



OMBUDSMAN PUNJAB

Annual Report

2016

20 Years of Public Service.....

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



Malik Muhammad Rafique Rajwana, Governor Punjab administering oath of Office of Ombudsman Punjab to Mr. Najam Saeed on 21st July, 2016



No.A&AO(POP)8-86/2012

**OFFICE OF THE
OMBUDSMAN PUNJAB
PROF. ASHFAQ ALI KHAN ROAD,
LAHORE.**

Dated Lahore the March 28, 2017

My Dear Governor,

It is a matter of great pleasure to present you the Annual Report for the year 2016 in terms of Section 28 (1) of the Punjab Office of the Ombudsman Act, 1997. This is the 20th report of the institution since its inception and the first one after my assumption of the Office. It shall also be placed before the Provincial Assembly of the Punjab as required under Section 28 (4) of the Act *ibid*.

2. As you are aware, I took oath as Ombudsman on 21st July, 2016. My predecessor resigned from this post on 1st June 2016. The post of Ombudsman remained vacant from 1st June, 2016 to 20th July, 2016 (50 days). The backlog of complaints accumulated during the 50 days' period was expeditiously cleared. During the year 2016, number of fresh complaints instituted was 21,429. Statistical analysis of the data pertaining to complaints received, investigated and disposed of during the year under review shows that a total of 24,637 complaints were processed and 21,530 were disposed of, leaving a balance of 3,107 at the end of the year 2016. During the 20 years a total number of 265,685 complaints were disposed of.

3. I would like to bring to your notice that we tried to reduce the time taken in disposing of complaints and have set up target of completing investigation within 3 months of registration of a complaint. In most of the

cases we were able to meet this timeline. However, in some cases investigation did take some extra time.

4. Strenuous efforts are being made to redress the grievances of the public in close coordination with the Government Departments/public bodies by ensuring implementation of the directions within minimum possible time.

5. I hope you will continue to support this Office for transforming it into an effective, efficient and public friendly institution for providing speedy and inexpensive redressal of public grievances.

With best regards,

Yours sincerely,

-sd-

(NAJAM SAEED)

MALIK MUHAMMAD RAFIQUE RAJWANA

Governor Punjab,
Lahore.

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EXECUTIVE SUMMARY

Submission of Annual Report to the Governor is a statutory requirement. The Office of Ombudsman Punjab was established in September, 1996. Thus, in September 2016 this Office has completed 20 years of public service and this is the 20th Annual Report.

2. Under Section 28(1) of the Punjab Office of the Ombudsman Act, 1997, Annual Report is required to be submitted to the Governor within three months of the conclusion of the calendar year to which the report pertains. This report shall, therefore, be presented to the Governor as per the time frame laid down in the Act *ibid*.

3. This report provides an overview of the activities and working of the Office of the Ombudsman Punjab besides the recommendations for improving the governance in the Punjab. This report consists of 7 Chapters.

4. **Chapter 1** provides introduction to this Office and contains details about Objectives, Functions, Jurisdiction and Powers of the Office of the Ombudsman Punjab. Details about budgets sanctioned from Financial Year 1996-97 to 2016-17 have also been included in this Chapter. Organizational changes made during the last 20 years have been reflected alongwith number of complaints received, processed and disposed of since inception of the Office of the Ombudsman in the Punjab. Graphic representation of complaints received and disposed of has also been given in this Chapter to provide an opportunity to readers to see the data about 20 years' performance at a glance. (See Pages 5 to 17).

5. **Chapter 2** provides Statistical Analysis about the complaints received, processed and disposed of during the year under report. Details about representations processed and disposed of by the Governor under Section 32 of the Punjab Office of the Ombudsman Act, 1997 have also been added in this Chapter. (See Pages 18 to 31).

6. In **Chapter 3** summaries of selected cases disposed of after investigation have been incorporated. These provide information about nature of maladministration committed by the Agencies, investigation conducted by this Office and steps taken to redress grievances of the people. (See Pages 32 to 73).

7. **Chapter 4** contains recommendations made on the basis of knowledge and experience of dealing with public complaints for improving service delivery in the Punjab. (See Pages 74 to 76).

8. **Chapter 5** embodies the following:-

- i. Press Coverage - Activities of this Office during the year 2016 were covered by print media adequately. News items and press reports appeared in print media concerning this Office have been included in this chapter for information of the readers. It cannot be denied that media has key role in building public perception. Projection of activities by print and electronic media in positive manner, undoubtedly, encourages the functionaries of this Office. However, constructive criticism is also accepted and made basis for taking corrective measures. (See Pages 78 to 83).
- ii. Acknowledgement by Complainants - Input of the complainants is of paramount importance and valuable source for building credibility of this Institution as public friendly forum. Impressions of the complainants about performance of this Institution have, therefore, been included in this chapter. Comments of the complainants are given serious consideration for further improving effectiveness of this Office. (See Pages 84 to 98).

9. **Chapter 6** contains contact details of Officers of the Office of the Ombudsman Punjab and list of Focal Persons, nominated by the Departments, Commissioners and Regional Police Officers, with their contact details. In order to adhere to a reasonable time frame for deciding a complaint, response time of the Agencies is of utmost importance. Delay in securing comments of the Agencies leads to overall delay in decision making process. For reducing time taken in correspondence with the Agencies it has been decided to keep close contact with the Focal Persons. (See Pages 99 to 111).

10. **Chapter 7** contains Compendium of Law, Regulations, Guidelines and Instructions for Advisors and staff of this Office for processing of complaints in a consistent manner. This has been added to make this report a comprehensive document which would serve as a reference material for all concerned. (See Pages 112 to 178).

11. Internal Accountability

For maintaining proper discipline and to ensure optimum utilization of available human resource, performance of all employees working on contract basis was reviewed and 18 contract employees were not reappointed for a further period beyond 30.11.2016. Earlier to this, two officials were terminated on 26.09.2016 & 03.10.2016 under the Punjab Employees Efficiency, Discipline and Accountability Act, 2006.

12. The services of Tehsil Advisors working on honorary basis were dispensed with. However, the termination order stands challenged in the Lahore High Court, Lahore. The matter is, therefore, subjudice as such.

13. Out of 23 Advisors/Consultants only 11 were reappointed. Eight new Advisors/Consultants were appointed for a period of one year w.e.f. 01.12.2016.

14. Future Initiatives

(1) Identification of areas / topics for studies

For ascertaining the root causes of maladministration, following areas have been identified for carrying out studies:-

- i. Review of Consolidation of Holdings Ordinance, 1960 and making consolidation process a simple and more beneficial for land owners.
- ii. Developing strategy for saving state land from Qabza Mafia -- amendment in the relevant laws/rules.
- iii. Land Record Management Information System of the Punjab.

Recommendations based on the studies conducted in terms of Section 9(3) of the Punjab Office of the Ombudsman Act, 1997 shall be included in the next report.

(2) Website Development

New website of Office of the Ombudsman Punjab (ombudsmanpunjab.gov.pk) is being designed & developed in collaboration with the PITB.

Its key features include:-

- i. Integration of Website with Complaint Management Information System (CMIS):-

Executive Summary

- a. Users will be able to lodge complaints to any of the Regional/District Office of the Ombudsman Punjab by using Online Complaint Registration Form (E-Complaint) of CMIS.
 - b. Complainants/concerned parties/concerned officers of the Agencies will also be able to check status of complaint from the website.
 - c. Regional/District Office wise cause list will also be made available for the complainants/Agencies.
 - ii. Important/selected decisions will also be available on Resource Centre of the website.
 - iii. Bi-lingual (English & Urdu)
- (3) **Upgradation of Complaints Management Information System (CMIS)**
- i. Digitized Reporting (Daily complaints redressal activities shall be monitored through CMIS generated reports).
 - ii. SMS alert service for the Complainants. During course of investigation SMS will be sent for information regarding major activities.
 - iii. Implementation Wing of CMIS will help the officers/staff to easily track the timeline for implementation of directions of the Ombudsman.
 - iv. CMIS account of each Focal Person will be created to keep him/her up-to-date regarding complaints received against his/her Department/Agency.
- (4) **E-filing & Office Automation System (EFOAS)**
- EFOAS was designed & developed by PITB and this Office intends to adopt and deploy the same after some modifications as per the working requirements. Core functions of EFOAS include:-
- i. Establishing paperless environment.
 - ii. Tracking the day to day internal communication activities.
 - iii. Digitized noting / drafting.
 - iv. Tracking / monitoring of tasks assigned to officers.

Chapter: 1

Introduction to Office of the Ombudsman Punjab

- List of Sanctioned Posts
- Office of the Chief Provincial Commissioner for Children

INTRODUCTION TO OFFICE OF THE OMBUDSMAN PUNJAB

The Office of Ombudsman Punjab completed its 20 years of service on the 29th September, 2016. This institution was established in the Punjab on 30th September, 1996 through an Ordinance. This Ordinance was followed by two other Ordinances and finally the Punjab Office of the Ombudsman Act, 1997 (Act X of 1997) was promulgated on 30th June, 1997.

2. During the 20 years of its establishment a large number of complaints have been received by this Office which remained deeply involved in redressing grievances of the complainants and providing relief to the public affected by maladministration prevailing in public sector in Punjab. During this period 7 Ombudsmen held the Office. Initially, tenure of Ombudsman was 3 years. In 2003, the tenure of the post of the Ombudsman was enhanced from 3 years to 4 years through an amendment in Section 4 of the Punjab Office of the Ombudsman Act, 1997. The Government was empowered through an amendment in Section 3 of the Act *ibid* to consider 'any other person' of known integrity, in addition to a person who is or has been or qualify to be a judge of the High Court, for appointment as Ombudsman. A person after serving as Ombudsman is debarred from holding any office of profit before expiration of two years after he had ceased to hold that office. Through an amendment in Section 5 of the Act *ibid* a sitting Judge of the High Court serving as Ombudsman was excluded from the ambit of this Section.

3. For making the Office of Ombudsman more accessible and effective, the first Regional Office was established at Multan in 2004 which covered three divisions of southern Punjab namely Multan, Bahawalpur and D.G. Khan. Rawalpindi was declared as Regional Office in 2006 covering the Rawalpindi Division. Sargodha was the third Regional Office established in 2007 and it covered the Sargodha Division. The remaining 4 Divisions were attached with the Head Office at Lahore. Outreach of this Office was further extended by establishing district offices in all districts of the Punjab in May, 2014. The advisors and consultants are appointed on contract basis for a period of one year till 30th November each year. Due to the shortage of the sanctioned posts of

Introduction: Office of the Ombudsman Punjab

Advisors/Consultants, presently most of the Advisors / Consultants are looking after 2 Districts each.

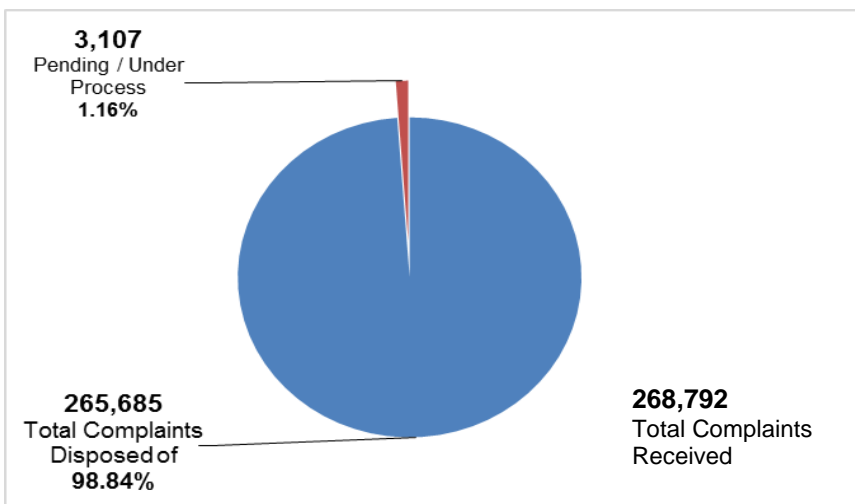
4. Number of complaints received, processed and disposed of during the 20 years' period is given below:

Year	Brought Forward	Receipt	Total Processed	Disposed of	Carried Forward
1996-97	-	17,801	17,801	7,752	10,049
1998	10,049	11,501	21,550	15,532	6,018
1999	6,018	11,696	17,714	13,713	4,001
2000	4,001	8,909	12,910	7,445	5,465
2001	5,465	8,385	13,850	8,199	5,651
2002	5,651	8,586	14,237	10,437	3,800
2003	3,800	9,392	13,192	9,509	3,683
2004	3,683	8,434	12,117	7,384	4,733
2005	4,733	8,503	13,238	10,796	2,440
2006	2,440	11,872	14,312	11,347	2,965
2007	2,965	13,681	16,646	13,860	2,786
2008	2,786	8,997	1,783	5,155	6,628
2009	6,628	13,157	19,785	17,149	2,636
2010	2,636	10,252	12,888	10,905	1,983
2011	1,983	10,542	12,525	9,640	2,885
2012	2,885	10,575	13,460	9,862	3,598
2013	3,598	27,658*	31,256	21,480*	9,776
2014	9,776	21,899*	31,675	26,622*	5053
2015	5,053	25,523*	30,576	27,368*	3,208
2016	3,208	21,429	24,637	21,530	3,107

* Including Suo Moto cases

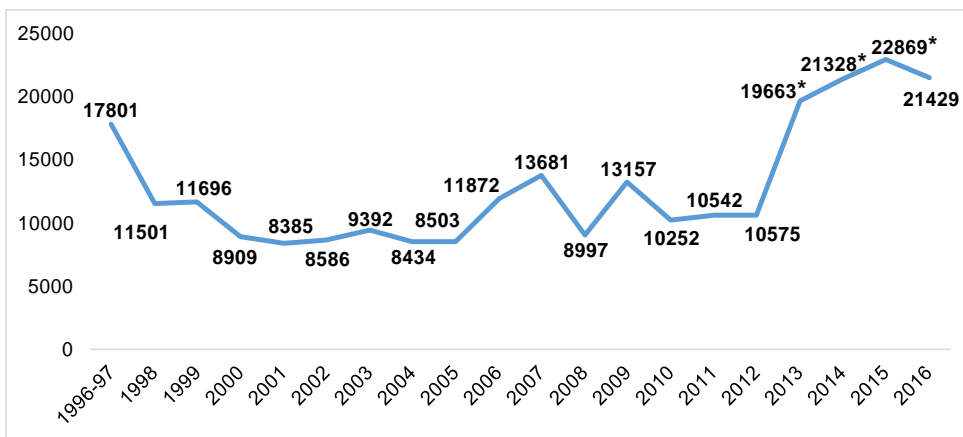
Total number of Complaints Received in 20 years = **268,792**
 Total number of Complaints Disposed of in 20 years = **265,685**
 Complaints pending as on 31.12.2016 = **3,107**

5. Graphical representation of the complaints received and disposed of during 20 years period is as under:-



The above pie chart shows the aggregate complaints received and disposed of during 20 years of public service. The blue part shows that 265,685 complaints were disposed of out of total 268,792 complaints received since the inception of the Office, whereas, red part represents complaints under process.

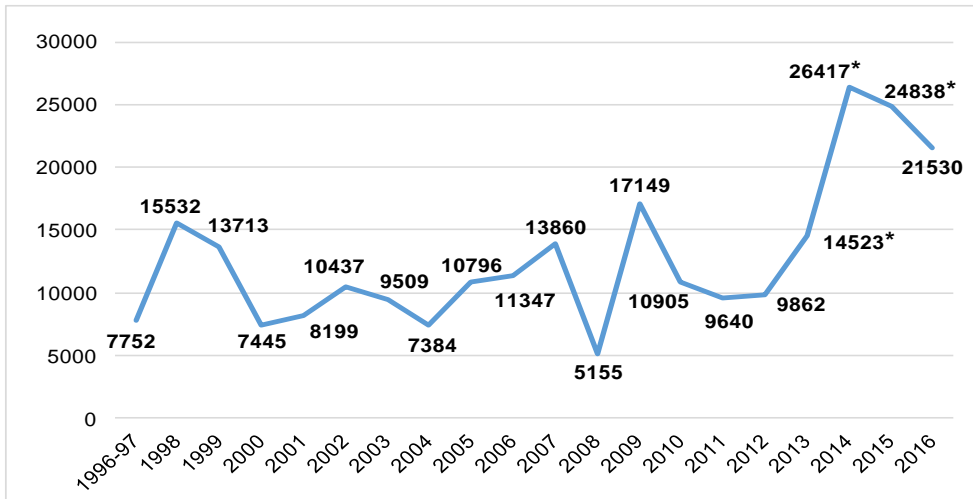
YEAR WISE RECEIPT OF COMPLAINTS



* Excluding Suo Moto cases

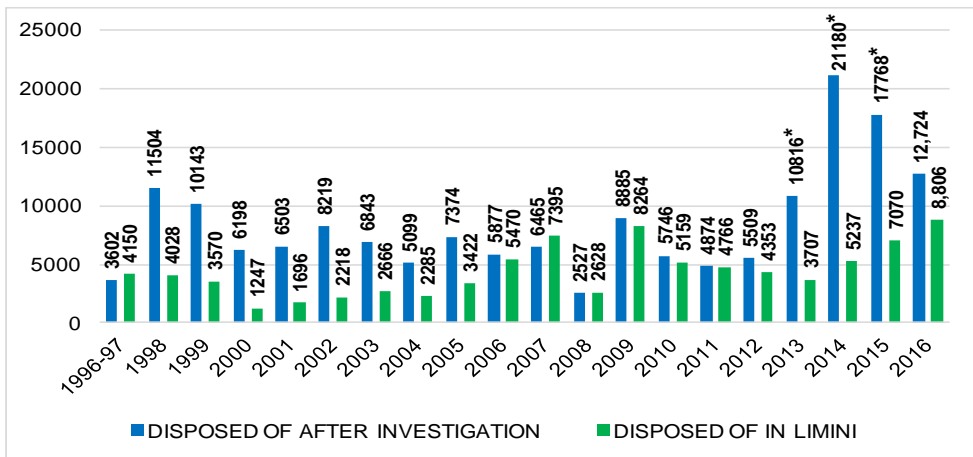
The increasing trend of complaints received shows confidence of general public towards this institution for redressal of their grievances.

YEAR WISE DISPOSAL OF COMPLAINTS



* Excluding Suo Moto cases

The above graph depicts year wise disposal of complaints in the last two decades. The increasing trendline shows improvement in public service delivery by means of effective mechanism for redressal of complaints.



* Excluding Suo Moto cases

The above graph gives 20 years' comparison of complaints disposed of after detailed investigation and disposed of in limini. In total, 66% complaints

were disposed of after thorough investigation whereas 34% complaints were found non maintainable in preliminary investigation.

6. The budget sanctioned for the Office of the Ombudsman Punjab from the financial year 1996-97 to 2016-17 is detailed below:-

Sr.No.	Fiscal Year	Salaries & Allowances (Rs.)	Contingency (Rs.)	Total Budget (Rs.)
1	1996 – 1997	2,285,000	1,448,000	3,733,000
2	1997 – 1998	2,969,000	2,578,000	5,547,000
3	1998 – 1999	4,895,000	2,917,000	7,812,000
4	1999 – 2000	6,615,000	3,539,000	10,154,000
5	2000 – 2001	6,692,000	7,078,000	13,770,000
6	2001 – 2002	1,025,000	14,096,000	15,121,000
7	2002 – 2003	11,892,000	7,731,000	19,623,000
8	2003 – 2004	15,198,000	20,410,000	35,608,000
9	2004 – 2005	24,299,000	11,161,000	35,460,000
10	2005 – 2006	25,927,000	18,145,000	44,072,000
11	2006 – 2007	29,139,000	20,220,000	49,359,000
12	2007 – 2008	36,829,000	16,419,000	53,248,000
13	2008 – 2009	50,152,000	14,904,000	65,056,000
14	2009 – 2010	57,868,000	19,808,000	77,676,000
15	2010 – 2011	75,638,000	18,831,000	94,469,000
16	2011 – 2012	76,335,000	14,395,000	90,730,000
17	2012 – 2013	91,179,000	26,156,000	117,335,000
18	2013 – 2014	111,243,000	40,742,000	151,985,000
19	2014 – 2015	135,160,000	55,585,000	190,745,000
20	2015 – 2016	145,140,000	57,492,000	202,632,000
21	2016 – 2017	180,905,000	40,804,000	221,709,000

7. The institution over the last two decades has proved to be an effective and efficient grievance redressal mechanism and has rendered invaluable

Introduction: Office of the Ombudsman Punjab

service to the common man by providing relief against maladministration of the Government Departments / Agencies.

8. OMBUDSMANSHIP IN PUNJAB

The present Ombudsman, Mr. Najam Saeed, took oath on 21st July, 2016 as 7th Ombudsman for the Province of Punjab. He obtained Master's degrees in Islamic Studies, English and Arabic from University of the Punjab. He joined Government College, Lahore as Lecturer in Islamic Studies in 1977. Thereafter, he joined the Civil Service in 1978.



He served under the Federal Government and Government of the Punjab in various capacities during his career, including Member (Colonies) & Member (Consolidation) BOR Punjab, Secretary Auqaf, Secretary Special Education and retired as Chairman, Chief Minister's Inspection Team in December, 2012. After retirement, he served as Member, Punjab Service Tribunal, Advisor Mohtasib Punjab and Chairman, Lahore Development Authority Commission.

He has 38 years' experience of public administration in the fields of revenue, finance, urban development, health and education. He has also performed judicial & quasi-judicial functions in various capacities.

During the past 20 years, the following eminent personalities served as Ombudsman Punjab:

Mr. Justice (R) Munir Ahmad Khan
22.10.1996 to 28.12.1996



Mr. Justice (R) Sajjad Ahmad Sipra
12.02.2000 to 11.02.2004



Mr. Justice (R) Manzoor Hussain Sial
26.01.1997 to 25.01.2000



Mr. Abdur Rashid Khan
17.05.2004 to 16.05.2008



Mr. Khalid Mahmood

08.12.2008 to 07.12.2012



Mr. Javed Mahmood

13.03.2013 to 31.05.2016



9. OBJECTIVE

The Office of Ombudsman Punjab has been established for the purposes enshrined in the preamble of the Punjab Office of the Ombudsman Act, 1997 to provide protection to the rights of the people, to ensure adherence to the rule of law, to suppress corrupt practices, to diagnose, redress and rectify any injustice done to a person due to maladministration of the Agencies.

Maladministration includes:-

- (i) a decision, process, recommendation, act or omission or commission which:-
 - a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bonafide and for valid reasons; or
 - b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive, or discriminatory; or
 - c) is based on irrelevant grounds; or
 - d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and
- (ii) neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities.

10. FUNCTIONS

The law empowers the Ombudsman Punjab to entertain complaints against any department, commission or office of the Provincial Government or a

Introduction: Office of the Ombudsman Punjab

statutory corporation or other institution established or controlled by the Provincial Government but does not include the High Court and the Courts working under the supervision of High Court and Provincial Assembly and its Secretariat.

Under Section 9(1) of the Act *ibid* the Ombudsman on a complaint of any aggrieved person, on a reference by the Government or the Provincial Assembly, or on a motion of Supreme Court or the High Court made during the course of any proceedings before it or of his own motion (*Suo Moto*), can undertake any investigation into any allegation of 'maladministration' on the part of any Agency or its officers or employees.

11. **JURISDICTION BARRED**

The Ombudsman, however, has no jurisdiction to investigate or enquire into matters which:-

- (a) are subjudice before a Court of competent jurisdiction on the date of the receipt of a complaint, reference or motion by him or
- (b) relate to the external affairs of Pakistan or the relations or dealings of Pakistan with any foreign state or Government; or
- (c) relate to, or are connected with, the defence of Pakistan or any part thereof, the Military, Naval and Air Forces of Pakistan, or the matters covered by the laws relating to those forces.

Notwithstanding anything contained in Section 9(1), the Ombudsman shall not entertain for investigation any complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working, in respect of any personal grievance relating to his service therein.

12. **POWERS**

The Ombudsman has the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908, for summoning and enforcing the attendance of any person; compelling the production of documents; receiving evidence on affidavits and issuing commission for examination of witnesses. The Ombudsman is vested with the powers to enter and search any premises and inspect any article, books of accounts or other documents; impound and

seal such articles. The Ombudsman has the same powers, mutatis mutandis, as the High Court has to punish any person for its contempt.

The Ombudsman shall, in all matters, perform his functions and exercise his powers fairly, honestly, diligently and independently of the Executive and all executive authorities throughout the Province shall act in aid of the Ombudsman.

13. STUDY / RESEARCH

For carrying out the purposes of this Act and, in particular for ascertaining the root causes of corrupt practices and injustice, the Ombudsman may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication.

14. ANNUAL REPORT

Submission of the Annual Report by the Ombudsman Punjab is a statutory requirement under Section 28 (1) of the Punjab Office of Ombudsman Act, 1997. The Report is to be submitted to the Governor within three months of the conclusion of the calendar year to which the Report pertains.

This is the 20th Annual Report since the establishment of the Office of the Ombudsman in September 1996, and, the first during the incumbency of the present Ombudsman. The Report on the one hand provides a review of administrative accountability undertaken by this Office and on the other hand the Agencies are sensitized to undertake reformatory measures. The Report aims to be instrumental in sharing the findings of the Ombudsman with the Government Agencies and public representatives for a more meaningful interaction.

**LIST OF SANCTIONED POSTS
IN THE OFFICE OF OMBUDSMAN PUNJAB
(2016 - 17)**

Name of the Post	Basic Pay Scale	Sanctioned Posts
Ombudsman	Special	1
Secretary	BS-20/21	1
Advisor	BS-21	1
Advisor	BS-20	6
Consultant	BS-20	8
Consultant	BS-19	8
Computer Programmer	BS-18	1
Senior Law Officer	BS-18	1
Public Relations Officer	BS-17	1
Law Officer	BS-17	1
Admn./Accounts Officer	BS-17	1
Protocol Officer	BS-17	1
Research Officer	BS-17	2
Registrar	BS-17	1
Addl. Registrar	BS-17	3
Private Secretary	BS-17	2
Superintendent	BS-17	2
Personal Assistant	BS-16	9
Assistant/Dy. Supdt.	BS-16	44
Stenographer	BS-14	37
Composer	BS-14	2
Library Assistant	BS-11	1
Clerk	BS-11	47

Telephone Operator	BS-7	1
Daftri	BS-4	2
Driver	BS-4/5	39
Despatch Rider	BS-4/5	8
Supervisor	BS-5	1
Cook	BS-5	1
Assistant Cook	BS-3	1
Qasid	BS-3	1
Naib Qasid	BS-1/2	52
Machine Operator	BS-2	2
Frash	BS-2	1
Dish Washer	BS-1	1
Service Boy	BS-1	1
Kitchen Attendant	BS-1	1
Waiter	BS-1	1
Chowkidar	BS-1/2	9
Mali	BS-2	4
Security Guard	BS-1/2	9
Sanitary Worker	BS-1/2	9
Grand Total		325

OFFICE OF THE CHIEF PROVINCIAL COMMISSIONER FOR CHILDREN

The office of the Chief Provincial Commissioner for Children (CPCC) is an upgraded setup of Children Complaint Office that was established in May, 2009 under the aegis of Ombudsman Punjab with the technical & financial support of UNICEF.

2. Primary function of this office is to examine and investigate complaints made by or on behalf of children in accordance with the Punjab Office of the Ombudsman Act, 1997. The office of the CPCC seeks to promote resolution of complaints at local level, where possible. It aims to achieve systemic change through its investigatory work by tackling the root causes of the complaints.

3. Main functions of the office of CPCC are:-

- i. To serve as a dedicated forum for receiving and deciding complaints related to or by Children and to protect child rights against maladministration by any Provincial Agency, institution or public body.
- ii. To have an overview of violation of child rights by Government Agencies.
- iii. To provide a platform for addressing child rights issues through research, advocacy and engagement with children and other stakeholders on child rights.

4. For lodging complaints, the following modes are available for the facility of complainants:-

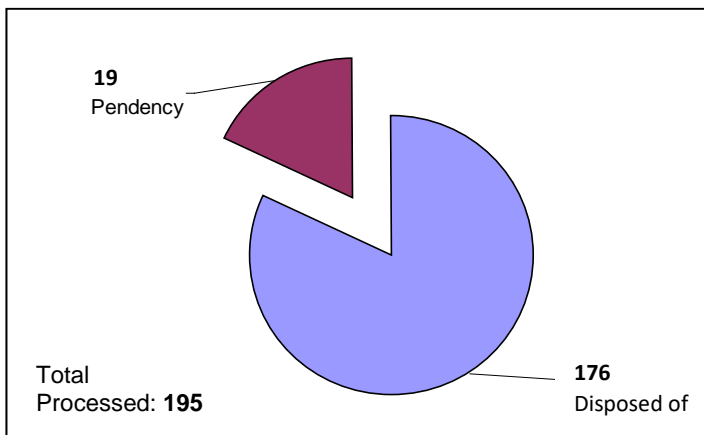
- i. Written Complaints - via post or by hand
- ii. Online complaints
 - a. Via Email cpcc.punjab@gmail.com
 - b. E-complaints cpcc.gop.pk/e-complaints.html
 - c. Via Facebook www.facebook.com/ocpcc

5. During the year under report, in total, 157 complaints were registered out of which 24 complaints were found non-maintainable. A total of 195 complaints were processed and after investigation, 152 complaints were disposed of. Most of

the registered cases were related to Education and Health Departments highlighting inefficiency and non-availability of facilities.

6. The above mentioned data relating to complaints processed and disposed of has been reflected in the following graph:

DISPOSAL & PENDENCY STATUS



Chapter: 2

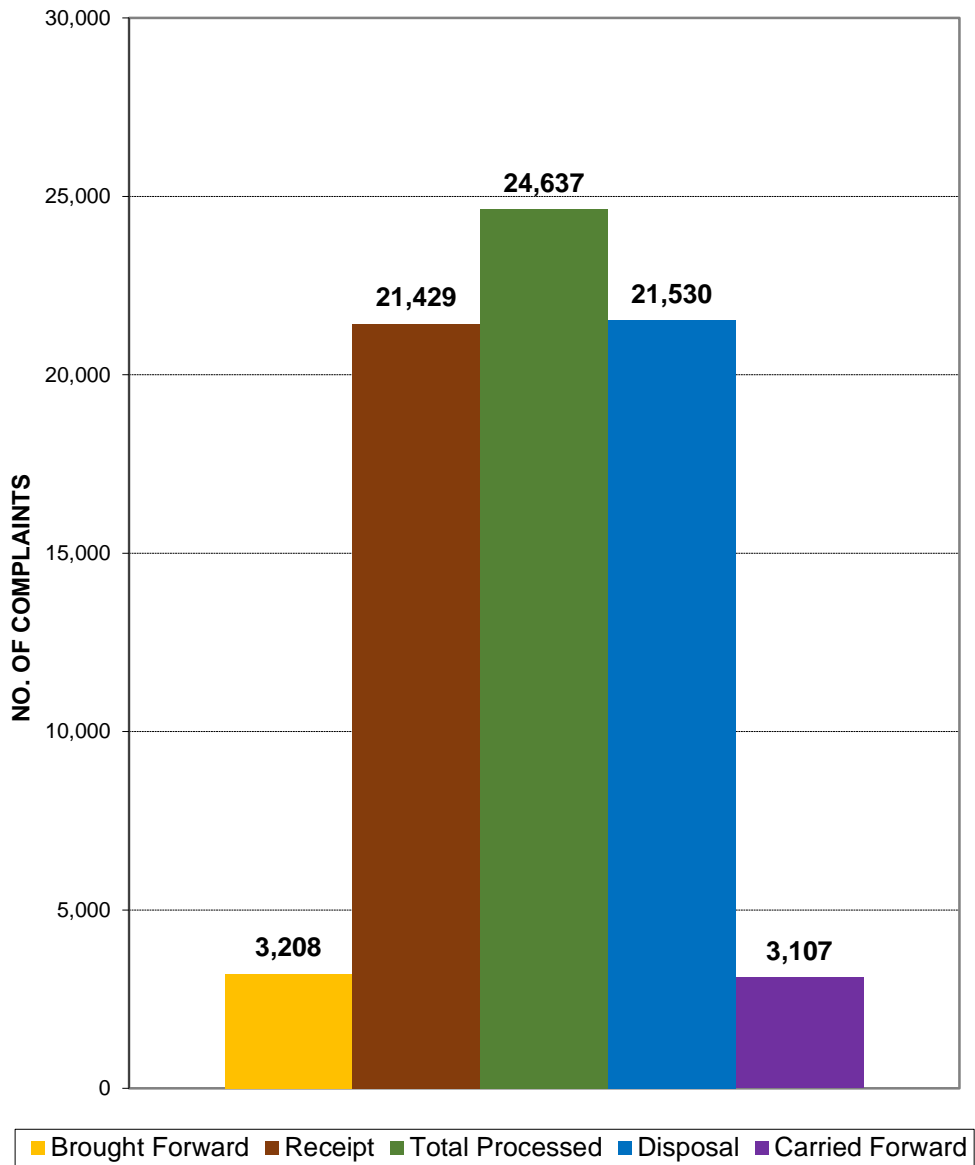
Statistical Analysis

STATISTICAL ANALYSIS

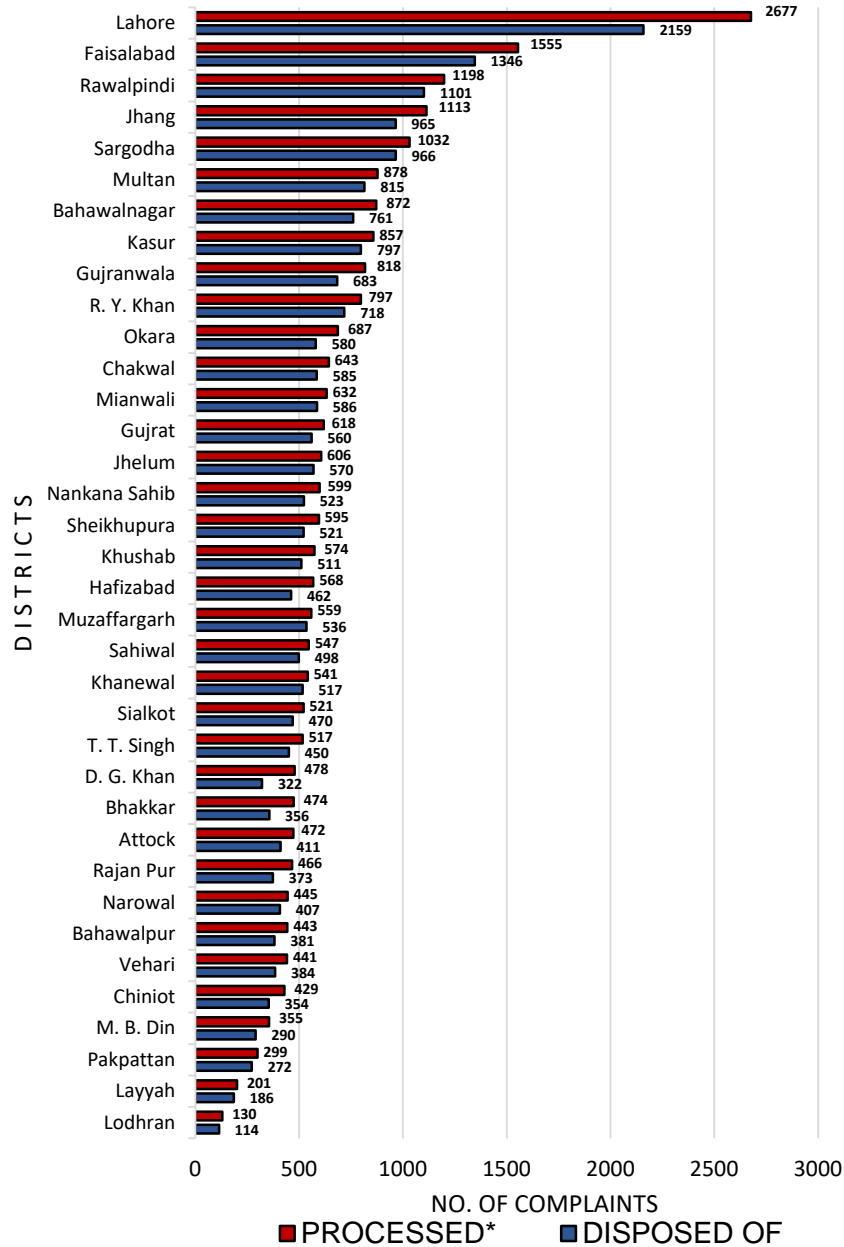
During the year under report, the statistical analysis of the complaints received, investigated and disposed of shows that a total of 24,637 complaints were processed and 21,530 were disposed of, leaving a balance of 3,107. The highest number of complaints (2,924) received was against Police followed by District Governments / DCOs with 2,547 complaints. Revenue Administration was third with 2,380 complaints. Out of total complaints received during 2016, the number of complaints found non-maintainable due to various reasons was 8,806. In all, 401 implementation petitions were processed and 295 were disposed of, leaving a balance of 106 implementation petitions. As a result of determined follow up the number of implementation petitions pending in this Office and the number of directions awaiting compliance was considerably reduced. Maximum number of directions awaiting implementation pertains to various tiers of Revenue Administration (74), Education (49), LG&CD / TMAs (48), District Governments / DCOs (38), Health (27), Police (33), Irrigation (19), Punjab Government Servants Benevolent Fund Board (15) etc. For speedy implementation of directions, besides vigorous follow up with the concerned quarters, Focal Persons of all the Administrative Departments / Agencies have been taken on board.

During 2016, the Governor decided 820 representations made against the orders of the Ombudsman. Out of which 586 representations were rejected and orders of the Ombudsman were upheld. However, in 113 representations, orders of the Ombudsman were set aside and in 31 representations orders of the Ombudsman were modified.

RECEIPT & DISPOSAL OF COMPLAINTS DURING 2016

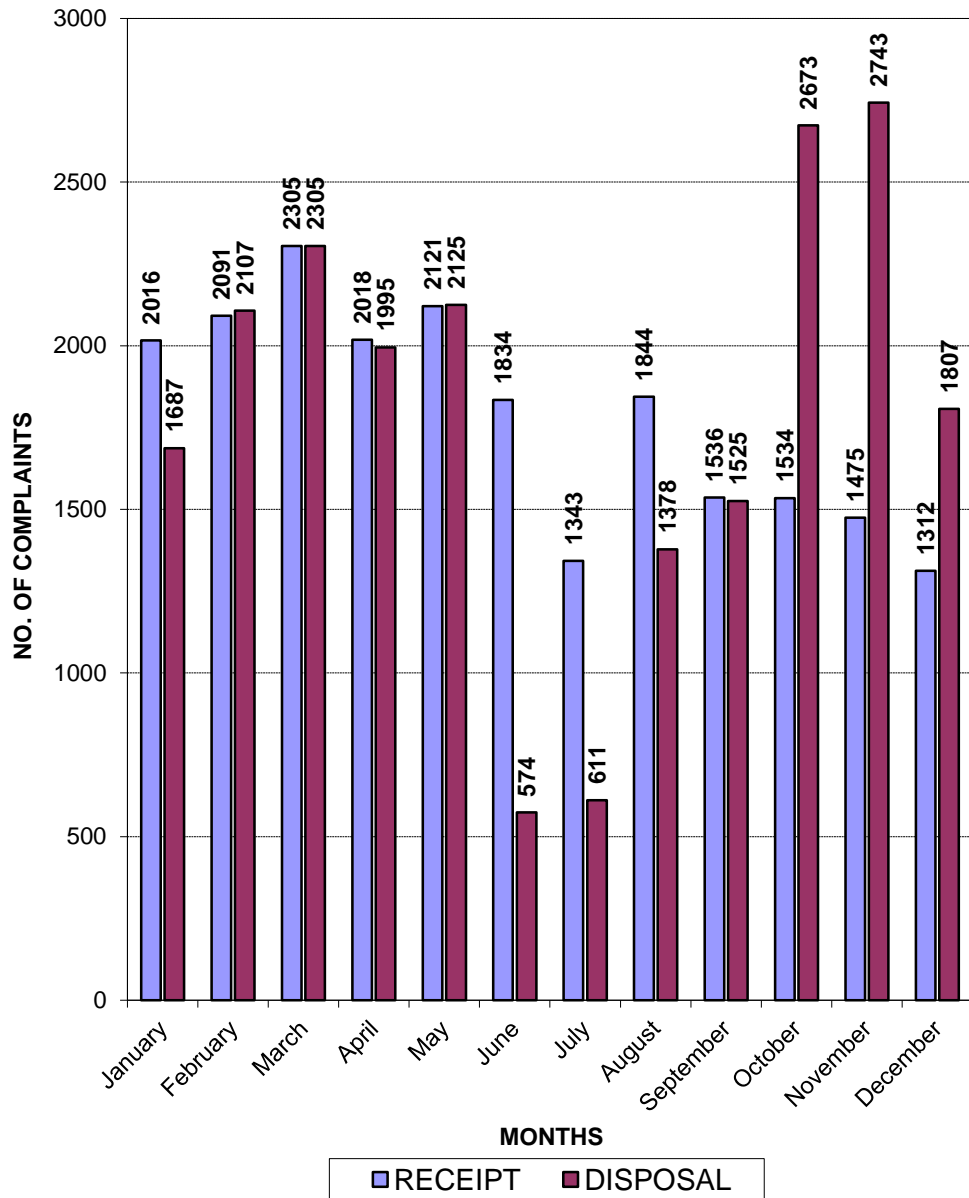


DISTRICT WISE COMPLAINTS PROCESSED AND DISPOSED OF DURING 2016

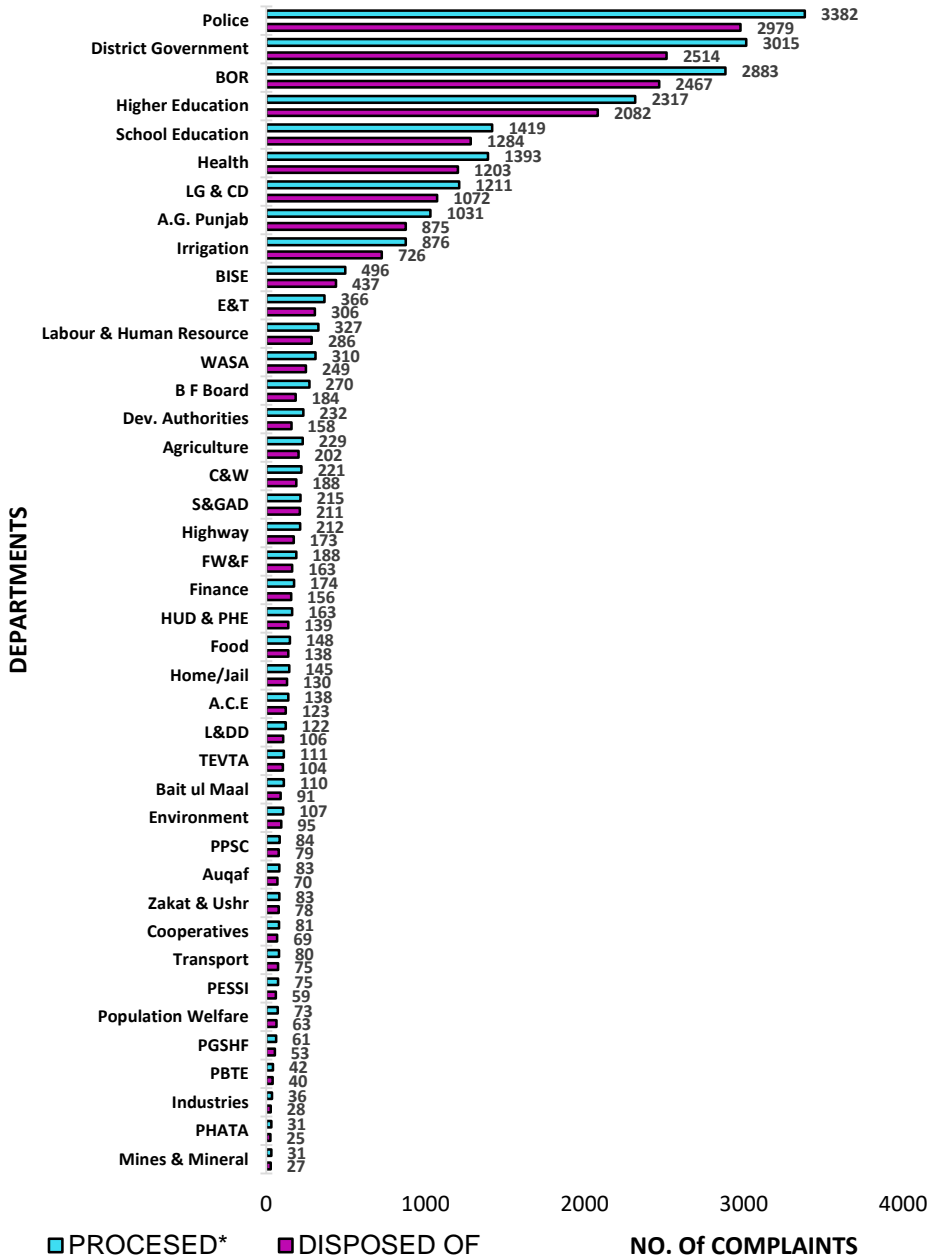


* Processed = Brought Forward + Fresh Receipt

MONTH WISE RECEIPT & DISPOSAL OF COMPLAINTS DURING 2016



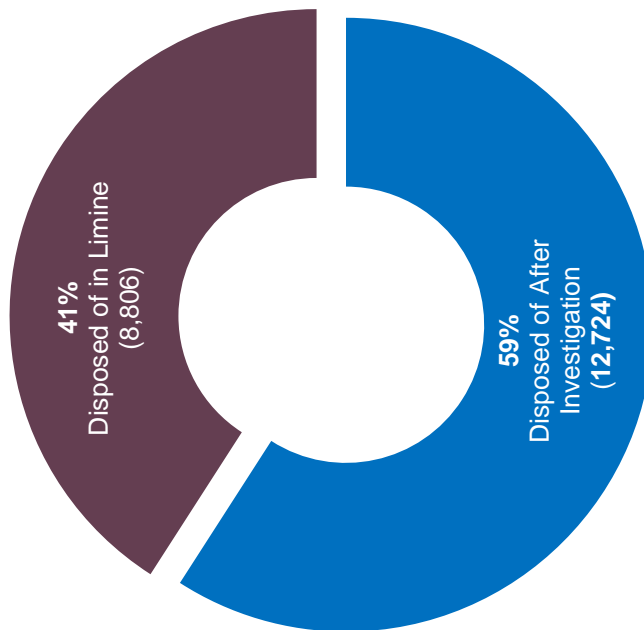
DEPARTMENT WISE COMPLAINTS PROCESSED & DISPOSED OF DURING 2016



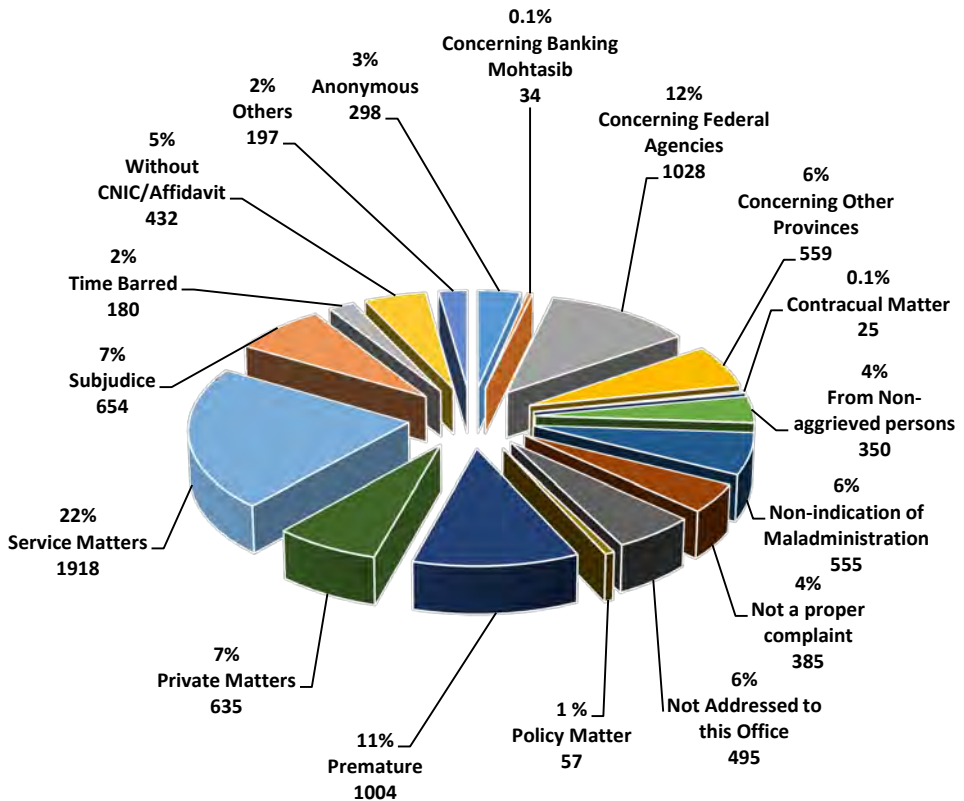
* Processed = Brought Forward + Fresh Receipt.

DISPOSAL OF COMPLAINTS DURING 2016

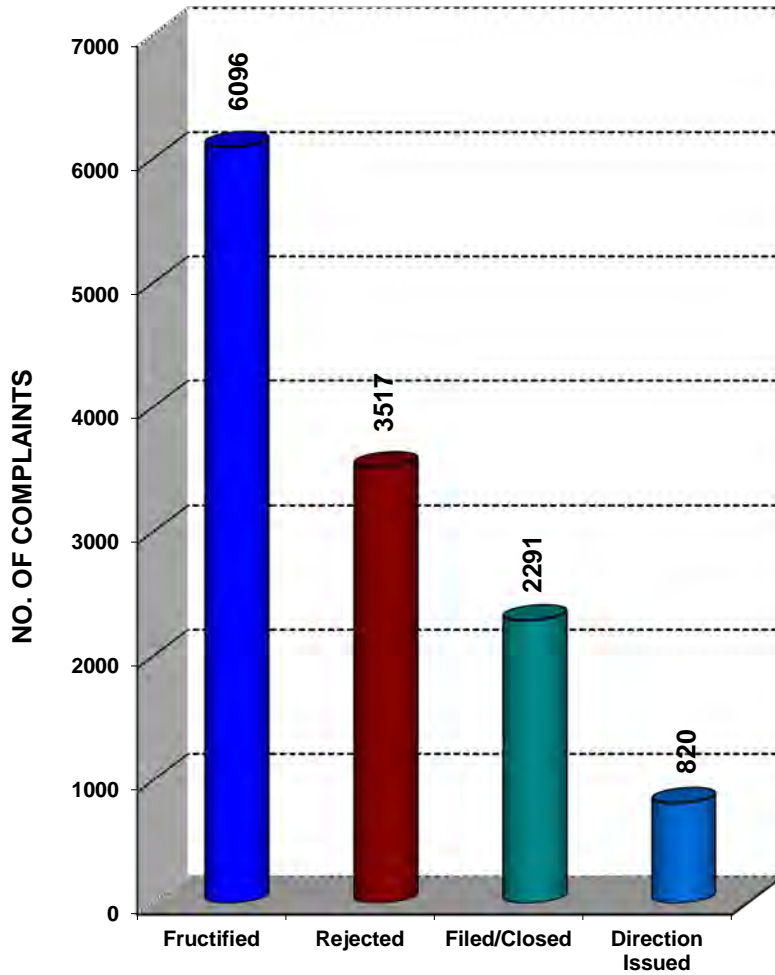
(Total Disposal - 21,530)



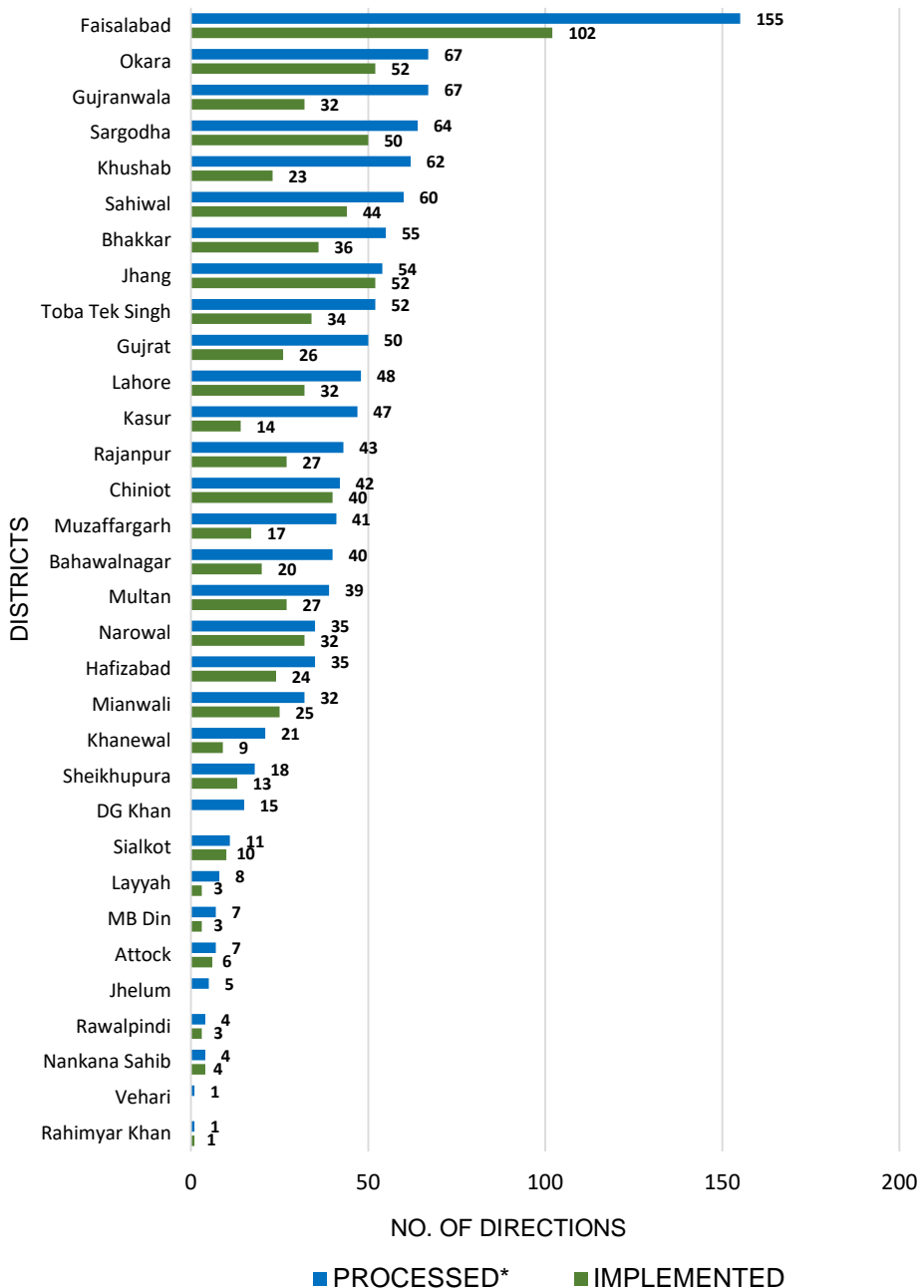
**NON-MAINTAINABLE COMPLAINTS
RECEIVED & DISPOSED OF
DURING 2016
(Total - 8,806)**



**NATURE OF FINDINGS AFTER INVESTIGATION
DURING 2016**
(Total Disposed of - 12,724)



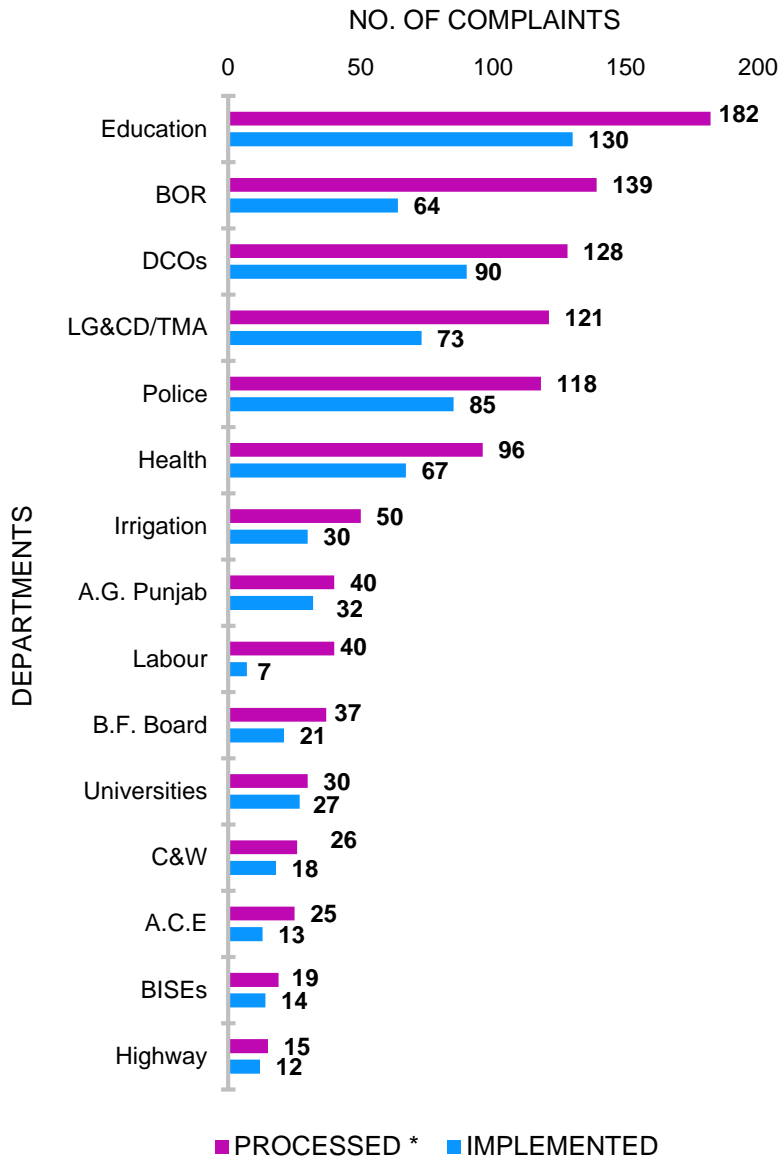
DISTRICT WISE DIRECTIONS PROCESSED AND IMPLEMENTED DURING 2016



* Processed = Brought Forward + Issued in 2016.

DEPARTMENT WISE DIRECTIONS PROCESSED & IMPLEMENTED DURING 2016

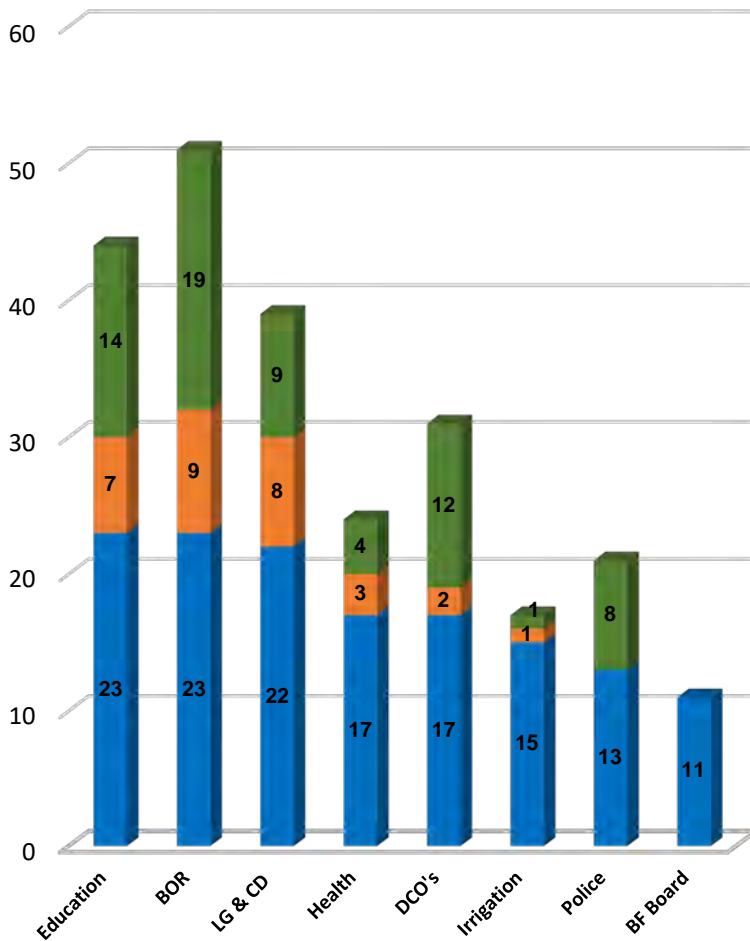
(WHERE NUMBER OF DIRECTIONS IS MORE THAN 10)



* Processed = Brought Forward + Issued in 2016.

DEPARTMENT WISE DIRECTIONS AWAITING IMPLEMENTATION (TIMELINE) DURING 2016

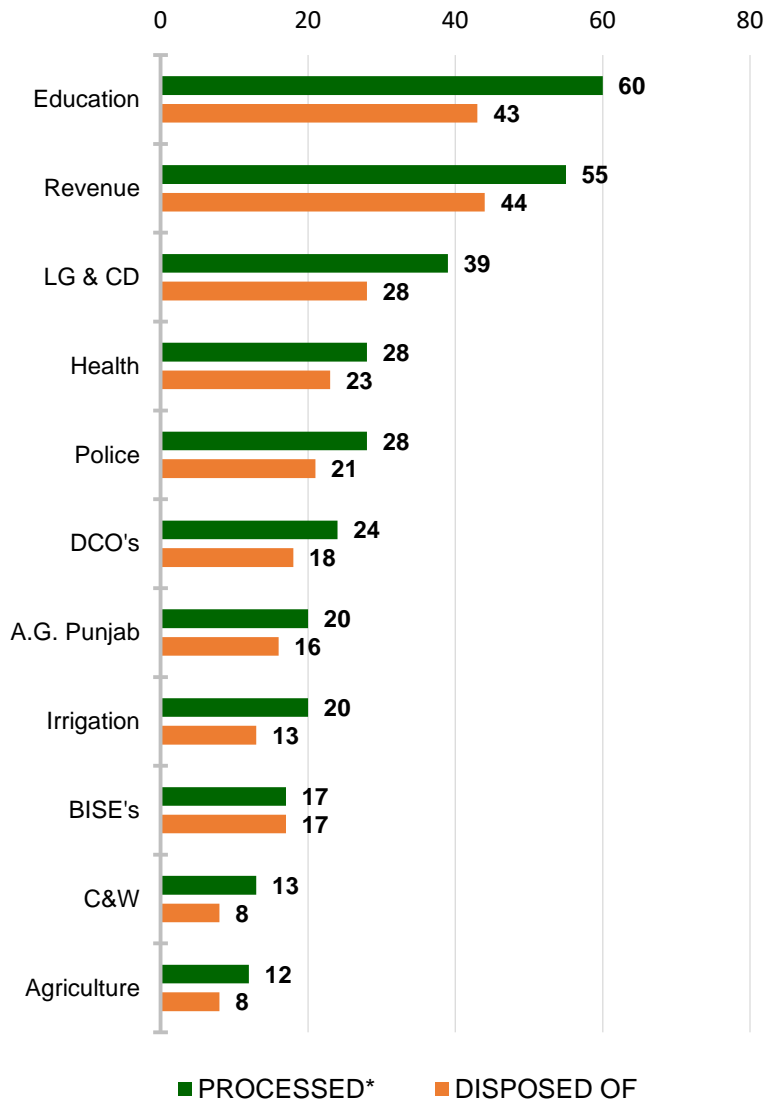
(WHERE NUMBER OF DIRECTIONS IS MORE THAN 10)



- Pending for more than 6 months
- Pending for more than 4 months
- Pending for more than 2 months

DEPARTMENT WISE IMPLEMENTATION PETITIONS PROCESSED & DISPOSED OF DURING 2016

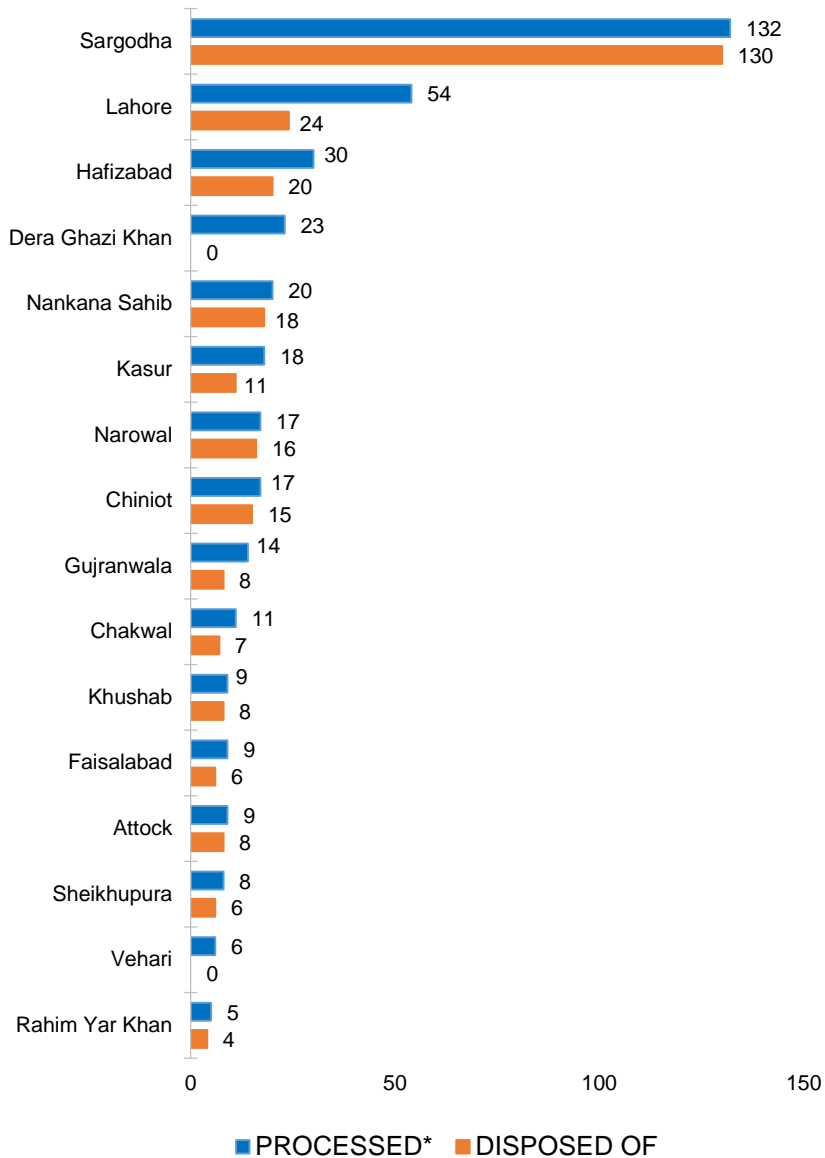
(WHERE NUMBER OF IMP. PETITIONS IS MORE THAN 10)



* Processed = Brought Forward + Fresh Receipt.

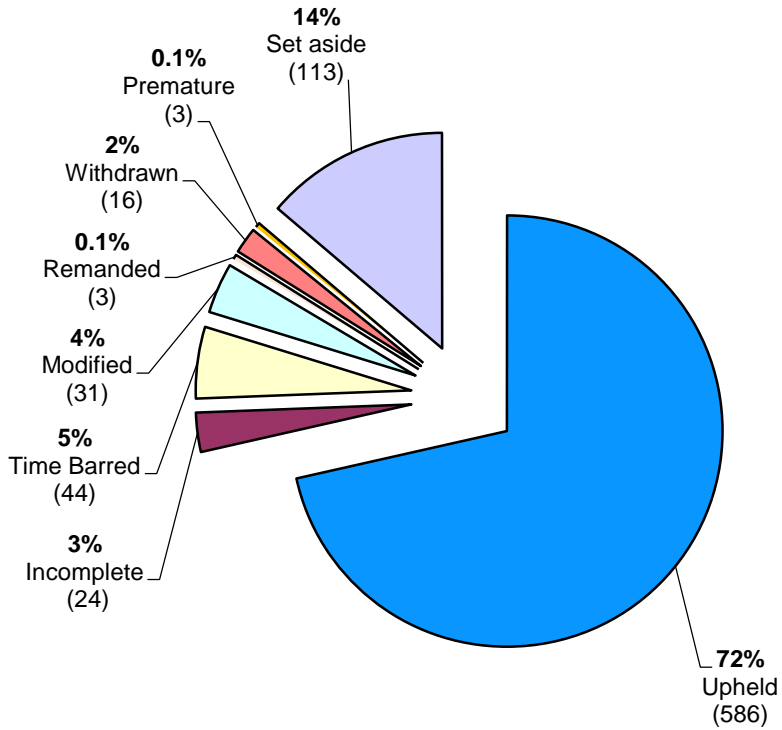
DISTRICT WISE IMPLEMENTATION PETITIONS PROCESSED & DISPOSED OF DURING 2016

(WHERE NUMBER OF IMP. PETITIONS IS MORE THAN 5)



* Processed = Brought Forward + Fresh Receipt.

REPRESENTATIONS DECIDED BY THE GOVERNOR PUNJAB DURING 2016 (Total - 820)



Chapter: 3

Summaries of Selected Cases

SUMMARIES OF SELECTED CASES

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AGRICULTURE DEPARTMENT

Subject: Illegal Production of Fertilizers
Complaint No. POP-TTS-345/15

The complainant stated that he had filed a complaint in the office of DO Agriculture (Ext) T.T. Singh in the month of February 2015 for taking legal action against a resident of his village who was manufacturing and selling fertilizer without any legal authority. In this connection, local officers of the Agriculture Department also raided the premises and samples of illegally manufactured fertilizer were taken and statements of locals were recorded. Despite that, no action had been taken against the accused.

Reports from local authorities were obtained. Investigation proved that the matter of unauthorized manufacturing and selling of fertilizers was brought to the notice of local authorities of Agriculture Department, and an enquiry was conducted. Consequently, local authorities arrived at the conclusion that the fertilizer was being manufactured illegally. However, the DO Agriculture (Ext) and Dy. DO Agriculture (Ext) Toba Tek Singh kept on shifting the responsibility of taking action against the accused on each other's shoulders. The sole beneficiary of this delay was the accused. Director of Agriculture (Ext), Headquarters Punjab was directed vide this Office order dated 8.3.2016 to hold an inquiry personally in order to fix responsibility for the inordinate delay and negligence in taking action under Section 18 (4) of the Punjab Fertilizers (Control) Order, 1973.

The Director of Agriculture (Ext), Headquarters Punjab personally visited Toba Tek Singh and recorded statements of parties. It was and reported that the problems started when the DOA (Ext) T.T. Singh failed to discharge his duty firstly when he visited Chak No. 331/GB Pir Mahal but took no action regarding the complaint. He rather kept on asking the committee to take appropriate action. The action of the DOA (Ext) T.T. Singh cannot be supported for the reason that he himself was Deputy Controller of Fertilizers of the District and instead of asking the DDOA (Ext), Kamalia, he himself could report against the accused. The inaction of DOA (Ext) T.T. Singh was further proved that he could not decide as to whether the case was cognizable or otherwise. He suggested

the DDOA (Ext) Kamalia to seek advice from the DSP (Legal) whereas the jurisdiction of taking action in the matter solely rests with the functionaries of Agriculture Department with the result that the matter was unreasonably delayed. The report concluded that at this belated stage no action could be taken against the accused because nothing was available as case property and non-availability of analysis report.

Director of Agriculture (Ext) held the DOA (Ext) / Deputy Controller Fertilizer T.T. Singh responsible for this inaction and forwarded the case to the head of Agriculture Department for taking action against the DOA (Ext) T.T. Singh.

ANTI CORRUPTION ESTABLISHMENT

**Subject: Payment of Outstanding Contractual Dues
Complaint No.POP-LH2/303/14**

M/S Wazir Filling Station, Lahore voiced through its Manager that they had been in contract with Anti-Corruption Establishment Lahore Region since 2012 for supplying POL products on credit and had a claim of non payment of an amount of Rs.2,50,232/- which despite all-out efforts was outstanding.

On the intervention of this Office, the Agency through Divisional Accountant, ACE Lahore Region reported clearance of outstanding payment. The complainant acknowledged the receipt of payment and expressed his gratitude for the intervention of this Office.

AUQAF AND RELIGIOUS AFFAIRS DEPARTMENT

**Subject: Request for Action against Continuous Absence of Khatib
Complaint Number. POP-JHG-452/05/2016.**

Complainant Muhammad Akram moved a complaint alleging that Maulana Zulfiqar Ali, Khatib, Jamia Masjid Court Road, Sadar Jhang, appointed by the Auqaf and Religious Affairs Department, remained absent from his assigned duties at Jamia Masjid Court Road, Sadar Jhang for three years and rendered his services in some other mosque. During his absence the retired Khatib of the said mosque, Maulana Muhammad Iqbal Sherwani continued to serve as Khatib, without any departmental permission, handled matters of the allocated funds and kept 2 marla of land under unauthorized possession which was an endowment made by a person for Jamia Masjid.

In response to a notice from this Office, the Zonal Administrator Auqaf Faisalabad submitted in his report that Maulana Zulfiqar Ali was performing his duties as assigned and the retired Khatib Maulana Muhammad Iqbal Sherwani was just performing Imamat of Jumma prayers on the insistence of the residents of the locality. District Manager Auqaf, Jhang reported that the piece of land mentioned in the complaint was in possession of Auqaf Department and part of the said mosque, however, notification to this effect was under process.

It was observed that during investigation process the Zonal Administrator Auqaf Faisalabad, District Manager Auqaf, Jhang and District Khatib, Jhang admitted the facts that Maulana Zulfiqar Ali, Khatib, Jamia Masjid Court Road, Sadar Jhang was performing duties in some other mosque while his predecessor Maulana Muhammad Iqbal Sherwani was performing duties unauthorizedly in the Jamia Masjid Court Road, Sadar Jhang. The piece of land endowed to the Jamia Masjid, Court Road, Sadar Jhang was also found in the illegal possession of Maulana Muhammad Iqbal Sherwani. Delay in issuance of notification regarding endowed land was another act of maladministration on the part of the Agency.

Therefore, the Secretary Government of Punjab, Auqaf & Religious Affairs Department was directed to initiate departmental proceedings against the responsible officers / officials involved in mismanagement of affairs of Jamia Masjid Court Road, Sadar Jhang.

BOARDS OF INTERMEDIATE & SECONDARY EDUCATION

Subject: Non Issuance of Roll Number Slip to a Student of 9th Class Complaint No.CFR-13/3/2016

Mr. Muhammad Asif Bhalli, Columnist raised an issue in his column "چوتھا" titled "سٹون" published in daily "Pakistan" Lahore on 22nd March, 2016 regarding non issuance of Roll Number Slip by the BISE, Gujranwala to Haider Ali, a student of 9th class studying in a private school in Sialkot. Brief history of the case was that after depositing necessary fee into the bank the admission form of Haider Ali was submitted alongwith other students to the BISE, Gujranwala but Roll Number Slip was not issued to Haider Ali even a day before the examination. When the Board was approached, it was told that

since the hard copy of admission form of Haider Ali was not received by the Board, therefore, Roll Number Slip was not issued to him. Resultantly, Haider Ali could not appear in the examination due to non issuance of requisite Roll Number Slip. Contents of the column highlighted the maladministration on the part of the Agency. Hence it was decided to take Suo-moto action.

Matter was taken up with BISE, Gujranwala and the administration of Central Model High School Rang Pura, Sialkot. A joint hearing of the representatives of the BISE, Gujranwala and Central Model High School Rang Pura, Sialkot was conducted.

During hearing proceedings, it was found that first of all a mistake was committed by the school administration in the way that they had not downloaded the admission form of Haider Ali S/o Sarfaraz Ali and his admission was sent in the name of another student namely Haider Ali S/o Ameer Hassan. During hearing proceedings, Deputy Controller pointed out in writing that in case of any discrepancy found in the admission form it was the responsibility of the Superintendent of respective branch to get it corrected. Moreover, the Controller of Examinations explained the online system. In fact, the purpose of receipt of hard copy of the admission form was to testify bio-data of the candidate and on the basis of it result card is issued. During cross questioning, he explained that it was actually not an online system rather a data updation of the candidate which is saved and, thereafter, it is downloaded and submitted to the Board.

In view of the contents of the column, report submitted by the Board and statements of representatives of the Board, student and Vice Principal of the concerned school, following directions were issued:-

- (i) Necessary instruction given at serial No.1 on the website of the Board for completion of admission form for regular candidates may be omitted and following sentence may be mentioned:-

"بورڈ ویب سائٹ پر موجود متعلقہ طالب علم کے داخلہ فارم پر جائیں اس میں Data Updation کر کے Save کریں اور

اس کا Print Out لیں جس پر طالب علم کی مصدقہ تصویر چسپاں کر کے سربراہ ادارہ فارم کی تصدیق کرے۔"

- (ii) The term "Online submission" may not be used until the Board may upgrade its IT System to the extent that the requirement of submission of hard copy of the admission form does not remain.

- (iii) To make the process of scrutiny of the admission forms more effective, the Board Management may introduce Daily Reporting System.
- (iv) During investigation proceedings, Principal, Naureen Asghar and Vice Principal, Muhammad Asghar were found guilty as they had submitted the admission form of Haider Ali S/o Ameer Hassan wrongly by affixing the photo of Haider Ali S/o Malik Sarfraz Ali. Therefore, the Chairman BISE, Gujranwala was directed to take strict action against them in accordance with law.
- (v) Duplication of the admission form pointed out during scrutiny, was not brought into the notice of respective school and it was pending in the Board without necessary correction. Thus Israr Ahmed, staff member of concerned branch and Superintendent Afzal Hussain Cheema were found guilty. Therefore, the Chairman BISE, Gujranwala was directed to take strict action against them in accordance with law.
- (vi) Job description of all officers/officials may be defined and notified.
- (vii) Haider Ali S/o Malik Sarfraz Ali (student) may be allowed to take part in the supplementary examination, 2016 against the fee already deposited by him for the annual examination, 2016. The Board may issue Roll No. Slip to the candidate. The school management may arrange free coaching for Haider Ali S/o Malik Sarfraz Ali (student) for preparation of this examination at least for two months.

Subsequently, it was informed that the Agency, being not satisfied, had filed a representation before the Governor Punjab and the same is pending decision.

**Subject: Request for Issuance of Roll No. Slips
Complaint No.POP-HQR/11/16**

On 17.03.2016, a day before start of Annual Examinations, twenty-nine students of 9th Class from Govt. Girls High School, Kot Mahmood, Tehsil Sharaqpur, District Sheikhpura lodged a joint complaint stating therein that their admission forms, as regular students, were sent by the school administration but Roll No. Slips from BISE, Lahore were not received.

In view of urgency and sensitivity of the matter, the same was taken up, telephonically, with DCO Sheikhpura, Dy. DEO Sharaqpur and Headmistress of the school. The Chairman, the Secretary and the Controller (Examinations), BISE, Lahore were also taken on board for quick resolution of the issue, in hand. All the authorities were directed to take immediate action to resolve the issue.

It was informed by the Chairman and Controller (Examinations) BISE, Lahore that Roll No. Slips had been issued on the same day enabling the students to take their exam on 18.03.2016.

Due to prompt action taken by concerned authorities, on the intervention of this Office, precious academic year of the students was saved. However, Chairman BISE, Lahore and DCO Sheikhpura were directed to probe into the matter and ensure that such incidents do not occur in future.

In compliance with the directions, the Chairman BISE, Lahore through Secretary BISE, Lahore submitted that an inquiry in the matter was got conducted. In the inquiry report it was recommended that:-

- i. All affiliated institutions / public sector institutions may be directed to be extra careful in respect of leakage / hacking of code / password of their school / institution.
- ii. School administration may be approached to conduct inquiry against Mr. Nazakat Ali, Clerk of Govt. Girls Higher Secondary School Sharaqpur under PEEDA Act, 2006.

The DCO Sheikhpura also submitted compliance report submitting that an inquiry in the matter was got conducted through a Senior Subject Specialist. The said inquiry officer in his inquiry report concluded that:-

- i. Ms. Hameeda Begum Ex-Headmistress, Riaz Ahmed Junior Clerk, and Amana Saddique SST (CS) / In-Charge Computer Lab., GGHS Kot Mehmood may be proceeded against under PEEDA Act, 2006 for leakage of Login and Password.
- ii. Ms. Memona Khatoon, SST / now In-charge Headmistress GGHS Kot Mehmood may be proceeded as per law / rules for not informing EDO (Education) Sheikhpura about bogus registration of 29 students.
- iii. All bogus proceedings / affixing of bogus signatures and stamps on the hard copies of registration forms and admission forms were made by Nazakat Ali, Junior Clerk GGHS Sharaqpur. He may be proceeded under PEEDA Act, 2006.
- iv. The Principal of Care High School No.8 Ransee is also responsible of this unlawful activity because his school was not affiliated with BISE, Lahore as well as not registered by District Government Sheikhpura. His school may be sealed until its registration process is not completed.

The DCO further conveyed that a reference to the School Education Department through the EDO (Education) Sheikhupura had been forwarded for initiation of inquiry proceedings against the delinquents. Legal action against the school administration of Care High School No.8 Ransee on account of running a private school without registration and affiliation with BISE, Lahore was also being initiated.

COMMUNICATION & WORKS DEPARTMENT

Subject: Appointment under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974
Complaint No.POP-LH1-110/16

The complainant, Muhammad Umair, moved a complaint stating therein that he being son of a deceased regular work charged employee of C&W Department applied for appointment under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974 against a vacant post but his request was turned down.

The matter was taken up with the Agency. The Agency reported that the complainant's case was not entertained for appointment in the light of letter No.SOR-III(S&GAD)2-10/2007(PT) dated 26.08.2011 issued by S&GAD stating that appointment under Rule 17-A is not admissible to the child / widow of a deceased regular work charged employee.

During hearing proceedings, the complainant presented a similar case wherein son of a deceased regular work charged employee was appointed under Rule 17-A, ibid in compliance with the directions of Ombudsman Punjab after dismissal of Agency's representation by the Governor. The Governor had observed that since the widow was paid family pension and other service benefits so there was no reason for non consideration of a regular work charged employee for the purpose of Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974 and the contention based on the advice of S&GAD was misconceived and warranted no consideration.

In another case, the Regulation Wing of S&GAD, on a reference from C&W Department, approached the Law Department for advice. The Law Department thrashed the issue about admissibility of benefit of appointment under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of

Service) Rules, 1974 to one of the unemployed children of a regular work charged employee died while in service. The Law Department opined as under:

- a. The order of the Ombudsman/Governor may be implemented without reference to Rule 17-A; and
- b. The Regulation Wing may consider the possibility of providing a dispensation mentioned in Rule 17-A to the Regular Work Charged employees.

(Regulation Wing Letter No.SOR-III(S&GAD)7-5/2013 dated 13.02.2015)

Therefore, the Executive Engineer, 7th Provincial Building Division Lahore was directed to consider the application of the complainant for appointment in term of Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974, subject to his eligibility.

DISTRICT GOVERNMENT

Subject: Provision of Building for Govt. Public Library
Complaint No.POP-JHG-439/16

The complainant filed this complaint submitting therein that a Public Library had been established in Garh Maharaja, Tehsil Ahmed Pur Sial, District Jhang. There was no permanent building allocated to the Library and the same was established in the Union Council building and was shifted later on to the building of computer centre. It was requested that Agency may be directed to allocate a permanent building having complete facilities for establishment of a Library.

The Librarian Govt. Public Library reported that initially the Library was established in 1988 in a single room of union council Hazrat Sultan Bahoo and later on was shifted to the present building by the order of then Deputy Commissioner. At present the library occupies only one kanal area out of total area of 4 kanal and 10 marla of Govt. Computer Literacy Centre, owned by Govt. of the Punjab. He further intimated that Director Public Libraries, Punjab had been corresponding with DCO Jhang for allotment of the said land in favour of the Library but no cooperation had been extended.

It was observed that despite requests from the Director Public Libraries, District Collector, Jhang was reluctant to initiate process for transfer of available land to the Public Library. A direction was issued to District Collector, Jhang to issue appropriate order on the request of the Director Public Libraries for allotment of the land in the light of existing Policy.

In compliance, District Collector Jhang referred the matter to BOR for transfer of land measuring 3 Kanal 10 Marla for library.

Subject: Change of Name of Village Aogand to Mustafabad
Complaint No.TR.19601/10/13

Residents of mauza Aogand, Tehsil & District Sheikhpura through one Shafaqat Ali moved their request to the district authorities for change of name of mauza from Aogand to Mustafabad. Administrator, TMA, Sheikhpura vide resolution No.09 u/s 179-A of the Punjab Local Government Ordinance, 2001, which were afterwards also endorsed by the district Revenue authorities, had proposed to accept the request and recommended to pass on the resolution in this respect to the Board of Revenue Punjab for final approval and issuance of notification thereof, where the matter was left unattended. The complainant requested for direction to the Secretary Revenue, Board of Revenue Punjab for issuance of notification.

On taking up the matter with the Agency, the Secretary, Board of Revenue Punjab reported that case was forwarded to District Collector / DCO Sheikhpura for report / recommendations in the light of policy instructions issued by Board of Revenue vide circulars dated 30.05.1959 and 17.04.2004.

According to the instructions of the Board of Revenue, before recommending the proposal for change of name of a Village / Revenue Estate the following measures/procedure be adopted:-

- i. Solid reasons should be given for change of name and not for being non-Muslim name.
- ii. Name being proposed should be based on some logic like someone's contribution towards national interest.
- iii. District revenue authorities should personally visit the area to ascertain the genuineness of the demand.
- iv. Proposal should accompany a resolution of the District Government or TMA recommending the proposal for change of name.

In the light of proceedings, this Office observed that change of name of village would affect the entire land record of revenue and record of rights of the people of Mauza, hence, DCO Sheikhpura was directed to complete the case in the light of above instructions and the Secretary Revenue, BOR Punjab to proceed in accordance with law on receipt of recommendations of the DCO.

In compliance, BOR Punjab issued a notification vide No.214-2016/CH-316/634-DIR (R&G)-II dated 19.08.2016 for change of name of village AOGAND to MUSTAFABAD.

FOOD DEPARTMENT

Subject: Unfair Distribution of Gunny Bags
Complaint No.POP-NKS-00186/04/16

The complainants Muhammad Akram and Rauf Ahmad Rai residents of Mouza Basedhar Pur, District Nankana Sahib stated that distribution of Gunny Bags (Bardana) at Government Wheat Procurement Centre, More Khunda was unfair. Ch Muhammad Siddique, Coordinator of the centre asked for Rs.1000/- per application as illegal gratification. Their applications were not entertained because they had refused to pay the money demanded by the Coordinator of the centre.

On receipt of a notice from this Office, Senior Coordinator Wheat Procurement Center, More Khunda alleged the complaint to be fake and stated that according to the procurement policy issued by the Punjab Food Department applications for distribution of Gunny Bags were received from farmers in three phases. Applications for the procurement of 25%, 31% and 35% of total allocated quantity i.e. 85,000 bags were received on 28.04.2016, 03.05.2016 and 10.05.2016, respectively on first-come, first-served basis.

During hearing proceedings, the complainants stated that applications from few irrelevant persons were also received. Although the relevant policy permitted yet they were not allowed to file applications on behalf of their blood relations.

After investigation it was found that the applications for distribution of gunny bags were received in three stages for the distribution of 85,000 bags, i.e. 25%, 31% and 35% of the total bags in each stage, on 28.04.2016, 03.05.2016 and 10.05.2016, respectively. However, non-utilization of remaining 9% of bags was not justified. The farmers who kept waiting in que for the whole night were not allowed to submit applications. The demand of illegal gratification in addition to allegation of collecting applications through unfair means because of political pressure was also reported to this Office through many complaints. Therefore, the Secretary Food Department was directed to constitute a committee to look into the complaints pertaining to procurement of wheat during the last year. He should analyse the nature of complaints and devise an effective policy to preclude the chances of occurrence of instances of maladministration during procurement of wheat in the next year. The new procurement policy should ensure that fair distribution of gunny bags is made to

all farmers, selling wheat to the Government, so that they are equally benefited from the facilities extended by the Government.

Subject: Payment of GP Fund
Complaint No.POP-LH3/00017/2015

Hafiz Muhammad Abdul Latif, a retired District Food Controller invoked the jurisdiction of the Ombudsman Punjab for direction to the Agency for transfer of his GP Fund balance after making correction in his name i.e. "Hafiz Muhammad Abdul Latif" instead of "Abdul Latif".

The matter was taken up with the District Accounts Officer, Sahiwal who reported that final payment authority amounting to Rs.7,05,797/- has been issued in favour of the complainant.

The complainant confirmed on telephone the receipt of payment of GP Fund. Hence, the complaint was disposed of accordingly being fructified.

HEALTH DEPARTMENT

Subject: Delay in Payment of GP Fund due to Loss of Service Record
Complaint No.POP-JHG-258/16

The complainant lodged a complaint alleging that his wife was an employee of the Health Department, District Jhang who died on 01.09.1997. Since then, the complainant had not received GP Fund amount despite making repeated requests to District Accounts Officer, Jhang and District Officer (Health), Jhang.

On receipt of notice from this Office, DO (Health), Jhang reported that he had requested DAO, Jhang for provision of record regarding GP Fund of the deceased employee for redressing the grievance. On the other hand, DAO Jhang reported that the record regarding payments of salaries to the deceased employee was not provided by the DO (Health). During the course of investigation, it was identified that the required record was lost in the office of DO (Health) who constituted a committee for conducting inquiry into the matter.

After investigation, it was observed that the loss of such an important record established maladministration on the part of Health Department, Jhang. Therefore, direction was issued to DO (Health) for preparing duplicate service book of the deceased employee along with compilation of the record of GP Fund deductions and to forward the same to DAO, Jhang for disbursement of the same to the family of deceased employee.

Subsequently, it was informed that the duplicate service book of the deceased employee was prepared and payment of GP Fund to the complainant would be made shortly.

Subject: Complaint against Nurse
Complaint No.POP-NKS-00332/07/16

The complainant lodged a complaint alleging that his child was admitted in Tehsil Headquarters Hospital Shahkot where a nurse Nusrat Bibi took Rs.1,750/- from his wife to bring her medicines from a private dispensary but did not provide those medicines. On asking for required drip, the said Nurse insulted the applicant's wife and forced them to leave the hospital. No treatment was given in THQ Hospital and they had to take their son to a private hospital.

The Medical Superintendent of THQ Hospital Shahkot, Nankana Sahib reported that on an application by the complainant the matter was got inquired into by a senior doctor. As per report of the inquiry officer, wife of the complainant being original affectee of the incident despite issuance of a number of notices did not turn up. The nurse Nusrat Bibi appeared and stated that a student dispenser / trainee tried to pass branula to the child that caused pain to the child, on this she alongwith a duty doctor handled the situation. She further stated that the allegations of giving a bed with vomiting on that to the child, insulting and forcing the parents to leave the hospital were fabricated.

During the hearing proceedings, the complainant in addition to his earlier stance stated that the nurse passed harsh remarks on vomiting of the child on the bed. The nurse rebutted the allegations of misbehaviour and taking bribe. Later on, the complainant submitted that the nurse apologized to him for her behaviour so now he does not want to pursue the case any further.

In the light of investigation, it was observed that the incidents of misbehaviour by the paramedical staff and of asking the trainees to perform duty in their place are very common. Therefore, the Secretary, Govt. of Punjab, Primary & Secondary Healthcare Department was directed to make it sure that the children in Govt. Hospitals should be handled by the qualified nurses instead of the students of dispenser course. He was further directed to issue necessary directions to the paramedical staff of the Government health facilities for decent behaviour with the patients and their attendants.

Subject: Delay in Installation of Digital X-Ray Machine
Complaint No.POP-HFD-457/15

The complainant Shafqat Ali, a Social Worker, pleaded that a digital X-Ray machine was provided by Government of the Punjab to provide free of cost digital X-Ray facility to the patients but the machine remained unattended / uninstalled, in the corridors of the DHQ Hospital Hafizabad. Patients were left to the mercy of private laboratories to get digital X-Ray on payment.

Report from DHQ Hospital, Hafizabad was received stating therein that the machine was provided under US Aid Program and accordingly DO (Building) was requested, in writing, for civil work and later for provision of 200 KVA transformer. The DO (Building) Hafizabad reported that civil work was completed and demand notice was also submitted to GEPCO for supply of a transformer.

It was observed, that due to delay in installation of digital X-Ray machine in DHQ Hospital, Hafizabad and lack of coordination between the Government departments, the general public had to suffer. Hence, DO (Building) was directed for active follow up of the case for supply of transformer.

In compliance with the directions, a report from DHQ Hospital, Hafizabad was received stating therein that required transformer had been received and soon machine would start functioning. Later on, it was informed that machine has been made functional.

Subject: Mushroom Growth of Quacks' Clinics
Complaint No.POP-FSD-422/16

The complainant Riaz Ahmad, contended that a quack was operating in Chak No.423GB, Tandlianwala in complicity with DDO(H) and Drug Inspector. The villagers are at risk of serious health hazards due to use of wrong prescriptions and outdated / expired medicines.

A notice was issued to the EDO(Heath) Faisalabad who while denying the allegation of providing shelter to the quack reported that DDO (H) Tandlianwala conducted a raid, challaned the quack and took different kinds of medicines into possession.

The investigation revealed that people were left to the mercy of a quack who was running his clinic in the village, unchecked. Hence, EDO (Health) Faisalabad was directed to take legal action after conducting on ground authentic survey of quacks in the district.

Compliance report was submitted by EDO (Health) Faisalabad claiming that as a result of the survey of District Faisalabad, in total 533 quacks were identified and legal action had been taken against them by the DOH / DDOH / Drug Inspectors.

Subject: Sale of Substandard Milk
Complaint No.POP-HFD-491/15

Complainant, Shafqat Ali alleged that some people at the entrance & exit points of the district used to illegally extract cream from milk but the authorities had not taken any action despite being informed of the situation.

EDO Health reported that District Food Inspector had collected samples from different areas of the district and challaned the wrongdoers according to the law. Further, stated that the cream extractors were license holders. During the year 2015, total 79 milk samples were sent to laboratory out of which 54 samples were found substandard.

It was observed that collection of only 79 milk samples from the district during one year reflects very poor performance despite the fact that different officers of the district were exercising powers of Food Inspector. Hence, EDO Health, Hafizabad was directed to take action on selling of substandard milk and unlicensed extraction of cream from milk.

In compliance with directions, EDO Health Hafizabad reported that in collaboration with AC Hafizabad and AC Pindi Bhattian milk samples were collected, challans issued and some cream dairies were sealed. He further reported that District Food Inspector was directed to check samples after every two months.

Subject: Unjustified Difference in Results of Medical Reports of Government and Private Laboratories
Complaint No.POP-DGK/185/16

One Muhammad Ali voiced his grievance in the Ombudsman Punjab Regional Office, D.G. Khan stating that he got blood samples of his mother (a kidney patient) tested from Teaching Hospital, D.G. Khan on 18.05.2016. The report, without signatures of Pathologist, showed the Hemoglobin as 808 & Serum Creatinine was 0.7. Being not satisfied, he got the same tests from a private lab namely Gazi Clinical Lab run by the Chief Consultant Pathologist of Teaching Hospital, D.G. Khan and received report wherein Hemoglobin was 13.5 and Serum Creatinine was 3.1. Hence, the instant complaint was lodged for action against the Pathology Department of Teaching Hospital, D.G. Khan

Summaries of Selected Cases

for providing medical report without being properly examined by the Chief Consultant Pathologist whose name was mentioned on the fake and manipulated report.

M.S. Teaching Hospital, D.G. Khan forwarded the report of Head of Pathology Department stating that blood report issued by their Department was accurate and the mentioned Chief Consultant Pathologist was on LPR since 25.11.2015.

Investigation of the complaint revealed that there was glaring difference between the two reports which showed lack of sense of responsibility on the part of Pathology Department and Chief Consultant Pathologist Teaching Hospital, D.G. Khan for issuing report without having examined and signed by any responsible authority. In addition to this, name of Chief Consultant Pathologist was also printed on the medical report despite the fact that the said functionary had proceeded on LPR as reported by the Agency.

Therefore, the M.S. Teaching Hospital, Ghazi Medical College, D.G. Khan was directed to look into the affairs of the hospital laboratory and ensure that tests are carried out as per standard SOPs ensuring accurate results, so that the patients of the hospital are not forced to approach the private labs. It was further directed to ensure that Hospital's laboratory staff is not hand in glove with the private labs.

Subsequently, report from Medical Superintendent, Ghazi Medical College, D. G. Khan was received stating therein that in compliance with the direction of this Office, the Professor of Pathology was deputed to look into the affairs of hospital laboratory and to ensure implementation of SOPs in this regard. The laboratory had been improved and accurate results were being issued.

HIGHER EDUCATION DEPARTMENT

Subject: Payment of Pensionary Dues
Complaint No.POP-LH3/00056/2015

Mst. Fareesa Farooq filed a complaint in this Office that her husband Ahmed Faraz, Assistant Professor, Govt. Postgraduate College, Sahiwal passed away on 01.07.2014 during service. The pensionary benefits were not paid to the widow. The complainant invoked the jurisdiction of the Ombudsman Punjab for direction to the Agency for payment of dues.

The matter was taken up with the Director Public Instructions (Colleges) Punjab, Lahore who reported that dues of the deceased Ahmed Faraz amounting to Rs.59,584/- on account of leave encashment, Rs.16,00,000/- on account of Financial Assistance and Rs.1,64,576/- on account of GP Fund were paid in the light of succession certificate issued by the Civil Judge.

The complainant informed this Office in writing that her grievance was redressed by the intervention of the Ombudsman Punjab. Hence, the complaint was disposed of having borne fruit.

IRRIGATION DEPARTMENT

**Subject: Discharge of Water from Tirimu Barrage
Complaint No.POP-JHG-344/16**

Complainant approached this Office stating that in March 2016, flood water of River Jhelum entered in his and nearby villages and not only destroyed standing crops but was still standing there due to absence of any drainage system. The farmers of the area were, therefore, not able to harvest crops, even till the time of institution of the complaint before this Office. He further stated that authorities of Irrigation Department had been blocking the discharge of water from Tirimu Barrage because of which people of the area were forced to face this adverse condition every year.

District Officer Head Works, Sub Division Tirimu rejected the stance of the complainant and stated that water was being discharged in appropriate proportion in three Canals and no such alleged blockage had been done. He further added that few villages were situated right on the bank of River Jhelum and few were situated just outside the protective bank in between River Chenab and Jhelum, so minor rise in level of water in River Jhelum might affect these villages as a natural phenomenon. He denied the allegation of so called undue blockage of water.

The investigation revealed that due to the location of these villages just adjacent to the river bank, the adverse effects were natural. It was observed by this Office that despite this hard fact, the grievance of residents / farmers could not be left un-redressed.

The Secretary, Irrigation Department was directed to constitute a high level technical team to investigate the matter of discharge of water from Tirimu

Barrage and to assess whether it would be possible to save the residents of the villages from adverse effects of floods. In addition, District Collector, Jhang was directed to send the case for financial assistance to Relief Commissioner/ Senior Member Board of Revenue, if permitted by law, after a comprehensive survey regarding affected area.

Subject: Request for Taking Action on Account of Embezzlement Complaint No.POP-JHG/409/16

Mr. A.D. Saqi invoked the jurisdiction of this Office to intervene for the registration of FIR against Executive Engineer Jhang Canal Division and Chief Engineer Irrigation Faisalabad Zone on account of committing embezzlement in the Government funds which were allocated for the construction of protective plugs at the left edge of river Chenab situated at Mouza Jugira Tehsil and District Jhang in order to stop the river cuts affected due to flood in 2014.

The matter was taken up with the Executive Engineer, Jhang Canal Division, Jhang who reported that experts' opinions/suggestions regarding model study of the project had been sent to the higher-ups of Irrigation Department and as such matter would be resolved as per decision of the higher-ups.

The matter was investigated in this Office appropriately and the complaint was disposed of with the directions to the Agency to get the matter inquired into by a high level committee comprising experts and to take action against the delinquents under the law.

In compliance with the directions, the Agency has constituted a committee to inquire into the matter.

LABOUR & HUMAN RESOURCE DEPARTMENT

Subject: Payment of Outstanding Salary Arrears of the Workers Complaint No.POP-KHB/396/16

Workers of M/s Sallay Textile Mills Limited, 59 in number, through one Sajjad Haider Bhutta approached the Ombudsman Office for non payment of their longstanding salary arrears amounting to Rs.55,33,813/- despite having brought to the notice of concerned district authorities.

On a notice from this Office, District Officer Labour, Khushab intimated that workers had been paid salary cheques and furthermore, the Mill was sealed until payment of salary cheques to the remaining workers.

The complainants expressed satisfaction on the proceedings. Thus their grievance was redressed by the intervention of this Office.

LAHORE DEVELOPMENT AUTHORITY

Subject: Provision / Allotment of Plot in LDA Avenue-I
Complaint No.POP-LH1-142/16

One Syed Atif Abbas lodged a complaint stating that he purchased a plot No.425-A, Block-A, LDA Avenue-I, Lahore and got the same transferred in his name. Later on, it came to his notice that plot was under litigation and the same could not have been transferred in his name. After passage of 8 years, he was allotted plot No.314-A as alternate, in the same scheme through ballot held on 4.3.2015. However, the same was also found under litigation as informed by the LDA on demanding NOC for sale. The complainant requested for allotment of a clear plot of the same value in the scheme.

The matter was taken up with the Agency. Director Estate Management, LDA, Avenue-I, Lahore reported that the court cases were being pursued vigorously and after finalization of the cases, action would be initiated as per policy. However, according to the policy, the allottee can take refund of his deposited amount with 5% per annum markup.

This Office observed that inclusion of plots under illegal occupation / litigation in the balloting, not once but twice tantamounts to maladministration. No action was taken against the delinquents. Therefore, the following recommendations were made to the Agency:-

- i) Since the cases are pending adjudication in the courts for the last 15 years, the Agency may consider settlement out of the court, on case to case basis. Those who show willingness for land sharing should be encouraged.
- ii) In future, any plot which is not in physical possession of the Authority should not be included in the balloting.
- iii) Land Acquisition Collector, LDA should not hand over paper possession of the land to LDA, without getting physical possession of that land from the previous owners as per law.
- iv) A three member committee may be constituted by the Authority to deal with the claimants, on case to case basis, for out of court settlement on land sharing basis.
- v) Plots so cleared after settlement should be allotted to the original allottees along with the present petitioner. Plots not earlier allotted, after their clearance, may be allotted through balloting to the affectees of other plots under litigation in the scheme.

Summaries of Selected Cases

- vi) Development of the land already acquired for LDA City, after approval of its planning and development, may be initiated within 6 months and affected allottees of LDA Avenue-I, after obtaining option, be allotted plots through balloting in the first phase of LDA City.
- vii) The affected allottees of LDA Avenue-I who are willing to get plots in LDA City shall be liable to pay only the arrears, if any, pertaining to LDA Avenue-I. Delay is due to negligence of the LDA and allottees should not suffer. LDA will not suffer any financial loss as well, because LDA Avenue-I plots after clearance of litigation can be auctioned by the LDA.
- viii) In the cases where outside court settlement efforts fail to succeed, such cases be got finalized at the earliest by hiring services of competent lawyers and by making special requests to the courts.
- ix) Cases where the area was without structures at the time of first balloting but was encroached upon afterwards, or cases of those land owners who did not hand over possession despite having received compensation, may be identified within a period of three months. The causes of encroachment after taking over possession of the land by LDA need to be examined thoroughly. In order to avoid re-occurrence of such instances, a comprehensive policy be devised and implemented.
- x) For keeping the record of LDA Avenue-I in order, an impartial external audit be got conducted after every six months. Any wrongdoing should not be ignored so that people may trust the LDA, at least, to the extent of this scheme. Further, inspections of the record of the scheme may be carried out by the officers of LDA from time to time.

MULTAN DEVELOPMENT AUTHORITY

**Subject: Non-issuance of NOC for Construction of Houses
Complaint No.POP-MLN-218/16**

Four different complainants approached this Office through similar complaints stating therein that they had purchased plots of different sizes in Furrkh Town, Mauza Jahangirabad, Multan. They were planning to construct their houses there but were not allowed as the plots had been mortgaged with MDA. Whereas, nothing was available in the record of concerned Patwari regarding such mortgaged deeds. It was further stated that the seller / owner of the scheme has died. Request was made for issuance of directions to the MDA for redemption of the mortgaged plots.

The Deputy Director, Town Planning, MDA took the stance that the developer / owner of the scheme sold plots to the complainants by concealing the facts and it was the responsibility of the purchasers to confirm the status of ownership before entering into any sale-purchase agreement. He further added that MDA had published more than once, the details of mortgaged plots in national newspapers for public awareness.

The complainants, in their rejoinder, rejected the stance of the Agency and contended that they had purchased the plots through registered deeds, consequently, the mutations had also been sanctioned in their favour by the Revenue Authorities.

As a mortgagee, MDA was responsible to ensure that entries of mortgage are made in the revenue record but no such initiatives were ever taken by the MDA. If the developer could not complete development work in the scheme then timely action was required to be initiated by the MDA against the developer / owner of the scheme. It was observed that the bonafide purchaser could not be punished for maladroitness, incompetency and lapse of the mortgagee i.e. MDA. Prima facie the maladministration on the part of MDA was established.

The DG, MDA was, therefore, directed to ensure completion of development work after ascertaining quantum of left over development work and in case of unavailability of developer / owner of the scheme, the unfinished developmental work would be executed by selling the remaining mortgaged, unsold plots through auction, within a period of six months. He was further directed to allow complainants to construct their houses on payment of prescribed fee and other arrears under regulations and to furnish compliance report within a period of two months.

Subsequently, a compliance report was submitted by the MDA. In the report it was submitted that:-

- a. Engineering Wing was asked to submit estimates for completion of remaining development work in the Society.
- b. Director Estates Management was also written to provide details about mortgaged plots of the Society.

- c. Departmental proceedings were initiated against the officers / officials responsible for non completion of development work in the Society.
- d. In respect of complainants' mortgaged plots, the Competent Authority had been requested for approval of building plans and to grant permission for construction of houses. However, they can not sell their houses till completion of development work in the society and clearance of the mortgage, thereafter.

POLICE

Subject: Misbehaviour of SHO
Complaint No.POP-NWL-319/16

Mr. Muhammad Shafi, complainant alleged that he approached the SHO Police Station Shah Gharib, Shakargarh for redressal of his grievance but the said SHO instead of listening to his grief forced him to leave the police station by abusing him badly.

The matter was taken up with DPO Narowal who reported that the complainant came to the police station with an issue of civil nature and was asked to approach revenue authorities and civil court as the matter was out of police jurisdiction. No one misbehaved with him. But the complainant, during hearing proceedings, reiterated his story of misbehaviour of the SHO.

After investigation, it was observed that to settle personal grudge with the SHO, if any, the complainant could have raised some other allegations as well as of misbehaviour that proved genuineness of the allegations. Hence, DPO, Narowal was directed to do ethical / moral counseling of the SHO.

In compliance, the DPO Narowal reported that the direction was complied with and furthermore all SHOs of the district were also issued necessary instructions for maintaining good behaviour with the visitors.

POPULATION WELFARE DEPARTMENT

Subject: Action against Incharge Population Welfare Centre
Complaint No.POP-ATK-168/16

The complainant, Mr. Inam-ul-Haq, through his complaint levelled allegations against Centre Incharge Population Welfare Centre, Mauza Sughri, Tehsil Jand, District Attock about her pretence of being doctor and illegally collecting money from the visitors and demanded departmental inquiry thereof.

District Population Welfare Officer, Attock in his report revealed that they did never receive any complaint before against Mst. Saima Naz, Centre

Inchrage, however, an inquiry was conducted by Dy. District Population Welfare Officer (Technical) in the matter who reported that the complainant, a Chowkidar (BS-1) in the Family Welfare Centre Sughri, was a cousin of Mst. Saima Naz and was trying to settle some personal score by making such frivolous complaints. The complainant declared the inquiry proceedings bogus and insisted upon his earlier stance.

After the investigation, it was observed that the complainant bluffed this Office by not declaring himself as an employee of Population Welfare Department and also tried to use this forum to settle his personal / domestic issues. On this, the District Population Welfare Officer, Attock was directed to proceed against the complainant, according to the law, for lodging false complaint.

In compliance, the District Population Welfare Officer, Attock reported that contract of Mr. Inam-ul-Haq (complainant) was not extended.

PROVINCIAL DISASTER MANAGEMENT AUTHORITY

**Subject: Non-Issuance of Financial Assistance to the Flood Affectees
Complaint No.POP-JHG-68/16**

Four different complainants approached this Office stating that their houses were demolished by flood in 2014 and despite their rightful claim they had not been paid financial assistance. It was further added that on their previous complaints District Collector, Jhang and DG, PDMA, Punjab were directed by the Ombudsman to ensure provision of financial assistant to them but same had not been complied with.

The Director (Operations), Provincial Disaster Management Authority (PDMA), Punjab intimated that the matter was referred to the Commissioner, Faisalabad to place the issue of financial assistance in accordance with rules before the Divisional Review Committee for forwarding recommendations to PDMA regarding financial assistance. The recommendations were still awaited. District Collector intimated that his office had forwarded a request to DG, PDMA, Punjab for provision of necessary funds for redressing the grievances of the complainants.

After investigation, it was observed that despite issuance of order by this Office in previous complaints, non-payment of financial assistance was a clear act of maladministration on the part of the Agency. Therefore, the DG, Provincial Disaster Management Authority, Punjab was directed to pay financial assistance as per entitlement to complainants within a month under intimation to this Office.

In order to comply with the direction for payment of financial assistance / compensation to the flood affectees, the PDMA, Punjab submitted a request for provision of funds amounting to Rs.13,65,000/- to the Finance Department. The Finance Department, in response to that request, advised the PDMA as under:-

- i. Directions may be given to the concerned Deputy Commissioners, to make payment on account of compensation to the flood affectees out of already released funds amounting to Rs.220 million during current financial year 2016-17 to flood vulnerable Districts of the Punjab to carry out immediate rescue & relief operations during monsoon 2016.
- ii. Remaining cases of the other Districts for which funds were not released, to re-appropriate the funds out of the block allocation amounting to Rs.1.000 billion and issue the cheques to the concerned deserving persons on account of compensation. In case of supplementary grant, PDMA may place the case before the Cabinet Committee for consideration / approval.

PUNJAB GOVERNMENT SERVANTS HOUSING FOUNDATION

Subject: Allotment of Plot/House on Priority Basis

Complaint No.POP-LH3-104/16

A widow averred that her husband, Fireman (BS-5) of Municipal Fire Brigade Department (City District Government), Gujranwala was member of the Punjab Government Servants Housing Foundation with membership / relationship No.0035537, since 2004. Owing to this, she had applied to the Managing Director, PGSHF for provision / allotment of house as she was in dire need of a shelter but the Agency in return informed that she can not be accommodated in this scheme and may wait for upcoming scheme(s) in Lahore or may apply for change of priority of station. The complainant approached this Office seeking direction to the Agency for allotment of plot / house on priority basis.

Executive Director (A&F), PGSHF reported that on receipt of this complaint alongwith Pension Payment Order, it was revealed that the late husband of complainant was an employee of the City District Government instead of Government of the Punjab, hence, her husband's membership with relationship No.0035537 was cancelled because under PGSHF Act, 2004 and Rule 6 of the PGSHF, Rules membership was limited to civil servants. The contract employees,

employees of Corporations, Municipal Committees, District / Local Government and autonomous bodies were not eligible for membership of the PGSHF.

This Office observed that, earlier, the Agency had issued a letter to the complainant advising her to wait for upcoming scheme(s) or to apply for change of station but on having lodged the complaint in hand, after 12 long years, declared that the late husband of the complainant was not eligible for membership which was a serious act of maladministration, therefore, Managing Director, PGSHF was directed on 30.12.2016 as under:-

- i) For allotment of a plot/house to the complainant, her case should be placed before the upcoming meeting of Board of Directors (BoD) of the PGSHF.
- ii) In case for allotment of a plot / house relaxation of rules is required then the case be submitted to the Chief Minister with the recommendations of the BoD.
- iii) If request for relaxation of rules is not approved by the Chief Minister, then the total amount contributed by complainant's late husband should be returned to the complainant alongwith profit at the highest profit rate of the Bank of Punjab.

PUNJAB PUBLIC SERVICE COMMISSION

Subject: Non Receipt of Interview / Test Call
Complaint No.POP-OKA/629/15

Mr. Muhammad Ahmad alleged that he had deposited fee with application form for the post of Chief Officer / Council Officer in LG & CD Department on publication of advertisement by the PPSC and waited for seven months for test / interview call. Jurisdiction of Office of the Ombudsman Punjab was invoked to intervene in the matter.

The matter was taken up with Secretary, PPSC Lahore who submitted report through Law Officer stating therein that recruitment process was postponed till further orders on the request of Administrative Department due to flood emergency in the Province. Later, Commission returned original requisition to the department on non receipt of any further advice in the matter.

It was noted that in the whole process there was no fault on the part of the complainant who duly deposited the prescribed fee to appear in the examination / interview for the post of Chief Office / Council Officer, hence, a

direction was addressed to Secretary PPSC, Lahore to return the fee deposited by the complainant and others or give a chance to the complainant to appear for the post of Chief Officer / Council Officer as and when advertised in future.

In compliance, PPSC, Lahore published a Public Notice in the national newspapers for refund of deposited fee to the candidates who had applied for the post of Chief Officer / Council Officer on production of original Treasury Receipt.

Accordingly, not only grievance of the complainant was redressed, but all others who applied for the unprocessed posts were offered refund of deposited fees.

PUNJAB WORKERS WELFARE BOARD

Subject: Non-Payment of Marriage Grant
Complaint No. POP-LH1-0000012/16Adv.22/16.

One Syed Furqan Ali moved a complaint stating therein that he had been working in a private company since 1981 and was registered with Employees Old Age Benefit Institution (EOBI). The Marriage of his daughter was solemnized on 23.4.2011. Being entitled to receive Marriage Grant of his daughter under Workers Welfare Fund Scheme he applied for the same but no action was initiated on his request.

On issuance of notice, report of the Agency was received submitting that the application for Marriage Grant was received on 25.06.2011, whereas, as per policy the fixed date for submission of application for marriage grants for marriage(s) solemnized in the month of April was 10th May, 2011. The application, therefore, due to late submission was rejected by the Scrutiny Committee duly notified by Punjab Workers Welfare Board on 27.09.2011. Thereafter, the applicant neither approached the District Officer (Labour) nor filed any appeal against this rejection.

The complainant, in his rejoinder, submitted that Nikah of his daughter was held on 23.04.2011 and was immediately registered in the concerned Union Council. The computerized Nikahnama was issued on 18.06.2011 which was a mandatory document to be attached with the application. He further stated that he was never informed of rejection of his request by the Agency.

After going through the above facts, the complainant was advised to make an appeal, against the decision of the Scrutiny Committee, to the Chairman, Punjab Workers Welfare Board through the District Officer (Labour),

Lahore who was directed to submit the appeal to the Chairman, Punjab Workers Welfare Board, Lahore for decision within one month.

It was also observed that the timeline of 10th May given for the submission of application was not reasonable for the marriages solemnized in the month of April because, at times, it takes more than one month to obtain Computerized Marriage Certificate, a mandatory document for submitting application for Marriage Grant, therefore, the Chairman, Punjab Workers Welfare Board was directed to fix the timeline as:

“By 10th May next following or within 15 days of the issuance of Computerized Marriage Certificate in the cases where such certificate is not issued by the 25th of April of the relevant year”.

Subject: Payment of Scholarship Dues
Complaint No.POP-KHB/245/16

Ten workers of Pak Kuwait Textile Mills, Jauharabad voiced their grievance that they had approached District Officer (Labour), Khushab for disbursement of Educational Scholarship for their Children in the years 2012-13 and 2013-14. The District Officer (Labour) further submitted those forms to Punjab Workers Welfare Board, Lahore for issuance of scholarships but despite laps of 3-4 years payment was not made to them.

In reply to notice of this Office, Assistant Secretary (Welfare) Punjab Workers Welfare Board, Lahore submitted that all cases had been approved and sent to Workers Welfare Fund, Islamabad for provision of funds.

Directions were issued to Secretary, Punjab Workers Welfare Board, Lahore to follow the matter vigorously with the Workers Welfare Fund, Islamabad for release of funds.

Later on, complainants informed that they had received Scholarship cheques.

REVENUE ADMINISTRATION

Subject: Demolition / Removal of the Encroachment from the Graveyard
Complaint No.POP/KWL/0000227/04/2016

Mst. Naseem Akhtar, on behalf of residents of Basti Nazimabad, Khanewal City lodged a complaint pointing out illegal construction of a house on the land of graveyard and prayed for the removal of this encroachment.

The A.C / Collector Khanewal, in his report, admitted that initially one Akhtar s/o Khushi Muhammad had constructed a house in the graveyard which was demolished by the residents of the area reserving the said land for Janazgah and Mr. Akhtar was provided alternate land in the same graveyard where he constructed his house adjoining the graves, however, there was no grave inside the house.

It was observed that construction of a house on graveyard land indicates that the TMA and the Revenue Officials failed to perform their duties diligently.

Therefore, A.C. / Collector Khanewal was directed to get the graveyard demarcated by Tehsildar. In case the house was found constructed on the land of graveyard without approval of building plan by the TMA, then the illegal construction should be demolished as per rules and disciplinary proceedings should be initiated against the TMA staff responsible for illegal construction. The AC Khanewal was directed to furnish report regarding action taken in the matter.

In compliance, it was informed that the Assistant Commissioner, Khanewal initiated action as per law in the matter.

Subject: Embezzlement in the Government Funds
Complaint No.POP-JHG/428/2014

Mr. Muhammad Arif moved a complaint that Patwari Mouza Sultan Pur District Jhang, in connivance with some local landlords and others, caused huge monetary loss to the Government exchequer while preparing list of affectees of flood in 2014 by including names of bogus affectees. The DCO Jhang got the matter investigated and found inclusion of 390 undeserving names but no action, whatsoever, was taken against the delinquents. The complainant requested for strict action according to the inquiry report.

Assistant Commissioner, Jhang reported that as per inquiry conducted by Naib Tehsildar, Jhang, inclusion of 153 names of unaffected persons was reported. On this, the delinquent Patwari had been removed from service under the PEEDA, Act 2006 and recommendation for recovery of amount from the bogus beneficiaries was submitted to the DCO.

After investigation it was observed that the Agency did not show any seriousness for recovery of fraudulently disbursed amount of Rs.5,345,000/- to 153 unaffected / undeserving residents of the flood affected area.

A direction was, therefore, given to the DCO / District Collector, Jhang for taking serious measures for recovery of Rs.5,345,000/- since disbursed fraudulently amongst the undeserving affectees.

In compliance with the given direction, Assistant Commissioner, Jhang intimated that the District Collector, Jhang approved a demand of Rs.77,50,000/- for recovery as arrears of land revenue from undeserving flood affectees of 2014. Tehsildar, Jhang had been directed to make arrangements for recovery of amount from concerned persons and deposit the same into the Government Treasury. Later on, office of the Tehsildar Jhang reported that proceedings for recovery of Rs.77,50,000/-, as ordered by the AC, Jhang, have been initiated.

SCHOOL EDUCATION DEPARTMENT

Subject: Illegal Occupation Over School Building
Complaint No.POP-NKS-00275/06/16

The residents of Chak No.123 RB Saranwali, Tehsil Sangla Hill District Nankana Sahib complained that building of Govt. Primary (American Mission) School was built pre-partition and the institution enlightened thousands of students with education. Now some influential groups have taken over possession of the school premises illegally and placed their cattle and constructed residential structures on the school land. Teachers and students have to take classes under the trees outside the village. The complainants prayed for restoration of educational activities in the school building.

On receipt of a notice from this Office, Deputy District Education Officer, Sangla Hill reported that according to Headmaster, Govt. Primary Mission School Saranwali, the said school was merged with the Govt. Elementary School Saranwali. After that some residents of the locality encroached upon the school land. He added that the Assistant Commissioner Sangla Hill was requested for issuance of ownership Fard so that the illegally occupied land be recovered, according to the Fard.

The Executive District Officer (Education) Nankana Sahib, Sub Registrar Sangla Hill and Halqa Patwari also submitted reports stating that, as per record, the total area allocated to the school was approximately 2 Kanal & 5 Marla but actual covered area was 3 Kanal & 14 Marla. They also informed that there was no illegal occupation on the school premises / land.

The complainants, in the rejoinder, contradicted the reports of the Agencies stating that as per attested copy of Jamabandi Register Haqdarani 1938-39, issued by Patwari in 2009, total allocated land to the said school was 3 Kanal and 3 Marla. Now due to some ulterior motives, halqa patwari was mentioning the school land as 2 Kanal and 3 Marla.

During the investigation, it was observed that:-

- i. The total area measuring 3 Kanal and 14 Marla was allocated to the school but the halqa patwari deliberately mentioned it wrongly as 2 Kanal and 5 Marla.
- ii. The Education Department had no policy to protect buildings of the schools merged with other schools. In the instant case main gate and boundary wall of the school was demolished and school area was encroached upon for building houses and for keeping cattle.
- iii. The Education Department did not have land record documents and other relevant information of government schools.

Therefore, Secretary to Govt. of the Punjab, School Education Department was directed to:-

- i. Issue instructions for measurement of school area of all Government schools in the Punjab and to get the measurements verified from the revenue record.
- ii. Details of buildings of all merged schools be maintained to protect those from illegal occupation or handover those buildings to Board of Revenue for other use.

The District Collector, Nankana Sahib was also directed:-

- i. To get area of the Govt. Primary (American Mission) School, Saranwali, Sangla Hill measured according to Jamabandi for the year 1938-39 and excess land, if found, be allowed to remain under occupation of the school.
- ii. To get the record of ownership from 1938-39 till date be checked and be corrected by deputing a senior revenue officer.

Subject: Request for Construction of School Building
Complaint No. POP-CHI-90/05/2016

Mr. Asif Hayat Baloch, a child rights activist and resident of Mianwali lodged a complaint maintaining that the Govt. Primary School Soonk, Mianwali

was established in 1969 but despite passage of 47 years no building for the school was built. More than 72 children were getting education beside the rocky wall of Masjid.

On behalf of the Executive District Officer (Education), District Education Officer (EE-M) Mianwali, in his report stated that Govt. Primary School Soonk is situated 5 km away from the Village Thamy Wali on the top of a hill. Contract for construction of school building was awarded to a contractor in 2007 for an estimated amount of Rs.14,31,125/-. Funds to the extent of Rs.6,36,293/- were released but due to very difficult working conditions the contractor refused to work and no other contractor agreed to work. He further stated that if complainant and school council agree to construct a building for school by themselves then an amount of Rs.400,000/- can be provided.

District Officer (Building), Mianwali reported that in 2012 contract for construction of school building was again awarded to another contractor for an estimated amount of Rs.14,40,705/- who completed the construction work. Final payment to the said contractor was under process.

During hearing proceedings, the representative of the Executive District Officer (Education), Mianwali contradicted the report of the District Officer (Building) and informed that no school building was available on ground and they had never been approached for handing over of school building by office of the District Officer (Building).

The complainant in response to the offer of Rs.400,000/- by EDO (Education) for construction of school building after consultation with school council submitted that with the provision of at least Rs.600,000/- they can manage to build a room for the said school.

During the investigation, it was observed that for construction of school building in the year 2007 and 2012, Building Department Mianwali made agreements of Rs.1,431,125/- and Rs.1,440,705/- respectively, with two different Government contractors and paid around Rs.20,00,000/- but no building was found constructed on ground which was a clear indication of maladministration. Hence, Secretary Communication and Works Department, Govt. of Punjab was directed to appoint a senior officer to inquire into the

matter and submit report within 2 months. It was also observed that the EDO (Education) had partially redressed the complaint by making an offer of provision of funds amounting to Rs.400,000/- to the school council for construction of school building.

Subsequently, it was informed that funds amounting to Rs.400,000/- were released to the school council for construction of school building.

**Subject: Establishment of a Primary School for Girls
Complaint No.POP-RJP/279/Adv/280/15.**

The complainant Gull Babur, resident of Mauza Kacha Raazi, Tehsil Rojhan, District Rajanpur submitted a complaint stating therein that there was no girls primary school in village Gull Babur Umrani, though the number of girls longing for education is more than 200. About 2000 people reside in the village but they are uneducated. People of the village wanted the right of education for their daughters at the earliest.

Matter was taken up with the EDO (Education) Rajanpur who submitted a report stating that District Education Officer (W-EE), Tehsil Rojhan was directed to furnish feasibility report for opening a new school in that village.

It was observed that the need of a girls primary school for village Gull Babur Umrani was genuine and the district education authorities also admitted this fact.

The case was disposed of with direction to EDO (Education) Rajanpur to prepare case for establishing a girls primary school at the village Gull Babur Umrani, Mauza Kacha Raazi, Tehsil Rojhan, District Rajanpur and to submit the same to School Education Department for further necessary action. The Secretary, School Education Department was also directed to sympathetically consider the demand of the poor people of the village, as per policy and rules.

**Subject: Group Insurance Claim
Complaint No. POP-LH2-264/2015**

Mst. Munawar Sultana, widow of Registrar, Examination Branch, EDO (Education) office, Hafizabad stated that her Group Insurance cheque amounting to Rs.600,000/- issued by State Life Insurance Corporation of Pakistan was lost due to negligence of EDO (Edu) office. She approached Executive District Officer on the issue but no action was taken.

EDO (Education) Hafizabad conceded the receipt of cheque No.5499586 and stated that the same was lost before it could be put up before him. Matter had been taken up with the Manager Claims, Group Insurance, Zonal Head Office, Lahore for issuance of a duplicate cheque.

This Office while taking a very serious notice of the facts, during investigation, directed EDO (Education) Hafizabad to pursue the case, vigorously, for issuance of a duplicate cheque. Subsequently, issuance of a duplicate cheque was informed by the EDO and the complainant acknowledged the receipt thereof and expressed satisfaction on redressal of her grievance.

Subject: Missing Facilities in the Public School
Complaint No.POP-DGK/115/16

Patron of the Government Boys Primary School, Khandugh Sar, Barthi, D.G. Khan complained that the said school has been functional since 1986 with current enrollment of 71 students. The school has dilapidated building besides facing serious security hazards and lacks basic amenities.

On taking up the matter with the Agency, it was reported that a feasibility report was being prepared and would be submitted to the authorities for provision of funds.

The EDO (Education) D.G. Khan was directed to get the estimates approved at the earliest for provision of facilities, like drinking water, furniture and maintenance of building structure as well as necessary security measures.

Subject: Appointment under Rule 17-A of the Punjab Civil Servants
(Appointment & Conditions of Service) Rules, 1974
Complaint No.POP-LH2/268/16

Widow of a deceased PST teacher who died while in service, approached this Office after having been refused by the Agency appointment of her son as Naib Qasid under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974.

On the notice of this Office, the Agency reported that complainant's son would be appointed on availability of a Class-IV post. The complainant, later on, acknowledged in writing appointment of her son as Security Guard by the Dy.DEO (EE-M) Lahore City under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974. The grievance of the complainant was, thus, redressed.

Subject: Non Payment of Merit Scholarship
Complaint No.POP-TTS/00066/2016

Three different students filed separate complaints and submitted therein that they had got 1st, 2nd and 3rd position respectively in 5th class examination held in 2013 and qualified for merit scholarships. Unfortunately, they were not paid the same, even after a lapse of three years. District Education Officer (EE-M), Toba Tek Singh reported that his office had been facing problem of shortage of budget that is why the qualified students for merit scholarships for years 2009 to 2012 had not been paid the same. He further assured that payments of pending scholarships to the complainants would be made during the current financial year. This Office treated the undue delay as maladministration on the part of the Agency. It was observed by this Office that provincial head of Education Department must reconsider the priorities of his department because inordinate delay in disbursement of scholarships would discourage the brilliant students.

Therefore, direction was issued to the local head of Education Department for ensuring payments of merit scholarship, not only to the complainants but also to other such students who had qualified for the same but remained deprived since 2009.

In compliance, DEO (EE-M), Toba Tek Singh reported that scholarships, due since 2009, had been paid to all the eligible students.

Subject: Non Payment of Prize Money
Complaint No.POP-TTS/000367/2015

The complainant approached this Office alleging that he participated in competition held in connection with Punjab Youth Festival 2013-2014 and got 1st position in District Toba Tek Singh and 2nd position in Faisalabad Division in chess competitions. Unfortunately, he had not been paid prize money and certificates in this regard. Investigation was conducted at District Office, Toba Tek Singh, which revealed the facts that procedures for conducting the Festival was circulated vide notification dated 30.11.2013 by Director General of Sports and Youth Affairs Punjab, wherein responsibilities regarding holding of the events and distribution of prizes were clearly mentioned. Despite issuance of directions from competent authorities the DEO (SE), Toba Tek Singh failed to make payment of prizes to the winners of the different competitions of the said festival even after the lapse of 2 years. It was astonishing that the local head of Education Department did nothing prior to institution of the complaint in this

Office. The maladministration was established and direction was issued for distribution of prizes within 2 months.

DEO (SE), Toba Tek Singh reported that in compliance with the order of the Hon'ble Ombudsman, the prize money was paid to the complainant and necessary directions were also issued to all concerned heads of schools for payment of prizes to all position holders of the said competitions.

TEHSIL MUNICIPAL ADMINISTRATION

Subject: Request for Action against Encroachments on Roads and Markets

Complaint No.POP-FSD-588/16

Mr. Shahid Mahmood of Tehsil Chak Jhumra, District Faisalabad approached this Office stating that in the Tehsil Chak Jhumra there was no official check on encroachments on roads and markets, the situation had been brought into the notice of Commissioner, Faisalabad and Administrator TMA. In different markets, the shopkeepers had constructed basements without paying any revenue to the authorities. Few other spots were also mentioned in the complaint where illegal structures were constructed.

Following details of alleged encroachments were highlighted:-

- (i) Encroachment in Main Bazar in the form of 14 shops.
- (ii) 16 shops, constructed by Faisalabad Board for commercial purpose, were being occupied without any auction since long.
- (iii) Illegal construction of around 200 shops in different areas of the city.
- (iv) Illegal sale of a shop on New Post Office Road.

In rebuttal, Tehsil Municipal Administration took the following stance:-

- (i) There were shops in Main Bazar, Mandi Bazar, Chinioti Gate, etc under "Teh Bazari" system. The recovery of rent of "Teh Bazari" was stopped vide Notification No.S.O-Tax-(L.G)2-45/2008 dated 19.09.2008. However, now TMA wanted to sell those shops through auction and for the purpose an advertisement had already been published.
- (ii) Alleged 14 shops in Main Bazar, constructed in the year 1947, were under "Teh Bazari" system. Behind those shops there was land owned by the Govt. of Punjab, occupied by one Pir Muhammad Younis. The occupant had filed a request to District Collector for assessment of sale

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- price through private treaty in 1993. The same was forwarded to the Senior Member, Board of Revenue which was returned for re-assessment. At present the matter is pending with Colony Branch. These 14 shops had also been included in upcoming auction schedule.
- (iii) Old Sabzi Mandi was declared as “Kachi Abadi” by the competent authority in the year 1985. Names of five occupants were missing in the survey list. The court had already decided the case in their favour. Consequently, the names of these occupants had been added in the survey list.
 - (iv) There was a building of Octroi post on New Post Office Road which was converted into a shop after establishment of new building for Octroi on Chiniot Road in 1990. The rent was being received regularly. The same had also been included in the auction schedule.
 - (v) A survey was conducted regarding 16 shops and those had also been included in schedule for said auction.

The investigation of the case revealed that the above property of Govt. of the Punjab was illegally occupied without any payment of rent, since long. Although, the above mentioned property had been placed under auction schedule yet substantial financial loss has already been caused to the Government.

The Secretary, LG&CD Department was, therefore, directed to issue directions for conducting a fresh survey regarding different properties of the TMA/Govt. of Punjab and to secure public property and to initiate legal proceedings against the persons responsible for negligence, if any.

Subject: Disposal of Garbage
Complaint No.POP-OKA-657/15

Mr. Kamran Ahmad resident of Chak No.36-37/2RA, Akbar Road, Tehsil & District Okara lodged a complaint alleging that TMA and Market Committee Okara used to throw and burn the garbage collected from the city in a Government owned land adjacent to a Zaman Public Park and Ride & Tide Play area for the children causing all sorts of health hazards to the residents besides polluting the environment.

TMO, TMA Okara submitted report mentioning that due to lack of a proper dumping site the garbage collected from the city was thrown on the low lying area.

The District Officer (Environment) informed in his report that heaps of garbage were lying unattended along roadsides and under the overhead bridge but TMA had not taken any action in this connection despite having been reported.

It was noted with grave concern that there were no proper arrangements for lifting and disposal of garbage. Thus, on poor cleanliness situation, direction was issued to the Agency to address the serious and critical issue of lifting and proper dumping of garbage.

In compliance, TMO, TMA Okara submitted that Sanitary Workers were instructed for lifting of garbage from roadsides and not to burn and dump the same near public park or any other such places till the provision of proper dumping place by the District Government.

Subject: Cleanliness and Maintenance of Sanitation
Complaint No.POP-DGK/166/16

Residents of the Urban Union Council No.06, Mahboob Abad Colony, D.G. Khan through the instant complaint sought intervention of this Office on the issue of miserable sanitation conditions of the locality.

The matter was taken up with the Agency. According to the Agency, TMA Sanitation Wing visited the site and took necessary cleanliness steps for maintenance of the sanitation. Sanitation staff of the TMA was also directed to keep the cleanliness of the area well maintained.

The complainant rebutted Agency's version in writing and later proved it false during joint hearing as the Agency's focal person failed to defend Agency's stance. Resultantly, the Agency was directed to take immediate steps in the area and to submit a compliance report thereof, without fail.

In compliance with the directions, the Agency informed that the area was cleaned properly.

Subject: Shortage of Clean Drinking Water in T.T. Singh
Complaint No.POP-TTS/186/16

The residents of a populated area of city Toba Tek Singh filed the complaint requesting therein that drinking water to legal connection holders was supplied only for 2 hours on alternate days. In addition to this the quality of drinking water was very poor, as it was contaminated by sewerage water being mixed somewhere in the system adding seriousness to the problem. Despite many requests attention was not being paid. The Agency reported that the

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drinking water was being carried from Bhagat Supply Line through 14 K.M long pipeline. In the first step it was being stored in water works then supplied in accordance with the prescribed schedule to different areas of the city. Not only the area of complainants but the whole city was being supplied drinking water on alternative days only for 1 to 2 hours. It was also pleaded that a scheme designed by the Punjab Public Health Engineering Department for supplying water from Basal area of Chenab River to Toba Tek Singh was under process and on its completion the issue would be resolved. Through rejoinder the complainant rejected the stance of the Agency. Further, it was informed that with the connivance of TMA employees, around 200 illegal water supply connections had been provided to commercial and domestic users from main supply line which resulted into permanent shortage of water in water works of the city. This Office concluded that the situation had created two different groups of the people, one Illegal connection holders who had been supplied drinking water from main pipeline 24/7 hours and the other 99% users of the city, being supplied the remaining water only for 2 hours on alternate days.

TMA was directed to submit a fresh survey report regarding illegal water connections from the main pipeline. Perusal of the survey report submitted by TMA revealed that illegal connections were mostly made by the commercial units of main Rajana Road, Toba Tek Singh. The illegal connections could not be justified as pleaded by the Agency, hence, the Agency was guilty of maladministration. Therefore, the directions were issued to TMO, TMA, Toba Tek Singh for disconnection of all illegal connections and to DPO, Toba Tek Singh for provision of police support to TMA for peaceful execution of the job. DCO Toba Tek Singh was also directed to supervise the operation and also to hold an inquiry to identify the private persons and Government officials who were responsible for such illegal connections.

In compliance with the directions, the Chief Officer, Municipal Committee, Toba Tek Singh after obtaining report from his Infrastructure Branch reported that some illegal connections have been disconnected. However, for disconnection of rest of the illegal connections a comprehensive campaign was needed to be launched with heavy machinery and police contingent. He further added that now

with the enforcement of new Local Government System and minimal available resources, the Municipal Committee was unable to comply with the direction and requested for grant of sufficient time period to complete the campaign of disconnection of illegal water connections.

TRANSPORT DEPARTMENT

Subject: Overloading & Overcharging of Buses, Wagons etc.
Complaint No.POP-MZG-190/16

A member of Society for Human Rights, Pakistan, Fayyaz Ahmad complained on 16.03.2016 that wagons / buses operating as private public transport from Kot Addu to Muzaffargarh and Multan had made a routine practice of overcharging and overloading besides violations of other traffic rules.

The matter was taken up with Secretary, District Regional Transport Authority, Muzaffargarh who reported that the revised fare charges have been notified commensurate with the reduction of POL products prices and for public awareness in the district, Panaflex signboards were also affixed on prominent places at all Bus / Wagon stands. Further, on traffic rules violations during the month of March, 2016 around 263 vehicles were inspected and fine of Rs.1,59,000/- was imposed in addition to 73 vehicles were impounded. Furthermore, best possible efforts were being made for regular vigilance to ensure compliance of traffic rules.

Thus, with the intervention of this Office, grievance of general public was properly addressed.

**Subject: Non-Issuance of Tickets and Non-Displaying Fare Tables
in Public Transport Vehicles**
Complaint No.POP-FSD-1244/2015

Mr. Nasir Mahmood lodged a complaint alleging that he was wrongly charged Rs.40/- for an overall distance of 30km. Fare table was not displayed in the coach and ticket was also not issued to him despite his protest, thereof. It was further alleged that police wardens do not check vehicles for fitness certificates and charging arbitrary fares.

The Chief Traffic Officer, Faisalabad reported that during special Nakabandi complaint was found correct and fitness certificates, route permits and overcharging issues were checked and due actions were taken.

The Secretary DRTA Faisalabad submitted that flex signboards, and banners containing fare table were prepared for 33 routes of Faisalabad and have been displayed in the vehicles operating in the district. Public service vehicles indulging in overcharging and non-displaying of fare tables in the entire district were challaned / impounded, on different days, and fine of Rs.2,63,000/- was imposed.

Through investigation maladministration was found established. Secretary DRTA, CTO and all the Assistant Commissioners in District Faisalabad were directed for strict implementation of law / rules governing public transport.

In compliance with the direction, the CTO, AC Faisalabad City, AC Samundari and AC Chak Jhumra reported that thousands of vehicles were checked and challaned for overcharging, non-issuance of tickets, non-display of fare tables and for violations of other law / rules governing public transport. Vehicles of violators were impounded/ imposed heavy fine of around Rs.30,33,500/-.

WATER AND SANITATION AGENCY

Subject: Inflated Billing by WASA
Complaint No.POP-LH4-181/15

Complainant, Mr. Aamir Saeed, alleged that he purchased a house in the year 2011. Since then water bills were being paid regularly under A/c No.77184979 Ward No.557. However, in March 2015, he received a bill under new A/c No.72057861 Ward No.601 including arrears of a commercial connection. On inquiry, he was informed that a commercial connection was installed in the premises in 1998 and paid till 2004. Now accumulated amount of current bill and estimated bill of commercial connection from 2004 till 2010 was issued. He further stated that the property under discussion remained closed from 2006 to 2010.

LDA letter No.LDA/DR/7456 dated 17.03.2015 was produced declaring the said property non commercial as per record.

The matter was taken up with the Agency. Dy. Director Revenue (NT), WASA, Lahore reported that in 1998 a connection with A/c No.65116766 was installed on the property and later on due to its commercial use was converted

into commercial connection. The customer in connivance with staff got stopped billing of commercial connection and illegally got installed a new domestic connection. Now collective bill was issued and the current owner should have taken clearance from WASA before purchasing the property. Now connection was again shifted to domestic status and an amount of Rs.11,20,331/- was payable. During joint hearing, in this Office, Dy. Director Revenue, Nishtar Town also misbehaved with the complainant.

This Office observed that the Agency was responsible for non issuance of arrear bill and its collection in time. Hence, Managing Director, WASA, Lahore was directed to get the matter inquired into and take action against the persons responsible. Present owner could only be legally held responsible for payment of current usage bill and arrears be recovered from staff for concealing the bill for five years and installing new connection, illegally. Action against Dy. Director Revenue, Nishtar Town be also taken on misbehaving with the complainant in this Office during hearing proceedings.

The Agency filed a representation before the Governor instead of complying with the directions, which is still pending.

**Subject: Laying of New Water Pipeline
Complaint No.POP-LH4-272/15**

Residents of Iqbal Street, Kot Khawaja Saeed, Lahore complained through Mr. Muhammad Ashraf Kamal stating that water supply pipeline of their area was laid some 45 years ago which is now causing acute shortage of clean drinking water. For the provision of new pipeline, applications were submitted to the XEN but to no avail.

The Agency reported that an estimate / PC-I for laying of a new water supply pipeline in the area was prepared and the same was approved by the Government of the Punjab. After completion of tendering process, laying of new pipeline would be started, soon.

During the course of investigation the complainant kept pressing for laying of supply line at the earliest, whereas, the Agency contended that due to rainy season digging was stopped and laying process would be resumed, shortly.

Keeping in view the gravity of the problem being faced by the residents of the area, the Agency was asked to complete the laying process at the

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earliest. Later on, it was informed that new pipeline for supply of drinking water to the area was made functional.

Thus, the grievance of the public at large stands redressed on the intervention of this Office.

Chapter: 4

**Recommendations for Improving Working of
Various Departments**

RECOMMENDATIONS FOR IMPROVING WORKING OF VARIOUS DEPARTMENTS

Based on the experience of dealing with complaints of different Departments it has been felt necessary to highlight the problems faced by the public and make recommendations for improving service delivery in the Punjab. Accordingly the recommendations are detailed below:-

1. Delay in Convening Meetings of Standing Boards and Committees

While dealing with two complaints from district Bhakkar regarding delay in finalization of cases of Funeral Grant & Monthly Grant out of Benevolent Fund, it was pointed out that meeting of the Punjab Government Servants Benevolent Fund Board was convened only once in the year 2016 which is a sheer violation of Rule 8 of the Punjab Government Servants Benevolent Fund Rules, 1960 which requires that the Provincial BF Board shall meet for the transaction of business at least once in every three months. The Government of the Punjab / Departmental Authorities may take appropriate measures for convening meetings of different Standing Boards & Committees as per provisions of relevant laws, rules and regulations.

It is recommended that schedule of meetings of Standing Boards and Committees may be issued by the concerned authorities at the beginning of every year for timely consideration of cases and information of all concerned.

2. Time Limits for Disposal of Cases in the Field Offices

Time limits for disposal of Government Business in the Punjab Civil Secretariat has been reflected in the Manual of Secretariat Instructions issued by the Services and General Administration Department.

It is recommended that for the facility of general public, "time limits" may also be fixed for disposal of cases in the field offices of all the Administrative Departments.

3. Awareness about Benefits Admissible to Legal Heirs of Deceased Government Servants / Retirees

It has been noticed in many cases that legal heirs of a deceased Government Servant are not aware of financial and other benefits admissible to them.

Recommendations

It is recommended that:-

- i) PITB and Welfare Wing of S&GAD may jointly develop a website highlighting all benefits admissible to the legal heirs of Government Servants.
- ii) All relevant forms required to be submitted by the legal heirs of deceased Government Servants or retirees may be provided on the website enabling the applicants to download the same from website and apply according to the procedure which may also be detailed at the website.
- iii) The Administrative Departments and field formations should also convey the benefits admissible to the legal heirs and retirees in writing.

4. **Incomplete GP Fund Entries in the Ledger**

Retired Government officials generally complain that their accounts of GP Fund remain incomplete and the entries of deductions in the ledger are delayed on the pretext of shortage of staff. The subscribers are invariably directed, particularly in the case of non gazetted staff, to provide deduction statement from the DDO of Administrative Departments, despite the fact that such statements are provided to the DAOs at the time of submission of pay bills. The AG Punjab is required to ensure:-

- a) That the ledgers are completed in time and provisional slips be issued to the subscribers showing balance at the end of every financial year.
- b) That the missing G.P Fund subscriptions relating to the Financial Year should also be intimated to the subscriber at the end of the Financial Year enabling him to make efforts for necessary adjustment(s), where required, while in service.

5. **Preparation of Duplicate Service Books**

It has come to the notice through complaints that pension cases are held up for want of original Service Books which are either not prepared or misplaced / lost. Preparation of duplicate Service Books is a time consuming task leading to frustration of the affected employees or their legal heirs.

It is recommended that for maintenance of Service Books all the Government Departments should follow the instructions contained in Rule 5.2(ii) of the Punjab Civil Services Pension Rules, in letter and spirit. Moreover,

for facilitation of all concerned, Service Books of Government Servants may be digitized and respective employees may also be provided with an updated copy of the same, at the end of every year.

6. Extending Membership to Ineligible Govt. Servants by Punjab Government Servants Housing Foundation

It has been noticed that the PGSHF continued receiving contribution from employees, for years, who were not eligible to become members of the Foundation according to provisions of the Punjab Government Servants Housing Foundation Act, 2004 and rules framed thereunder. In a case, a Fireman (BS-5) of Municipal Fire Brigade Department (City District Government), Gujranwala continued to deposit contribution for 10 years from 2004 to 2013 under membership No.0035537. After his death on 26.03.2013, his widow approached the PGSHF for allotment of a house. She was informed that her husband was not eligible to become a member of the Foundation under Section 2 (f) and 14 of the Punjab Government Servants Housing Foundation Act, 2004 and rule 6 of the Punjab Government Servants Housing Foundation Rules, 2013. It was further noticed that there were number of cases in which contribution was received by the Foundation from those employees who were not eligible to become members of the Foundation.

It is recommended that Foundation should examine such cases and take legal measures for timely cancellation of their membership and refund of the amount received alongwith markup.

Chapter: 5

Role of Media - Shaping Public Opinion

- Reports by the Print Media
- Acknowledgements by the Complainants

ROLE OF MEDIA – SHAPING PUBLIC OPINION

There has been an unprecedented growth in print and electronic media during the last decade in Pakistan. The social media has also emerged recently as a powerful and popular tool for dissemination of information.

2. The Ombudsman Punjab is empowered to undertake investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees under Section 9(1) of the Punjab Office of the Ombudsman Act, 1997. Taking the media as a source of information, the Office of Ombudsman Punjab dispatched a number of news items and media reports coming to limelight to the relevant Government bodies for taking necessary action. Maladministration in Government Agencies, in fact, tantamount to denial of basic rights of citizens.

3. The ultimate objective of the action on the departmental irregularities coming to surface through the media is to make the high-ups of public sector organizations realize that they are bound to serve the masses as per law. It is heartening to note that the actions on the part of the Ombudsman Punjab have yielded encouraging results which have also been acknowledged by the public.

4. In the face of vibrant media the public bodies/departments are required to be more alert and proactive in resolving issues concerning general public. Moreover, institutional credibility can only be established when bureaucracy is more responsive to public aspirations. The Office of the Ombudsman is making them realize the importance of their duties and need for going extra mile in their endeavours for better service delivery in order to earn good name for them as well as for the Government.

REPORTS BY PRINT MEDIA

INTERNATIONAL
THE NEWS
05 MAR 2016

PITB ordered to expedite compensation to farmers

By Our Correspondent
LAHORE

PUNJAB Ombudsman Javed Mahmood has ordered the Chairman Punjab Information Technology Board to expedite the process and dispatch compensation cheques for the "Kisan Package" swiftly to district administration concerned as early as possible for distribution among farmers.

Farmers of tehsil Noshera Virkan, district Gujranwala, Muhammad Tabraiz, Muhammad Afzal, Muhammad Nawaz, Irfan Ahmad, Muhammad Mansha, Ijaz Ahmad, Muhammad Mustafa and Qaisar Mahmood lodged complaints to Ombudsman Javed Mahmood that survey teams, deployed by the government, had conducted survey and inspection of their paddy crop and sent reports to authorities for compensation under "Kisan Package" but they were still deprived of cheques.

The ombudsman directed Adviser Ombudsman district Gujranwala, Zafar Iqbal Gill, to probe the issue. During the course of inquiry, the DCO Gujranwala submitted a report that names of the complainants were included in lists of entitled farmers after thorough survey and inspection. Further processing is pending on the part of the Chairman Punjab Information Technology Board. Cheques would be delivered to the entitled farmers as and when received from the Chairman PITB, the DCO said.

The ombudsman remarked that a number of farmers had lodged complaints for not receiving compensation cheques under "Kisan Package" even after completion of survey. Delay in distribution of compensation cheques under "Kisan Package" is earning a bad name to the Punjab government, he said. He issued orders to the Chairman Punjab Information Technology Board to expedite all cases, already received in the office and dispatch the compensation cheques swiftly to district administration concerned for onward distribution to entitled farmers as early as possible.



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Ombudsman for more marriage grants for cops

By A Reporter

LAHORE Punjab Ombudsman Javed Mahmood has directed the inspector general police (IGP) to review the marriage grant policy that is now applicable to only two daughters of a police official and make it to commensurate it with the policy for other civil servants in the province.

He also directed the IGP to proceed for amendment to the policy while keeping in the best interests of the force. All police officials keep on depositing subscriptions from their monthly salaries in the benevolent fund during their service in a hope that they would get financial assistance for marriages of their daughters and scholarships for education, he said.

"Limiting the financial benefits of police officials is apparently a harsh policy which needs to be revised," the ombudsman observed.

According to details, Muhammad Ibrahim Khan, a constable, had lodged a complaint with the ombudsman, stating that he had served the force for 41 years as constable in district Rahim Yar Khan and regularly deposited the monthly subscription to the benevolent fund but police department had refused to give him the Marriage Grant.

The Punjab ombudsman directed the advisor for district Rahim Yar Khan, Muhammad Saleem Khan, to probe into the matter.

The investigation revealed that IGP had introduced a new policy for marriage grants and its Clause 14 states that the grant should be given to only two daughters of the police officials. It further stated as the applicant had twice availed the facility and he was not entitled for another grant.

The ombudsman termed the IGP's direction discriminatory, stating that there was no limit of daughters for civil servants and the anomaly should be rectified. He also directed the IGP to review the policy and that it should be amended.

The Nation

DATE OF PUBLICATION: WEDNESDAY, MAY 19, 2016

07 MAY 2016

Ombudsman annuls appointment of PEF deputy director

| Orders action against the selection committee for favouritism

N
JAVED IQBAL
LAHORE

The Punjab Ombudsman has declared the appointment of deputy director in Punjab Education Foundation (PEF) null and void and ordered stern action against the selection committee under PEEDA Act 2006.

The public sector body had announced a second committee to ensure the appointment of a blind officer after the first one didn't recommend the favourite officer for selection.

The ombudsman further ordered to appoint a candidate on merit. The agency could also do fresh process for recruitment.

The PEF advertised the post of deputy director programmes on disabled quota.

On May 19, 2015, the PEF devised a committee comprising three directors for interview. The committee interviewed 16 candidates and Rizwan Ahmad Ch stood first on the list while Rasheed Ahmad Phularwan as second.

The later was working as assistant director in the PEF, whom the foundation wanted to appoint by all means. The PEF announced a second committee for the interview. The second committee conducted interviews for six candidates and declared Rasheed Ahmad Phularwan on the top.

The petitioner, Muhammad Saleem from Gakkar Mandi, complained that the selection process was not transparent and there was no need for the second interview. The one who was appointed was a blind man and could not meet the criteria.

But, the PEF in its stance stressed that

it selected a right person with ample experience. The Ombudsman office investigation officer (IO) Zafar Iqbal Gill conducted joint hearing of the case.

The IO called the selected candidate Phularwan to know that he was fully blind and unfit for the job. On the other hand, PEF additional director law Uzma Saeed cited a Supreme Court judgment 2008SCMR-960 and said that the Ombudsman didn't have authority to investigate the issue of appointment process.

However, the Ombudsman claimed that he was not violating any court orders.

The selected candidate Phularwan admitted that he could not work on computer.

On this the IO summoned the second committee members who didn't turn up on repeated calls.

The ombudsman wrote that there was no mention of the second interview in the first interview notification so the second one could not be justified.

The second interview was only conducted to adjust the favourite candidate and in the first interview, Rizwan Ahmad was on the top and had the right to be appointed as DD Programme.

The Ombudsman further wrote in its order that as per the conditions, the candidate must be a proficient one in MS Suit and a blind candidate was unfit for this job. The process of appointment of a candidate who was selected and appointed as DD was violation of transparent selection criteria.

Since no such proceedings and material had been placed on the record to justify the appointment of a blind man, the Ombudsman declared the appointment null and void.

THE EXPRESS
TRIBUNE

International New York Times

29 students get roll number slips a day before exams begin

Sheikhupura DCO, Lahore BISE chair told to investigate

OUR CORRESPONDENT
LAHORE

The provincial ombudsman has managed to get roll number slips issued to 29 students of Government Girls High School Kot Mahmood a day before they were to appear for their matriculation exams, a press statement issued by the Punjab ombudsman said on Monday.

Provincial Ombudsman Javed Mahmood took notice of a complaint by 29 girls, students of Government Girls High School, Kot

Mahmood in Sharqpur tehsil of Sheikhupura district. Their parents said that their children had submitted admission forms as regular students of Government Girls High School Kot Mahmood a day before the matriculation exams, but the roll number slips had not been issued.

They said that their children's roll number slips had been blocked by the Board of Intermediate and Secondary Education (BISE). The students and the parents had requested the ombudsman to direct the BISE to issue the roll number

slips so they could appear in their exams.

The ombudsman directed Ombudsman's Secretary Mumtaz Zahid to probe the matter. The statement said: in view of the urgency and sensitivity of the matter, the secretary contacted the relevant authorities and directed them to solve the problem on priority. "We did not want them to lose out on an academic year."

The ombudsman said that the students, who should have been busy studying for the upcoming examinations,

had been forced to run from pillar to post just to get their roll number slips. "This has not only wasted students' precious time which could have been spent preparing for exams, but has also caused them unnecessary stress and anxiety."

The ombudsman ordered the Lahore Board of Intermediate and Secondary Education (BISE) chairman and the Sheikhupura DCO to probe the matter separately and submit their reports to the ombudsman's office in two weeks.

DAILY PAKISTAN

05 March, 2016

Ombudsman orders PITB chairman to release 'Kisan Package' cheques

LAHORE
APP

Punjab Ombudsman Javed Mahmood has ordered Chairman Punjab Information Technology Board (PITB) to expedite the process and dispatch compensation cheques of "Kisan Package" swiftly to concerned district administration for distribution among entitled farmers.

According to details, farmers of Tehsil Noshera Virkan, District Gujranwala including Muhammad Tabraiz, Muhammad Afzal, Muhammad Nawaz, Irfan Ahmad, Muhammad Mansha, Ijaz Ahmad,

Muhammad Mustafa and Qaisar Mahmood lodged complaints to Ombudsman Punjab Javed Mahmood. The farmers stated that government survey teams had conducted survey and spot inspection of their paddy crop and sent reports to the concerned authorities for compensation under "Kisan Package" but they were still deprived of cheques.

Ombudsman Punjab directed Advisor Ombudsman District Gujranwala Zafar Iqbal Gill to probe the issue. During course of inquiry, DCO Gujranwala submitted report that names of complainants were included in lists of entitled farmers

after thorough survey and spot inspection. Further processing is pending on the part of Chairman Punjab Information Technology Board. "Cheques would be delivered to the entitled farmers as and when received from Chairman PITB", responded DCO Gujranwala. Ombudsman Punjab remarked that a number of farmers had lodged complaints for not receiving compensation cheques under "Kisan Package" even after completion of survey. "Delay in distribution of compensation cheques under "Kisan Package" is earning bad name for Punjab Government", said Ombudsman Punjab.

INTERNATIONAL
THE NEWS

23 APR 2016

Ombudsman seeks report on poor construction

By Our Correspondent

LAHORE

PUNJAB Ombudsman Javed Mahmood has taken notice of use of substandard material in construction of roads and missing streetlights on complaints lodged through social media, and directed Secretary Communication and Works, Lahore DCO, XEN Provincial Roads Construction Division Lahore and TMO Allama Iqbal Town to submit a report in this regard.

Local residents posted some pictures on Facebook account of ombudsman about poor quality of work on the recently constructed Barkat Town GT Road to Nizampur, Sheikhpura link road. It was evident from the pictures that level of manholes of sewerage was not maintained and people were meeting accidents due to uneven manhole covers. In some places, the road was left incomplete due to unknown reasons.

The people pointed out

known reasons.

The people pointed out that the road was recently constructed after a delay of so many years and the matter was brought into the notice of XEN Provincial Roads Construction Division Lahore Naveed Ashraf but he did not bother to pay attention. Ombudsman while taking serious notice of inefficiency and lack of supervision of the officers concerned during construction of the road worth millions of rupees, incurred from government exchequer, has directed Director Punjab Ombudsman Abid Noor Bhatti to investigate the issue. Following the directions of the Ombudsman, notices have been issued to Secretary C&W and XEN Naveed Ashraf to submit a report in this regard within seven days. Similarly, a resident of Allama Iqbal Town, Lahore lodged a complaint through social media about dilapidated Clifton Colony to Wahdat Colony link road which was left incomplete by the agency. He pointed out missing streetlights on the road which was causing problems for the locals. Ombudsman directed Adviser Mahmood Arif Khokhar to probe into the matter who had issued notices to Lahore DCO and Iqbal Town TMO to submit a report on the issue within a period of 15 days to proceed further.

DAWN

06 APR 2016

Ombudsman's verdicts accessible to public

By Our Staff Reporter

LAHORE: Any citizen can now get certified copies of all the decisions made by the Punjab ombudsman, complaints lodged with its office and the replies submitted by various government departments.

A notification to the effect was issued by Punjab Ombudsman Javed Mahmood on Tuesday.

According to the notification, the decisions made by the ombudsman under The Punjab Ombudsman Act, were already being provided to the parties i.e. complainants and the relevant government departments.

"Following promulgation of the Punjab Transparency and Access to Information Act 2013, there is no justification to keep secret the decision made by the Punjab ombudsman and the complaints lodged with the same. The citizens got the lawful right of access to information of all the government bodies of the province," it said.

Meanwhile, Javed Mahmood said in a statement that no citizen needed to come to Lahore to get a copy of the ombudsman's decision or other relevant documents. Rather the citizens would be able to get a certified copy through a written request to the registrar or advisers to the ombudsman in their relevant districts. Directions had been issued to the registrar and the advisers in all districts in this regard, he said.

بتیسرے 17 مارچ // جاوید محمود خاں
 اندر سے اور اشران اس ایجنٹ سے مل نہیں کر رہے ان
 تکلف سخت کاروائی میں لائی جاتے گی یہ بات
 انہوں نے روڈن سہیلہ میں مشورہ ملی پکھری سے خطاب
 کرتے ہوئے بھی اس موقع پر قصور کے مختلف علاقوں
 سے آنے والے لوگوں کی بڑی تعداد نے پولیسنگنگ انہار
 جگہ مال بزماعت ہوتی تھی، پھر تنظیم، پکھیر



28 March, 2016

کرپٹ ملازمین کی تقرری برواشت نہیں کی جائے گی، صوبائی محتسب

سابق کی قراچی انتظامی اشران کی دستاویزی عمل دگر بنیادوں کیخلاف کارروائی ہوگی
 قصور میں کھلی پکھری، عوامی شکایات پر فوری احکامات جاری، رپورٹس طلب کر لیں
 قصور (پندرہ روزہ) صوبائی محتسب اعلیٰ پنجاب ملازمین کی پہلی ترقی عوام کے مسائل حل کرنا ہے اور جو
 ویہ محمود خاں نے کہا ہے کہ کوئی ادارہ سے اور ان کے
 دانی 6 مارچ 17

ڈپارٹمنٹ، بلکہ صحت، ماحولیات اور دوسرے اداروں
 کیخلاف شکایات کے انہار کا وسیع شکایت کنندگان نے
 مشعلی انتظامیہ کے اشران کیخلاف لاتعداد شکایات میں
 اور صوبائی محتسب سے کہا کہ سیاسی دباؤ اور سفارشات کے
 تحت تعیناتی پانے والے اشران مخصوص لوگوں کے ملازم
 بنے ہوئے ہیں صوبائی محتسب اعلیٰ پنجاب جاوید محمود
 خاں نے متعدد درخواستوں پر فوری احکامات جاری کرتے
 ہوئے ایک خط کے اعتراف مختلف اداروں سے رپورٹس
 بھی طلب کیں انہوں نے کہا کہ وزیر اعلیٰ پنجاب
 میاں شہباز شریف عام آدمی کے مسائل اس کی دلیلی میں
 کرنے پر یقین رکھتے ہیں اور ایسے اشران یا ملازمین کو
 قطعی برواشت نہیں کیا جائے گا جو وزیر اعلیٰ پنجاب کے
 مشورہ کیخلاف عمل پیرا ہوں انہوں نے کہا کہ میں نے
 چیف سیکرٹری کے طور پر اسن طریقے سے خدمات
 سر انجام دی ہیں اور یہ سبھی یہ ایام ذمے داری سونپی گئی
 ہے پنجاب کے ہر شخص کو قانون کے مطابق حق کے ساتھ
 ساتھ بنسٹا فراہم کرنا ہر ملازم کی ذمہ داری کے اور اس
 ذمہ داری عمل کرنا سب سے پہلے ہے عدالت سے ہرجت
 عوام کے لیے نہیں ہے اور اس میں ضرورتیں کر کے ملازم کی
 تقرری کو کسی صورت برواشت نہیں کیا جائے گا

THE EXPRESS
TRIBUNE

On social media complaints
**Ombudsman takes notice
 of substandard roads**

LAHORE: Punjab Ombudsman Javed Mahmood has taken suo moto cognizance of use of substandard material in construction of roads and missing of streetlights on complaints lodged through social media on Friday. He directed Communication and Works secretary, DCO Lahore, Provincial Roads and Construction Division XEN and Allama Iqbal Town municipal officer to submit a report in this regard. According to details, local residents posted some pictures on facebook account of Punjab ombudsman about poor quality of work on the recently constructed Barkat Town GT Road to Nizampur Dhaka via Vandla Diyal Shah, Sheikhpura link road. It was evident from the pictures that level of manholes of sewerage was not maintained and people were meeting accidents due to uneven manhole covers. In some places, the road was left incomplete due to unknown reasons. Local residents pointed out that the road was recently constructed after a delay of many years and the matter was brought into the notice of Provincial Roads Construction Division XEN Naveed Ashraf but he did not bother to pay attention. The Punjab ombudsman, while taking serious notice of inefficiency and lack of supervision of the concerned officers during construction of the road worth millions of rupees incurred from the government exchequer, has directed Punjab Ombudsman Director Abid Noor Bhatti to investigate the issue. Similarly, a resident of Allam Iqbal Town lodged a complaint through social media about dilapidated road from Clifton Colony to Wahadat Colony link road, which was left incomplete by the agency. He also pointed out about missing streetlights on the road, which was causing problems for the locals. **STAFF REPORT**

ACKNOWLEDGEMENTS BY THE COMPLAINANTS

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ
میں نے اللہ شکر ہے کہ مجھے یہ موقع ملا ہے کہ

میں نے

اپنی کہانی میں سائنس کے بارے میں معلومات حاصل کی
اور سائنس کے بارے میں سائنس دانوں سے گفتگو کی۔ جس سے میرے خیالوں میں
تبدیلی آئی اور سائنس کو سائنس دانوں کا مقصد بھی دلوا دیا ہے اور
سائنس دانوں کو سائنس دانوں کے سائنس دانوں کی مشورہ و
مشورہ ہے۔ سائنس دانوں کی مشورہ ہے کہ سائنس دانوں کی مشورہ
اور سائنس دانوں کی مشورہ ہے۔ سائنس دانوں کی مشورہ ہے۔

دعا

- 1- انور علی زوم محمد سعید
 - 2- زینب علی زوم محمد سعید
- سائنس دانوں کی مشورہ ہے۔ سائنس دانوں کی مشورہ ہے۔
تاریخ: 22 فروری 2016ء

بخدمت جناب صوبائی محاسب اعلیٰ صاحب (پنجاب)، ریجنل کمپ آفس، ڈی سی او پی ایس مظفر گڑھ
 عنوان :- رپورٹ مابیت ازالہ شکایت اصولی کوئی شدہ رقم از اس پنجاب گورنمنٹ سروس ہاؤسنگ فاؤنڈیشن لاہور (PGSHF)

شکایت نمبر POP-MZG/0000092/16

جناب اعلیٰ!

گزارش ہے کہ بندہ نے جناب کے حضور محکمہ پنجاب گورنمنٹ سروس ہاؤسنگ فاؤنڈیشن سے اپنی جمع شدہ رقم کی واپسی کیلئے درخواست گزارہ کی تھی جس پر جناب کے حکم پر شکایت نمونہ بالا کے تحت کارروائی کا حکم دیا گیا۔ بندہ عارض ہے کہ مندرجہ عنوان بالا شکایت پر کی گئی کارروائی کے بعد فدوی کو محکمہ پنجاب گورنمنٹ سروس ہاؤسنگ فاؤنڈیشن لاہور کی طرف سے میرے کھاتے میں جمع شدہ رقم مبلغ - 39219/- روپے کا چیک نمبری 23942826 بذریعہ رجسٹری موصول ہو گیا ہے اور اب متعلقہ محکمہ کے ذمہ میرے حساب میں کوئی رقم واجب الادا نہ ہے۔ فدوی اپنا حق ملنے پر جناب کا شکر گزار ہے اور جناب سے التماس ہے کہ چونکہ فدوی کو اس کا حق مل گیا ہے اسلئے درخواست نمونہ بالا کو داخل دفتر کئے جانا مناسب ہے۔

العارض

تویراجم ولد ملک عبدالواحد - جو میر کلرک - محکمہ انہار - مظفر گڑھ کیمال ڈویژن مظفر گڑھ
 موبائل نمبر 0336-7782080 شناختی کارڈ نمبر 3-1593234-32304
 پوسٹل نمبر 30342727 PGSHF ریٹیلیشن شپ نمبر 0079827

کاپی برائے اطلاع و ضروری کارروائی

1. جناب اسسٹنٹ ڈائریکٹر، پنجاب گورنمنٹ سروس ہاؤسنگ فاؤنڈیشن، 14-A، اپریل سکیم، لاہور

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Date 09/05/2016

To,
Mohtasib Punjab
OMBUDSMAN,
Multan.

Ref No. KB-115

POP MLN/... 92/16

Subject: Thank You for your Direction to Children Complex Multan for Making our Payment Clear

To Respective Officer,

It is stated here that I Abdul Wahab Siddique Manager of KHOBAIB TRADERS & STATIONERS wanted to Thank you Personally that you had directed to "Children Complex Multan" & you asked them to make our Pending Payments Clear.

Dear Sir, Please note that, they (Children Complex Multan) had took a movement as per your direction to them, and they Cleared our payments.

Respected Sir, Kindly note that, there are no more payments are pending in our documents of "Children Complex Multan" and they had cleared all of our Pending Payments/Cheque which were pending. Now there is not any Dispute/Confusion between us regarding Payments.

Thank you.

Handwritten signature and date: 19/5/16



Khobaib Traders
Multan.

مجموعت جذب ڈسٹرکٹ ایڈوائزر صحت محاسب (پنجاب) ضلع بہاولنگر
عنوان! تحریر برائے شکر گزری بابت رپورٹ ڈیے سکیں۔

جناب عالی!

0000673-15

مزدبانہ گزرتی ہے کہ ہنزہ نے اپنی سکیپ رپورٹ کے مسئلہ کی شکایت
آپ سے کی تھی۔ اللہ کی پوری اور آپ کے تعاون سے وہ مزاج 16-3-3 کو بحال کر چکی ہے۔
اس کے مندرجات کی بار سے ابھی چیک کروانا ہیں۔ امید واثق یہی ہے کہ درست بنی ہوگی۔
جناب دالہ! اگلا مرحلہ یعنی (Changing of Salary) جینج فارم اور بقایا جات
کی دعویٰ کے ماحصل باقی ہیں۔ آپ کے پرنسپل و اختیار کے استعمال کی بدولت امید ہے
یہ مرحلہ بخیر و عافیت طے ہو جائے گا۔
لیکن اگر پھر وہی سوتے میرے ساتھ ہوتا گیا تو آج کل کے آگاہ روضہ گا۔
ایک بار پھر دعاؤں کے ساتھ شکر یہ اذرا کرتا ہوں

فرانڈ سیشن
مگر فیصلہ سٹن 5-5-آ گورنمنٹ ماڈل H/S حسیبیاں
ضلع بہاولنگر
4-3-16 Ph:- 0331-7942080

محنت جناب ڈسٹرکٹ ایڈوائزرز صاحب مہربانی
محاسب عالی ٹوبہ ٹیک سنگھ جنک ایڈ ٹوبہ۔

جناب عالی!

مقدماتہ گزارشیں ہیں کہ بندہ نے پھلور
کاشن جینٹلمن کی طرف سے میرج ٹریڈ کی درخواست
2016ء کو دی تھی۔ نتفایت ملبر 291 ہے جو کہ آپ کے
تعاون کی وجہ سے ایس ڈی ایس ٹوبہ ٹیک سنگھ
کے دفتر والوں نے آج 30/8/2016ء کو مجھے ایک لاکھ کا
چیک ادا دیا ہے۔ جو کہ میں نے وصول کر لیا ہے
جسکی فتوحاتی لف ہے۔ میں آپ کے تعاون کا
بہت شکر گزار ہوں۔

العارض

اصغر علی ولد خوشی محمد جگندر 25/1/2016ء
تھیل و ضلع ٹوبہ ٹیک سنگھ

اصغر علی - 30/8/16

خدمت جناب جو سٹوڈنٹ ایڈووکیٹس ایسوسی ایشن، پانچ پور
 جناب بھائی

مذاشرش ہے کہ خدوہ ایک درخواست نمبری 26/16
 آپ کے دفتر میں گزار رہی تھی کہ سائلہ کو 17/18
 سے قیمت نوکری پر رکھی جائے۔ حکمہ نے مجھے
 نائب قاضی کی پوسٹ کر تقاضا کر دیا
 ہے۔ مجھے اب حکمہ سے کوئی شکایت
 نہ ہے۔ بیسٹ امیر ایسوسی ایشن داخلہ دفتر
 کیا جائے۔ آپ کی بہت سی بانی ہوگی

Zainab Khatun
 الفاضلہ

خدمت جناب جو سٹوڈنٹ ایڈووکیٹس ایسوسی ایشن، پانچ پور
 قلمشیں و کتب تیار کیا، عمارت والا
 0301-6530750

خدمت جناب محاسب پنجاب ریجن انس راولپنڈی
عنوان :-
حبيب عالی ،
POP-Rwp/000011/16 /Issuance of B.A. Degree.
گزارش ہے کہ میں ذمہ دار انسٹران اور آپ کے ادارے کا تہہ متل سے
مشکور ہوں کہ آپ کے توسط سے پنجاب یونیورسٹی نے ۲۹ مارچ
برانی B.A. کی ڈگری جاری کر دی ہے اور میں نے وصول بھی کر لی ہے۔
میں آپ کا اور آپ کے ادارے کا مشکور ہوں اور دعاگو ہوں کہ
اللہ تعالیٰ ذمہ دار انسٹران کو اجر عظیم عطا فرمائے اور اس طرح کے اداروں کو
قائم و دائم رکھے (آمین)
دعاگو
حافظ میر احمد ذیشان احمد حمید ماڈل سکول (۷۱۳۳) ۱۱/۲ اسلام آباد

بخدمت جناب صوبائی محاسب اعلیٰ پنجاب دکنل آنرس
نیلے دھیم یار خان

جناب عالی:

گزارش میں کہ میں نے ایف بیٹک کے اردو مضمون
کے معروضی پرچہ کی ری جیکٹنگ کے لیے درخواست
تعمیر درخواست کا نمبر POP/RVK/224/16 ہے۔ آپ کے تعاون
میں میری بیٹک کے اردو مضمون کا پرچہ کی ری جیکٹنگ
کرنے پر 15 نمبر کا اضافہ ہوا ہے میں آگیا ہوں۔ مشکور ہوں۔
میرا نام ہو چکا ہے لہذا میں کسی کو مزید پیروی نہیں کرنا چاہتا۔
لہذا درخواست قبول فرمائے جائے۔

عین نوازش ہوگی

الماد فر

عبدالرحمن ولد ولایت خان

25-5-16

6) صوبائی مکتب پنجاب آنس اعلیٰ پنجاب ریجنل آنس درصم یارخان

عنوان: درخواست برائے سٹریٹ لائٹ

۲۰۲۱/۲۰۲۲/۵۹۶/۱۰/۱۶

جناب عالی: انتہائی ادب سے گزارش ہے کہ سائل امی کی شکایت ہذا جو جناب عالی کے پاس زیر سماعت ہے اس شکایت کی بابت سٹریٹ لائٹس لگاوا دی گئی ہیں شکایت کنندہ کو اب حکمہ سے کوئی شکایت نہیں ہے اور درخواست ہذا کی مزید پیروی نہ کرنا چاہتا ہے لہذا درخواست سائل داخل دفتر فرمائی جائے۔

سائل مکتب اعلیٰ پنجاب صحابہ کابے حد شکور ہوں

عسر حسن

سائل ادعی: عارف شریف ولد محمد شریف خان مکنہ کینال کالون

لاوس نمبر ۵۴ تحصیل وضلع حیم یارخان

Handwritten signature

محترم جناب سید بہار شاہ صاحب نمبر اخراج موبائی نمبر پنجاب ملتان

POP/NUM/505/16

جناب عالی

بناؤ ادب سے گزارش ہے کہ سائل نے دفتر ہذا میں ایب
درخواست بابت نوٹری لہلہ ۸-۱۶ کے تحت گزارش سائل
کا مسئلہ حل ہو گیا ہے سائل حکم فائل نمبر ۱۰۰ میں بطور
فائل میں کام کر رہا ہے سائل موبائی نمبر عدالت کا شکریہ
گزار رہے اور دعاؤں سے سائل گزارش کرتا ہے کہ سائل کی درخواست
دراصل دفتر کی طرف سے۔

جناب کی عین گزارش ہوگی

العارض

محمد کامران ولد منیر ادریس بیٹے
مکتہ شاہ ٹاؤن گل نمبر ۱۰
سران نمبر در ملتان

۷۶۱۳۸۶۶-۵۳۰۱

Alkanton

خدمت جناب منجلی ایئر ڈائریکٹر صاحب بنیاب معمار
جناب عالی شکایت نمبر 457/45800
گزارش ہے کہ میرا کیم ڈیو فیکٹری میں عمل رہا تھا
جو کہ آدھی گاؤں سے DSP نے میرا مکان داس
کرا دیا ہے۔ پتہ میری شکایت اب باقی نہیں
ہیں۔ پھر جان لو کہ میرا کیم ڈیو فیکٹری کر دیا
ہے۔
ایئر ڈائریکٹر ایئر ڈائریکشن
الکافری
25/6/16
سوالیہ لکھی

محکمہ ضابطہ ضلعی ایڈوائزری صاحب دفتر محکمہ پنجاب پبلیک افسر بہاولنگر

T-NO-25708/14

غائب علی: گزارش سے اس میں نے ایک درخواست بابت اداسی لڑی اور

اپنے دفتر میں ڈرائنگ: ایک دفتر کے سید سے حکمہ میں مجھے لڑی

الشورس کی رقم ادا کر دی ہے جس سے میری حق رہی ہوگی سے

میں دفتر محکمہ پنجاب کی برہم شوریوں جس کا سید

سے میرا دل نہ سہہ حل ہو گیا ہے!

4-5-16

آئینہ بی بی بیوہ محمد ناصر پور بہاولنگر جوڑی سکھان
پنچن آباد بہاولنگر

محمد علی
25-05-16

محذمت جناب محاسب پنجاب ملتان آفس

pop.men/0000538/16

جناب عالی

موردبانہ گزیررش بے کہ میں نے اپنے حق کے

بے درخواست دی تھی میری MA (Hist) کی ڈگری

۱۹ سال سے مجھے نہیں ملی تھی آپکے دوست سے

میرا حق مجھے مل گیا ہے مورف ۶ اکتوبر 2016

کو مجھے پنجاب یونیورسٹی کی طرف سے ڈگری موصول

ہوئی ہے میں آپکے ادارے کا بہت مشکور ہوں

کہ اس ادارے کی بدولت میرا حق مجھے مل گیا

اللہ محاسب پنجاب جیسے ادارے کو قائم و دائم رکھے

جو مجھے جیسے عزیز ہوں اسی مدد کرتے ہیں

شکر گزار

8/10/2016
محمد اسلم ولد عبدالغنی پال ٹرڈ سول ملتان

محکمہ صحت پنجاب، جنرل اسپتال آف راولپنڈی

جناب عالی

میں عبدالقادر ولد میر احمد خان تحصیل مری ضلع راولپنڈی کا رہائشی ہوں
گزشتہ سال میں نکلنے والے حکم کے خلاف صحت پنجاب کے عداد میں
درخواست دی

1264
5-5-16

صحت پنجاب، جنرل اسپتال آف راولپنڈی، میر احمد خان ولد میر اجبال خان صاحب
بیت محلہ دشت میں بجے الصاف دیا۔

میں، میر احمد ولد اجبال اور میر احمد بہت بڑا نقصان سے محفوظ ہو گئے ہیں
میں صحت پنجاب، جنرل اسپتال آف راولپنڈی اور راولپنڈی میں اجبال خان صاحب
کیلئے ڈیٹا گریں، راولپنڈی میں اجبال صاحب کا شکریہ ادا کرتا ہوں
اور اللہ تعالیٰ سے دعا ہے کہ صحت پنجاب کو عینہ عزت و سحر اور الصاف
تعمیر کرنے کی عہدہ اور مظلوم کے مدد کرنے اور عدل و الصاف نام کرنا
پر دیا اور آفرین میں سرخوردگی

حکم صادر کرنے سے صحت پنجاب کے حکم پر دو باریں اور شہر ڈال دیا
میر احمد صاحب، جناب کے اور صحت پنجاب کے بڑے میر احمد اور میں
شکریہ ادا کرتا ہوں

العرض
عبدالقادر ولد

عبدالقادر ولد میر احمد خان

گاؤں وردنگ خانہ میر احمد تحصیل مری ضلع راولپنڈی

عبدالقادر

خدمت گزار صحافی محنت کا صحیح پیمانہ ہے

دعوتِ ابراہیمؑ کا کردار صحافی محنت کا پیمانہ ہے

خدا تعالیٰ جس کو دل چاہے

بیکر مسائل، تھکانے والے ذمہ دار، محنت گزار،

اور خدمت گزار ہے، اگر انہوں نے محنت اور ایمان سے

خبردار بنائے، اور انہوں نے کام میں لیں،

تو جیسے کہ تم نے نظریاتی اور عملی اور

سوانحی کارنامے کی تکمیل، ایسے دنوں کی

یہ کہ آپ کی خدمت اور فہم سے سکون کی عمارت

سنبھل سکتی ہے۔

پس اس پر غور ہے کہ درخواست والوں کی

ذمہ داری ہے، اور انہوں نے ان کے

صحافی ممبروں کے لئے اور غیر ممبروں کے لئے

ممبروں کی

Chapter: 6

Contact Us

**Focal Persons Nominated by the Departments /
Agencies**

CONTACT US

Offices	Name of Advisor	Address & E-mail
Head Office Lahore	Mr. Muhammad Ilyas Advisor Headquarters	Prof. Ashfaq Ali Khan Road Lahore. 042-99211780
	Mr. Sami Ullah Adv. (M&E)/Director(F&P)	Prof. Ashfaq Ali Khan Road Lahore. 042-99211404 samiullahjee@gmail.com
Regional Office Lahore	Mr. Zia-ur-Rehman Advisor Incharge	32-D, Aftab Ahmad Khan Road, Near Toyota Sahara, Jail Road, Lahore. Fax:35463658 042-99205528 adv.lh1@gmail.com 042-99205526 adv.lh3@gmail.com 042-99205527 adv.lh2@gmail.com
	Hafiz Masood-ur-Rasool	
	Mr. Tauseef Arshad	
District Office Kasur	Mr. Tauseef Arshad	DC Complex, Near Zila Katchery, Kasur. 049-9250091, Fax:049-2724632 adv.kasur@gmail.com
District Office Nankana Sahib	Mr. Zia-ur-Rehman	Main Mangatan Wala Road, Lahore More Near Kalma Chowk, Nankana Sahib. 056-2876633 advisor.nns@gmail.com
District Office Sheikhupura	Hafiz Masood-ur-Rasool	Khalid Road, Opposite Goal Masjid, Near Social Welfare Office, Sheikhupura. 056-9200220 adv.sheikhupura@gmail.com
Regional Office Gujranwala	Mr. Abdul Majeed Advisor Incharge	Cooperative Complex Opposite Central Jail, Gujranwala. 055-9200170 adv.gujranwala@gmail.com
District Office Gujrat	Mr. Khalid Hussain	DC Complex, Old AC Office, Gujrat. 053-9260017 adv.gujrat@gmail.com
District Office Hafizabad	Mr. Abdul Majeed	DC Complex, EDO Works Building, Hafizabad. 0547-640041 adv.hafizabad@gmail.com

Contact Us

District Office M.B. Din	Mr. Khalid Hussain	New DHQ Hospital Complex, M.B.Din 0546-650004 advisor.mbdin@gmail.com
District Office Narowal	Dr. Ijaz Pervaiz	Social Welfare Complex, Near Al- Raheem Garden Phase-II, New Lahore Road, Narowal. 0542-411243 adv.narowal@gmail.com
District Office Sialkot	Dr. Ijaz Pervaiz	Mohallah Mumtazpura, Jhumat Street, Hajipura Road, Sialkot. 052-3556463 adv.sialkot@gmail.com
Regional Office Faisalabad	Mr. Sher Zaheer Ahmad Advisor Incharge	Commissioner Office, EDO Complex Faisalabad. 041-9200850 adv.faisalabad@gmail.com
District Office Chiniot	Mr. Sher Zaheer Ahmad	Z-Block, Near Asghar Chowk, Satellite Town, Chiniot. 047-6330850 adv.chiniot@gmail.com
District Office Jhang	Mr. Ubaidullah Sial	District Council Building, Jhang. 047-9200111, 047-7623737 adv.jhang@gmail.com
District Office T.T. Singh	Mr. Shahid Abbas	Social Welfare Building, Jhang Road, T.T. Singh. 046-2513838 adv.ttsingh@gmail.com
Regional Office Sargodha	Mr. Muhammad Riaz Maikan Advisor Incharge	H:No.15, Canal Colony, District Court Road, Opp. Commissioner House, Sargodha. 048-9230885, 048-9230866 Fax:9530865 adv.sargodha@gmail.com
District Office Bhakkar	Col. (R) Sharafat Ali	Near Nasir Hospital, Mandi Town, Jhang Road, Bhakkar. 0453-9200067, Fax: 511888 adv.bhakkar@gmail.com
District Office Khushab	Mr. Muhammad Riaz Maikan	District Council, Khushab 0454-920004, Fax: 0454-720059 adv.khushab@gmail.com

District Office Mianwali	Col. (R) Sharafat Ali	Jahaz Chowak, DC Complex, Opp. ADC(Rev) Office, Mianwali. 0459-920122, Fax:234445 adv.mianwali@gmail.com
Regional Office Rawalpindi	Syed M. Rafiq Shah Advisor Incharge	Old Zila Council Building, District Courts, Rawalpindi 051-9292793, Fax:9292796 051-9292795 051-9292794 ombudsmanpunjabrwp@gmail.com
	Raja Khalid Hussain	
	Ch. Habib Ullah	
District Office Attock	Raja Khalid Hussain	New Civil Court Complex, Attock. 057-9316396 mohtasibattock@gmail.com
District Office Chakwal	Ch. Habib Ullah	Near DC Office, Chakwal. 0543-660347 adv.chakwal@gmail.com
District Office Jhelum	Syed Muhammad Rafiq Shah	Gymnasium Badminton Club, Jhelum. 0544-9270111, Fax:9270110 adv.jhelum@gmail.com
Regional Office Sahiwal	Mr. M. Raziq Nawaz Advisor Incharge	Zafar Ali Stadium, Sahiwal. 040-9200188 advisor.sahiwal@gmail.com
District Office Okara	Mr. Muhammad Raziq Nawaz	Jinnah Stadium District Complex Okara. 044-9200430 advisor.okara@gmail.com
District Office Pakpattan	Mr. Muhammad Masood Matin Khokhar	DC Office, Pakpattan. 0457-376299 adv.pakpattan@gmail.com
Regional Office Multan	Mr. Zahoor-ul-Haque Rana Advisor Incharge	T-Block, New General Bus Stand Road, New Multan, Multan. 061-9220002, Fax:9220006 advisor.multan@gmail.com
District Office Khanewal	Mr. Qazi Muhammad Ashfaq	District Jinnah Library, Khanewal. 065-2555130 adv.khanewal@gmail.com
District Office Lodhran	Mr. Zahoor-ul-Haque Rana	Tehsil Municipal Committee, Lodhran 0608-9200040 adv.lodhran@gmail.com

Contact Us

District Office Vehari	Mr. Qazi Muhammad Ashfaq	Near Basic Health Centre, Street No.1 North, Danewal Town, Vehari. 067-3366442 adv.vehari@gmail.com
Regional Office Bahawalpur	Mr. Muhammad Saleem Khan	TMA Sadar Complex, Opp. P. S. Baghdad-ul-Jadeed, Bahawalpur. 062-9250223 adv.bhawalpur@gmail.com
District Office Bahawalnagar	Mr. Muhammad Masood Matin Khokhar	WAPDA Scarp Rest House, Bahawalnagar. 063-9240120, 063-9240132 adv.bhawalnagar@gmail.com
District Office R.Y. Khan	Mr. Muhammad Saleem Khan	Shahi Road, Near SDO Office, Provincial Highway, R. Y. Khan. 068-9230143 adv.rykhan@gmail.com
Regional Office D.G. Khan	Syed Bahadur Shah Advisor Incharge	H.No.23, Block X, Opp. Main Gate Cricket Stadium, Model Town. 064-9260320, Fax:2470171 adv.dgkhan@gmail.com
District Office Layyah	Mr. Hameed Ullah Khan	Market Committee Complex, College Road, Layyah. 0606-920039 adv.layyah@gmail.com
District Office Muzaffargarh	Mr. Hameed Ullah Khan	DC Complex, Muzaffargarh. 066-9200263 adv.muzaffargarh@gmail.com
District Office Rajanpur	Syed Bahadur Shah	Katchery Road, Rajanpur. 0604-689099 adv.rajanpur@gmail.com
Chief Prov. Commissioner for Children	Ms. Nasreen Farooq Ayub	Prof. Ashfaq Ali Khan Road Lahore. 042-99212425 cpcc.punjab@gmail.com

FOCAL PERSONS NOMINATED BY THE DEPARTMENTS / AGENCIES

Close coordination is essentially required to speed up processing of complaints pertaining to the Departments / Agencies. Lack of coordination leads to delay in provision of just and equitable redress to the aggrieved in accordance with the law. Keeping this in view, all the Secretaries to Government of the Punjab, Divisional Commissioners and Regional Police Officers were requested to nominate an officer not below the rank of BS-17 to act as “Focal Person” to liaise with this Office.

2. On receipt of names of the Focal Persons it was decided to establish contact with them so that they should feel closer to the officers of the Ombudsman’s Office and to foster a sense of being part of the grievance redressal system for public.

3. Consequently, the following documents were sent to the Focal Persons through a D.O. letter:-

- i. A copy of the Punjab Office of the Ombudsman Act, 1997.
- ii. List of offices of the Office of the Ombudsman with details about their addresses, phone numbers and e-mail addresses.

4. The above measure would eventually build trust and evoke better cooperation from the Focal Persons in public interest. Details about the officers, nominated by the Departments / Agencies as “Focal Persons” are given on the next page.

5. Focal Persons can play important role for expediting processing of complaints. In order to review position with regard to pending cases in the Departments / Agencies, Office of the Ombudsman shall convene review meetings with the Focal Persons.

**FOCAL PERSONS
NOMINATED BY THE DEPARTMENTS / AGENCIES**

Sr.No.	Department	Name & Designation of the Officer	Contact Details
1.	Agriculture Department	Mr. Adil Pervaiz Statistical Officer	Old P & D Building, 2-Bank Road, Lahore. 042-99210510 0334-4901935 042-99211796 (Fax) adilpervaiz2001@gmail.com
2.	Auqaf & Religious Affairs Department	Rana Zia Ullah Section Officer	Aiwan e Auqaf, Near Lahore High Court Lahore. 042-99214464 0300-4501214
3.	Communication & Works Department	Mr. Muhammad Ammar Section Officer (PC)	042-99210453 0343-4870657 042-99213716 (Fax) mohd.ammar@gmail.com
4.	Cooperatives Department	Mian Zahid Mehmood Monitoring Officer-I	38-A Poonch House, Multan Road Lahore. 042-35244780 0300-3566644 mianzahid415@gmail.com
5.	Disaster Management Department /PDMA, BOR, Punjab	Mr. Muhammad Sajjad Director (Operations)	40-A, Lawrence Road, Lahore. 042-99203163 0300-4441170 042-99204404 (Fax) sajjad1658@gmail.com
6.	Energy Department	Mr. Abdul Ghaffar Section Officer (Admn.)	8 th Floor, EFU House, Jail Road, Lahore. 042-99268017-19 0300-7383025 35790719-21 (Fax) Soa.ed@energy.punjab.gov.pk
7.	Environment Protection Department	Mr Nadeem Akram Assistant Director (Admn)	Gate No.8, National Hockey Stadium, Lahore. 042-99232232 0302-4220513 nadeemepa@gmail.com
8.	Excise, Taxation & Narcotics Control Department	Mr. Tahir Farooq Section Officer (Admn-I)	2 nd Floor Transport House 11-A, Edgerton Road, Lahore 042-99201915 0333-4280732 042-99202921 (Fax) tahir76_etd@yahoo.com

9.	Finance Department	Mr. Shahbaz Ahmad Law Officer	Civil Secretariat Lahore. 042-99213189 0321-4884101 shahbazsheikh.101@gmail.com
10.	Forestry, Wildlife & Fisheries Department	Mr. Farman Ullah Baig ADA/Law Officer	38 Poonch House, Multan Road, Lahore. 042-99211618 0345-8430028 farmanullahbaig@yahoo.com
11.	Home Department	Mr. Asif Naeem Butt Section Office (Crime Control)	Civil Secretariat, Lahore 042-99214494 0315-9472993 asifbutt1963@gmail.com
12.	Housing, Urban Development & Public Health Engineering Department	Mrs. Shagufta Rani Law Officer	2-Lake Road, Lahore. 042-99213762 03234676656 042-99212639 (Fax) legalcellhudphed@gmail.com
13.	Industries, Commerce & Investment Department	Mr. Muhammad Ashfaq Law Officer	2-Bank Road, Lahore. 042-99211868 0300-4711540 042-99210536 (Fax) legalcellindustries@gmail.com
14.	Information & Culture Department	Mr. Safdar Ali Law Officer	19-B, New Muslim Town, Lahore. 042-99232109 0301-4070992 042-99213180 (Fax) infcu@gmail.com
15.	Irrigation Department	Mr. Muhammad Sajjad Section Officer (E-III)	Opp. Punjab Public Library, Old Anarkali Lahore. 042-99214014 0333-4642519 so.eiii.irri@gmail.com
16.	Labour & Human Resource Department	Mr. Abbas Ali Law Officer	2-Bank Road, Lahore 042-99210138 0345-4673973 042-99210926 (Fax) abbasali691@yahoo.com
17.	Law & Parliamentary Affairs Department	Mr. Waseem Ahmad Saif Section Officer (Admin-I)	Civil Secretariat, Lahore. 042-99211382 0300-4398851 waseemahmedsaif@yahoo.com
18.	Literacy & Non-Formal Basic Education Department	Mr. Qaiser Rasheed Project Manager	5 th Floor, Alfalah Building, the Mall, Lahore. 042-99205421 0321-4035568 042-99205413 (Fax) qaiserashid@gmail.com

Nomination of Focal Persons

19.	Live Stock & Dairy Development Department	Dr. Asif Rafiq, Director (C&E)	16-Cooper Road, Lahore. 042-99201120 03008406346 dce@livestockpunjab.gov.pk
20.	Local Govt. & Community Development Department	Mr. Muhammad Akram SO(Coord-1)	6 th Floor Atif Chowk, Sanda Road Punjab Local Govt., Complex, Lhr. 042-99214783 0300-4194326 042-99213096 (Fax) ma87223@gmail.com
21.	Management & Professional Development Department	Mr. Zahid Mahmood Qazi SO(General)	J-Street, Upper Mall Scheme, Lhr. 042-99205630 0322-4576979 042-99205627 (Fax) zahidqazi221@gmail.com
22.	Mines & Minerals Department	Mr. Muhammad Latif SO(Monitoring)	Al Rehman Arcade Near Civil Secretariat, Lahore. 042-99214484 0300-4334795 mlatifbs16@gmail.com
23.	Planning & Development Department	Mr. Atta Muhammad Khan Senior law Officer	Room No.231, 1 st Floor, P & D Building, Near Civil Secretariat Lahore. 042-99213524 0300-5042473 042-99210182 (Fax) wardagdda@gmail.com
24.	Population Welfare Department	Mr. Muhammad Ayub Khan SO(Admin-II)	58-Abu Bakar Block, New Garden Town, Lahore. 042-99232446 0314-4545838 042-99232439 (Fax) seeayub786@gmail.com
25.	Primary & Secondary Healthcare Department	Mr. Khalid Iqbal Law Officer-II	01-Birdwood Road, Lahore. 042-99205829 0300-4520576 slophcd@gmail.com
26.	School Education Department	Ms. Yasmeen Hussain SRO	2-Bank Road, Lahore. 042-99214264 0322-4580426 042-99211285 (Fax) focalperson.edu@gmail.com
27.	Social Welfare & Bait-ul-Maal Department	Ms. Rukhshanda Shafiq Director (Admn.)	41-Empress Road, Lahore. 042-99204155 0323-4391051 042-99203368 (Fax) rukshanda5434@gmail.com

28.	Solicitors Department	M. Shoaib Janjuah Dy. Solicitor-III	36-E, Court Street, Rehman Arcade Near Civil Secretariat, Lahore. 042-99211051 0300-5559814 042-99210919 (Fax) solicitorgop@gmail.com
29.	Special Education Department	Ms. Azmat Tahira Section Officer (Spl.Edu)	31-Sher Shah Block, New Garden Town, Lahore. 042-99230243 0323-4806757 042-99230889 (Fax) tahirafatima7@gmail.com
30.	Specialized Healthcare & Medical Education Department	Mr. Ubaid Ullah Khan Section Officer(Liaison)	Civil Secretariat, Lahore. 042-99212078 0300-4364303 khanubaidullah94@gmail.com
31.	S&GAD (Services-III), Department	Mr. Khalid Abbas Section Officer	Civil Secretariat, Lahore. 042-99212845 0300-7921000 042-99210116 (Fax) servicesthree@gmail.com
32.	S&GAD Regulation Wing Department	Mr. Muhammad Saleem SO(R-III)	4 Mall View, Bank Square, Lahore. 042-99212712 0300 -9413854 042-99210242 (Fax) secretaryregulationsgad@gmail.com
33.	Technical Education & Vocational Training Authority	Mr. Masood Anwar Deputy Manager	96-H, Gulberg-II, Lahore. 042-99262063 0333-4334181 r.amanullah@tevta.gop.pk
34.	Transport Department	Hafiz M. Yousaf Law Officer	11-A, Egerton Road, Lahore. 042-99200494 0300-4480879 042-99200497 (Fax) hmyousaf879@gmail.com
35.	Zakat & Ushr Department	Mr. Zulfiqar Ahmad Shehzad Addl. District Zakat Officer	78-Shadman-II, Lahore 042-99263227 0300-8879183 azpunjab@gmail.com Zakaat1980@gmail.com

FOCAL PERSONS NOMINATED BY POLICE

Sr.No.	Office	Name & Designation of the Officer	Contact Details
1.	RPO Bahawalpur	Mr. Touqeer Anwar DSP/Legal	RPO Office, Bahawalpur 062-9250313 0300-6846869 062-9250353 (Fax) touqeerdsp@yahoo.com
2.	RPO D.G. Khan	Mr. Shaban Mehmood Bhatti DSP/Legal	RPO Office, D.G. Khan. 064-9260026 0300-7344805 064-9260473 (Fax) rdsplrpdgk@gmail.com
3.	RPO Faisalabad	Mr. M. Shahzad Alyana DSP Legal	RPO Office Faisalabad. 041-9201388 0300-6506429 041-9200612 (Fax) dsplegalrpfdsd@gmail.com
4.	RPO Sheikhpura Region	Mr. Altaf Ahmad Gondal SP/RIB	RPO Sheikhpura Region at Lahore. 042-99233504 0300-6047200 042-99204089 (Fax) ribsheikhpura@gmail.com
5.	CCPO Lahore	Sh. Afzal Nazeer DSP/Legal-Ops	Office of DIG/Ops, Lahore. 042-99212747 0323-4949614 042-99211553 (Fax) khanuvas@yahoo.com
6.	-do-	Mr. Nasir Abbas Panjutha DSP/Legal	Office of DIG/Inv., Lahore. 042-99202308 0343-7525970 042-76383923 (Fax) dsplegalinvestigation@yahoo.com
7.	RPO & DPO Sargodha	Mr. Iftikhar Ahmad DSP/Legal	DPO Office Sargodha. 048-923320 0334-7571258 048-9230334 (Fax) dposargodha@gmail.com
8.	DPO Khushab	Ms. Nighat Firdous DSP/Headquarters	DPO Office, Khushab. 0454-920021 0300-4775694 / 0300-4000261 0454-9200029 (Fax) dpokhushab@gmail.com

9.	DPO Mianwali	Mr. Hakim Ali Naul DSP/Legal	DPO Office, Mianwali 0459-920063 0301-7821787 0459-920030 (Fax) dsplegalmianwali@yahoo.com
10.	DPO Bhakkar	Mr. Qalb-e-Abbas DSP/HQrs	DPO Office, Bhakkar. 0453-9200354 0333-8041160 0453-9200360 (Fax) dsplegalalibhakkar@gmail.com
11.	RPO Multan	Mr. Shahzad Hameed DSP/Legal	RPO Office, Multan Cantt, Multan. 061-9200483 0300 -6379165 061-9200863 (Fax) rpomultan15@gmail.com
12.	RPO Gujranwala	Mr. Safdar Ali DSP/Legal	RPO Office Gujranwala. 055-9200601-602 0300-9428147 055-9200623 (Fax) legalbrpo@gmail.com
13.	CPO Gujranwala	Syed Mahmood-ul-Hassan DSP/Legal	CPO Office Gujranwala. 055-9200621 0333-8447929 055-9200605 (Fax) dsplegalgrw@gmail.com
14.	DPO Sialkot	Mr. M. Shahbaz DSP/Legal	DPO Office Sialkot. 052-9250326 0334-1696903 052-9250328 (Fax) legal11255@gmil.com
15.	DPO Gujrat	Mr. Akhtar Mehmood DSP/Legal	DPO Office Gujrat. 053-9260047 0300-9629731 053-920029 (Fax) legalbranchgujrat@gmail.com
16.	DPO Narowal	Mr. Irshad Ahmad DSP/Legal	DPO Office Narowal. 0542-414433 0345-4226759 0542-412300 (Fax) dsplegalnarowal@gmail.com
17.	DPO Hafizabad	Rana M. Islam DSP/SDPO Sadar	DPO Office, Hafizabad. 0547-520255 0300-7761877 0547-523232 (Fax) dsp.sdpo.hfd@gmail.com

Nomination of Focal Persons

18.	DPO M.B. Din	Mr. Ghazanfar Hayat Inspector-Legal	DPO Office Mandi Bahauddin. 0546-650013 0301-4090301 0546-503068 (Fax) dsplegalmbdin@gmail.com
19.	CPO Rawalpindi	Mrs. Shazia Fazil DSP/Legal	City Police Office, Rawalpindi. 051-9292656 0307-8883824 051-9292624(Fax) lpa_shazia@yahoo.com
20.	DPO Chakwal	Mr. Nasir Ali Khan DSP/Legal	DPO Office, Chakwal. 0543-660124 0333-5006305 0543-660130 (Fax) dpochakwal@gmail.com
21.	RPO Sahiwal	Mr. Mushtaq Hussain SP/Legal	RPO Office, Sahiwal. 040-9200503 0308-6886524 040-9200396 (Fax) splegalsahiwalregion@gmail.com

FOCAL PERSONS NOMINATED BY COMMISSIONERS

Sr.No.	Division	Name & Designation of the Officer	Contact Details
1.	Bahawalpur	Mr. Saqib Ali Ateel Additional Commissioner (Coordination)	Commissioner Office, Bahawalpur. 062-9250348 0334-1774111 062-9250347
2.	D. G. Khan	Mr. Muhammad Asad AC (General)	Commissioner Office, D.G. Khan. 064-9260367 0333-4219826 064-9260499 (Fax) asad0231@yahoo.com
3.	Faisalabad	Mr. Adnan Bashir Karori Law Officer	Commissioner Officer, Faisalabad. 041-9201712 0306-6025611 041-9201709 (Fax) karori988@gmail.com
4.	Gujranwala	Rana Qadeer Ashraf Law Officer	Commissioner Office, Gujranwala. 055-9200036 0300-6459490
5.	Lahore	Mr. Muhammad Jameel	Commissioner Office, D.G. Khan. 042-99214329 0300-4413474 042-99214334 (Fax) supdt.consolidation@gmail.com
6.	Rawalpindi	Mr. Tariq Ali Basra Assistant Commissioner (General)	Commissioner Office, Rawalpindi 051-9292526 0301-4949885 Acg.rwp@gmail.com
7.	Sahiwal	Mian Jameel Ahmad Additional Commissioner (Coordination)	Commissioner Office, Sahiwal. 040-9200296 0300-7787766 040-9200492 (Fax) mianjamilfsd@gmail.com
8.	Sargodha	Mr. Ijaz Ahmad Basal Senior Law Officer	Commissioner Office, Sargodha. 048-9230721 & 048-9230722 0333-8010542 048-9230720 (Fax) commissionersargodha@gmail.com

Chapter: 7

Complaints Handling Mechanism

- The Punjab Office of the Ombudsman Act, 1997
- Ombudsman for the Province of Punjab
(Registration, Investigation and Disposal of
Complaints) Regulations, 2005
- شکایات پر کارروائی کی بابت معاونین (ایڈوائزرز) اور سٹاف کی رہنمائی کیلئے ہدایات
- Ancillary Instructions

COMPLAINT HANDLING MECHANISM

The complaints received in the office of the Ombudsman Punjab are processed in the light of provisions of the Punjab Office of the Ombudsman Act, 1997 and Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005. The complaint handling mechanism devised by the office of the Ombudsman ensures the following:-

- i. Easy access to the complainants
- ii. Simple procedures
- iii. Inexpensive grievance redressal system

2. To further simplify the procedures for handling complaints and better understanding of the whole process from receipt of complaints to the consignment of the cases to the record room a set of Guidelines was prepared and circulated on 29.12.2016. One of the high points of these Guidelines is that these require all the Advisors to the Ombudsman to formulate their recommendations in Urdu. Orders of the Ombudsman shall also be issued, henceforth, in Urdu for facility of complainants. The Guidelines have, therefore, been prepared in Urdu. Efforts shall continue to be made to further simplify the procedures which would eventually lead to fulfil the objective of treatment of complaints in a uniform and consistent manner. The Guidelines have been made part of this report (see at page 144)

BROWSING LEGEND

Sr. No.	Title	Pages
1.	The Punjab Office of the Ombudsman Act, 1997	114
2.	Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005	131
3.	Guidelines for Advisors and Staff regarding processing of Complaints – in Urdu	144
4.	Ancillary Instructions	164

NOTIFICATION

JUNE 30, 1997

No.Legis–2(5)/97/88. The Punjab Office of the Ombudsman Bill 1997, having been passed by the Provincial Assembly of the Punjab on June 25, 1997 and assented to by the Governor of the Punjab on June 27, 1997, is hereby published as an Act of the Provincial Assembly of the Punjab.

THE PUNJAB OFFICE OF THE OMBUDSMAN ACT 1997

Act X of 1997

[First published, after having received the assent of the Governor of the Punjab, in the Gazette of the Punjab (Extraordinary) dated June 30, 1997]

An

Act

to provide for the establishment of the office of
Ombudsman in the Province of the Punjab.

Preamble.-- WHEREAS it is expedient to provide for the appointment of the Provincial Ombudsman for protection of the rights of the people, ensuring adherence to the rule of law, diagnosing, redressing and rectifying any injustice done to a person through maladministration and suppressing corrupt practices.

It is hereby enacted as follows:

1. Short title, extent and commencement

- 1) This Act may be called the Punjab Office of the Ombudsman Act 1997.
- 2) It extends to the Province of the Punjab.
- 3) It shall come into force at once.

2. Definitions

In this Act, unless there is anything repugnant in the subject or context–

- 1) **“Agency”** means a Department, Commission or office of the Provincial Government or a statutory corporation or other institution established or controlled by the Provincial Government but does not include the High Court and courts working under the supervision and control of the High Court, and the Provincial Assembly of the Punjab and its Secretariat.

- 2) **“maladministration”** includes:
 - i) a decision, process, recommendation, act or omission or commission which:
 - a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bonafide and for valid reasons; or
 - b) is perverse, arbitrary or unreasonable, unjust biased, oppressive, or discriminatory; or
 - c) is based on irrelevant grounds; or
 - d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and
 - ii) neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities;
- 3) **“Office”** means the office of the Ombudsman;
- 4) **“Ombudsman”** means the Ombudsman for the Province of Punjab appointed under section 3;
- 5) **“Prescribed”** means prescribed by rules made under this Act;
- 6) **“Public servant”** means a public servant as defined in section 21 of the Pakistan Penal Code 1860, and includes a Minister, Advisor, Parliamentary Secretary and the Chief Executive, Director or other officer or employee or member of an Agency; and
- 7) **“Staff”** means any employee or commissioner of the Office and includes co-opted members of the staff, consultants, advisors, bailiffs, liaison officers and experts.

3. Appointment of Ombudsman

- 1) There shall be an Ombudsman, for the Province of Punjab who shall be appointed by the Government.
- 2) An Ombudsman shall be a person who is, or has been or is qualified to be a judge of the High Court @or any other person of known integrity.
- 3) Before entering upon office, the Ombudsman shall take an oath before the Governor in the form set out in the First Schedule to this Act.

@The words ‘or any other person’ inserted vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003).

- 4) The Ombudsman shall, in all matters, perform his functions and exercise his powers fairly, honestly, diligently and independently of the Executive and all executive authorities throughout the Province shall act in aid of the Ombudsman.

4. Tenure of the Ombudsman

- 1) The Ombudsman shall hold office for a period of ^{**}four years and shall not be eligible for any extension of tenure or for re-appointment as Ombudsman under any circumstances: ^{*}Provided that a sitting Judge of the High Court working as Ombudsman may be called back by the competent authority before expiry of his tenure.
- 2) The Ombudsman may resign his office by writing under his hand addressed to the Governor.

5. Ombudsman not to hold any other office of profit, etc.

- 1) The Ombudsman shall not
 - a) hold any other office of profit in the service of Pakistan; or
 - b) occupy any other position carrying the right to remuneration for the rendering of services.
- 2) The Ombudsman, ^{**}not being a sitting Judge of the High Court shall not hold any office of profit in the [@]service of Pakistan before the expiration of two years after he has ceased to hold that office nor shall he be eligible during the tenure of office and for a period of two years thereafter for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

6. Terms and conditions of service and remuneration of Ombudsman

- 1) The Ombudsman shall be entitled to such salary, allowances and privileges and other terms and conditions of service as the Government may determine and these terms shall not be varied during the term of office of an Ombudsman.
- 2) The Ombudsman may be removed from office by the Government on the ground misconduct or of being incapable of properly performing the duties of his office by reason of physical

^{**}The words 'four' inserted vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003).

^{*} Proviso was added vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003).

^{**} The words 'not being a sitting Judge of the High Court' inserted vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003).

[@] The words 'service of Pakistan' inserted vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003).

or mental incapacity. The Government shall provide the Ombudsman a copy of charges before such an order:

Provided that the Ombudsman, may, if he sees fit and appropriate to refute any charges, request an open public evidentiary hearing before a Division Bench of the High Court and if such hearing is not held within thirty days from the date of the receipt of such request or not concluded within ninety days of its receipt, the Ombudsman will be absolved of all stigma. In such circumstances, the Ombudsman may choose to leave his office and shall be entitled to receive full remuneration and benefits for the rest of his term.

- 3) If the Ombudsman makes a request under the proviso to subsection (2), he shall not perform his functions under this Act until the hearing before the High Court has concluded.
- 4) An Ombudsman removed from office on the ground of misconduct shall not be eligible to hold any office of profit in the service of Pakistan or for election as a member of Parliament or a Provincial Assembly or any local body, unless a period of four years has elapsed since his dismissal.

7. Acting Ombudsman

At any time when the office of Ombudsman is vacant, or the Ombudsman is absent or is unable to perform his functions due to any cause, the Government shall appoint an acting Ombudsman.

8. Appointment and terms and conditions of service of staff

- (1) The members of the staff, other than those mentioned in section 20 or those of a class specified by the Government by order in writing shall be appointed by the Government in consultation with the Ombudsman.
- (2) It shall not be necessary to consult the Provincial Public Service Commission for making appointment of the members of the staff or on matters relating to qualifications for such appointment and method of their recruitment.
- (3) The members of the staff shall be entitled to such salary, allowances and other terms and conditions of service as may be prescribed having regard to salary, allowances and other terms and conditions of service that may for the time being be admissible to other employees of the Provincial Government in the corresponding Basic Pay Scale.
- (4) Before entering upon office a member of the staff mentioned in subsection (1) shall take an Oath before the Ombudsman in the form set out in the Second Schedule to this Act.

9. Jurisdiction, functions and powers of the Ombudsman

- (1) The Ombudsman may on a complaint by any aggrieved person, on a reference by the Government or the Provincial Assembly, or on a motion of the Supreme Court or the High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees:

Provided that the Ombudsman shall not have any jurisdiction to investigate or inquire into any matters which:

- (a) are subjudice before a Court of competent jurisdiction on the date of the receipt of a complaint, reference or motion by him or
 - (b) relate to the external affairs of Pakistan or the relations or dealings of Pakistan with any foreign state or Government; or
 - (c) relate to, or are connected with, the defence of Pakistan or any part thereof, the Military, Naval and Air Forces of Pakistan, or the matters covered by the laws relating to those forces.
- (2) Notwithstanding anything contained in subsection (1), the Ombudsman shall not entertain for investigation any complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working, in respect of any personal grievance relating to his service therein.
 - (3) For carrying out the objectives of this Act and, in particular for ascertaining the root causes of corrupt practices and injustice, the Ombudsman may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication.

10. Procedure and evidence

- (1) A complaint shall be made on solemn affirmation or oath and in writing addressed to the Ombudsman by the person aggrieved or, in the case of his death, by the legal representative and may be lodged in person at the Office or handed over to the Ombudsman in person or sent by any other means of communication to the Office.
- (2) No anonymous or pseudonymous complaints shall be entertained.
- (3) A complaint shall be made not later than three months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint, but the Ombudsman may

conduct, any investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which made it proper for him to do so.

- (4) Where the Ombudsman proposes to conduct an investigation he shall issue to the principal officer of the Agency concerned, and to any other person who is alleged in the complaint to have taken or authorized the action complained of, a notice calling upon him to meet the allegations contained in the complaint, including rebuttal:

"Provided that the Ombudsman may proceed with the investigation if no response to the notice is received by him from such principal officer or other person within thirty days of the receipt of the notice or within such longer period as may have been allowed by the Ombudsman."

- (5) Every investigation shall be conducted informally but, the Ombudsman may adopt such procedure as he considers appropriate for such investigation and he may obtain information from such persons and in such manner and make such inquiries as he thinks fit.
- (6) A person shall be entitled to appear in person or be represented before the Ombudsman.
- (7) The Ombudsman shall, in accordance with the rules made under this Act pay expenses and allowances to any person who attends or furnishes information for the purposes of an investigation.
- (8) The conduct of an investigation shall not affect any action taken by the Agency concerned, or any power or duty of that Agency to take further action with respect to any matter subject to the investigation.
- (9) For the purpose of an investigation under this Act the Ombudsman may require any officer or member of the Agency concerned to furnish any information or to produce any document which in the opinion of the Ombudsman is relevant and helpful in the conduct of the investigation and there shall be no obligation to maintain secrecy in respect of disclosure of any information or document for the purposes of such investigation:
Provided that the Government may, in its discretion, on grounds of its being a State secret, allow a claim of privilege with respect to any information or document.
- (10) In any case where the Ombudsman decides not to conduct an investigation, he shall send to the complainant a statement of his reasons for not conducting the investigation.

- (11) Save as otherwise provided in this Act, the Ombudsman shall regulate the procedure for the conduct of business or the exercise of powers under this Act.

11. Recommendations for implementation

- (1) If, after having considered a matter on his own motion, or on a complaint or on a reference by the Government or the Provincial Assembly, or on a motion by the Supreme Court or the High Court, as the case may be, the Ombudsman is of the opinion that the matter considered amounts to maladministration, he shall communicate his finding to the Agency concerned:
 - (a) to consider the matter further;
 - (b) to modify or cancel the decision, process, recommendation, act or omission;
 - (c) to explain more fully the act or decision in question;
 - (d) to take disciplinary action against any public servant of any Agency under the relevant laws applicable to him;
 - (e) to dispose of the matter or case within a specified time; and
 - (f) take any other steps specified by the Ombudsman.
- (2) The Agency shall, within such time as may be specified by the Ombudsman, inform him about the action taken on his direction or the reasons for not complying with the same.
- (3) In any case where the Ombudsman has considered a matter, or conducted an investigation, on a complaint or on reference by the Government or the Provincial Assembly or on a motion by the Supreme Court or the High Court, the Ombudsman shall forward a copy of the communication received by him from the Agency in pursuance of sub-section (2) to the complainant or, as the case may be, the Government, the Provincial Assembly, the Supreme Court or the High Court.
- (4) If, after conducting an investigation, it appears to the Ombudsman that an injustice has been caused to the person aggrieved in consequence of maladministration and that the injustice has not been or will not be remedied, he may, if he thinks fit, lay a special report on the case before the Government.
- (5) If the Agency concerned does not comply with the recommendations of the Ombudsman or does not give reasons to the satisfaction of the Ombudsman for non-compliance, it shall be treated as "Defiance of Recommendations" and shall be dealt with as hereinafter provided.

12. Defiance of recommendations

- (1) If there is a 'Defiance of recommendations' by any public servant in any Agency with regard to the implementation of a

recommendation given by the Ombudsman, the Ombudsman may refer the matter to the Government which may, in its discretion, direct the Agency to implement the recommendation and inform the Ombudsman accordingly.

- (2) In each instance of “Defiance of Recommendations” a report by the Ombudsman shall become a part of the personal file or character roll of the public servant primarily responsible for the defiance;

Provided that the public servant concerned had been granted an opportunity to be heard in the matter.

13. Reference by Ombudsman

Where, during or after an inspection or an investigation, the Ombudsman is satisfied that any person is guilty of any allegations as referred to in subsection (1) of section 9, the Ombudsman may refer the case to the concerned authority for appropriate corrective or disciplinary action, or both and the said authority shall inform the Ombudsman within thirty days of the receipt of reference of the action taken. If no information is received within this period, the Ombudsman may bring the matter to the notice of the Government for such action as he may deem fit.

14. Powers of the ombudsman

- (1) The Ombudsman shall, for the purposes of this Act have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908, in respect of the following matters, namely:
 - (a) summoning and enforcing the attendance of any person and examining him on oath ;
 - (b) compelling the production of documents;
 - (c) receiving evidence on affidavits; and
 - (d) issuing commission for the examination of witnesses.
- (2) The Ombudsman shall have the power to require any person to furnish information on such points or matters as, in the opinion of the Ombudsman, may be useful for, or relevant to, the subject–matter of any inspection or investigation.
- (3) The powers referred to in subsection (1) may be exercised by the Ombudsman or any person authorized in writing by the Ombudsman in this behalf while carrying out an inspection or investigation under the provisions of this Act.
- (4) Where the Ombudsman finds the complaint referred to in sub-section (1) section 9 to be false, frivolous or vexatious, he may award reasonable compensation to the Agency, public servant or other functionary against whom the complaint was made; and the amount of such compensation

shall be recoverable from the complainant as arrears of land revenue:

Provided that the award of compensation under this subsection shall not debar the aggrieved person from seeking any other remedy.

- (5) If any Agency, public or other functionary fails to comply with a direction of the Ombudsman, he may, in addition to taking other actions under this Act, refer the matter to the appropriate authority for taking disciplinary action against the person who disregarded the direction of the Ombudsman.
- (6) If the Ombudsman has reason to believe that any public servant or other functionary has acted in a manner warranting criminal or disciplinary proceedings against him, he may refer the matter to the appropriate authority for necessary action to be taken within the time specified by the Ombudsman.
- (7) The staff and the nominees of the Office may be commissioned by the Ombudsman to administer oaths for the purposes of this Act and to attest various affidavits, affirmations or declarations which shall be admitted in evidence in all proceedings under this Act without proof of the signature or seal or official character of such person.

15. Power to enter and search any premises

- (1) The Ombudsman, or any member of the staff authorized in this behalf, may, for the purpose of making any inspection or investigation, enter any premises where the Ombudsman or, as the case may be, such member has reason to believe that any article, books of accounts, or any other documents relating to the subject-matter of inspection or investigation may be found, and may –
 - (a) search such premises and inspect any article, books of accounts or other documents;
 - (b) take extracts or copies of such books of accounts and documents;
 - (c) impound or seal such articles, books of accounts and documents; and
 - (d) make an inventory of such articles, books of account and other documents found in such premises.
- (2) all searches made under subsection (1) shall be carried out *mutatis mutandis*, in accordance with the provisions of the Code of Criminal Procedure, 1898.

16. Power to punish for contempt

- (1) The Ombudsman shall have the same powers, *mutatis mutandis*, as the High Court has to punish any person for its contempt who:

- (a) abuses, interferes with, impedes, imperils, or obstructs the process of the Ombudsman in any way or disobeys any order of the Ombudsman;
- (b) scandalizes the Ombudsman or otherwise does anything which tends to bring the Ombudsman, his staff or nominees or any person authorized by the Ombudsman in relation to his office, into hatred, ridicule or contempt;
- (c) does anything which tends to prejudice the determination of a matter pending before the Ombudsman; or
- (d) does any other thing which, by any other law, constitutes contempt of Court:

Provided that fair comments made in good faith and in public interest on the working of the Ombudsman or any of his staff, or on the final report of the Ombudsman after the completion of the investigation shall not constitute contempt of the Ombudsman or his Office.

- (2) any person sentenced under subsection (1) may, notwithstanding anything herein contained, within thirty days on the passing of the order, appeal to the High Court.

17. Inspection Team

- (1) The Ombudsman may constitute an Inspection Team for the performance of any of the functions of the Ombudsman.
- (2) An Inspection Team shall consist of one or more members of the staff and shall be assisted by such other person or persons as the Ombudsman may consider necessary.
- (3) An Inspection Team shall exercise such of the powers of the Ombudsman as he may specify by order in writing and every report of the Inspection Team shall first be submitted to the Ombudsman with its recommendations for appropriate action.

18. Standing Committees, etc.

The Ombudsman may, whenever he thinks fit, establish standing or advisory committees at specified places, with specified jurisdiction for performing such functions of the Ombudsman as are assigned to them from time to time and every report of such committee shall first be submitted to the Ombudsman with its recommendations for appropriate action.

19. Delegation of powers

The Ombudsman may, by order in writing, delegate such of his powers as may be specified in the order, to any member of his staff or to a standing or advisory committee, to be exercised subject to such conditions as may be specified and every report of such member or committee shall first be submitted to the Ombudsman with his or its recommendations for appropriate action.

20. Appointment of advisers, etc.

The Ombudsman may appoint competent persons of integrity as advisers, consultants, fellows, bailiffs, interns, commissioners and experts as well as ministerial staff with or without remuneration to assist him in the discharge of his duties under this Act.

21. Authorization of functionaries, etc.

The Ombudsman may, if he considers it expedient, authorize a District Judge or any agency, public servant or other functionary working under the administrative control of the Provincial Government to undertake the functions of the Ombudsman under subsection (1) or subsection (2) of section 14 in respect of any matter falling within his jurisdiction and it shall be the duty of the Agency, public servant or other functionary so authorized to undertake such functions to such extent and subject to such conditions as the Ombudsman may specify.

22. Award of costs and compensation and refund of amounts

- (1) The Ombudsman may, where he deems necessary, call upon a public servant, other functionary or any Agency to show cause why compensation be not awarded to an aggrieved party for any loss or damage suffered by him on account of any maladministration committed by such public servant, other functionary or Agency, and after considering the explanation, and hearing such public servant, other functionary or Agency, award reasonable costs or compensation and the same shall be recoverable as arrears of land revenue from the public servant, functionary or Agency.
- (2) In cases involving payment of illegal gratification to any employee of any Agency, or to any other person on his behalf, or misappropriation, criminal breach of trust or cheating, the Ombudsman may order the payment thereof for credit to the Government or pass such other order as he may deem fit.
- (3) An order made under subsection (2) against any person shall not absolve such person of any liability under any other law.

23. Assistance and advice to Ombudsman

- (1) The Ombudsman may seek the assistance of any person or authority for the performance of his functions under this Act.
- (2) All officers of any Agency and any person whose assistance has been sought by the Ombudsman in the performance of his functions shall render such assistance to the extent it is within their power or capacity.
- (3) No statement made by a person or authority in the course of giving evidence before the Ombudsman or his staff shall subject him to, or be used against him in any civil or criminal

proceedings except for prosecution of such person for giving false evidence.

24. Conduct of business

- (1) The Ombudsman shall be the Chief Executive of the Office.
- (2) The Ombudsman shall be the Principal Accounts Officer of the Office in respect of the expenditure incurred against budget grant or grants controlled by the Ombudsman and shall, for this purpose, exercise all the financial and administrative powers delegated to an Administrative Department.

25. Requirement of affidavits

- (1) The Ombudsman may require any complainant or any party connected or concerned with a complaint, or with any inquiry or reference to submit affidavits attested or notarized before any competent authority in that behalf within the time prescribed by the Ombudsman or his staff.
- (2) The Ombudsman may take evidence without technicalities and may also require complainants or witnesses to take lie detection tests to examine their veracity and credibility and draw such inferences that are reasonable in all circumstances of the case especially when a person refuses, without reasonable justification, to submit to such tests.

26. Remuneration of advisors consultants, etc.

- (1) The Ombudsman may, in his discretion, fix an honorarium or remuneration for advisor, consultants, experts and interns engaged by him from time to time for the services rendered.
- (2) The Ombudsman may, in his discretion fix a reward or remuneration to any person for exceptional services rendered, or valuable assistance given, to the Ombudsman in carrying out his functions:

Provided that the Ombudsman shall withhold the identity of that person, if so requested by the person concerned, and take steps to provide due protection under the law to such person against harassment, victimization, retribution, reprisals of retaliation.

27. Ombudsman and staff to be public servants

The Ombudsman, the employees, officers and all other staff of the Office shall be deemed to be public servant within the meaning of section 21 of the Pakistan Penal Code, 1860.

28. Annual and other reports

- (1) Within three months of the conclusion of the calendar year to which the report pertains, the Ombudsman shall submit an Annual Report to the Governor.

- (2) Simultaneously, such reports shall be released by the Ombudsman for publication and copies thereof shall be provided to the public at reasonable cost.
- (3) The Ombudsman may also, from time to time, make public any of his studies, research, conclusions, recommendations, ideas or suggestions in respect of any matters being dealt with by the Office.
- (4) The report and other documents mentioned in this section shall be placed before the Provincial Assembly as early as possible.

29. Bar of jurisdiction

No Court or other authority shall have jurisdiction

- (i) to question the validity of any action taken, or intended to be taken, or order made, or anything done or purporting to have been taken, made or done under this Act ; or
- (ii) to grant an injunction or stay or to make any interim order in relation to any proceeding before, or anything done or intended to be done or purporting to have been done by, or under the orders or at the instance of the Ombudsman.

30. Immunity

No suit, prosecution or other legal proceeding shall lie against the Ombudsman, his staff, Inspection Team, nominees, members of a standing or advisory committee or any person authorized by the Ombudsman for anything which is in good faith done or intended to be done under this Act.

31. Reference by the Government

- (1) The Government may refer any matter, report or complaint for investigation and independent recommendations by the Ombudsman.
- (2) The Ombudsman shall promptly investigate any such matter, report or complaint and submit his findings or opinion within a reasonable time.
- (3) The Government may, by notification in the Official Gazette, exclude specified matters, from the operation of any of provisions of this Act.

32. Representation to Governor

Any person aggrieved by a decision or order of the Ombudsman may, within thirty days of the decision or order, make a representation to the Governor, who may pass such order thereon as he may deem fit.

33. Informal resolution of disputes

- (1) Notwithstanding anything contained in this Act, the Ombudsman and a member of the staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any

grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.

- (2) The Ombudsman may appoint for purposes of liaison counselors, whether honorary or otherwise, at local level on such terms and conditions as the Ombudsman may deem proper.

34. Service of process

(1) For the purposes of this Act, a written process or communication from the Office shall be deemed to have been duly served upon a respondent or any other person by, inter alia, any one or more of the following methods, namely :

- (i) by service in person through any employee of the Office or by any special process-server appointed in the name of the Ombudsman by any authorized staff of the Office, or any other person authorized in this behalf;
 - (ii) by depositing in any mail box posting in any Post Office a postage prepaid copy of the process, or any other document under certificate of posting or by registered post acknowledgment due to the last known address of the respondent or person concerned in the record of the Office, in which case service shall be deemed to have been effected ten days after the aforesaid mailing;
 - (iii) by a police officer or any employee or nominee of the Office leaving the process or document at the last known address, abode, or place of business of the respondent or person concerned and if no one is available at the aforementioned address, premises or place, by affixing a copy of the process or other document to the main entrance of such address; and
 - (iv) by publishing the process or document through any newspaper and sending a copy thereof to the respondent or the person concerned through ordinary mail, in which case service shall be deemed to have been effected on the day of the publication of the newspaper.
- (2) In all matters involving service the burden of proof shall be upon a respondent to credibly demonstrate by assigning sufficient cause that he, in fact, had absolutely no knowledge of the process, and that he actually acted in good faith.
 - (3) Whenever a document or process from the office is mailed, the envelope or the package shall clearly bear the legend that it is from the Office.

35. Expenditure to be charged on Provincial Consolidated Fund

The remuneration payable to the Ombudsman and the administrative expenses of the Office, including the remuneration payable to staff, nominees

and grantees, shall be an expenditure charged upon the Provincial Consolidated Fund.

36. Rules

The Ombudsman may, with the approval of the Government, make rules for carrying out the purposes of this Act.

37. Act to override other laws

The provisions of this Act shall have effect notwithstanding anything contained in any other law for the time being in force.

38. Removal of difficulties

If any difficulty arises in giving effect to any provision of this Act, the Government may make such order not inconsistent with the provisions of this Act as may appear to him to be necessary for the purpose of removing such difficulty.

39. Repeal

The Punjab Office of the Ombudsman Ordinance 1997 (XIV of 1997) is hereby repealed.

FIRST SCHEDULE
[see section 3(3)]

I, do solemnly swear that I will bear true faith and allegiance to Pakistan.

That as Ombudsman for the Province of Punjab I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully in accordance with the laws for the time being in force in the Province without fear or favour, affection or ill-will.

That I will not allow any personal interest to influence my official conduct or my official decisions;

That I shall do my best to promote the best interest of Pakistan and the Province of the Punjab.

And that I will not directly or indirectly communicate or reveal to any person any matter which shall be brought under my consideration, or shall become known to me, as Ombudsman, except as may be required for the due discharge of my duties as Ombudsman.

May *Allah* Almighty help and guide me (*Ameen*)

SECOND SCHEDULE
[see section 8(4)]

I, do solemnly swear that I will bear true faith and allegiance to Pakistan.

That as an employee of the office of the Ombudsman for the Province of Punjab, I will discharge my duties and perform my functions honestly, to the best of my ability, faithfully, in accordance with the laws for the time being in force in the Province, without fear or favour, affection, or ill-will;

That I will not allow my personal interest to influence my official conduct or my official decisions;

And that I will not directly or indirectly communicate or reveal to any person any matter, which shall be brought under my consideration, or shall become known to me, as an employee of the office of the Ombudsman.

May *Allah* Almighty help and guide me (*Ameen*)

NOTIFICATION FEBRUARY 10, 2003

No.PAP–Legis–2(5)/2003/429. – The Punjab Office of the Ombudsman (Amendment) Bill 2003, having been passed by the Provincial Assembly of the Punjab on 6 February 2003, and assented to by the Governor of the Punjab on 8 February 2003, is hereby published as an Act of the Provincial Assembly of the Punjab.

THE PUNJAB OFFICE OF THE OMBUDSMAN (AMENDMENT) ACT 2003 ACT III OF 2003

[First published, after having received the assent of the Governor of the Punjab, in the Gazette of the Punjab (Extraordinary) dated 10 February 2003]

An Act

further to amend the Punjab Office of the Ombudsman Act, 1997.

WHEREAS it is expedient further to amend the Punjab Office of the Ombudsman Act, 1997 (X of 1997), in the manner hereinafter appearing;

It is hereby enacted as follows:

1. Short title, extent and commencement

- (1) This Act may be called the Punjab Office of the Ombudsman (Amendment) Act 2003.
- (2) It shall come into force at once.

2. Amendment in section 3 of Act X of 1997

In the said Act, in section 3, in sub-section (2), the words “and is”, occurring after, the words “High Court” and before the word “person”, shall be substituted by the words “or any other”.

3. Amendment in section 4 of Act X of 1997

In the said Act, in section 4, in sub-section (1)

- (i) the word “three” shall be substituted by the word “four”, and
- (ii) full stop at the end shall be substituted by a colon and thereafter the following proviso shall be added:
“Provided that a sitting Judge of the High Court working as Ombudsman may be called by the competent authority before expiry of his tenure”.

4. Amendment in section 5 of Act X of 1997

In the said Act, in section 5, in sub-section (2)

- (i) after the word “Ombudsman”, the commas and words “not being a sitting Judge of the High Court”, shall be inserted; and
- (ii) the words “or the Province” shall be omitted.

**OFFICE OF THE OMBUDSMAN PUNJAB
LAHORE**

NOTIFICATION

No. (Registrar) 1–21/2004

Dated Lahore the January 31, 2005

In exercise of powers conferred by sub-section (11) of section 10 of the Punjab Office of the Ombudsman Act, 1997 (Punjab Act X of 1997), the Ombudsman for the Province of the Punjab is pleased to make the following Regulations laying down the procedure for registration, investigation and disposal of complaints under the Act, namely:-

**CHAPTER-I
INTRODUCTION**

1. Short title and commencement.—

(1) These Regulations may be called the Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005.

(2) They shall come into force at once.

2. Definitions.—

(1) In these Regulations, unless there is anything repugnant in the subject or context, —

- (a) “Act” means the Punjab Office of the Ombudsman Act, 1997 (Punjab Act X of 1997);
- (b) “Authorized Officer” means an officer of the Office of the Ombudsman authorized by the Ombudsman for scrutiny of complaints at the stage of preliminary examination;
- (c) “disposal” means the completion of all proceedings in a complaint, reference or motion;
- (d) “examination” means scrutiny of complaints by the Registrar or the Authorized Officer at the preliminary stage or by the Investigation Officer on commencement of investigation;
- (e) “Form” means a form specified by the Ombudsman;
- (f) “Head Office” means the principal seat of the Office of the Ombudsman at Lahore;
- (g) “hearing” means the process of ascertaining facts by hearing of one or all the parties, examination of the record and spot inspection;

- (h) “investigation” means investigation of allegations raised in a complaint, reference or motion till its disposal and includes holding of enquiry;
- (i) “Investigation Officer” means an officer of the Office of the Ombudsman to whom a complaint, reference or motion has been entrusted for investigation;
- (j) “Record Room” means the record room maintained at the Head Office or at a Regional Office where the files are consigned after disposal;
- (k) “Regional Office” means a Regional Office of the Office of the Ombudsman established at any place in the Province of Punjab;
- (l) “Registrar” includes an Additional Registrar, Deputy Registrar, Assistant Registrar or any other officer who may be assigned the duties of the Registrar;
- (m) “Registry” means an office in the Head Office or the Regional Office where the complaints are presented or received; and
- (n) “Secretary” means the Secretary of the Office of the Ombudsman Punjab.

(2) All other terms and expressions used in these Regulations but not defined hereinbefore shall have the same meaning as have been assigned to them in the Act.

CHAPTER—II

PROCEDURE FOR REGISTRATION OF COMPLAINTS

3. Presentation of complaints.—

(1) A complaint written in Urdu or English may be presented by the complainant personally or through his authorized representative or submitted by post or other means at the Head Office, or at a Regional Office having territorial jurisdiction in the matter.

(2) The territorial jurisdiction of the Head Office and the Regional Offices shall be as specified in the Schedule to these Regulations which may, at any time be altered by the Ombudsman by an order in writing:

Provided that the Ombudsman may direct that a complaint falling within the territorial jurisdiction of Head Office or a Regional Office may be investigated at another Regional Office or at the Head Office.

(3) Every complaint shall be made on solemn affirmation or supported by an affidavit to the effect that—

- (a) the allegations contained in the complaint are correct and true to the best of knowledge and belief of the complainant;

Complaint Handling Mechanism

- (b) previously no complaint on the subject was filed at the Head Office or any Regional Office;
 - (c) no suit, appeal, petition or any other judicial proceedings in connection with the subject matter of the complaint are pending before any Court.
- (4) On receipt of a complaint the person incharge of the Registry shall—
- a) diarize the complaint.
 - b) issue an acknowledgement receipt to the complainant in person if he is present or send it by post; and
 - c) forward it to the Registrar.

4. Examination by the Registrar —

The Registrar shall, on receipt of the complaint from the Registry—

- (i) allot a registration number to the complaint;
- (ii) examine the complaint along with the documents attached thereto; and
- (iii) submit the complaint with his views to the Ombudsman or the Authorized Officer for orders as to its admission or otherwise.

5. Admission or rejection of complaint at preliminary stage.—

(1) Where the grievance of a complainant against an Agency or its employee *prima facie* amounts to maladministration, and the complaint is not incompetent under the proviso to sub-section (1) or sub-section (2) of section 9 of the Act, and is not barred under sub-section (2) of section 10 thereof, the Ombudsman, or the Authorized Officer, shall admit the complaint for investigation.

(2) Where, *prima facie*, a complaint is deemed incompetent under sub-regulation (1) or does not require any investigation for any other reason, the Ombudsman or the Authorized Officer may reject the complaint *in limine*:

Provided that the Ombudsman may, in his discretion, direct that such matter may be resolved informally under section 33 of the Act.

(3) Where a complaint is rejected *in limine*, the Registrar shall inform the complainant the reasons for rejection of the complaint and consign the file to the record.

(4) Where the complaint is admitted under sub-regulation (1), the Registrar shall pass it on to the Investigation Officer authorized to investigate complaints against a particular Agency and inform the complainant of the procedure to be followed in investigation of the complaint.

6. Suo Moto Cognizance.—

(1) Whenever suo moto cognizance of maladministration is taken by the Ombudsman, he may issue to the principal officer or any other officer of the

Agency a notice incorporating brief facts and circumstances or send a copy of the written material which, in his opinion, appears to have caused maladministration and call upon him to meet the allegations contained therein and to submit a detailed report.

(2) On receipt of report as required under sub-regulation (1), the Ombudsman may close the investigation if he is satisfied that no maladministration has been committed.

(3) Where the Ombudsman decides to proceed with the investigation, he may either investigate the matter himself or entrust it to any other Investigation Officer to proceed further in the matter as provided in the Act and these Regulations.

CHAPTER—III

PROCEDURE FOR INVESTIGATION

7. Entrustment of complaints to Investigation Officers.—

(1) For the purpose of investigation of the complaint, the Ombudsman may, by general or special order in writing, authorize any officer at the Head Office or at a Regional Office to exercise powers under sub-sections (1) and (3) of section 14 of the Act.

(2) The Ombudsman may, where any request is made by a complainant or an Agency, in the interest of expeditious finalization of investigation, transfer a complaint registered at the Head Office to a Regional Office or registered at a Regional Office to the Head Office or to another Regional Office.

(3) Where a complaint is not made on solemn affirmation or is not accompanied by a copy of the National Identity Card and an affidavit in the specified form, the Investigation Officer shall require the complainant to provide it, otherwise, the complaint may be dismissed.

(4) If the Investigation Officer after perusal of the complaint comes to the conclusion that it should not have been entertained on any of the grounds mentioned in section 9 or those in section 10(2) of the Act, he shall submit the complaint with his findings to the Ombudsman for orders.

8. Report from the Agency.—

(1) In respect of every complaint admitted for investigation under regulation 5 and further scrutinized under regulation 7, a report in writing shall be called from the Agency complained against.

Provided that where circumstances so require, the report may be called for through telephone, telex, fax, e-mail or any other means of communication:

Provided further that where an immediate action or redress is called for, the Investigation Officer may call upon the principal officer of the concerned Agency to redress or cause the grievance to be redressed within a specified period and submit a compliance report to the Ombudsman but if he is of the view that the grievance cannot be redressed, he shall submit a detailed report explaining the reasons why the same cannot be done.

(2) The notice calling for a report shall be accompanied by a copy of the complaint or relevant extracts therefrom highlighting the grievances of the complainant, the alleged nature of maladministration and where necessary, copies of all relevant documents attached with the complaint.

(3) The notice for submission of report under subsection (4) of section 10 of the Act shall be addressed to the principal officer of the Agency as well as to any other officer who is alleged in the complaint to have taken or authorized the action complained of.

(4) The report shall be submitted within such period as is specified in the notice or within such period ordinarily not exceeding 15 days as may be allowed on the written request of the principal officer or the officer concerned.

(5) Where the principal officer or the officer concerned fails to submit the report as required under sub-regulation (4), the Investigation Officer shall issue another notice requiring the principal officer or the officer concerned to appear before him or the Ombudsman on the specified date or depute an officer well conversant with the facts of the case with the written report and the relevant record of the case, failing which the Ombudsman may issue directions to the appropriate authority under sub-section (5) of section 14 of the Act for taking disciplinary action against the person who disregarded the direction. If failure or disobedience to submit report on the part of the principal officer or the officer concerned so warrants, the Ombudsman may proceed against him for contempt under section 16 of the Act.

9. Agency's Report on allegations of the Complainant.—

(1) Where the Agency reports that the grievance of the complainant already stands redressed or relief has been provided to him on receipt of the complaint from Ombudsman Office, the complaint may be disposed of as having borne fruit unless it is considered necessary to award compensation to the complainant for the loss or damage suffered by him due to gross maladministration in accordance with section 22 of the Act.

(2) In a case where the Agency reports that for the relief sought, the complainant was required to fulfil certain procedural requirements, the complainant shall be directed to complete such requirements and, if no information is received within the time allowed by the Investigation Officer, it shall be presumed that the complainant does not wish to pursue the case further and the complaint may be filed as not pressed.

(3) Where the Agency contests some or all the allegations made by the complainant, the Investigation Officer may, if he is not satisfied with the report of the Agency, address a questionnaire to the Agency for elucidation of specific questions or call for additional information.

10. Rejoinder.—

(1) Where the Investigation Officer is satisfied that, in the light of the report of the Agency, any clarification in respect of the allegations contained in the complaint is required from the complainant, he shall call upon the complainant to submit a rejoinder within a specified time not exceeding thirty days, or such further period not exceeding 20 days as may be extended by the Investigation Officer.

Provided that if no rejoinder is received within the extended period, the Investigation Officer may finalize investigation:

Provided further that where the Agency makes a request with plausible reasons that any portion of the report or any document annexed to its report may be kept confidential, such portion of the report or, as the case may be, document shall not be sent to the complainant unless the Investigation Officer decides otherwise.

(2) Where on receipt of rejoinder from the complainant, the Investigation Officer finds that the complainant is satisfied with the report of the Agency and does not desire to pursue his case any further, the complaint may be deemed to have been disposed of as having borne fruit unless there is sufficient material to show that there was any gross maladministration which was the basis of the complaint. In such a case the Ombudsman may pass such orders as he deems fit.

(3) Where the complainant reiterates his stand without any reasonable grounds or justification and the Investigation Officer is of the opinion that the Agency had not committed any maladministration, the complaint shall be rejected.

11. Further investigation.—

Where the Investigation Officer is of the opinion that any further enquiry is called for, he shall bring out the controversial points between the parties for determination and require the Agency;—

- (a) to provide further comments;
- (b) to make clarification of any specific issue;
- (c) to produce the relevant record; or
- (d) to depute a representative for a hearing.

12. Hearing of cases.—

(1) Hearing shall be fixed only when it is considered necessary in the interest of fair and expeditious disposal of the complaint.

(2) As far as may be, no officer of the Agency shall be summoned by name or rank and the Agency shall ordinarily be required to depute an officer fully conversant with the facts of the case.

(3) The officers of the rank of Secretary and above shall be summoned only with the approval of the Ombudsman.

(4) Any mutual agreement or undertaking given by parties shall be recorded by the Investigation Officer and signed by the persons representing the parties.

(5) If for any reason, the date of hearing already fixed is changed, the Investigation Officer shall inform both the parties well in time of the next date of hearing.

13. Inspections.—

(1) Where an inspection of a place, or site, or the examination of any record is necessary, the Investigation Officer himself or any official authorized by him shall, with the approval of the Ombudsman, and after due intimation to the Agency proceed for the inspection of the spot or, as the case may be, examination of the record.

Provided that, if the place of such inspection falls within the jurisdiction of another Regional Office or the Head Office, the case file may, with the approval of the Ombudsman, be sent to such Regional Office or the Head Office, highlighting the points in issue involved in the matter for carrying out inspection of the site or examination of the record, as the case may be.

(2) The file of the case shall be returned to the Investigation Officer with a report of inspection of the spot or examination of the record, as the case may be.

14. Requisitioning of record.—

(1) Where the Investigation Officer considers it necessary, the Agency may be directed to produce the record under sub-section (9) of section 10 of the Act:

(2) In case any portion of the record is considered necessary to be retained by the Investigation Officer, an authenticated copy thereof shall be prepared and provided to the Agency.

15. Information from and to the complainant.—

(1) If at any stage of the investigation, the Investigation Officer desires to seek any clarification from the complainant, he may ask him on telephone or through post or to appear before him for the purpose.

(2) If the investigation of any case is protracted and its disposal is likely to take more than three months or if the complainant approaches the Investigation Officer to ascertain the position of his case, the complainant shall be kept informed of the progress of his case at least once in every three months.

16. Transfer of cases.—

Where in a complaint filed in a Regional Office the Agency complained against is located within the territorial jurisdiction of another Regional Office or the Head Office, the Ombudsman may transfer such complaint to the concerned Regional Office or the Head Office, as the case may be.

CHAPTER-IV PROCEDURE FOR DISPOSAL OF COMPLAINTS

17. Completion of Investigation —

The investigation of a complaint shall, with the approval of the Ombudsman, be closed when it is found that—

- (a) the subject matter of the complaint does not fall within the purview of the Act; or
- (b) no case of maladministration is prima facie made out; or
- (c) the Agency is not at fault as a particular procedure has to be adopted or formalities have to be followed by the complainant for redress of his grievance; or
- (d) the complainant fails to furnish the required information or supply relevant documents, or fails to attend hearings, despite notices and it is not possible to decide the complaint on the basis of the available record; or
- (e) the relief had already been provided before the complaint was lodged and the complainant confirms the redress of his grievance or he is informed of the same through registered post; or
- (f) the complainant and the representative of the Agency agree to a proposition consequent whereof grievance is redressed without any proof of maladministration; or
- (g) the complainant without any reasonable ground or justification continues to press his allegations but the Agency is not guilty of maladministration; or
- (h) where findings for redress of grievance have been given and the directions contained therein have been complied with or a representation has been filed to the Governor under section 32 of the Act; or
- (i) where representation under section 32 of the Act is rejected or the findings have been modified, and the original or the modified findings, as the case may be, have been complied with; or
- (j) the subject matter of the complaint was subjudice before a court of competent jurisdiction on the date of receipt of the complaint, reference or motion; or
- (k) the complaint by or on behalf of a public servant or functionary concerns matters relating to the Agency in which he is or has been, working, in respect of personal grievance relating to his service therein; or
- (l) the subject matter of the complaint is the same which has already been disposed of by findings in an earlier complaint; or
- (m) the subject matter of the complaint has already been adjudicated upon by a Court or Tribunal of competent jurisdiction; or
- (n) the complaint had been made by a person who is not an aggrieved person; or

- (o) the complaint was anonymous or pseudonymous.

18. Findings of the Ombudsman—

(1) In all cases where investigation is proposed to be closed at any stage of investigation and where a direction to the Agency or any of its officers or employees is or is not to be issued, the Investigation Officer shall prepare draft findings, as far as possible in the specified form and submit these to the Ombudsman for orders/decision.

(2) The draft findings shall be simple, impersonal, persuasive and in paragraphs duly numbered in chronological order.

(3) At the Head Office, the draft findings shall be submitted to the Ombudsman directly while those at the Regional Offices shall be submitted through the Registrar at the Head Office or submitted to the Ombudsman during his tour to the respective Regional office.

(4) On submission of draft findings, the Ombudsman may pass orders/decision, make such changes in the draft findings as he considers necessary in the light of the investigation done, ask the Investigation Officer to redraft the findings or to carry out further investigation as indicated.

(5) These draft findings shall be resubmitted to the Ombudsman after making such changes as have been approved by him or directed by him to be made or after carrying out such investigation as directed by him, as the case may be, the draft findings will then be resubmitted to the Ombudsman for orders/decision.

(6) In all cases, a copy of the order/decision shall be communicated to the complainant and the Agency concerned.

19. Completion of Findings and consignment of files to Record.—

- (1) After the findings are signed by the Ombudsman:
 - (a) all drafts shall be destroyed by the Investigation Officer;
 - (b) the copies of the Findings shall be authenticated by the Investigation Officer and dispatched to the complainant and the Agency.
- (2) With the approval of the Ombudsman, important findings may be circulated amongst Investigation Officers for information and selected cases may be sent to the Public Relations Section at the Head Office for publication.
- (3) Where a complaint is closed or rejected it shall be consigned to the record room within 14 days of the closure or rejection.
- (4) Where any findings have been communicated to the Agency under sub-section (1) of section 11, the file shall be retained by the Investigation Officer and consigned to record room only after confirmation of implementation of the recommendation has been received from the Agency or the Complainant.

- (5) The Investigation Officer shall send one copy of the findings in the specified form in duplicate to the Computer Section at the Head Office for updating the record and place the other copy on the relevant file which should then be consigned to the record room.
- (6) Where any person is aggrieved by a decision or order of the Ombudsman and intends to file a representation to the Governor under section 32 of the Act, the file may be consigned to record room within 14 days of the confirmation of representation having been filed.
- (7) Where a representation to the Governor made under section 32 of the Act is rejected or the findings are modified, the file shall be taken out from the record room for making an entry about the decision of the Governor and shall be consigned to the record room within 14 days of the confirmation of implementation of the original or modified findings.

20. Reconsideration Petition.—

(1) In case an Agency gives reasons in terms of sub-section (2) of section 11 of the Act for not complying with the directions, a copy of its report shall be supplied to the complainant on the specified form, for his comments.

(2) On receipt of a reply from the complainant, he shall be provided an opportunity of being heard and after considering his pleadings during the hearing, if any, the Investigation Officer shall submit the case with draft findings to the Ombudsman for orders.

(3) On considering the case submitted by the Investigation Officer under sub regulation (2), the Ombudsman may pass such orders thereon as deemed appropriate and have them communicated to the complainant and the Agency.

21. Procedure in case of non-compliance.— Where—

- i) no representation to the Governor has been filed by the Agency under section 32 of the Act; or
- ii) a representation was filed but has been rejected; or
- iii) a modified findings have been issued as a result of the orders of the Governor on the representation;

and the Agency fails to implement the original or the modified recommendations wholly or partially and the reasons given by the principal officer or the officer concerned for non-implementation have been rejected by the Ombudsman as unsatisfactory, it shall be treated as “Defiance of Recommendations” and dealt with under section 12 of the Act.

22. Correction of errors, mistakes, misrepresentation, etc.—

(1) Where through any typographical error, mistake or misrepresentation by the complainant or the Agency, an incorrect figure, fact or position is reflected in the findings and directions of the Ombudsman, the Investigation Officer shall, after giving notice to the complainant and the Agency and providing them an opportunity of being heard, submit the case with draft findings to the

Ombudsman in specified form for consequential rectification or modification of the original findings and directions.

(2) In all cases where the consequential rectification or modification is made the decision shall be communicated to the complainant and the Agency on specified form.

23. Proceedings for Defiance of Recommendations or Disciplinary Action.—

(1) Where it is decided by the Ombudsman to initiate proceedings for “Defiance of recommendations” in terms of Section 12 of the Act or for action under sub-section (5) or (6) of section 14 of the Act, the Investigation Officer shall submit a self-contained note to the Secretary along with a show cause notice on specified form. In the case of a Regional Office, the Investigation Officer concerned shall submit the case to the Secretary through the Officer Incharge of that Office.

(2) The Secretary shall, with the approval of the Ombudsman, cause the notice to be served on the public servant concerned to show cause as to why the proposed action may not be taken against him.

(3) After considering all the facts of the case, including the reply to the show cause notice, if any, of the public servant under sub-regulation (2), the Ombudsman may refer the matter to the Government under sub-section (1) of section 12.

24. Communication of Orders of the Government.—

The orders of the Government passed on a report of the Ombudsman for “Defiance of recommendations” under section 12 of the Act, shall be communicated by the office of the Ombudsman to the public servant and the concerned Agency for compliance under intimation to the Ombudsman on or before the date specified for the purpose.

**CHAPTER-V
Miscellaneous**

25. Monthly Progress Report.—

(1) Every Investigation Officer shall submit monthly reports on specified form to the Registrar at the Head Office for onward submission to the Ombudsman.

(2) The Investigation Officers at the Regional Offices shall submit monthly reports through Incharge of the Regional Office concerned who may add his comments on the covering note.

(3) The Secretary shall, by the tenth day of each month, submit to the Ombudsman, in the specified form a statement about institution and disposal of complaints for and upto the end of the preceding month.

26. Notices.—

(1) A notice on specified form shall be issued to the complainant by registered post if he fails to —

- (a) furnish required information or documents;
- (b) confirm and verify the contents of the complaint on solemn affirmation or oath;
- (c) submit rejoinder or rebuttal within the specified time;
- (d) confirm the compliance of the procedural requirements of the Agency; and
- (e) confirm the grant of relief.

(2) Where the Ombudsman rejects a complaint being false, frivolous or vexatious and decides to award compensation to an Agency, public servant or other functionary under subsection (4) of section 14, before awarding such compensation, the Ombudsman may issue a show cause notice to the complainant on specified form.

(3) Where the Ombudsman contemplates to proceed against employee of an Agency or a public servant or the complainant or other person for contempt of his Office a notice to show cause may be issued to him/them on specified form.

(4) Where the Ombudsman considers that the complainant has suffered loss or damage on account of maladministration of an Agency or any other public servant or any other functionary and deserves awarding of compensation under section 22 of the Act, such Agency, public servant or functionary may be issued a notice to show cause on specified form before awarding compensation.

(5) As far as may be, all notices shall be issued under registered cover and special care shall be taken to record the correct mailing address.

27. List of Principal Officers of the Agencies and their nominees.—

(1) The Registrar at the Head Office and the Additional Registrar/Assistant Registrars at the Regional Offices shall maintain a list of principal officers of Agencies.

(2) The Investigation Officers shall bring to the notice of the Registrar at the Head Office or the Additional Registrar/Assistant Registrar at the Regional Office whenever any information is received by them in respect of any change of the principal officer of an Agency.

28. Maintenance of files.—

(1) The Investigation Officer shall ensure that the record of every complaint is properly maintained and the proceedings are reflected in chronological order in the order sheet as given in specified form.

(2) The case file shall contain the following particulars on its cover, namely:-

- (a) registration number of the complaint;
- (b) date of registration of the complaint;
- (c) complainant's name;
- (d) name of the Agency complained against;

- (e) brief subject of the complaint;
- (f) whether the file contains correspondence or noting or both;
- (g) date of disposal of complaint; and
- (h) date of consignment to record.

(3) The complaint along with cover sheets on specified forms shall be tagged on the right-hand side of the file, whereas the order sheet on specified form shall be placed on the left-hand side of the file.

(4) The pages should be numbered in chronological order with the last numbered page appearing on the right hand side on the file.

(5) The order sheet on specified form shall contain record of actions taken with dates for further processing and shall be used as noting part of the file for obtaining orders, instructions and directions of the Ombudsman.

29. Notwithstanding any provision in these Regulations but subject to the provisions contained in the Act, the Ombudsman shall continue to exercise his powers and have absolute discretion to modify the procedure of handling any particular case or adopt a special procedure keeping in view the special nature and facts of the case.

SCHEDULE

[see regulation 3 (2)]

TERRITORIAL JURISDICTION OF HEAD OFFICE AND REGIONAL OFFICES

NAME OF OFFICE	DISTRICTS
HEAD OFFICE, LAHORE	Lahore, Sheikhpura, Nankana Sahib, Kasur, Okara, Gujranwala, Sialkot, Narowal, Gujrat, Hafizabad, Mandi Bahauddin, Bahawalnagar, Pakpattan, Sahiwal, Faisalabad, Jhang, T.T. Singh.
REGIONAL OFFICE, MULTAN	Multan, Khanewal, Lodhran, Vehari, D.G. Khan, Muzaffargarh, Rajanpur, Layyah, Bahawalpur, R.Y. Khan.
REGIONAL OFFICE, RAWALPINDI	Rawalpindi, Jhelum, Chakwal, Attock
REGIONAL OFFICE, SARGODHA	Sargodha, Bhakkar, Khushab, Mianwali

-sd-

OMBUDSMAN FOR THE PROVINCE OF PUNJAB

ابتدائیہ

1.1 محاسب کے ادارے کے قیام کا مقصد:

محاسب پنجاب کے ادارے نے ابتدائی طور پر ”دی پنجاب آفس آف دی ایڈزین آرڈیننس 1996“ کے تحت کام شروع کیا۔ بعد ازاں 30 جون 1997 سے ”دی پنجاب آفس آف دی ایڈزین ایکٹ 1997“ کے تحت کام کر رہا ہے۔ مذکورہ قانون کے مطابق اس ادارہ کو قائم کرنے کے مقاصد درج ذیل ہیں:

- (i) عوام الناس کے حقوق کا تحفظ کرنا
- (ii) قانون کی عملداری کو یقینی بنانا
- (iii) بدانتظامی کے باعث کسی فرد کے ساتھ ہونے والی بے انصافی کی تفتیش اور اس کا ازالہ کرنا اور
- (iv) بدعنوانیوں کا سدباب کرنا۔

1.2 اداروں پر عدم اعتمادی کا رجحان:

حکومت کے محکمہ جات اور دیگر ادارے عوامی خدمت کے لیے بنائے جاتے ہیں اور ان سے امید رکھی جاتی ہے کہ وہ عوامی شکایات اپنے طور پر دور کرنے کی سعی کریں گے۔ مگر جب وہ اپنے فرائض کی ادائیگی کما حقہ ادا نہیں کر پاتے تو پھر لوگ دوسرے اداروں یا مخصوص عدلیہ سے رجوع کرتے ہیں جس پر پہلے ہی کام کا بوجھ بہت زیادہ ہے۔ چونکہ بدقسمتی سے موجودہ نظام عدل میں انصاف حاصل کرنے کے لئے ہماری اخراجات کے علاوہ طویل انتظار کی زحمت اٹھانا پڑتی ہے اس لئے محاسب کے ادارے سے رجوع کرنے والے لوگوں کی تعداد میں اضافہ ہو رہا ہے۔ یہاں شکایت کنندہ سادہ کاغذ پر درخواست جمع کروا سکتا ہے اور کسی خرچ کے بغیر اس کی حق رسی ممکن ہے۔ موجودہ حالات میں اس ادارے کی جانب سے بے انصافی کی بروقت تفتیش اور ازالے کیلئے کئے گئے اقدامات عوام میں اس کی مزید پذیرائی کا باعث بن سکتے ہیں اور اسے دوسرے اداروں سے ممتاز کر سکتے ہیں لہذا لوگوں کے اعتماد کے حصول کیلئے اس ادارے میں کام کرنے والے تمام افراد کی یہ بنیادی ذمہ داری ہے کہ وہ عوام کے رابطہ کرنے پر خوش اخلاقی کا بھرپور اظہار کریں اور درخواست کو نمٹانے کیلئے طے شدہ طریقہ کار کے مطابق مستعدی سے اقدامات کریں۔ اس ادارے سے رجوع کرنے والوں کیلئے عاف کی خصوصی توجہ، کام کرنے کی رفتار اور لگن، بروقت فیصلہ سازی اور اس پر جلد عمل درآمد ہی اس ادارے پر عوامی اعتماد کو بڑھانے کا۔

1.3 دفتر محاسب پنجاب سے کسی فرد کا پہلا رابطہ اور اس کی اہمیت:

شکایت کنندہ کو انتہائی توجہ سے سنیں اور اس کا مسئلہ سمجھیں۔ اگر مسئلہ قانون کے مطابق قابل سماعت ہے تو دفتری طریقہ کار کے مطابق کارروائی شروع کریں۔ شکایت کنندہ کو دفتری طریقہ کار سے متعلق پوری طرح آگاہ کریں۔ اگر مسئلہ دفتر ہذا سے متعلق نہیں ہے تو نہایت اچھے طریقے سے کارروائی نہ کرنے کی وجوہات بیان کر دیں یا متعلق کی روشنی میں شکایت کنندہ کو مناسب رہنمائی فراہم کر دیں تاکہ وہ متعلقہ ادارے سے رجوع کر سکے۔ کوشش کریں کہ شکایت کنندہ ہمارے دفتر سے جب واپس جائے تو وہ بہت مطمئن ہو کر جائے۔ اس سلسلہ میں آپ کا کردار اپنے لئے اور اس ادارہ کے لئے نیک نامی کا باعث ہوگا۔ اس ضمن میں ”شکایت کنندگان کی رہنمائی کیلئے ضروری معلومات“ پر مشتمل ہر دفتر شکایت کنندہ کو برائے مطالعہ و حوالہ پیش کیا جاسکتا ہے۔

2 طریقہ کار بابت وصولی شکایات، اندراج اور قابل سماعت ہونے یا نہ ہونے کا فیصلہ

2.1 وصولی شکایت:

ذیل ذرا میں شکایات مندرجہ ذیل ذرائع سے موصول ہوتی ہیں:

- (i) بذریعہ ڈاک
- (ii) بذریعہ ای میل / فیس بک
- (iii) آن لائن سسٹم (Complaint Management Information System) پر بذریعہ ویب سائٹ
www.ombudsmanpunjab.gov.pk
- (iv) بذریعہ فیکس
- (v) اصالتاً

2.2 اندراج:

- (1) شکایت موصول ہونے کے بعد اس کو درج رجسٹر کریں اور جس تاریخ کو شکایت موصول ہو اسی تاریخ کو اس کا اندراج سی ایم آئی ایس (CMIS) میں بھی کریں۔
- (2) اگر شکایت کنندہ درخواست دینے کے لئے اصالتاً حاضر ہو تو ضروری کاغذات (نقل شناختی کارڈ و بیان حلفی سادہ کاغذ پر بمطابق ضمیمہ I) درخواست شکایت کے ساتھ ہی عمل کروائے جائیں۔
- (3) شکایت کا اندراج کرتے وقت متعلقہ محکمہ / ایجنسی کا مکمل اور درست نام عبوری حکم نامہ شیٹ پر (بمطابق ضمیمہ II) تحریر کریں۔ مثلاً ڈسٹرکٹ کوآرڈینیشن آفیسر / اسسٹنٹ کمشنر، ڈسٹرکٹ پولیس آفیسر وغیرہ ایجنسی نہ ہیں بعض ایڈوائزر صاحبان اس کو ایجنسی تحریر کر دیتے ہیں جو کہ غلط ہے اور ضروری ہے کہ ایجنسی کا نام تحریر کرنے کے بعد بریکٹ میں متعلقہ آفیسر کا عہدہ تحریر کیا جائے۔ مثلاً پنجاب پولیس (ڈسٹرکٹ پولیس آفیسر)، محکمہ مال (اسسٹنٹ کمشنر پھالیہ) وغیرہ اور گارنٹس یا فیصلہ کی اپنی محکمہ کے سربراہ کو بھی بھجوائی جانی ہو تو اس کا عہدہ بھی تحریر کریں۔
- (4) درخواست شکایت کا اچھی طرح مطالعہ کرنے کے بعد اس کے کموزوں عنوان کا تعین کریں۔ کیونکہ واضح عنوانات کی بنیاد پر ہی شکایات کی نوعیت اور اعداد و شمار کا جائزہ صحیح نتائج پر منتج ہو سکے گا۔ اس امر کو بھی یقینی بنائیں کہ شکایت کا عنوان اور نام محکمہ و متعلقہ آفیسر کا عہدہ (جس سے رپورٹ طلب کی جانی ہو) عبوری حکم نامہ شیٹ پر اپنے قلم سے تحریر کریں۔ متعلقہ سٹاف کو بھی ہدایت کی جائے کہ عبوری حکم نامہ شیٹ پر لکھا گیا عنوان و محکمہ ہی سی ایم آئی ایس (CMIS) میں درج / منتخب کریں۔

(5) غیر واضح اور مبہم عنوانات کی چند مثالیں درج ذیل ہیں:

- (i) حق ری کی استدعا۔
- (ii) انصاف دلانے جانے کی استدعا۔
- (iii) افسر / اہلکار کے خلاف کارروائی / ایکشن کی استدعا۔

- (6) واضح اور درست عنوانات کی چند مثالیں درج ذیل ہیں:
- (i) ایف آئی آر کے اندراج میں تاخیر کی بابت کارروائی کی استدعا۔
 - (ii) رول 17-A کے تحت ملازمت دلائے جانے کی استدعا۔
 - (iii) فرد کے اجراء میں تاخیر کی بابت پنواری (عملہ محکمہ مال) کے خلاف کارروائی کی استدعا۔
 - (iv) ریکارڈ مال میں درستی میں تاخیر کی بابت کارروائی کی استدعا۔
 - (v) اہلکار/افسر/عملہ کے خلاف الزام وصولی رشوت کی بابت کارروائی کی استدعا۔
 - (vi) سرٹیفکیٹ بابت اندراج پیدا کر کے جاری کرنے میں تاخیر کی بابت اہلکاران کے خلاف کارروائی کے جانے کی استدعا۔

2.3 قابل سماعت ہونے یا نہ ہونے کا فیصلہ:

- (1) شکایت رجسٹر کرنے کے بعد اس کا بغور جائزہ لیا جائے تاکہ فیصلہ کیا جاسکے کہ یہ شکایت محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 9 کے تحت قابل سماعت ہے یا نہیں۔ اگر بادی النظر میں شکایت قابل سماعت ہو تو اس بات کا بھی جائزہ لیا جائے کہ محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 10(3) کے تحت شکایت زائد المیاد تو نہیں۔ شکایت زائد المیاد ہونے کی صورت میں مذکورہ دفعہ 10(3) کے تحت جتاپ محتسب پنجاب سے احکامات حاصل کئے جائیں۔
- (2) شکایت کے قابل سماعت ہونے کے بارے میں فیصلہ کے حوالہ سے 'بدانتظامی' اور 'بجھتی' کی تعریفات محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 2 میں دی گئی ہیں جن کا رد و جزجہ شکایات پر کارروائی کرنے والے کی سہولت کے لئے ضمیمہ III پر دیا گیا ہے۔

3 ناقابل سماعت درخواست شکایت کا نمٹنا

- (1) درخواست شکایت برہان قانون (محتسب پنجاب ایکٹ مجریہ 1997) ناقابل سماعت ہو تو بطور رجسٹر ارا سے داخل دفتر کرتے ہوئے شکایت کنندہ کو تحریری طور پر مطلع کر دیں کہ کس بناء پر اس کی شکایت ناقابل سماعت ہے۔ ناقابل سماعت درخواست پر کسی بھی صورت میں تفتیشی عمل شروع نہ کریں۔ ناقابل سماعت شکایات کی فہرست ضمیمہ IV پر ملاحظہ کریں۔
- (2) اگر شکایت متعلقہ محکمہ یا ایجنسی کو بغرض ضروری کارروائی و حق ری بجھوائی جاری ہو تو چٹھی کی نقل شکایت کنندہ کو برائے اطلاع ضرور ارسال کریں۔
- (3) اس امر کو یقینی بنایا جائے کہ شکایت کنندہ کی درخواست پر کارروائی کو بلاوجہ طول نہ دیا جائے اگر وہ کسی دیگر محکمہ کو بغرض ضروری کارروائی و حق ری بجھوائی جاتی ہو تو جلد از جلد متعلقہ محکمہ کو بجھوائی جائے۔

4 قابل سماعت درخواست شکایت پر کارروائی

- (1) اگر بادی النظر میں درخواست قابل سماعت پائی جائے مگر شکایت کنندہ نے مطلوبہ کاغذات یعنی شناختی کارڈ کی نقل اور سادہ کاغذ پر بیان حلفی (برہان ضمیمہ I) شامل درخواست/شکایت نہ کیا ہو تو پہلے مذکورہ دستاویزات حاصل کی جائیں اور اگر درخواست/شکایت کے مندرجات غیر واضح یا ناممکن ہوں تو وضاحت بھی ضروری کاغذات کے ہمراہ طلب کریں۔ دو (2) رجسٹر ڈنٹس اور بڈ ریویو ٹیلیفون اطلاع دیئے جانے پر بھی مطلوبہ دستاویزات/وضاحت موصول نہ ہونے پر متعلقہ ایڈوائزر بطور رجسٹر درخواست بغیر کسی مزید مروجہ کارروائی کے داخل دفتر (In Limini) کر دیں اور اس کی اطلاع شکایت گزار کو بھی کر دیں۔

(2) درخواست شکایت کے قابل سماعت ہونے اور مطلوب دستاویزات شامل درخواست ہونے کی صورت میں ہی ایجنسی سے رپورٹ طلب کر کے تفتیش حقائق عمل میں لائی جائے۔

4.1 رپورٹ محکمہ ایجنسی:

(1) شکایت کنندہ سے مطلوب کاغذات / وضاحت موصول ہونے کے بعد بذریعہ نوٹس (رجسٹرڈ نوٹس یا بذریعہ ڈی آر) ہمراہ نقل درخواست شکایت ایجنسی سے جواب طلب کریں اور نوٹس کی نقل متعلقہ آفیسر کے علاوہ محکمہ کی جازا تقارٹی کو بھی بھجوائیں۔

(2) تاریخ مقررہ تک اگر جواب ایجنسی موصول نہ ہو تو دوبارہ بذریعہ نوٹس (یا دوہائی) ایجنسی سے جواب طلب کیا جائے اور متعلقہ آفیسر کو بذریعہ فون بھی ہدایات دی جائیں کہ جواب جلد از جلد یا مقررہ تاریخ تک ضرور بھجوائیں۔

(3) اگر دو (2) نوٹس دیئے جانے کے باوجود ایجنسی کی رپورٹ نہ آئے تو ایڈوائز رضا جان اگر مزید مہلت دینا مناسب سمجھیں تو ایک مہلت اور دس دیں ورنہ شکایت کنندہ کو ن کر اور اس کی پیش کردہ شہادت کو دیکھ کر سفارشات مرتب کریں۔

(4) اگر ایجنسی شکایت کنندہ کا مسئلہ حل کر رہی ہو تو مزید مہلت بھی دی جاسکتی ہے۔ تاہم ہر ممکن کوشش کی جائے کہ درخواست شکایت کا فیصلہ 90 روز کے اندر کر دیا جائے۔ 90 روز سے زیادہ تاخیر کی صورت میں ہر ایسے کیس کی تاخیر کی وجوہات سے دفتر محتسب پنجاب صدر دفتر (ہیڈ آفس)، لاہور کو تحریری طور پر آگاہ کریں۔

(5) محکمہ نے جواب میں اگر شکایت کنندہ کی دادری کی گئی ہو تو اس کی تصدیق شکایت کنندہ سے بذریعہ ٹیلی فون کی جائے جس کا تذکرہ فیصلہ میں بھی کریں۔

4.2 جواب الجواب:

(1) ایجنسی کی جانب سے موصول شدہ رپورٹ کی نقل شکایت کنندہ کو ہمراہ نوٹس بھجوائیں کہ وہ اپنا جواب الجواب اصل یا بذریعہ ڈاک بھجوائے، اگر مقررہ تاریخ تک شکایت کنندہ کی طرف سے جواب موصول نہ ہو تو نوٹس (یا دوہائی) کے علاوہ بذریعہ فون بھی شکایت کنندہ سے رابطہ کیا جائے۔ اس کے باوجود شکایت کنندہ کی طرف سے کسی ردعمل/تحریری موقف کے موصول نہ ہونے پر یہ تصور کیا جائے کہ اسے رپورٹ ایجنسی کے مندرجات سے اتفاق ہے۔ اندریں حالات رپورٹ ایجنسی کی روشنی میں ہی نتائج مرتب کئے جائیں۔

(2) شکایت کنندہ کی طرف سے جواب الجواب موصول ہونے کے بعد اس کا بغور جائزہ لیں، اگر شکایت رپورٹ کے نکات پر کچھ مزید بیان کیا گیا ہو جس پر ایجنسی کی جانب سے مزید وضاحت کی ضرورت ہو تو ایجنسی سے بذریعہ نوٹس رپورٹ / وضاحت طلب کی جائے۔

4.3 کارروائی مشترکہ سماعت:

(1) ایجنسی کی طرف سے جواب موصول ہونے کے بعد اگر ضرورت ہو تو دونوں فریقین (شکایت کنندہ اور نمائندہ ایجنسی) کو بذریعہ نوٹس/ٹیلی فون مشترکہ سماعت کے لیے ہمراہ ریکارڈ طلب کیا جائے اور متعلقہ ریکارڈ کا جائزہ لیا جائے۔ مشترکہ سماعت کے بعد بھی اگر مزید ریکارڈ کی ضرورت ہو یا موقعہ ملاحظہ کرنا درکار ہو یا کوئی اور وجہ ہو تو دوبارہ سماعت کی جاسکتی ہے۔ البتہ موقعہ ملاحظہ کرنے کیلئے محتسب پنجاب کی اجازت درکار ہوگی اور اگر کوئی ستم باقی رہ گیا ہو

توفر یقین کی دوبارہ سماعت کی جائے۔ اگر ملاحظہ رکھا رڈ/سماعت فریقین سے عیاں ہو کہ کوئی دیگر شخص یا محکمہ متاثر ہو رہا ہو تو اس کو بھی سماعت میں شمولیت کے لیے موقع فراہم کیا جائے۔

(2) کارروائی سماعت کے لئے حاضر فریقین کی حاضری عبوری حکم نامہ شیٹ پر بمطابق ضمیمہ ۷ لگا گئیں۔

(3) مشنر کہ سماعت کیلئے مقررہ تاریخ پر کسی ایک فریق کے حاضر نہ ہونے کی صورت میں سات یوم کے اندر مشنر کہ سماعت دوبارہ منعقد کی جائے جس کیلئے محکمہ کے مجاز افسر اور شکایت کنندہ کو بذریعہ رجسٹر ڈنٹس اور فون مطلع کیا جائے۔

(4) اگر کسی بھی مجاز فورم پر شکایت کنندہ یا ایجنسی کی طرف سے زیر بحث معاملہ کے متعلق کیس زیر سماعت ہو تو تحریری ثبوت لینے کے بعد مزید کارروائی روک دی جائے اس امر کی جانچ لینی بنائیں کہ کسی دوسرے معاملہ کو زیر بحث معاملہ سے منسلک کر کے زیر بحث معاملہ کو کنٹین لگھایا تو نہیں جا رہا یا یہ کہ حقائق کو چھپانے اور ڈھنڈا کو گمراہ کرنے کی کوشش تو نہیں کی جا رہی۔

(5) اگر کسی بھی مرحلہ پر یہ ثابت ہو کہ درخواست شکایت کسی بھی ذمہ دار قابل پڑرائی نہ رہی ہے تو بغیر کسی مزید کارروائی کے درخواست شکایت داخل دفتر کے جانے کی سفارش ڈرافٹ فیصلہ کی صورت میں بذریعہ ایم آئی ایس (CMIS) دفتر محتسب پنجاب صدر دفتر (ہیڈ آفس) لاہور کو بھجوا دی جائے۔

5 فیصلہ مرتب کرنے سے متعلق توجہ طلب نکات

(1) شکایت پر تحقیق و تفتیش کارروائی سماعت مکمل ہونے کے بعد توجہ دہن و ضوابط کے مطابق نتائج مرتب کئے جائیں۔

(2) جس قاعدہ و قانون کے تحت بد انتظامی ثابت ہو اس متعلقہ قانون کا حوالہ بھی تحریر کریں۔ اور اگر ایجنسی/افسر کو سفارشات/ہدایات جاری کی جانی ہوں تو محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ (1) 11 کا حوالہ ضرور تحریر کریں اور اگر تعمیلی رپورٹ بھی طلب کی جانی ہو تو محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ (2) 11 کے تحت ایجنسی سے رپورٹ بھی طلب کی جائے۔

(3) تمام فیصلہ جات اردو زبان میں تحریر کئے جائیں۔

(4) فیصلہ اردو زبان میں تحریر کرتے وقت اس میں انگریزی کے الفاظ کو شامل نہ کیا جائے۔ اگر انگریزی کے کسی لفظ کا اردو ترجمہ موجود ہو تو وہی لکھا جائے لیکن اگر اردو میں عام فہم ترجمہ موجود نہ ہو تو اردو ترجمہ لکھنے کے بعد وضاحت کے لئے انگریزی کا لفظ بریکٹ میں لکھ سکتے ہیں۔ اگر کسی انگریزی کے لفظ کا اردو ترجمہ موجود نہ ہو تو انگریزی کے اس لفظ کو اردو میں ہی ٹائپ کر دیا جائے۔ مراسلات کے نمبرات کو انگریزی حروف میں لکھا جا سکتا ہے۔

(5) شکایت کا اندراج کرتے وقت جو عنوان تحریر کیا گیا ہو اسی عنوان کو فیصلہ میں بھی تحریر کریں۔

(6) شکایت کا اندراج کرتے وقت جس محکمہ/ایجنسی اور افسر کی نشاندہی کی گئی ہو فیصلہ تحریر کرتے وقت اسی محکمہ اور افسر کا ذکر کیا جائے۔ فیصلہ تحریر کرتے وقت متعلقہ محکمہ/ایجنسی کا مکمل اور درست نام تحریر کیا جائے۔ مثلاً ڈسٹرکٹ کارڈنیشن آفیسر/اسسٹنٹ کمشنر، ڈسٹرکٹ پولیس آفیسر وغیرہ کی بجائے محکمہ کا نام تحریر کرنے کے بعد بریکٹ میں متعلقہ آفیسر کا عہدہ تحریر کیا جائے۔ مثلاً پنجاب پولیس (ڈسٹرکٹ پولیس آفیسر)، محکمہ مال (اسسٹنٹ کمشنر پھالیہ) وغیرہ۔

(7) فیصلہ تحریر کرتے وقت شکایت کے مندرجات کو آسان اور واضح الفاظ میں مختصر لہجہ میں لکھنا شامل کر دیا جائے۔ غیر واضح موقف/الفاظ کو شکایت میں سے حذف کر دیا جائے یا شکایت کنندہ سے پوچھ کر یا وضاحت طلب کر کے تحریر کیا جائے تاکہ کوئی بھی تکتہ غیر واضح نہ رہے۔

(8) فیصلہ تحریر کرتے وقت محکمہ کی طرف سے موصول ہونے والے جواب کو ذمہ دہن شامل کرنے کی بجائے اس کا بغور جائزہ لینے کے بعد صرف

اہم/متعلقہ نکات کو ہی فیصلہ میں شامل کیا جائے۔ اگر کوئی نکتہ غیر واضح ہو یا بمطابق شکایت کسی نکتہ کا جواب نہ دیا گیا ہو تو محکمہ کے متعلقہ افسر سے وضاحت طلب کر کے کارروائی آگے بڑھائی جائے فیصلہ میں وضاحت کو شامل کیا جائے تاکہ کوئی ابہام باقی نہ رہے۔ اگر محکمہ نہ جواب میں کسی قاعدہ، قانون یا دیگر کس کا حوالہ دیا گیا ہو تو اس کی مکمل جانچ کرنے کے بعد فیصلہ میں اس کا حوالہ تحریر کیا جائے۔ اگر متعلقہ قانون/قاعدہ جس کا حوالہ محکمہ نے اپنے جواب میں تحریر کیا ہو موجود نہ ہو تو محکمہ یا مستند ذرائع مثلاً سرکاری محکمہ کی ویب سائٹ وغیرہ سے اس کی نقل حاصل کی جائے۔ فیصلہ میں راجح الوقت/نافذ العمل قوانین قواعد کا حوالہ دیا جائے۔

(9) جواب/الجواب تحریر کرتے وقت اگر شکایت کنندہ نے کوئی تردید یا بیان دیا ہو تو اس کو آسان اور مختصر الفاظ میں تحریر کیا جائے۔ اسی طرح سماعت کی کارروائی میں دونوں فریقین کے نقطہ ہائے نظر بھی مختصر مگر غیر مبہم انداز میں بیان کئے جائیں نیز صرف شکایت سے متعلقہ مخصوص نکات ہی زیر بحث لائے جائیں۔

(10) نتائج کو مرتب کرتے وقت اس بات کا خیال رکھیں کہ شکایت اور محکمہ نہ جواب جو کہ پہلے ہی فیصلہ میں تحریر کیا جا چکا ہے دوبارہ نہ دہرایا جائے بلکہ صرف متعلقہ قوانین کی روشنی میں فیصلہ مرتب کیا جائے۔ جس قاعدہ یا قانون کی روشنی میں فیصلہ کیا جائے اس کا مکمل نام و شرح نمبر تحریر کیا جائے۔ مثلاً محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 9(1) (اے) بہتسب پنجاب ریگولیشنز مجریہ 2005 کی ریگولیشن 17 کی ذیلی شق ڈی وغیرہ۔

(11) جن فیصلہ جات میں محکمہ/انجمنی کو ہدایات جاری کی جاتی ہوں تو محکمہ/انجمنی کو تاریخ متعین کر کے برائے تعمیل پر پورے بھی لکھا جائے اور ہدایات بمطابق قانون انجمنی کے سربراہ کو بھی برائے عملدرآمد بھجوائی جائیں نہ کہ صرف کسی پیڈری یا ایس ایچ او وغیرہ کو ہدایات جاری کی جائیں۔ البتہ ایسی ہدایات جن کی تعمیل کیلئے حکومت یا مجاز محکمہ/اقتاری کی طرف سے فنڈز کی فراہمی درکار ہو تو ایسے فیصلہ جات میں محکمہ/انجمنی کو فنڈز کے حصول میں درپیش مشکلات کو مدنظر رکھتے ہوئے تعمیل کیلئے مناسب وقت دیا جائے۔ فیصلہ تحریر کرنے کا مکمل فارمیٹ/لے آؤٹ ضمیمہ VI اور VIL پر ملاحظہ کریں۔

(12) انجمنی/محکمہ کو فیصلہ جاری کرنے کے بعد اگر تعمیل پر پورے درکار ہو تو کیس فائل فیصلہ میں متعین کردہ مدت کے بعد تعمیل پر پورے کے حصول کی غرض سے پیشی میں لگا دی جائے اور ضرورت راجح سماعت پر عمل درآمد کی کارروائی عمل میں لائی جائے۔

6 فیصلہ پر عملدرآمد کروانا

(1) موجودہ طریقہ کار کے مطابق کسی شکایت پر کارروائی کے بعد محتسب پنجاب شکایت کنندہ کی حق رسی کی غرض سے محکمہ کو مناسب ہدایت/ہدایات جاری کرتے ہیں۔ جس پر متعلقہ انجمنی، محتسب پنجاب ایکٹ 1997 کی دفعہ 11(2) کے تحت محتسب پنجاب کی طرف سے متعین کردہ عرصہ میں عملدرآمد کر کے تعمیل پر پورے پیش کرنے کی پابند ہے۔

(2) تاہم بعض صورتوں میں شکایت کنندگان حق رسی نہ ہونے کی صورت میں عملدرآمد کی بابت درخواست پیش کرتے ہیں، جس پر ایسی کیس فائل پر (جس پر پہلے حکم جاری کیا گیا ہو) عملدرآمد کی کارروائی کا آغاز کریں۔ محکمہ کی طرف سے عملدرآمد کرنے میں تاخیر یا انکار کی صورت میں محکمہ کا یہ اقدام محتسب پنجاب ایکٹ 1997 کی دفعہ 11(5) کے تحت محتسب کی سفارشات سے سرتا بی (Defiance of Recommendations) تصور کیا جائے گا اور سرتا بی کی صورت میں مزید کارروائی کا آغاز محتسب پنجاب ایکٹ کی دفعہ 12 میں دیئے گئے طریقہ کار کے مطابق کیا جائے۔

(3) محتسب کے فیصلہ کے بعد جناب گورنر صاحب پنجاب کے پاس عرضداشت (Representation) دائر کرنے کی صورت میں فیصلہ پر عملدرآمد کی کارروائی روک دی جائے اور جناب گورنر صاحب پنجاب کے فیصلہ کا انتظار کیا جائے۔

- (4) محاسب پنجاب کے حکم پر عملدرآمد کی اہمیت کے پیش نظر صدر دفتر (ہیڈ آفس) لاہور میں ایک خصوصی ٹیل قائم کیا گیا ہے جو عملدرآمد کی صورتحال کا جائزہ لینے کا ذمہ دار ہوگا۔ جس کو ایڈوائزر صاحبان عملدرآمد میں تاخیر (Implementation Pendancy) کے بارے اعداد و شمار بر مطابق ضمیمہ VIII ماہانہ رپورٹ کے ہمراہ ہیا کریں۔ عملدرآمد کیلئے قائم ٹیل کا انچارج محاسب کے احکامات حاصل کر کے عملدرآمد کو یقینی بنانے کے لیے حرکت کرے گا۔
- (5) محاسب پنجاب کے فیصلہ پر عملدرآمد سے متعلقہ ہونیوالی کارروائی کے حتمی نتیجے سے شکایت کنندہ اور متعلقہ محکمہ/انجینیئر کو تحریری طور پر بذریعہ خط مطلع کیا جائے۔
- (6) یہاں یہ امر قابل ذکر ہے کہ محاسب پنجاب کو توہین پر سزا دینے کیلئے محاسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 16 کے تحت وہی اختیارات حاصل ہیں جو ہائیکورٹ کو اپنی توہین پر کسی شخص کو سزا دینے کیلئے حاصل ہیں۔ توہین کی بابت محاسب پنجاب کے حکم کے خلاف متاثرہ افراد ہر ترقی 30 یوم کے اندر ہائیکورٹ میں اپیل دائر کر سکتا ہے۔

7 ماہانہ رپورٹ

- (1) شکایات پر ہونے والی کارروائی کا مناسب جائزہ بہتر فیصلہ سازی میں اہم کردار ادا کرتا ہے۔ اس ضمن میں تمام ایڈوائزر صاحبان ہر ماہ کی 5 تاریخ تک ہمراہ خط بذریعہ ای میل گزشتہ ماہ کی ماہانہ رپورٹ، رجسٹرار صدر دفتر (ہیڈ آفس)، لاہور کو بھیجوائیں۔ اس رپورٹ کی تیاری میں شکایات کے اعداد و شمار کی صحت کا خاص خیال رکھیں۔ شکایات کا ڈیٹا سی ایم آئی ایس (CMIS) سے حاصل کیا جائے اور اس کی دفتری ریکارڈ سے تصدیق کے بعد ہی رپورٹ مرتب کی جائے۔ تفاوت کی صورت میں رجسٹرار اور اسسٹنٹ ڈائریکٹر (آئی ٹی مینجمنٹ) کو مطلع کیا جائے۔ مصدقہ اعداد و شمار کی بنیاد پر ہی شکایات پر کارروائی کے طریقہ کار کو مزید بہتر بنایا جا سکتا ہے۔

8 کیس فائل کا محافظ خانہ (ریکارڈ روم) بھجوانا

- (1) شکایت پر کارروائی مکمل ہونے کے بعد کیس فائل متعلقہ علاقائی (ریجنل) یا ضلعی دفتر میں تین ماہ تک موجود رہے گی تاکہ جناب گورنر صاحب پنجاب کو عرضداشت (Representation) پیش کئے جانے کی صورت میں اس فائل پر کسی قسم کی کارروائی بروقت ہو سکے۔ تین ماہ کے بعد ہر فائل محاسب پنجاب یا مجاز افسر کے حکم کے بعد متعلقہ ریکارڈ روم بھجوا دی جائے گی جس کی تفصیل ضمیمہ IX پر ملاحظہ کی جا سکتی ہے۔
- (2) ریکارڈ روم میں فائل مندرجہ ذیل صورتوں میں بھجوائی جائے گی:
- اگر شکایت ابتدائی مرحلہ پر ہی مجاز افسر/رجسٹرار کے حکم سے بطور ناقابل سماعت (In Limini) خارج کر دی جائے۔
 - بعد کارروائی شکایت بعینہ داری نمٹا دی جائے یا جوہ داخل دفتر یا خارج کر دی جائے۔
 - محاسب پنجاب کے حکم پر عملدرآمد نہ ہونے کی صورت میں ہونے والی سرٹابی کی بابت کارروائی کے حتمی نتیجے کے بعد فائل ریکارڈ روم بھجوا دی جائے۔
- (3) کیس فائل ریکارڈ روم بھجوانے سے قبل اس کے حتمی فیصلہ کی نقل دفتر میں ریکارڈ پر کیس نمبر اور سال کی ترتیب سے رکھی جائے تاکہ بوقت ضرورت کام آسکے۔

9 کمپلیٹ منجمنٹ انفارمیشن سسٹم (CMIS)

- (1) سی ایم آئی ایس (CMIS) ایڈوائزرز، سٹاف اور شکایت کنندگان کو شکایات سے متعلقہ کارروائی سے آگاہ رکھنے کیلئے بنایا گیا ہے۔ سی ایم آئی ایس (CMIS) میں شکایت درج کرنے سے نمٹائے جانے اور ریکارڈ روم تک بھجوائے جانے کا طریقہ کار دفتر ہڈا میں شکایات پر کی جانے والی کارروائی برطابق ضمیمہ X سے مطابقت رکھتا ہے۔ سی ایم آئی ایس (CMIS) میں ڈیٹا اپ ڈیٹ رکھنے سے مختلف اقسام کی رپورٹس حاصل کی جاسکتی ہیں۔
- (2) اس امر کو یقینی بنائیں کہ روزانہ کی بنیاد پر شکایات پر کی جانے والی کارروائی کو اسی روزی سی ایم آئی ایس (CMIS) میں بھی اپ ڈیٹ کیا جائے۔ شکایت کا سٹیٹس اپ ڈیٹ کرنے سے آئندہ کارروائی/ تاریخ کیلئے بھجوائے جانے والے نوٹس (پہلے سے منظور شدہ) کا پرنٹ نکالا جاسکتا ہے اور ساتھ ہی شکایت کنندہ کو بذریعہ ایس ایم ایس اطلاع موصول ہو جائے گی۔ اس کے علاوہ اگر شکایت کنندہ ویب سائٹ سے شکایت کا سٹیٹس چیک/معلوم کرنا چاہے تو اس کو بھی سٹیٹس معلوم ہو جائے گا۔
- (3) محتسب پنجاب کی طرف سے کسی بھی فیصلہ کی منظوری/دستخط ہونے کے بعد فوری طور پر آئی ٹی ونگ کی طرف سے اس کی تکمیل شدہ نقل سی ایم آئی ایس (CMIS) پر اپ لوڈ کرتے ہوئے اس شکایت کی ”ڈسپوزل“ کر دی جاتی ہے، جس کی اطلاع شکایت کنندہ کو بھی بذریعہ ایس ایم ایس موصول ہوجاتی ہے۔ اس لئے سٹاف کو ہدایت کی جائے کہ سی ایم آئی ایس (CMIS) میں کسی بھی فیصلہ کی ڈسپوزل ظاہر ہونے کے بعد اسے ڈاؤن لوڈ کر کے اس کی تصدیق و نقل شکایت کنندہ/متعلقہ فریق/انجینیئر کو فوری جاری کر دیں اور صدر دفتر (ہیڈ آفس) سے اس منظور/دستخط شدہ اصل فیصلہ کی بذریعہ ڈاک موصولی کا انتظار نہ کریں۔

10 محتسب کے دفتر کی خدمات کا عوامی اعتراف

شکایت کنندگان کی طرف سے حق ری کے بعد، بعض اوقات، محتسب کے دفتر کی طرف سے کئے گئے اقدامات کو سراہا جاتا ہے۔ شکایت کنندگان کی جانب سے موصول ہونے والے ایسے تعریفی مراسلات کا ذکر سالانہ رپورٹ میں کیا جاتا ہے لہذا ایسے مراسلات کی نقول رجسٹرار صدر دفتر، لاہور کو بروقت بھجوائی جائیں۔ رجسٹرار صدر دفتر، لاہور ہر سال جنوری سے لے کر دسمبر تک موصول ہونے والے ایسے تمام مراسلات کا ریکارڈ مرتب کر کے مراسلات کا خلاصہ سالانہ رپورٹ میں شامل کروانے کا ذمہ دار ہوگا۔

11 طریقہ کار میں بہتری کیلئے تجاویز

- (1) شکایات پر کارروائی سے متعلق مزید رہنمائی کی غرض سے درج ذیل نمبروں پر رابطہ کیا جاسکتا ہے۔
- (i) رجسٹرار محتسب پنجاب صدر دفتر، لاہور 042-99211782
- (ii) اسسٹنٹ ڈائریکٹر (آئی ٹی منجمنٹ) محتسب پنجاب صدر دفتر، لاہور 042-99211405
- (2) طریقہ کار میں بہتری کی غرض سے اگر آپ کوئی تجویز دینا چاہیں یا اگر آپ چاہیں کہ دوسرے افسران بھی آپ کے تجربے سے مستفید ہوں تو اپنی رائے تحریری صورت میں محتسب پنجاب کو ارسال کریں۔ جس پر محتسب پنجاب کے احکامات کی روشنی میں ضروری کارروائی رجسٹرار صدر دفتر، لاہور کرے گا تاکہ شکایات پر کارروائی کے طریقہ کار کو مزید بہتر کیا جاسکے۔
- (3) درج بالا ”ہدایات“ کے بارے میں پوچھے گئے سوالات کے جوابات رجسٹرار صدر دفتر، لاہور مناسب غور و خوض اور مجاز اتھارٹی کی منظوری کے بعد دے گا۔ اس ضمن میں پوچھے گئے سوالات (FAQs) کی بابت رجسٹرار صدر دفتر، لاہور میں ایک علیحدہ ریکارڈ فائل مرتب کر دی گئی ہے۔

ضمیمہ I-

[بحوالہ پیرا (2) 2.2 اور پیرا (1) 4]

دفتر محتسب پنجاب
بیان حلفی

میں مسی/مسماة _____ شناختی کارڈ نمبر _____

سکونت _____

فون نمبر / رابطہ نمبر _____

بتائیں ہوش و حواس حلفاً بیان کرنا / کرتی ہوں کہ :-

- (i) شکایت ہذا سے متعلق کوئی دعویٰ یا عدالتی کارروائی پاکستان کی کسی بھی عدالت/ٹریبونل میں زیر سماعت نہ ہے۔ اور نہ ہی قبل ازیں کسی عدالت سے فیصلہ ہوا ہے۔
- (ii) شکایت ہذا سائل کے اپنے محکمہ ملازمت کے خلاف امور ملازمت سے متعلق نہ ہے۔
- (iii) شکایت ہذا وفاقی حکومت کے دائر اختیار میں آنے والے محکمہ جات کے خلاف/متعلق نہ ہے۔
- (iv) شکایت ہذا میں مندرج تمام واقعات سائل کے علم و یقین کے مطابق بالکل درست ہیں اور کوئی امر جان بوجھ کر اخفا نہ کیا ہے۔
- (v) شکایت ہذا کے متعلق سائل نے کوئی درخواست پیشتر ازیں محتسب پنجاب کے کسی بھی دفتر میں نہ گزاری ہے۔

بیان دینے والے/والی کے دستخط یا نشان آگوشا

نوٹ: بیان حلفی کے لئے کسی تصدیق کی ضرورت نہ ہے۔

ضمیمہ-II

[بحوالہ پیرا (3) 2.2]

فنزٹنسب پنجاب

عبوری حکم نامہ شیٹ

آئندہ تاریخ ساعت	کارروائی	شکایت نمبر
	<p>شکایت بعنوان</p> <p>برخلاف ایجنسی</p> <p>موصول ہوئی</p> <p>محکمہ کے متعلقہ آفیسر کا عہدہ/ نام</p> <p>دستخط ایڈوائزر</p> <p>نوٹ: سٹاف عبوری حکم نامہ شیٹ کے مطابق سی ایم آئی ایس (CMIS) میں شکایت کا عنوان و ایجنسی ہی درج کریں اور فیصلہ تحریر کرتے وقت بھی اسی عنوان و ایجنسی کا نام تحریر کریں۔</p>	

III ضمیمہ

[بحوالہ پیرا (3) 2.2]

تعریفات

- (۱) ”پہنچی“ سے مراد صوبائی حکومت کا کوئی محکمہ، کمیشن یا دفتر، یا صوبائی حکومت کی طرف سے قائم کردہ یا اس کے زیر اختیار کوئی قانونی کارپوریشن یا کوئی دیگر ادارہ ہے، لیکن اس میں ہائیکورٹ اور ہائیکورٹ کے زیر نگرانی یا زیر اختیار کام کرنے والی عدالتیں، صوبائی اسمبلی پنجاب اور اس کا سیکرٹریٹ شامل نہیں ہیں۔
- (۲) ”جرائم“ میں شامل ہے

(i) ایسے فیصلہ، طریق کار، سفارش، عمل (commission) یا فروگزاشت (omission) جو:

(a) قانون، قواعد و ضوابط کے خلاف یا مسلمہ روایت یا طریق کار سے ہٹ کر ہوں، جو اس کے کردہ نیک نیتی پر مبنی اور جائز ہوں

یا

(b) جو کج رو (perverse)، من پسند، یا غیر معقول، غیر منصفانہ، متعصبانہ، استبدادی، امتیازی، ہو یا

(c) جس کی بنیاد ہی غیر متعلقہ امور پر ہو؛

(d) جن میں اختیارات کا استعمال یا اس کا عدم استعمال یا اس کے استعمال سے انکار، فاسد، یا نامناسب محرکات جیسا کہ رشوت

ستانی، دلائی، جانبداری، اقربا پروری اور انتظامی زیادتی پر مبنی ہو؛ اور

(ii) فرائض اور ذمہ داریوں کی انجام دہی میں غفلت، بے توجہی، تاخیر، مالیت اور ناموزونی۔

ضمیمہ - IV

[بحوالہ پیرا (1)3]

ناقابل سماعت شکایات

نمبر شمار	ناقابل سماعت شکایات برطابق محاسب پنجاب ایکٹ 1997
1	عدالت میں زیر سماعت معاملات دفعہ 9 (1) (اے)
2	عدلیہ اور اس کے ماتحت اداروں اور پنجاب اسمبلی اور اس کے سیکرٹریٹ سے متعلق شکایات دفعہ 2 (1)
3	ایسے معاملات جن پر عدالت پہلے ہی فیصلہ سنا چکی ہو دفعہ 9 (1) (اے)
4	ملازمت کی قیود و شرائط سے متعلقہ معاملات دفعہ 9 (2)
5	جس شکایت پر کوئی شناخت/ نام دستخط موجود نہ ہوں۔ دفعہ 10 (2)
6	گمنام یا فرضی نام پر پیش کی گئی شکایت دفعہ 10 (2)
7	جو شکایت محاسب پنجاب کو براہ راست مخاطب/ موسوم نہ ہو دفعہ 9 (1)
8	نامکمل شکایت دفعہ 10 (2)
9	جس شکایت میں کسی بدانتظامی کا ذکر نہ ہو۔ دفعہ 9 (1) ہمراہ دفعہ 2 (2)
10	زائد المیعا و شکایت دفعہ 10 (3)
11	شکایت متاثرہ شخص کی جانب سے نہ ہو۔ دفعہ 9 (1)
12	صوبہ پنجاب کے کسی محکمہ کے خلاف نہ ہو۔ یعنی وفاقی یا دیگر صوبائی حکومتوں سے متعلق شکایات ہوں۔ دفعہ 9 ہمراہ دفعہ 2
بحوالہ ضمنی ہدایات (Ancillary Instructions)	
13	ٹھیکیداروں کو ادا کیگیوں سے متعلق شکایات صفحہ نمبر 2-11/13 (REG) تاریخ 29.5.2013 صفحہ نمبر 2-2/14 (REG) تاریخ 10.7.2014

ضمیمہ - V

[بحوالہ سیرا (2)3.4]

فریقین کی حاضری کا طریقہ کار

فترت متاسب پنجاب

عبوری حکم نامہ شیٹ

تاریخ ساعت	کارروائی	شکایت نمبر
آئندہ تاریخ ساعت	شکایت کنندہ اصالتاً حاضر، دستخط/ نشان اگلوٹھا: _____ شکایت کنندہ بذریعہ نمائندہ حاضر، دستخط: _____ نام: _____ شناختی کارڈ نمبر: _____ رابطہ نمبر: _____ شکایت کنندہ سے تعلق: _____ نمائندہ ایجنسی حاضر، دستخط: _____ نام: _____ عہدہ: _____ رابطہ نمبر: _____	نام شکایت کنندہ

نوٹ:

- اگر ایک سے زائد شکایت کنندگان یا ایجنسی نمائندگان حاضر ہوں تو بالترتیب انکی تفصیلات وضع کئے گئے طریقہ کار کے مطابق حاصل کی جائیں، مزید یہ کہ اگر شکایت کنندہ بذریعہ نمائندہ/ اوکیل حاضر ہو تو شکایت کنندہ کی جانب سے تحریری اجازت نامہ کے حصول کے بعد نمائندہ/ اوکیل شکایت کنندہ کو سنا جائے۔
- حاضری دوران ساعت لگائی جائے۔ اگر کوئی متعلقہ فریق ساعت کے بعد حاضر آئے تو ایڈوائزر صاحب اس حاضر فریق کو ساعت کر کے اس کی حاضری بھی لگائیں۔

ضمیمہ -VI

[بحوالہ پیرا(11)5]

فیصلہ سب کرنے اور محتسب پنجاب کو گھبرانے کا طریقہ کار

- 1- ان بیج میں صفحہ کا سائز لیگل 8.5 x 14 ہو۔ جس کا مارجن اوپر سے 1 انچ، نیچے سے 1.8 انچ اور دائیں بائیں 1.1 انچ چھوڑیں۔ سب سے اوپر ایک عدد اینٹر (Enter) چھوڑیں جس کا لائن پیسٹس 120pt ہوگا اور اس کے بعد شکایت نمبر، شکایت کنندہ کا نام، پتہ وغیرہ شروع ہوگا۔ اس کے اوپر فیصلہ اور باجلاس اور پیڈ آفس کا ایڈریس وغیرہ نہیں لکھتا۔
- 2- تمام ہیڈنگ مثلاً شکایت، رپورٹ ایجنسی، جواب الجواب، نتائج وغیرہ 20 پوائنٹ، اس کا لائن پیسٹس auto بولڈ اور انڈر لائن ہوگا۔ بقیہ تمام میٹرل ٹیکسٹ/الفاظ 15 پوائنٹ اور اس کا لائن پیسٹس 25pt ہوگا۔
- 3- جتنے صفحات کا فیصلہ ہوا تھے صفحات کی فائل ہی سی ایم آئی ایس پر اپ لوڈ کریں باقی تمام صفحات ختم کر دیں۔
- 4- جہاں پر کسی بھی ایکٹ، قاعدہ اور قانون یا ریگولیشنز کا ذکر ہوا ان کا مکمل نام لکھتا ہے مثلاً محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ (2) وغیرہ اور محتسب پنجاب ریگولیشنز مجریہ 2005 کی ریگولیشن 17 (ایم) وغیرہ اور اس میں جوڑتے ہیں مثلاً (D) اس کو 17 (ڈی)، اس طرح لکھتا ہے۔
- 5- فیصلے میں کوئی بھی لفظ انگریزی کا نہیں ہونا چاہیے، تمام انگریزی کے الفاظ کو اردو میں لکھتا ہے مثلاً ASI کو ایس آئی، SHO کو ایس ایچ او اور 8K.5M.5S وغیرہ کی جگہ 8 کنال 5 مرلہ 5 سرسائی لکھتا ہے۔
- 6- جہاں پر ایک سے زیادہ نوٹس ہوں وہاں پر نوٹس کی بجائے نوٹس کا لفظ آئے گا۔ مثلاً دو عدد نوٹس بشمول رجسٹرڈ نوٹس وغیرہ۔ جہاں پر "کارروائی" لکھا گیا ہو اس کو "کارروائی" لکھتا ہے، اسی طرح "ہذا" کو "ہذا" لکھتا ہے۔
- 7- جہاں پر آپ دستخط کیلئے نجم سعید لکھتے ہیں وہاں پر بریکٹ نہیں ڈالنی۔
 20pt اس کا فونٹ سائز نجم سعید
 20pt اس کا فونٹ سائز محتسب پنجاب
 14pt اس کا فونٹ سائز 12.2016/
- 8- اور سوائے تاریخ کے نام نجم سعید اور عہدہ محتسب پنجاب بولڈ ہوگا۔
 تحقیقاتی افسر کے نام کے آگے صرف نام اور ایڈریس وغیرہ پنجاب، ضلع آئے گا۔
 مثلاً تحقیقاتی افسر
 ایڈریس وغیرہ پنجاب، ضلع
- 9- 1 نمبر پیرا میں 1 نہیں لکھتا۔ دوسرے پیرا کا نمبر 2 سے شروع کریں اور تمام پیرا اجاٹ کو لازمی اور باہر تیب صحیح نمبر لگائیں۔
- 10- جو فیصلے ایک صفحہ سے زیادہ کے ہوں ان کے آخر پر جاری ہے۔۔۔ اور دوسرے صفحے کے شروع میں صفحہ نمبر اور شکایت نمبر لازمی اور درست لکھتا ہے۔
 چاہے جتنے بھی صفحات ہوں۔

- 11- سی ایم آئی ایس (CMIS) پر فائل اپ لوڈ کرتے وقت فائل کا نام مثلاً MLN 100 16.imp اور اگر ایک سے زائد نمبر ہوں تو فائل کے نام میں MLN 100 101 etc.imp اور اس کے علاوہ فائل کے نام میں قومہ (ق) فیل سٹاپ (-) ڈیلیٹ (-) اور سلیش (/) کا استعمال نہ کریں۔
- 12- ان پیج کی فائل پر کام کرتے ہوئے اس بات کا خیال رکھیں کہ بیک اپ فائل (B01) پر کام نہ کریں، کیونکہ جو بھی تبدیلی کی گئی ہوگی وہ فائل بند کرنے کے بعد جب دوبارہ فائل کھولیں گے تو اس میں موجود نہ ہوگی مثلاً:
MLN 100 16.imp اصل فائل ہے جبکہ MLN 100 16.B01 بیک اپ فائل ہے۔
- 13- فیصلہ مکمل ٹائپ ہونے کے بعد اس کی پروف ریڈنگ ضرور کریں تاکہ املا اور ربط اور ٹائپنگ کی غلطی نہ رہے۔
- 14- فیصلہ جات صدر دفتر لاہور بھجوائے جانے سے قبل ایڈوائزر صاحبان باریک بینی سے فیصلہ کے مندرجات کو پڑھ لیں تاکہ کوئی ابہام باقی نہ رہے۔
- نوٹ: تمام فیصلہ جات کو نوری منتقلی فونٹ میں ٹائپ کریں۔

ضمیمہ - VII

[بحوالہ پیرا (11) 5]

فیصلے کا فارمیٹ / لے آؤٹ کا نمونہ

ایک اینٹرچھوڑنا ہے جس کو 120 پوائنٹ لائن پسیس دینا ہے۔

ہیڈنگ (15 پوائنٹ بولڈ لائن پسیس)

ٹیکسٹ (15 پوائنٹ ریگولر 25 لائن پسیس)

شکایت نمبر

تاریخ رجسٹریشن

نام اور پتہ درخواست دہندہ

ایجنسی کا نام

عنوان

تحقیقاتی آفیسر کا نام

ایڈوائزر/مختص بہ پنجاب،-----

ہیڈنگ (20 پوائنٹ بولڈ لائن پسیس Auto)

ٹیکسٹ (15 پوائنٹ ریگولر 25 لائن پسیس)

شکایت

ایجنسی کی رپورٹ

جواب الجواب

کارروائی سماعت

نتیجہ

جاری ہے۔۔۔

صفحہ نمبر (14 پوائنٹ ریگولر)

شکایت نمبر

محمد سعید
مجلس پنجاب
12.2016/

(20 پوائنٹ بولڈ لائن پیسیس Auto)

(20 پوائنٹ بولڈ لائن پیسیس 23 پوائنٹ)

(14 پوائنٹ ریگولر لائن پیسیس پوائنٹ)

14 x 8.5

ہیج سائز ایگل

رائٹ 1

لیفٹ 1

ہاٹم 1.8

مارجن ٹاپ 1

نوٹ: فیصلہ جات میں مجلس پنجاب کے دستخط والے صفحہ کے بعد کے تمام صفحات ختم کر دیں۔

ضمیمہ IX-

[بحوالہ پیرا (1)8]

محافظ خانہ جات (Record Rooms) کی تفصیل

دفتر محتسب پنجاب میں مندرجہ ذیل ریکارڈ روم قائم ہیں۔

- 1- صدر دفتر لاہور
- 2- ریجنل آفس ملتان
- 3- ریجنل آفس راولپنڈی
- 4- ریجنل آفس سرگودھا

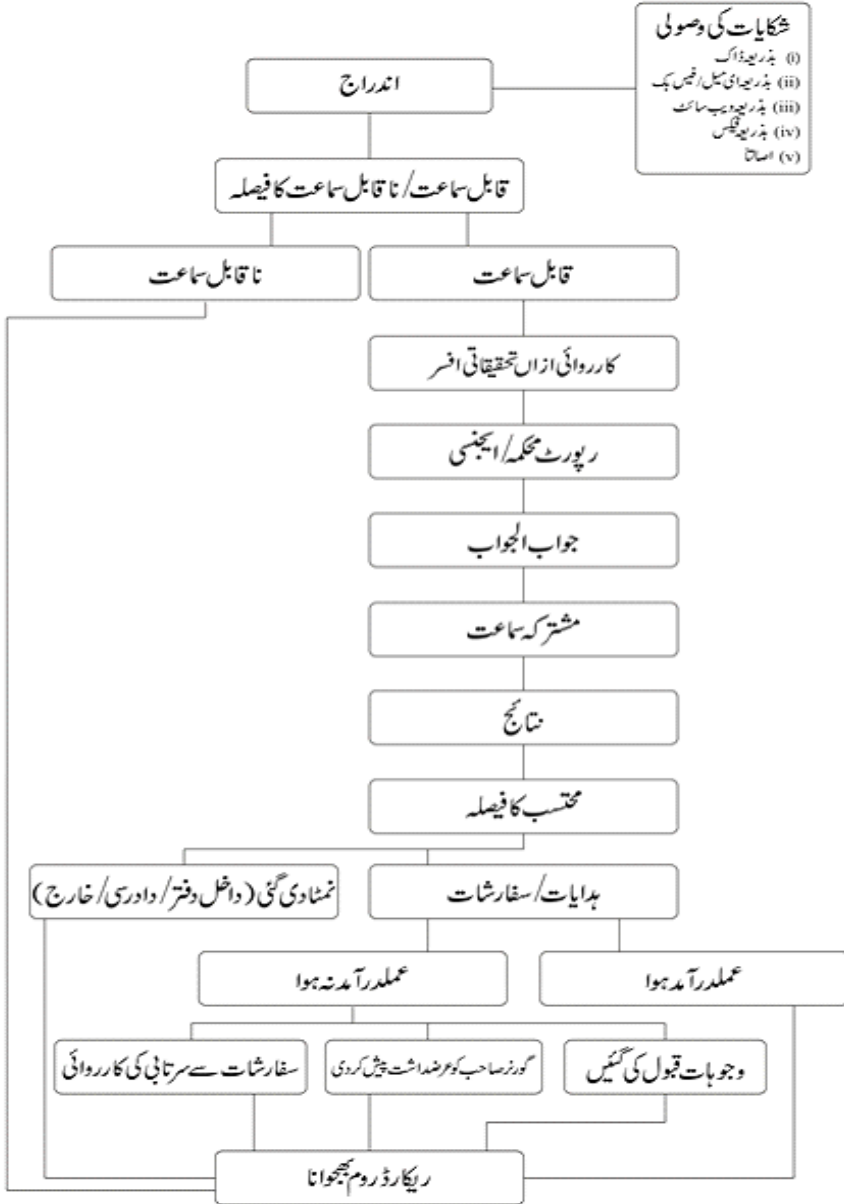
- صدر دفتر لاہور میں واقع ریکارڈ روم میں مندرجہ ذیل علاقائی یا ضلعی دفاتر سے فائلیں بھجوائی جاتی ہیں:
لاہور، شیخوپورہ، قصور، ننکانہ صاحب، گوجرانوالہ، کجرات، سیالکوٹ، حافظ آباد، نارووال،
منڈی بہاؤ الدین، فیصل آباد، چنیوٹ، جھنگ، ٹوبہ ٹیک سنگھ، ساہیوال، اوکاڑہ، پاکپتن اور بہاولنگر۔

- علاقائی دفتر ملتان میں واقع ریکارڈ روم میں مندرجہ ذیل علاقائی یا ضلعی دفاتر سے فائلیں بھجوائی جاتی ہیں:
ملتان، لودھراں، وہاڑی، خانیوال، ڈیرہ غازیخان، لید، مظفر گڑھ، راجن پور، بہاولپور اور رحیم یار خان۔

- علاقائی دفتر راولپنڈی میں واقع ریکارڈ روم میں مندرجہ ذیل ضلعی دفاتر سے فائلیں بھجوائی جاتی ہیں:
راولپنڈی، اٹک، چکوال اور جہلم۔

- علاقائی دفتر سرگودھا میں واقع ریکارڈ روم میں مندرجہ ذیل ضلعی دفاتر سے فائلیں بھجوائی جاتی ہیں:
سرگودھا، خوشاب، میانوالی اور بہکھر۔

ضمیمہ X
[بحوالہ پیرا (1) 9]
شکایات پر کارروائی کے مراحل



No. (Reg.) 2-11/2013
Dated the 29th May, 2013

SUBJECT: COMPLAINT HANDLING

The Hon'ble Ombudsman has directed to convey all the Investigating Officers that proceedings in complaints regarding "payment of contractual dues" to the contractors in which the contractor has not availed the remedy provided in the contractual agreement executed with the agency including arbitration and appeal to the competent authority be stopped forthwith and forwarded to the concerned Agency for disposal on their own ends.

In future, contractor claim cases should be entertained only if the complainant has exhausted all departmental remedies and if any maladministration has occurred as a result thereof.

No.PSO/POP/1-1/14
Dated the 11th February, 2013

SUBJECT: SERVICE MATTERS

Service matters are not to be handled, processed by this office any way in any situation.

No. (Reg.)2-11/2014
Dated the 13th February, 2014

ORDER

Pursuant to Section 10(1) of the Punjab Office of the Ombudsman Act. 1997, read with Regulation 3(3) of the Regulations 3(3) of the Regulations 2005, the Hon'ble Ombudsman Punjab has directed that while receiving complaints for registration, requirement of an affidavit, on a plain paper, (as per specimen available in the Registrar's office) alongwith CNIC may be considered as mandatory.

No. (Reg.) 2-11/2014
Dated the 26th February, 2014

SUBJECT: ADMISSION OR REJECTION OF COMPLAINT

I am directed to refer to the above subject and to inform that the Hon'ble Ombudsman has been pleased to approve that the Registrar shall directly mark/entrust such complaints to Investigating Officers and there is no need to authorize any other officer for approval of maintainable complaints

under Regulation 5(1) of Ombudsman for the Province of Punjab (Registration, Investigation & Disposal of Complaints) Regulations, 2005.

In this regard attention is drawn to Regulation 7(4) which is reproduced below:

“7(4) If the Investigation Officer after perusal of the complaint comes to the conclusion that it should not have been entertained on any of the grounds mentioned in section 9 or those in section 10(2) of the Act, he shall submit the complaint with his findings to the Ombudsman for orders”.

I am of complaint handling laid down in the Ombudsman for the Province of Punjab (Registration, directed to reiterate that all the Advisors (Investigation Officers) are requested to follow the procedure Investigation & Disposal of Complaints) Regulations, 2005.

No. (Reg.)2-11/2014.
Dated the 17th June, 2014

ORDER

In exercise of powers vested upon him the Hon'ble Ombudsman Punjab has been pleased to authorize all Member Incharge of the Divisions as **Authorized Officers** to order admission or disposal of non-maintainable complaints as Limini at the respective division.

No. (Reg.)2-11/2014
Dated the 21st June, 2014

ORDER

In exercise of powers vested upon him the Hon'ble Ombudsman Punjab has been pleased to authorize all Member Incharge of the divisions to allow the transfer of the investigation of complaint to the districts of the division.

2. Requests for transfer of complaints to other division would be put up to the Hon'ble Ombudsman for orders/approval.

No. (Reg.) 2-2/2014
Dated the 10th July, 2014

SUBJECT: ENTERTAINMENT OF CONTRACTUAL DUES CASES

I am directed to refer to this office letter No. (Reg)2-11/2013 dated 29.05.2013 on the subject (copy enclosed).

I am further directed to convey all Advisors that such cases should be entertained only, if the complainant has exhausted all departmental remedies. All pending cases should be reviewed in accordance with the direction conveyed vide referred letter.

No. (Reg.)2-11/2014
Dated the 22nd July, 2014

ORDER

In continuation of order dated 17.06.2014, the Hon'ble Ombudsman Punjab has been pleased to authorize all district advisors as **Authorized Officers** to order admission or disposal of non-maintainable complaints as Limini at the respective districts.

No. (Reg.) 2-11/2014
Dated the 23rd July, 2014

SUBJECT: ISSUANCE OF COMPUTERIZED RECEIPT

It has been observed that complainants are not being provided with computerized receipt of fresh complaint. You are requested to make it sure that on receipt of fresh complaint a computerized receipt must be handed over to complainant. Deputy Director (IM) has already extended guidance/necessary training to staff of the Advisors. Any complication may be discussed with him. Non-compliance in this regard will not be acceptable in future.

No. (Reg.) 2-11/2014
Dated the 6th August, 2014

SUBJECT: ADMISSIBILITY OF TIME BARRED COMPLAINTS

I am directed to refer to subject and Section 10(3) of the Punjab Office of the Ombudsman Act, 1997.

The District Advisors cum Registrar while disposing of in limine Time Barred complaints as per section 10(3) of ACT X may please also examine the circumstances or extenuating factors which may justify condonation of delay. Such complaints may be sent to Ombudsman through Registrar Head Office for approval.

Secondly, all Advisors are required to scrutinize all time barred under investigation complaints and, if deemed fit may send these to the Registrar for seeking condonation of delay by the Hon'ble Ombudsman.

No. (Reg.) 2-11/2014
Dated the 16th August, 2014

SUBJECT: ENTRY IN COMPUTERIZED MANAGEMENT INFORMATION SYSTEM (CMIS)

It is observed that fresh complaints received by your offices are not being properly registered in CMIS on regularly daily basis. It may be kept in mind that scanning of disposal of cases is also a part of said system.

You are requested to ensure that your staff in entering/disposing and scanning orders in prescribed manner in the said system. In case of any difficulty Mr. Muhammad Saleem Khan may be consulted on telephone (042-99211405).

No. (Reg.) 2-11/2015
Dated the 19th February, 2015

SUBJECT: ORDER OF THE HON'BLE COURT IN WRIT PETITION NO.25717

I am directed to enclose herewith subject order of the High Court dated 23.01.2015.

It is directed by the Hon'ble Ombudsman that all kind of proceedings in pending/under investigation cases with District Advisors pertaining to pension (excluding family pension cases) be stopped till further orders.

It is further clarified that proceedings in complaints against Accountant General and District Account Offices in connection with delayed payment of pension will remain under investigation without any discontinuation.

**ORDER SHEET
IN THE LAHORE HIGH COURT LAHORE**

JUDICIAL DEPARTMENT

W.P No. 25717/2013

University of Agriculture Faisalabad

Versus

Provincial Ombudsman Punjab etc

23.01.2015 Mr. Muhammad ShahzadShaukat, Advocatefor the petitioner-
University.
Ms Samia Khalid, A.A.G.
Mr.SadaqatMehmood Butt, Advocate for respondent No.2

The facts in this case are simple and easily resolved. This petition lays a challenge to the order passed by the Provincial Ombudsman, Punjab (**Ombudsman**) dated 12.09.2013. There are two jurisdictional issues raised in this petition and they can be encapsulated as follows:

- i. *The petitioner herein viz the University of Agriculture, Faisalabad is not an Agency within the meaning and term of Agency as defined in section 2(1) of the Punjab Office of the Ombudsman Act, 1997 (**Act of 1997**) and thus, the Ombudsman under the Act of 1997 does not have the jurisdiction in respect of the petitioner-University.*
- ii. *Notwithstanding the above in terms of section 9(7) of the Act of 1997, the Ombudsman does not have the jurisdiction on any complaint by or on behalf of a public servant or functionary concerning another matter relating to the Agency in which he has been working in respect of any personal grievance relating to his service therein.*

2. There is an ancillary issue raised apart from the above legal submissions and which related to section 3(5) of the University of Veterinary and Animal Sciences Ordinance, 2002 (**Ordinance**) relying upon which, it is submitted by the learned counsel for the petitioner that the liability if at all with regard to the pensionary benefits of the respondent No.2 lies with the University of Veterinary and Animal Sciences as set up by the Ordinance and in this respect the mandate of section 3 (5) of the Ordinance is unequivocal and beyond doubt.

3. As a precursor, to the determination on the legal issues raised by the learned counsel for the petitioner, a narration of some relevant facts would be in order. The respondent No.2 retired as an Assistant Professor from the University of Veterinary and Animal Sciences, Lahore on 07.10.2001. On 08.06.2002, the College of Veterinary Sciences was upgraded to the status of a University by virtue of Ordinance. On 06.08.2013, the respondent No.2 filed a complaint with regard to his pension in which reply was filed by the petitioner and certain jurisdictional issues were raised. The Ombudsman, however, vide his order dated 12.09.2013 directed the payment of pensionary benefits to respondent No.2 and placed the burden on the petitioner to make the payment. In the impugned order, the Ombudsman has not adverted to the legal objections taken with regard to his authority to enter upon the controversy and to decide upon it.

4. The respondent No.2 has merely submitted that he would be interested in the resolution of his matter relating to the pensionary benefits and he was constrained to approach the Ombudsman because he had no other remedy or recourse and has been denied his pensionary benefits since the years of his retirement. He did not seriously contest the propositions of law raised by the learned counsel for the petitioner.

5. For the resolution of the controversy in hand it would be advantageous to reproduce the relevant provisions relied upon by the learned counsel for the petitioner viz section 2 and 9 of the Act of 1997, as under:

*“2. **Definitions.**—In this Act unless there is anything repugnant in the subject or context—*

(1) “Agency” means a department, commission or office of the provincial Government or a statutory corporation or other institution established or controlled by the Provincial Government but does not include the High Court and Courts working under the supervision and control of the High Court, and the Provincial Assembly of the Punjab and its Secretariat.”

9. Jurisdiction, functions and powers of the Ombudsman.—(1) *The*

Ombudsman may on a complaint by any aggrieved person, on a reference by the Government or the Provincial Assembly or on a motion of the Supreme Court or the High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees:

Provided

(a).....

(b).....

(c).....

(2) Notwithstanding anything contained in subsection (1), the Ombudsman shall not entertain for investigation any complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working, in respect of any personal grievance relating to his service therein.”

6. The question whether the petitioner/University falls within the definition of term Agency is a threshold question and also a vexed one and it would not be necessary to go into that question in the instant petition as the issues raised in this petition can be decided with reference to section 9 (2) of the Act of 1997. A reading of the said section brings forth that all matters relating to the Agency in which the public servant or functionary has been working in respect of any personal grievance relating to his service therein are barred from the jurisdiction of the Ombudsman. There is, thus, a clear ouster of the Ombudsman's jurisdiction with regard to the matters relating to service of a public servant. The intention of the legislature has been clearly spelt out in section 9 (2) of the Act of 1997 and when the intention is clear, it is an obligation upon the courts and all public bodies functioning under that Act to give an effect to the intention of the legislature. Apart from the above, there is a clear purpose to oust the jurisdiction of Ombudsman in matters relating to service of a public servant since these matters have been consigned to the province of specialized forums set up by service laws and which are required and mandated by law to deal with the issues of terms and conditions of service of public and civil servants. The *non obstante clause* introduced in the Act of 1997 was clearly aimed at avoiding a conflict between two forums on the same issue. When the legislature has provided special forums and invested it with power to adjudicate upon service matters, it was imperative that the jurisdiction legislature made provisions in other laws as well in order to maintain jurisdiction of the forums set up to adjudicate service matters. The Ombudsman by the impugned order has clearly gone beyond the periphery of the powers vested in him by the Act of 1997.

7. The impugned order not only runs counter to the clear provisions of law but also to at least three judgments of this Court which have held the jurisdiction of the Ombudsman to be barred in such matters. In *Muhammad Aslam Zia v. Administrator, Punjab Agricultural Development and Supplies Corporation (Defunct), 4-Lytton Road Lahore and 4 others*(2002 **PLC (C.S)606**) it was held by this Court as under:

“...As I have already held in my judgment dated 31-10-2001 passed in Writ Petition No.10376 of 2001 that the Provincial Ombudsman has no jurisdiction to entertain the matters relating to the terms and conditions of service and the impugned orders passed by him has

already been set aside, the order passed by the Provincial Ombudsman on the face of it is without jurisdiction and the Provincial Ombudsman has failed to show whether he had the jurisdiction to entertain the complaint filed by the petitioner and has passed an order which is without jurisdiction. Thus, the order of the Provincial Ombudsman is void and without jurisdiction...”

Similarly, in Tariq Jamil Rana v. Provincial Ombudsman (Mohtasib), Punjab 2-Bank Road, Lahore and others (**2002 PLC (C.S) 779**), the following observations are pertinent:

“4. Whether it is a recommendation or a direction is not material. What is material is the question whether respondent No.1 has the jurisdiction to pass the recommendation/direction or not. The relevant facts noted above clearly indicate that respondent No.2, a public servant, was agitating a question in respect of his right to be promoted or to be considered for promotion by the Agency. Such a question has clearly been, excluded not only from examination but even from entertainment by respondent No.1.”

8. Following of his earlier judgment, Mr. Justice Ijaz Ahmad Chaudhry, J. relied his earlier judgment referred to above and in Punjab Agricultural Development and Supplies Corporation through Administrator v. Muhammad Rafiq Khan and 2 others (**2002 PLC (C.S) 1133**), held as under:

“...I am in agreement with the learned counsel for the petitioner that under subsection (2) of section 9 of the Punjab Office of the Ombudsman Act, 1997, the Provincial Ombudsman cannot interfere in the service matters of the employees including the employees of the statutory Corporation and as the petitioner was statutory Corporation and the payment of gratuity relates to the terms and conditions of the service of the employees, the interference by the Provincial Ombudsman is without jurisdiction and without lawful authority...”

9. Before parting with this judgment, it is noted that this Court is cognizant and sensitive to the fact that the respondent No.2's only concern is the reimbursement to him of his pensionary benefits. He filed a complaint to the Ombudsman in good faith and in a desperate attempt to seek redressal. The decision in the instant petition, on a jurisdictional issue, shall

further exacerbate his suffering and adjudication of his matter.

10. It is, therefore, directed that the Vice Chancellor, University of Veterinary and Animal Sciences Lahore shall enquire and decide upon the grievance urged by the respondent No.2 himself or through a delegate duly appointed within a period of one month from the receipt of the order of this Court. The matter shall be dealt with holistically and with the aim to decide it finally in such a manner that the respondent No.2 is not made to run from pillar to post. For the purpose, the Vice Chancellor or the delestagee shall hear the respondent No.2, requisition all record and decide by a speaking order. This matter seems to be one where the obligation of payment of pensionary benefits of the respondent No.2 is to be fixed on either of the two viz. the petitioner University or the University of Veterinary and Animal Sciences, Lahore. The Vice Chancellor to whom the matter is remitted shall coordinate and liaise with the officials of the petitioner University, if need be, if so required for the resolution of the controversy. The office shall transmit this order to the Vice Chancellor for compliance.

For what has been stated above and in view of the precedents of this Court cited in support thereof, this petition is **accepted** and the impugned order of the Ombudsman dated 12.09.2013 is **set aside**.

(SHAHID KARIM)
JUDGE

Announced in open Court on 30.01.2015.

JUDGE

Approved for reporting.

JUDGE

No. (Reg.) 2-11/2015
Dated the 11th March, 2015

SUBJECT: DISPOSAL OF COMPLAINTS PERTAINING TO PENSIONARY ISSUES IN COMPLIANCE OF HIGH COURT ORDER DATED 23.01.2015

I am directed to refer this office circular of even number dated 19.02.2015 on the subject.

Hon'ble Ombudsman has been pleased to direct all such cases (Complaint, Implementation Petition and Direction Cases) where proceedings

were stopped vide above mentioned circular, need formal disposal. All Advisors are required to carefully scrutinize such cases of pensionary issues and to put up to Hon'ble Ombudsman through draft findings for getting formal approval of the disposal in the light of Section 9(2) of the Ombudsman Act, 1997.

I am further directed to convey that the observance of provision 9(2) of the Ombudsman Act, 1997 will be ensured strictly and no such complaint should be considered maintainable for investigation which is barred by this provision.

No. (Reg.) 2-11/2015
Dated the 18th May, 2015

SUBJECT: APPLICATION/COMPLAINTS REGARDING PROVISION OF INFORMATION ABOUT ANY GOVT. DEPARTMENT/OFFICE

I am directed to convey that we may dispose of such complaints in limini with an advice to the complainants to file an application to Concerned Public Information Officer of the relevant Government Department in accordance with the Punjab Transparency and Right to Information Act, 2013.

2. There is no need to forward the complaint to Information Commissioners, anyhow the presently pending complaints may be forwarded to Concerned Public Information Officers for necessary action at their end under the law.

No. (Reg.) 2-11/2015
Dated the 22nd November, 2015

SUBJECT: SUBMISSION OF DRAFT ORDERS FOR APPROVAL/SIGNATURES OF HON'BLE OMBUDSMAN.

In continuance of this office letter No. (Reg)2-11/2015 dated:30-09-2016 on the subject cited above.

2. The Hon'ble Ombudsman has been pleased to direct that henceforth, the DFAs along-with covering letter for approval / signatures be submitted in the following manner:-

- i) Where direction is to be issued or Agency has committed to provide relief in some specific time, shall be submitted vide separate covering letter, mentioning in the subject "Drafts for Approval (Direction Cases)". Further, DFAs be submitted before 02:00pm.
- ii) Subsequently, rest of the DFAs wherein fructified/ closed/ rejected findings are drafted/ proposed, be submitted in routine as already being exercised.

- iii) Revised drafts of the orders returned with remarks/ observations of Hon'ble Ombudsman shall be submitted vide separate covering letter, mentioning in the subject "Revised Drafts for Approval".

No. (Reg.)2-11/2016

Dated the 18th February, 2016

SUBJECT: COMPLAINTS PERTAINING TO CIVIC AMENITIES, MISSING FACILITIES VIZ-A-VIZ DEVELOPMENT SCHEMES / PROGRAMME

I am directed to refer to the subject cited above.

In a number of complaints, complainants raise their voice/grievance regarding non provision of civic amenities in the area and other basic facilities like clean drinking water, missing facilities, poor conditions of parks, streets, roads and graveyards etc. Directions are issued from this Office to the agencies/authorities concerned to proceed accordingly and get the scheme(s) approved. However, it has been observed that agencies have limited space for implementing all such directions in toto because of the role of the District/Town Development Committee, headed by elected representatives. DDC considers such development schemes and approve as per their acute requirement and priority etc. viz-a-viz availability of funds. Hence, it seems imperative that only such complaints on the subject matter are entertained which constitute 'maladministration' in clear terms. Further, each case should not end up with a straight direction which becomes un-implementable, by the agency due to its limited authority. This will certainly save people from agony caused to them due to non compliance of such directions passed in their complaints on the subject matter.

Given the above, I am, therefore, directed to request that complaints regarding development schemes may be processed carefully and directions may be passed in suitable cases which appear to be implementable by the agency concerned keeping in view the role of DDC comprising of and headed by elected representatives of the area.

No. (Reg)1-1/2016

Dated the 16th March, 2016

SUBJECT: ISSUANCE OF FINAL ORDER / DECISION OF THE OMBUDSMAN BY THE OFFICE OF OMBUDSMAN TO ALL THE AFFECTED PARTIES

I am directed to refer to the subject cited above.

It has been observed that certain representations to the Governor against the order of the Ombudsman are filed from the affected persons / parties whom the final order of the Ombudsman is not conveyed / forwarded after its announcement. Thus limitation of filing representation under Section 32 of the Punjab Office of the Ombudsman Act, 1997, in such cases, runs till the Ombudsman's Order comes to their knowledge. This period of limitation, in certain cases, goes beyond weeks and months since the final order of the Hon'ble Ombudsman is not conveyed to the affected person/parties after its announcement.

In principle, copy of Hon'ble Ombudsman's decision/order is supposed to be dispatched to an aggrieved person so that he is facilitated with regard to filing a representation, if any.

In view of the above, you are required to indicate all such cases wherein a copy of the Hon'ble Ombudsman's decision/order was not dispatched to the aggrieved person(s). Information to this effect may reach the undersigned by 17.3.2016, before close of office hours, positively, so that the same is placed before the Hon'ble Ombudsman, as directed.

Note: The above instructions were issued in terms of Section Officer (OMB-II), Governor's Secretariat, Punjab, Lahore letter No. SO(OMB-II)GS/Misc./2016 dated 11.3.2016.

No. (Reg)2-11/2016
Dated the 1st April, 2016

SUBJECT: ISSUANCE OF ATTESTED COPIES OF ORDERS OF THE HON'BLE OMBUDSMAN AND OTHER DOCUMENTS

I am directed to refer to the subject cited above.

2. On a query, matter regarding issuance of attested copies of orders of the Hon'ble Ombudsman passed in complaints and other documents viz. application/ complaint, report agency, implementation order etc., from complaint files, as requisitioned/requested from complainants, agencies and occasionally from other persons / departments for their own use, has been processed and examined at this end. Following policy guidelines are conveyed with the approval of the competent authority, to be followed by all concerned.

3. Regulation 18(6) of the Ombudsman for the Province of Punjab (Registration, Investigation & Disposal of Complaints) Regulations, 2005 provides that in all cases, a copy of the order/decision shall be communicated to the complainant and the Agency concerned. Notwithstanding, provisions of the Punjab Transparency and Right to Information Act, 2013 provide for transparency and freedom of information to ensure that citizens have improved access to public information or documents etc available in any public body. Public Body, as defined in Section 2 of the Transparency Act, 2013, includes a

department, attached department, autonomous or semi autonomous body, a company or a Special Institution of the Government.

4. Instant matter involves following two main aspects:-
 - a) Determining entitlement of the applicant
 - b) Document(s), certified copy/copies of which has/have been applied for.

5. As far as complainant and the agency (and any of its functionaries complained against) are concerned, provision of copy of the decision/order of the Hon'ble Ombudsman is to be ensured as a routine matter. However, any other person(s) who may apply for supply of certain document(s) relating to his concern/interest has to ensure and establish his bonafide demand. Such an applicant has to submit in writing as to why such an attested copy/copies of the document(s) is/are required. If it is so, then the Registrar, at Head Office, and the Advisor concerned in a District may allow provision of attested copy/copies of the order or any other required document(s) to the applicant. Such application may be placed on the relevant complaint file for reference/record.

6. Regarding documents (attested copies of which have been requested), it is decided that attested copies of only the following documents may be provided to the 'entitled applicants':-

- i) Complaint
- ii) Report Agency
- iii) Rejoinder from the Complainant or the Agency, as the case may be
- iv) Order of the Hon'ble Ombudsman

Regarding any other paper / document(s) available on record in this Office, since produced by the complainant and/or the Agency concerned, any person or the entitled applicant may contact the agency concerned to get attested copies of such documents because Ombudsman's Office cannot act as Copying Agency on behalf of any other department/agency.

7. The above instructions must be adhered to in letter and spirit. For any exception, the case must come to the Secretary Ombudsman Punjab for orders through Registrar.

No. (Reg)2-11/2016
Dated the 4th April, 2016

SUBJECT: GUIDELINES FOR STREAMLINING THE INVESTIGATION PROCEDURES AND DRAFT FINDINGS

I am directed to refer to the subject cited above.

2. Overseeing the draft findings in certain complaints submitted to the Hon'ble Ombudsman for approval and the contents of representations filed before the Governor u/s 32 of the Punjab Office of the Ombudsman Act, 1997,

it is observed that certain lapses are being committed while making investigations and drafting final decisions. Some of these are stated below:-

- i) It is strictly not ensured that all parties to the complaint are heard in person.
 - ii) Affected functionary or person against whom complaint is made by name is neither heard in person nor written comments from him are obtained.
 - iii) Cognizance is taken without determining jurisdiction i.e. territorial and functional.
 - iv) After finalization and approval of the findings, copy of Hon'ble Ombudsman's decision/order is provided only to the complainant and the concerned officer of the respondent agency whom some direction has been given. However, a functionary against whom such direction is given and who is likely to be affected thereby, is not provided with a copy of the order.
3. After due deliberations, following guidelines are issued to be followed in letter and spirit:-
- i) On receipt of any complaint, it may carefully be examined / scrutinized that the same falls under the purview of this Office as provided under the Ombudsman Act, 1997. The fact of jurisdiction i.e. territorial and functional be determined first.
 - ii) Hearings may not be adjourned unnecessarily especially on excuses tendered by the agencies such as 'matter is under process', 'report is under preparation' etc.
 - iii) Efficiency in working be improved through direct telephonic contact with the agency.
 - iv) Parties concerned and any person likely to be affected, be given opportunity of personal hearing and submission of report.
 - v) Routine disposal of complaints be avoided; instead, actual redressal of genuine complaints be ensured.
 - vi) The process of investigation be made transparent through fact-based approach.
 - vii) Drafting of final order on behalf of Hon'ble Ombudsman and especially the operative part must be done carefully so that number of representations made to the Governor and snags in implementation are reduced.

No. (Reg)2-11/2016

Dated the 2nd May, 2016

SUBJECT: GUIDELINES FOR STREAMLINING THE INVESTIGATION PROCEDURES AND DRAFT FINDINGS

I am directed to refer to the subject cited above.

2. In continuation of this Office earlier instructions issued vide letter of even number dated 4.4.2016, it is hereby reiterated that due diligence

be ensured while admitting complaints for regular hearing or disposing of in limini. Instances have been noticed where some of the complaints which should have been dismissed in limini were admitted for investigation and ultimately disposed of as regular complaints just to show enhanced disposal.

3. Besides above, in some cases, draft findings submitted to the Hon'ble Ombudsman are found either not drafted properly; lack due comprehension, typographical mistakes or certain mistakes relating to data, facts, figures, dates etc. Advisors are supposed to read and review final draft of findings with utmost care before submitting to the Hon'ble Ombudsman for approval / signatures. Since, the Advisors in this Office/District Offices work to assist the Hon'ble Ombudsman in the performance of his duties as envisaged in the Punjab Office of the Ombudsman Act, 1997, it is expected that each officer/functionary may exhibit an exemplary conduct so that quality of work is optimally improved upto the established norms of service delivery and the stature of the Hon'ble Ombudsman, as well.

4. Given the above, I am directed to request that above mentioned aspects relating to quality of investigation and draft findings may be attended to appropriately and following instructions may be complied with in letter and spirit:-

- i) The complaint(s) liable to be dismissed in limini should not be admitted for regular hearing to save time and avoid playing with figures.
 - ii) A complaint admitted for regular hearing must entail meaningful outcome as is required under the Punjab Office of the Ombudsman Act, 1997.
 - iii) Due care be observed while recording data, facts/figures and dates to ensure quality draft decisions.
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