

**PRESIDENT'S SECRETARIAT (PUBLIC)  
PRESS WING**

\*\*\*\*

**(PR No.25/2018)**

**ISLAMABAD, JAN 23:** President Mamnoon Hussain has said that more steps should be taken to address the complaints of the masses so that their problems could be resolved and public confidence on the institutions could also grow.

The President said this while talking to Federal Insurance Ombudsman (FIO) Muhammad Raeesuddin Paracha who called on him at the Aiwan-e-Sadr, Islamabad on Tuesday. On the occasion, FIO also presented Annual Report 2016-2017 of his organization to the President.

The President emphasized that it is foremost priority of the Government to resolve the issues of the people. He underlined that all institutions must fully utilize modern technology to facilitate the public so that they don't have to travel unnecessarily and their problems could be solved at their doorstep.

The President appreciated the work of FIO for protecting the rights of insurers. He also expressed his satisfaction over the decisions regarding insurance policy and confidence of the concerned parties on these decisions during the last year.

The President also directed FIO to establish constant contacts with the Government organizations, ombudsman, investigators and NGOs regarding the awareness campaigns.

\*\*\*\*\*