



MR. TALMAN FARUQUE
Federal Ombudsman of Pakistan

Dy No.651/HWM/2015
Dated: 12th February, 2015

Subject: **NATIONAL AGENDA FOR REAL CHANGE**

Dear Minister,

The Government's "National Agenda for Real Change" for provision of speedy and inexpensive justice has the following salient features:-

- Reduce the huge backlog of court cases.
- Promote Alternate Dispute Resolution (ADR) through mediation.
- Dramatically shorten time spent in litigation.
- Provide justice at the proverbial doorstep.
- Establish ADR centers and panels.
- Strengthen the role of the Ombudsman to provide speedy relief in respect of public complaints regarding maladministration.
- Establish offices of Ombudsman at district level to provide relief at district level.

2. I am pleased to report that a number of steps have been or are being taken by the office of the Federal Ombudsman of Pakistan to provide **speedy and free justice** to common citizens as follows:-

- a. A Federal Committee of eminent legal experts, public administrators, scholars and members of civil society has been constituted to propose reforms and formulate proposals for extending the outreach of Mohtasib system to grassroots level. List of the members is included in the enclosed booklet.
- b. During the last two years we have **completely eliminated the backlog** of several years.
- c. We have resolved complaints of about **150,000 citizens** during the last two years.
- d. The period for resolution of complaints has been dramatically **reduced to 60 days or less**.
- e. Our Regional Offices already exist in Islamabad, Lahore, Karachi, Peshawar, Quetta, Hyderabad, Sukkur, Multan, Faisalabad and Dera Ismail Khan. We propose to establish Regional Office each at Abbottabad, Gwadar and Hub.
- f. To extend outreach, **video link** is proposed to be initially made available at divisional level closer to the doorsteps of complainants.



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g. **The role of Federal Ombudsman** has been considerably **strengthened** through Federal Ombudsmen Institutional Reforms Act promulgated in 2013, which has, inter-alia, given Mohtasib the powers of a Civil Court. The Mohtasib or/and his liaison counsellors at local levels are empowered to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance.

3. We have conducted research on the concept of ADR. A booklet containing the research papers prepared by the Advisors of this Secretariat and some additional learned papers about ADR in India and Indonesia are enclosed for your perusal.

4. In order to create political ownership of this extremely useful initiative which is in line with Government's "National Agenda for Real Change", I have approached the Honourable President and the Honourable Prime Minister of Pakistan to co-chair a high level meeting attended by the Provincial Chief Ministers as well as the Federal/Provincial Ombudsmen to consider and approve the concept in principle. Once the proposal is approved, the Federal Advisory Committee on Reforms and ADR will be tasked to work out details, regularly monitor the process and advise on measures needed from time to time to ensure smooth functioning thereof.

With profound regards

Yours sincerely,

Pakhran Fungqi

Mr. Sartaj Aziz
Advisor
Federal Minister for Foreign Affairs,
Islamabad.