



NEWSLETTER



COVER STORY

Office Of The Ombudsman Punjab Attains ISO 9001:2015 Certification

The Office of the Ombudsman Punjab has been awarded the prestigious ISO 9001:2015 certification by SGS United Kingdom Ltd., recognising its commitment to excellence in public service and accountability. This certification validates the institution's adherence to international quality management standards across all operations.



(ISO 9001: 2015 Certification Celebration at Head Office, Lahore)



(Chief Secretary Punjab, Zahid Akhtar Zaman at Head Office, Lahore)

Key Highlights

Certification covers the full Complaint Management System, including OPMIS, across the Head Office in Lahore, 38 Regional Offices, and the R&D Wing. It strengthens transparency, efficiency, and citizen-focused grievance redressal, positioning the Office as a South Asian benchmark for accountability and global best practices.

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Historic International Election: Ombudsman Punjab Elected Second IOI Vice-President

We are proud to announce a landmark achievement for Pakistan: **Honourable Ombudsman Punjab, Ms. Ayesha Hamid**, has been elected as the **Second Vice-President of the International Ombudsman Institute (IOI) in Vienna**.

Her election for this prestigious role follows her successful selection **as an IOI Director for the Asian Region**, a position that itself is a significant international responsibility.

Office of the Ombudsman Punjab to Host Historic IOI Asian Regional Meeting & International Conference 2025 7–9 October, 2025 | Lahore, Pakistan

Regional Meeting of Asian Ombudsman Institutions 2025

Formal deliberations on institutional priorities, collaborative initiatives and strategies to enhance the role of ombudsman offices in the region.

International Conference

Sub-topic I: Making the Rule of Law Accessible – The Ombudsman as a Bridge Between People and Government.

Sub-topic II: Ensuring Accountability and Good Governance in Public Administration.

Networking Opportunities

A platform for building partnerships to advance accountability, share best practices, and improve citizen service delivery.

Participation In The 18th General Assembly and 26th Board of Directors Meeting of the Asian Ombudsman Association (AOA), Nanjing, China

7–9 September, 2025 | Nanjing, China

The Honourable Ombudsman Punjab participated at the 26th Asian Ombudsman Association (AOA) Meeting and 18th General Assembly held in Nanjing, China, from 7–9 September, 2025. The gathering focused on strengthening cooperation among Asian Ombudsman Institutions through the exchange of best practices, collective learning, and strategies for enhancing governance standards.

Pakistan's contributions to good governance and public grievance redressal were acknowledged with appreciation, underscoring the vital role of the Office of the Ombudsman Punjab as a leader in systemic reforms, accountability, and service delivery.



(Asian Ombudsman Association, Nanjing, China – September 2025)



Webinar: Strengthening Ombudsman Recommendations

15 July, 2025

The Office of the Ombudsman Punjab was represented by Dr. Nasir Jamal Pasha, (Advisor Health Service Monitoring, Head Office, Lahore) who has contributed to a global webinar co-hosted by the African Ombudsman Research Centre and the International Ombudsman Institution (IOI).

Key Highlights

- ★ Dr. Pasha shared insights on stakeholder collaboration to improve implementation of Ombudsman decisions.
- ★ Expert speakers from Zambia, Namibia, and Sierra Leone discussed enforcement mechanisms and institutional effectiveness.
- ★ Interactive Q & A session facilitated global knowledge-sharing on accountability and governance.

This participation underscores the Office of the Ombudsman Punjab's commitment to enhancing justice and administrative effectiveness worldwide.

Federal Ombudsperson Visits Multan Regional Office 08 July, 2025

The Honourable Ms. Fauzia Viqar, Federal Ombudsperson for Protection Against Harassment of Women at the Workplace (FOSPAH), conducted an official visit to the Office of the Ombudsman Punjab, Regional Office Multan, hosted by Mr. Mahmood Javed Bhatti, Advisor-I (R.O. Multan). The visit focused on enhancing inter-institutional coordination and reviewing redressal mechanisms.



(Federal Ombudsperson, Ms. Fauzia Viqar)

Key Deliberations Included:

Comprehensive review of ongoing case proceedings and operational efficacy at the Regional Office.

Formulation of targeted outreach initiatives to enhance public awareness of legal frameworks under FOSPAH.

Strategic dialogue on reinforcing collaboration with provincial and district administrative authorities.

Evaluation of existing protocols to ensure expeditious and transparent resolution of complaints.

The visit reaffirmed the shared institutional dedication to upholding the principles of justice, transparency, and gender-sensitive governance.



A New Era of Public Service: Launch of Awami Khidmat Outreach Initiative 18 August, 2025

The Office of the Ombudsman Punjab marked a historic milestone in accessible governance with the formal inauguration of the Awami Khidmat Programme and Media Outreach Wing in Multan. The event was presided over by the Honourable Ombudsman Punjab, Ms. Ayesha Hamid and attended by Additional IG South Punjab, Mr. Muhammad Kamran Khan, Commissioner Multan, Mr. Amir Kareem Khan, Senior Advisors and Regional Officials, reflecting a unified resolve towards citizen-focused governance.



(Complaint registration at Dunyapur Main City, Lodhran)

At the heart of this initiative lies the innovative Mobile Van Outreach Campaign, launched under the tagline:

“Aapki Sunwai, Aapke Sheher Main”

These mobile units will travel across 13 districts of South Punjab, functioning as traveling justice centers to provide:

- ★ On-site complaint registration and guidance.
- ★ Free awareness sessions on complaint procedures.
- ★ Promotion of grievance channels: **Helpline 1050**, Mobile App, and Official Website.

Supporting this effort, the newly established Media Outreach Wing will deliver localized campaigns through documentaries, public service videos, and regional-language messaging (Urdu, Saraiki, Punjabi), alongside targeted social media outreach. This integrated approach ensures both awareness and accessibility, bridging the gap between citizens and grievance redressal mechanisms.

Together, these initiatives stand as a testament to the Ombudsman Punjab’s dedication to timely justice, transparency, and citizen empowerment, bringing services from the institution’s headquarters straight to people’s doorsteps.

Ombudsman Punjab Strengthens Outreach Through Sunwai Seminar Series



The Office of the Ombudsman Punjab successfully concluded a comprehensive series of engagement seminars with Punjab's business community from July to August 2025. These initiatives reinforced institutional efforts to promote transparency and accessible grievance redressal mechanisms across the economic sectors of Punjab.



The sessions were held at Lahore Chamber of Commerce & Industry, Women Chamber of Commerce & Industry Multan, Women Chamber of Commerce & Industry Lahore, Interloop Pvt. Ltd. and Rawalpindi Chamber of Commerce & Industry respectively.

Message from the Honourable Ombudsman Punjab

On this momentous 78th Independence Day, we honour the sacred legacy of our forefathers and the unwavering spirit of a nation that continues to strive for greatness. The Office of the Ombudsman Punjab stands as a proud embodiment of the ideals upon which Pakistan was founded on justice, integrity, and the unyielding pursuit of truth.

As we celebrate the freedom earned through immense sacrifice, we reaffirm our commitment to serving as a beacon of hope and fairness for every citizen. We are dedicated to ensuring that the principles of transparency, accountability, and compassion guide every action we take, and every decision we make.

Let this day inspire us to further strengthen our resolve to build a Pakistan where every voice is valued, every right is protected, and every dream is within reach.

Pakistan Paindabad!

Ayesha Hamid
Ombudsman Punjab
1st Vice President IOI
Asian Regional Director IOI

Message from the Worthy Secretary, Office of the Ombudsman Punjab



On this 78th Independence Day, we celebrate not only our freedom but also the profound responsibility it entails. True independence is measured by our commitment to justice, transparency, accountability, and values that define both our nation's aspirations and this Office's mission.

As servants of the public, we reaffirm our dedication to protecting citizens' rights and upholding the highest standards of governance. Our institutional independence strengthens our resolve to deliver impartial justice and ensure every voice is heard.

Let us honour this day by renewing our pledge to build a Pakistan where rule of law prevails and public trust thrives.

Pakistan Zindabad!

Kaiser Saleem

Secretary, Office of the Ombudsman Punjab

Research Report Implementation Meetings:

The R&D Wing of the Office of the Ombudsman Punjab held a meeting with Mr. Noor Ahmed (Deputy Director) and Dr. Rizwan Haider (Assistant Director) from the Environment Protection Department.

The discussion focused on the implementation of two research studies:

- i Environmental Impact of Brick Kilns on Climate Change in Punjab.
- ii Air Pollution in Lahore.

The meeting involved active participation from both sides, with reports shared for deeper insights.

A team from the Literacy and Non-Formal Basic Education Department, including DG (Ms. Humaira Ikram) and senior directors, visited the R&D Wing.

Discussions centered on implementing recommendations from the study Effectiveness of Non-Formal Basic Education Schools and Adult Literacy Centers in Central Punjab. The department reaffirmed its commitment to carrying forward the findings.

Protecting Punjab's Green Cover: Ombudsman Punjab's Research On Illegal Tree Cutting

The Research & Development Wing of the Office of the Ombudsman Punjab has conducted an in-depth study on the alarming issue of illegal tree cutting and its adverse effects on the province's environment, governance, and public welfare. The report identifies major loopholes in enforcement mechanisms, weak monitoring structures, and insufficient inter-departmental coordination as key drivers behind unchecked deforestation.

It further emphasizes the far-reaching consequences of this practice, including rising temperatures, increased vulnerability to floods, and deteriorating air quality that directly impacts citizens' health. Based on these findings, the Ombudsman Punjab has put forward comprehensive policy recommendations focusing on stronger regulatory oversight, community engagement, and sustainable afforestation measures.

This research not only highlights the urgency of safeguarding Punjab's natural resources but also reflects the Office's unwavering commitment to evidence-based governance and protection of citizen rights.

Training Sessions In Collaboration With FOSPAH

The Office of the Ombudsman Punjab, in collaboration with the Federal Ombudsperson Secretariat for Protection against Harassment (FOSPAH), organized a series of training sessions on the Protection against Harassment of Women at the Workplace Act, 2010.



(Regional Head, FOSPAH
Lubna Ali)



(Training Session
Head Office, Lahore)

The first session was held on 5th September 2025 at the Head Office, Lahore, for District Officers and the Standing Inquiry Committee. This was followed by divisional-level awareness sessions at the Regional Offices. The session at Rawalpindi was conducted on 10th September, 2025 by Mr. Waqar Malik, focusing on the Code of Conduct at the workplace, while the session at Multan took place on 25th September 2025, led by Mr. Muhammad Shazib Iqbal, addressing acceptable and unacceptable workplace behaviors.

These initiatives reflect the Ombudsman Punjab's commitment to capacity building, professional development, and the promotion of safe and respectful workplaces across all offices.



OFFICE OF THE
OMBUDSMAN PUNJAB

July — Sept 2025

Ensuring justice, accountability, and citizens' rights
for a fair Punjab

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