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His Excellency the President,  
President of Pakistan,  
President Secretariat,  
Islamabad.

February 20, 2021

Your Excellency,

قصر جهانگیر بہ زنجیر سے خالی پھر

### **HAVE WE COLLECTIVELY LOST NATIONAL SHAME**

In "نیا پاکستان" everything appears having gone haywire. While in the open market tomato is @ Rs. 250 kilo, our financial wizard imported Hafeez Sheikh in "نیا پاکستان" says it is at Rs. 18/-. While about a 1000 Pakistani aviation experts as per reports have been terminated from world airlines, Pakistanis due to covid are being made unemployed and returned back to Pakistan, our ears are tired of listening remittances were continuously increasing. New perks are allowed to some dear ones but we are told due to austerity, national expense has decreased. Selling cows at 28 lac and spending 36 on an overnight poetry is termed as austerity in our revised "نیا پاکستان" dictionary. And etc.

2. The Federal Ombudsman is not tired of keep putting in the ears of this nation the words that he provides "**Free and at door step**" justice. A print out taken today from his official website having this claim is attached herewith. Our lifafa journalists beat drums on this.

3. We the ordinary know well by experience that naked facts on earth are always contrary to what our today's rulers, functionaries and people worth of their salt sitting at helm of affairs may open their mouths. I attach herewith a copy of a letter received three days back from the Federal Ombudsman summoning this senior citizen to Karachi on 27.01.2021 to attend a hearing in his office to fetch my share of "Free and at door step justice".

4. I know it is a sheer waste of time to sing before you in “نیا پاکستان” yet as a conscientious citizen and a true Pakistani loving my beloved homeland, for the record I put here as under for which this income tax payee senior citizen is not afraid of at all. If someone can hang her for it, he may do so;

- a) The world over including Pakistan Covid cases have once again increased forcing the governments for lockdowns, curfews, restrictions, stringent SOPs. In Bahrain cases have touched the graphs. World over Governments are worried for safety of their inhabitants particularly the elderly ensuring they remained to the maximum possible within four walls of their homes. The Federal Ombudsman in this critical and dangerous situation is summoning a senior citizen which in simple words shows that the Federal Ombudsman under your presidentship and the present Government had no feeling whatsoever for the safety of the Pakistani citizens.
- b) Normally Bahrain Karachi one side fare was Rs. 30,000 plus minus which today due to Covid is around Rs. 60,000 plus minus with very limited flights a week. From Pakistan to Bahrain it is much more costly due to a dozen aviation related taxes. In addition there are very heavy fees for four Covid tests (two in Bahrain and two in Pakistan) in addition to chances of quarantine. With all this expense the Federal Ombudsman thinks it is “**Free and at door step**” justice. It is a big question on the sensibility of the Government of Your Excellency. It appears our national institutions and we all as a nation have jointly lost shame.
- c) The letter from the Federal Ombudsman Office summoning me is dated 20.01.2021 and the hearing date is 27.01.2021. It has reached me three days back on 17.02.2021 due to covid situation. It shows nakedly a very shameful fact that our functionaries today are without any doubt incompetent and lack the General knowledge averagely required to deal the subject deal with. Ombudsman Office functionaries lack that a foreign letter more



particularly during these dangerous days can't reach abroad in 6 days including two holidays Saturday Sunday this side and two holidays Friday Saturday the other side. They don't know PIA does not Bahrain to take mail from Pakistan to Bahrain.

- d) Since these functionaries and advisors without any doubt are generally incompetent hence their ignorance about their own offices is no strange at all for senior citizens like this. The Advisor does not know, and that does not surprise me at all, that it is the Federal Ombudsman's own Finding that 30 days margin should be given while addressing Overseas Pakistanis due to their peculiar circumstances. This order was issued to the Overseas Pakistanis Foundation on complaint of an Overseas Pakistani. It simply, by act of the Advisor, suggests as if the Ombudsman orders are for others like OPF but his own Secretariat and advisors are exempt from provisions of the same. It also shows the Secretariat lacks not just any human touch but also the basic knowledge necessary for an institute employing a special Grievance Commissioner for Overseas Pakistanis that one sitting abroad needed some time to arrange finance for costly travel to Pakistan, reservation, to make some other domestic chores for the family in addition to needing some legal immigration formalities to complete before being allowed to reach airports.
- f) It appears beyond any reasonable doubt that the Federal Ombudsman, his office and some of his subordinate lack any human feelings towards the ordinary. The Federal Ombudsman summoned me for Hearing in Pakistan earlier on 03<sup>rd</sup>, 10<sup>th</sup> & 17 March 2020. These were the days when there were no international commercial flights world over including between Bahrain/Pakistan. Airports worldwide including that of Karachi were closed for commercial flights. Passengers arriving on special chartered flights were quarantined for 3 days in Karachi and 14 days in Bahrain.
5. Last but not the least what for I am being summoned? I wrote to the Focal Person, Ministry of Finance name of whom was publicized by



the Federal Ombudsman himself. Under Pakistan law he was supposed to immediately and invariably give me a response which despite reminders he did not. I complained against this to the Federal Ombudsman who now summons me in these critical days of new mutated covid to attend a hearing. I know there are no Ghulman Ishaq Khans or General Musharrafs sitting on the seats today who acting judiciously would forward my these wordings to the Law Division to determine if there really was any need of me calling for a Hearing in a non response issue. I know in "نیا پاکستان" you would forward this to same very Federal Ombudsman to dispose of this fool's cry.

6. I wrote you earlier perhaps a year back if in our "نیا پاکستان" today dictionaries had changed delivery of "**free and at door step justice**" now under new dictionary "**at a cost of some Rs. 4 lac from middle east and delivery (meaning personally collection) from my office door steps**". My husband says during old days every three years a government officer went under full medical check up including mental health to determine if he/she was, with passage of time, still fit for the government job. Summoning one during covid situation at huge expense for "free and at door step justice" I think one who advises so needs a check up.

Renewing, Excellency, the assurances of my ever existing highest regards,

Yours respectfully,



Mrs. Shahnaz Javed



## Wafaqi Mohtasib (Ombudsman)'s Secretariat

### Government of Pakistan



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**FREE OF COST JUSTICE AT YOUR DOOR STEP. CONTACT US ON 1055 (GENERAL COMPLAINTS) AND 1056 (CHILDREN COMPLAINTS)**



**REMINDER II**



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

Regional Office, Block 4/B,  
Pakistan Secretariat, Saddar, Karachi.  
Phone No.021-99202108 Fax: 99202121  
Email: [reyaz\\_mem@hotmail.com](mailto:reyaz_mem@hotmail.com)

**Onl/16415/20**

**Dated:- 20-1-2021**

The Secretary,  
Ministry of Finance,  
Govt. Of Pakistan,  
Q-Block, Pak. Secretariat,  
Red Zone, Islamabad.

*Received 17/2/2021*

**SUBJECT NON RESPONSE A MOTHER ACT OF MAL ADMINISTRATION.**

Reference this Secretariat's letter of even number **ONL/16415/20** dated 23-12-2020 regarding the above complaint.

2. A report in the matter was due by 04.01.2021 & 19.01.2021 but the same is still awaited. The case is now fixed for hearing on 27-01-2021 at 10:30 A.M. Accordingly, it is advised that requisite report may kindly be sent alongwith your representative well conversant with the case to attend the hearing failing which the case will be decided on the basis of available record.

**BY ORDER OF THE HONOURABLE OMBUDSMAN, SYED TAHIR SHAHBAZ**

*(Riaz Ahmed Memon)*  
Associate Advisor  
*20-1-21*

✓ Copy to complainant with the request to attend the hearing on the date time mentioned above.