



FEDERAL INSURANCE OMBUDSMAN

PAKISTAN

Quarterly Newsletter

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FIO PLAYS VITAL ROLE IN PROVIDING PROMPT JUSTICE : PRESIDENT



The Honorable President of Pakistan Dr. Arif Alvi appreciating the performance of Federal Insurance Ombudsman (FIO) said that the FIO played a significant role in providing free-of-charge and prompt justice to the Complainants against the injustices done to them by the Insurance Companies. The success of the FIO in providing speedy and cost-free justice to the Complainants caused to rise in registration of complaints by 50 percent if compared it with the last year. He said, adding the disposal of complaints was 90 percent. Out of total registered, more than 90 percent of complaints were disposed of within 60 days.

Realizing the potential of insurance sector, the President emphasized that the agriculture sector should be focused enabling the insurance companies should develop products for this sector. More than 60 percent of people are associated with this sector and they should be covered under insurance plans. On the risk factor, he said that the risk sharing is very important and it should be shared amongst the stakeholders. Earlier, Dr. Muhammad Khawar Jameel, FIO during Seminar briefed about the achievements and performance of FIO Secretariat. The President appreciated the performance and said that providing relief may be extended to urban as well as rural areas of all over country so that the affected persons can get justice at their door steps.

FROM THE DESK OF FEDERAL INSURANCE OMBUDSMAN

In the last quarter of this year this Institution has gained outstanding achievements which illustrate the performance of this Forum. The Honorable President of Pakistan graced the Seminar titled "Importance of Transparency in Insurance Sector" organized by the FIO Secretariat and held at Governor House Sindh. Consequent upon the directives of the Honorable President of Pakistan for providing relief to all the citizens at their door steps, this Forum has taken due efforts and established a new Regional Office, Sukkur at Hyderabad to provide relief to the people of rural areas of Sindh which was inaugurated by the Honorable Federal Insurance Ombudsman. Pursuant to present Government's moto for "Good Governance", this Forum enhanced the awareness drive resultantly the number of complaints increased immensely.



PEOPLE SHOULD ABIDE BY THE RULE OF LAW : LAW MINISTER

Minister for Law and Justice Barrister Farogh Naseem Speaking at the sixth National Judicial Conference of Federal Services said that the institutions must be respected and all people should abide by the rule of law. The Minister said that the country cannot progress without the judiciary, the bar association, the army and the civil bureaucracy. He said that the Justice Helpline is a great idea and it will be useful to solve problems of young lawyers. He Further said the government was going to roll out reforms to the criminal laws for a fair justice system in the country. He further said that fair and accurate system was the propely implement 'Rule of Law' in the country. He said the women and the children would be provided with legal aid across the country for their legal cases. The minister said he would countin-ue to work hard in sprite of resistance to legal reforms.



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Quarterly Newsletter

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CHEQUE DISTRIBUTION AT SEMINAR



Dr Arif Alvi Honorable President of Pakistan distributed the Cheques to the affectee Complainants during the awareness seminar held at Sindh Governor House.

CHEQUE DISTRIBUTION



Ms Riffat Shaheen Qazi Advisor Incharge Islamabad presenting a cheque to Mr. Mirza Nazeer against M/s. Jubilee Life

GROUP PHOTO AT SEMINAR



Group Photo of Dr Arif Alvi Honorable President of Pakistan and Dr Muhammad Khawar Jameel Federal Insurance Ombudsman along with guest speakers and participants of seminar held at Sindh Governor House



Mr A. Basit Khan Advisor Incharge Lahore presenting a cheque to Ms. Erum Azeem against M/s. Jubilee Life

HIGH LEVEL OFFICIAL MEETING



A high level meeting chaired by Dr Muhammad Khawar Jameel Honorable FIO held at the Secretariat. All the senior Advisors, Consultants and Officers alongwith Advisor (Incharge) of Islamabad, Lahore & Multan seen in the picture.

آگاہی مہم

انشورنس پالیسی ایڈیٹا شورش خریدنے والوں کے وسیع تر مفاد میں آگاہ کیا جاتا ہے کہ مندرجہ ذیل اہم نکات پر خصوصی دھیان رکھیں تاکہ بعد ازاں حلیم کی صورت میں کسی دشواری کا سامنا نہ ہو:

- ✓ صرف نیک نیتی کی بنیاد پر کسی بھی طرح کی دستاویزات پر ہرگز دستخط نہ کریں۔
- ✓ اگر آپ کوئی انشورنس پالیسی خریدنا چاہتے ہیں تو اس بات کی تصدیق کر لیں کہ آیا آپ کسی بینک اسکیم میں انویسٹمنٹ تو نہیں کر رہے۔
- ✓ بغیر کسی دستاویزی ثبوت کے مختلف سٹیز ایجنٹس کی طرف سے بلندہ ہال دعووں پر ہرگز اعتماد نہ کریں
- ✓ انشورنس پالیسی پر دستخط کرنے سے پہلے تمام پارٹیکلٹات کو اچھی طرح پڑھ لیں اور سوچیں اور سمجھ لیں۔
- ✓ تمام دستاویزات میں کسی قسم کی غلط بیانی نہ کریں
- ✓ اس بات کو یقینی بنائیں کہ ریٹنٹ متعلقہ انشورنس کمپنی کا تصدیق شدہ نمبر مندرجہ ہو۔
- ✓ انشورنس پالیسی کی ادائیگی کمپنی کے نام بذریعہ چیک ادا کریں
- ✓ انشورنس پالیسی لیتے ہوئے متعلقہ کمپنی کے ترقی یافتہ ضرور جائیں۔
- ✓ لائف انشورنس پالیسی کا علم اور آگاہی کو ضرور ہو۔

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حیدرآباد میں وفاقی انشورنس محتسب سکھر ریجن کا قیام



وفاقی انشورنس محتسب ڈاکٹر خاور جمیل نے انشورنس کمپنیز کے متاثرہ درخواست گزاروں کو فوری اور بروقت مفت انصاف کی سہولت پہنچانے کے پیش نظر سکھر ریجن کے دفتر کا افتتاح حیدرآباد کے مقامی سیکٹریٹ میں رہن کاٹ کر کیا۔ اس موقع پر ڈائریکٹر جنرل وفاقی انشورنس محتسب مبشر نعیم صدیقی ایڈوائزر حیدرآباد معتمد عباسی اور کنسلٹنٹ انیس زبیر کے علاوہ انشورنس کمپنیز کے متاثرین بھی موجود تھے۔ ڈاکٹر محمد خاور جمیل نے اس موقع پر اپنے خطاب میں کہا کہ صدر پاکستان ڈاکٹر محمد عارف علوی کی ہدایت کی روشنی میں بیسہ داروں کو ان کی دہلیز پر انصاف کی فراہمی کے ضابطے طے پا چکے ہیں جس کی روشنی میں ریجنل دفاتر کے قیام عمل میں آ رہے ہیں۔

AWARENESS MEETINGS



Mr. Fasihuddin Khan Advisor Federal Insurance Ombudsman addresses during the awareness meeting to the dignitaries of District Malir



Mr Ayaz Mahmood Advisor Federal Insurance Ombudsman visits KCCI for awareness and meets President and the office bearers of KCCI

INTERNATIONAL ANTI-CORRUPTION DAY 9TH DEC 2021



Mr. Mobashir Naeem Siddiqui DG FIO Sectt along with Dr. Najaf Quli Mirza DG NAB (K) and Abdul Hafeez Siddiqui Director NAB (K) at the seminar held at Governor House Sindh on International Anti-Corruption Day

PROFILE



Syed Ayaz Mahmood
Advisor FIO Secretariat

Mr. Syed Ayaz Mahmood has to his credit, thirty four years of illustrious career with the Inland Revenue Service of Pakistan, which he joined in 1985 after successfully completing for the 13th Common Training Program of Central Superior Services. He has served in various capacities such as Director Intelligence & Investigation (IR), Chief Commissioner, Regional Tax Office, Hyderabad and Chief Commissioner Large Taxpayer's Unit (LTU), Karachi. Before his superannuation in 2019, he served at Appellate Tribunal Inland Revenue at Karachi as Accountant Member.

He joined the Federal Insurance Ombudsman Pakistan as Advisor to the Ombudsman, early this year, Before joining this assignment he also served the Federal Tax Ombudsman from April 2019 to June 2020.


GERMAN RESEARCH SCHOLAR VISITS FIO



Mr Mobashir Naeem Siddiqui, DG FIO presented FIO memento to German Research Scholar Dr. Michael Spies, Head of Research Group, Transect Research Centre, Emberswalde, Germany during his visit to FIO Sectt.


MEDIA COVERAGE





Federal Insurance Ombudsman

Awareness Documentary



Scan to Watch

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Jahan Khwab, Wahan HBL

To prevent the spread of COVID-19 and for your own health and safety, you are advised to take the following precautions:

1. Sanitize hands frequently
2. Wear masks when outdoors
3. Maintain a distance of 1 metre from others
4. Avoid touching your face

A public service message by
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