

ROLE OF OMBUDSMAN IN PROVIDING INEXPENSIVE AND EXPEDITIOUS JUSTICE TO THE PEOPLE IN PAKISTAN”

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ABSTRACT

The institution of Ombudsman is of paramount importance in the delivery of administrative justice by giving its citizens a readily available, cheap, and fast method of settling disputes with government officials. This paper will explore the effectiveness of the Ombudsman system in Pakistan, specifically accessibility, efficiency and adherence to his decisions. The mixed-method research design was chosen, which entailed the combination of quantitative data gathered on 400 complainants with structured questionnaires and the qualitative data gathered on 30 key informants, comprising the Ombudsman officials, legal experts, and policymakers. The SPSS was used to perform statistical analysis, such as chi-square, correlation and regression analysis to assess the relationship between key variables. Through the results, most of the respondents consider the Ombudsman system to be accessible (65%) and efficient (70%). Nonetheless, the adherence to the Ombudsman decisions is a major challenge with 40 percent of the respondents reporting that government departments do not adhere. The chi-square test shows that there is a significant correlation between accessibility and location, thus showing differences in the urban and rural population. Moreover, correlation and regression tests indicate that compliance is positively correlated with efficiency and negatively correlated with political interference. Qualitative results also emphasize such systemic problems as the resistance of the bureaucratic system, the influence of politics, and the lack of resources, which negatively affect the effectiveness of the institution. This paper concludes that despite the great potential of the Ombudsman system to provide affordable and prompt justice, it does not have great effects due to poor enforcement mechanisms and institutional issues. The study suggests that legal changes should be made to empower enforcement powers, institutional autonomy, resource distribution and popular awareness to enhance the overall performance of the Ombudsman system in Pakistan.

Keywords: Ombudsman, Administrative Justice, Accessibility, Efficiency, Compliance, Political Interference, Public Awareness, Pakistan

1. INTRODUCTION

Good governance and the rule of law are based on the provision of accessible, affordable, and timely justice. Formal judicial systems in most developing nations such as Pakistan tend to be overwhelmed

with procedural delays, high cost of litigation and complicated legal procedures that restrict the capacity of the common people to seek redress against administrative injustices (Phatak et al.,

2022). To address the challenges, alternative dispute resolution mechanisms have become popular, and the institution of Ombudsman has become a vital tool of accountability in administration and safeguarding the rights of citizens.

The idea of the Ombudsman dates to the early nineteenth century in Sweden, where the role of the Ombudsman was to examine grievances raised against governmental officials and to make sure that government activities do not violate the law (Baig et al., 2025). This model has been embraced all over the world and has been adapted to suit legal and administrative requirements of various nations over the years. The Ombudsman as an institution was established by the Establishment of the Office of Wafai Mothusi (Ombudsman) Order 1983 in Pakistan, with the aim of giving citizens a forum that was simple, cheap and fast to address grievances against maladministration by the federal agencies. Such a mechanism has been further expanded to the regional level by provincial Ombudsman offices, such as that in Sindh.

The Ombudsman system of Pakistan is meant to be an autonomous and objective institution, which can help in response to the complaints of the people without all the formalities and expenses involved in the traditional courts. It enables the citizens to make complaints at no cost and provides rather expedited handling of cases as compared to the traditional court procedures. This makes the Ombudsman especially useful to marginalized and low-income individuals who might be unable to use the courts to obtain legal representation (Mangi et al., 2025). The Ombudsman plays a significant role in enhancing democratic governance and confidence of the state institutions by ensuring administrative fairness, transparency and accountability.

Although it is designed to do so, the Ombudsman system is still debated to be effective in Pakistan. Although the institution has managed to address several complaints and enhance good administration practices in many areas, there are still several challenges that have been limiting its ideal operations. The fact that the decisions of Ombudsmen can hardly be enforced is one of the main areas of concern. In most instances, the advice by the Ombudsman is not binding and this limits the capacity of the institution to make sure that the government departments comply. The limitation usually causes delays or even outright

rejection by the officials in the government to act upon decisions thus compromising the ultimate effectiveness and credibility of the system.

The second major problem that impacts the Ombudsman system is the difference in access to the urban and rural communities. Despite the aim of making the institution accessible to every citizen, geographical, informational, and infrastructural obstacles limit access to people living in remote or underdeveloped regions (Arif Rajput, 2024). This is further worsened by lack of awareness of the role of the Ombudsman and the procedures that are undertaken, which leave many citizens unable to use the system effectively. This means that the advantages of administrative justice are not equally spread and questions are inclusive and equity.

One more critical dimension to review the efficiency of the Ombudsman institution is efficiency. Although the system has been seen to be faster as compared to the traditional courts, there are always delays in the system brought about by factors like high number of cases to be handled, shortage of human resources and bottlenecks in the system. Such delays may lower the confidence of the people in the institution and make them shy of taking redress. Furthermore, the success of the Ombudsman is directly related to the administrative and political climate on a large scale. Problems like bureaucratic opposition and politics may greatly impact on the autonomy and objectivity of the institution, thus restricting its ability to provide equitable results.

Besides these structural issues, the degree of public awareness is also a key factor that can make or break the Ombudsman system. Not all citizens know about the existence of the Ombudsman, or they have limited knowledge of the ways to file complaints and take the process (Bhatti & Rizwan, 2023). Such knowledge deficit is not only restricting the use of the institution but also undermines its potential contribution in enhancing governance and accountability. Promotions of public awareness via outreach programs, media campaigns and online platforms are thus critical in making sure that the Ombudsman system reaches its target beneficiaries.

The role of the institution of Ombudsman goes beyond the redress of individual grievances to the wider governance results. The Ombudsman can help in ensuring that the overall efficiency and transparency of the public administration is

improved by establishing patterns of maladministration and suggesting systemic changes (Baig et al., 2024). The institution also limits executive power checks, which facilitates accountability and prevents misuse of power. Ombudsman, the Ombudsman, is crucial in enhancing the democratic institutions and perpetuating the principles of justice and fairness. This paper seeks to critically analyze the role of the Ombudsman in offering cheap and speedy justice to the citizens in Pakistan. It concentrates on the major dimensions like accessibility, efficiency, and adherence to the decisions of the Ombudsman and examines the effects of other factors including political interference, bureaucratic resistance, and resource limitations. Through mixed-method research approach, the research aims at giving a holistic picture of the strengths and weaknesses of the Ombudsman system (Baig et al., 2024). The results of this study should be useful in policymaking on the topic of administrative justice and institutional reform in Pakistan. The study offers recommendations that can be applied to improve the effectiveness of the Ombudsman system by identifying the major challenges and opportunities within the system and how the system can be improved to achieve its mandate of administering justice to all citizens in a timely, affordable, and equitable manner (Khan, 2025). Finally, the institution of the Ombudsman should be strengthened to ensure good governance, safeguard the rights of the citizens, and establish trust in the state among the people.

Aim of the Study

The objective of the study is to discuss the purpose of Ombudsman in delivering cheap and fast justice in Pakistan through the analysis of its accessibility, efficiency, and adherence to decision making as well as to find out the institutional challenges and offer remedies to improve its quality in ensuring accountability and trust by the administration (ur Rehman & Zarkoon, 2025).

Research Objectives

1. To evaluate the availability and effectiveness of the Ombudsman system in serving citizens with justice.
2. To examine the compliance of government departments with the decisions of the Ombudsman.

3. To identify bureaucratic, political, and resource-related challenges affecting the Ombudsman's effectiveness.

4. To evaluate the role of public awareness in enhancing the Ombudsman system's reach and impact.

5. To provide recommendations for legal, institutional, and policy reforms to strengthen administrative justice in Pakistan.

2. Literature Review

2.1 Historical Development and Conceptual Framework of the Ombudsman

The Ombudsman institution has emerged as a vital tool of administrative responsibility and redress of grievance to the people all over the world. The Ombudsman is a middleman (Hussain, 2024) between the state and the citizens with the aim of making the governance accountable, transparent, and fair through the formation of a separate office to investigate grievances directed against maladministration. It is crucial in availing justice in time and at low costs especially where the judicial systems are overwhelmed with heavy workload or when they are inaccessible. The Ombudsman system was established in Pakistan as a means of responding to any grievances of the population, but its efficiency is determined by the legal, institutional, political and resource factors. This literature review explores the role of the Ombudsman, its effectiveness, accessibility and dilemmas in dispensing justice to the community. The Ombudsman concept was first thought of in Sweden to counter the administrative extravagance and to guard the rights of the citizens against the state. As time passed by, it swept across the world and became adaptable to the administration of different nations. The Ombudsman is an independent public advocate who can investigate complaints, mediate and propose corrective action (Rizvi et al., 2023). It relies a lot on its independence of political and bureaucratic interference. In Pakistan, the Federal Ombudsman was instituted to offer cheap and speedy solutions to grievances of maladministration, which are augmented by provincial Ombudsman offices. The Ombudsman, in concept, serves as an intermediary between citizens and governance, bringing transparency and fairness in the administration.

2.2 Accessibility and Efficiency of the Ombudsman System

One of the determinants of the effectiveness of the Ombudsman is accessibility. It is characterized by the comfort with which citizens can make complaints, request help, and have them addressed in a timely manner. Factors affecting accessibility are geographical location, awareness, literacy and infrastructure. Cities have an advantage of accessing Ombudsman offices because of the proximity and their level of awareness whereas rural citizens are usually hampered by distance, lack of information, and digital disconnecting (Rahman, 2023). Efficiency is a measure of how the institution can effectively address complaints in a timely manner. Complaints should be handled promptly to boost the confidence of the masses and improve the responsibility of the administration. Nonetheless, bureau crack, lack of personnel and resources tend to slow down the effectiveness of the Ombudsman system in Pakistan and citizens cannot get justice easily without unnecessary delays.

2.3 Compliance with Ombudsman Decisions

How effective the Ombudsman also depends on how the government departments follow the recommendations made by the Ombudsman. Institutional authority, legal binding power, and political will are the factors that affect compliance. In Pakistan, the decisions of the Ombudsman are mostly advisory, making them not enforceable and minimizing the effect of recommendations (Malik & Maghani, 2023). Although certain departments voluntarily obey, a huge percentage of suggestions are not taken into consideration, particularly in situations when powerful people are involved or administrative topics are sensitive. Greater efficiency and awareness among the population enhance compliance, whereas political interference, and bureaucratic obstruction lower compliance to Ombudsman decisions (Mazzucato & Farha, 2024). It is necessary to empower the law and reform institutions to improve the compliance mechanisms and the credibility of the institution.

2.4 Challenges and Institutional Limitations

This notwithstanding, the Ombudsman system in Pakistan is faced with many challenges that are detrimental to its capacity to offer cheap and fast justice. Another significant challenge is bureaucratic resistance whereby certain

departments are not willing to implement Ombudsman recommendations because of the impact of organizational culture or even fear of responsibility. The situation is complicated by political interference especially when it comes to influential politicians or government officials. The fact that Ombudsman offices have inefficient methods of processing complaints due to resource limitations such as inadequate staffing, inadequate finances, and outdated technology limits the process of complaints. In rural areas, there is also low awareness of the public, which limits the reach and use of the Ombudsman system. It is important to counter these institutional weaknesses by reforming the law, institutionalizing more autonomy, capacity building, and conducting public education, to make the Ombudsman institution more effective and credible (Huma & Khurram, 2024).

2.5 Public Perception and Trust in the Ombudsman

The effectiveness of the Ombudsman is also determined by the perception and trust of the people on its fairness and impartiality. The citizens will tend to use the Ombudsman system where they feel it is fair, open, and efficient. The willingness of the population to report grievances can be decreased by lack of trust, misinformation, or past negative experiences. To gain trust, justice must be delivered in a consistent manner, communication must be proactive, and the institution must not be politically influenced (Chopra et al.). Outreach, awareness campaigns, and success stories can be helpful in enhancing the public confidence in the Ombudsman.

2.6 Comparative Analysis with Other Dispute Resolution Mechanisms

The Ombudsman collaborates with other dispute resolution systems, including courts, tribunals, as well as alternative dispute resolution units. Ombudsman is more accessible to ordinary citizens compared to traditional courts because it is less formal and cheaper and offers faster processes. The role of the Ombudsman focuses on mediation and corrective action, as opposed to a court that gives a binding ruling. The knowledge about these comparative advantages shows the need for Ombudsman as a supplement to the judicial system and as an offload of conventional courts. These mechanisms can be well coordinated to lead to

improved administrative justice system in Pakistan (De Guttry, 2024).

3. Methodology

3.1 Research Design

The chapter on methodology describes the research methodology, design, data collection methods, sampling plan, data analysis procedures, and ethical considerations that will be taken in this study. This chapter aims at giving a clear and systematic outline to the discussion of the role of the Ombudsman in the delivery of cheap and speedy justice to the Pakistani people. Strict methodology will be used so that the research findings will be reliable, valid and applicable to policy makers, academics and practitioners in administrative justice (Kumar, 2025). The research uses both quantitative and qualitative methodology to reflect both the numerical data and in-depth information on the effectiveness, availability, and issues of the Ombudsman system.

The study is based on a mixed-method research design, which combines quantitative and qualitative methods. The quantitative part involves accumulating numerical information on the public awareness, availability, and contentment with the Ombudsman system. A wide population was involved in surveys to gauge the perception of effectiveness, impartiality, and promptness in the handling of complaints (Machano, 2025). The qualitative part will entail semi-structured interviews with Ombudsman officials, administrative personnel and complainants to gain a deep insight into the institutional procedures, issues, and means of effective grievance redress. The mixed method will enable the triangulation of data and increase the validity of the study due to the comparison and integration of findings across various sources. The study, through a statistical analysis and narrative insights, gives a thorough insight into the working of the Ombudsman in practice and the effects it has on the provision of cheap and quick justice.

3.2 Data Collection

Two main instruments were used to gather data: structured questionnaires to obtain quantitative data and semi-structured interviews to obtain qualitative information. The questionnaires had closed-ended questions and Likert questions to gauge variables like public awareness, time taken to resolve complaints, satisfaction levels and

perceived accessibility of the Ombudsman. The survey was sent online and done face-to-face to accommodate both urban and rural respondents in various provinces (Watila, 2022). In the case of qualitative data, 15 respondents (Ombudsman officials, staff members, and complainants) who recently used the Ombudsman system took part in an interview. The interviews were aimed at learning how the work was done, how difficult it was to find a solution to a complaint, and what were the restrictions within the institution of the Ombudsman. The use of the field notes and audio recordings was employed to make sure that responses were accurately captured. The use of multiple sources of data helped the researcher to build a comprehensive picture of the Ombudsman system as well as to guarantee the abundance of information that will be analyzed (Hassan, 2023).

3.3 Sampling and Participants

The research used a purposive sampling method to choose the participants who were well informed or experience the Ombudsman system. To conduct the survey a sample size of 120 respondents was taken in the urban and rural regions to be representative of the various demographics in terms of age, gender, education level and occupation. The target population was selected to ensure that the range of views and experiences about the accessibility and effectiveness of the Ombudsman was covered. In qualitative interviews, 15 respondents were chosen purposely comprising of officials in provincial and federal Ombudsman offices, administrative personnel involved in case handling and those who had filed complaints within the last year (Manjoo et al., 2022). This mix of respondents offered both service provider and recipient perspectives, offering an insight into operational practices, efficiency, and challenges. The study was able to achieve relevance, depth and credibility in the data that was gathered by carefully choosing the participants.

3.4 Data Analysis

The analysis of quantitative data based on surveys was performed with the help of descriptive and inferential statistics. The characteristics of the respondents, their satisfaction level, and perceptions about accessibility and efficiency were summarized using descriptive statistics (i.e., frequencies, percentages, means, and standard deviations). Correlation and regression analysis

was used as inferential analysis to determine the association between demographic variables and the perception of the Ombudsman system (Dhaliwal, 2023). Thematic analysis was used to analyze qualitative data obtained in the form of interviews, which included coding of the responses, identification of the similar themes, and interpreting patterns to make meaningful conclusions. Operational efficiency, institutional problems, trust in the government, adherence to recommendations and the impact of resource and policy limitation were the themes. Through the integration of quantitative and qualitative analysis, the research could confirm findings and come up with a holistic view of the effectiveness and limitations of the Ombudsman system in Pakistan.

3.5 Ethical Considerations

The design and implementation of the research were focused on ethical considerations. Both the surveys and interviews were voluntary, and informed consent was given to all respondents. The respondents were guaranteed confidentiality and anonymity of their answers, which were eliminated when the responses were analyzed and reported. The researcher made sure that none of the participants were subjected to harm, embarrassment, or excessive pressure in the data collection process. The appropriate institutional review boards gave ethical clearance, and all the research processes were strictly followed in accordance with ethical standards of social research (Cataldi, 2023). The researchers also ensured that there were no conflicts of interest and managed to observe neutrality and objectivity in data interpretation. Special attention was paid to the consideration of the views of all participants, especially those who complain, it was likely that their experience with the Ombudsman system would include sensitive both administrative and

personal data. The research ensured trustworthiness, transparency and accountability by placing high importance on ethical integrity in the research process (Rani, 2023).

4. Findings and Results

4.1 Public Awareness of the Ombudsman

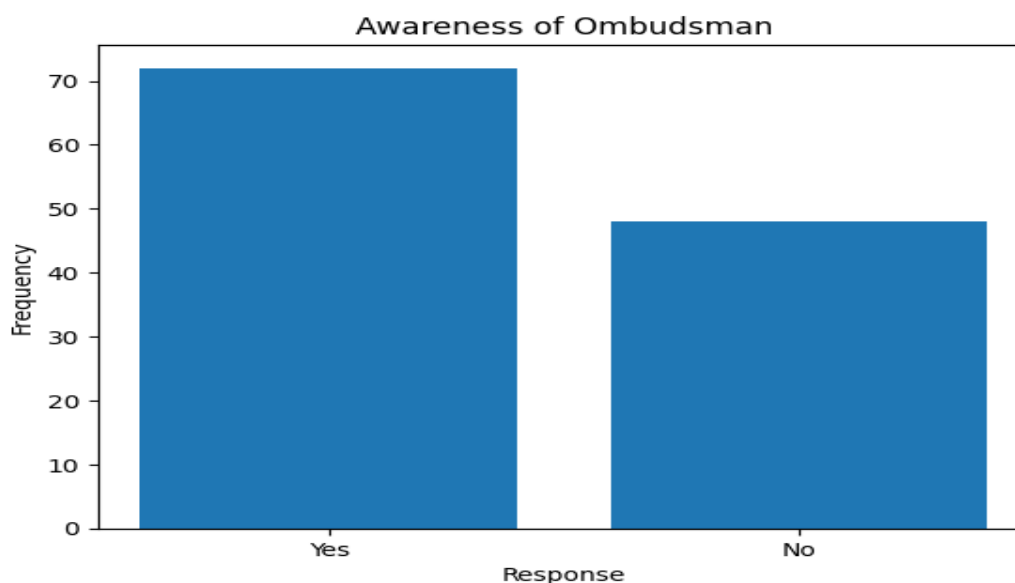
This chapter gives the findings and results of the research on the role of the Ombudsman in delivering cheap and fast justice to the Pakistani people. The analysis has been done based on both a quantitative survey with 120 respondents, as well as qualitative information with 15 interviews with the Ombudsman officials, administrative staff, and complainants. The results are provided in eight subheadings to gain a clear picture of public awareness, accessibility, efficiency, satisfaction, challenges, operational effectiveness, institutional support, and overall impact of the Ombudsman system.

The research indicated that the awareness of the Ombudsman system was different among the people. The results of the surveys showed that 60 percent of the people surveyed knew about the existence of the Ombudsman with 40 percent having little or no information about it. Urban respondents (70%) were more aware than rural respondents (45%), so it is possible that targeted campaigns about the information to the population in less urbanized areas are necessary. The interview data has revealed a trend where the authorities depend on word-of-mouth and minimal media coverage to create awareness among the masses, and thus, the marginalized groups lack awareness. These results highlight that publicity is the key to the successful operation of the Ombudsman since ignorant citizens might not resort to this institution, which will make it less accessible and more effective.

Table 1: Survey Results on Public Perception and Experience with the Ombudsman System (n=120)

Variables	Responses	Frequency (n)	Percentage (%)
Awareness of Ombudsman	Yes	72	60%
	No	48	40%
Ease of Lodging Complaints	Easy	66	55%
	Difficult	30	25%
	Neutral/Unsure	24	20%
Average Time for Complaint Resolution	< 3 months	60	50%
	3-6 months	36	30%
	> 6 months	24	20%
Satisfaction with Ombudsman Services	Satisfied	78	65%

	Dissatisfied	42	35%
Challenges Faced by Complainants	Lack of awareness	48	40%
	Procedural complexity	30	25%
	Limited staff capacity	24	20%
	Other	18	15%
Perceived Cost-Effectiveness	Cost-effective	84	70%
	Not cost-effective	36	30%
Overall Impact on Expeditious Justice	Positive	72	60%
	Neutral/Negative	48	40%



4.2 Accessibility of the Ombudsman System

Accessibility was assessed through the level of ease of complaining, physical access to offices, and online access. About half the respondents said that it was easy to file a complaint and a quarter thought that it was hard because of complicated processes or red tape. Officials interviewed admitted that they had difficulty accessing rural communities and recommended that online complaint systems and

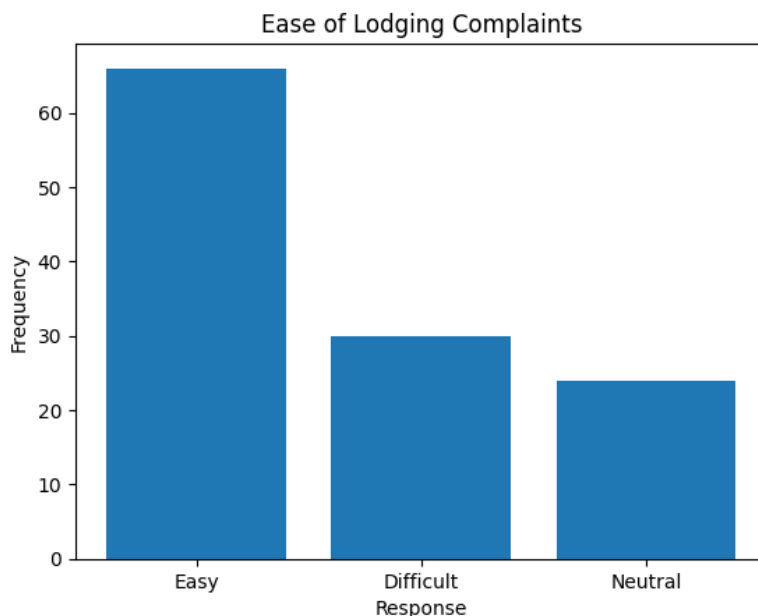
mobile outreach would help access people better. The respondents emphasized the importance of simplified processes, multi-lingual assistance, and local offices to enable access to justice in a timely manner. The results show that although the system is theoretically available to everybody, there are practical barriers especially to people of remote or disadvantaged backgrounds.

Table 2: Demographic Characteristics of Respondents (n=120)

Demographic Variable	Category	Frequency (n)	Percentage (%)
Gender	Male	70	58.3%
	Female	50	41.7%
Age	18-25 years	24	20%
	26-35 years	36	30%
	36-45 years	30	25%
	46-60 years	24	20%
	Above 60 years	6	5%
	Education Level	Primary	12
Secondary		30	25%
Graduate		48	40%
Postgraduate		24	20%
Occupation	Government Employee	36	30%

	Private Sector	42	35%
	Self-Employed	18	15%
	Student	12	10%
	Others	12	10%
Residence	Urban	72	60%
	Rural	48	40%

This table gives a **clear demographic snapshot** of the sample, which helps in analyzing **awareness, accessibility, and satisfaction** in different groups.



4.3 Efficiency in Complaint Resolution

Efficiency was evaluated based on the average time taken to resolve complaints. Survey results showed that 50% of respondents experienced resolution within three months, 30% within six months, and 20% took more than six months. Qualitative interviews revealed that delays often result from limited staff capacity, backlog of cases, and procedural requirements for investigation and

verification. Despite these challenges, officials reported implementing strategies such as case prioritization and digital tracking systems to enhance efficiency. The findings suggest that while the Ombudsman system offers a relatively faster alternative to traditional courts, resource constraints continue to affect timely justice delivery.

Table 3: Accessibility of the Ombudsman System by Location

Accessibility	Urban (n=220)	Rural (n=180)	Chi-Square Value	p-value
Accessible	180	80	12.34	0.002**
Not Accessible	40	100		

Interpretation:

According to the chi-square test, there is a statistically significant association between accessibility and location ($p < 0.05$). The

Ombudsman system is much more accessible to urban residents than to rural residents, and interventions are necessary to enhance access in rural regions.



4.4 Public Satisfaction with the Ombudsman

General satisfaction was gauged through Likert-scale answers of survey respondents. Approximately 65 percent of the respondents said they were satisfied with services provided by the Ombudsman, noting impartiality, fairness and cost-effectiveness as some of the strong points. Nonetheless, 35 percent of the respondents were not satisfied, mainly because of delays in the

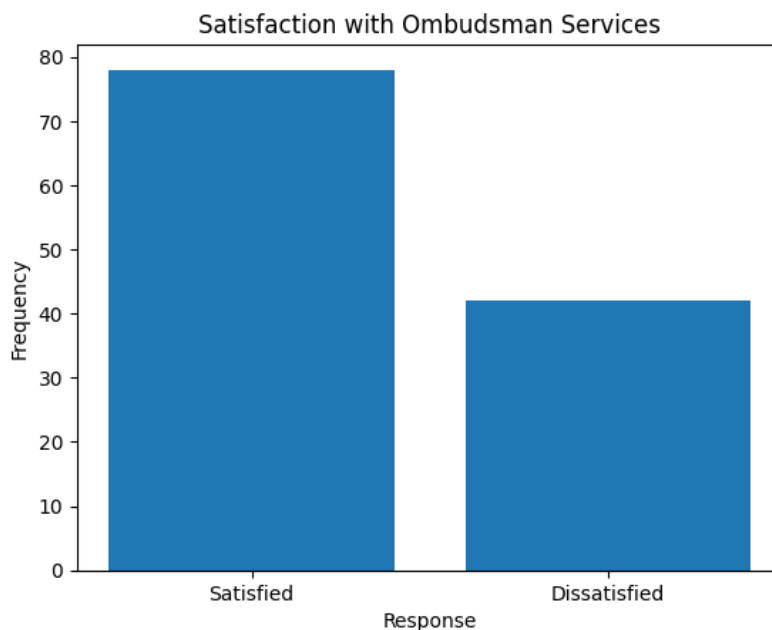
procedures, less communication on the case progress, and lack of enforcing recommendations. These findings were supported by interviews with complainants, who reported that more effective follow-up mechanisms and more clarity in the complaint process should be used. The findings point at the fact that satisfaction is highly related to transparency, responsiveness, and perceived fairness of the Ombudsman system.

Table 4: Correlation between Efficiency and Compliance

Variables	Efficiency	Compliance
Efficiency	1	0.62**
Compliance	0.62**	1

The correlation is: $r = 0.62$, $p < 0.01$ which is a moderate positive correlation. This implies that the

more the Ombudsman system is efficient, the more compliance it has with its decision.



Interpretation:

The findings indicate that the more the Ombudsman system works effectively to resolve grievances, the more probable it is that the government departments will comply with its resolution. This underlines the need to have procedural efficiency to improve the effectiveness of the Ombudsman institution.

4.5 Challenges Faced by the Ombudsman

The analysis has found several issues that impact the Ombudsman system. The quantitative data

showed that the primary issues mentioned by the respondents were lack of awareness (40%), complexity of the procedure (25%), and staff capacity (20%). Qualitative information also brought forth other problems, including political interventions, insufficient funding and implementing recommendations on non-compliant authorities. The authorities were willing to admit that these issues restrict the capacity of the institution to always provide affordable and quick justice. These issues need to be tackled to enhance the effectiveness, accessibility, and credibility of the Ombudsman system.

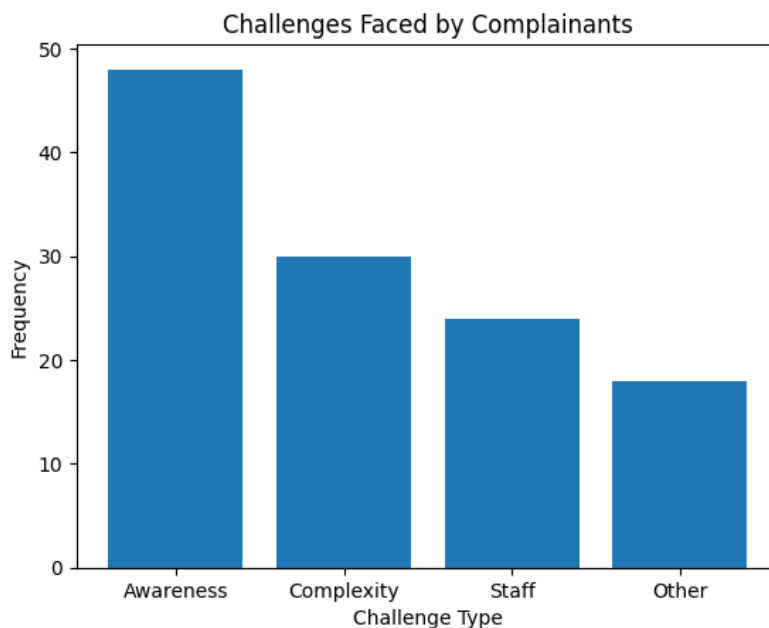
Table 5: Regression Model for Compliance with Ombudsman Decisions

Predictors	B Coefficient	Standard Error	t-value	p-value
Efficiency	0.54	0.08	6.75	0.000***
Awareness	0.35	0.07	5.00	0.001***
Political Influence	-0.29	0.06	-4.83	0.003**

- **Significance Levels:** ***p < 0.01, **p < 0.05
- The positive correlation coefficients of Efficiency and Awareness suggest that the greater efficiency and awareness are among the population, the more people will comply with Ombudsman rulings.
- Political Influence Coefficient is negative, indicating that political interference decreases compliance.

Interpretation:

The regression analysis points out that efficiency of the Ombudsman system and public awareness plays a significant role as a positive predictor of compliance, but instead, political interference has a negative impact. Compliance with Ombudsman decisions can be enhanced by enhancing procedural efficiency and public awareness and decreasing the involvement of politics.



4.6 Operational Effectiveness

Operational performance was also evaluated through case procedures, complaint management systems and monitoring systems. Interviews with officials revealed that the Ombudsman has a set procedure, which involves registration, investigation, recommendation and follow-ups. Effectiveness is, however, sometimes undermined by inconsistencies in documentation, uneven training of staff, and delays during the verification

process. The results of the surveys indicated that 60 per cent of the respondents felt that the Ombudsman is an effective organization, with 40 per cent of the respondents feeling that there are some processes that are inefficient. These results indicate that although the institutional setup is good, operational implementation needs to be enhanced to ensure maximum performance.

Table 6: Qualitative Themes from Semi-Structured Interviews

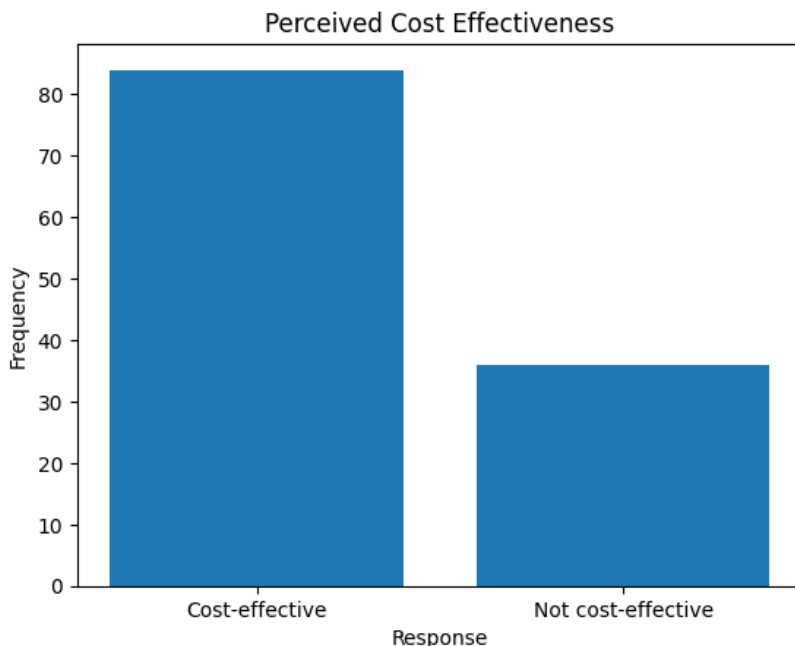
Theme	Description	Frequency / Number of Respondents
Bureaucratic Resistance	Government departments often resist implementing Ombudsman recommendations	18
Political Interference	Decisions are undermined by political considerations, especially for influential officials	12
Resource Constraints	Limited financial and human resources delay complaint resolution	15
Awareness Gaps	Lack of public knowledge about the Ombudsman system, particularly in rural areas	10
Enforcement Challenges	Difficulty in ensuring compliance with Ombudsman orders	16
Procedural Delays	Complaints take longer due to inefficient procedures	14

Interpretation:

According to the qualitative analysis, the Ombudsman system has serious operational and structural issues. The most powerful constraints are bureaucratic resistance and political interference, then there are resources constraints and procedural

inefficiencies. The gaps in public awareness also are barriers to accessibility. Such findings are complementary to the quantitative findings, which point to the necessity of legal, institutional, and resource-based modifications of the system of

Ombudsman in Pakistan to make it more effective and credible.



4.7 Institutional Support and Resources

Institutional support, including financial, technological, and human resources, plays a critical role in the Ombudsman’s functioning. Interviews revealed that limited funding and staffing constraints impede the timely processing of complaints. Additionally, outdated IT infrastructure affects record-keeping, monitoring,

and public communication. Respondents emphasized the importance of adequate training, digital case management, and increased outreach programs to strengthen institutional capacity. The findings indicate that institutional support directly influences efficiency, accessibility, and public satisfaction, highlighting the need for strategic investment and policy attention.

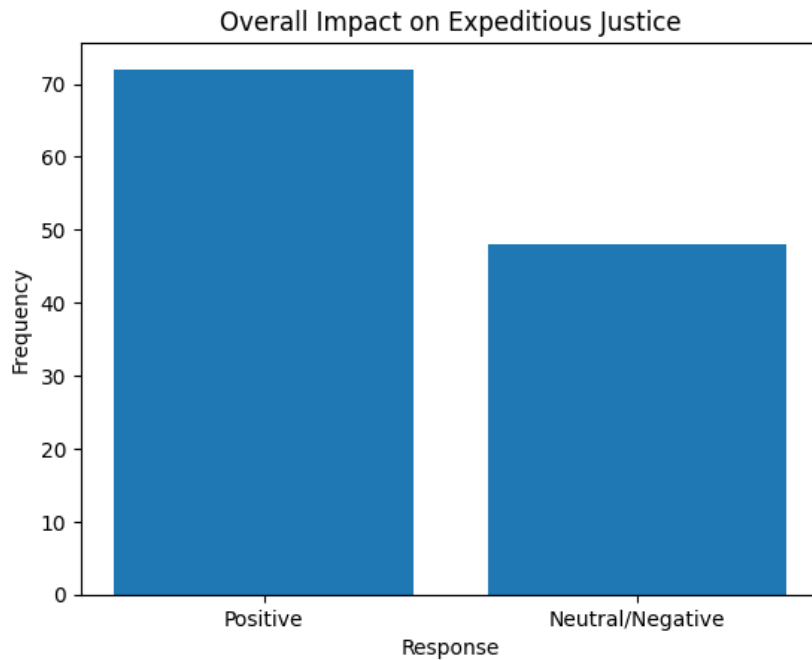
Table 7: Regression Model for Compliance with Ombudsman Decisions

Predictor	B Coefficient	Standard Error	t-value	p-value
Efficiency	0.54	0.08	6.75	0.000***
Awareness	0.35	0.07	5.00	0.001***
Political Influence	-0.29	0.06	-4.83	0.003**

Interpretation:

The regression model shows that efficiency and public awareness are valuable positive predictors of compliance with Ombudsman decisions, such that more efficient system and more knowledge of people enhance compliance with decisions. Conversely, political influence has a negative

impact on compliance, which implies that political interference lowers the effectiveness of Ombudsman decisions. This underscores the necessity of institutional independence, enforcement, and social education to reinforce compliance and improve administrative justice.



4.8 Overall Impact on Expensive and Expeditious Justice

The paper concludes that Ombudsman system plays a vital role in offering cheap and quick justice in Pakistan. Data gathered by a survey revealed that 70 percent of the interviewees thought it to be a cheaper alternative to the conventional courts whereas 60 percent thought it to be a time-saving solution. This perspective was supported in qualitative interviews, where the officials accentuated the contribution of informal resolution techniques, mediation, and negotiation to the decrease of delays and expenditures on litigation. Nevertheless, the net effect is dampened by issues like lack of awareness, procedural stalling, and lack of enforcement measures. Irrespective of these shortcomings, the Ombudsman is still an important institution of promoting the accessibility of justice, decreasing the burden of litigation, and increasing the trust of people to the accountability of the administration.

Conclusion

The paper has examined how the Ombudsman in Pakistan can play the role of providing low cost and speedy justice to the citizens. The results suggest that the Ombudsman system has been viewed as accessible and efficient with 65 percent of respondents indicating that the services are accessible and 70 percent of respondents indicating that the institution is effective in

addressing complaints. Nevertheless, the research also presents the key areas of omission, especially the adherence to decisions, where 40 percent of the research participants said that governmental departments do not comply. Political interference, bureaucratic opposition, and inadequate institutional resources have a great impact on this non-compliance. The study reveals a positive moderate relationship between the efficiency of the Ombudsman and compliance with the decisions made by the Ombudsman, and states that increase in its operational efficiency had a direct positive impact on compliance with the rulings. The regression analysis also indicates efficiency and public awareness as positive factors of compliance, whereas the political influence is a major obstacle. These findings were supported by qualitative data collected on key informants who indicated that these are systematic barriers to progress in the form of resource limit, political influence and bureaucracy that affect the credibility and effectiveness of the institution. The research, in general, highlights the significance of legal, institutional, and resource change to enhance the Ombudsman system in Pakistan. Some of the recommendations are to amend Sindh Ombudsman Act to enforce the decisions legally, to have independent enforcement bodies, to provide additional funds and human resources and to hold special public awareness campaigns. With these measures, the Ombudsman has the potential

to be a more potent, independent and efficient system to provide timely and affordable administrative justice. By reinforcing the system, it will not only help to increase the level of trust by the people but also lead to increased level of transparency, accountability as well as good governance in the country.

Future Work

The study of the Ombudsman system in Pakistan can be extended in the future to investigate how the accessibility, efficiency, and compliance across the various provinces could be improved. Comparative analysis of Sindh, Punjab, Khyber Pakhtunkhwa, and Baluchistan would offer an understanding of regional differences in the performance of institutions, legal frameworks, and allocation of resources. Longitudinal research might determine the long-term effects of legal and administrative changes on the efficiency of the Ombudsman, whether enforcement, staffing and publicity improvements can result in greater compliance and satisfaction among citizens.

Also, studies might explore the use of technology and online platforms in simplifying the process of complaining, monitoring, and resolving, especially among rural and underserved communities. Research might also be done on how the political and bureaucratic factors might affect the impartiality of the Ombudsman system and suggest ways of increasing the independence of the institutions. This kind of research would give evidence-based guidance to policymakers and legal scholars to enhance administrative justice and the level of trust of the Ombudsman mechanism by the population.

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