rely upon in support of his allegations made in the complaint.

15. Rejoinder and hearing of cases.— (1) Where the Agency, in its report, contests the allegations made by the complainant and the complaint can be resolved on the basis of available record, the Investigating Officer shall within two days of receipt of the report send it to the complainant to submit his rejoinder on or before the date of hearing. If the complainant fails to submit the rejoinder within the specified or extended period, the Investigating Officer shall dispose of the complaint on the basis of available record.

(2) In other cases, if the Investigating Officer is of the view that hearing is required, he shall within two days of the receipt of report issue a notice to the Agency requiring it to depute an officer fully conversant with facts of the case to appear before him within fifteen days on the date and time specified in the said notice, with complete record of the case and to produce all documents, including law, rules, regulations or instructions, which he intends to rely upon for meeting the allegations made in the complaint.

(3) A copy of the notice referred to in sub-regulation (2), shall also be sent to the complainant alongwith report of the Agency giving him the option either to send his rejoinder or appear before the Investigating Officer on the date and time specified in the said notice and to produce all said documents which he intends to rely upon in support of his allegations made in the complaint. Extension upto seven days may be given on request of either the complainant or the Agency where reasonable cause is shown.

(4) Where the officer, referred to in sub-regulation (3) of regulation 14 and sub-regulation (2) of regulation 15, does not appear before the Investigating Officer on the appointed date, proceedings for exercise of the powers of a Civil Court under the Code of Civil Procedure, 1908 (Act V of 1908), as specified in clause (1) of Article 14, of P.O..1 of 1983 to compel appearance and production of documents may be initiated.

(5) The competent authority of the Agency shall be required to take disciplinary action against the concerned officer, who fails to submit report on the complaint under sub-regulation (5) of regulation 12 or to appear for hearing before the Investigating Officer on the appointed date under sub-regulation (3) of regulation 14 and sub-regulation (2) of regulation 15, and inform the Mohtasib within fifteen days of the action so taken.

(6) Where the Agency makes a request that any portion of the report or any document annexed to its report may be kept confidential, such portion of the report or, as the case may be, documents shall not be sent to the complainant unless the Mohtasib decides otherwise.

16. Conduct of hearing.— (1) Without prejudice to power of the Investigating Officer to summon any officer by name from the Agency, the Agency shall ordinarily be asked to depute an officer fully conversant with facts of the case for the purpose of hearing:

Provided that heads of the Ministries, Divisions or departments or the officers of the rank of Additional Secretary and above shall be summoned only with approval of the Mohtasib.

(2) The representative of the Agency and the complainant, wherever deemed appropriate, may not be called for hearing on the same day if a confrontation or misunderstanding is anticipated.

(3) The hearings shall not be adversarial but in the nature of a conference for ascertaining facts, practice and procedures of the Agency relevant to the investigation and efforts shall be made to resolve the matter through informal discussion and persuasion.

(4) The mutual agreement or undertaking given by parties may be recorded and signed by the persons representing the parties.

(5) If for any reason, the hearing is to be adjourned or fixed for another date or time, the Investigating Officer shall inform both the parties well in time of the next date of hearing and time thereof.

17. Inspections.— (1) Where an inspection of a place, or record at a particular place, or site, is necessary, the Investigating Officer shall, with the approval of the Mohtasib, proceed for the inspection of the spot or, as the case may be, record after due intimation to the Agency:

Provided that if the place of such inspection falls within territorial jurisdiction of any other Regional Office or Head Office, the case file may, with the approval of the Mohtasib, be sent to such Regional Office or Head Office, highlighting the points in issue involved in the matter for carrying out inspection of the site or record, as the case may be.

(2) The file of the case shall, after inspection of the spot or, as the case may be, record with the report of such inspection, be returned to the Investigating Officer dealing with the complaint.

18. Requisitioning of record of Agency.— Where it is expedient to retain any portion of the record of an Agency relating to the complaint, produced by it under clause (9) of Article 10 and clause (2) of Article 14, an authentic copy thereof may be prepared and placed on the file for consideration.

19. Visitation of the Agency's offices.— For the purpose of creating an environment of mutual trust for expeditious disposal of complaints, the Investigating Officer may visit the Agency and discuss one or more cases relevant to the Agency after due intimation to the principal officer of the Agency.

20. Information to the complainant.— At any stage during the investigation, where the Investigating Officer desires to seek clarification on certain issues from the complainant, he may ask him on telephone or through a letter to appear before him and, likewise, where the complainant approaches him to ascertain the position of his case, he shall be briefed about the updated position of the case.

21. Transfer of cases.— (1) Where an Agency complained against is located within the territorial jurisdiction of any other Regional Office or the Head Office, the Mohtasib, may transfer such complaint to the concerned Regional Office or the Head Office, as the case may be.

(2) Whenever a case is transferred under sub-regulation (1), a brief summary of the proceedings conducted till the date of transfer shall be recorded on the order sheet.

22. Maintenance of files.— (1) The Investigating Officer shall ensure that record of each complaint is properly maintained and the proceedings reflected in chronological order in the order sheet in the format as set out in Form E.

(2) The case file shall contain following particulars on its cover, namely:-

- (a) registration number of the complaint;
- (b) date of receipt of the complaint by the Investigating Officer;
- (c) complainant's name;
- (d) name of the Agency;

- (e) brief subject of the complaint;
- (f) whether the file contains correspondence or noting or both; and
- (g) date of consignment to the Record Room.

(3) The complaint alongwith cover sheets, consisting of Forms A, B and C, shall be tagged on the right hand side of the file, whereas the order sheet in Form E shall be placed on the left hand side of the file.

(4) The pages should be numbered in chronological order with the last numbered page appearing on the right hand side on the file.

(5) The order sheet in Form E shall contain record of actions taken with dates for further processing and shall be used as noting portion of the file for obtaining orders, instructions and directions of the Mohtasib.

CHAPTER-IV

PROCEDURE FOR DISPOSAL OF COMPLAINTS

23. Completion of Investigation.—(1) The investigation of a complaint shall, with the approval of the Mohtasib, be closed when it is found that—

- (a) the Agency alleged to have committed mal-administration does not specifically fall within jurisdiction of the Mohtasib; or
- (b) the Agency is not at fault as a particular procedure was to be adopted or formalities were to be followed by the complainant for redressal of his grievances; or
- (c) the complainant fails to furnish necessary information or supply relevant documents or does not respond despite reminders or fails to attend hearings despite notices and it is not possible to decide the complaint on the basis of the available record; or
- (d) the relief had already been provided before the complaint was lodged and the complainant confirms the redressal of his grievances; or
- (e) the complainant was entitled to relief or partial relief and the Agency has accorded this after the complaint was lodged; or
- (f) the Agency during the hearing of the complaint or its processing undertakes to provide the relief sought; or
- (g) the complainant is satisfied with the report submitted by the Agency or does not wish to pursue the case any further or withdraws the complaint; or
- (h) the complainant and the representative of the Agency mutually agree on the redressal of the grievances through consent findings; or
- (i) the subject-matter of the complaint does not fall within purview of the Order; or
- (j) the subject-matter of the complaint was *sub-judice* before a court of competent jurisdiction, tribunal or board on the date of presentation of the complaint; or
- (k) the complaint concerns matters relating to the Agency in which the complainant is or has been working and the grievance relates to his service therein; or
- (l) the complaint is time barred as it was made after three months from the day on which the complainant first came to know of the matter and there are no special circumstances to condone the delay; or
- (m) the complaint is premature as the cause of action has not yet arisen; or
- (n) the complaint does not disclose any cause of action to justify the investigation; or
- (o) the subject-matter of the complaint is the same as of the complaint that has already been disposed of by earlier findings; or
- (p) Omitted

- (q) the complaint involves examination of witnesses, detailed interpretation of laws, rules, regulations or different clauses of contracts and their *inter-se* relationship for which the proper forum is a court of competent jurisdiction and not the Office; or
- (r) the facts of the case are disputed by the parties and to establish the correct position requires a detailed examination of both documentary and oral evidence and its assessment for which the proper forum is a court of competent jurisdiction and not the Office; or
- (s) the subject-matter of the complaint has already been adjudicated by a court, tribunal or a board of competent jurisdiction; or
- (t) Omitted
- (u) the original findings, in respect of which the implementation process is in progress, have been set aside by the President in accepting representation of the Agency under Article 32; or
- (v) the complaint has been made by a person who is not an aggrieved person; or
- (w) the complaint is anonymous or pseudonymous; or
- (x) the Agency is not at fault as the redressal of the grievance of the complainant by it was to follow an action to be taken by another Agency to which a reference for the purpose has already been made; or
- (y) a review petition is filed by an aggrieved party after expiry of statutory period of thirty days of the findings; or
- (z) it warrants under the Order closure for a valid reason not covered by any of the preceding clauses.

(2) Where a complaint is closed under sub-regulation (1), it may, on sufficient reasons being shown by the complainant, be re-investigated.

(3) The complaint shall, on completion of investigation and with approval of the Mohtasib, be rejected when it is found that no mal-administration was involved in the case or the complainant is not entitled to the relief claimed.

(4) The complaint shall, on completion of investigation and with the approval of the Mohtasib, be accepted and recommendations for implementation issued under clause (1) of Article 11 when it is found that the Agency was responsible for mal-administration and injustice to the complainant and such mal-administration or injustice needs redressal.

(5) A complaint shall be disposed of within sixty days of its registration.

24. Findings of the Mohtasib — (1) In all cases under sub-regulation (1) of regulation 23, where the investigating officer does not feel the necessity of investigation, he shall prepare draft closure findings as per format set out at Form E-I and with the approval of Mohtasib inform the complainant through a letter on format as set-out in Form F.

(2) In all cases where investigation has commenced but further investigation of a complaint is closed under sub-regulation (1) of regulation 23, the investigating officer shall with the approval of Mohtasib, by a letter in Form F, inform the complainant and the Agency.

(3) In all cases where an investigation has been completed under sub-regulation (3) or (4) of regulation 23 and it is proposed to reject the complaint or accept it and make recommendations for implementation, the Investigating Officer shall prepare draft findings on either of the formats as set out in Form F-I.

(4) The draft findings shall be submitted to the Mohtasib generally within seven days of completion of investigation and shall be simple, impersonal, persuasive and arranged in paragraphs duly numbered in chronological order.

(5) The draft findings shall be submitted to the Mohtasib through his Secretary and also be submitted on CMIS

(6) In all cases where the complaint is rejected on merit the findings shall, after approval by the Mohtasib, be communicated to the complainant and the Agency involved in the format as set out in the Form F-II.

(7) In all cases where the complaint is accepted the findings shall, after approval by the Mohtasib, be communicated to the complainant and the Agency involved in the format as set out in Form F-III.

25. Completion of findings and consignment of files to Record Room.— (1) After the findings are approved by the Mohtasib—

- (a) all drafts shall be destroyed;
- (b) the signatures of the Mohtasib on the copies of the findings prepared by the Office shall not be copied and only his name, designation and date shall be communicated to the parties; and
- (c) the copies of the findings shall be authenticated by the Investigating Officer and despatched free of cost, to the complainant and the Agency.
- (d) In case the Investigating Officer who finalized the findings has ceased to hold the office or the Agency concerned has been transferred from him, the findings will be issued by the Investigation Officer dealing with the Agency at that time in the Head Office as well as in the regional Office.

(2) Important findings may be circulated to Regional Offices for information, while, with approval of the Mohtasib, selected findings may be sent to the Public Relations Section at the Head Office for publication.

(3) Where a complaint is closed or rejected it shall be consigned to the Record Room within one month of the closure or rejection. Where the recommendations for implementation under clause (1) of Article 11 have been made, the Investigating Officer after receipt of the approval of findings, shall send it to the Agency with the request that the compliance report be sent to the Implementation officer whose contact details shall also be given. Thereafter, the Investigating Officer shall transfer the custody of file to the implementation officer who will follow up the implementation of the recommendations with the concerned Agency. Where on defiance of recommendations moved under Article 12 or on a representation to the President under Article 32, the President orders reinvestigation or further investigation, or a review petition is made by an aggrieved party under section 13 of the Federal Ombudsmen Institutional Reforms Act, the Implementation Officer shall return the file within two days to the Investigating Officer for further action under these regulations. The file shall be consigned to Record Room within one month of the confirmation of implementation of the recommendations by the Agency or the complainant.

(4) Where a complaint is closed or rejected, the Investigating Officer shall fill in the Form R and where findings are implemented or where the President, in a representation under Article 32, sets aside the findings of the Mohtasib, the Implementation Officer shall fill in Form S and place a copy on the relevant file, which shall then be consigned to the Record Room.

26. Review Petition .— (1) The Mohtasib shall have the power to review any finding, recommendations, order or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision. Any person aggrieved by findings, recommendations, order or decision of the Mohtasib may, for a review thereof, make a review petition.

(2) The provisions of regulation 3 and Form A shall apply, *mutatis mutandis*, for making the review petition.

(3) Where a review petition is made under sub-regulation (1), the Investigating Officer shall, within two days of its receipt, if so required, send a notice alongwith a copy of the review petition, under the Order, to the complainant in Form F-IV or, as the case may be, to the Agency in Form F-V, requiring it either to send its rejoinder or report well before the date and time, not more than seven days, fixed for hearing and specified in the said notice or present the rejoinder in the hearing and to show cause as to why the findings, recommendations, order or decision of the Mohtasib in question shall not be altered, modified, amended or recalled.

(4) Where a copy of the notice under sub-regulation (3) is sent to the Agency, it shall be required to depute an officer fully conversant with facts of the case to appear on the date and time specified in the notice with complete record of the case and to produce all said documents, including law, rules, regulations or instructions, which he intends to rely upon in hearing of the review petition.

(5) After considering reply of the complainant, if any, or report of the Agency, as the case may be, and the respective pleadings of the Agency and the complainant during the hearing, if any, the Investigating Officer shall submit the draft revised findings generally within fifteen days to the Mohtasib on the format as set out in Form F-VI for review under clause (2A) of Article 11.

(6) The order passed by the Mohtasib on the draft findings submitted under sub-regulation (5) shall be communicated to the complainant and the Agency on the format as set out in Forms F-VII and F-VIII in case of recall or modification of the original findings. In case of closure of further investigation of the review petition or in case of rejection of the review petition, the letter shall be in the format set out in Form F-IX or F-X, as the case may be.

27. Correction of errors, mistakes, misrepresentation etc.— (1) Where through any typographical error, mistake or misrepresentation by the complainant or the Agency, an incorrect figure, fact or position is reflected in the findings, recommendations, order or decision, the Investigating Officer shall, on its coming to notice and after giving the complainant and the Agency an opportunity of being heard, submit the case to the Mohtasib on the format in Form F-XI for consequential rectification or modification of the original findings, recommendations, order or decision, wherever needed.

(2) In all cases where the consequential rectification or modification is approved by the Mohtasib, the decision shall be communicated to the complainant and the Agency on the format as set out in Form F-XII.

28. Contempt of Court. The Mohtasib shall have power to punish for contempt as in the Contempt of Court Ordinance, 2003 (V of 2003).

29. Defiance of Recommendations .— (1) Where after receipt of final findings, recommendations, order or decision of the Mohtasib or, as the case may be, of the President, an Agency does not, within the specified time, fully comply them or does not give reasons to the satisfaction of the Mohtasib for non-compliance, it shall be liable for initiation of proceedings against it for-

- (a) defiance of the findings, recommendations, order or decision under Article 12 of the Order; and
- (b) implementation of the findings, recommendations, order or decision under the Code of Civil Procedure, 1908 (Act V of 1908);

(2) Where the Mohtasib is satisfied to lay a special report to the President under clause (4) of Article 11 of the Order, the Agency shall be called upon on the format as set out in Form G to indicate the person primarily responsible for defiance of recommendations so that the said special report may be laid.

(3) When an Agency, before making of the special report, complies with the findings, recommendations, order or decision, the case shall be closed and the special report shall not be forwarded.

30. Execution/Implementation of Recommendations.— (1) the Implementation Officer at Head Office on his own or on a petition filed by the complainant shall, after ascertaining the public servant responsible for non-compliance, submit a self-contained case for approval of Mohtasib.

(2) Before initiating proceedings under sub-regulation (1) of regulation 28, the Agency shall be called upon on the format as set out in Form H to show cause as to why the implementation process shall not be initiated.

(3) On receipt of reply to the show cause notice under sub-regulation (2), the Implementation Officer shall at the Head Office and regional Offices initiate action for seeking approval of the Mohtasib for -

- (a) reference to the President, under Article 12, in respect of defiance of the recommendations; and
- (b) issuing notice or warrant etc. under relevant rules of Order XXI of the Code of Civil Procedure, 1908 (Act V of 1908). Formats of relevant Notices are at Forms H-I, H-II, H-III, H-IV, H-V and H-VI. Other Forms can be used from CPC on need basis.

31. Communication of orders of the President.— (1) The orders of the President passed on a report for defiance of recommendations under Article 12, or any other report under Article 28 or on a representation made under Article 32 shall, on receipt by the Office, be communicated to the public servant and the concerned Agency for information and appropriate action.

(2) Where on any matter submitted under sub-regulation (1), the President orders re-investigation or further investigation, this shall be undertaken in accordance with these regulations.

CHAPTER-V

MISCELLANEOUS

32. Monthly progress report.— (1) Every Investigating Officer shall submit monthly reports on the format as set out in Form I to the computer section at the Head Office for onward submission to the Mohtasib.

(2) The officers at the Regional Offices shall submit monthly reports through concerned regional heads who may add their comments on the covering note.

33. Notices.— (1) A notice on the format set out in Form J shall be issued to the complainant by registered post if he fails to —

- (a) furnish required information or documents;
- (b) confirm or verify the complaint or its contents;
- (c) submit rejoinder or rebuttal within the specified time;
- (d) confirm the compliance of the procedural requirements of the Agency; and
- (e) confirm the provisions of relief.

(2) If an Agency does not furnish comments within the specified time or the extended period despite reminder, a notice to show cause shall, on the format as set out in Form K, be issued to such Agency.

(3) Where the Mohtasib decides under Article 14 to refer the matter to appropriate authority for criminal or disciplinary proceedings against the Agency, public servant or other functionary, as the case may be, a prior notice to show cause shall be issued to the person who disregarded direction of the Mohtasib, on the format as set out in Form L for disciplinary proceedings and, to the public servant or other functionary, in Form M for criminal or disciplinary proceedings.

(4) Where the Mohtasib decides under clause (4) of Article 14 to award compensation to an Agency, public servant or other functionary, a show cause notice on the format as set out in Form N shall, before awarding such compensation, be issued to the complainant calling upon him as to why the proposed compensation may not be awarded.

(5) Where the Mohtasib decides under Article 16 to proceed against any person for contempt of the Office, a notice, on the format as set out in Form O in respect of the Agency or in Form P in respect of any other person, shall be issued calling upon the contemnor to show cause as to why such proceedings may not be initiated.

(6) Where the Mohtasib decides under Article 22 to award compensation to an aggrieved party, a show cause notice on the format as set out in Form Q shall, before awarding such compensation, be issued to the Agency, public servant or functionary, as the case may be calling upon it or him as to why the proposed compensation may not be awarded.

(7) All notices shall, as far as possible, be issued under registered cover or other means of communication and special care shall be taken to record the correct mailing address.

(8) Separate registers shall be maintained by each Investigating Officer to record particulars of cases in which notices are issued under these regulations.

(9) The format of the notices specified in these regulations shall, as far as possible, be followed, while the contents of notices may be varied keeping in view the facts of each case and directions of the Mohtasib.

34. Reference from the President and other authorities, etc.— (1) Where the Mohtasib is asked by a reference from the President or the Parliament or by a motion of the Supreme Court or a High Court under clause (1) of Article 9 for investigation into any allegation of mal-administration on the part of any Agency or of any of its officers or employees, such reference or the motion shall be dealt with in accordance with these regulations as if the reference or, as the case may be, motion was a complaint against such Agency or any of its officers or employees and the provisions of these regulations shall, *mutatis mutandis*, apply thereto. However, separate register may be maintained for the record thereof and specific indication number be allocated in the computer CMIS.

(2) Efforts be made for the finalization of such matters on priority basis.

35. Repeal.— The Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2003 are hereby repealed.

Form A

[see regulations 3(3)(4)(6), 22(3) and 26(2)]

For use by the complainant.

(Detailed instructions are attached)

BEFORE THE WAFAQI MOHTASIB,

Islamabad/Lahore/Karachi/Peshawar/Quetta/Sukkur/Multan/Faisalabad and D. I. Khan (Please tick the relevant)

1. Name and address of the complainant _____

2. National Identity Card No. _____

3. Telephone Nos., if any. _____

4. Name of the Agency complained against _____

5. Main grievances requiring redressal:-

(a)

(b)

(c)

(d)

(e)

(Detailed complaint is annexed)

6. Prayer _____

INSTRUCTIONS

1. The complaint need not be accompanied by this Form if all the particulars required for registration of the complaint are included on a plain paper.

2. 2. Addresses of the Offices of the Wafaqi Mohtasib :—

(a)	Wafaqi Mohtasib Secretariat, 36 Constitution Avenue, G-5/2, Islamabad	P.O. Box No: 1992 Tele Nos. Exchange: 051-9217206-10 Fax No: 051-9217224 E-mail: mohtasib@mohtasib.gov.pk
(b)	Wafaqi Mohtasib Secretariat, Regional Office, 3rd Floor, State Life Building, 15-A, Davis Road, Lahore	Tele Nos. Exchange: 042-99201017-20 Fax No: 042-99201021 E-mail: wmsrol@mohtasib.gov.pk
(c)	Wafaqi Mohtasib Secretariat, Regional Office, 4-B, Federal Govt. Secretariat, Saddar, Karachi	Tele No. Exchange: 021-99202106-7 Fax No: 021-99202121 E-mail: wmsrok@mohtasib.gov.pk
(d)	Wafaqi Mohtasib Secretariat, Regional Office, 1 st Floor, Benevolent Fund Building, Peshawar Cantt.	Tele No. Exchange: 091-9211570 Fax No: 091-9211571 E-mail: wmsrop@mohtasib.gov.pk
(e)	Wafaqi Mohtasib Secretariat, Regional Office, Aram Bagh Gali, Opposit A.G. Balochistan, Near Imdad Hospital, Link Zarghoon Road, Quetta	Tele No. Exchange: 081-9202679 Fax No: 081-9202691 E-mail: wmsroq@mohtasib.gov.pk
(f)	Wafaqi Mohtasib Secretariat, Regional Office, House No. 107-A, Near NADRA Office, Sindhi Cooperative Society, Airport Road, Sukkur	Tele No. Exchange: 071-9310011 Fax No: 071-9310012 E-mail: wmsros@mohtasib.gov.pk
(g)	Wafaqi Mohtasib Secretariat, Regional Office, Bungalow No.17(XIX), Stadium Corner, Vehari Road, Multan	Tele No. Exchange: 061-6783473 Fax No: 061-6783475 E-mail: wmsrom@mohtasib.gov.pk
(h)	Wafaqi Mohtasib Secretariat, Regional Office, P-501/A, New Civil Line, Behind Iqbal Stadium, Faisalabad	Tele No. Exchange: 041-9201020 Fax No: 041-9201021 E-mail: wmsrof@mohtasib.gov.pk
(i)	Wafaqi Mohtasib Secretariat, Regional Office, H.No.3/H, Survey No.178, Qasim Road Cantt. D. I. Khan	Tele No. Exchange: 0966-9280347 Fax No: 0966-9280256 E-mail: wmsrod@mohtasib.gov.pk

3. The complaint can be presented to the Wafaqi Mohtasib in any one of the following ways :—

- (a) It can be sent to any of the Offices of Wafaqi Mohtasib by post, Courier Service, fax or e-mail.
- (b) It can be presented to the Incharge Central Registry/Receipt and Issue Section, of any of the offices during the office hours on working days, who shall issue a receipt on the prescribed Form.
- (c) A complaint can also be presented to the Wafaqi Mohtasib in person at the Head Office, Islamabad or any Regional Office, when he happens to be there.

4. The Wafaqi Mohtasib can investigate complaints of mal-administration against any Federal Ministry/Division/Department/Corporation/Commission/Institution/ Statutory Body established or controlled by the Federal Government but does not include the Supreme Court, the Supreme Judicial Council, the Federal Shariat Court or High Court and the Federal Public Service Commission (FPSC). Complaints pertaining to Pakistan's relations with foreign States, and Defence matters or complaints against the Armed Forces fall outside his jurisdiction. Similarly a matter which is sub-judice at the time of filing of a complaint, or complaints by or on behalf of a public servant or functionary concerning any matter relating to the Agency in which he is,

or has been working, are barred. (Detailed information with regard to the jurisdiction of the Wafaqi Mohtasib can be obtained personally or by post from any of the offices of Wafaqi Mohtasib).

5. It is advisable to represent to higher authorities of the concerned Agency before making a complaint to the Wafaqi Mohtasib.
6. Copies of relevant documents and the latest correspondence with the Agency should, if possible, be annexed to the complaint.
7. The receipt of the complaint is acknowledged and the orders passed by the Wafaqi Mohtasib with regard to its admission or rejection are communicated to the complainant within two days of the receipt of the complaint. However, after investigation has commenced, the complainant is informed of the position of his case at least once in a fortnight. If the complainant does not receive any information during the prescribed periods, he can contact the Director General (Complaints) or the dealing officer personally or through post or telex or on telephone, as convenient.
8. The Investigating Officer can also be contacted by fax, e-mail or telephone in important matters.

ڈبلیو ایم ایس / فارم 'اے'

فارم برائے شکایت

جناب وفاقی محتسب

اسلام آباد

لاہور / کراچی / پشاور / کوئٹہ / سکھر / ملتان / فیصل آباد / ڈیرہ اسماعیل خان

(۱) شکایت کنندہ کا نام، پتہ اور شناختی کارڈ نمبر.....

بغلاف

(۲) ایجنسی کا نام و پتہ:.....

(۳) استدعا:.....

(۴) شکایت کے اہم نکات یہ ہیں:-

(i)

(ii)

(iii)

(iv)

(v)

(تفصیلی شکایت قومی شناختی کارڈ کی نقل کے ساتھ منسلک ہے)

(۵):- بیان حلفی:-

میں..... حلفیہ بیان کرتا / کرتی ہوں کہ:-

(الف) شکایت مندرجہ بالا کے تمام واقعات میرے علم و یقین کے مطابق درست ہیں۔

(ب) اس موضوع پر اس سے پہلے میرے جانب سے کوئی شکایت، وفاقی محتسب کے کسی دفتر میں پیش نہیں کی گئی۔

یا

☆ شکایت نمبر..... بتاریخ..... جناب وفاقی محتسب کے اسلام آباد / علاقائی دفتر..... میں دی جا چکی ہے۔

(ج) اس شکایت سے متعلق کوئی دعوئی یا عدالتی کارروائی کسی عدالت یا ٹرائی بیوٹل میں زیرِ سماعت نہیں۔

یا

☆ اس سلسلے میں عدالتی کارروائی ہو رہی ہے جس کی تفصیل یہ ہے:.....

(د) میں نے متعلقہ محکمہ کے حکام بالا سے اس سلسلے میں تحریری شکایت کی تصدیق (نقل منسلک ہے) لیکن جواب سے محروم رہا / رہی۔

یا

☆ میری شکایت کو رد کر دیا گیا (خط و کتابت کی نقل / نقول منسلک ہے / ہیں)۔

..... دستخط..... تاریخ.....

ہدایات

- ۱۔ اگر تمام تفصیلات (جو شکایت درج کرنے لئے ضروری ہیں) سادہ کاغذ پر دی جا چکی ہیں تو اس فارم کے ساتھ منسلک کرنا ضروری نہیں۔
- ۲۔ وفاقی محتسب کے دفاتر کے پتے حسب ذیل ہیں:-
 - (i) وفاقی محتسب سیکرٹریٹ، زیر پوائنٹ، اسلام آباد
فون نمبر (آکسیجن) ۹۲۰۱۶۶۵ تا ۹۲۰۱۶۶۸، فیکس نمبر ۹۲۰۱۶۸، ای میل: mohtasib@paknet2.ptc.pk
پوسٹ بکس نمبر ۱۹۹۲
 - (ii) وفاقی محتسب علاقائی دفتر، تیسری منزل، سٹیٹ لائف بلڈنگ، ۱۵-اے ڈیوس روڈ، لاهور ای میل: wmsrol@paknet4.ptc.pk
فون نمبر (آکسیجن) ۹۲۰۱۰۱۷ تا ۹۲۰۱۰۲۰، فیکس نمبر ۹۲۰۱۰۲۱، ۳۲/۹۲۰۱۰۲۱
 - (iii) وفاقی محتسب علاقائی دفتر، بی فیڈرل گورنمنٹ سیکرٹریٹ، صدر کراچی ای میل: wms@khi.paknet.com.pk
فون نمبر (آکسیجن) ۹۲۰۵۲۵۰، ۱۲۰/۹۲۰۵۲۵۰، فیکس نمبر ۹۲۰۲۱۲۱
 - (iv) وفاقی محتسب علاقائی دفتر، بالائی منزل، مینوٹیف فنڈ بلڈنگ، پشاور کینٹ
فون نمبر ۰۹۱/۹۲۱۱۵۷، ای میل: wafqi@psh.paknet.com.pk
 - (v) وفاقی محتسب علاقائی دفتر، نیکوڑا ولاز، قدرتی سٹریٹ، لنک ڈرغون روڈ، کوئٹہ
فون نمبر ۰۸۱/۹۲۰۲۶۷ تا ۰۸۱/۹۲۰۲۶۹، ای میل: wmohtsib@qta.paknet.com.pk
 - (vi) وفاقی محتسب علاقائی دفتر ۳۸-اے، فریڈز کو آپریٹو ہاؤسنگ سکیم، شکار پور روڈ، سکھر
wmrosuk@kyd.paknet.com.pk
 - (vii) وفاقی محتسب علاقائی دفتر، ۲۳-جی، شاہ رکن عالم کالونی، نزد انڈر پاس، ملتان،
فون نمبر ۹۲۲۰۱۸۲/۱۶۱، فیکس نمبر ۹۲۰۷۸۷/۰۶۱، ای میل: wmsrom@mul.paknet.com.pk
 - (viii) مکان نمبر ۶۱، ۳۵۶، بال قنابل جی۔ او۔ آر۔ II، اکبر آباد چوک، جیل روڈ، فیصل آباد
فون نمبر ۹۲۰۰۵۵۱، فیکس نمبر ۹۲۰۰۵۰۳۱/۹۲۰۰۵۰۳۱، ای میل: wms@fsd.paknet.com.pk
 - (ix) مکان نمبر ۳۱/۳، قائد اعظم روڈ، ڈیرہ اسماعیل خان،
فون نمبر فیکس نمبر
- ۳۔ شکایت پیش کرنے کا طریقہ
 - (الف) شکایت، وفاقی محتسب کے مرکزی یا علاقائی دفتر کو بذریعہ ڈاک بھیجی جاسکتی ہے۔
 - (ب) شکایت، وفاقی محتسب کے کسی بھی دفتر میں دفتری اوقات کے دوران بذات خود پیش کی جاسکتی ہے، جس کی رسید دی جائے گی۔
 - (ج) شکایت، مرکزی دفتر (اسلام آباد) یا علاقائی دفتر کے دورہ کے موقع پر خود وفاقی محتسب کو بھی پیش کی جاسکتی ہے۔
- ۴۔ شکایت، وفاقی حکومت کی تمام وزارتوں / محکموں یا وفاقی حکومت کے زیر انتظام قائم شدہ اداروں کی بدانتظامی کے سلسلہ میں کی جاسکتی ہے سوائے ان امور کے جو نیچے درج ہیں:-
 - (الف) پاکستان کے بین الاقوامی تعلقات،
 - (ب) دفاع اور افواج پاکستان کے متعلق امور یا ایسے معاملات جن کا تعلق ان کے زیر انتظام اداروں سے ہو،
 - (ج) جو معاملات کسی عدالت یا خزانہ یا فیڈرل پبلک سروس کمیشن کے زیر سماعت ہوں، یا
 - (د) جو شکایت سرکاری یا نیم سرکاری ملازمین کے اپنے موجودہ یا سابقہ محکموں سے اپنی ملازمت کے بارے میں ہو۔
- ۵۔ پہلے اپنی شکایت متعلقہ محکمہ کو تحریری طور پر پیش کریں۔ وہاں سے تسلی بخش جواب نہ ملنے کی صورت میں وفاقی محتسب کے متعلقہ دفتر میں اپنی شکایت ضروری کاغذات کے ساتھ پیش کریں۔
- ۶۔ ضروری دستاویزات اور متعلقہ محکمہ کے ساتھ خط و کتابت کی نقول شکایت کے ہمراہ منسلک کریں۔
- ۷۔ نئی شکایت کی وصولی کے ایک ماہ کے اندر وفاقی محتسب کے احکامات کی اطلاع کہ شکایت تفتیش کے لیے منظور کر لی گئی ہے یا نہیں، شکایت کنندہ کو دے دی جاتی ہے اور تفتیش کے دوران تین ماہ میں کم از کم ایک بار ضروری شکایت کنندہ سے رابطہ قائم کیا جاتا ہے۔ اگر اس عرصہ میں اطلاع نہ ملے تو ڈائریکٹر جنرل (شکایات) اسلام آباد یا متعلقہ افسر سے براہ راست معلومات حاصل کی جاسکتی ہیں۔
- ۸۔ شکایت پر کارروائی کرنے والے متعلقہ افسر سے اہم امور کے بارے میں فیکس یا ٹیلی فون کے ذریعے بھی رابطہ کیا جاسکتا ہے۔

A F F I D A V I T

7. I, _____ do hereby solemnly affirm-

- (a) That the facts mentioned in this complaint are correct to the best of my knowledge and belief;
- (b) That no complaint on this subject has previously been lodged by me, or on my behalf, with the Wafaqi Mohtasib, in the Head Office or any of the Regional Offices;

or

*That a complaint No: _____ dated _____ has previously been lodged with the Wafaqi Mohtasib on this subject;

- (c) That no suit, appeal, petition or other judicial proceeding in connection with the subject-matter of this complaint is pending in any court, tribunal or board;

or

*That a suit, appeal, petition or other judicial proceeding in this connection is pending before the _____ Case No: _____

Signature/Thumb Impression of the Complainant

Form A-I

[See regulation 5(2)]

Intimation to the complainant
about rejection of his complaint in limine.



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address of the Complainant}

Subject: _____

With reference to the above cited complaint, you are hereby informed that after examination of the case the Honourable Wafaqi Mohtasib is of the view that he cannot take cognizance of the matter for the following reason:-

2. We are sorry for not being able to help you on this complaint.
3. Please visit www.mohtasib.gov.pk for further information on how we can help you in other matters.

Signature
{REGISTRAR }

ڈیلیو ایبل ایس / فارم اے۔ ۱۱

وفاقی محتسب سیکرٹریٹ

اسلام آباد

لاہور / کراچی / پشاور / کوئٹہ / سکھر / ملتان / فیصل آباد / ڈیرہ اسماعیل خان

شکایت نمبر _____ مقام و تاریخ _____

بجانب (شکایت کنندہ کا نام، پتہ، شناختی کارڈ نمبر اور ٹیلیفون) _____

مضمون / عنوان _____

آپ کی مندرجہ بالا شکایت کے حوالے سے آپ کو آگاہ کیا جاتا ہے کہ جناب وفاقی محتسب صاحب مندرجہ ذیل وجوہات کی بنا پر آپ کی شکایت کو مزید تفتیش کے لیے منظور نہیں کیا ہے۔

۲۔ اس معاملے میں مزید کارروائی کے لیے ہم معذرت خواہ ہیں۔

۳۔ مزید معلومات کے لیے آپ ہماری ویب سائٹ www.mohtasib.gov.pk پر رابطہ کر سکتے ہیں تاکہ ہم کسی اور معاملے میں آپ کی مدد کر سکیں۔

دستخط

(رجسٹرار)

Form A-III

[See regulation 5(3)]

Intimation to the complainant
about admission of his complaint.



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address of the Complainant}

Subject: _____

With reference to your above cited complaint, you are hereby informed that the Wafaqi Mohtasib has been pleased to admit it for investigation and it has been marked to _____,

Phone No. (Office) _____ (Mobile) _____, E-mail address _____.

2. Further steps in the matter shall be taken by the said officer.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB

Signature
{REGISTRAR }

Form B
[see regulation 4(1)(d), 6(5), 22(3)]
For Registration



WAFaqi MOHTASIB (OMBUDSMAN)'S SECRETARIAT
(STATION)

REGISTRATION DATE:
Admissibility [Admissible] Date:

=====

COMPLAINT NUMBER:

=====

NAME OF COMPLAINANT:

ADDRESS:

District:

NIC NO:

PHONE NO:

CELL NO:

AGENCY:

SUBJECT:

MAIN GRIEVANCES OF THE COMPLAINANT:

Entertained and Marked to:

DEPUTY REGISTRAR/REGISTRAR

MEMBER/AS/DG/DIRECTOR/CONSULTANT

ORDERS:

WAFaqi MOHTASIB/AUTHORISED OFFICER

Date of receipt of complaint by Member/Advisor/DG _____

Case entrusted for investigation to _____

Date of receipt of complaint by the Investigating Officer _____

**NOTE:- INVESTIGATING OFFICER IS REQUESTED TO UPDATE PERSONALLY THE RECORD IN THE
COMPUTER ON RECEIPT OF ABOVE COMPLAINT.**

Form C
[see regulation 6(3)(5) and 22(3)]
**For presentation of complaint in person
to the Wafaqi Mohtasib**



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

(To be allotted by the Registrar)

Name and address of the complainant _____

CNIC No. of the Complainant: _____

Telephone/Cell Phone/Fax/E-mail: _____

Name, Address & Contact No. of Authorised Person on behalf of

the Complainant (optional): _____

Name of the Agency _____

Gist of the Complaint: _____

Prayer: _____

Orders by the Wafaqi Mohtasib

Date of forwarding the complaint to the Investigating Officer _____

Form D
[see regulation 9]

Monthly institution and disposal statement of complaints
(Calendar Years _____ and _____)*

*			Head Office	Lahore	Karachi	Peshawar	Quetta	Sukkur	Multan	Faisalabad	D. I. Khan	Total	Percent
January	2012	Institution											
	2012	Disposal											
February	2013	Institution											
	2013	Disposal											
March	2012	Institution											
	2012	Disposal											
April	2013	Institution											
	2013	Disposal											
May	2012	Institution											
	2012	Disposal											
June	2013	Institution											
	2013	Disposal											
July	2012	Institution											
	2012	Disposal											
August	2013	Institution											
	2013	Disposal											
September	2012	Institution											
	2012	Disposal											
October	2013	Institution											
	2013	Disposal											
November	2012	Institution											
	2012	Disposal											
December	2013	Institution											
	2013	Disposal											
Total	2012	Institution											
	2012	Disposal											
	2013	Institution											
	2013	Disposal											

* With the passage of each year these will change and be reflected accordingly.

Form E
[see regulation 22(1), (3) and (5)]
Order Sheet



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Date	Brief steps taken in the case	Next date fixed

WMS Form “E-I”
[see regulation 12(2) and 24(1)(2)]



WAFAQI MOHTASIB (OMBUDSMAN)’S SECRETARIAT

CLOSURE FINDINGS

1. Complaint No: _____
2. Date of Registration: _____
3. Name & Address of the Complainant: _____
4. Name of the Agency Complained Against: _____
5. Name of the Investigating Officer, Station: _____
6. Subject of Complaint: _____
7. Date when IO asked for Report from Agency: _____
8. Date of Receipt of Report from Agency: _____
9. Number & Dates of Hearings: (i) Number _____
(ii) Dates _____
10. Date of Dispatch of Draft Findings: _____

TEXT

This should include the essence of the complaint, the prayer of the complainant, response of the Agency, wherever required, and the grounds for closure of the complaint which, in the case of want of jurisdiction, should be with reference to the relevant Article of P.O. No. 1 of 1983, i.e. Article 2(1), Article 9(1)(a)(b)(c), Article 9(2), Article 10(2) and (3) and to the relevant provision of Regulation 23(1) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2003.

Wafaqi Mohtasib (Ombudsman)

Date: _____

Form F

[See regulations 12(2) and 24(1)(2)]
Intimation to the complainant
and/or the Agency about closure of
further investigation of a complaint.



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address of the Complainant}

Subject: _____

With reference to the above cited complaint, you are hereby informed that after examination of the case the Honourable Wafaqi Mohtasib has been pleased to close further investigation of the complaint for the reason mentioned in the findings dated----- (copy enclosed)

2. In case the reason leading to the closure of the case has ceased to exist, you may, if you so wish, again approach this Office for consideration and redressal of your grievance.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

Copy to the Agency. [if required under regulation 24(2)]

Form F-I
[see regulation 24(3)]
Form of Findings



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

F I N D I N G S

1. Complaint No: _____ 2. Date of Registration: _____
3. Name and Address of the Complainant: _____

4. Name of the Agency complained against: _____
5. Name of the Investigating Officer, Station: _____
6. Subject of Complaint: _____

7. Date when Report called from Agency: _____
8. Date of receipt of complete Report: _____
9. Number and dates of hearings: (a) Number _____
(b) Dates _____
10. Date of dispatch of draft Findings: _____

THE COMPLAINT

This part should briefly contain the grievance of the complainant and the relief sought. All what the complainant has said should not be recorded. Only a gist of the main points should be reflected. This may be done either in running form or in numbered sub-paragraphs, the objective being to bring out the facts clearly and succinctly.

REPORT OF THE AGENCY

If the Agency/Department confirms all or some facts stated by the complainant then only say that it 'confirms' such and such facts. If it, however, refutes any of these facts or brings to light new facts, then these should be listed separately. In addition, if it refers to a specific law, rule, regulation or instruction on which it wants to rely in support of its contention, then this must be noted clearly.

POINTS AT ISSUE

At this stage it is important that the points which need to be examined in the light of the complainant's stand and the response of the Agency/Department should be listed. These are points of fact and law which must be resolved to accept the version of one or the other party, in whole or in part, and to be able to arrive at the Findings and, flowing from them, the Recommendations. These points of fact and law should, preferably, be listed very briefly, in the form of sub-paragraphs, and kept in mind when conducting the hearings and subsequently when recording the Findings / Recommendations.

HEARING PROCEEDINGS

The purpose of hearing is to enable the Investigating Officer to clear his doubts in respect of points at issue which remain un-resolved through correspondence and to enable the parties to reach an agreement, if possible.

FINDINGS

Findings should be based on and flow from an analysis of the facts of the case in the light of law, rules, regulations and instructions applicable to it and related to the pleadings of the complainant and the stand taken by the Agency. They should be brief and to the point and couched in moderate language. Facts arrived at and points relating to law, regulations, rules and instructions admitted as applicable must be clearly recorded to show the correct position in the circumstances of the case. If "mal-administration" is established, the applicable portion of Article 2(2)(i) or (ii) of President's Order No. 1 of 1983, should be referred to so as to indicate its nature. If no "mal-administration" established, the complaint should be rejected.

RECOMMENDATIONS FOR IMPLEMENTATION

The recommended relief to the Complainant should be clearly and un-ambiguously specified. The concluding paragraph, where relief has been recommended, should always be to the effect of requiring the Agency to implement the recommendations within a specific time period or to inform the Wafaqi Mohtasib of its reasons for non-compliance in terms of Article 11(2) of the President's Order No. 1 of 1983.

Wafaqi Mohtasib (Ombudsman)

Dated:_____

Contd...

(SHORT VERSION)



WAFaqi MOHTASIB SECRETARIAT
FINDINGS

Complaint Number Reg.
Date of Registration
Name and Address of the Complainant
Name of the Agency complained against
Name and Designation of the Investigating Officer, Station

Subject of the complaint

THE COMPLAINT

The complaint, report of the Agency and rejoinder by the complainant alongwith relevant documents, are attached.

Gist of the complaint (3 to 4 sentences only)

RESPONSE BY THE AGENCY

2. This should include the point of view of the Agency on the complaint given in its report and during the hearing (be very concise and specific)

COMPLAINANT'S REBUTAL (IF ANY)

3. Be very specific and concise.

FINDINGS/RECOMMENDATIONS

4. This section should include the points at issue, findings thereon and recommendations (be very specific and concise). The findings should be based on the available record and hearing proceedings and may comprise of 1 to 2 paragraphs.

WAFaqi MOHTASIB (OMBUDSMAN)
Dated _____

Form F-II

[See regulation 24(6)]

[Intimation to the Complainant and the
Agency about rejection of complaint]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address of the Complainant}

Subject: _____

A copy of the Wafaqi Mohtasib (Ombudsman)'s Findings, dated _____ rejecting your complaint is enclosed for information.

2. Your attention in this regard is invited to the provisions of Article 11 read with Section 13 of the Federal Ombudsmen Institutional Reforms Act, 2013 and Article 32 of P.O. No. 1 of 1983, under which you may within thirty days make a review petition to the Honourable Wafaqi Mohtasib or, as the case may be, representation to the President against the above Findings.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

Copy to the Agency.

Form F-III

[See regulation 24(7)]

[Intimation to the Complainant and the
Agency about acceptance of the complaint]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{ Station and Date }

To

1. {Agency}
2. {Name and address of the Complainant}

Subject: _____

A copy of Wafaqi Mohtasib (Ombudsman)'s Findings/Recommendations dated _____ in the complaint cited above is enclosed for information.

2. The Agency, in terms of Article 11(2) of P.O. No. 1 of 1983 is required to-
 - (a) intimate to this Office compliance of the recommendations contained in the Findings within the time frame specified therein; or
 - (b) intimate to this Office, under the signatures of the Principal Officer of the Agency or an officer authorized by him for the case seeking alteration, modification, amendment or recall of the said recommendations in terms of Article 11(2A) *ibid*.
3. Attention is also invited to the provision of Article 11(2A) of P.O. 1 of 1983 read with section 13 of Federal Ombudsmen Institutional Reforms Act 2013 and Article 32 of P.O.1 of 1983 under which any person, aggrieved by a decision or an order by the Wafaqi Mohtasib may also, within thirty days,-
 - (a) file a review petition before the Wafaqi Mohtasib; or
 - (b) make a representation to the President.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

Encl: as above

Form F-IV
[see regulation 26(3)]
Notice for Hearing



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No: _____

Date of Registration: _____

Name of Complainant: _____

Date of Findings: _____

To,

1. (Name and address of complainant)
2. (Agency)

SUBJECT: Notice to the Complainant and the Agency for hearing on _____ at _____ under Article 11(2A).

WHEREAS in the complaint, the particulars of which are indicated above, recommendations for implementation to the following effect were given by the Wafaqi Mohtasib:-

and whereas, the Agency has now, in terms of Article 11(2) of the President's Order No. 1 of 1983, reverted to this Office and made a petition for reconsideration/review of the matter in terms of Article 11(2A) of President's Order No. 1 of 1983, for the reasons indicated in its letter No. _____ of _____ (copy enclosed);

Now, therefore, the complainant is hereby called upon to send his rejoinder or to attend a hearing alongwith rejoinder as envisaged under the proviso to Article 11(2A), fixed in this Office as to why the recommendations in question should not be altered, modified, amended or recalled.

The Agency is called upon to depute an officer fully conversant with facts of the case to attend the hearing with complete record of the case and to produce all said documents which are intended to be relied upon in the hearing of the review petition.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Relevant extract from the law

Article 11(2)

“The Agency shall, within such time as may be specified by the Mohtasib, inform him about the action taken on his recommendations or the reasons for not complying with the same.”

Article 11(2A)

“If after considering the reasons of the Agency in respect of his recommendations under clause(2), the Wafaqi Mohtasib is satisfied that no case of mal-administration is made out he may alter, modify, amend or recall the recommendations made under clause(1):

Provided that where the order is made on a complaint, no order shall be passed unless the complainant is given an opportunity of being heard.”

[Review.- (1) The Ombudsman shall have the power to review any findings, recommendations, order or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision.

(2) The Ombudsman shall decide the review petition within forty five days.

(3) In review, the Ombudsman may alter, modify, amend or recall the recommendation, order or decision.](S-13). The Federal Ombudsmen Institutional Reforms Act, 2013)

Form F-V
[see regulation 26(3)]
Notice for Hearing



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No: _____

Date of Registration: _____

Name of Complainant: _____

Date of Findings: _____

To,

1. (Agency)
2. (Name and address of the complainant)

SUBJECT: Notice to the Agency and the Complainant for hearing on _____ at _____ under Article 11(2A).

WHEREAS in the complaint, the particulars of which are indicated above, the following *findings* were given by the Wafaqi Mohtasib:-

and whereas, the complainant has now, reverted to this Office and made a petition for reconsideration/review of the matter in terms of Article 11(2A) of President's Order No. 1 of 1983, reproduced below, for the reasons indicated in his review petition, dated _____ (copy enclosed);

Now, therefore, the Agency is hereby called upon to send its report or to depute an officer fully conversant with the facts of the case to attend a hearing, alongwith the report and complete record of the case, as envisaged under the proviso to Article 11(2A), fixed in this Office as indicated in the subject and to respond as to why the *Findings* in question should not be altered, modified, amended or recalled. Failure to attend the hearing, without adequate reasons being intimated, would lead to an *ex-parte* decision in the matter.

The complainant may attend the hearing alongwith all documents in support of the review petition.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Relevant extract from the law

Article 11(2)

“The Agency shall, within such time as may be specified by the Mohtasib, inform him about the action taken on his recommendations or the reasons for not complying with the same.”

Article 11(2A)

“If after considering the reasons of the Agency in respect of his recommendations under clause(2), the Wafaqi Mohtasib is satisfied that no case of mal-administration is made out he may alter, modify, amend or recall the recommendations made under clause(1):

Provided that where the order is made on a complaint, no order shall be passed unless the complainant is given an opportunity of being heard.”

[Review.- (1) The Ombudsman shall have the power to review any findings, recommendations, order or decision on a review petition made by an aggrieved party within thirty days of the findings, recommendations, order or decision.

(2) The Ombudsman shall decide the review petition within forty five days.

(3) In review, the Ombudsman may alter, modify, amend or recall the recommendation, order or decision.](S-13 The Federal Ombudsmen Institutional Reforms Act, 2013)

Form F-VI
[See regulation 26(5)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

REVISED FINDINGS

- (a) No. of original Complaint : _____
- (b) Date of registration : _____
- (c) Name and address of the Complainant : _____
- (d) Name of the Agency : _____
- (e) Name and designation of the Investigating Officer
Station : _____
- (f) Subject of the original Complaint : _____
- (g) Date of Findings in original Complaint : _____
- (h) Date of registration of review/reconsideration petition by the Agency : _____
- (i) Name and designation of the Investigating Officer, if different from (e) : _____

GIST OF ORIGINAL FINDINGS / RECOMMENDATIONS

This portion should, as the title indicates, contain a gist of the Findings in the original complaint and the Recommendations for Implementation flowing there from.

REASONS FOR REVIEW

2. Under this should be indicated, in clear and concise terms, the reasons advanced by the Agency (for not complying with the recommendations)/complainant and desiring an alteration, modification, amendment or recall of the original recommendations. Only new points of facts or law raised by the Agency/complainant to be given.

RESPONSE OF THE COMPLAINANT

3. Where the reconsideration petition is filed on the basis of an order (findings) made on a complaint, an opportunity of being heard must be afforded to the complainant under Article 11(2-A) as laid down in WMS Form F-V. It must be ensured that the requirement of a notice to the complainant as required under Regulation 26(3) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 in the prescribed format is complied with and an opportunity provided to the complainant for putting in his response before the hearing proceedings are undertaken. The response of the complainant, if provided in writing, should be clearly and concisely indicated without necessarily repeating it verbatim.

POINTS AT ISSUE

4. The point(s) at issue should be "case specific" and not "generic" and must relate to whether the reasons advanced by the Agency for not complying with the recommendations, warrant any alteration, modification, amendment or recall of the original recommendations and, if so, to what extent?

HEARING PROCEEDINGS

5. This para should contain the gist of the pleadings of both parties in the hearings, relating to their respective stands and should, as far as possible, be confined to the points or issues raised in the review petition and, wherever provided, the written response of the **Agency/complainant**.

REVISED FINDINGS

6. These should be limited to the position emerging on the points at issue from the reconsideration petition, the response in writing, if any, of the **Agency/complainant** and the substance of the hearing proceedings, and specifically indicate the extent to which, if any, the original findings need to be, altered, modified, amended or recalled. If no ground has been established for any change in or recall of the original findings, they should be upheld, the **review/** reconsideration petition rejected. The Agency be asked to implement the **recommendations (if any)** within the originally indicated time frame to commence from the date of receipt of copy of the revised findings. If the original findings are to be changed or recalled the conclusion as such should be mentioned here leaving the exact nature and specifics of the final recommendations to be indicated under the next caption.

FINAL RECOMMENDATIONS FOR IMPLEMENTATION

7. These should flow from the findings and be indicated in specific, clear and unambiguous terms for implementation by the Agency within a specified time frame. The concluding part should specify that in case the Agency/**complainant** continues to be aggrieved by these final recommendations he/it may, if he/ it so desires, prefer a representation to the President under Article 32 of P.O. No. 1 of 1983, within thirty days of the receipt of a copy of the final recommendations.

Wafaqi Mohtasib (Ombudsman)

Dated: _____

Form F-VII

[See regulation 26(6)]
(To be used in case
of recall of the original
Findings/Recommendations)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

1. {Name of the Agency}
2. {Name and address of the Complainant}

Subject: **Communication of Revised Findings/Recommendations in Terms of regulation 26(6).**

Reference Agency's letter No. _____ dated _____ intimating the reasons for not complying with the Findings/Recommendations dated _____ in Complaint No. _____.

2. After due consideration the Honourable Wafaqi Mohtasib has been pleased to approve the Revised Findings (copy enclosed) dated _____ in which the original Findings/Recommendations dated _____ have been altered/recalled in terms of Article 11(2A) of P.O. No. 1 of 1983.

3. It is, however, brought to the notice of the complainant and the Agency that if either of them is not satisfied with the Revised Findings/Recommendations he/it may exercise his/its option for making a representation to the President in terms of Article 32.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Form F-VIII

[See regulation 26(6)]
(To be used in case of
alteration, modification
and amendment of original
Findings/Recommendations)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

- (a) {Name of the Agency}
(b) {Name and address of the Complainant}

Subject: **Communication of Revised Findings/Recommendations in Terms of regulation 26(6).**

Reference Agency's letter No. _____ dated _____ intimating the reasons for not complying with the Findings/Recommendations dated _____ in Complaint No. _____.

2. After due consideration the Honourable Wafaqi Mohtasib has been pleased to approve the Revised Findings (copy enclosed) dated _____ in which the earlier Findings and Recommendations have been modified to the extent shown.
3. The Agency is hereby called upon to comply with and implement the Revised Findings/Recommendations within the time-frame indicated therein as required by Article 11(2) of P.O. No. 1 of 1983.
4. It is, however, brought to the notice of both the Agency and the complainant that in case either of them is not satisfied with the Revised Findings the option for making a Representation to the President in terms of Article 32 of P.O. No. 1 of 1983 can be exercised.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Form F-IX

[See regulation 26(6)]

(To be used in case of closure of further
Investigation of review petition)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

- (a) {Name of the Agency}
(b) {Name and address of the Complainant}

Subject: **Communication of intimation about closure of further investigation of the review petition in terms of regulation 26(6).**

Reference Agency's letter No. _____ dated _____ intimating the reasons for not complying with the Findings/Recommendations dated _____ in Complaint No. _____.

2. After due consideration of the review petition the Honourable Wafaqi Mohtasib has been pleased to close its further investigation in terms of regulation 23(1)(x) as it is time-barred, having been filed after the expiry of the stipulated time-frame indicated in the original Findings for implementation of the Recommendations or for intimating the reasons for not doing so, in terms of Article 11(2) of P.O. No. 1 of 1983, and the Agency failed to plead any special circumstances warranting condonation of the delay.
3. The Agency is, therefore, hereby called upon to comply with and implement the recommendations made in the above mentioned findings within the time-frame indicated therein starting from the date of receipt of this intimation as required by Article 11(2) P.O. No. 1 of 1983.
4. In case the Agency continues to be aggrieved, it may exercise the option of making a representation to the President under Article 32 of P.O. No. 1 of 1983.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

Form F-X

[See regulation 26(6)]
(To be used in case of rejection
of re-consideration petition)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

- (a) {Name of the Agency}
(b) {Name and address of the Complainant}

Subject: **Communication of Intimation About Rejection of Review Petition in Terms of Regulation 26(6).**

Reference Agency's letter No. _____ dated _____ intimating the reasons for not complying with the Findings/Recommendations dated _____ in Complaint No. _____.

2. After due consideration of the review petition the Honourable Wafaqi Mohtasib has been pleased to reject the same in terms of regulation 26(6) of the Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013 as the Agency has failed to establish any factual or legal grounds warranting any alteration, modification, amendment or recall of the said Findings and Recommendations dated _____. A copy of the Revised Findings dated _____ is enclosed.

3. The Agency is hereby called upon to comply with and implement the recommendations made in the original findings dated _____ within the time-frame indicated therein starting from the date of receipt of a copy of the Revised Findings dated _____, as required by Article 11(2) of P.O. No. 1 of 1983.

4. However, in case the Agency continues to be aggrieved it may exercise the option of making a Representation to the President in terms of Article 32 of P.O. No. 1 of 1983.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Form F-XI
[see regulation 27(1)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT ISLAMABAD

RECTIFIED FINDINGS

- | | | | |
|-----|---|---|-------|
| (a) | <i>No. of original Complaint</i> | : | _____ |
| (b) | <i>Date of Registration</i> | : | _____ |
| (c) | <i>Name and Address of the Complainant</i> | : | _____ |
| (d) | <i>Name of the Agency complained against</i> | : | _____ |
| (e) | <i>Name and Designation of the Investigating Officer, Station</i> | : | _____ |
| (f) | <i>Subject of the Original Complaint</i> | : | _____ |
| (g) | <i>Date of Findings in original complaint</i> | : | _____ |
| (h) | <i>Date of Supplementary Complaint</i> | : | _____ |
| (i) | <i>Name & Designation of the Investigating Officer, if different from (e)</i> | : | _____ |

THE ERROR(S), MISTAKE(S) OR MISREPRESENTATION REQUIRING RECTIFICATION

This part should briefly mention the typographical errors, mistakes or misrepresentation requiring correction and rectification with reasons.

COMMENTS OF COMPLAINANT OR AGENCY (IF NEEDED)

Such comments may not be needed in every case and, therefore, should be called for only when required on account of the likely impact of the correction or rectification on the earlier Findings and Recommendations.

HEARING PROCEEDINGS

Hearing should be held only where deemed appropriate, otherwise the matter should be considered on the basis of the record.

RECTIFIED FINDINGS

The position should be assessed to determine whether correction or rectification of error(s), mistake(s) or misrepresentation is warranted and, if so, its likely impact on the earlier Findings and Recommendations in the original complaint.

ORDERS /RECOMMENDATIONS FOR RECTIFICATION OF EARLIER FINDINGS

Where the Findings indicate that only correction of errors and mistakes in factual data is required, this may be directed to be done.

Where, however, on the basis of the required correction of the factual data, it is proposed to consequentially modify the original Findings in respect of the "Recommendations for Implementation", this should be in the form of recommending the rectification of the earlier "Recommendations", to the indicated extent.

Wafaqi Mohtasib (Ombudsman)
Dated _____

Form F-XII
[see regulation 27(2)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

Subject: **Communication of Rectified Findings to the Complainant and the Agency**

WHEREAS the above mentioned complaint was investigated by this office and through his Findings dated _____ the Wafaqi Mohtasib, in accordance with Article 11(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order, had recommended that —

AND WHEREAS subsequent to the issuance of the above Findings it came to the notice of this Office that through a typographical error, mistake or misrepresentation by the complainant or the Agency, an incorrect figure, fact or position having material effect on the case, got reflected in the said Findings and Recommendations;

AND WHEREAS for the sake of correction of record or in the interest of justice it was necessary to rectify the said error, mistake or misrepresentation, the Findings were considered by the Wafaqi Mohtasib for the purpose who was pleased to record Rectified Findings in supersession of the said earlier Findings;

NOW, THEREFORE, a certified copy of the said Rectified Findings dated _____ is being forwarded to you for information/necessary action.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Form G

[see regulation 29(2)]

Show Cause Notice to the Agency for
initiating special report to the President**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT**

Complaint No. _____

{Station and Date}

To _____

Subject: **Show Cause Notice**

WHEREAS the above-mentioned complaint was investigated by this Office and by his Findings dated _____ the Wafaqi Mohtasib had recommended in accordance with Article 11(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order, that-

AND WHEREAS *vide* Article 11(2) of the Order , you were required to inform the Wafaqi Mohtasib within the specified time about the action taken on his recommendations;

AND WHEREAS the *[record shows that you have not so far informed this Office about the action taken on the said recommendation]/ *[reasons furnished by you for non-compliance of the recommendations have been considered] and the Wafaqi Mohtasib is of the opinion that injustice has been caused to the complainant in consequence of mal-administration and that the injustice *[has not been] *[will not be] remedied.

NOW, THEREFORE, you are hereby called upon to identify the person primarily responsible for defiance of recommendations so that a special Report on the case may be laid before the President under Article 11(4) of the Order.

Your written reply must reach the undersigned by or before _____ .
(date)

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

* Alternate suggestions – Delete whichever is not applicable.

Form H

[see regulation 30(2)]

Notice to show cause for non-compliance of
recommendations and initiating proceedings for Defiance
of Recommendations and under CCP, 1908

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

Complaint No. _____

{Station and Date}

To

Subject: **Show Cause Notice**

WHEREAS the above-mentioned complaint was investigated by this Office and by his Findings, dated _____ (copy enclosed) the Wafaqi Mohtasib had recommended in accordance with Article 11(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order, that-

AND WHEREAS *vide* Article 11(2) of the Order, you were required to inform the Wafaqi Mohtasib within the specified time about the action taken on his recommendations;

AND WHEREAS the *[record shows that you have not so far informed this office about the action taken on the said recommendation]/ *[reasons furnished by you for non-compliance of the recommendations} have not been found satisfactory.

NOW, THEREFORE you are hereby called upon to show cause:

- (i) why the matter may not be referred to the President under Article 12(1) of the Order for initiating proceedings for Defiance of Recommendations; and
- (ii) why the legal proceedings under the Code of Civil Procedure, 1908 may not be initiated against you under section 10 of the Federal Ombudsmen Institutional Reforms Act, 2013.

Your written reply must reach the undersigned by or before _____
(date)

You may also indicate in your reply whether you want to be heard in person.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Secretary
Wafaqi Mohtasib's Office

* Alternate suggestions-Delete which ever is not applicable.

Form H-I

[see regulation 30(3)(b)]

(Warrant of Attachment of Movable Property)

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

Complaint No. _____

{ Station and Date }

To

[The Bailiff of the Office]/[The Bank]/*[]

Subject:- **Warrant of attachment of movable property for implementation of the findings of the Honourable Wafaqi Mohtasib**

WHEREAS the above-mentioned complaint was investigated by this office and by his Findings dated _____ the Wafaqi Mohtasib had recommended in accordance with Article 11(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order, that

AND WHEREAS the said sum of Rs. _____ has not been *[paid to the complainant] /*[refunded to the complainant]/*[adjusted in the _____ of the complainant] and the explanation for the same given by Mr. _____, the representative of the Agency in the hearing held on _____ has not been found satisfactory.

NOW, THEREFORE, this is to command you to attach the movable property of the said _____, representative of the Agency as set forth in the schedule hereunto annexed*, or which shall be pointed out to you by the said _____ and unless the said _____ shall pay to you the said sum of Rs _____ together with Rs _____, the costs of this attachment, to hold the same until further orders from this Secretariat.

You are further commanded to return this warrant on or before the _____ day of _____, 20____ with an endorsement certifying the day on which and the manner in which it has been executed, or why it has not been executed.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

*To be prepared/annexed by IO

Form H-II

[see regulation 30(3)(b)]
(Warrant for Seizure of
Specific Movable Property)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{ Station and Date }

To

[The Bailiff]/[Local Police]

Subject:- **Warrant for seizure of movable property for implementation of the findings of the Honourable Wafaqi Mohtasib**

WHEREAS the above-mentioned complaint was investigated by this office and by his Findings dated _____ the Wafaqi Mohtasib had recommended in accordance with Article 11(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order, that

WHEREAS, the said property (or share) has not been delivered to the complainant by the Agency, as recommended by the Honourable Wafaqi Mohtasib.

These are to command you to seize the said movable property (or a.....share of the said movable property) and to deliver it to the complainant or to such person as he may appoint in his behalf.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Form H-III

[see regulation 30(3)(b)]

(Show Cause Notice for Warrant of Arrest)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{ Station and Date }

To

Subject:- **Notice to show cause why warrant of arrest should not issue**

WHEREAS the above-mentioned complaint was investigated by this office and by his Findings dated _____ the Wafaqi Mohtasib had recommended in accordance with Article 11(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order, that

WHEREAS vide Article 11(2) of the Order, you were required to inform the Wafaqi Mohtasib within the specified time about the action taken on his recommendations or to make review petition to the Honourable Wafaqi Mohtasib in terms of section 13 of Federal Ombudsmen Institutional Reforms Act, 2013, hereinafter referred to as the Act or to make representation to the President of Pakistan under Article 32 of the Order.

WHEREAS the *[record shows that you have neither so far informed this office about the action taken on the said recommendation nor made a review petition to the Honourable Wafaqi Mohtasib or a representation to the President within the specified time]/*[the complainant has made application to this Secretariat for implementation of the findings referred to above by arrest and imprisonment of your person] and the Wafaqi Mohtasib is of the opinion that injustice has been caused to the complainant in consequence of mal-administration and that the injustice *[has not been]/*[will not be] remedied.

NOW, THEREFORE, you are hereby required to appear before the undersigned on _____ day of _____, 20____ to show cause why you should not be committed to prison for non-implementation of the said findings.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

* Alternate suggestions – Delete whichever is not applicable.

Form H-IV
[see regulation 30(3)(b)]
(Warrant of Arrest for
Implementation of Findings)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{ Station and Date }

To

*[The Bailiff]/[Local Police]

Subject:- **Warrant of arrest for implementation of findings of the Honourable Wafaqi Mohtasib**

WHEREAS the above-mentioned complaint was investigated by this office and by his Findings dated _____ the Wafaqi Mohtasib had recommended in accordance with Article 11(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order, that

AND WHEREAS, said sum of Rs. _____, as recommended by the Honourable Wafaqi Mohtasib, has not been paid to the complainant by _____, representative of the Agency in the satisfaction of the said findings.

These are to command you to arrest the said _____ unless the said _____ shall pay to you the said sum of Rs. _____ together with Rs. _____ for the costs of executing this process, to bring the said representative before the undersigned with all convenient speed.

You are further commanded to return this warrant on or before the _____ day of _____ 20____ with an endorsement certifying the day on which and manner in it has been executed, or the reason why it has not been executed.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Form H-V

[see regulation 30(3)(b)]
(Warrant of Committal of the
Representative of the Agency to Jail)



WAFaqI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

The officer in charge of the Jail at.....

Subject:- **Warrant of committal of Mr._____ to jail**

WHEREAS, _____ who has been brought before the undersigned on this _____ day of _____, 20__ under a warrant for implementation of a findings of the Honourable Wafaqi Mohtasib in the above cited complaint, dated _____ and by which findings it was recommended that the said should pay Rs. _____ to the complainant;

AND WHEREAS the said _____ has not implemented the findings nor satisfied this Secretariat that he is entitled to be discharged from custody;

You are hereby commanded and required to take and receive the said _____ into prison and keep him imprisoned therein for a period not exceeding _____ or until the said findings shall be fully implemented, or the said _____ shall be otherwise entitled to be released according to the terms and provisions of Section 58 of the Code of Civil Procedure, 1908.

BY ORDER OF THE HONOURABLE WAFaqI MOHTASIB.

Signature
{Name & designation of Implementation Officer}

Form H-VI

[see regulation 30(3)(b)]

(Order for the Release of a Person
Imprisoned for Implementation of Findings)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{ Station and Date }

To

The officer in charge of the Jail at _____

Subject:- **Order for the release of a person imprisoned for implementation of findings of the Honourable Wafaqi Mohtasib**

UNDER orders passed this day, you are hereby directed to set free Mr. _____, representative of _____ now in your custody.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature

{Name & designation of Implementation Officer}

Form I
[see regulation 32(1)]
Monthly Report

WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Monthly Performance Report for the Month of _____

Name of the Officer _____

Station _____

SUMMARY OF THE REPORT

Please Fill in all Columns / Boxes very carefully and Figures must tally with the annexed lists.

	Inv	Rev	Imp	Total		Inv	Rev	Imp	Total
a) Cases brought forward from previous month					f) Relief				
b) Fresh cases received during the month					g) Reject				
c) Cases received on transfer during the month					h) Discontinued				
d) Cases Transferred to other officer(s)					k) Total: (f + g + h)				
e) Total (a + b + c - d)									

Pending at the end of month (e - k)

--	--	--	--	--	--	--	--	--	--

CHECK LIST

	Have you enclosed the following lists?	Yes	No	If not enclosed, please, give reason
1	List of Fresh Cases			
2	List of cases received on transfer			
3	List of cases transfer to other officers			
4	List of Disposed of cases			
5	List of TEN OLDEST Cases (Inv.)			
6	List of FIVE OLDEST Cases (Rev.)			
7	List of FIVE OLDEST Cases (Imp.)			
8	List of cases where disciplinary/coercive action proposed against officer/official for mal-administration			

NOTE:

Above mentioned lists must attach, other wise the report will be treated as **NOT RECEIVED**.

Monthly performance report complete in all respect must reach to the Data Control Officer on or before 4th of each month from Head Office and 6th of each month from Regional Offices through Incharge of the Regional Office. No report will be entertained after due date and without above mentioned annexures. **(PLEASE ATTACH ORIGINAL ANNEXURE)**

On 8th of each month, Consolidated monthly performance report will be placed before the HWM for his perusal / information.

Prepared by: _____

Signature of the Investigating Officer: _____

Form I
(Continued)

LIST OF CASES RECEIVED (FRESH)

S.No.	Case No.	Name of the Complainant	Agency	Date of Receipt

LIST OF CASES DISPOSED OF

S.No.	Case No.	Name of the Complainant	Name of the Agency	Relief	Disposal Reject	Discontinued	Date of Signature

LIST OF CASES RECEIVED ON TRANSFER FROM OTHER OFFICER(S)

S.No.	Case No.	Name of the Complainant	Agency	From whom received	Date of Receipt

LIST OF CASES TRANSFERRED TO OTHER OFFICER(S)

S.No.	Case No.	Name of the Complainant	Agency	To whom Transferred	Date of Transfer

LIST OF TEN OLDEST CASES (INVESTIGATION)

S.No.	Case No.	Name of the Complainant	Agency	Date of Receipt

LIST OF FIVE OLDEST CASES (REVIEW)

S.No.	Review No	Original No.	Name of the Complainant	Agency	Date of Receipt

LIST OF FIVE OLDEST CASES (IMPLEMENTATION)

S.No.	Imp. No.	Original No.	Name of the Complainant	Agency	Date of Receipt

Report for the month of _____

List of Cases Where Disciplinary/Coercive action proposed against Officer/Official for mal-administration

S.No.	Case No.	Agency	Nature of Disciplinary / coercive action proposed against Officer / Official	Name of the delinquent Officer/Official	Whether agency complied action proposed with in the specified time

Signature of Investigating Officer _____

Form J
[see regulation 33(1)]



WAFaqI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

Subject: **Notice to Complainant**

Dear Sir,

Your above complaint is under examination in this Office. By our letter, dated _____ you were required to _____ by _____ . There has been no reply from you. A notice is hereby
(date)
given to inform you that in case there is no response from you by _____ your complaint shall be
(date)
processed on the basis of available information.

BY ORDER OF THE HONOURABLE WAFaqI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

{Name and address of the Complainant}

Form K
[see regulation 33(2)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address of the Agency}

Subject: **Notice to Agency for failure to submit comments.**

WHEREAS the above-mentioned complaint was accepted by the Wafaqi Mohtasib for investigation and a notice under Article 10(4) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), was issued by this Office calling upon you to meet the allegations contained in the complaint including rebuttal.

AND WHEREAS you were required to send your comments by _____. A formal reminder was also issued asking for comments by _____. But no response has been received so far from you in this regard.

NOW THEREFORE, in accordance with the proviso to clause (4) of Article 10 and clause (9) of Article 10 of the President's Order No. 1 of 1983, you are required to depute an officer fully conversant with facts of the case to attend the office of the undersigned alongwith the relevant original file on _____ at _____ a.m./p.m. and to explain the reasons for non-submission of report.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

Form L
[see regulation 33(3)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address of the public servant}

Subject: **Notice to Public Servant for Disciplinary Action**

WHEREAS the above-mentioned complaint is under investigation in this Office, wherein on _____ you were directed by the order of the Wafaqi Mohtasib to-

AND WHEREAS the record shows that you have not so far complied with the above directions of the Wafaqi Mohtasib.

NOW THEREFORE, in exercise of powers conferred by Article 14(5) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (P.O. No. 1 of 1983), you are called upon to show cause as to why the matter may not be referred to the competent authority, for taking disciplinary action against you for disregarding the directions of the Wafaqi Mohtasib.

Your reply must reach the undersigned by or before _____

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

Form M
[see regulation 33(3)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

*{Name and address of the
public servant or Agency}*

Subject: **Notice to show cause for initiating civil/criminal/disciplinary proceedings.**

WHEREAS the above complaint is being investigated in this Office.

AND WHEREAS the Wafaqi Mohtasib has examined the available record and is of the view that while
_____ you have acted in a manner warranting civil/criminal/disciplinary proceedings against you.

NOW, THEREFORE, the Wafaqi Mohtasib has, in exercise of powers vested in him under Article 14(6) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order 1983 (President's Order No. 1 of 1983), directed to call upon you to show cause as to why the above matter may not be referred to _____

(the appropriate authority)

for taking civil/criminal/disciplinary proceedings against you within a period of _____

Your reply must reach the undersigned on or before the ____ day of ____ 20__.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

Form N
[see regulation 33(4)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address}

Subject: **Notice to show cause for award of compensation against the complainant.**

WHEREAS you made a complaint against _____ which was investigated and finalised on _____.

AND WHEREAS in his findings, the Wafaqi Mohtasib has observed that your above said complaint was false/frivolous/vexatious and that you had intentionally made such a complaint to malign the Agency/Mr. _____.

(Functionary/Public Servant)

NOW, THEREFORE, the Wafaqi Mohtasib has, in exercise of the powers vested in him by Article 14(4) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), directed that you should be called upon to show cause as to why a sum of _____ should not be awarded to the Agency/Public Servant/Functionary concerned against you for making such complaint. The said amount, if not paid by you, shall be recovered from you as arrears of land revenue.

Your reply should reach the undersigned on or before the _____ day of _____ 20____.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

Form O
[See regulation 33(5)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address of the Agency}

Subject: **Notice to show cause to Agency for initiating contempt proceedings.**

WHEREAS the above complaint is being investigated in this Office by _____.

AND WHEREAS _____
(give facts amounting to contempt of Wafaqi Mohtasib)

which amounts to contempt of Office of Wafaqi Mohtasib requiring action against you under Article 16 (1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), hereinafter referred to as the Order.

NOW, THEREFORE, you are hereby called upon to show cause as to why you should not be punished, for committing the contempt of the Wafaqi Mohtasib, under the Order.

Your reply must be handed over to the undersigned personally on _____ at _____ hours.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

Form P
[see regulation 33(5)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{Station and Date}

To

{Name and address}

Subject: **Notice to complainant or any other person to show cause for contempt.**

WHEREAS on _____ at _____ you

(give facts amounting to contempt of the Office of Wafaqi Mohtasib)

AND WHEREAS you by the said letter/speech/action, abused/interfered with/impeded/obstructed the proceedings of the Wafaqi Mohtasib

OR

Scandalized the Mohtasib/staff/nominee/authorized person/officer of the Office of Wafaqi Mohtasib, which tends to bring the Mohtasib/his Office/Staff etc. into hatred/ridicule/contempt

OR

Committed _____ which tends to prejudice the fair determination of a matter pending before the Wafaqi Mohtasib.

AND WHEREAS this calls for action against you for contempt under Article 16(1) of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (Presidents Order No. 1 of 1983), hereinafter referred to as the Order;

NOW, THEREFORE you are hereby called upon to show cause as to why you should not be punished, under the Order, for committing the contempt of the Wafaqi Mohtasib.

Your reply must be handed over to the undersigned personally on _____ at _____ hours.

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

Form Q
[see regulation 33(6)]



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT

Complaint No. _____

{ Station and Date }

To

{Name and address of the Agency}

Subject: **Show cause notice to the Agency for awarding compensation to the complainant.**

WHEREAS the above complaint has been investigated in this Office and the Wafaqi Mohtasib has come to the conclusion therein that the complainant has suffered loss/damage of _____ on account of the mal-administration committed by you/Agency while _____.
(brief mal-administration)

NOW, THEREFORE, you are hereby called upon to show cause as to why the costs/compensation in terms of Article 22 of the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) Order, 1983 (President's Order No. 1 of 1983), for

(amount or equivalent amount)

may not be awarded against you/the Agency which, if not paid, shall be recoverable as arrears of land revenue from you/the Agency.

Your reply must reach on or before the _____ day of _____, 20____

BY ORDER OF THE HONOURABLE WAFAQI MOHTASIB.

Signature
{Name and designation of Investigating Officer}

Form R

[see regulation 25(4)]

For Consignment to Record
(Closed/Rejected findings)



WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
ISLAMABAD/REGIONAL OFFICE_____

INFORMATION ABOUT FINAL DISPOSAL OF CASE No: _____

1. Name of the complainant _____
2. Name of the Agency _____
3. Name of the Investigating Officer _____
4. Date of Original Findings _____
5. Date of Revised Findings _____
6. Time consumed in the investigation ___ Years ___ Months ___ Days
7. Final out-come (Please tick [✓] the relevant box) _____
 - (a) Complaint rejected ☐
 - (b) Further Investigation discontinued (Complaint closed) ☐

Signature
{Name and designation of Investigating Officer}

Form S

[see regulation 25(4)]

For Consignment to Record Room
(Implementable/Closure findings under
Regulation 23(1) (f) & (h) and where
the President on the representation under
Article 32 sets aside the finding of the WM)



**WAFAQI MOHTASIB (OMBUDSMAN)'S SECRETARIAT
ISLAMABAD/REGIONAL OFFICE_____**

INFORMATION ABOUT FINAL DISPOSAL OF CASE No: _____

1. Name of the complainant _____
2. Name of the Agency _____
3. Name of the Investigating Officer _____
4. Date of Original Findings _____
5. Date of rectified Findings _____
6. Date of Revised Findings _____
7. Time consumed in the investigation ____ Years ____ Months ____ Days
8. Nature of Recommendations, (Please tick [✓] the relevant box)
 - (a) Any report required ☐
 - (b) Any corrective disciplinary action suggested ☐
 - (c) Any defect in Law/Rules or procedure indicated ☐
 - (d) Any other direction (Please specify) _____
9. Nature of mal-administration _____
10. Nature of complaint _____
11. Nature of relief _____
12. (a) Representation to the President: Yes ☐ No ☐
 - By Agency ☐
 - By Complainant ☐
 (b) Decision of the President:

(i) Agency's representation rejected ☐	(a) Implemented ☐
(ii) Complainants representation accepted ☐	
(iii) Agency's representation accepted ☐	(b) Not Implemented ☐
(iv) Complainants representation rejected ☐	
13. Implementation of the recommendation ☐
14. Implementation date _____

Signature
{Name and designation of Investigating Officer}

SCHEDULE
[see regulation 3(2)]

**TERRITORIAL JURISDICTION OF
HEAD OFFICE AND REGIONAL OFFICES**

OFFICE	TERRITORY / DISTRICTS
Headquarters, Islamabad	Federal Capital Area Islamabad, Rawalpindi, Attock, Jhelum, Chakwal, Abbottabad, Batgram, Haripur, Mansehra, Kohistan, all districts of A.J.&K Federally Administered Tribal Areas, (FATA) Federally Administered Northern Areas (FANA)
Regional Office, Lahore	Lahore, Okara, Kasur, Gujranwala, Hafizabad, Sheikhpura, Sialkot, Narowal, Gujrat, Mandi Bahauddin and Pakpattan
Regional Office, Karachi	Karachi, Hyderabad, Thatta, Sanghar, Mirpur Khas, Badin, Tharparkar, Thar, Umarkot, Matiari, Tando Allahyar, Tando Muhammad Khan and Jamshoro
Regional Office, Peshawar	Peshawar, Buner, Charsada, Chitral, Dir, Hangu, Hazro, Karak, Kohat, Malakand, Mardan, Nowshera, Swabi and Swat
Regional Office, Quetta	All districts of Balochistan
Regional Office, Sukkur	Sukkur, Khairpur, Ghotki, Naushero Feroze, Nawabshah, Larkana, Jacobabad, Shikarpur, Dadu, Kashmore and Qamber Shahdadkot
Regional Office, Multan	Multan, Vehari, Lodhran, Khanewal, D.G. Khan, Layyah, Muzaffargarh, Rajanpur, Bahawalpur, Bahawalnagar and Rahim Yar Khan
Regional Office, Faisalabad	Faisalabad, Sahiwal, Jhang, Toba Tek Singh, Sargodha, Mianwali and Khushab
Regional Office, D. I. Khan	D. I. Khan, Bannu, Lakki Marwat, Bhakkar and Tank
Regional Office, Gilgit *	Northern Areas

As on 14-10-2013

* Till the establishment of Regional Office at Gilgit the complaints shall continue to be investigated at Islamabad.