OMBUDSMAN PUNJAB

ANNUAL REPORT

2015

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Lahore, Pakistan

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FOREWORD

The Annual Report has been compiled for submission to Governor Punjab in pursuance of the requirements of Section 28 (1) of the Punjab Office of Ombudsman Act 1997. It relates to the performance of the institution in the calendar year 2015.

2. Office of Ombudsman is a creation of legislature and provides for Ombudsman oversight on maladministration in public departments throughout the Province. In furtherance of the objective, the outreach of this Office was extended and district offices in all 36 districts of Punjab were set up in May 2014. Prior to the proposed set up there was a Head Office at Lahore and three Regional Offices at Rawalpindi, Multan and Sargodha. The existing personnel and logistics of this Office were spread in those districts. To meet the shortfall some honorary engagements were made. Now the complaints are registered, heard and speedily decided in the District Headquarters. Despite logistics and other constraints the district offices have done well and the feed-back is quite encouraging and fruitful.

3. To institutionalise this arrangement a summary was submitted to the Chief Minister in May 2014 but the matter is still under process. Perhaps some insignificant snag is clogging the movement, otherwise

approval of few posts or allocation of paltry budget is not expected to take two years' time from an efficient administrative machinery.

4. The entire spectrum of our activity is a confluence of administrative laws and provisions of this Act to protect the rights of people from administrative injustices which is aimed at promoting good governance.

Ombudsman
March, 2016

Chapter 1

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

Punjab Office of the Ombudsman Act 1997 requires that "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." In pursuance of this statutory requirement this is the 19th Annual Report since the Office of Ombudsman Punjab was established in 1996. It relates to the functioning of the institution during the calendar year 2015.

2. This Annual Report comprises six chapters including an executive summary. Chapter 2 is based on performance review consisting five sub chapters. Chapter 2.1 gives statistical data of the complaints received in this Office. It shows that 25523 complaints were received and including the balance of previous year in all 30576.complaints were processed and 27368 complaints were disposed of remaining a balance of 3208 complaints.

3. A large number of complaints pertain to Police, Education, Revenue Administration, Local Government and Health Departments. Police Department as usual is on top with 5132 complaints. Education comes on number 2 with 3374 complaints. Maximum number of complaints were lodged in Lahore (3226), Faisalabad (1685), Jhang (1335) Rawalpindi (1058), Sargodha (1042) and Kasur (1035). More detail is given in Table 3. This year complaints regarding service matter have not been admitted for investigation in view of the Governor's decision. Considerable number of complaints were disposed of in the District under section 33(1) of Act X of 1997.

4. Chapter 2.2 presents a review of the implementation status of directions given by the Ombudsman on various complaints and implementation petitions filed by the complainants.

5. Chapter 2.3 is regarding minutes of the meeting dated 4-11-15 of the Cabinet Committee constituted by Chief Minister to examine content of the Annual

Report 2014 which *inter alia* included ongoing project of Extending the Outreach of this Office.

6. In that report five departments were selected for examination of causes of large number of complaints. These were Police, Education, Revenue Administration, Local Government and Health which formed part of major chunk of total complaints. The causes of the complaints appeared to be persistent and repetitive and despite best efforts of the Government and this Office the result was not very encouraging. The minutes of the meeting enumerated those causes and the concerned departments provided some justification and reasons. The concerned departments also mentioned that efforts were being made to make certain improvements. Therefore, written requests were sent to I.G. Punjab, Member Board of Revenue, Secretary Education and the Secretary Local Government for updation but the concerned agencies did not respond.

7. The minutes of the meeting *inter alia*, recorded about the Outreach Programme of this Office and concluded that a sub-committee has been formed which shall submit a report to the Chief Secretary. The outcome is still awaited.

8. Chapter 2.4 sums up the objectives and efforts to extend outreach of the Office of Ombudsman which was initiated in May 2014 in all the 36 Districts of the Punjab with the objectives listed below:

(a) Justice at door step.
(b) Facility to the poorest of the poor.
(c) Time and money saved to the agencies.
(d) The relief so provided goes to the advantage of the Govt. when perception is supported that this is a step for countering the maladministration by the agencies.
(e) To make people aware of their rights by providing, enabling environment of their legal empowerment.

9. These District Offices have done well and the results are quite encouraging. The S&GAD was informed about every step of the programme and the Department also gave a positive nod to our effort, but now, the Department appears to be floundering for reasons best known to them.

10. Chapter 2.5 is a resume of the activity of Office of Provincial Child Commissioner. In collaboration with UNICEF the CPCC has received fresh impetus and is actively striving to create awareness of the child rights in the Province.

11. Chapter 3 provides a report in the tabulated form about the field visits of DHQ & THQ hospitals and RHU & BHUs in the province of Punjab. The District Advisors visited these health facilities in pursuant to the requirements of the Punjab Office of the Ombudsman Act 1997 and a number of issues/problems of health facilities are identified.

12. Chapter 4.1 & 4.2 deals with the reports (1- Miserable condition of women in Jail. 2 – Good administrative standards in Police Station) which have been prepared for submission to Law & Justice Commission of Pakistan in compliance with the direction of the Apex Court.

13. In Chapter 5 Urdu translation of Punjab Office of the Ombudsman Act 1997 is presented which has been done in the light of the historic judgement dated 8-9-2015 of Hon'ble Supreme Court of Pakistan. A note has been appended to the translation of this legal document which indicates the diligence and care required to be taken for preparation of a meticulous translation of the Act.

14. Chapter 6 gives a resume of interface between media report and maladministration in governance. More than 12,793 media reports were processed and communicated to the relevant agencies and departments for appropriate action. In most of the cases relief was provided to the general public and compliance was reported to the Ombudsman Punjab.

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Chapter 2

PERFORMANCE REVIEW

2.1 Statistical Analysis,

2.2 Implementation Status,

2.3 Minutes of Cabinet Committee Meeting Dated November, 4, 2015

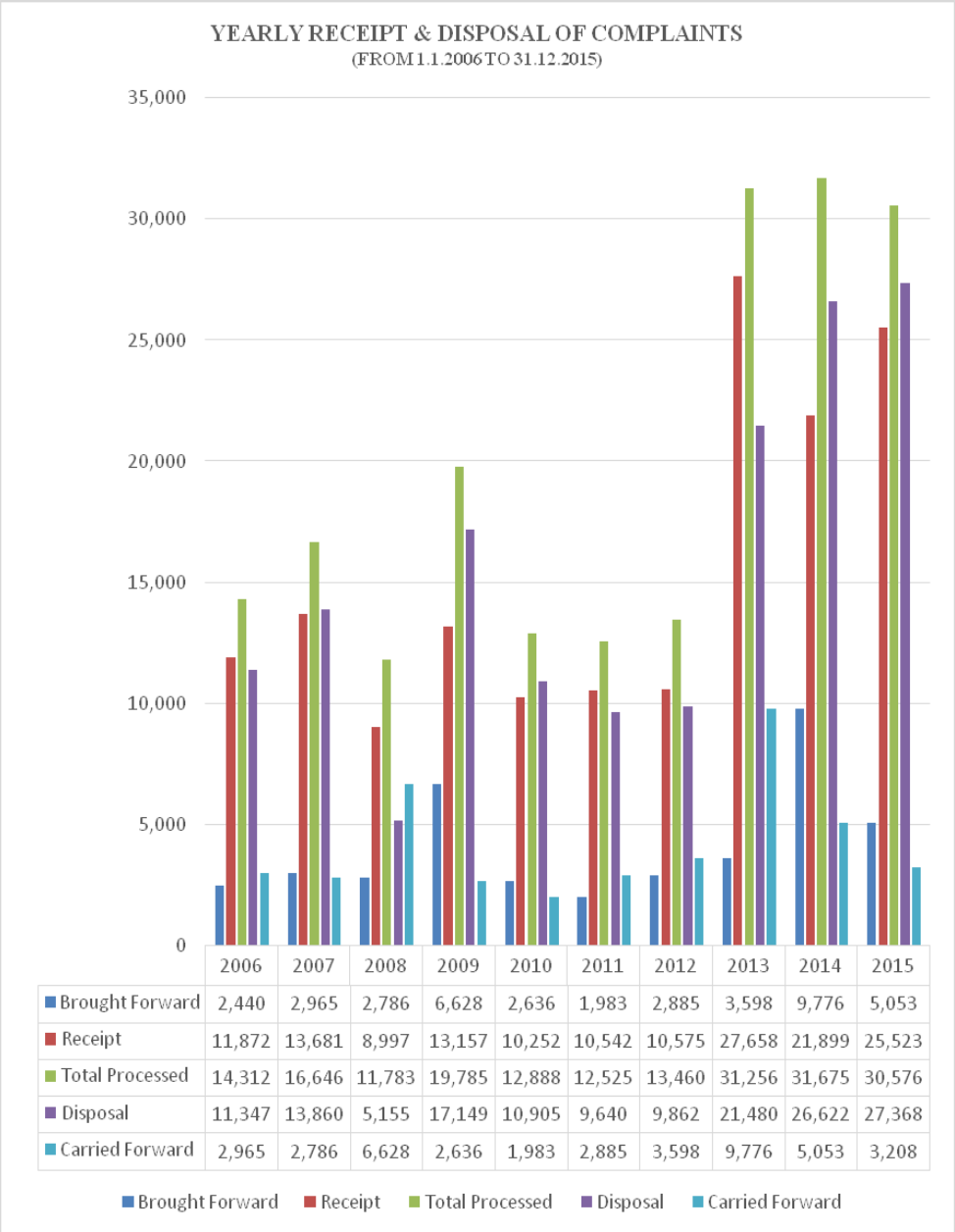
2.4 Extending Outreach Programme

2.5 Office of Chief Provincial Commissioner for Children (Honorary Set-up)

2.1 STATISTICAL ANALYSIS

2.1 STATISTICAL ANALYSIS

Figure 1



	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Brought Forward	2,440	2,965	2,786	6,628	2,636	1,983	2,885	3,598	9,776	5,053
Receipt	11,872	13,681	8,997	13,157	10,252	10,542	10,575	27,658	21,899	25,523
Total Processed	14,312	16,646	11,783	19,785	12,888	12,525	13,460	31,256	31,675	30,576
Disposal	11,347	13,860	5,155	17,149	10,905	9,640	9,862	21,480	26,622	27,368
Carried Forward	2,965	2,786	6,628	2,636	1,983	2,885	3,598	9,776	5,053	3,208

Figure 1 illustrates the number of complaints received, processed and disposed in calendar year for the last 10 years. The Office of the Ombudsman received 25,523 complaints in the year 2015 which is an index for the quality of governance obtaining in the agency. Total 30,576 cases were processed including the brought forward cases from the previous year. Despite resource constraints 27,368 cases were disposed of. Our attention remained focused on reducing pendency of cases from 5,053 which came to 3,208.

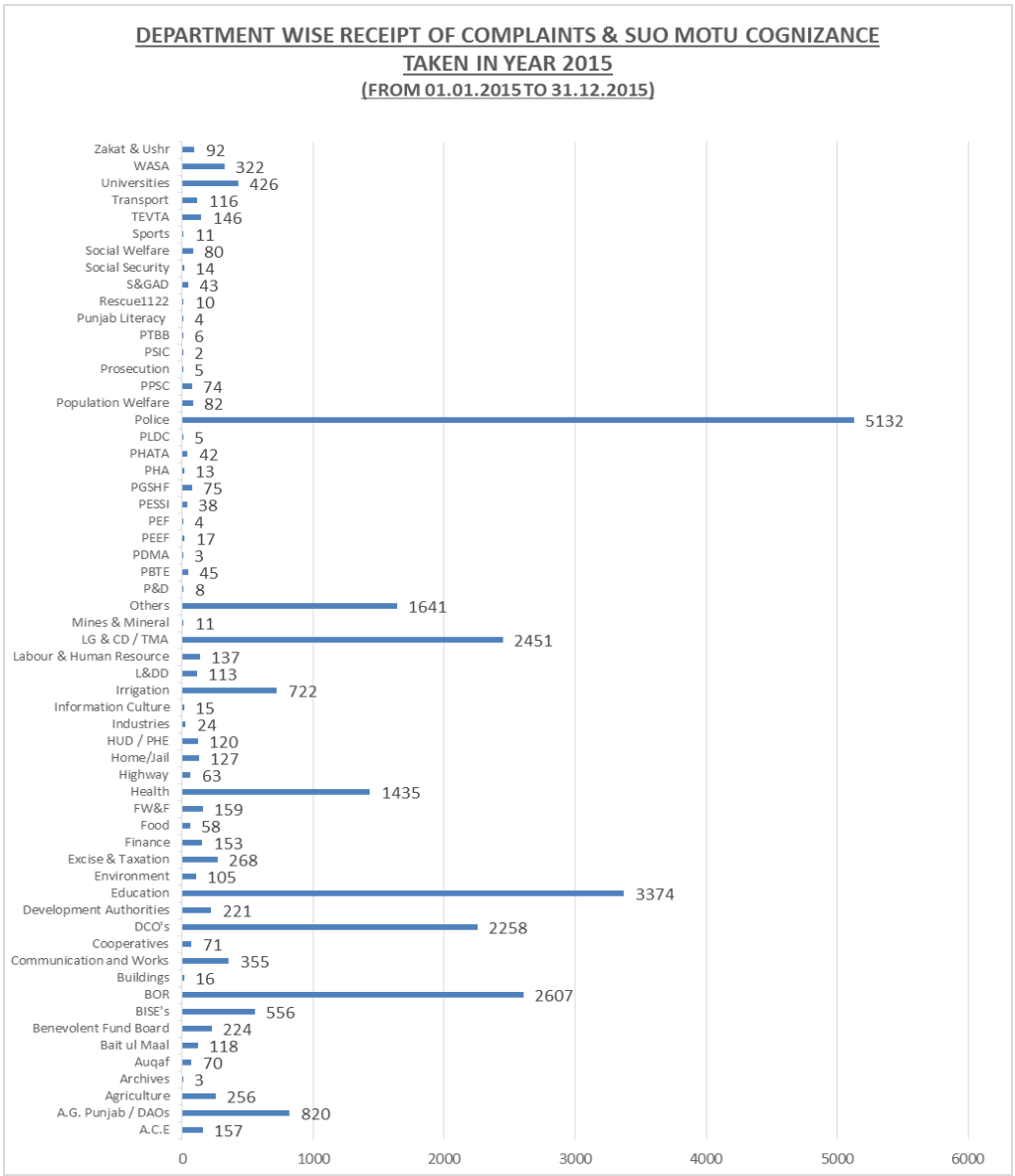


Figure 2 indicates departments of the Punjab Government against which the highest number of complaints were received. The maximum number of complaints were against the Police, Education, Board of Revenue, Local Government and Community Development, DCO's, Health, A.G. Punjab and Irrigation. The number of complaints received against a department may be considered keeping in view the volume of activity of that department, number of employees and level of awareness of people of specific area etc.

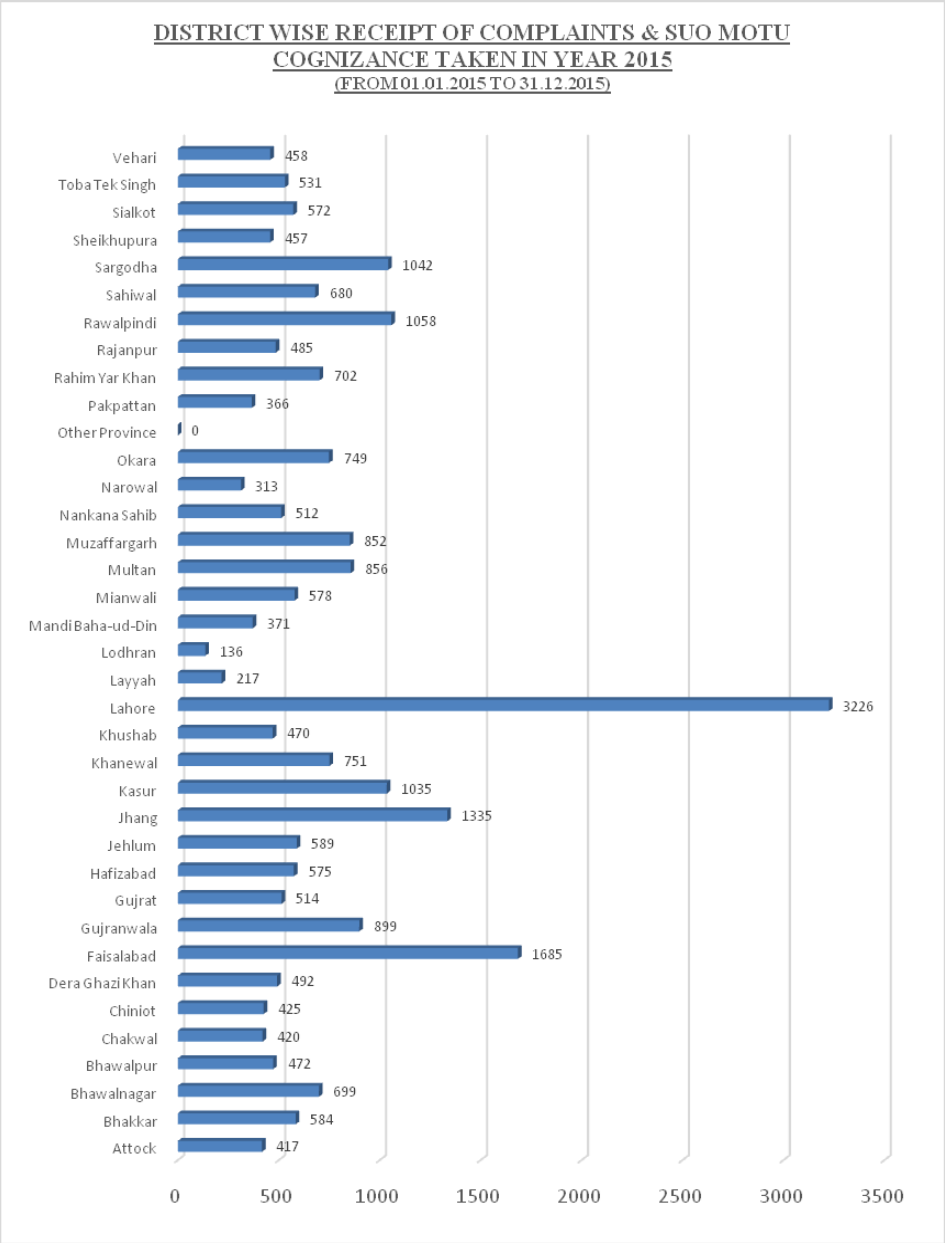
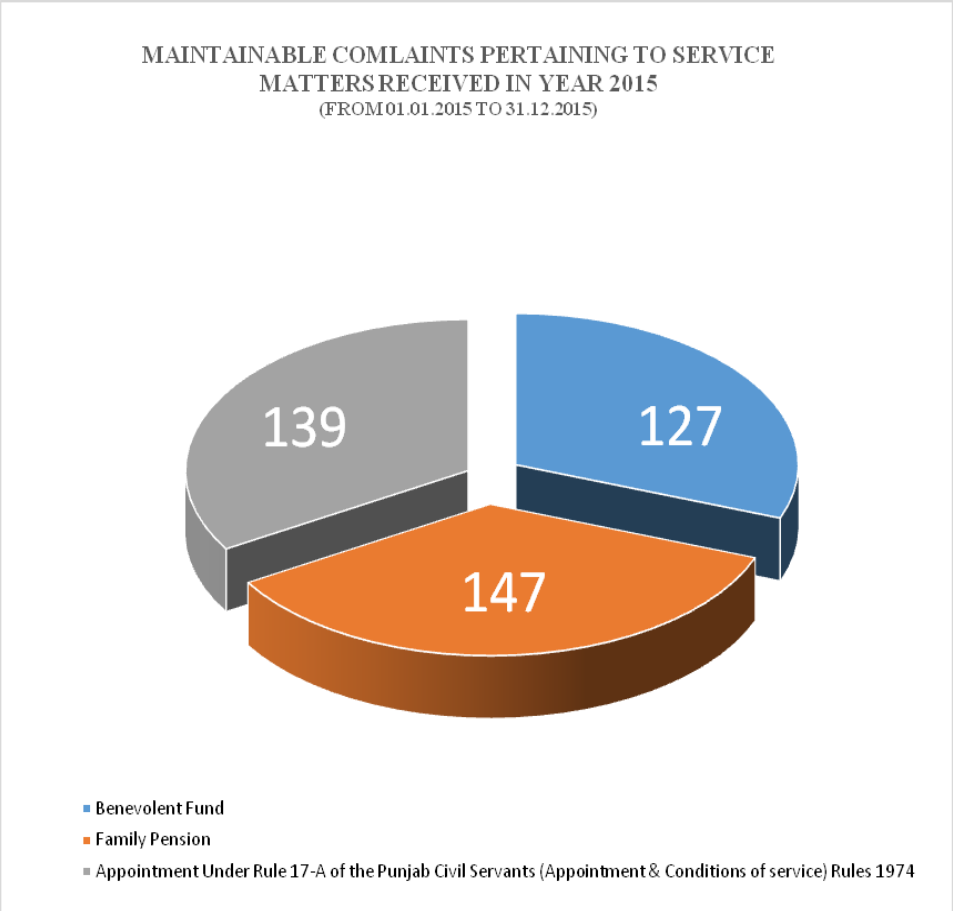


Figure 3 provides District wise overview of complaints received during the year 2015. It reflects the successful accomplishment of our outreach programme. 3226 complaints were lodged against the maladministration of different departments in Lahore district. This is followed by district Faisalabad (1685), Jhang (1335), Rawalpindi (1058), Sargodha (1042), Kasur (1035), Gujranwala (899), Multan (856) and Muzaffargarh (852). Several factors influence the number of complaints such as population of the district, level of awareness regarding the jurisdiction and function of this forum for redressal of problems faced by the public.



SR.NO	CATEGORY	COMPLAINTS
1	Benevolent Fund	127
2	Family Pension	147
3	Appointment Under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of service) Rules 1974	139
	TOTAL	**413**

Figure 4 illustrates the nature of complaints concerning maladministration in matters relating to service during 2015. The largest number of complaints were received against family pensions. Effective monitoring and strict accountability can ensure that such complaints do not arise.

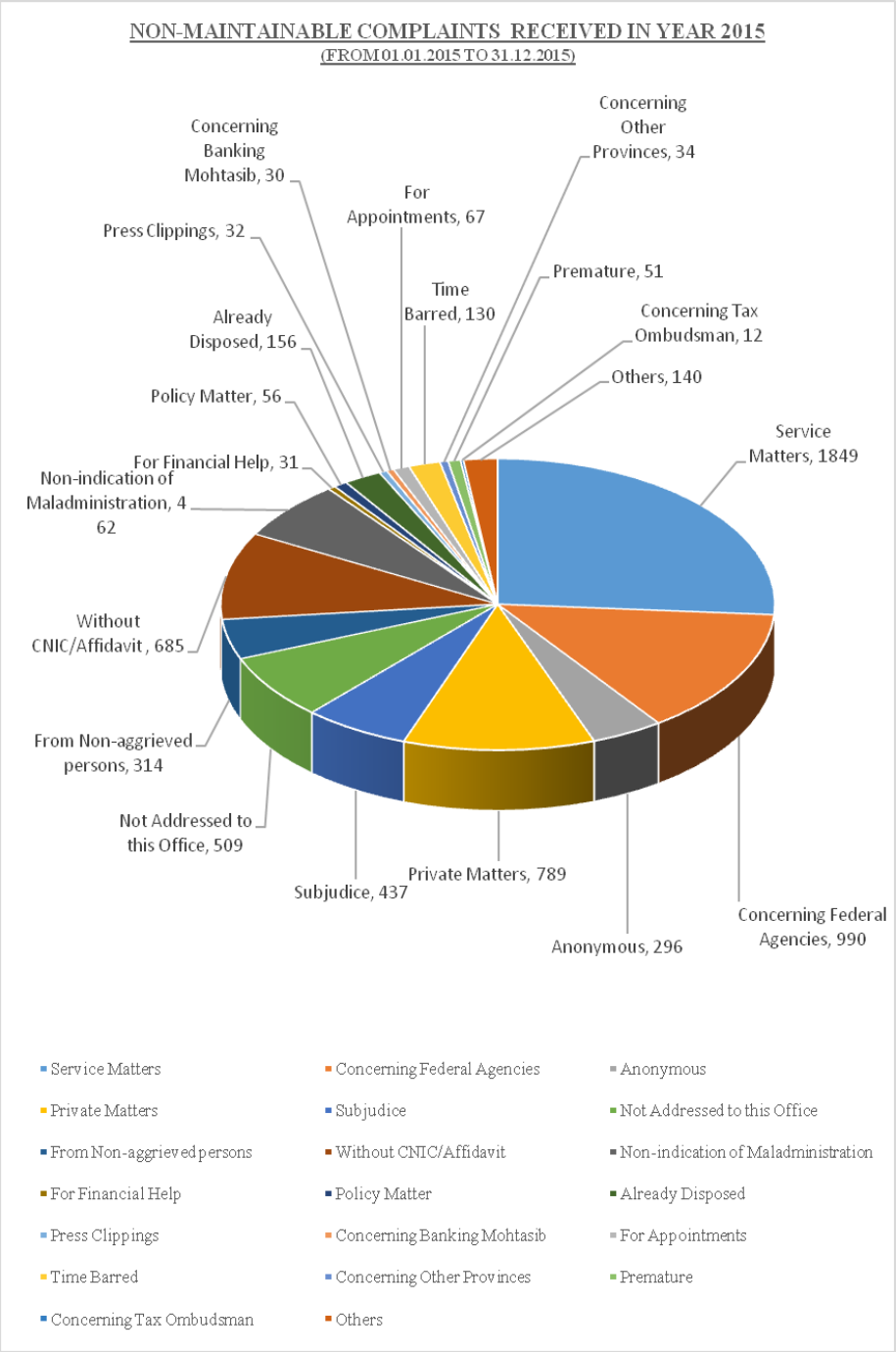


Figure 5 shows the non-maintainable complaints received and after preliminary investigation disposed of in limine.

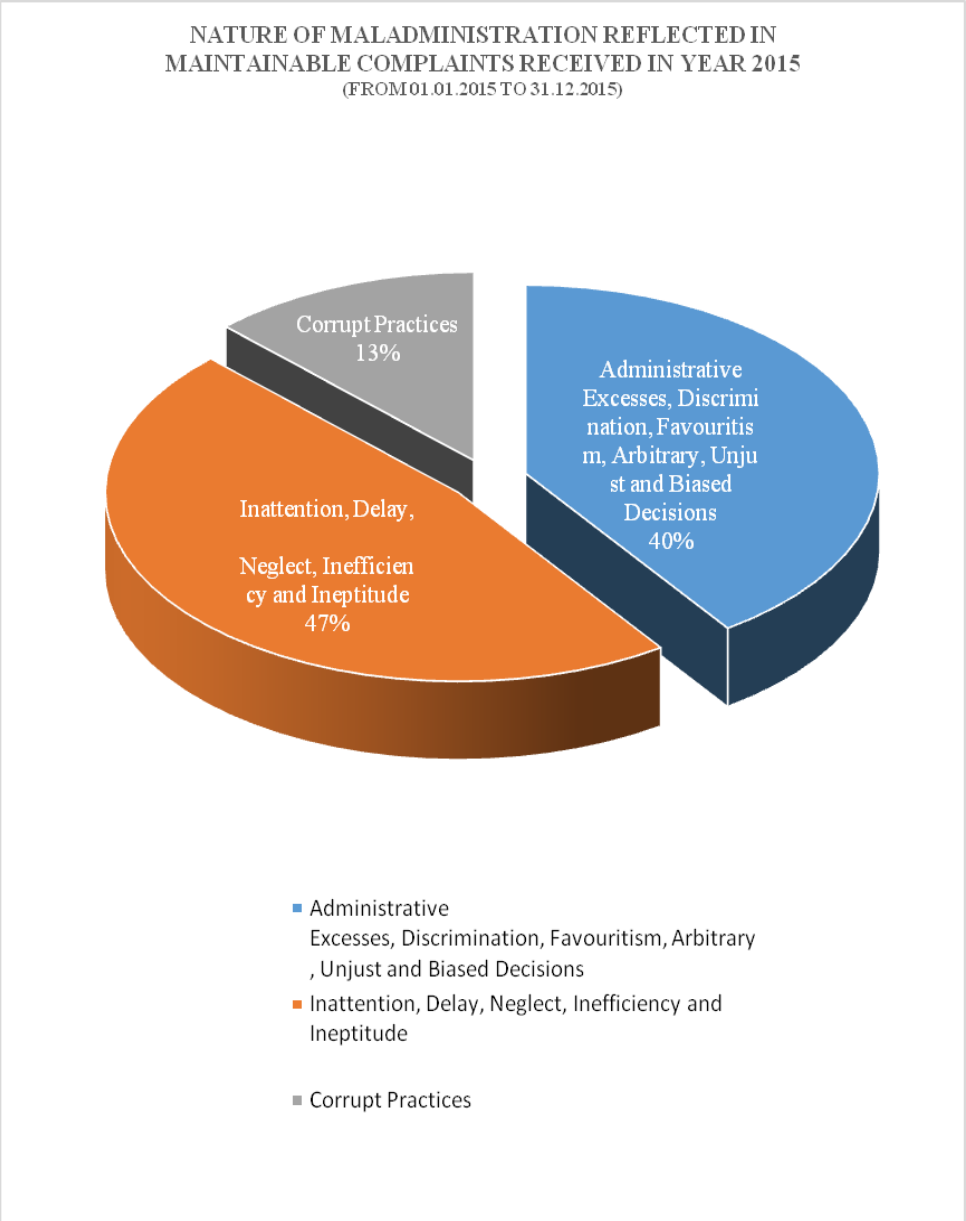


Figure 6 highlights the nature of **"maladministration"** in public sector departments. Administrative excesses, discrimination, favouritism, arbitrary, unjust and biased decisions causing delay, negligence, inefficacy and corrupt practices are rife.

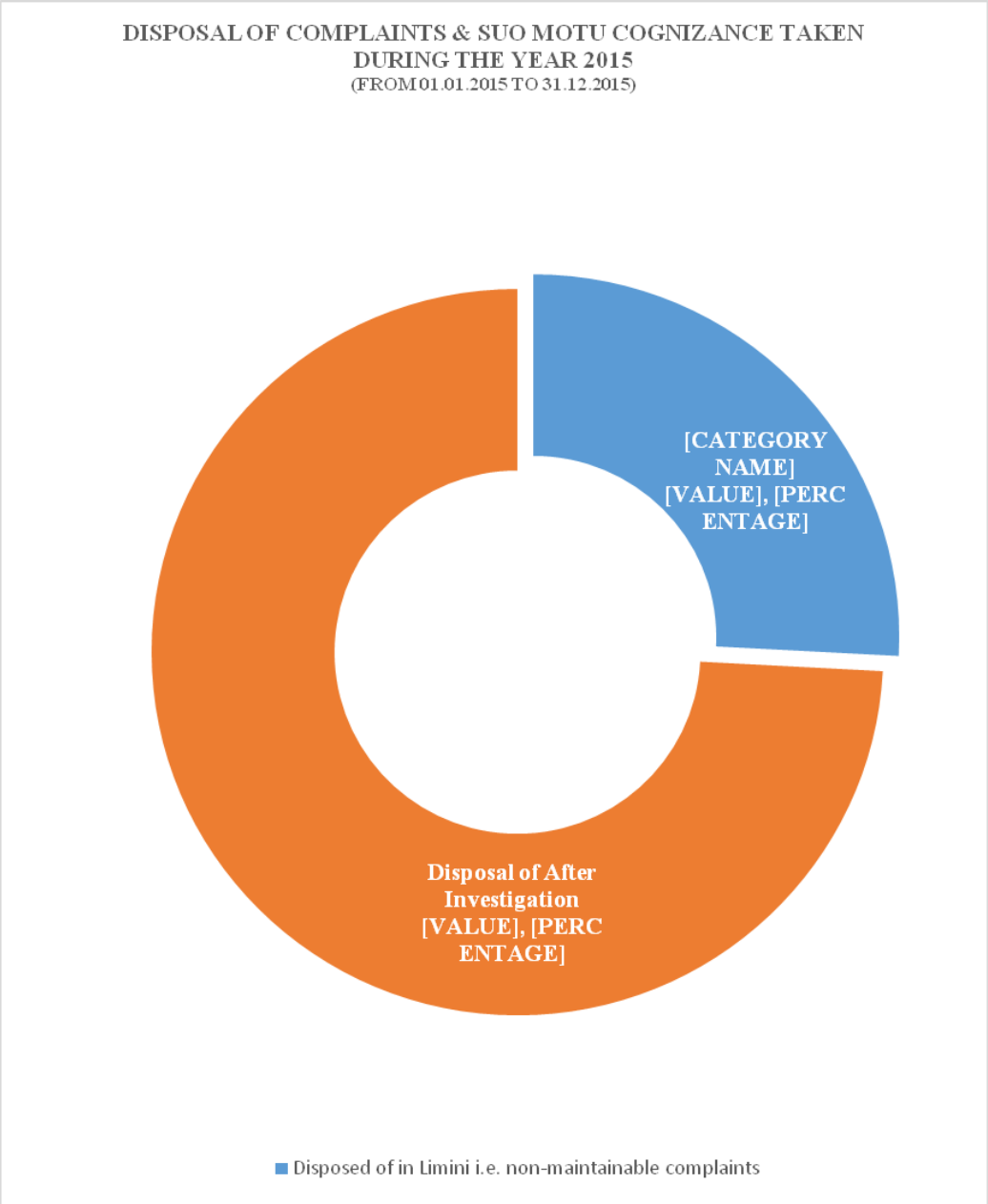


Figure 7 represents a breakup of the complaints and SuoMotu cases disposed in Limine and after investigation.

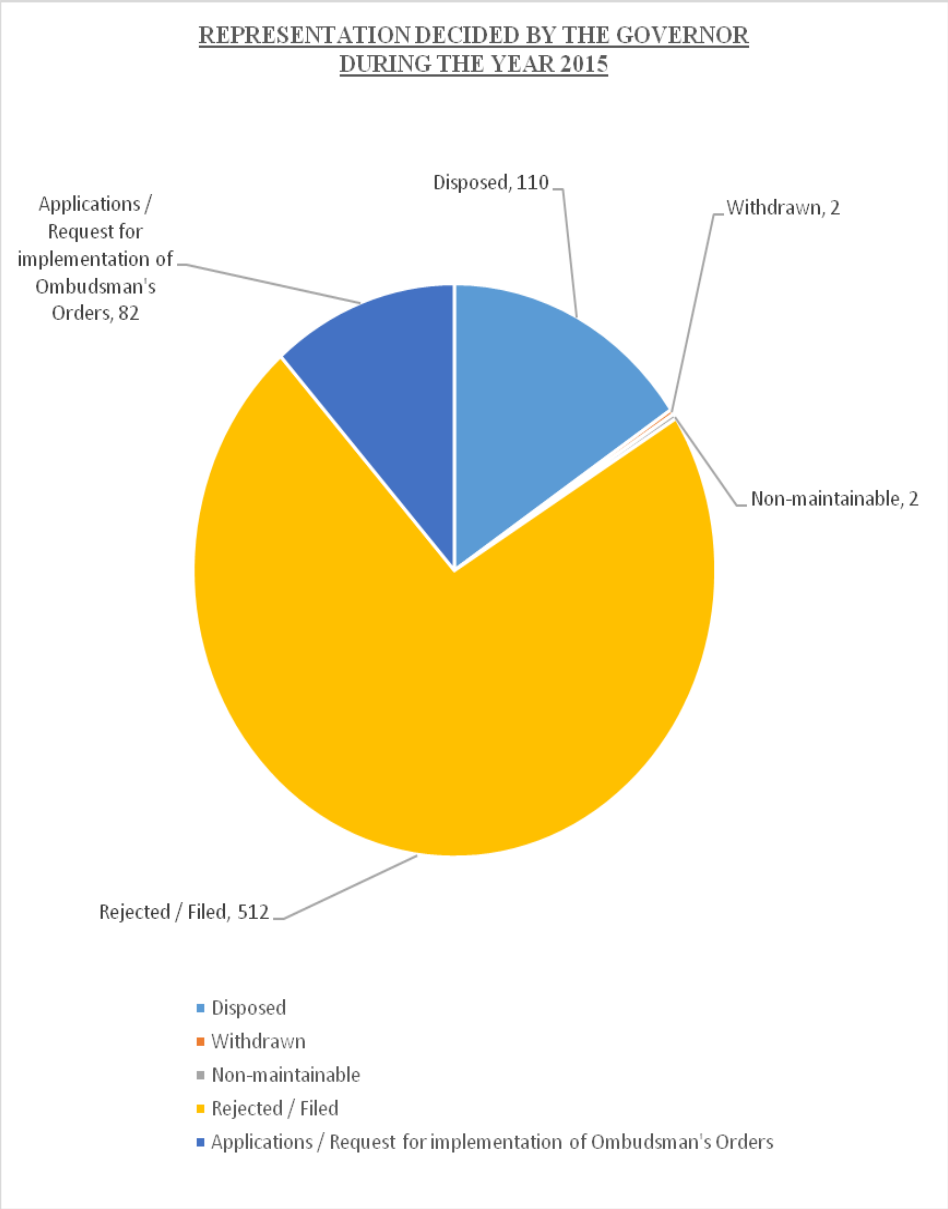


Figure 8 Any person aggrieved by a decision or order of the Ombudsman Punjab may within thirty (30) days or more with justifiable reason make a representation to the Governor who may pass such order there on as he may deem fit. This year 626 Representations were preferred by agencies and the complainants to the Governor's Secretariat.

2.2 IMPLEMENTATION STATUS

2.2 IMPLEMENTATION STATUS

Normally a complainant approaches this office for redressal of his grievances against a department/agency. Then as per Regulation 2005 and in consonance with the provisions of Act X of 1997, the complaint is thoroughly investigated and expeditiously decided. Invariably it results in some findings; if maladministration is established, certain recommendations are made, or, if deemed necessary, some directions are issued to the agency. In case the directions are not complied within the time frame given by the Ombudsman and the complainant feeling aggrieved of the delay, files a petition for implementation of the direction. The statistics given below elaborate the existing situation:

Name of Agency/ Department	Directions issued	Compliance made	Pending	Implementation Petitions received	Implemented	Pending
Police	262	230	34	27	25	02
Education	303	212	91	107	75	32
Board of Revenue	230	190	40	58	41	17
LG&CD	205	160	45	57	43	14
DCOs	136	10	35	40	28	12
Health	91	63	28	46	37	09
Irrigation	97	70	27	32	22	10
WASA	50	42	08	15	14	01
LDA	21	12	09	04	03	01
Others	1949	1479	470	201	154	47

2. The pendency of the directions and implementation petitions may be taken as an index for the quality of governance obtaining in the agency.

3. Under Section 32 of the Ombudsman Act, 1997 any person aggrieved by a decision or order of the Ombudsman, may within 30 days of the decision make a representation to the Governor, who may pass such order thereon as he deems

fit. This right of representation is available only to a person who is not granted relief by the Ombudsman due to limitation of law or misreading of facts. This right of representation cannot be invoked by an Agency defined in Section 2(1) which is expressly barred by Section 29 of the said Act to question any action taken or order made by Ombudsman under the Act.

4. The Ombudsman's institution has been established basically to render in-expensive and speedy relief/justice to the common citizens, aggrieved or affected by maladministration of Provincial Agencies. The very purpose of this highly useful institution is seriously undermined when its recommendations are defied or delayed.

5. Notwithstanding this legal position and spirit of the Ombudsman Act, the Agencies often show reluctance to implement the orders of the Ombudsman by representing to the Governor on flimsy reasons. In some cases, writ petitions are filed before the High Court when the representations are rejected by the Governor. The concerned authority should discourage the tendency of filing unnecessary writ petitions before the Hon'ble High Court which burdens the exchequer and delays the implementation of Ombudsman's Orders.

6. A few cases have become the classic example of non-implementation of the order of the Ombudsman Punjab. Fifteen complaints were decided by Ombudsman vide orders dated 11-12-98 to 2-11-2009 under section 11 of the Punjab Office of Ombudsman Act 1997. The directions were given severally to Secretary Irrigation, Chief Engineer, Superintending Engineer & XEN Irrigation for payment of compensation of land admittedly utilised in various projects of Irrigation Department. These directions were not complied within the stipulated period and the aggrieved persons filed Implementation Petitions. These Petitions were processed and it transpired that in several cases land acquisition proceedings have not yet been initiated/completed; in some cases funds have not been made available by the Finance Department; and in four cases payments have been made to the Land Acquisition Collector, but somehow payment of compensation could not be made to the petitioners. Whereas in some cases the matter is to be referred to the Private Negotiation Committees. Despite our un-

relenting efforts the matter was not settled. It was, therefore, proposed vide note for Chief Minister dated 7-1-2014 that the matter may be placed before the Chief Minister Punjab for issuing suitable directions to Irrigation and the Finance Departments. Chief Minister was pleased to desire (dated 16-1-14) that the Additional Chief Secretary may hold a meeting with the Secretary Finance, Secretary Irrigation and Secretary to Ombudsman Punjab and put up his views / recommendations within 15 days. Several meetings under the Chairmanship of Additional Chief Secretary were attended by the concerned Departments but the final outcome is still awaited.

7. Similarly, a complaint was decided on 21-3-2013 and the directions were issued to L.D.A. Feeling aggrieved of delay, the complainant filed an Implementation Petition which was decided on 22-10-2014 wherein it was emphasized to implement the order but the Agency failed to do so. Subsequent proceedings are still going on for implementation. The matter was simple; the complainant was seeking approval of site plan to construct a house in New Muslim Town, Lahore.

2.3 MINUTES OF CABINET COMMITTEE MEETING DATED NOVEMBER 4, 2015

2.3 MINUTES OF CABINET COMMITTEE MEETING

DATED NOVEMBER 4, 2015

Pursuant to the requirement of section 28 of the Punjab Office of Ombudsman Act, 1997, Annual Report 2014 was submitted to the Governor in March, 2015. A copy of the report was also sent to the Chief Minister Punjab who was pleased to constitute the following Cabinet Committee to examine the contents of Ombudsman Punjab Annual Report 2014:

(i)	Minister for Law:	Convener
(ii)	Minister for Home:	Co-Convener
(iii)	Rana Maqbool Ahmad	Special Secretary to Chief Minister for Public Prosecution
(iv)	Senior Member, Board of Revenue	
(v)	Additional Chief Secretary:	Secretary
(vi)	Inspector General of Police Punjab	
(vii)	Secretary Home	
(viii)	Secretary (I&C) S&GAD	
(ix)	Secretary LG&CD	
(x)	Secretary School Education	
(xi)	Secretary Higher Education	
(xii)	Secretary Health	
(xiii)	Any other Member may be Co-opted	

2. The Cabinet Committee held its meetings on 24-7-2015 and 21-8-2015 and the minutes of the meeting duly approved by Minister for Law and Parliamentary Affairs Department were sent to all concerned for information and further necessary action.

3. As per minutes, Secretary I&C with permission of the Chair requested all Members to reply on the observations made by Ombudsman Punjab. The following points were discussed at length, Department-wise observations and their replies are as under:

	Observations of the Ombudsman	Reply of Department
Police Department	• Behavioural issues with Police Functionaries. • Tout Culture. • Non Registration of FIRs • Poor standards of investigations. • Ineffective role of the tier of SDPO at Sub Division • Lack of interest on part of higher authorities to attend complaints against Police Officials. • Non attachment of properties in respect of Proclaimed Offenders. • Delay in submission of Challans in the Courts. • Misuse of Power, Highhandedness and Corruption.	Complaints against police have decreased from 4959 in year 2013 to 3714 in year 2014. All cases are referred to focal person (A(G-Legal HRC) to take timely action. With regard to causes of complaints, Police Department submitted that CM Punjab constituted a Cabinet Sub-Committee which has recommended a package of reforms and certain measures have been taken, details are as under: • For Registration of FIR, IT-driven complaint handling & Service Centres have been established in the Office of IGP and all over the Punjab Section 154 Cr. P.C. is being amended to streamline the process. • Complaint Redress System has been evolved in which an officer of the rank of SSP is appointed as AIG (Complaints) to ensure that complaints are addressed effectively and professionally. He also randomly calls the complainants to check the level of satisfaction regarding service delivery. • Defective Investigation: Advance payment of cost of investigation shall be made to overcome defective investigation. Newly recruited sub-Inspectors are being trained. • Thana Culture: Efforts are being made to change the Thana culture. Accountability: Police Department has punished over forty thousand police officers on different matters. The law, however, needs to be radically changed for which draft of Efficiency and Discipline Rules has been sent to the Law Department.
Education Department	**Observations of the Ombudsman**	**Reply of Department**
	Non payment of retirement benefits.	• Funds for the purpose are provided by the Finance Department through Grant 28 to the District Governments. • Non –availability of funds for payment of pension have never been reported. • Funds are always available for the purpose.
	• Delay in grant of pensionary benefits/medical reimbursement.	• 677 pension cases were received at Schools Education Department (SED) in the year 2014 and all cases were finalized well in time. • Only 02 complaints were lodged in 2014. • All pending complaints have been resolved. • Strict instructions have been issued to the District Authorities for quick disposal of pension cases.
	• Non observance of requisite criteria by private educational institutes and charging of excessive fee.	• The Punjab Private Educational Institutions (Promotion & Regulation) Ordinance 1984 was promulgated to monitor and supervise the activities of the private schools. • The said Ordinance does not delineate fee structure and fee fixation criteria for private schools. • It does not provide standards for infrastructure, faculty, facilities and examination system.

		• In order to address these issues "the Punjab Private Education Commission Draft Bill 2014" has been submitted for approval of Cabinet before introduction in the Provincial Assembly.
	• Misuse of school facilities and absence of teachers.	• Strict Monitoring Mechanism exists to ensure Teachers presence. Action taken against the absent teachers during the year is as follows: - Removal from Service = 0362 - Stoppage of increments = 0349 - Deduction of Salary = 2591 - Compulsory Retirement = 0037 - Warning/Censure = 2382
	• Non availability of clean drinking water.	• Provision of missing facilities in schools is top priority of SED. • Funds amounting to Rs.9963 million were allocated in the F.Y.2014-15 for provision of missing facilities i.e. construction of Boundary Walls, Classrooms, Toilets and Clean Drinking Water. • About 17142 schemes were executed. • In the F.Y. 1015-16, funds amounting to Rs.5000 million have been allocated • Efforts are being made to ensure provision of missing facilities especially Boundary Walls and Clean Drinking Water in 100% schools.
	• Reluctance to make appointment under Rule 17-A.	• Spouse and children of during service deceased employees are entitled to be recruited against the posts of Class-IV and Junior Clerks. • Class-IV appointments are made without delay and test. • Appointments against the posts of Junior Clerks are made on the basis of qualification and typing test. • Majority of the applicants do not qualify test and often complain about non-issuance of appointment orders. • Strict instructions are issued to avoid delay in appointments on merit under Rule 17-A.
	• Delay in issuance of roll number slips/ certificates.	• Matric and F.Sc./F.A. exams Are conducted by BISE under the control of Higher Education Department. • Grade 5 & 8 terminal exams are conducted by PEC. • Online Roll Number Slips are available on PEC website and are also provided through EDOs (Edu.). • Result Cards can also be downloaded from PEC website and can be got verified from the EDO (Edu.) office. • Duplicate result cards are issued within 10 days by adopting a simple process.

	Observations of the Ombudsman	Reply of Department
Revenue Department	• Non Materialization of benefits expected from Computerization. • Non Holding of "Jalsa e aam" to effect mutation. • Recording of Gardawaries without visit of the land. • Delay in adjudication of Revenue Cases. • Attestation of Mutation at Headquarters. • Non Removal of Encroachments. • Excessive Reliance on Local commissions to execute the Documents. • Non Observance of Due Procedures in handling of official business by Lower Revenue Hierarchy. • Delay in consolidation of Land Holdings.	• In reply to questions of causes of complaints against Revenue Department, the Department submitted that the Board of Revenue has taken steps to reform the system as transaction of mutations and registered deeds are being monitored by Inspection Teams of BOR and citizen feedback system is also being followed During the year 2014, there have been 1,370,195 mutation transactions, giving a total of 1,900,366. Out of these transactions the complaints filed before worthy Ombudsman Punjab have been 200,102. BOR has also introduced land record management system (LRMIS) which is yielding better results, providing efficient , transparent and equitable services with regard to FardMalkiat and attestation of mutations to the general public. Moreover, the copy of updated record can also be obtained from the Arazi Record Centers. On the question of appointment of Local Commission under Section 38 of Registration Act, it has been decided that appointment of the commission shall be made on the following points: i) That the physical presence be ensured of Commission in Sub-Registrar Office at the time of - Appointment of Commission; - Deposit of Deed for Registration. ii) That applications for appointment of Commission are to be Rationalized and taken as a stereo type. iii) That the photographs of the parties be affixed. iv) That the documents should be completed within prescribed period. v) That the report of the Commission should carried out with the Commission stamps showing the Name and designation of the Commission. • Upon question of attestation of mutation by Revenue Officer, issuance of FardMalkiat , Entries in KhasraGardawari, Correction of record, demarcation, encroachments and preparation of Tatima, the Department submitted that under Section 42-A of Land Revenue Act, 1967, the process Upon question of attestation of mutation by Revenue Officer, issuance of FardMalkiat , Entries in KhasraGardawari, Correction of record, demarcation, encroachments and preparation of Tatima, the Department submitted that under Section 42-A of Land Revenue Act, 1967, the process of mutation has been changed and parties have to appear at the Arazi Record

		Centre, where identities and particulars of mutation are ascertained in the presence of officer/Assistant Director, Land Records is online. All rules are being followed regarding FardMalkiat. Mutations, Visiting Revenue Estates for crop inspection and entries in KhasraGardawari. • The Department submitted that Government of the Punjab intends to roll back existing mode of Consolidation of Holdings and procedure is being developed to streamline the consolidation operation in tune with modern requirements. As far as consolidation of MauzaNiazBaig, Tehsil Lahore is concerned, after completion of consolidation, record of the said Mauza has been returned to revenue side on 17-01-2014. Therefore, the report of the Ombudsman needs to reflect correct facts in this regard.
Local Government & Community Development	**Observations of the Ombudsman**	**Reply of Department**
	• Delay in Release of Pension/Retirement Benefit	Government has issued bailout package to meet with liability of the retired officials. Necessary instructions have been issued to the Local Government for timely disbursements of pension liabilities. A summary for Chief Minister has also been initiated with the request to accord sanction for enhancement of rate of pension contribution from 40% to 50% of the basic pay with immediate effect to avoid any financial complications regarding disbursement of pension liabilities.
	• Lack of Coordination amongst the tiers of Local Government.	All DCOs and TMOs in the Punjab have been directed to evolve a mechanism for early provision of essential municipal service as envisaged under the provisions of the PLGO, 2001, completion of development works in timely manner, refund of contractor's claim etc. to address the observations of the Honourable Ombudsman.
	• Delay in Issuance of Birth/Death/Marriage/Divorce Certificate.	All the TMOs have promulgated bye laws on the issuance of Birth, Marriage, Divorce and Death Certificates. Moreover, in all Union Councils necessary guidelines have been displayed on conspicuous places regarding Birth, Marriage, Divorce and Death Certificates and redress public grievances as and when arisen.
	• Non Removal of Encroachments on Footpaths.	High Powered Committee has been constituted under the Chairmanship of the Minister for Law & Parliamentary Affairs and Mr. Hamza Shahbaz Sharif, MNA for resolution of this matter.
	• Delay in Repair and Renovation work.	Instructions have been issued to all field formations to complete all repair and renovation work timely.
Health Department	**Observations of the Ombudsman**	**Reply of Department**
	• Absence of Doctors/Staff in the Hospitals.	EDOs (H) & Dos (H) perform regular visits of the health facilities to check presence of Doctors. Paramedical Staff and shortage of medicines etc. Under the Chief Minister Punjab health initiatives separate teams for monitoring i.e. monitoring and evaluation assistance (MEAs) have been appointed who visit health facilities. Strict monitoring has ensured 80% presence in June and 82% of Doctors attendance and 88% of paramedical staff attendance.

	• Issuance of Fake medical legal Certificates.	If any case is referred by the concerned court to the District Standing Medical Board, it is re-examined and recommendations of the Board are given to the relevant court. If either party feels dis-satisfied then on the direction of the court the cases are re-examined by Surgeon Medico Legal Punjab and upon proof of any mala-fide action by the Doctor the Surgeon initiates inquiry and departmental action.
	• No Check on Quackery and Supply of Spurious Drugs.	Quackery is being dealt with iron hands through Punjab Health Care Commission established under PHC Act 2010. Similarly three regional Task Forces to control and eliminate spurious/sub-standard drugs have been notified. So far more than 1500 premises of quacks have been sealed during last three months and their cases are being decided by Punjab Health Care Commission. Drug Inspectors are working under Drug Act, 1976 and their monthly/quarterly report regarding spurious drugs/misuse of allopathic medicines are discussed at appropriate forum (DQCB/PQCB/Drug Courts) as per law.
	• Delayed payment of pensioner dues to the retire official also resulted in several complaints.	Pension cases are dealt on priority basis, keeping in view the instructions circulated by S&GAD time to time. Regular reports regarding pending pension cases are obtained from concerned officers.
	• Reluctance to make appointments under Rule 17-A.	The department has clearly conveyed the instructions of S&GAD to field formations for strict compliance.
	• Discrimination amongst Private patient and those who are entitled for free treatment.	• This issue mostly pertains to Cardiology Institutions in Punjab. The Cardiology Institutes of Punjab categories the patients in 4 blocks to get treatment: i) Paying Category ii) Entitled Category iii) General Category iv) Poor/Marginalized Category • Government employees fall under the definition of "Entitled Category". Serving/retired employees are admitted in the hospital in possession of the authorization letter/entitlement certificate issued by the respective Authority/Administrative Department. In case of emergency, priority is assigned for treatment of such patients and Govt. of the Punjab, allows reimbursement subject to recommendations of the Special Medical Board. The Consultant assesses the conditions of the patient and the serious patients are not denied treatment. However the patient not requiring urgent treatment has to wait because of large number of cardiac patients.
	• Negligence in Performance of Official Duties and weaker action by senior doctors to protect juniors.	Procedure of PEEDA Act, 2006 is strictly followed i.e. preliminary inquiry then regular inquiry and fixation of penalty. Similarly, some cases against institutions are also referred to Punjab Health Care Commission (PHCC). These cases are accordingly dealt by the PHCC.
	• Difficulties faced by Government Servants in getting free treatment in violation of Rule	As per the referred rule all provincial Government employees, serving or retired and their dependant

	6(i)(b) of the West Pakistan Government Servant (Medical Attendance Rules) 1959.	family members are entitled to get free medical treatment in Government Hospitals. However, if a treatment is made in private hospitals where Government facilities are available then reimbursement of medical charges on account of such treatment is not admissible. It has been observed that claimant gets admitted to secondary or primary health institution and request treating physician to refer him/her to private institution/hospitals despite availability of same treatment in Provincial Government Hospitals. Such referral is discouraged and can be admissible only if it is justified.
	• Difficulties in getting reimbursement of medical claims by Government Servants, if treatment is made in Federal Government or Private Hospital because of emergency.	The Health Department has vast infrastructure including primary, secondary and tertiary health institutions, providing emergency treatment under qualified physicians. The condition of the patient as well as nature of emergency in each and every cases is considered. If the Administrative Department feels, being a case of genuine hardship, the request for reimbursement of medical claim of the claimant can be entertained in relaxation of Govt. Servants (Medical Attendance) Rules, 1959 by initiating a Summary for the Chief Minister.

4. Requests were made to the concerned departments (Police, Education, Revenue, Local Government & Health) to update the implementation status. Despite reminders and requests on telephone, no such update was provided.

5. In the minutes it has been recorded that "Offices of the Mohtasib have been established at district level. The objective is to allow easy access to the public residing in remote areas away from the headquarters. This will reduce hardship of the Government representatives who had to travel long distance and will also reduce expenditure incurred on TA/DA bills. In this regard a Committee was constituted under the Chairmanship of Additional Chief Secretary Punjab who constituted a Sub-Committee under the Chairmanship of Secretary Regulations, S&GAD. The Sub-Committee formulated its recommendations which shall be submitted before the Committee in its next meeting[1]."

Note: (1) Please refer to next chapter (2.4) for elucidation.

2.4 Extending Outreach Programme

2.4 Extending Outreach Programme[1]

The Outreach Programme was initiated in May 2014 with the objectives listed below:

(a) Justice at door step.

(b) Facility to the poorest of the poor.

(c) Time and money saved to the agencies.

(d) The relief so provided goes to the advantage of the Govt. when perception is supported that this is a step for countering the maladministration by the agencies.

(e) To make people aware of their rights by providing, enabling environment of their legal empowerment.

2. The targeted population of the entire province is 96.55 million people living in 36 districts of the Province. The rural population of Punjab is about 49% and human development indicators such as education and health are not up to the mark. One of the causes is deemed to be the poor governance which calls for administrative accountability of public departments and agencies to ensure service delivery at the optimal level.

3. With these objectives in view, the Office of Ombudsman Punjab took the initiative of extending its outreach by setting up District and Tehsil Offices across the Province with the coordination and support of Punjab Government administrative establishment such as DCO Offices, City & District Government etc.

4. Prior to the proposed set up there was a Head Office at Lahore and three Regional Offices at Rawalpindi, Multan and Sargodha. These three Offices covered entire Province of Punjab. However, in April, 2014 Regional/ District Offices were established in each District of the Province by altering territorial jurisdiction of Head Office and erstwhile three Regional Offices as reflected in the Schedule to the Ombudsman for the Province of the Punjab (registration, investigation and disposal of complaints) Regulation 2005. These Regulations were notified in the year 2005, as per section 10 (11) of the Punjab Office of the Ombudsman Act 1997, after having been approved by the Law Department. The

existing personnel and logistics of this office were spread in all 36 Districts of Punjab. Certain posts from Head Office and three Regional Offices were shifted to the Districts. Some District Officers were engaged in honorary capacity to meet the shortfall. Henceforth the complaints are registered, heard and speedily decided in the District Offices.

5. The Chief Minister Punjab was appraised through a letter under the signatures of Ombudsman regarding the project. Copies of this communication were sent to the Chief Secretary, SMBR, Finance Department. Section Officer (Cab.I) S&GAD forwarded copies of this letter dated 6-5-14 to all administrative Secretaries and DCOs for consideration and necessary action. Finance Department allowed and opened cost centres for newly established District Offices on 17-5-2014. A summary was moved to the Chief Minister through Finance Secretary and Chief Secretary Punjab for creation of posts.

6. The summary remained under process for about five months and eventually constitution of a committee was recommended and Chief Minister Punjab approved the proposal. After awaiting for about seven months the Ombudsman sent a note to the Chief Minister on 11-12-2014 on the issue.

7. After a series of preliminary meetings held in S&GAD and Finance Department, a meeting of the Committee for creation of 89 posts in the office of Ombudsman was held under the chairmanship of Additional Chief Secretary on 22.10.2015. No outcome of this process has been communicated to this Office, as yet. However, it has been informed that the Committee expressed its agreement on the proposal of creation of 89 posts (75 posts of ministerial staff and 14 posts of Advisors BS 19/20).

8. Ombudsman Office is a creation of the Act of legislature and provides for Ombudsman's oversight on maladministration throughout the province and this is only facilitation for furtherance of the same objective. Preamble of the Act stipulates for Ombudsman to protect rights of people and rectify injustice done to a person through maladministration. In section 2 and 2.2 agency and maladministration has been comprehensively defined. Section 17 & 18 provide for constitution of inspection teams and standing committees etc. Section 20 empowers Ombudsman to appoint competent persons of integrity, advisors, consultants, fellows, bailiffs, interns, commissioners as well as ministerial staff

with or without remuneration to assist him in the discharge of his duties under this Act. In section 24 Ombudsman has been empowered to exercise financial and administrative powers delegated to an administrative department. More importantly section 33 ibid provides for informal resolution of disputes which is reproduced below:

> "(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, counsellors, whether honorary or otherwise, at local level on such terms and conditions as the Ombudsman may deem proper."

9. The Outreach Programme is quite beneficial and arguably the Ombudsman Office has a strong irrefutable case. The Outreach Programme is based on one of the basic planks of public policy that envisages deregulation and devolution. Perhaps some small snag is clogging the movement, otherwise simple issue of creation of some posts or allocation of paltry budget is not expected to take two years' time from an efficient administrative machinery.

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2.5 Office of the Chief Provincial Commissioner for Children (Honorary set-up)

2.5 Office of the Chief Provincial Commissioner for Children (Honorary set-up)

Introduction:

Office of Chief Provincial Commissioner for Children was established with the support of UNICEF in 2009 and was upgraded in 2013. The project extended its outreach to all 36 districts down to tehsil level in Punjab. About 110 tehsil child commissioners have been appointed in tehsils of Punjab and further appointments are being finalized. The activity of this office has been enhanced by appointing District Commissioners Child Rights throughout Punjab.

Primary function of this office is to examine and investigate complaints made by or on behalf of children in accordance with Act X of 1997. The Office is independent and impartial; it is neither an advocate for the complainant nor an adversary to the Government department. The Office seeks to promote swift resolution of complaints at local level, where possible; and it aims to achieve systemic change through its investigatory work by tackling the root causes of the complaints. The aspect of accessibility has been identified by the Ombudsman Punjab as an essential component to the work of Chief Provincial Commissioner for Children.

Complaint Handling:

Total 899 cases were carried forward and 319 fresh cases registered in all 36 districts of Punjab; out of which 435 cases were disposed of during the year. Most of the cases reported were against education and health departments. During investigation of complaints, negligence of health department was noticed. Many hospitals do not have sufficient beds for patients, medicines were also not available. Problem of corporal punishment, missing facilities in schools, absence of teachers, increasing dropout rate in several schools. Complaint against maladministration of Punjab Examination Commission was reported in CPCC. After investigation PEC was directed to take necessary measures in order to avoid mismanagement in future. The key challenge to CPCC office is lack of awareness regarding child rights and its violation.

Birth registration is the cumbersome issue which needs due consideration

of concerned authorities. SOS village was facing problem in registration of the children in board of intermediate and secondary education because NADRA was not issuing B-Form and smart cards. In this regard Chief Provincial Commissioner for Children facilitated them in registration of 50 children for B-form and smart card. In May 2015 NADRA agreed to provide them services for B-form and smart card.

Activities:

1. Chief Provincial Commissioner for Children, Office of the Ombudsman Punjab organized awareness sessions at D.G Khan, Sargodha, Gujranwala, Pakpatan, Sahiwal, Okara and Multan with all District and Tehsil Child Commissioners. Chief Provincial Commissioner for Children (Ms Nasreen Farooq Ayub) drew attention to various issues/problems of children in Punjab specifically targeting children of South Punjab. In these sessions DCOs, Social Welfare Department, Govt. stakeholders, CBOs and NGOs were engaged in districts for the betterment of vulnerable condition of children. CPCC also mobilized prominent NGOs and developed referral mechanism with them for quick redressal of complaints of children.

2. Capacity building and training sessions were also arranged by CPCC for District Commissioners Child Rights in Lahore in September and December 2015. In these sessions training was imparted to District Commissioner Child Rights regarding rights of the children and role of CPCC was identified in resolving issues like child labour, sexual abuse, corporal punishment, missing facilities in schools, child neglect at family level & children without parental care, beggary, child marriages, sale of children, disabled children and street children.

3. CPCC has also developed communication and advocacy strategy to support the promotion of an enabling environment for children to

obtain their rights. In this regard seminar was arranged in September 30, 2015 in which government departments and NGOs participated.

4. A visit to borstal jail of Faisalabad and Bahawalpur was conducted by CPCC and its team. CPCC office distributed gifts among the juvenile offenders and also presented LED for their recreation.

5. The Punjab Child Rights Standing Committee (PCRSC) was notified for developing a forum where systemic issues of children would be taken on board with concerned government departments. Its first quarterly meeting was held in which government representatives participated and child related issues were discussed.

6. CPCC has initiated Youth Volunteer programme. In this programme volunteers from well reputed universities/institutes mobilized for orientation and raising awareness about child rights. This office engaged these volunteers at hospitals, schools and slums for dissemination of informative material to public at large. These volunteers have also been assigned to conduct situation analysis on child labour and usage of tobacco among children.

7. Children Complain helpline “1050” was established in 2015 as a toll free service. This service was not widely publicized or utilized last year. The escalation in children rights violation and increased levels of awareness, it became clear that the helpline is quite useful.

Chapter 3

FIELD VISITS

F I E L D V I S I T S
(Health Sector)

As per directions of Ombudsman all District Advisors of the Office of Ombudsman Punjab visited a large number of health facilities covering the entire Province. During the visits prevalent conditions of all DHQ, THQ, RHU and BHU have been observed by the District Advisors. A number of issues/problems of several health facilities were also identified. The upshot of these visits is given in a tabulated form which gives a clear picture of health delivery services available in the Province.

2. Major issues commonly found are summarized below:

- ⇒ Shortage of doctors and large number of vacant posts.
- ⇒ Missing facilities such as medicines and equipments (ECG, X-Ray, baby warmers etc.).
- ⇒ Availability of ambulance service and power back up facilities.
- ⇒ Availability of funds.
- ⇒ Maintenance and repair of building.
- ⇒ Punctuality and attendance of doctors and para medics.
- ⇒ Cleanliness of premises and lack of general tone of discipline.
- ⇒ Indifferent behaviour of doctors and ancillary staff with patients.

3. These visits have been taken pursuant to requirements of the Punjab Office of Ombudsman Act 1997. Now it is up to the Government, its political will and the policy, to make improvement in the existing condition.

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
1	Lahore	MianMunshi D.H.Q. Teaching Hospital Lahore.	• Insufficiency of Medicine Budget. • Shortage of Medical and para medical staff' • Non availability of residences for the supervisory or Emergency Staff. • Non establishment of nursing school. • Generator capacity needs to be enhanced.	• Enhancement of services. • Improvement in health delivery system. • Improvement in doctor patient relationships.	Improvement of Radiology Department by installation of C.T Scan Machine and Digital X-Ray Machine. • Establishment of Nursing School. • Improvement of doctor patient relationships. • Construction of staff residences.
		Government Mian Muhammad Nawaz Sharif Hospital, Lahore.	• Creation of posts in 2nd Phase. • Shifting of Dental Staff/Unit from this hospital to PDH • Provision of MRI. • Provision of Equipment for (Dermatology, Orthopedic, Burn unit)	• Filling the vacant post of staff	• Improvement in behavior of staff with patients. • 100% Medicine to all indoor patients. • Ensure punctuality of staff.
		Government Mozang Teaching Hospital Lahore	• Medical Superintendent , Mazang Hospital made a complaint that sweepers don't turn up for their duty in the Hospital and they get together to put pressure on the management, there is problem of area cleanliness. • Posts of doctors & nurses are lying vacant.	• Improvement in doctor patient relationships. • Ensure punctuality of staff.	• Steps needed to ensure sweepers presence in the hospital.
		Government Hospital Shahdara Town ,Lahore	• Eye Surgeon, General Surgeon An aesthesia post are sanctioned but not filled. • Allocated unsufficient Budget of various beads. (Other, Repair of equipment, Printing) • Difficult Approach from main road.		• Improvement of doctor patient relationships. • Improvement ensure in three Department, (Surgeon, Pediatrics , An aesthesia.)
		Gulab Devi Hospital Lahore.	• It used to be the Federal entity and now it is under the Administrative Control of Punjab .The persons working in are worried with the present scenario as they have to move to their Original Province from where there are domiciled.	• Immediate action is required in this regard.	
		Shaikh Zaid Hospital Lahore.	• BHU at Bangali Lahore is closed due to some Administrative problems.it is locked and totally non-functional.		
		BHU Bangali. Lahore.	• Deputy Secretary (Health), is occupying the residence of MO, RHC, Raiwind.		
		RHC Raiwind Lahore.	• There are major break down of electricity at Pandoki, alternate		

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
2	Sheikhupura	RHC Pandoki DHQ Hospital Sheikhupura. THQ Hospital Muridke, Sheikhupura THQ Hospital Sharqpur, Sheikhupura THQ Hospital Ferozewala, Sheikhupura BHU MudwalaKhurd BHU MurhBhangwan. BHU Qilalal Singh	electricity arrangements are also not there. • Since the Institution is raised from Health Centre to THQ Hospital Muridke the old level of maintenance continues in the overall impact of the premises. • The post of M.S being vacant has adverse impact of discipline and administration, despite the fact that incharge Deputy M.S. IS trying his level best to carry through the obstacles. • 23 percent posts are vacant. • Two posts of specialist vacant since the establishment of THQ. Sharqpur. • 3 Operation Theater assistant required. • Ambulance required as per PC-1 • 8 Cardiac Monitors approved as per PC-1 but not provided as yet. • Operation Theater not constructed according to the requirement. • Anesthesia machine, Dental chair is not available • No dispensary was constructed on hospital building so a room is converted into dispensary • No separate X-ray room was constructed with led screen and no dark room in it • No budget is allocated to MS for even minor repair of building. • Sewerage system blocked • Leakage in the roofs • Windows glass broken • Floor damaged • Supply of medicines unsatisfactory. • Medicines required. • Computer Operator, LHWs and mali required to be posted • Shortage of Medicines ,Anti Hypertensive ,Antacids etc. • UPS required especially at the time of delivery cases • Windows glass broken	• Provision of uninterrupted electric supply. • Filling the post of staff. • Immediate action is required in this regard. • Immediate action is required in this regard. • Construction /Repair is required.	• Need is to ensure UPS/Generator there. • Improvement of doctor patient relationships • Provision of Ambulance as per PC-1. • Provision of Ambulance. • Arrangement for proper water supply be made.

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
		BHU Kot Mahmood Jalalpur/ BHU Chhapa Menara RHC Farooqaabad	• LHV required to be posted as there is much difficulty for the medical check-up of females. • Boundary wall needs to be constructed high. • Road leading from village BHU is in dilapidated condition and therefore, the patients suffer a lot. Hence the same be got repaired. • Only two nurses are performing the duties in the RHC Farooqabad. The sanctioned posts are six. The number of posts of dispensers are six while only two are performing their duties in the hospital and remaining are on general duty. • The OTAs are also on general duty. • The Ambulance has not been provided in spite of purchased by the EDO(H) for last year. • The Tube well is not in-working position.	• Provision of UPS/Medicine. • Construction /Repair is required. • Immediate action is required in this regard.	• Provision of Ambulance • Arrangement of proper water supply be made.
3	Nankana Sahib	THQ Hospital Sangla Hill BHU (MURRAR) Nankana THQ Shahkot	• There is not S.M.O, and 46 more posts have been requested by Medical Superintendent. • There is no proper blood bank in the hospital. • Only one M.O, is look in after the emergency along with one dispenser and nurse. • There is no proper way to disposed off the medical sate. It burnt within the hospital boundaries. • There is no proper Ambulances available in the hospital. • Doctor requested for provision of X-Ray, Ultrasound Machine. • The residences of doctors and staff were in miserable condition. • 3 Ventilators available but not in operation due to non-availability of Technical Staff. • There was no office of Social Welfare Department. • There were 2 Ambulances available in the hospital. • Two blood transfusion machines purchase in 2012 but the BTO was not available.	• . Filling the post of staff. • Repair/renovate the residence of doctors. • Availability of X-Ray, Ultrasound machine.	• Arability of X-Ray, Ultrasound machine.

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
4	Gujranwala	THQ NowsheraVirka	• The bulk drug store was checked, but no expiry card was displayed against any medicine. Which is essentials. • The medical officers, women medical officers, LHV's guard and driver all were not wearing proper hospital uniform. • Rupees 5 to 10 are being charged from each patient when the prescribed fee for the purpose is rupee one only.	• Immediate action is required in this regard.	• Ensure punctuality of staff.
		RHC Aiminabad RHC Ghakhar BHU MandiyalaWarraich	• X-ray machine was lying out of order for the last three four months for want of repair, SMO explained that the repair procedure is under process. As soon as the same is completed the X-ry machine would be got repaired and made functional. • Non availability of indication of board • The medical officers, women medical officers, LHV's, dispenser. Ward boy security guard and driver all were not wearing proper hospital uniform. • Mr Anayat S/O Muhammad Din complained regarding charging Rs. 5 as purchee fee from him instead Rs. 1 the prescribed fee. • The medical officers, women medical officers, LHV's guard and driver all were not wearing proper hospital uniform.	• Immediate action is required in this regard.	• The provision of missing facility to this effect recommended. * All were directed to wear proper prescribed uniform in order to make them distinguishable from the general public patient coming to the hospital. The SMO and Incharge of dispensary was advise to shift the cartons to racks and shelves in order to avoid damage of medicine lying there in.
5	Gujrat	Civil Hospital JalalpurJatta RHC Tanda	• There is shortage of two medical officers one male and the other female doctor • Sanitary conditions were found extremely poor particularly inside the building. • The medical officers, women medical officers, LHV's, dispenser. Ward boy security guard and driver all were not wearing proper hospital uniform.	• Shortage of Staff • The building of the hospital requires immediate repairs, white washing and uplifting according to the need of the hours. • Though a Patients Welfare Society is existing but it is not alive.	
		RHC Daulatnagar	* Sanitary conditions have been rated poor. The bed sheets, pillows were found in dirty conditions not even a single male / female patient was found admitted as indoor patient in the RHC.	• Immediate action is required in this regard.	* Improvement in Sanitary Condition.
		BHU Makiana		* The building requires major repairs.	* Construction / Repair of the building.
		RHC Shadiwal	* Generator facility is not provided.	* The posts of Hakeem and Homio Doctor are not sanctioned in the said	* Provision of generator facility.

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
				RHC like other such hospitals.	
		BHU Mangowal	* The building extremely in poor condition. * The direction boards, panaflexis, banners were giving an ugly look due to their conditions.	• Immediate action is required in this regard.	
		BHU Moeenudinpura	• The medical officers, women medical officers, LHV's, dispenser. Ward boy security guard and driver all were not wearing proper hospital uniform.	* Residential Quarters are not in good condition. * Hangers also need to be replaced with new ones.	Insure punctuality of staff
		RHC & BHU Gujrat	• The medical officers, women medical officers, LHV's, dispenser. Ward boy security guard and driver all were not wearing proper hospital uniform. • The condition of Labour Room was poor.	* Provision of Staff.	* All were directed to wear proper prescribed uniform in order to make them distinguishable from the general public patient coming to the hospital.
6	Narowal	DHQ Narowal	• Shortage of Doctors. • Doctor should be present on their duties during around the clock. • Treatment through Nurses and Ward boys should be discouraged. • Heart specialist, Neuro Surgeon, Urologist and expert surgeon is indeed the requirement of DHQ Narowal. • The cleanness of the Hospital should be regular and hectically with appliance of detol and insect Killer medicines. As the dangerous germs may not aggrandize the illness of the patients.	* Provision of Staff.	• The patient attendant should be seriously discourage to keep their private bedding quilts in the sensitive wards of the hospital. • The doctor should vigilantly watch to the patients smoking in the ward, when smoking is legally prohibited by the law of the Land. • All the medicines provided by the Government should be available in to the hospital for patients.
		RHC Plus Model	• Expense register and stock register is not maintained, nor available in the center. • The lock of the labour room was asked to de-lock it.	Immediate action is required in this regard.	• The expense register and stock register should be maintained as for to determine how much quantity of medicines is used in routine treatment and how much medicines was supplied. • The RHC required to be cleaned with detol and other insect killer medicines three times in a day.
		BHU Chanowal	• The expense register are not maintained in this center.	Immediate action is required in this regard.	* The provisions of missing facility to this effect is recommended.
		BHU Kanjror	• Condition of Lahbour room / Pharmacy is very poor.		* provisions of missing facility to this effect is recommended.
		DHQ MandiBahauddin	• Shortage of beds in emergency ward.	* Provision of beds in emergency ward.	• Directed to shift the DHQ MandiBahauddin in a new constructed

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
					building for provision of better service to the public of MandiBahauddin.
		RHC Malkwal	• Thesil Headquarter Hospital Malakwal is under construction and will be functional in July 2016. • One ambulance is out of order and not in use of hospital.	• Some Medicines are short from the store and the higher authority has been requested for provision of those medicines.	• He is directed to pursue for supply of missing medicines.
		RHC Mong	• Generator / UPS facility is not provided.	• Immediate action is required in this regard.	• Need is to ensure Generator / UPS
		RHC Murala	• Operation Insturments / Generator / UPS facility is not provided. • Condition of Building is very poor.	• Immediate action is required in this regard.	• Need is to ensure Generator / UPS
8	Hafizabad	DHQ Hafizabad	• Eye ward is being run by non-specialize staff members. • There was no heating system in the children ward. • There were shortage of human resource Generaly Specialist Specifically eye specialist. • Acute shortage of medicine has made the health premises non functional practically. • Allocated funds for purchase of medicine when compared with OPD of the hospital is less.	• The acute shortage of medicine is alarming, procurement process of medicine has been delayed. It requires detail probe • District Government should allocate adequate funds keeping OPD and expenditure of medicine in view. • The performance of district health department cannot be rated as satisfactory.	• M.S have provided room heater for children and Gyne ward on direction.
9	Rawalpindi	DHQ Rawalpindi	• Dire need was noticed for providing 6 new fully equipped ambulances Currently there were 2 ambulances which were 35 years old and 4 were 20 years old. Allthese vehicles require general engine overhauling on annual basis to keep them functional. • Only 3 ventilators were available which were almost obsolete type. At least 10 new ventilators are required as DHQ Hospital Rawalpindi caters for the neurosurgery patients from the entire region. • No MRI Machine was provided to the Hospital by the Government so far which was an essential item and a dire need of the Hospital for regular patients. • There was no Histopathology Laboratory in the Hospital. • There were two medicine windows for the patients (male / female). Another window for senior age male patients is recommended.	• Residential areas of doctors / staff was in a dilapidated condition. No whitewash appears to have been carried out in the past. Sewerage system was also in poor shape. Hospital roads also required carpeting and renovation. • As per Hospital Administration the currently available endoscopes are of obsolete models. New endoscopes are required urgently.	• Lack of facility
		BHU Girja	• Building of BHU was unfinished and incomplete.	• Completion of building BHU	• Provision of uninterrupted electric

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
			• It was also in a dilapidated condition. • UPS facility was not provided by the quarters concerned.		supply.
		BHU KothaKalan	• There was no arrangement of drinking water, sui gas etc. • Main building and boundary wall required renovation. Almost all the quarters including Medical Officer's residence also required white wash / minor repairs.	• Availability of Sui gas and drinking water	• Construction / Repair of M.O residences.
10	DHQ Chakwal	DHQ Chakwal	• There is shortage of gazzetted staff including Doctors and Nursing Staff	• However there is a requirement to construct a new hospital ot of city area to meet the load of patient in public interest.	• Provision of Staff.
		RHC Balkasar	• X-Ray plant is not in working condition, it should be arranged on priority basis. • There is no Ambulance to shift the patient in emergency condition, to the DHQ Chakwal	• 27 Kanals is available to upgrade this RHC is best interest of public.	• Provision of facility.
		THQ Talagang	• X-Ray machine not properly Utlized due to Vacant post of radiologist. • The Ambulance is also not is working Condition, if requires replacement. • There is no Sui gas connection in the Hospital and residence. • The medicine are also short, only in emergency patients are provided the medicines.	• Blood Bank is basic requirement of general public. But the post of pathologist may be filled so that it is functional.	• Provision of facility.
		RHC PirPhullahi	• There is shortage of medical officer the post of medical officer is vacant. • There is no ambulance for emergency.	• Immediate action is required in this regard.	• Provision of Staff.
11	Jhelum	DHQ Jhelum	• Ten ward have been got renovated on self help basis no government funds were utilized.	• Immediate action is required in this regard.	• It needs to define solution.
		RHC Dina	• No specialist doctor is posted at the hospital. • Area of the hospital was not cleaned properly. Although three sweepers are at the strength of the hospital.	• Immediate action is required in this regard.	• Provision of Staff.
		THQ Sohawa	• The seat of Gynecologist is lying vacant. • The post of Medical Officer is lying vacant for the last one year		• Provision of Staff.
		BHU Sohawa	• The post of M.O is lying vacant since six months and the posts of LHV / NaibQasid& Health Technician / Medical Technican are also vacant.	• Immediate action is required in this regard.	• It is recommended that the position be filled on urgent basis
		THQ PindDadanKnan	• Lawns of the hospital are just like ponds. • Premises of the hospital cleanliness was not being maintained properly. • Dirty atmosphere was prevailing every where in the hospital.	• Immediate action is required in this regard.	• Insure cleanness of the premises of the residential area.

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
12	Attock	DHQ Attock	• Ambulance is available in the hospital. But the hospital not only caters the needs of local community but also that of the neighbouring KPK Province. In view of its strategic importance more ambulances are required. • Crucial posts of ENT Specialist, consultant Ophthalmologist, Consultant pathologist, Surgeon and Consultant obstetric & Gynecologist are vacant. It is worth mentioning here that the THQ Hospital Hassanabadal is located on the Peshawar-Islamabad GT Road which is notorious for fatal road accidents. In this contest, non-availability of a Surgeon in the hospital is alarming. • Broken window glasses and some doors of the hospital building were found to be broken, which needed replacement. • The electricity work in the hospital building is Incomplete too. • Dental Services of the hospital are suspended due to an 89 days leave of the Dental Surgeon. This issue requires immediate attention of the Health Department as the absence of the doctor has left the Dental Department of the hospital non-operational. • Child Specialist of the hospital is on 120 days leave which is again a serious problem faced by the patients visiting the THQ Hospital Hazro, Either the replacement or the rejoining of the doctor on leave is the solution to the aforementioned problem which needs to be addressed. • As a make shift arrangement, a Surgeon from THQ Hospital Hazro has been deputed in the hospital. But according to the statement of the MS THQ Hospital Hazro, the arrangement has not been effective. • There are Two (02) posts of Gynecologist in the hospital which are lying vacant at the moment. For this reason, the serious patients of this department are currently being referred to the DHQ Hospital Attock.	• It is suggested that the incomplete construction work of the hospital building should be completed at the earliest. • Surgeon is needed in the hospital.	• New ambulances equipped with modern equipment be provided to the hospital on urgent need basis.
		RHC Rango, Tehsil Hazro	• Massive construction work had been underway in the premises of the hospital. • Hospital premise is deprived of the gas connection. • The water supply system of the hospital is old so that the water supply to the hospital may continue without interruption.	• Construction process sufficient monetary support be provided by the district Govt.	• Gas supply may immediately be provided to the hospital.
		BHU Musa, Tehsil Hazro	• Sui Gas connection is not provided to the facility. • No ambulance is provided to the facility.	• Provision of Gas connection.	• It is suggested that the sui gas connection to the facility may be

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			• The residential building for the staff is in bad shape and immediate repair. • No gas connection is provided to the facility. • The condition of cleanliness in the facility was pathetic. • The water supply system in the facility is in bad shape. Moreover, there is no back up for electricity shut downs.		provided to facilitate the patients. • The provision of the ambulance is recommended. • Need for the provision / improvement of these services is recommended for the facility.
		RHC Bahtar, Tehsil Fatehjang	• The main building of the facility needs immediate repair. • The residences of the M.O needed repair. • Large number of patients seeking medical aid during deliveries, provision of another delivery table is recommended in the center • The instruments and equipment provided in the dental department of the facility need replacement and up to date calibration.	• Accommodation of the staff may be repaired to keep the buildings serviceable. • Regular inspection of the instruments used must be carried out by qualified biomedical engineering expert.	• The timely repair and maintenance of the building is proposed. • It is recommended that new instruments and disinfectants be provided to the facility.
		BHU Hattar, Tehsil Fatehjang	• Lack of equipment laike IUD (Intra Uterine Device) in the labor room • Baby weighing machine is not provided to the facility which is necessary for the health care of newly born. • Emergency beds are required.	• Provisions of baby weighting machine.	• Digital weighing machines in the medical facility be provided. • The provision of a reliable electricity backup system in the form generator and provision of gas supply is recommended.
		BHU Jaffar, Tehsil Fatehjang	• During the visit it was observed that the boundary wall of the BHU fallen and needed immediate reconstruction. As the health facility is situated at the main road, the absence of a boundary wall is a security hazard to the facility. • Vacancies be filled on urgent need basis. • There is no sanctioned post of sanitary worker for the facility. • There is no gas connection in the facility.	• Repair of boundary wall	• New boundary wall be constructed around the facility. • Restoration of gas supply to the facility is recommended.
		BHU Pind Sultani Tehsil Jand	• Non availability of incubators and child warmers are the major issues. • The post of M.O in the facility is lying vacant. • Gas connection is provided and there is no electricity back up mechanism for the facility.	• Immediate action is required in this regard.	• It is recommended that the position be filled on urgent basis. • The provision of missing facilities to this effect is recommended.
		RHC Magghian, Tehsil Pindigheb	• Important posts are laying Vacant. • Issue of non-availability of gas supply is causing problems to the indoor patients. • There is no water supply within the RHC Complex. In view of this the water is being brought on water tankers to meet the needs of the facility. Keeping in view the hardships faced by	• Immediate action is required in this regard.	• Gas connection electric heaters beprovided in the facility to facilitate the patients. • Arrangement for proper water supply be made.

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			the facility on account of lack of proper water supply source, it is proposed that		
13	Faisalabad	BHU 258 RB	• The boundary wall of the BHU was broken. • The Cleanliness was not proper.	• The Medical Officer was asked to properly dispose of the hospital waste and improve the cleanliness conditions inside the facility.	• The staff to carefully perform sterilization and provide safe care in respectable manner.
		BHU 222 RB	• Lawn of the facility was used for private functions by the communities which be immediately stopped.	• Immediate action is required in this regard.	• It needs to define solution.
		BHU 215 RB	• The boundary wall of the BHU does not exist. • The cleanliness was not proper.	• Repair of boundary wall	
		BHU 257 RB	• The boundary wall of the BHU was broken • The cleanliness was not proper. • The condition of the building was very poor with broken floor.	• Repair of boundary wall	
		BHU 156 RB, 189 RB, 293 RB,	• All the equipments were functional except autoclave.	• Immediate action is required in this regard.	• All the required medical equipment be provide to management of Hospital
		BHU 156 RB (24/7 BHU)	• Boundary wall was incomplete & needs repair.	• Repair of boundary wall	• Construction of boundary wall of BHU.
14	Chiniot	DHQ,/THQ Chiniot	• Due to shortage of human resource, primary health facilities are not being provided to the people of the district, at the optimum level. • The stretcher and wheel chair were not placed outside the emergency room. • CBC analyzer and chemistry analyzer, which are provided recently, are not installed yet which required proper attention. • Ultrasound is available at the health facility but it is not operative due to non-availability of radiologist. • There is no weighing machine at the office of LHV's • There was no thermometer available, nor weigh machine in the office of Medical Officer. • Washroom of the ward was out of order. • The condition of the labor room is the worst, there is no any arrangement of UPS, whereas, the said health facility is declared as 24/7. There was no bed sheet on mattress.	• The M.S. THQ Hospital, Lalian ensured that, he would arrange the separate system of electric supply (U.P.S) of facilitate the patients. • District Government should provide some extra medicine, especially antibiotic with vide range at rural health facilities (including RHC's and BHU's), so that people should get medicine at the nearest health facilities. • Recruitment Medical Officer and specialist against the vacant post on priority basis.	• The provision of missing facilities to this effect is recommended.
15	Toba tek Singh	DHQ, T. T. Singh	• Construction work was being executed by the building department. • Facing problems in obtaining connection of Natural Gas.	• Construction of building .	• Provision of missing facility.
		THQ, Kamalia	• Operation theatre has become purposeless as without supervision of anesthetist, Operations cannot be executed.	• All the required medical equipment be provided to management of	• Immediate action is required in this regard.

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			• Unavailability of Medical Officer has increased the burden on existing Medical Officer, consequently the working in emergency and other sections is being affected badly. Despite repeated requests/requisitions, higher Authorities of Health Department are not providing required staff. This situation needs attention of authority of the Health Department. • X-Ray machine was not functioning due to on-going construction work. • No alternative arrangement for executing X-Ray photography.	Hospital including new ambulances, patient beds, stretcher and other unavailable equipment mention in list. • Immediate action is required in this regard.	
16	Jhang	DHQ Jhang	• The most shocking aspect of the matter was that only one incubator was found available whereas no ventilator was provided to the said ward due to which the patients and their attendants were found very worried about the fate of their children. • No I.C.C.U was found established. • The post of APMO, AN MO AND WMO were lying vacant. • Functioning of the hospital was also badly affected due to lack of the staff. • The hospital was that the hospital was not found repaired / renovated during the last more than 5 years.	• Patients, attending Clinical laboratory, and availing Ultrasound facility were not seated properly. More space and proper seating arrangements are required for such patients.	• Increasing capability of the hospital of accommodating more and more patients. • Ranovation of the hospital building as well as the residences may be made without any further delay. • Repair of collapsed boundry wall of the hospital premisis and replacement of damaged sewerage line be made at the earlist to provide necessary security and healthy atmosphere to the patients and staff of the hospital.
		RHC Haveli Bahadar Shah Shorkot	• Shortage of Doctors and staff. • The horrible picture of the hospital was the residences, stood collapsed, due to carelessness of the concerned staff except the newly constructed quarters for the nursing staff.	• Filling the vacant posts of M.Os and other staff and providing neat and clean residences to the Hospital staff.	• Filling the vacant posts Doctors and Staff.
		BHU RattaMatta Tehsil Jhangh	• The B.H.U is without boundary wall.	• Construction of the boundary wall is required at the earliest.	.
		THQ Shorkot.	• Medical emergency of the hospital looked to be non-renovated for he last many years. • Residential area of the hospital was found in a very poor condition and the residences, constructed there in, were mostly found in dangerous condition.	• Renovation residential area and medical emergency.	• Construction/Repair is required at the earliest.
		BHU 446 J.B	• Residences constructed for the staff, had been found un-occupied and in very dangerous condition.	• Immediate action is required in this regard.	
		BHU NadhaGhar	• Building of the B.H.U was found very much dangerous which could collapse at any time hence, the patients and the staff could work sitting in open, out side the BHU building. • Official residences of the BHU, constructed with millions of the funds, had been found collapsed / non repairable.	• Immediate action is required in this regard.	

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17	Sargodha	DHQ Sargodha	• Rs. 8.500 (M) are urgently required for payment to sui gas authority. • Construction of residences for Medical, para Medical, Nursing& class IV staff. • Two patients lifts are required. • Acute shortage of Electricians, Plumbers, Sewer men & Security Guards • Shortage of budget for purchase of medicines.	• Release the funds. • Provincial Health Department may accord approval for the construction of 15 Gazetted & 15 Non Gazetted residences. • Budget for Medicine may be increased and at least 20 Cores may be according to A+ category Hospital (400/day/bed)	• Filling the post of Staff.
		MolaBakhsh Hospital	• Shortage of Medicine. • Condition of Ultra sound Machine un satisfactory. • There is no nursery room for small child Giyani	• Immediate action is required in this regard.	• Provision of Medicine .
		THQ Shahpur& RHC Jaranwala	• Shortage of Human resource as per revised yardstick. • Non availability of specialists • Shortage of Furniture • Non availability of residences for staff • Establishment of trauma Center • Double electricity Supply • Non availability of sui gas at hospital colony	• Ensure improvement in the cleanliness position.	• Provision un interrupted electric supply.
		THQ Sahiwal& RHC, Farooqa	• This faculty also has a Trauma Centre. The building of trauma Centre was completed in the year 2012 which is still un-functional till now.	• Immediate action is required in this regard.	• Provision of staff.
18	Bhakkar	DHQ Bhakkar	• Shortage of Doctors and Staff • The cleanliness was not proper.	• The cleanness of the premises in residential area be improved.	• Immediate action is required in this regard.
		THQ Kalorkot&Mankera	• Residences constructed for the staff, is repair able. • Shortage of Doctors and Staff • The cleanliness was not proper. • Condition of ambulance is very bad.	• Ensure improvement in the cleanliness position. • The cleanness of the premises in residential area be improved.	• Provision of staff.
		BHU 73/ML Mankera	• There is no LHV • Sewerage system is very poor	• Immediate action is required in this regard.	• Need for Improvement
		DHQ Mianwali	• There is no Latest X-Ray , C.T Scan, M.R I machine. • Many post of staff is lying vacant • Electric Waring is damage • There is no water cooler for drinking water	• Early action in this regard.	• The provision of missing facilities to this effect is recommended.
		BHU 04/DB	• There is no lab and X-Ray machine.	• Provisions of missing facilaity.	• The provision of missing facilities to this effect is recommended.
		BHU HarnwaliPiplana	• Wash room was very dirty and uncleanness • There is no lab and X-Ray machine.	• The cleanness or the premises of the area be improved.	• Immediate action is required in this regard.

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		RHC Hafiz wala	• There is very dust on the medicine in the medicine store • There is a vacant post for women medical officer • Up gradation of equipment.	• Immediate action is required in this regard.	
		BHU Muzaffarpur	• Not provided X-Ray Machine and Lab in this faculty • Emergency is very small • There is no Ambulance to shift the patient in emergency condition, to the BHU	• Immediate action is required in this regard. • Provisions of X-Ray machine and Ambulance.	
20	Khushab	DHQ Khushab	• There is a vacant post for Medical officer • Electric wring is very old and damage	• Immediate action is required in this regard. • Need is to ensure UPS/Generator there.	
		DHQ Joharabad	• Shortage of Staff • Not provided X-Ray Machine and C.T Scan / MRI Machines etc. • Post of M.O is vacant • Non availability of gas connection	• Purchase of medicine in the Got budget. • Need is to ensure UPS/Generator there.	
		BHU SundarRal	• Non availability of Ambulance • The sewerage system is not fully functional. • Non availability of UPS/Generator.	• Provisions of Ambulance.	• Need is to ensure UPS/Generator there.
		THQ Khushab	• The post of M.S on regular basis is vacant since 2008 • Shortage of staff / Nurses	• Residences constructed for the staff, is repair able.	* Filling the post of M.S on regular basis.
21	Sahiwal	DHQ Sahiwal	• 20 % posts are lying vacant. • The post of M.S is lying vacant. • The boundary wall is broken at places. • The Security conditions are highly unsatisfactory. • The sewerage system is not fully functional. • The boundary wall is broken at places.	• Provision of new building for Medicine/General Stores is required keeping in view the volume of allied activities. • Construction of residences for specialist and other staff is required. • Proper building/area for canteen and cycle stand. • New furniture for all offices/patients waiting area. • Earmarking areas for parking and canteen averting the disturbance Hospital Staff and patients.	The provision of missing facilities to this effect is recommended.

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				• Provision of proper waiting area for the Visitors. • It is required to be repaired/relayed at the earliest. • Needs an early repair from safety point of view as well. • The concerned authorities should take appropriate steps to fill the vacant posts of all cadres including WMO, Dental Surgeon and others on priority basis.	
		RHC Harappa	• Need to be properly equipped with appropriate medical equipment to cope with diagnostic, curative and emergency requirements. • The Sewerage system is not fully functional	• It is required to be repaired/relaid at the earliest. • The cleanliness of the premises of the residential area be improved.	Immediate action is required in this regard.
		BHU 42/12-L	• The main building of this Centre, including the Residential Building need special repair and renovation. • The boundary wall also needs to be repaired. • On account of frequent load-shedding of loner duration difficulties are being faced in extending proper treatment and management of patients.	• Early action in this regard. • Generator and UPS be provided to this BHU.	
		BHU 16/11-L	• The pathway from main gate to the BHU building needs to be re-laid. • The boundary wall had fallen at different portions.	• The building of this Centre, including the Residential Buildings need special repair and renovation. • The ECG machine is required to be provided at the earliest.	* Construction of boundary wall is required.
		DHQ Teaching Hospital	• 20% posts are lying vacant. • The post of M.S is vacant for months together. • The boundary wall is broken at place	• Construction of boundary wall is required.	* Early action is required.
		RHC 45/12-L Chichawatni	• Needs repair and renovation. • Boundary wall condition is unsatisfactory, more so from security point of view. • 33% posts are lying vacant, the important one being WMO, Charge Nurses, various Health Technicians etc. • The cleanliness of this health facility was highly un-satisfactory and neglected.	• The medicine supply position needs to be improved on war footing. • The RHC building needs to be renovated • Keeping in view population pressure, more rooms/wards be constructed, besides providing additional treatment and management facilities.	• The vacant posts need to be filled besides improving the medicines supply position to this RHC.

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		RHC 120/9-L Chichwatni	• Boundary wall condition needs repair and improvement •	• In order to make an efficient use of this health facility and in the wake of upgradation of this village to a town status besides improving the Buildings and provision of an Ambulance, it should be equipped with more management and diagnostic equipment/tools.	The provision of missing facilities to this effect is recommended.
		BHU 33/12-L Chichawatni	• Condition of BHU Building needs repair and renovation • Boundary wall condition is unsatisfactory • Ultrasound machine and Laboratory facilities need to be provided. A UPS should also be supplied to this BHU.	• A UPS Needs to be provided as a back-up facility.	The provision of missing facilities to this effect is recommended.
		BHU 91/6-R Sahiwal	• Condition of BHU Building needs repair & renovation • Non availability of Ultrasound machine and UPS.	• A UPS needs to be installed for back-up.	* Provisions of Ultra sound Machine and UPS.
22	Okara	DHQ Okara	• There is shortage of ortho equipment. • Separat ENT and gynae ward not available. • Building capacity is not sufficient.	• The residences require repair.	* Sufficient equipment's be provided and existing be got repaired.
		DHQ South City Okara	• There is no proper arrangement of security. • Some necessary equipment's are non functional. • The vacancies of specialists and M.O are vacant.	• The boundary wall and toilets require repair.	* Vacancy of M.S Staff be filled to provide the better facility to the inhabitants.
		THQ Depalpurokara	• Shortage of Doctors and Specialists. The post of pathologist, physician, orthopedic Surgeon, ENT Specialist and Radiologist are vacant. • 40 posts of APMO, APWMO AND M.O are also vacant.	• Filling the vacant post of M.Os and other staff.	• Efforts be made to fill up the vacant posts so that the better medical facilities be provided to the people.
		THQ Haveli LakhaOkara	• Blankets are not available in the Hospital • Four posts of M.O vacant	• Provisions of blankets to the patients in the THQ.	
		RHC Gogeraokara	• The Ambulance and Generator require repair. • Proper furniture was not provided. • There is shortage of two doctors and five lower staff.	• Provisions of Furniture.	* Vacant posts be filled to provided the facility to the public.
		RHC Hujra Shah Muqeemokara	• There is no proper arrangement of cleanliness and tests. • There was no separate door of male ward. • The boundary wall was partially damaged.	• Construction of boundary wall is required.	* It is recommended that efforts be made and steps be taken for smooth running of the RHC.
23	Pakpattan	DHQ Pakpattan	• The post for gynecologist is vacant. • Separate Medico legal Deptt, is required. • There is lack of Radiology Head • Dental Unit require repairment	• Immediate action is required in this regard.	* Vacant posts be filled to provided the facility to the public.

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		RHC Bunga Hayat	• Repairing of residential area of Doctors and Staff. • Lack of Dental Unit. • Sewerage Problem. • Block Emergency is required. • Repair & maintenance of main building & white wash.	• Generator (50kv) is required. • AC's (5) are required. • Tube well is require.	* Provision of dental unit.
		RHC Malka Hans	• Boundary wall must be repaired. • Medical Store is small and not enough space for medicines. • Sui Gas is not available. • Generator must be upgraded. • Central Gas supply system not working.	• Residence for Nurses is required. • Emergency Block is required. • White wash for building is required.	
		RHC Noor Pur (93/D)	• Sui Gas is not available. • Generator must be upgraded. • Not dental services and dental unit. • New Ambulance is required. • Shortage of Doctors and staff.	• Up gradation of parmedics is required. • Residential building for doctors and staff is required. • Emergency block is required • Water tube well is required.	* The provisions of missing facilities, this effect is recommended.
		BHU ChakShafi	• Sui gas connection is not provided to the facility. • No Ambulance is provided to the facility. • No backup system of electricity is available.	• The residences for the staff are in bad shape and require immediate repair/maintenance. • Ultrasound machine is required • Generator is required.	* Sui gas connection to the facility may provided to facilitate the patients. * The provision of the ambulance is recommended. * Provision of a generator is recommended.
24	Bahawalpur	DHQ Bahawalpur	• The shortage of Human Resource was pointed and noticed in the Hospital.	• Required Number of staff on all sides is needed to be provided to achieve more good result	
		RHC,s/BHU,s Bahawalpur	• Main building needs repairs, maintenance and white wash.	• Main building needs repairs, maintenance and white wash.	• The provisions of missing facilities, to this effect is recommended.
		RHC KhanqahShrif	• Post of M.O and Laboratory Technician were lying vacant.		* It needs to be filled for smooth functioning of RHC.
		BHU Mari Sheikh Shujra	• No system for maintaining temperature for newly born children was available. • No ultra sound machine was available,	• At least Heater be supplied.	* The provisions of missing facilities.
		RHC, DeraBakha	• Medicines store was not properly maintained. • Cleanliness and general out look of the center was not satisfactory.	• Need proper maintenance.	
		BHU Khan purNouranga	• Boundary wall needs immediate repair and main building too needs minor repair and maintenance		* Construction of boundary walls is required at the earliest.
25	Rahim yar	DHQ Rahim yar khan	• Crucial posts of MS, Senior Consultant, and Surgeon etc are		* Incomplete construction work of the

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	Khan		vacant in hospital. • Non-availability of Doctors in the hospital • The electricity work in the hospital building is incomplete too.		hospital building should be completed at the earliest.
		THQ Sadiqabad	• New construction in THQ Sadiqabad has been completed but due to Non availability of electricity, it doesn't functionalize.		• Provisions unentrupted electricity supply.
		RHC's & BHU's Sadiqabad	• The condition of the accommodations built for the staff is pathetic and most of the residential block is not available for accommodation on this pretext. • Hospital paremise is deprived of the gas connection		* Repair/maintenance work on the staff residences be initiated and new residential blocks may be built in order to meet the requirement to this effect. * Gas supply may immediately be provided to the hospital. * Lack of Staff
26	Multan	RHC MiranMallah	• One post of women M.O under MNCH programme and five posts of paramedical staff are lying vacant. • Shortage of staff for the proper functioning of the Centre.		• Suitable arrangement has been made within the centre's premises for destroying the hospital waste.
		THQ JalalpurPirwala	• Non-availability of staff especially medical wing. • Some of the wash rooms were found dirty. Wash room of the M.S gave an ugly look, bucket was not clean.	• Take immediate steps for recruitments.	
		THQ Sujabad	• Its dental unit is dysfunctional for the last 3-4 years; having been declared condemned/unserviceable by the Technician of Divisional Equipment Repair Workshop, Multan. • There was no post of Eye Specialist. • Needs major repair, X-Ray machine and services of an Anesthetist.	• Take immediate steps for replacement • Provide the services of an Eye Specialist to the hospital on permanent basis.	
		RHC Matotli	• The building on the whole needs heavy repairs. • Its walls are scratched; floors are uneven and contain pits. • Shortage of Staff • Dental Unit is out of order and reported to be irreparable.	• Immediate action is required in this regard.	• Provisions of the Dental unit at earliest.
		BHU Alamgir	• The boundary wall is short of height and broken at a number of places.	• Constructions of the boundary walls is required at the earliest.	• EDO (H) is requested to please arrange repair of the building at the earliest.
		BHU Muzaffarabad	• UPS was available but it could not function despite efforts due to some technical fault.	• Immediate action is required in this regard.	• Repair of the unit at earliest.
		RHC Sher Shah	• Non-availability of stock of drugs and medicines. • Shortage of Staff one post of M.O and two posts of Paramedical staff are lying vacant. • Replacement of ambulance	• Provisions of Ambulance.	• The S.M.O was advised to submit a self-contained report to the higher authorities for provision of additional funds, plentiful stock of medicines and

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					other essential items listed in his report.
27	Khanewal	DHQ Khanewal	• Out of total 280 sanctioned posts, the number of working employees including M.S and the specialist is 175, as such, 98 posts are lying vacant. • Some of the bath rooms and corridors were not found in proper state of cleanliness, so instructions were issued to wash and maintain these facilities.	• Filling the vacant post of M.Os and other staff.	• These need be provided immediately.
		THQ Jahnaina	• Hospital Building was extremely chilly. • There was no heating arrangement even in the labour room. • The Hospital is without provision of any Generator, Ultrasound machine, Woman M.O, Mid wife and nurse etc. • So far as the deficiency in terms of machinery is concerned, there is no sucker machine, Ultrasound machine, Baby warmer, pulse Wximeter, Resuscitation trolley, operation table and ECG Machine. • There is no anesthetic in the Hospital nor ENT Specialist.	• At present, many departments of the Hospital, like Store Room etc are under constructions which require early completion.	• These need be provided immediately.
		RHC Talumba	• Shortage of staff • The Sewerage system needs repair • Non availability of Generator.	• New Generator is also the requirement of the hospital.	
28	Vehari	RHC Garha Morr Vehari	• ECG Ultra sound and X-Ray machines are not available in RHC. • The present Ambulance Vehicle is small one.	• The same may urgently be provided for providing better medical facilities to the patients. • Same may be replaced by big one to facilitate the patients for their shifting to DHQ or other hospital in emergency.	• The provisions of missing facility to this effects is recommended.
		THQ Burewala	• Building is still incomplete due to non availability of funds. • 16 posts of Doctors such SMOs and MOs etc are sanctioned out of which one post of Doctor is vacant. • Facility of ventilator was found missing.	• Provisions of funds.	• Recruitment is necessary to be made urgently. • Consultants may be compelled to take round daily in the evening. • M.S is required to issue direction to the concerned doctors to be punctual for performing duty in the respective shift.
		THQ Mailsi	• Deficiency of Specialist Doctors, staff and sweeper may be made good. • Vacant posts of M.O paramedical staff and sweepers • Non functional unit of old 60 beds in THQ Mailsi	• It is recommended that the position be filled on urgent basis.	• May be filled in immediately in order to provide medical cover to the needy persons. • May be made functional in the best

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					interest of patients. • Issue instructions to the concerned doctors to be punctual in performance of their duty. • E.D.O (H) is desired to look into the matter and resolve the above said issues in best interest of public at large.
		RHC KaramPur	• The posts of MO , WMO , Nurses were lying vacant. • ECG, Ultra sound X-Ray machines are not available in RHC.	• Be provided for better medical facilities to the patients.	.
29	Sialkot	THQ Sambrial	• Shortage of Staff • Shortage fall of medicines	• As per demand 50 lac more budgets is required to manage the out of stock essential medicines.	• Provisions of medicines for THQ . • Recruitment is necessary to be made urgently.
		DHQ Allama Iqbal Medical Hospital Sialkot	• No Staff members was wearing uniform	• Immediate action is required in this regard.	• Insure of punctuality of staff.
		THQ Daska	• No Staff member was wearing uniform	• Immediate action is required in this regard.	• Insure of punctuality of staff.
		BHU Bhaddal	• Result rain water is accumulated in the Hospital premises during rainy days. • One side of the boundary wall is missing • Computer of the Hospital is non functional and requires repair of CPU and printer. • The computer operator is deputed at EDO Office Sialkot. • No staff member was wearing uniform. • There was no sign board in front of the Hospital gate indicating that this is a Hospital.	• Immediate action is required in this regard.	• Need is to ensure computer and CPU • Construction of boundary walls
30	Dera Ghazi Khan	BHU ManaAhmdani	• There is no arrangement for surgical treatment at the BHU.	• Immediate action is required in this regard.	
		BHU Tehsil KotChutta	• There is no arrangement for surgical treatment at the BHU.	• Immediate action is required in this regard.	
		RHC SarwerWali	• Shortage of Staff • There is no arrangement of medical emergency. • There is no facility of surgery at the RHC.	• Immediate action is required in this regard.	• Filling the vacant posts.
		Teaching Hospital/Ghazi Medical College	• Shortage of MOs, Orthopedic Surgeons, it is difficult to meet the requirements and onrush of the patients. • There is dire need of posting of an Expert in Hand Surgery. Similarly, Plastic Surgeon is also needed	• WMOs and other nursing staff is required. • Important equipment's for diagnosis and treatment be	• The strength /number of Ultrasound; ECG and Dialyses machines should be doubled as per requirement.

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
			• The bathrooms of the emergency ward were absolutely unclean and stinky. • General condition of sanitation was poor. • There is only one ECG machine in the whole emergency which is used for huge number of patients. • Necessary equipments are not available in the ICU. • Condition of sanitation is also poor. • Shortage of sanitation staff and, hence, the sanitation position is awkward. • There is no facility of drinking water in maternity home. • There are Ultrasound; ECG; Dialyses; X-Ray and CT Scan machines available, but the number of equipments is quite small. • There is no MRI machine in the Teaching Hospital, Dera Ghazi Khan which is quite essential for Diagnostic requirements.	provided in the wards.	
31	Muzaffargarh	DHQ Muzaffargarh	• Posts of Nephrologist and Urologist are still vacant • 100 sanctioned posts of various categories are lying vacant. • There is no waiting room or shelter room alongwith Gynaecology Centre.	• Filling the vacant post of WM.O, Urologist and other staff	• Immediate action is required in this regard.
		THQ Jatoi	• 35 Sanctioned posts of different categories are lying vacant. • CCTV Cameras and guards were not available. • There is no Incubator and hospital is without baby warmers. • There is no Anesthetist in hospital	• Filling the vacant posts. • Provisions incubator and baby warmers.	
		RHC Rohillanwali	• Eight posts of different categories including APMO and SMO are lying vacant. • Drinking water was not available. • There are 15 residential quarters and those were repaired before 2010. They need repair. • The residence of WMO is in dilapidated condition. It badly needs repair. • The cleanliness was very poor. • There are 2 ambulances in RHC. One is functional while the other is out of order. There is no baby warmer in the RHC.	• Filling the vacant post of M.Os and other staff and providing neat and clean residence to the hospital staff. • Provisions of baby warmer in the RHC.	
		RHC Shahar Sultan Tehsil Jatoi	• Cleanliness was very poor. • Lawns were not maintained. • About 11 sanctioned post including APMO, one SMO are lying vacant. • The medicines were not available as per requirement.	• Immediate action is required in this regard. • Provision of medicines	

REPORT DISTRICT WISE VISITS OF HOSPITALS					
Sr.No.	District	Hospitals	Issues / Problems	Further Requirement	Remarks / Recommendations
			However essential medicines were available.		
		BHU Ghazi Ghat Tehsil Kot Addu	• The lawns were not maintained. • There is no incubator and BHU is without ambulance. • For the last six years, residential quarters were not repaired. • The water supply was also not functional • The posts of Health Technician/Medical Technician, midwife/dai and sweeper are lying vacant.	• Filling the vacant post of M.Os and other staff and providing neat and clean residence to the hospital staff.	
		BHU Langar Sarai	• There is no incubator • There is no vaccine for snake bite or dog bite. • There is no water Supply. However a hand pump was there for drinking water. • Residential quarters are not worth living. Even some quarters are without doors. • BHU looks like a barren place. The four walls is also broken. • Cleanliness was not satisfactory.	• All the required medical equipments must immediate to management.	
		BHU Khanpur Bagga Sher	• The lawns were not maintained. • There is no baby warmer. • There is no incubator. • There is no facility of Ultrasound or X-Ray machine • Nebulizing Machine is out of order • Cleanliness was not satisfactory.	• All the required medical equipment's immediate to management. • The provisions of missing facility to this effects is recommended.	
		RHC Baseera Tehsil Muzaffargarh	• Vaccine for dog bite was not available • The residences have not been renovated/ whitewashed since 2010. • Sewerage system is in a bad condition	• It badly needs its repair.	
		BHU Budh Tehsil KotAddu	• Incubator was not available. • All the six residential quarters were in broken condition. They were without doors. • The boundary wall is broken. • The lawns were not maintained.	• Construction of the boundary walls is required at the earliest.	• Provisions of missing facility to this effects is recommended.
		BHU Mahmood Kot Tehsil Kot Addu	• Incubator is not available. • The cleanliness was not satisfactory. • The lawns were not maintained. • There is no water supply connection with residences.	• Arrangement for proper water Supply be made.	• Immediate action is required in this regard.

Chapter 4

In the light of the directions of Hon'ble Supreme Court of Pakistan

4.1 Miserable condition of women in jail – a report

4.2 Good administrative standards in Police stations- a report

4.1 Miserable condition of women in jail – A report

4.1 Miserable condition of women in jail – A report

SUOMOTU CASE NO.1 OF 2006

Registrar, Supreme Court of Pakistan, Islamabad sent a copy of the order dated 28-5-2015 passed in SuoMotu Case No.1 of 2006 (action taken by HCJ on application regarding miserable condition of women in jails)

In para 31 of the Order the Apex Court observed:

> "In view of the Ombudsman offices' mandate, it is not sufficient to just address individual complaints, the Ombudsman offices must address systemic failures that are root causes of "mal-administration" and formulate and enforce standards of "good administration" as envisaged by the law."

In para 33 of the order dated 28-5-2015, the Apex Court gave following directions to the Provincial Ombudsman:

"(a) Based on a review of prison laws and rules and aforementioned assessments, submit notification of good administration standards for prisons.

(b) Notify dedicated expert teams to develop and implement and monitoring and evaluation framework for inspecting justice sector organizations and service delivery.

(c) Notify focal / designated persons as public grievance redress officers for each prison with their names and contacts details publicly and prominently displayed in English and Urdu languages.

(d) Submit notification of good administration standard for implementing s. 24A General Clauses Act 1987 to ensure consistency and curb mal-administration in the application of administrative discretion.

(e) Submit notification of good administration standard for ensuring publication of annual reports with a template outline.

(f) Submit in Court the monitoring and evaluation framework for measuring the quality (access, effectiveness and impact) of public grievance redress mechanisms."

Following is an effort to re-write for facility of understanding the requirements of Hon'ble Supreme Court of Pakistan from the Provincial Ombudsman Office:

(1) How to strengthen Prisons Department/Prisons Inspectorate?

(2) What are the prescribed duties, functions and responsibilities of the prison personnel? Are there sufficient regulatory/monitoring mechanisms in place and how far they are being implemented?

(3) How far health care system in the prisons is adequate and transparent? Suggestions for improving the same.

(4) What is present state of central, district and sub jails? After the Ombuds Committee have inspected these jails, what suggestions they have to offer for improvement of the service in these units?

(5) After having known the duties, functions, responsibilities, monitoring mechanisms, state of health facilities, state of security, state of discipline, state of women prisoners, state of child prisoners, there is a need to spell out the resultant good administration standards for prisoners.

(6) What are the difficulties being faced by the prisoners in the jail as observed by the prisons authorities and Ombuds team regarding investigation, prosecution and Prisoners Department themselves with regard to early dispensation of justice to the accused. A reference may also be made for case management efforts by the district judiciary.

(7) Notify focal/designated persons as public grievance redress officers for each prison with their names and contact details publicly and prominently displayed in English and Urdu languages.

(8) In the light of all those efforts/aspects which have been detailed above, what constituted good administration standard for implementation under the umbrella of Section 24(a) of The General Clauses Act, 1897. Give details.

> "Where, by or under any enactment, a power to make any order or give any direction is conferred on any authority, office or person such power shall be exercised reasonably, fairly, justly and for the advancement of the purposes of the enactment."

(9) Submit notification of good administration standard for ensuring publication of annual reports with a template outline.

(10) Submit in Court the monitoring and evaluation framework for measuring the quality (access, effectiveness and impact) of public grievance redress mechanisms. (How to be useful to the relatives/wards of the prisoners and visitors and the prisoners themselves). In these efforts, office of Ombudsman comes handy for redressal of grievances through the inspection of Ombudsman teams and investigation of individual complaints.

In compliance with the direction of the Apex Court a report was submitted to the Law and Justice Commission of Pakistan Islamabad.

REPORT

In May, 2014, about a year ago, Office of Ombudsman Punjab extended its outreach to all the 36 districts of the Punjab despite logistic constraints, non-availability of funds, bureaucratic apathy and litigation by the affected officers. So we have a functional infrastructure to monitor maladministration as per our mandate, in the prisons situated in the district.

Ombuds Committee

In pursuance of the observation of the Hon'ble Supreme Court of Pakistan, Ombuds Committees have been constituted in each district for inspection and monitoring conditions obtaining in the prisons. The committee is comprised of District Supdt. Jail, District Prosecutor, a rep. of DCO, DPO or his rep. and a nominee from the district Bar. The committee shall be headed by the respective District Advisor.

Focal person

The district advisor has been notified as a focal person for redressal of maladministration in the prison.

Upshot of jail inspection

On a very short notice, the committees so constituted visited the jail in their jurisdiction and submitted their reports through e-mail. The upshot is given below:

Sanitation

Satisfactory

Health

i. Medical Officers (male/female) required in most of Jails.

ii. X-ray machines are required or not functional due to non availability of machine operators.

iii. Disposal of expired medicines.

iv. Paramedical staff required.

Food procurement and storage.

Roti plants required in some jails.

Condition of Women Jails.

i. Proper ventilated barracks or fans etc required at Shahpur Jail.

ii. Upgradation of barracks/cells required.

Telephone Facility.

Prison department is working on this facility.

Child right's awareness

No information chart/poster available in any jail.

Drinking water facilities.

At Multan, Nankana Sahib, Chakwal, T.T Singh and Hafizabad (Sub jail) drinking water is not provided as per standard.

Educational and vocational facilities.

Schooling for jail inmates is required in most of the Jails.

Security position.

i. Walk through gates required.

ii. Jammers required.

iii. Old and unsecured building and space.

iv. Scanning machine.

v. No security plan to face the terrorist attack/activity.

vi. Most of the jails are over populated.

Prisoners' problems.

i. Non cooperation of Prosecution Officers.

ii. Uneven strikes of lawyers.

iii. The prisoners at various places reported that they have to sit on their feet for about two hours before departure and after arrival from courts, which is very painful. This condition may be relaxed.

TRANSPORTATION PROBLEM

Shortage of vehicles.

2. A committee consisting of senior advisors has been constituted at the Head Office regarding implementation of the order of the Hon'ble Supreme Court

of Pakistan. The Implementation Cell shall collect and collate reports received from the district/sub division, analyse and compile reports which are required to be submitted to Hon'ble Supreme Court.

Interaction with Home & Prison Department and H.R. Deptt.

We are in correspondence and mutual consultation with Home Secretary, IG Prisons, Secretary Human Rights & Minorities Department Punjab with reference to observations in para 4,9,13,14 of the order dated 28.5.2015 of the Hon'ble court.

Conduct and submit in Court (through LJCP) rapid institutional, organizational and impact assessments to strengthen the inspectorate of prisons.

- Creation of new senior supervisory posts i.e. Additional IG Prisons (Monitoring &
- Evaluation), DIG (Implementation & Coordination), DIG (Research & Development), DIG
- (Training & Logistic), Director (Legal) & Director (Procurement & Budget) for effective
- monitoring & evaluation system in order to strengthen the Inspectorate of Prisons
- Posting / Transfer of Superintendents Jail and Deputy Superintendents Jail needs to be assigned to the Inspector General of Prisons Punjab in order to strengthen the functioning of Inspectorate regarding effective implementation / mandate.
- Regional DIG (Prisons) and Superintendents of all Jails shall be empowered to take disciplinary action against the sub ordinate officials at their level.
- The strength of Inspectorate of Prisons may be enhanced by restoration of Punjab Prisons Sub Ordinate Executive Staff (Efficiency & Discipline) Rules-1982
- Capacity Building through training and workshops. Appointment of master trainers duly qualified in jail management and employment of foreign qualified master trainers in jail management.
- Creation of post of Budget & Accounts Officer at Inspectorate of Prisons

Conduct and submit in Court (through LJCP) rapid institutional, organizational and impact assessments for prisons in relation to the efficiency and effectiveness of the regulatory framework

- Effective regulatory frame work requires a creation of new post of Administrative Secretary of Prisons Department to ensure effective regulatory frame work.
- Duties/functions/responsibilities monitoring mechanism.
- Insulation of the Department from political influence.

Conduct and submit in Court (through LJCP)rapid institutional, organizational and impact assessments for prisons in relation to the efficiency and effectiveness of health, provision including care and management

- For upgradation of the level of diagnosis / treatment / follow up being provided to the inmates is the need of the day
- Establishment of an independent medical cadre for Prisons instead of borrowing from Health Department on deputation or on Adhoc basis

Conduct and submit in Court (through LJCP) rapid institutional, organizational and impact assessments for prisons in relation to local service delivery units - namely, central, special district and sub jail

Central jail, Special jail, District jail and sub-jail exists in the Province of Punjab. Some of these have been inspected by the Ombudsman Inspection team. The upshot of the deficiency has been mentioned above and the following suggestions are submitted:

Suggestions

1. Custody: Keeping inmates in safe place of confinement to the satisfaction of court.
2. Care: Meeting basic needs (e.g. accommodation, food, medicine) of the

inmates.

3. Control: Maintenance order and discipline within the prison premises.
4. Correction: Motivating inmates through ethical, moral and vocational teachings to become useful and law abiding citizens.
5. Care: Providing treatment (through physical, medical and psychological counseling) to reform and rehabilitate the inmates.
6. Community: Re socializing inmates religious and other.

Function of the modernized prison

a. Execute the sentence awarded by the court.
b. Maintenance, care, custody and transfer prisoners.
c. Maintenance of orders and discipline amongst the prisoners.
d. Control of expenditure relating to prison management
e. Enforcement of prison Act, all laws, rules/regulations and orders pertaining to the protection and maintenance of prison/prisoners.
f. Imparting useful education/training to the prisoners in various trades/skills and other vocational discipline for their rehabilitation.
g. Organizing of recreational programmes, welfare measures and psychological counseling of inmates for their corrective and rehabilitation (Law & Justice Commission of Pakistan Jail Reforms No.23/1997)

Based on a review of prison laws and rules and aforementioned assessment, submit notification of good administration standards for prisons

As above.

Notify dedicated expert teams to develop and implement and monitoring and evaluation framework for inspecting justice sector organizations and service delivery

- Dedicated expert teams comprising of one senior member of all the segments of criminal justice system i.e. Prisons, Prosecution and Police alongwith District Advisor concerned of the office of Provincial Ombudsman.
- Besides the DCO's team, there is judicial team under the chairmanship of District & Sessions Judge of each district and besides this, there are official visiting teams for regular visits which adding up gives a kind of monitoring and evaluation framework for inspecting justice sector organization and receive delivery.

Notify focal/designated persons as public grievances redress officers for each prison with their names and contacts details publically and prominently displayed in English and Urdu languages

- The District Advisor Ombudsman are designated / focal person for each prison.
- It was general complaint by under trial prisoners that their cases remain pending and they are not taken-up for disposal according to the schedule. A reference has to be sent to the High Court by Superintendent Jails alongwith list of pending cases in different court of each district for disposal according to priority.
- All member Incharge of Divisional headquarters and Advisors of all districts are being directed to give names of the Grievance redress officers for each prison and till such notification the District Advisors shall work as such.

Submit notification of good administration standard for implementing s. 24A General Clauses Act 1987 to ensure consistency and curb mal-administrative in the application of administrative discretion

Under the provisions of Section 24-A of the General Clauses Act, if any person is conferred upon some power, whenever he uses this authority, he shall give reasons for using such conferred authority otherwise it shall be maladministration.

Broader Framework.

The broader framework of our activities shall be in accordance with Section 24(A) of the General Clauses Act which will provide an umbrella to analyse the systemic issue facing prison and other allied departments.

Prison Population.

The prison population should be in commensurate with the facilities and infrastructure provided to the jail premises. Borstal institution is required to be re-evaluated and updated in accordance with the current international requirements.

Probation & Parole.

The issues of placing convicts on probation or parole has to be regulated and thoroughly revised.

Location of Jail.

Location of Jail in the vicinity of populated areas is creating administrative and security problems. Future provision of jail premises in the districts must be so designed that the complex remains away from the civil population.

Case management.

- The disposal of pending cases of under-trial prisoners need to be taken up on priority basis so as to minimize the agony of the under-trials.
- Transportation for the officers of Inspectorate of Prisons and field formations
- Upgradation of the post of Administrative Officer and Assistant Director in BS-18.

Submit in Court the monitoring and evaluation framework for measuring the quality (access, effectiveness and impact) of public grievances redress mechanism

- For assessing the problem and difficulties of the prisoners and their visiting relatives, District Monitoring Team (already constituted) can play an effective role in this regard. They may periodically visit the jail premises and send their report/recommendations to I.G. Prisons Punjab for implementation. Regular complaints from the aggrieved persons are already being dealt with by the office of the Ombudsman.

Inspectorate of Prisons Punjab has devised a number of templates for monitoring forums which are quite comprehensive (1. Template of visits by Hon'ble Judges of High Court and learned District & Session Judges. 2. Template for inspection by the officers of Home Department. 3. Template for inspection by Officers of Inspectorate of Prisons including Inspector General of Prisons, Deputy Inspector General of Prisons and AIG Prisons. 4. Template for Inspection by the Board of Visitors. 5. Template of Official / ex-officio / Non-Official Visitors. 6.

Template for Superintendent Jail regarding daily inspection of food/surprise visits at night time. 7. Template for inspection by Health Department and prisoner Medical Card. 8. Template for inspection by Human Rights & Minorities Affairs Department).

4.2 Good administrative standards in Police stations – a report

4.2 Good administrative standard in Police station – a report

Civil Petition No.1282 0f 2014

The registrar supreme court of Pakistan, Islamabad sent a copy of the order dated 4.9.2015 passed by the Hon'ble Supreme court of Pakistan in the civil petition no 1282 of 2014.

2. The Hon'ble Apex court made illuminating observations on the criminal justice system in Pakistan. As per observation, certain key issues faced by our justice system could be addressed instantly, in some cases through administrative measures and in other, through legislation. The court very graciously categorized the issues based on whether they relate to: (i) pre-investigation stage (registration of FIR); (ii) investigation stage; (iii) prosecution and trial; and (iv) accountability and transparency.

(i) Pre-investigation stage (registration of FIR)

The provision of Section 154 Cr. P.C is mandatory in nature and the police has no discretion in registering FIR.

(ii) Investigation stage

While the registration of a FIR is mandatory, initiating investigation is not. The relevant police office often without application of mind directly proceeds to arrest the accused. The issue lies in the fact there are no real guidelines available to the police which would channel their discretion and judgment. This coupled with their lack of training, makes defective investigation almost a possibility.

(ii) Prosecution and trial

The available figures are indicative of weak investigation and gathering of evidence which are also a result of serious deficiencies in the prosecution system.

(iv) Accountability and transparency

It was noted by the Apex court that the systematic accountability forums which were created pursuant to the police Order 2002 in the form of National and Provincial Public Safety commissions and Police Complaints Authority are either inactive or not operational. Transparency in policing activities is another major issue. Public money is used to finance the police, which in turn is supposed to deliver services to the public.

3. The court observed that a functioning criminal justice system is directly linked to the enforcement and realization of various fundamental rights such as Article 9, 10, 10A and 14 of the Constitution.

4. The court after making detailed observations, directed all other stake holders. Sub-para xiii of the directions which pertains us, is reproduced below:

> "The Federal and Provincial Ombudsmen should submit in Court within three months from the date of this order, ***good-administration standards for police stations and should also submit a report which outlines the measures being taken to curb maladministration in police stations.***"

5. In pursuance of the Hon'ble Supreme court a draft was prepared by Member Incharge/Rawalpindi/Retd. A.I.G (Police). The draft is given below:

Draft

6. Ever since the British East India Company established and maintained control on India, the law and order in districts was administered by the District Collectors along with the army and civilian combination. The collector was later given the powers of District Magistrates and continued to run the District Administration under the East India Company till 1858. After the mutiny in Indian Army in 1857 the control of Indian Government of East India Company was directly taken over by British parliament. On this change of governance, the Governor General became Vice-roy of India representing the British Queen. British Parliament started making new laws in the interest of their rule as well as

providing the rule of law and justice to their subjects. Indian Penal code 1860 (now Pakistan Penal Code), Criminal Procedure Code (Cr. PC) 1898, Law of Evidence 1862 and many other laws were introduced in the then Indo/Pakistan. The Police Act 1861 is also one such example. This Act created new structure of provincial police for the first time and introduced the Office of Inspector General of Police, and DIG Police, Assistant IG police, Superintendent of Police and Assistant Superintended of Police in Provinces. The police stations were integrated together in the form of Districts, Police rangers and the Provincial Police headed by IGP. This system, by and large, provided a tool for the governance of the Indian Subjects and to regulate their life in a new political culture. However, the individual members of the society were provided justice and fair play also.

7. Before 1861 District Police Administration was headed by deputy Commissioner/ District Magistrate and not by Police officer. After the 1861 Act, Police stations were given in the charge of uniform police Sub inspectors named as Station House Officers or Officer Incharge (OIC). Under his command, 25 to 50 Police Constables, Head constables, Assistant Sub Inspectors were placed to make a nucleus of criminal administration unit as per rural and urban Police stations respectively. A district Police was established under the police Act, 1861 headed by District Superintendent of Police. But the Police System in a district was subjected to “direction and general control of District Magistrate” to run the Administration as head of the criminal Administration who was already working as District Collector of Revenue ad Deputy Commissioner representing Government in a District. Thus the police set up was made to work under the District Magistrate.

8. The main purpose of establishing Police stations in the Urban and rural areas of the then British India under the rule and government of East India Company was to maintain law and order in the district. The other bigger purpose was to create an administration of criminal justice system in a District through the Police Stations and Police force. The criminal courts were also established simultaneously. A Thyana was to register complaints, investigate them and finally

submit them in the form of a court challan after seeking the opinion of prosecution officer for disposal by a competent court. A district was made a unit of criminal administration and police administration. Criminal courts were also established under the District and Sessions Judge. A District jail was also created for lodging the accused persons on judicial remand and the convicts for punishment and reformation. District and Central jails were also created for the purpose. The Police Stations were to perform two functions i.e. maintenance of law and order in the streets and villages and crime control including arrest, investigation and detection of various types of crimes till recently.

9. **Police Order 2002**

In the year 1999 an urgent need was felt to repeal the Police Act 1861 and bring a new police law. The Police Order 2002 was therefore conceived after deliberations, consultations, public discussions and research by the National Reconstruction Bureau in the year 2001-02. The Police Order 2002 was initially conditioned with the change of Local Governments Law in the four Provinces of Pakistan. However, Islamabad capital territory was made an exception. The preamble of Police Order 2002 reads as under:

> "***Whereas the police has an obligation and duty to function according to the Constitution, law, and democratic aspiration of the people***. ***Therefore such functioning of the police requires it to be professional, service-oriented, and accountable to the people. As such their role is defined with performance and their duties and responsibilities and to reconstruct the police for efficient prevention and detection of crime, and maintenance of public order."***

10. The local Government ordinances/laws were changed accordingly and Police Order 2002 was implemented in 2002 all over the four provinces. The Capital Territory Islamabad was exempted. It remained under Police Act 1861.

11. Departure from Police Act 1861 was a new step in the direction of professional and neutral policing. Police Order 2001 was implemented from the year 2002. The law provided various changes in the police system. This order mainly brought radical change of replacing the historic institution of District Magistrate with an elected District Nazim to become thereof the District Government. 14 departments of the Provincial Government were placed under his command. Police department was kept out of his domain. He had a team of elected Nazims in Tehsils and urban Towns in his hierarchy. It also created a professional separation of police functions. Watch and ward and security functions were separated indicating separate and different assignments but they were part of the same Police Station with a fixed tenure of posting. It worked very well and public at large especially the complaints appreciated the system. It could not function properly when the Provincial Governments and did not hold local bodies elections after the year 2008. Government officers, the DCOs and Assistant Commissioners were given the additional charge of District Nazim and Tehsil Nazim leaving the citizens at the mercy/disposal of Grade-17, 18 & 19 Officers. The stop gap arrangements continued for 5 to 6 years. On this the Provinces of Sindh and Balochistan started deviating from Police Order 2002 and replaced this law with the Police Act 1861 under the excuse of 18th Amendment which empowers the Provinces to have their choice of the system of policing. Currently only the police administration of Punjab and KP are working under Police Order 2002.

12. **Police Stations:**

A Police Station was headed by a Station House Officer of the rank of Sub Inspector with a number of Assistant Sub Inspectors, Head Constables and Constables. A Police Station is a basic unit of criminal administration. District police is a unit of police administration where criminal administration includes Police (Thana) and criminal courts jails. Thana is the first institution to:

a) To register a crime.

b) To investigate the crime.

c) To arrest the accused person(s)

d) To prosecute the culprits(s) i.e. sending the case to court of law for prosecution.

There are two checks on police (Police Station)

1) Administrative check i.e. posting/transfer, supervision, delivery results, rewards and punishments, entry in the record by supervisory officers.

2) Checks generated by courts like adverse remarks, notices against misconduct, contempt of court laws etc.

13. Burking in Police Station

The classical allegation on police in Pakistan since independence is that:

a) Police Station staff including SHO is habitual in burking of criminal complaints. It is because SHO would want to minimize the crimes of his Police Station or it is due to corruption etc.

b) The police officers are involved in burking because of their superiors officers desire of reducing the crime figures.

14. Burking can be eliminated through the following measures:

a) Web sites, e-mails, universal access numbers for lodging FIRs be established in all the Police Stations. The police officer and upper subordinates preferably Sub Inspector be designated to work as FIR Officer wearing civil clothes and made responsible for lodging of FIR in case the complainant convinces him that the FIR is based on true facts complaints.

b) On the face of every Police Station there should be fixed a list of telephone numbers i.e. mobile/land lines of all the supervisory police officers including the DPO providing a facility to the complainant to make a contact with officers against the maladministration of Police Staff of police stations.

15. **Environment of Police Stations**

The environment outside and inside the Police Stations is not ideal. It needs to drastically changed. It is a place where the offenders and innocents are brought in handcuffs and confined/lodged in lock-up for investigation purposes. They are subjected to undue mental and physical torture which is illegal. This results in maladministration. The police strength on Police Station is provided as

per the police rules. It seldom happens that number of police men in the station are sufficient to catar for its various duties of patrolling and picketing and preventing crimes etc. It is required that number of police officers including specialist of preventions and detections of crime are fully trained in their speciality be posted in police station. Various cells should be created for the prevention/detections of crimes in the area of jurisdiction of Police Station to avoid maltreatment to the accuse person(s).

16. **Shift System of Duties in Police Stations**

The Police staff may be posted in a police Station in three 8-hourly shifts with the designated shift incharge to regulate its working round the clock under the supervision of SHO or Officer Incharge. Such offices may be made responsible for all the events happening in the Police Station. Strict vigilance is also required to run the thana smoothly and in desirable manner.

17. **Formation of a Core Committee**

Provincial Ombudsman Punjab, Sindh, KPK and Balochistan provided preliminary drafts to the Federal Ombudsman Islamabad who formed a core committee comprising the following Senior Police Officers

a) Mr. Abbas Khan, IG (Retired)

b) Mr. Afzal Ali Shigri, IG (Retired)

c) Mr. Shakeel Ahmad Durani, Federal Secretary (Retired)

18. Terms of Reference were drawn up and consequently part 1 of the Supreme Court was sub divided into two broad heads.

i) Public Grievances Service and Delivery Issues

ii) Transparent and Efficient Management of Police Stations.

19. The committee had series of meeting on 12/11/15, 12/01/16, 19/01/16 and 28/1/16 in the Federal Ombudsman Secretariat and formulated some recommendations which are listed below:

i. Only implementable recommendations for improvement in the Police System and, especially, in the Police Stations should be made;

ii. The training of police personnel should also focus on public service including First Aid, mechanics of the vehicles, tackling with the problems of the computers;

iii. Communications network on the highways should be improved;

iv. Police Service can play a central role in cultural transformation and should be used as such, as well;

v. There should be a unity of command in the Police Force;

vi. There should be separate study on restructuring in the Police System and maximum delegation of authority to the lower echelons should be ensured;

vii. Political or any other interference in the policing must be curbed. Supreme Judiciary can play a proactive role in this direction;

viii. The Provincial Governments should be expected to implement recommendations;

ix. The tenure of the SHO should be 3 years at a place of posting;

x. If posted out before the expiry of normal tenure, reasons therefore must be provided in writing; and the SHO should be allowed to approach the Ombudsman;

xi. The budgetary needs of every police station should be carefully assessed and the required funding must be made available.

xii. I.Gs should have a one liner budget. A lump sum amount should be placed at the disposal of I.G. who should have full authority to spend the budget in the best interest of policing;

xiii. The S.H.O needs to be in BS-17 or above;

xiv. Political will is the driving force for carrying out any reforms in the Police System;

xv. A Pilot Project on the basis of the recommendations of the Committee should be conceived and implemented, as a first step, in the Federal Capital and selected districts in the provinces;

xvi. Executive magistracy for the purpose of remand and oversight of police stations should be restored and statement before the police should not be admissible.

xvii. As per Section 551 of the Code of Criminal Procedure, 1908, all police officers superior in rank to an officer-in-charge of a police station may exercise the same powers throughout local area, to which they are appointed, as may be exercised by such officer within the limits of his station. This enabling provision also be used to ensure free registration of

FIRs at their offices by all tiers of supervisory police officers. It will require no amendment in the existing laws and can be introduced through notifications by the Federal Government. This system can initially be introduced in Islamabad as a pilot project for a prescribed period and, based on results, it can subsequently be replicated in other parts of the country after seeking consent of the respective provincial governments.

xviii. All appointments in the police must be made by the police authorities themselves and all postings, transfers, suspensions and removals should be made by them without any political interference;

xix. The uniform of the police may be changed and a lighter colour should be considered to make it more presentable and to improve the image of police. Similarly, the colour of police stations should also be changed for a better look;

xx. On the pattern of the system adopted by the KPK police, all police stations in the country should provide the visitors with automatic access, through phone facility, to the next senior officer in case the junior officer is not available for help;

xxi. CCTV Cameras should be installed in the Police Stations for monitoring purposes and the Reporting should be up-graded;

xxii. Instead of big rifles, small shotguns should be provided to the police;

xxiii. For the purpose of merit based recruitment in the police, the standards should be well defined. Incentives such as fast track promotions on the basis of outstanding performance should be provided; A Board should interview the candidates for promotion to the post of the SHO;

xxiv. The strength of SPs should be increased, trainings be made compulsory and new training schools should be opened.

xxv. Police Assistance Line should be introduced;

xxvi. Not one person but a team including members of the civil society should have an oversight on the working of the police;

xxvii. The I.Gs should have a conference call facility;

xxviii. The Police Order 2002 is comprehensive enough and should be implemented;

xxix. All queries received through SMS should also be replied through the SMS by the police within 24 hours;

xxx. Before registering any FIR in a criminal case, due deliberations should be held by the concerned police personnel to establish the authenticity of the complaint;

xxxi. As a deterrence against false FIRs, there should be a punishment for 5 years imprisonment of the person lodging such an FIR;

xxxii. Community Policing should be encouraged alongwith Public, Judicial, Political and Internal Accountability. The District Policing Plan should be standardized;

xxxiii. The 1934 Police Rules are very comprehensive and contain all standards to be followed. It needs to be implemented in letter and spirit;

xxxiv. The Police stations in the rural areas of the country need special attention. The existing systems should be made more public service delivery oriented;

xxxv. In case of shoddy investigations, the Investigating Officer concerned should be awarded due punishment/imprisonment;

xxxvi. The law and order is essentially a provincial subject and the Police Order, 2002 has been amended by them as per their requirements; therefore, in order to bring the recommendations of the report into fruition, their endorsement is a prerequisite which seems to be lacking so far;

xxxvii. District and Provincial Public Safety Commissions were set up in all the four provinces. However, because of an atmosphere of fear ingrained in the society due to possible reprisals, these Commissions never took off the ground. In most of the districts, these were observed acting to cover up the irregularities and acts of highhandedness to gain police favours for advancement of their own personal agendas. Furthermore, having no legal mandate for implementation of their orders, they were at whims of the DPO. Any future re-enactment of these commissions is, therefore, likely to meet the same fate given the past experience;

xxxviii. Regional offices of Provincial Police Complaints Authority (PPCA) be established at the district level, or at least at the divisional headquarters level in the initial phase, to listen to the complaints, especially from the far flung areas, against police and take action;

xxxix. The mind-set and functions of the judicial magistrates do not provide any well known past example of a meaningful police accountability. Recommendations made by them against the police officials are seldom implemented by their comrades-in-arms mandated to take action;

xl. Recommendations in the draft report go far beyond the original mandate given by the Supreme Court; and encompass major changes at all levels of the police departments. The report should focus on the police stations' improvements;

xli. Any proposal to make evidence by the police officers/officials admissible in the courts is again fraught with danger and may entail the negative consequences for the existing state of human rights in the country;

xlii. Adequate focus is somewhat lacking about the territorial jurisdiction is facing a formidable challenge in the modern urban areas because locating the initial occurrence of a crime becomes a Herculean task in the incidents relating to terrorism, multiple dacoities by the same gang, cybercrimes, etc.

xliii. Police stations in the urban areas may be merged to form a single police station in the small cities, or two, three or more stations in the major urban centres depending on their size on experimental basis. FIRs can then be registered at a central place and gazetted police officers, either an Assistant Superintendent or Deputy Superintendent of Police can be made officers-in-charge of these units.

xliv. Chairman, Mr. Abbas, Mr. Shakil Durrani and Mr. Shigri may seek appointments to brief Chief Ministers & Chief Secretariats regarding the recommendations and seek their input.

20. It was agreed that committee will finalise its report while taking into consideration the above observations and comments.

21. The committee, however requested to seek more time from LJCP to submit a detailed report with feasible recommendations.

Chapter 5

PUNJAB OFFICE OF OMBUDSMAN ACT 1997- URDU TRANSLATION

Chapter 5

PUNJAB OFFICE OF OMBUDSMAN ACT 1997 - URDU TRANSLATION

عنوان: The Punjab Office of Ombudsman Act 1997 کا اردو ترجمہ

عدالت عظمیٰ کے تاریخ ساز فیصلہ مورخہ 8.9.2015 کی روشنی میں ادارہ میں Act X of 1997 کا یہ ترجمہ کیا گیا ہے۔

قانونی دستاویزات کا انگریزی سے اردو ترجمہ کرتے وقت انگریزی جملوں کی ساخت (Syntax) اردو صرف ونحو سے مطابقت اور معانی کے اظہار میں توازن ضروری ہے۔ اردو الفاظ اور اصطلاحات کے مطالب عدم استعمال کے باعث متعین نہیں ہیں اور اکثر قدرے غیر مانوس معلوم ہوتے ہیں۔ جبکہ انگریزی زبان میں اس کا ایک نظام نسبتی ہے اس لئے اردو ترجمہ میں وہ قطعیت کی کیفیت موجود نہیں ہوتی۔ اردو مترادفات میں سے قانونی طرزِ اظہار (legal parlance) کے لحاظ سے موزوں الفاظ کے انتخاب واحتیاط کے علاوہ دونوں زبانوں کی مزاج آشنائی کا طالب ہے۔ ادبی چاشنی کے ساتھ رواں ترجمہ بہتر معلوم ہوتا ہے لیکن قانونی دستاویزات کا ترجمہ جس قطعیت کا متقاضی ہے اس سے صَرف نظر کرنے کی صورت میں ترجمہ سے زیادہ ترجمانی ہو جاتی ہے۔ Maxwell نے ایسے ترجمہ کے بارے میں صحیح کہا ہے کہ ایک مترجم اتنا ہی چُراتا ہے جتنا اپنے پاس سے دیتا ہے۔

تجربہ وتحقیق اور مشق ومزاولت کا کوئی متبادل نہیں ہے۔ لہٰذا بہتری یا درستی کی کسی تجویز کو کشادہ نظری سے خوش آمدید کہا جائے گا۔

مترجم:

فاروق سید ادارہ

ایڈوائزر

صوبائی اسمبلی پنجاب

نوٹیفکیشن

30 جون 1997

دفتر محتسب پنجاب کا بل 1997 صوبائی اسمبلی پنجاب نے 25 جون 1997 کو منظور کیا جس کی منظوری گورنر پنجاب نے 27 جون 1997 کو دی۔ اب یہ صوبائی اسمبلی پنجاب کے ایک ایکٹ کے طور پر شائع کیا جاتا ہے۔

دی پنجاب آفس آف امبڈز مین ایکٹ 1997

ایکٹ X آف 1997

(گورنر پنجاب کی منظوری کے بعد گزٹ (غیر معمولی) میں مورخہ 30 جون 1997 کو پہلی مرتبہ شائع ہوا)

صوبہ پنجاب میں دفتر محتسب کے قیام کی غرض سے

ایک ایکٹ

ابتدائیہ

ہر گاہ یہ قرین مصلحت ہے کہ عوام الناس کے حقوق کا تحفظ کرنے، قانون کی عملداری کو یقینی بنانے، بدانتظامی کے باعث کسی فرد کے ساتھ ہونے والی بے انصافی کی تشخیص اور اس کا ازالہ کرنے اور بدعنوانیوں کا سدباب کرنے کی غرض سے صوبائی محتسب کے تقرر کا اہتمام کیا جائے۔

لہٰذا بطرز ذیل قانون وضع کیا جاتا ہے:

1- مختصر عنوان، حدود، اطلاق ونفاذ۔

۱) یہ ایکٹ پنجاب آفس آف دی امبڈز مین ایکٹ 1997 کہلائے گا۔

۲) اس کا اطلاق صوبہ پنجاب پر ہوگا۔

۳) یہ فوری طور نافذ العمل ہوگا۔

2- تعریفات

ایکٹ ہذا میں بجز اس کے متن یا سیاق میں کوئی امر اس کے منافی ہو

۱) ''ایجنسی'' سے مراد صوبائی حکومت کا کوئی محکمہ، کمیشن یا دفتر، یا صوبائی حکومت کی طرف سے قائم کردہ یا اس کے زیر اختیار کوئی آئینی کارپوریشن یا کوئی دیگر ادارہ، لیکن اس میں ہائیکورٹ اور ہائیکورٹ کے زیرِ نگرانی یا زیرِ اختیار کام کرنے والی عدالتیں، صوبائی اسمبلی پنجاب اور اس کا سیکرٹریٹ شامل نہیں ہیں۔

۲) ''بدانتظامی'' میں شامل ہے

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

(a) قانون، قواعد وضوابط کے خلاف یا مسلمہ روایت یا طریق کار سے ہٹ کر ہوں بجز اس کے کہ وہ نیک نیتی پر مبنی اور جائز ہوں یا

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

(c) جن کی بنیادی غیر متعلقہ امور پر ہو؛ یا

(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، دلالی، جانبداری، اقربا پروری اور انتظامی زیادتی پر مبنی ہو؛ اور

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

۳) دفتر سے مراد دفتر محتسب ہے۔

۴) Ombudsman سے مراد دفعہ 3 کے تحت مقرر کردہ محتسب برائے صوبہ پنجاب۔

۵) صراحت کردہ سے مراد ایکٹ ہذا کے تحت وضع کردہ ضابطے میں صراحت کردہ۔

۶) سرکاری ملازم (public servant) سے مراد کوئی سرکاری ملازم جیسا کہ مجموعہ تعزیرات پاکستان 1860 کی دفعہ 21 میں تعریف کی گئی ہے۔ اس میں وزیر، مشیر، پارلیمانی سیکرٹری اور کسی ایجنسی کا چیف ایگزیٹو، ڈائریکٹر یا دیگر افسر یا ملازم یا رکن۔ اور

۷) عملہ (staff) سے مراد ادارہ کا کوئی ملازم یا کمشنر اور اس میں نامزد (co-opted) ارکان، مشاور (consultants) مشیران (advisors) بیلف، رابطہ افسران اور ماہرین شامل ہیں۔

3- محتسب کی تقرری

۱) صوبہ پنجاب کیلئے ایک محتسب ہوگا کس کا تقرر گورنر کی طرف سے کیا جائے گا۔

۲) محتسب ایک ایسا شخص ہوگا جو ہائیکورٹ کا جج ہو یا رہا ہو یا جج ہونے کی اہلیت رکھتا ہو یا کوئی دوسرا معروف دیانتدار شخص۔

۳) محتسب منصب سنبھالنے سے پہلے ایکٹ ہذا کے جدول اول میں مقرر کردہ حلف گورنر کے سامنے اٹھائے گا۔

۴) محتسب تمام امور میں شفافیت، دیانتداری، مستعدی سے اور انتظامیہ سے آزاد رہ کر اپنے وظائف انجام دے گا اور اختیارات استعمال کرے گا اور صوبہ کے تمام انتظامی حکام محتسب کی اعانت میں کام کریں گے۔

4- محتسب کی میعاد عہدہ

۱) محتسب اپنے عہدہ پر چار سال کی مدت کیلئے فائز رہیں گے اور میعاد عہدہ میں توسیع یا کسی بھی حالت میں بطور محتسب دوبارہ تقرری کے اہل نہیں ہوں گے۔

بشرطیکہ ہائیکورٹ کے ایک مسند نشین جج جو بطور محتسب کام کر رہے ہوں معیاد عہدہ ختم ہونے سے پہلے مجاز اتھارٹی انہیں واپس بلا لے۔

۲) محتسب اپنے دستخطوں سے تحریری استعفیٰ دے کر سبکدوش ہو سکیں گے۔

5- محتسب کوئی دیگر منفعت بخش عہدہ نہیں سنبھالیں گے وغیرہ۔

۱) محتسب

الف) پاکستان کی ملازمت میں کوئی دیگر منعفت بخش عہدہ نہیں سنبھالیں گے۔

ب) خدمات کی انجام دہی کیلئے یافت (remuneration) کا حق رکھنے والے کسی دیگر عہدہ پر فائز نہیں ہو سکیں گے۔

۲) محتسب جو ہائیکورٹ کے مسند نشین جج نہ ہوں اپنے منصب پر فائز رہ چکنے کے بعد دو سال کی مدت ختم ہونے سے پہلے پاکستان

یا صوبہ کی سروس میں کسی منفعت بخش عہدہ پر فائز نہیں ہوسکیں گے اور میعاد عہدہ کے دوران اور اس کے بعد دو سال کی مدت تک پارلیمنٹ یا کسی صوبائی اسمبلی یا کسی لوکل باڈی کے رکن کے طور پر انتخاب میں حصہ لینے کے اہل نہیں ہوں گے یا کسی سیاسی سرگرمی میں حصہ نہیں لے سکیں گے۔

6- محتسب کی ملازمت کے شرائط ولوازم اور مشاہرہ۔

۱) محتسب ایسی تنخواہ، الاؤنسوں، مراعات اور دیگر شرائط ولوازم ملازمت کے مستحق ہوں گے جیسا کہ حکومت تعین کرے اور یہ شرائط ایک محتسب کے میعاد عہدہ کے دوران تبدیل نہیں ہونگی۔

۲) حکومت کی طرف سے محتسب کو غلط طرز عمل یا جسمانی یا ذہنی معذوری کے باعث فرائض کو مناسب طور پر انجام دینے کے قابل نہ ہونے کی بنا پر ان کے عہدہ سے ہٹایا جاسکے گا۔ ایسے حکم سے پہلے حکومت الزامات کی نقل محتسب کو مہیا کرے گی۔
بشرطیکہ محتسب کسی الزام کی تردید درست اور مناسب تصور کریں تو عدالت عالیہ کے ڈویژن بنچ کے رُوبرُو برسرعام شہادتی سماعت کی درخواست کرسکیں گے۔ اگر ایسی سماعت درخواست کی وصولی سے 30 یوم کے اندر منعقد نہیں کی جاتی یا اس کی وصولی سے 90 یوم کے اندر اختتام پذیر نہیں ہوتی تو محتسب تمام الزامات سے بری الذمہ قرار پائیں گے۔ ایسے حالات میں محتسب اپنے عہدہ سے سبکدوش ہونے کا انتخاب کرسکیں گے اور اپنی باقی ماندہ میعاد ملازمت کیلئے پورا مشاہرہ اور فوائد حاصل کرنے کے حقدار ہوں گے۔

۳) اگر محتسب ذیلی دفعہ ۲ کے شرطیہ فقرہ کے تحت درخواست کرتے ہیں تو اس وقت تک اس ایکٹ کے تحت اپنے وظائف انجام نہیں دیں گے جب تک عدالت عالیہ کے روبرو سماعت اختتام پذیر نہیں ہوجاتی۔

۴) غلط طرز عمل (misconduct) کی بنا پر برطرف کردہ محتسب، پاکستان کی ملازمت میں کسی منفعت بخش عہدہ پر فائز ہونے یا پارلیمنٹ یا کسی صوبائی اسمبلی یا کسی لوکل باڈی کے رکن کے طور پر انتخاب میں حصہ لینے کے اہل نہیں ہوگے ماسوائے ان کی برطرفی کی تاریخ سے چار سال کا عرصہ گزر جائے۔

7- قائم مقام محتسب۔

جب محتسب کا عہدہ خالی ہو یا محتسب غیر حاضر ہو یا کسی وجہ سے اپنے وظائف انجام دینے کے قابل نہ ہو تو حکومت قائم مقام محتسب کا تقرر کرے گی۔

8- عملہ کا تقرر اور ان کی ملازمت کے شرائط ولوازم

۱) عملہ کے ارکان سوائے ان کے جو دفعہ 20 میں مذکور ہیں یا اس زمرے سے متعلق جن کی صراحت حکومت کے تحریری حکم میں کی گئی ہے حکومت کی طرف سے ان کا تقرر محتسب کے مشورہ سے کیا جائے گا۔

۲) عملہ کے ارکان کا تقرر کرنے کیلئے یا ایسی تقرری کیلئے قابلیت (qualification) اور ان کی بھرتی کے طریق کار سے متعلق امور پر صوبائی پبلک سروس کمیشن سے مشورہ کرنا ضروری نہیں ہے۔

۳) عملہ کے ارکان ایسی تنخواہ، الاؤنسوں اور ملازمت کے دیگر شرائط ولوازم کے حقدار ہونگے جو صوبائی حکومت کے ملازمین کی متقابل (corresponding) بنیادی پے سکیل میں فی الوقت صادر تنخواہ، الاؤنسوں اور ملازمت کے دیگر شرائط ولوازم ملحوظ رکھتے ہوئے مقرر کی گئی ہو۔

۴) اس ایکٹ کی ذیلی دفعہ (۱) میں مذکور عملہ کا رکن عہدہ سنبھالنے سے پیشتر اس ایکٹ کے جدول دوم میں مقرر کردہ وضع میں حلف

محتسب کے روبرو اٹھائے گا۔

9- محتسب کی حدود عملداری، وظائف اور اختیارات۔

(۱) محتسب کسی دادخواہ شخص کی شکایت پر یا حکومت یا صوبائی اسمبلی کی طرف سے استصواب پر یا اس کے زیر تجویز کسی کارروائی کے دوران سپریم کورٹ یا ہائیکورٹ کے تحرک (motion) پر یا خود اپنے طور پر کسی ایجنسی یا اس کے عملہ یا افسروں کی بدانتظامی کے کسی الزام کی تحقیق شروع کر سکتے ہیں۔

لیکن محتسب کو کسی ایسے معاملہ کی تحقیق یا تفتیش کرنے کا کوئی اختیار نہیں ہوگا جو

(a) شکایت، استصواب یا اپنی طرف سے تحریک کی وصولی کی تاریخ پر مجاز اختیار کی حامل کسی عدالت کے زیر سماعت ہو، یا

(b) پاکستان کے امور خارجہ، کسی غیر ملکی ریاست یا حکومت کے ساتھ پاکستان کے تعلقات یا معاملات سے متعلق ہو، یا

(c) پاکستان یا اس کے کسی حصہ کے دفاع سے، پاکستان کی بری، بحری اور فضائی افواج سے یا ان افواج سے متعلقہ قانون کے تحت آنے والے امور سے تعلق رکھتا ہو۔

(۲) ذیلی دفعہ (۱) میں مذکور کسی امر کے باوجود محتسب کسی سرکاری ملازم یا عہدیدار کی طرف سے اس ایجنسی سے متعلقہ امور کے بارے میں جس میں وہ کام کر رہا ہو یا کرتا رہا ہو اس ایجنسی میں اس کی ملازمت کی بابت کوئی شکایت برائے تحقیق قبول نہیں کریں گے۔

(۳) اس ایکٹ کے مقاصد کو بروئے کار لانے کیلئے اور بالخصوص بدعنوانی اور ناانصافی کی بنیادی وجوہ کو دریافت کرنے کیلئے محتسب مطالعہ جات اور تحقیق کرنے کا اہتمام کر سکیں گے اور ان کی بیخ کنی کیلئے مناسب اقدام کی سفارش کر سکیں گے۔

10- ضابطہ کار اور شہادت۔

(۱) دادخواہ شخص یا اس کی موت کی صورت میں اس کے قانونی نمائندہ کی طرف سے شکایت باقرار صالح یا حلفاً محتسب کے نام تحریر کی جائے گی اور دفتر میں اصالتاً پیش کی جا سکے گی یا ذاتی طور پر محتسب کے حوالہ کی جا سکے گی یا ان کے دفتر کو کسی ذرائع مواصلات کے ذریعہ ارسال کی جا سکے گی۔

(۲) کوئی گمنام یا فرضی نام کی شکایت قبول نہیں کی جائیں گی۔

(۳) کوئی شکایت اس دن سے تین ماہ بعد پیش نہیں کی جا سکے گی جس پر دادخواہ شخص کو شکایت میں بیان کردہ امر کی اولاً اطلاع ملی تھی لیکن محتسب کسی ایسی شکایت کی بابت کوئی تفتیش کر سکیں گے جو وقت کے اندر پیش نہ کی گئی ہو۔ اگر ان کی دانست میں ایسے خصوصی حالات موجود ہیں جو انہیں ایسا کرنے کا جواز فراہم کرتے ہیں۔

(۴) جہاں محتسب کوئی تفتیش کرنے کا اہتمام تجویز کرتے ہیں تو متعلقہ ایجنسی کے افسر اعلیٰ کو اور اس شخص کو جس پر شکایت میں مبینہ فعل یا اس کی اجازت دینے کا الزام لگایا گیا ہو ایک نوٹس جاری کریں گے کہ وہ شکایت میں بیان کردہ الزامات کا جواب بشمول تردید پیش کرے۔

اگر ایسے افسر اعلیٰ یا دیگر شخص کی طرف سے نوٹس کی وصولی سے 30 یوم کے اندر یا اُس مزید مہلت کے اندر جس کی محتسب نے اجازت دی ہو نوٹس کا جواب موصول نہیں ہوتا تو محتسب تفتیش کی کارروائی شروع کر سکتے ہیں۔

(۵) ہر تفتیش غیر رسمی طور پر جاری کی جائے گی لیکن محتسب ایسا طریق کار اپنا سکتے ہیں جسے وہ اس تفتیش کیلئے مناسب خیال کرتے ہیں اور وہ ایسے اشخاص سے اور ایسے طریقے سے معلومات حاصل کر سکتے ہیں اور ایسی تحقیقات کر سکتے ہیں جیسا کہ وہ مناسب خیال

کریں۔

۶) کوئی شخص محتسب کے روبرو اصالتاً یا وکالتاً حاضر ہونے کا حقدار ہوگا۔

۷) محتسب اس ایکٹ کے تحت وضع کردہ قواعد کے مطابق کسی شخص کو جو تفتیش کی غرض سے حاضر ہوتا ہے یا معلومات فراہم کرتا ہے مصارف اور الاؤنسز ادا کریں گے۔

۸) تفتیش کا عمل کسی زیر تفتیش معاملہ کی بابت ایجنسی کی طرف سے کی گئی کارروائی یا ایجنسی کی مذکورہ کارروائی کرنے کے کسی اختیار یا ذمہ داری پر اثر انداز نہیں ہوگا۔

۹) اس ایکٹ کے تحت کسی تفتیش کی غرض سے محتسب متعلقہ یا ایجنسی کے کسی افسر یا رکن کو کوئی معلومات فراہم کرنے، کوئی دستاویز پیش کرنے کی ہدایت کر سکتے ہیں یا محتسب کے نزدیک جو تفتیش کے عمل میں متعلقہ و کارآمد ہو اور ایسی تفتیش کی غرض کیلئے کسی معلومات یا دستاویز کے اظہار کو خفیہ رکھنے کی کوئی پابندی نہیں ہوگی۔

تاہم حکومت اپنی صوابدید سے اس کے ریاستی راز ہونے کی بنا پر کسی معلومات یا ایسی دستاویز کی بابت استحقاق کی دعویدار ہو سکتی ہے۔

۱۰) ایسی صورت میں جہاں محتسب کوئی تفتیش نہ کرنے کا فیصلہ کرتے ہیں تو شکایت کنندہ کو تفتیش نہ کرنے کی بابت اپنے وجوہ پر مشتمل کیفیت نامہ ارسال کریں گے۔

۱۱) بجز اس کے کہ اس ایکٹ میں کچھ مختلف مذکور ہو محتسب اس ایکٹ کے تحت انصرام کار یا اختیارات کے استعمال کیلئے طریق کار منضبط کریں گے۔

11- عملدرآمد کیلئے سفارشات۔

۱) اگر بہ تحریک خود یا کسی شکایت پر یا حکومت یا صوبائی اسمبلی کی طرف سے کسی استصواب پر یا سپریم کورٹ یا ہائیکورٹ کے تحرک پر جیسی بھی صورت ہو کسی معاملہ پر غور کرنے کے بعد محتسب کی رائے میں غور کردہ معاملہ بدانتظامی کے مترادف ہے تو وہ اپنے نتائج تحقیق متعلقہ ایجنسی کو ارسال کریں گے:

(a) معاملہ پر مزید غور کرنے کیلئے

(b) فیصلہ، کارروائی، سفارش، عمل یا فروگزاشت میں ترمیم کرنے یا اسے منسوخ کرنے کیلئے۔

(c) زیر بحث عمل یا فیصلہ کی پوری طرح وضاحت کرنے کیلئے۔

(d) کسی ایجنسی کے کسی سرکاری ملازم کے خلاف اس پر قابل اطلاق متعلقہ قوانین کے تحت انضباطی کارروائی کرنے کیلئے

(e) معاملہ یا مقدمہ کو مقررہ وقت میں نمٹانے کیلئے؛ اور

(f) محتسب کی طرف سے صراحت کردہ اقدام اٹھانے کیلئے

۲) ایجنسی اس وقت کے اندر جس کی صراحت محتسب کی طرف سے کی گئی ہو ان کی ہدایت پر کی گئی کارروائی کی بابت انہیں مطلع کرے گی یا اس کی تعمیل نہ کرنے کی وجوہ سے آگاہ کرے گی۔

۳) کسی بھی صورت میں جہاں محتسب نے کسی شکایت پر یا حکومت یا صوبائی اسمبلی کی طرف سے موصولہ استصواب (reference) پر یا سپریم کورٹ یا ہائیکورٹ کی طرف سے تحرک پر کسی معاملہ پر غور کیا ہو یا کوئی تحقیقات کی ہو تو محتسب ذیلی دفعہ (۲) کی تعمیل میں ایجنسی کی طرف سے موصول ہونے والے مراسلہ کی ایک نقل شکایت کنندہ کو یا جیسی صورت ہو حکومت،

صوبائی اسمبلی، سپریم کورٹ یا ہائیکورٹ کو ارسال کریں گے۔

۴) اگر تحقیق کرنے کے بعد محتسب محسوس کریں کہ دادخواہ شخص کے ساتھ بدانتظامی کے نتیجہ میں کوئی بے انصافی ہوئی ہے اور اس بے انصافی کا تدارک نہیں کیا گیا یا نہیں کیا جائے گا تو اگر وہ مناسب خیال کریں تو اس معاملہ میں حکومت کو ایک خصوصی رپورٹ پیش کر سکیں گے۔

۵) اگر متعلقہ ایجنسی محتسب کی سفارشات کی تعمیل نہیں کرتی یا محتسب کے قابل اطمینان عدم تعمیل کی وجوہ پیش نہیں کرتی تو اسے سفارشات سے سرتابی تصور کیا جائے گا اور اس سے اس طور نبٹا جائے گا جیسا کہ بعد ازیں مقرر کیا گیا ہے۔

12- سفارشات سے سرتابی (Definance of recomendations)

۱) اگر محتسب کی طرف سے کی گئی سفارش پر عمل درآمد کی بابت کسی ایجنسی میں کسی سرکاری ملازم کی طرف سے سفارشات سے سرتابی کا ارتکاب کیا جاتا ہے تو محتسب وہ معاملہ حکومت کو بھیج سکتے ہیں جو اپنی صوابدید سے ایجنسی کو عملدرآمد کرنے اور محتسب کو حسبہ، مطلع کرنے کی ہدایت کر سکتی ہے۔

۲) سفارشات سے سرتابی کی ہر نظیر محتسب کی طرف سے رپورٹ اور اس سرکاری ملازم کی ذاتی مسل (personal file) یا character roll کا حصہ بن جائے گی جو سرتابی کا اولین ذمہ دار ہو۔

بشرطیکہ متعلقہ سرکاری ملازم کو اس معاملہ میں سماعت کا موقع فراہم کیا گیا ہو۔

13- محتسب کی طرف سے استصواب (Reference by Ombudsman)

جہاں کسی معائنہ (inspection) یا تحقیقات (investigation) کے دوران یا بعد میں محتسب مطمئن ہوں کہ کوئی شخص دفعہ 9 کی ذیلی دفعہ (۱) میں محولہ کسی الزام کا مرتکب ہوا ہے تو محتسب مذکورہ معاملہ اصلاحی (corrective) یا انضباطی (disciplinary) یا دونوں کارروائیوں کیلئے متعلقہ مجاز اتھارٹی کو ارسال کر دیں گے اور مذکورہ مجاز اتھارٹی استصواب کی تاریخ وصولی سے 30 یوم کے اندر کارروائی سے محتسب کو مطلع کرے گی۔ اگر اس مدت کے اندر کوئی اطلاع موصول نہیں ہوتی تو محتسب معاملہ کو ایسی کارروائی کیلئے جیسا وہ مناسب تصور کریں حکومت کے نوٹس میں لائیں گے۔

14- محتسب کے اختیارات

۱) اس ایکٹ کی غرض سے محتسب کو وہی اختیارات حاصل ہونگے جو مندرجہ ذیل امور کی بابت ضابطہ دیوانی 1908 کے تحت ایک عدالت دیوانی کو تفویض کئے گئے ہیں۔

(a) کسی شخص کو طلب کرنا اور حاضری کا پابند کرنا اور اس سے برحلف اظہار لینا۔

(b) دستاویزات پیش کرنے پر مجبور کرنا

(c) شہادت بذریعہ بیان حلفی حاصل کرنا۔

(d) بیانات گواہان (examination of witnesses) کیلئے کمیشن کا اجراء

۲) محتسب کو کسی شخص کو ایسے نکات یا امور کی بابت معلومات مہیا کرنے کا حکم دینے کا اختیار حاصل ہوگا جو محتسب کی رائے میں کسی معائنہ یا تفتیش کے موضوع کیلئے کارآمد ہو سکتی ہوں یا اس سے متعلق ہوں۔

۳) ذیلی دفعہ (1) میں محولہ اختیارات محتسب یا محتسب کی طرف سے اس ضمن میں تحریری طور پر مجاز کردہ کوئی شخص اس ایکٹ کی دفعات کے تحت کوئی معائنہ یا تفتیش کرتے وقت بروئے کار لا سکتا ہے۔

۴) جہاں محتسب دفعہ 9 کی ذیلی دفعہ (1) میں محولہ درخواست کو جھوٹی، مہمل اور اذیت دہ پائیں وہ ایجنسی، سرکاری ملازم یا دیگر عہدیدار کو، جس کے خلاف شکایت کی گئی تھی، معقول معاوضہ عطا کر سکیں گے اور ایسے معاوضہ کی رقم شکایت کنندہ سے بطور بقایا جات مالگزاری قابل وصولی ہوگی۔

بشرطیکہ اس ذیلی دفعہ کے تحت عطائے معاوضہ متاثرہ شخص کو کوئی دیگر چارہ جوئی کرنے سے محروم نہیں کرے گا۔

۵) اگر کوئی ایجنسی، سرکاری یا دیگر عہدیدار محتسب کے حکم کی تعمیل کرنے سے قاصر رہتا ہے تو محتسب اس ایکٹ کے تحت دیگر کارروائی کرنے کے علاوہ اس شخص کے خلاف جس نے ان کے حکم سے بے اعتنائی برتی انضباطی کارروائی کئے جانے کیلئے متعلقہ حاکم مجاز (authority) کے معاملہ بھیج سکیں گے۔

۶) اگر محتسب یہ باور کرنے کا جواز رکھتے ہوں کہ کسی سرکاری ملازم یا دیگر عہدیدار نے اس طریقہ سے عمل کیا ہے جو اس کے خلاف فوجداری یا انضباطی کارروائی کا متقاضی ہے تو وہ معاملہ کو موزوں مجاز اتھارٹی کو صراحت کردہ مدت میں ضروری کارروائی کے لئے بھجوا سکتے ہیں۔

۷) ادارہ کے عملہ اور نامزدگان کو محتسب کی طرف سے اس ایکٹ کی غرض سے حلف دینے اور مختلف حلف نامہ جات (affidavits)، اقرار نامہ جات (affirments) یا اظہارات (declarations) کی تصدیق کرنے کا اختیار دیا جا سکے گا جو ایسے شخص کے دستخطوں، مہر یا سرکاری نوعیت کے ثبوت کے بغیر اس ایکٹ کے تحت تمام کارروائیوں میں شہادت میں قبول کئے جا سکیں گے۔

15- کسی عمارت میں داخل ہونے یا تلاشی لینے کا اختیار

۱) محتسب یا اس ضمن میں مجاز کردہ عملہ کا کوئی رکن معائنہ یا تفتیش کرنے کی غرض سے کسی عمارت میں داخل ہو سکے گا جہاں محتسب یا ایسا رکن یہ باور کرنے کا جواز رکھتا ہو کہ معائنہ یا تفتیش کے موضوع سے متعلقہ کوئی شے، بہی کھاتہ جات (Books of Accounts) یا کوئی دیگر دستاویزات دریافت ہو سکتی ہیں اور

(a) ایسی عمارت کی تلاشی لے سکے گا، کسی شے اور بہی کھاتہ جات (Book of Accounts) یا دیگر دستاویزات کا معائنہ کر سکے گا۔

(b) ایسے بہی کھاتہ جات اور دستاویزات کے اقتباسات یا نقول لے سکے گا۔

(c) ایسی اشیاء بہی کھاتہ جات اور دستاویزات کو ضبط یا سربمہر کر سکے گا؛ اور

(d) ایسی عمارت میں پائی جانے والی ایسی اشیاء بہی کھاتہ جات اور دیگر دستاویزات کی فہرست (inventory) تیار کر سکے گا۔

۲) ذیلی دفعہ (1) کے تحت لی جانے والی تلاشیاں (searches) مجموعہ ضابطہ فوجداری 1898 کی شرائط کے مطابق مناسب ردوبدل کے ساتھ روبہ عمل لائی جائیں گی۔

16- توہین پر سزا دینے کا اختیار۔

۱) محتسب کو مناسب تبدیلیوں کے ساتھ وہی اختیارات حاصل ہوں گے جیسا کہ ہائیکورٹ کو اپنی توہین پر کسی شخص کو سزا دینے کیلئے حاصل ہیں جو

(a) محتسب کی قانونی کارروائی کا مذموم استعمال کرتا ہے، مداخلت کرتا ہے کسی طور اس میں مزاحم ہوتا ہے، خطرہ میں ڈالتا ہے یا رکاوٹ پیدا کرتا ہے یا محتسب کی حکم عدولی کرتا ہے۔

(b) محتسب کو رسوا کرتا ہے یا بصورت دیگر کوئی ایسا فعل کرتا ہے جو محتسب، اس کے عملہ یا نامزدگان یا اس کے عہدہ سے متعلق محتسب کی طرف سے مجاز کردہ کسی شخص کیلئے نفرت پیدا کرتا ہے، تضحیک کرتا ہے یا اہانت کرتا ہے یا

(c) کوئی ایسا عمل کرتا ہے جو محتسب کے زیر سماعت کسی فیصلہ کو متاثر کرتا ہے یا

(d) کوئی ایسا دیگر عمل کرتا ہے جو کسی دیگر قانون کی رُو سے توہین عدالت کے مترادف ہو۔

البتہ محتسب یا اس کے عملہ میں کسی کی کارگزاری پر یا تفتیش کی تکمیل کے بعد محتسب کی حتمی رپورٹ پر نیک نیتی سے مفاد عامہ میں کیا گیا بے لاگ تبصرہ محتسب یا اس کے ادارہ کی توہین کے مترادف نہیں ہوگا۔

۲) ذیلی دفعہ (1) کے تحت سزا یافتہ کوئی شخص بلا لحاظ متذکرہ فیہ کسی امر کے، حکم کے صادر ہونے پر 30 یوم کے اندر ہائیکورٹ میں اپیل کر سکے گا۔

17- معائنہ ٹیم

۱) محتسب اپنے وظائف میں سے کسی کی انجام دہی کیلئے ایک معائنہ ٹیم تشکیل دے سکتے ہیں۔

۲) معائنہ ٹیم عملہ کے ایک یا زیادہ ارکان پر مشتمل ہوگی اور اس کی اعانت ایسا دوسرا شخص یا اشخاص کر سکیں گے جیسا کہ محتسب ضروری خیال کریں۔

۳) معائنہ ٹیم ایسے اختیارات بروئے کار لائے گی جیسا محتسب تحریری حکم کے ذریعہ مقرر کریں اور معائنہ ٹیم کی ہر رپورٹ مناسب کارروائی کیلئے اس کی سفارشات کے ساتھ اولاً محتسب کو پیش کی جائے گی۔

18- مجالس قائمہ وغیرہ

محتسب جب بھی مناسب خیال کریں صراحت کردہ مقامات پر، صراحت کردہ اختیار سماعت کے ساتھ محتسب کے ایسے وظائف کی انجام دہی کیلئے جو اُنہیں وقتاً فوقتاً تفویض کئے جائیں مجالس قائمہ یا مشاورتی کمیٹیاں تشکیل دے سکتے ہیں اور ایسی کمیٹی کی رپورٹ مناسب کارروائی کے لئے سفارشات کے ساتھ اولاً محتسب کو پیش کی جائے گی۔

19- اختیارات کی تفویض

محتسب تحریری حکم کے ذریعہ اپنے ایسے اختیارات جن کی مذکورہ حکم میں صراحت کی جائے اپنے کسی عملے کو یا مجلس قائمہ یا مشاورتی کمیٹی کو تفویض کر سکیں گے جو ایسی شرائط کے تابع بروئے کار لائے جا سکیں گے جن کی تصریح کی جائے اور ایسے حکم یا مجلس کی ہر رپورٹ مناسب کارروائی کے لئے سفارشات کے ساتھ اولاً محتسب کو پیش کی جائے گی۔

20- مشیروں وغیرہ کا تقرر۔

محتسب اس ایکٹ کے تحت اپنے فرائض کی انجام دہی میں اپنی معاونت کرنے کے لئے اہل، دیانتدار اشخاص کا تقرر بطور مشیران (Advisors)، مشاوران (Consultants)، رفقا (Fellows)، بیلف، مقیم معاونین، کمشنر اور ماہرین کے علاوہ دفتری عملے کا تقرر مع معاوضہ یا بلا معاوضہ کر سکتے ہیں۔

21- عہدیداروں وغیرہ کی اختیار دہی۔

محتسب اگر یہ قرین مصلحت سمجھیں تو ڈسٹرکٹ جج یا صوبائی حکومت کے انتظامی کنٹرول کے تحت چلنے والی کسی ایجنسی، کام کرنے والے کسی سرکاری ملازم یا دیگر عہدیدار کو اپنے دائرہ اختیار کے تحت آنے والے کسی معاملہ کی بابت دفعہ 14 کی ذیلی شق (1) یا ذیلی شق (2) کے تحت محتسب کے ایسے وظائف سنبھالنے کا مجاز کر سکیں گے اور اس طور سے مجاز کردہ ایجنسی، سرکاری ملازم یا دیگر عہدیدار کا فرض ہوگا کہ وہ ایسے وظائف ایسی حد تک اور ایسی شرائط کے تابع سنبھال لے جیسا کہ محتسب تصریح کریں۔

22- عطائے مصارف ومعاوضہ اور رقوم کی واپسی۔

۱) محتسب جہاں ضروری خیال کریں کسی سرکاری ملازم یا دیگر عہدیدار یا ایجنسی سے مطالبہ کر سکیں گے کہ وہ وجہ بیان کرے کہ کسی دادخواہ (aggrieved person) کو ایسے سرکاری ملازم، دیگر عہدیدار یا ایجنسی کی طرف سے کی جانے والی بدانتظامی کی بنا پر اس کی طرف سے برداشت کردہ کسی نقصان یا مضرت کیلئے معاوضہ کیوں نہ دیا جائے اور وضاحت پر غور کرنے اور ایسے سرکاری ملازم، دیگر عہدیدار یا ایجنسی کو سننے کے بعد معقول خرچہ یا معاوضہ عطا کر سکیں گے اور وہ سرکاری ملازم، عہدیدار یا ایجنسی سے بطور بقایا جات مال گزاری اراضی قابل بازیابی ہوگا۔

۲) کسی ایجنسی کے کسی ملازم کو یا اس کیلئے کسی دیگر شخص کو رشوت کی ادائیگی، تصرف بے جا (misappropriation)، خیانت مجرمانہ (criminal breach of trust) یا دھوکا دہی (cheating) کے معاملات میں محتسب اس کی ادائیگی حکومت کی مد میں جمع کرانے کا حکم دے سکیں گے یا ایسا دیگر حکم صادر کر سکیں گے جیسا وہ مناسب خیال کریں گے۔

۳) کسی شخص کے خلاف ذیلی دفعہ (2) کے تحت مصدرہ حکم، ایسے شخص کو کسی دیگر قانون کے تحت بری الذمہ نہیں کرے گا۔

23- محتسب کی اعانت اور انہیں مشورہ۔

۱) محتسب اس ایکٹ کے تحت اپنے وظائف کی انجام دہی کیلئے کسی شخص یا اتھارٹی کی معاونت طلب کر سکیں گے۔

۲) کسی ایجنسی کے تمام افسران اور کوئی شخص جن کی معاونت محتسب کی طرف سے ان کے وظائف کی انجام دہی میں طلب کی گئی ہے وہ اس حد تک ویسی معاونت کریں گے جو ان کے اختیار یا استعداد میں ہے۔

۳) محتسب یا ان کے عملہ کے روبرو شہادت دینے کے دوران کسی شخص یا اتھارٹی کی طرف سے دیا گیا کوئی بیان اسے کسی دیوانی یا فوجداری کارروائی کا مستوجب نہیں ٹھہرائے گا یا کسی دیوانی یا فوجداری کارروائی میں ان کے خلاف استعمال نہیں کیا جائے گا ماسوائے جھوٹی شہادت دینے پر ایسے شخص پر مقدمہ چلانے کیلئے۔

24- انضرام کار (Conduct of Business)

۱) محتسب ادارہ کے انتظامی سربراہ (Chief Executive) ہونگے۔

۲) محتسب اپنے زیر اختیار رقم یا رقوم میزانیہ کے محاذ ہونے والے مصارف کی بابت ادارہ کے اعلیٰ افسر حسابات ہونگے۔ اس مقصد کیلئے ایک انتظامی محکمہ کو تفویض شدہ تمام مالیاتی اور انتظامی اختیارات کو بروئے کار لائیں گے۔

25- حلف ناموں کی ضروریات

۱) محتسب کسی شکایت کنندہ کو یا کسی شکایت یا کسی تحقیق یا استصواب سے منسلکہ یا متعلقہ کسی فریق کو اس ضمن میں توثیق شدہ یا کسی حاکم مجاز کے روبرو تصدیق کردہ حلف نامہ جات، محتسب یا ان کے عملہ کی طرف سے تصریح کردہ وقت کے اندر پیش کرنے کی ہدایت کر سکیں گے۔

۲) محتسب بغیر فنی موشگافیوں (technicalities) کے شہادت لے سکیں گے اور شکایت کنندگان یا گواہان کو ان کی صداقت اور قابل اعتماد ہونے کا پتہ چلانے کیلئے دروغ گوئی کی ضروری پڑتال اور آزمائش سے گزرنے کی ہدایت بھی کر سکیں گے اور ایسے نتائج اخذ کر سکیں گے جو معاملہ کے تمام حالات میں خصوصی طور پر جب کوئی شخص معقول جواز کے بغیر ان آزمائشوں کیلئے پیش ہونے سے انکار کرتا ہو، معقول ہوں۔

26- مشیروں، مشاوروں وغیرہ کیلئے معاوضہ۔

۱) محتسب اپنی صوابدید سے وقتاً فوقتاً اپنی طرف سے مامور کردہ مشیروں، مشاوروں، ماہرین اور مقیم معاونین (Interms) کے لئے ان کی انجام دی گئی خدمات کے لئے اعزازیہ (honorarium) یا (remuneration) یافت مقرر کر سکیں گے۔

۲) محتسب اپنے وظائف کو بروئے کار لانے میں انجام دی گئی استثنائی خدمات، قابل قدر کی گئی اعانت کے لئے کسی شخص کو اپنی صوابدید پر کوئی انعام (remuneration) یافت مقرر کر سکیں گے۔

بشرطیکہ محتسب اس شخص کی شناخت کو، اگر متعلقہ شخص کی طرف سے درخواست دی جائے، پوشیدہ رکھیں گے اور ایسے شخص کو پریشانی (harassment)، ستم زدگی (victimization)، مکافاتی (retribution)، انتقامی (reprisal) یا جوابی کارروائی (retalliation) سے قانون کے تحت واجب تحفظ دینے کیلئے اقدام کریں گے۔

27- محتسب اور عملہ سرکاری ملازم ہوں گے۔

محتسب اور ادارہ کے ملازمین، افسران اور تمام دیگر عملہ مجموعہ تعزیرات پاکستان 1860 کی دفعہ 21 کے مفہوم میں سرکاری ملازم متصور ہوں گے۔

28- سالانہ اور دیگر رپورٹیں

۱) تقویمی سال کے اختتام کے تین ماہ کے اندر جس سے رپورٹ متعلق ہو گورنر کو محتسب سالانہ رپورٹ پیش کریں گے۔

۲) اس کے ساتھ ساتھ ایسی رپورٹیں محتسب کی طرف سے شائع ہونے کیلئے فراہم کی جائیں گی جن کی نقول عوام کو معقول قیمت پر فراہم کی جائیں گی۔

۳) محتسب ادارہ کی جانب سے نبٹائے جانے والے کسی بھی معاملہ کی بابت اپنے مطالعہ جات (studies)، تحقیق (research)، نتائج (conclusions)، سفارشات (recommendations)، تصورات (ideas) یا تجاویز (suggestions) کو عام کر سکیں گے۔

۴) اس سیکشن میں مذکورہ رپورٹ اور دیگر دستاویزات ممکنہ عجلت کے ساتھ صوبائی اسمبلی کے سامنے پیش کی جائیں گی۔

29- امتناع اختیار سماعت

کسی عدالت یا اتھارٹی کو مندرجہ ذیل کا اختیار نہیں ہوگا:

۱) اس ایکٹ کے تحت کی گئی یا کی جانے والی کسی کارروائی، مصدرہ حکم، کسی اقدام یا مجوزہ اقدام کی پرسش کرے۔

۲) محتسب کے سامنے کسی کارروائی یا کئے گئے عمل یا مجوزہ عمل جو ان کی طرف سے ان کے حکام کے تحت یا ان کی ایما پر کیا گیا مراد ہو اس کی بابت کوئی عبوری (injection) یا امتناعی (stay) حکم صادر کرے۔

30- مامونیت(immunity)

محتسب، ان کے عملہ، معائنہ ٹیم، نامزدگان (nominees)، کسی مجلس قائمہ (standing committee) یا مشاورتی کمیٹی (advisory committee) یا محتسب کی طرف سے مجاز کردہ کسی شخص کے خلاف کسی امر کیلئے جو نیک نیتی سے کیا گیا ہو یا اس ایکٹ کے تحت کیا گیا ہو یا کیا جانا مقصود ہو کوئی مقدمہ، استغاثہ دائر نہیں کیا جا سکے گا یا دیگر قانونی کارروائی نہیں کی جا سکے گی۔

31- گورنر کی طرف سے استصواب

۱) گورنر کوئی معاملہ، رپورٹ یا شکایت محتسب کو تحقیقات اور اپنے طور پر سفارش کیلئے بھیج سکتے ہیں۔

۲) کسی ایسے معاملہ، رپورٹ یا شکایت کی محتسب فوری طور پر تحقیق کریں گے اور ایک معقول وقت کے اندر نتائج تحقیق یا اپنی رائے پیش کریں گے۔

۳) حکومت سرکاری جریدہ (Official Gazette) میں اعلان کے ذریعہ تصریح کردہ امور کو اس ایکٹ کی کسی دفعہ کے دائرہ کار سے خارج کر سکتی ہے۔

32- گورنر کو عرضداشت

محتسب کے کسی فیصلہ یا حکم سے شاکی شخص (aggreieved person) فیصلہ یا حکم کے 30 یوم کے اندر گورنر کو عرضداشت پیش کر سکے گا جو ایسے احکام صادر کریں گے جیسا وہ مناسب خیال کریں۔

33- تنازعات کا غیر رسمی تصفیہ

۱) بلالحاظ اس امر کے کہ اس ایکٹ میں جو مذکور ہو محتسب اور عملہ کے ایک رکن کو بدون کسی حکم، کسی تحریری یادداشت (memorandum) اور کوئی شکایت درج کئے بغیر یا کوئی نوٹس جاری کئے بغیر رسمی طور پر کسی شکایت میں مصالحت کرنے، اسے خوش اسلوبی کے ساتھ طے کرانے، نمٹانے، اس کا تصفیہ کرنے یا ازالہ کا اختیار حاصل ہوگا۔

۲) محتسب رابطہ کی غرض سے مقامی سطح پر اعزازی طور پر یا بلحاظ دیگر کونسلروں کا تقرر ایسے قیود و شرائط پر کر سکیں گے جیسا وہ مناسب خیال کریں۔

34- طلب نامہ کی تعمیل

اس ایکٹ کے مقاصد کیلئے ادارے کی طرف سے کسی تحریری طلب نامہ یا مراسلہ کو مسئول الیہ یا کسی دیگر شخص کو باضابطہ تعمیل شدہ تصور کیا جائے گا۔

(i) ادارہ کے کسی ملازم کے ذریعہ اصالتاً تعمیل سے یا محتسب کی طرف سے مقرر کردہ کسی خصوصی تعمیل کنندہ حکم نامہ (Process Server) کے ذریعہ ادارہ کے مجاز کردہ عملہ کے ذریعے یا اس ضمن میں مجاز کردہ کسی شخص کے ذریعے۔

(ii) ادارہ کے ریکارڈ میں درج مسئول الیہ یا متعلقہ شخص کے آخری معلومہ پتہ پر پیشگی ادا کردہ محصولات کے ساتھ طلب نامہ یا کسی دیگر دستاویز کو لیٹر بکس میں ڈال کر، سرٹیفکیٹ آف پوسٹنگ کے تحت کسی ڈاکخانہ میں سپرد کر کے یا باخذ رسید رجسٹری شدہ ڈاک کے ذریعہ ارسال کر کے، اس صورت میں تعمیل متذکرہ کسی بھی طریقہ سے سپرد ڈاک کئے جانے کے دس روز بعد مئوثر تصور کی جائے گی۔

(iii) پولیس افسر یا ادارہ کے کسی ملازم یا نامزد شخص کی طرف سے طلب نامہ یا دستاویز کو مسئول علیہ یا متعلقہ شخص کے آخری معلومہ پتہ، رہائش گاہ یا کاروبار کی جگہ پر چھوڑ کر اور اگر متذکرہ بالا پتہ، عمارت یا جگہ پر کوئی شخص دستیاب نہ ہو تو طلب نامہ یا دستاویز کی نقل ایسے پتہ کے بیرونی صدر دروازہ پر چسپاں کر کے۔

(iv) اور طلب نامہ یا دستاویز کو کسی اخبار میں شائع کرا کے اور اس کی ایک نقل مسئول الیہ یا متعلقہ شخص کو عام ڈاک کے ذریعہ ارسال کر کے اور اس صورت میں تعمیل اخبار میں اشاعت کے دن سے مؤثر تصور ہوگی۔

۲) تعمیل سے تمام متعلقہ امور میں بار ثبوت مسئول الیہ پر ہوگا کہ وہ قابل یقین طور معقول وجہ بیان کرتے ہوئے بتائے کہ دراصل طلب نامہ کا وہ قطعی طور پر کوئی علم نہیں رکھتا تھا۔

۳) جب کبھی کوئی دستاویز یا طلب نامہ سپرد ڈاک کیا جائے تو لفافہ یا پیکج پر واضح طور پر درج کیا جائے گا کہ یہ اس ادارہ کی طرف سے ہے۔

35- مصارف صوبائی مجتمع فنڈ سے واجب الادا ہوں گے

محتسب کو قابل ادا یافت اور ادارہ کے انتظامی مصارف بشمول عملہ، نامزدگان اور عطیہ یا بوں کو واجب الادا یافت (remuneration)، صوبائی مجتمع فنڈ سے واجب الادا خرچ ہوگا۔

36- قواعد (Rules)

گورنر کی منظوری سے محتسب اس ایکٹ کے مقاصد کو روبہ عمل لانے کیلئے قواعد وضع کر سکیں گے۔

37- ایکٹ دوسرے قوانین پر فائق الاثر ہوگا

فی الوقت کسی دیگر نافذ العمل قانون کی دفعات میں موجود کسی امر کے باوجود اس ایکٹ کی دفعات مؤثر ہوں گی۔

38- دشواریوں کا ازالہ

اگر اس ایکٹ کی کسی دفعہ کو مؤثر بنانے میں کوئی دشواری پیش آتی ہو تو گورنر ایسا حکم صادر کر سکتے ہیں جو اسی ایکٹ کی دفعات سے باہم متناقض نہ ہو جسے وہ اس دشواری کو دُور کرنے کی غرض سے ضروری خیال کرتے ہوں۔

39- تنسیخ

The Punjab Office of the Ombudsman Ordinance 1997 (XIV of 1997) منسوخ کیا جاتا ہے۔

☆☆☆☆

جدول اول

[دیکھئے دفعہ 3(3)]

میں ۔۔۔۔۔۔۔۔۔۔۔۔۔۔صمیم قلب کے ساتھ حلف اٹھاتا ہوں کہ میں پاکستان کا سچا وفا شعار اور فرمانبردار رہوں گا۔

کہ میں صوبہ پنجاب کے لئے محتسب کی حیثیت سے دیانتداری سے اپنی بہترین استعداد کے مطابق صوبہ میں نافذ الوقت قوانین کے مطابق بغیر خوف یا طرفداری، موانست یا عناد اپنے فرائض منصبی انجام دونگا اور اپنے وظائف بجالاؤنگا۔

کہ میں اپنے ذاتی مفاد سے اپنے سرکاری اعمال یا اپنے سرکاری فیصلوں کو متاثر نہیں ہونے دونگا۔

کہ میں پاکستان اور صوبہ پنجاب کے بہترین مفاد کو فروغ دینے کیلئے بہترین مساعی کرونگا۔

اور یہ کہ میں بلاواسطہ یا بالواسطہ کسی شخص کو کسی ایسے معاملہ کی اطلاع نہیں دونگا یا اظہار نہیں کرونگا جو بحیثیت محتسب میرے زیرِ غور لایا جائے گا یا میرے علم میں آئے گا بجز اس کے کہ بحیثیت محتسب میرے فرائض کی مناسب انجام دہی کیلئے مطلوب ہوگا۔

اللہ تعالیٰ میری مدد اور رہنمائی فرمائے (آمین)۔

جدول دوئم

[دیکھئے دفعہ 8(4)]

میں ۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔صمیم قلب کے ساتھ حلف اٹھاتا ہوں کہ میں پاکستان کا سچا وفا شعار اور فرمانبردار رہوں گا۔

کہ میں صوبہ پنجاب کے محتسب کے ادارہ کے ایک ملازم کی حیثیت سے دیانتداری سے اپنی بہترین استعداد کے مطابق صوبہ میں نافذ الوقت قوانین کے مطابق بغیر خوف یا طرفداری، موانست یا عناد اپنے فرائض منصبی انجام دونگا اور اپنے وظائف بجالاؤنگا۔

میں اپنے ذاتی مفاد سے اپنے سرکاری اعمال یا اپنے سرکاری فیصلوں کو متاثر نہیں ہونے دونگا۔

اور یہ کہ میں بلاواسطہ یا بالواسطہ کسی شخص کو کسی ایسے معاملہ کی اطلاع نہیں دونگا یا اظہار نہیں کرونگا جو محتسب کے ادارہ کے ایک ملازم ہونے کی حیثیت سے میرے زیرِ غور لایا جائے گا یا میرے علم میں آئے گا۔

اللہ تعالیٰ میری مدد اور رہنمائی فرمائے (آمین)۔

Chapter 6

INTERFACE WITH MEDIA

Mulling over Media reports to minimize "maladministration" in governance

Interface with Media: Mulling Over Media Reports to Minimize "Maladministration" in Governance

1. Media is one of the most effective means of information and is rightly termed as "fourth pillar of state". The notion of a free and independent media acting for the citizens' rights, above other interests, is a changing and complex ideal. In the past few years media has grown immensely in Pakistan which in turn also helped in improving the working of government agencies.

2. One of the major functions of office of the Ombudsman Punjab is to oversee the functioning of public service delivery by the government departments. This office is benefiting from this significant source of information to rectify maladministration/injustice as spotlighted in print, electronic and social media. During the year 2015 Ombudsman Punjab took suomotu cognizance of 548 cases and in more than 2108 cases report was called and action taken.

3. Through media reports many systemic issues were also addressed and relief was provided for better service delivery to general public. The detail of these issues is on appendix 1

4. Ombudsman Punjab took notice of several administrative/systemic issues which were related to Local Government and required submission of reports from DCOs. The major administrative issues included corruption in registration of property, corruption in offices of tehsil municipal administration, problems of sewerage system, cleanliness, malfunctioning of vegetable markets, animal markets and mismanagement in slaughter houses etc. The number of issues relating to DCOs topped the list.

5. Another department about which considerable number of media reports came up, is the Police Department. Several issues of rising crime of theft, rape of girls, child abuse, making of obscene videos of girls and children

for exploitation, murder and kidnapping for ransom, non-provision of job to children whose parents were martyred and died during service, negligence in appointment of new police officers and departmental injustice to police officers etc. attracted attention of this Office.

6. Ombudsman Punjab also took notice on media reports relating to missing facilities in Government Hospitals, DHQ Hospitals, RHU and dispensaries, non-availability of doctors and para medical staff, death of patients due to negligence of doctors and para medics; keeping expired medicines in hospital's dispensaries etc.

7. Mismanagement and maladministration in school education department also remained serious issue/topic in media reports. Although there is restriction on corporal punishment in schools but still several cases of corporal punishment were reported and action taken. On media reports issues of faulty sewerage system, cleanliness of water pipelines, installation of water plant, non-provision of clean drinking water faced by the public of Lahore, Faisalabad, Rawalpindi, Multan and Gujranwala were also taken up with agencies and some improvement was made.

Appendix I

پولیس

1- لاکھوں کے ڈاکے اور چوریاں شہری نے ایک ڈاکو مار دیا۔ (گوجرانوالہ)
2- وارداتوں میں لاکھوں کی لوٹ مار ڈاکو تین گھروں کا صفایا کر گئے۔ (فیصل آباد)
3- چور تالے توڑ کر گھر لوٹ کر فرار ہو گئے۔ (خانیوال)
4- ماڈل ٹاؤن پارک میں ڈکیتیاں کرنے والے افراد لاہور پولیس کے جوان نکلے۔ (لاہور)
5- جگہ جگہ وارداتیں شہری لاکھوں سے محروم۔ (گوجرانوالہ)
6- رائے کے سندھواں میں بڑھتی ڈکیتیوں کے خلاف دیہاتوں کا احتجاج۔ (گوجرانوالہ)
7- قانون کی آڑ میں پولیس نے شہریوں کو لوٹنا شروع کر دیا۔ (لاہور)
8- ستو کتلہ دو بچوں کے باپ کا قتل ڈکیتی مزاحمت کا نتیجہ نکلا، اہلیہ زندگی موت کی کشمکش میں مبتلا۔ (لاہور)
9- محکمہ صحت کی سرکاری گاڑی میں ڈکیتی کی واردات۔ (حافظ آباد)
10- Robbery injure four on resistance in Gojra. (ٹوبہ ٹیک سنگھ)
11- لاہور میں ڈاکوؤں کا راج۔ (لاہور)
12- عثمان والا میں چوری ڈکیتی کی وارداتیں عروج پر۔ (قصور)
13- ڈکیتی مزاحمت پر ڈاکوؤں نے ایک شخص کو گولی ماردی۔ (قصور)
14- جی سی جی چوک ایم اے جناح تک وارداتیں۔ (ملتان)
15- ڈاکوؤں نے بارتیوں سے موبائل اور نقدی چھین لی۔ (قصور)
16- قصور ڈاکوؤں نے ٹرک چھین لیا، کیری ڈبہ اور گاڑی چوری۔ (قصور)
17- دولتانہ ڈکیت گینگ نے مسافر بن کر خواتین سے زیورات لوٹ لئے۔ (راولپنڈی)
18- کہوٹہ: آڑی سیداں ناکہ پولیس کیلئے کمائی کا اڈا بن گیا۔ (راولپنڈی)
19- میرج ہالوں اور ہوٹلوں میں جیب تراشوں کا راج۔ (جہلم)
20- ڈکیتی و چوری کی درجنوں وارداتیں، شہری 11 گاڑیوں سے محروم۔ (فیصل آباد)
21- کلمہ چوک انڈر پاس ڈاکوؤں کی پسندیدہ جگہ۔ (لاہور)
22- اقبال ٹاؤن، ڈاکو گھر کے باہر میاں بیوی اور ہمسائے کو لوٹ کر فرار۔ (لاہور)
23- کھڈیاں خاص ڈاکوؤں نے شادی کا سامان لوٹ لیا۔ (قصور)
24- صفدر آباد: اسلحہ کے زور پر 4 ڈاکوؤں نے 2 پٹرول پمپ لوٹ لئے۔ (شیخوپورہ)
25- پنجاب یونیورسٹی کے سابق پروفیسر کے گھر ڈاکہ۔ (لاہور)
26- پنڈی گھیب کا رہائشی ڈکیتی کے دوران مزاحمت پر قتل (اٹک)
27- کینڈا پلٹ خاندان پولیس کے ہاتھوں لٹ گیا۔ (جہلم)

28- اوباش کی بچی سے زیادتی کی کوشش ناکام، ماں اور دادی پر تشدد (حافظ آباد)
29- خاتون کو برہنہ کر کے گلی میں گھمانے والا باعزت بری (گوجرانوالہ)
30- درندے کی کمسن بچی سے زیادتی مظلوم خاندان کو بم سے اڑانے کی دھمکی (لاہور)
31- تین ڈاکوؤں کی خاتون سے اجتماعی زیادتی (شیخوپورہ)
32- گگومنڈی:2اوباشوں کی بچے سے زیادتی، ویڈیو انٹرنیٹ پر اپ لوڈ۔(وہاڑی)
33- چوک اعظم: محلّہ سرفراز آباد میں اوباش لڑکے سکول جانے والی طالبات سے چھیڑ خانی کرتے ہیں۔(لیہ)
34- ہاکی کی کھلاڑی کا بس ڈرائیور پر دھوکے سے زیادتی کا الزام۔(لاہور)
35- بیوہ کو لفٹ کے بہانے کار سوار نے بے آبرو کر دیا۔(سیالکوٹ)
36- ننکانہ تین اوباشوں کی یتیم طالبعلم سے بدفعلی، پولیس کا مقدمے کے اندراج سے ٹال مٹول۔(ننکانہ)
37- چوچک: ڈاکوؤں کا گھر پر دھاوا توڑ پھوڑ خواتین سے بدتمیزی زندہ جلانے کی کوشش۔(اوکاڑہ)
38- امام مسجد نے کمسن کو زیادتی کا نشانہ بنا دیا۔(منڈی بہاؤالدین)
39- ن لیگ کے ایم پی اے رانا نوید اختر اور ساتھیوں کی حاملہ خاتون سے اجتماعی زیادتی۔(رحیم یار خان)
40- گھر میں اکیلی محنت کش کی 13 سالہ بیٹی سے چوہدری کے بیٹے کی زیادتی۔(سیالکوٹ)
41- ٹیوشن سنٹر میں طالبہ سے زیادتی کی کوشش۔(ملتان)
42- گن پوائنٹ پر زیادتی۔(وہاڑی)
43- زیادتی کا نشانہ بنانے والے ملزم پکڑے نہ جا سکے۔(وہاڑی)
44- ایک رات کی دلہن پر بدترین تشدد۔(حافظ آباد)
45- زبردستی زیادتی کر کے بلیو فلمیں بنا کر بلیک میلنگ کرنیوالے گروہ کا انکشاف۔(قصور)
46- معصوم بچیوں سے زیادتی کی وڈیو بیرون ملک بیچی جاتی ہے۔(قصور)
47- قصور اوباشوں نے کمسن لڑکے کو زیادتی کا نشانہ بنا ڈالا۔(قصور)
48- بچی اغوا کے بعد زیادتی کا نشانہ بنانے والوں کے خلاف کارروائی کی جائے۔(ملتان)
49- ٹھٹھہ صادق آباد میں خاتون سے اجتماعی زیادتی۔(خانیوال)
50- کرائے کے مکان لے کر فحاشی جسم فروشی کے اڈے بنا دیئے۔(لاہور)
51- چشتیاں چار بااثر لوگوں نے خاتون اغوا کر کے اجتماعی زیادتی کر ڈالی۔(بہاولنگر)
52- پولیس بیٹی سے زیادتی کے ملزمان سے صلح کیلئے دباؤ ڈال رہی ہے۔(ملتان)
53- پنچائیت نے 50 سالہ بیوہ کی عزت عزت تار تار کر دی۔(مظفر گڑھ)
54- دولت و عظمت گنوانے والے دو شہریوں کی المیہ سرگزشت۔(گوجرانوالہ)
55- دارالامان میں کلرک کی خاتون سے زیادتی۔(مظفر گڑھ)

56- دوافراد کی بچے سے زیادتی۔(لاہور)
57- قبولہ: اوباشوں کی لڑکی سے زیادتی۔(پاکپتن)
58- نواب ٹاؤن دوستوں نے طالبعلم کی برہنہ تصاویر بنالی۔(لاہور)
59- مخالفین کے ایما پر گلگشت کا تھانیدار شادی والے گھر گھس گیا خواتین سے بدتمیزی۔(ملتان)
60- پانچ افراد کا 16 سالہ لڑکے کے ساتھ اسلحہ کے زور پر بدفعلی۔(سیالکوٹ)
61- بہنوئی نے سالا کو 30 ہزار میں بیچ دیا 30 ماہ تک زیادتی۔(گوجرانوالہ)
62- ڈاکوؤں کی بیوہ سے اجتماعی زیادتی۔(مظفرگڑھ)
63- وزیراعلیٰ زیادتی کیس کے ملزم گرفتار کروائیں۔عائشہ بی بی ساہیوال(ساہیوال)
64- بیوی، بیٹی اور بہو سے زیادتی کی کوشش کرنے والے کو پولیس گرفتار نہ کرسکی۔(خانیوال)
65- زمیندار کا ملازم کو زنجیروں سے باندھ کر تشدد(بہاولنگر)
66- بااثر افراد نے بیوہ خاتون کی اراضی پر قبضہ کرلیا۔(ننکانہ)
67- How much land does a man need(فیصل آباد)
68- رکن اسمبلی کی نمبر پلیٹ والی گاڑی سے شراب برآمد(ساہیوال)
69- شاہدرہ: سکولوں کے بچے دفاتر اور کاروبار کیلئے جانیوالے شہری گھنٹوں ٹریفک جام کا عذاب۔(لاہور)
70- پاکپتن میں ٹریفک قانون نام کی کوئی چیز نہیں۔(پاکپتن)
71- فتح جنگ انتظامیہ کی نااہلی، بھاری ٹریفک عوام کے لئے وبال جان۔(اٹک)
72- قصور میں کم عمر ڈرائیورز کی وجہ سے حادثات۔(قصور)
73- مال روڈ پر پولیس کی گاڑی ناکارہ کھڑی۔(ملتان)
74- ٹریفک کی آئے روز بندش سے عوام کو مشکلات۔(راولپنڈی)
75- بہاولنگر دوران ڈیوٹی زخمی ہونے والا سب انسپکٹر علاج سے محروم(بہاولنگر)
76- Your desired (Police) number is not in anybody use(ساہیوال)
77- News take from T.V. programm related police maladministration P.S. Sabzi Mandi, (گوجرانوالہ)
78- منڈی احمد آباد بصیر پور روڈ پر ڈاکو راج پولیس نہر پل تک محدود۔(اوکاڑہ)
79- رشوت کا کمال پنجاب پولیس میں بوگس بھرتی کی رپورٹ پر(آئی جی) سے پوشیدہ انکوائری(آئی جی)
80- جمیل اعوان کی پولیس کے ذریعے شریف شہری کی اراضی پر قبضے کی کوشش(راولپنڈی)
84- لالیاں پولیس کے گرفتار ملزمان چھوڑنے پر شہریوں کا احتجاج۔(چنیوٹ)
85- اہلکاروں کی تعیناتی میں قوانین نظرانداز، ایس ایچ اوز اپنی مرضی کرنے لگے۔(فیصل آباد)
86- شمالی چھاؤنی میں طالبعلم کے قاتل آزاد۔(لاہور)

87- بلکسر میں ڈکیتی کے پے در پے وارداتوں کے خلاف شہریوں کا احتجاج۔(چکوال)
88- پولیس ملازمین محکمانہ بے انصافیوں کا شکار۔(گوجرانوالہ)
89- شاہ کوٹ میں جگہ جگہ جہازوں کی لینڈنگ۔(ننکانہ)
90- رحمانپورہ مالک مکان کا پولیس سے مل کر تشدد۔(لاہور)
91- اوقاف ملازمین کی پٹائی کرنیوالوں کے خلاف مقدمہ درج نہ ہوسکا۔(لاہور)
92- پولیس ملازمین کے خلاف 155 سی کے تحت ایک ہزار مقدمات کسی کو سزا نہ ہوئی۔(لاہور)
93- زرعی ادویات فروخت کرنیوالوں کے خلاف 86 مقدمات فائلوں میں دفن۔(شیخوپورہ)
94- شجاع آباد پولیس ناکے لگا کر شریف شہریوں کو تنگ کرنے لگی۔(ملتان)
95- تھانہ مخدوم رشید کے علاقے میں زہریلی شراب کی تیاری۔(ملتان)
96- پیپر کالونی نمبر 2 کے مکینوں کا منشیات فروشوں کے خلاف احتجاج۔(ملتان)
97- سکولوں کے تالے توڑ کر فرنیچر کو جلانے پر نسپل کے خلاف کارروائی نہ ہونے پر احتجاج۔(ملتان)
98- People of Khankan Dogran Protest against Police.(شیخوپورہ)
99- لاہور پریس کلب کے باہر سرگودھا کے شہریوں کا احتجاج۔(سرگودھا)
100- اٹک شہریوں میں پرچی جوا عروج پر کوئی پوچھنے والا نہیں۔(اٹک)
101- ملکوال رشوت نہ ملنے پر بے گناہ شہری حوالات میں بند۔(منڈی بہاؤالدین)
102- شادی تقریبات میں ہوائی فائرنگ سے شہریوں کا جینا محال۔(ٹوبہ ٹیک سنگھ)
103- پولیس انصاف کرے۔(گوجرانوالہ)
104- جلالپور جٹاں: میرج ہال مالک کا ملازم کو ننگا کر کے تشدد۔(گجرات)
105- بااثر ملزمالکان کی منیجر سے غنڈہ گردی، مکان پر قبضہ کرلیا۔(گوجرانوالہ)
106- پولیس نے بغیر گرفتاری ڈالے 20 روز تک حراست میں رکھنے کے بعد چھوڑ دیا۔(لاہور)
107- حاضر ڈیوٹی ملازمین اور مختلف کے خلاف مقدمہ۔(بہاولنگر)
108- پولیس قاتلوں کے ساتھ مل گئی۔(منڈی بہاؤالدین)
109- فیروز والہ چوکی انچارج کے گھر پر دھاوا۔(شیخوپورہ)
110- فتح جنگ پولیس کا نیا کارنامہ۔(اٹک)
111- سنگین کوتاہی جان لیوا ثابت ہوئی۔(گوجرانوالہ)
112- بچے کو اغوا کے ملزمان گرفتار نہ کرنے کے خلاف احتجاج۔(ملتان)
126- پولیس نے لڑکی کو زخمی حالت میں سڑک پر پھینک دیا۔(ننکانہ)
127- طلباء کے قاتلوں کی عدم گرفتاری کے خلاف مظاہرہ۔(ٹوبہ ٹیک سنگھ)۔

-118 نوجوان کی تشدد زدہ لاش کھیتوں سے برآمد۔(قصور)
-111 دو ہفتے قبل اغوا ہونے والے کی لاش فاروق آباد سے برآمد۔(حافظ آباد)
-112 نوجوان کا پولیس حراست میں قتل۔(پاکپتن)
-113 مخالفین نے شہری کو قتل کر کے لاش جوہڑ میں پھینک دی۔(قصور)
-114 لوئر مال نوسربازوں نے 70 سالہ خاتون کو نشہ پلا کر مار ڈالا۔(لاہور)
-115 پرائیویٹ سکول کے پرنسپل نے استانی اغوا کر لی۔(گوجرانوالہ)
-116 سٹی-42 نے تاجر سے بھتہ مانگنے کی سی سی ٹی وی فوٹیج حاصل کر لی۔(لاہور)
-117 نائب قاصد کے لئے انٹرویو نہ ہو سکا، امیدواروں کا احتجاج۔(لاہور)
-118 بدھلہ سنت میں کھلے عام منشیات بکنے لگی پولیس خاموش۔(ملتان)
-119 سرائے سدھو پولیس نے منشیات کے مقدمے میں بیگناہ کو چلان کر دیا۔(خانیوال)
-120 میاں چنوں ونواح میں منشیات کا دھندہ عروج پر پولیس منتھلیاں لے کر خاموش۔(خانیوال)
-121 مخدوم پور پہوڑاں میں منشیات کی فروخت جاری۔(خانیوال)
-122 زمینداروں کا زمین پر ناجائز قبضہ۔(ملتان)
-123 دوران ڈیوٹی جاں بحق اے ایس آئی کے بیٹے کو ملازمت نہ مل سکی۔(شیخوپورہ)
-124 دہلی گیٹ میں منشیات فروشی، جوئے کے اڈے۔(ملتان)
-125 انصاف کے لئے دربدر محنت کش کی آئی جی آفس سے بھی شنوائی نہ ہو سکی۔(فیصل آباد)

ڈی۔سی اوز

-1 فقیر والا گیارہ کروڑ کا میگا پروجیکٹ شہریوں کے لئے عذاب۔(بہاولنگر)
-2 انتظامیہ بے بس مویشی منڈی میں غیر قانونی وصولیاں۔(ملتان)
-3 چونیاں رجسٹری برانچ پٹواری اور کلرک دونوں نے ریٹ بلند کر دیئے، شہری پریشان۔(قصور)
-4 سیلاب زدگان سے رشوت وصول۔(حافظ آباد)
-5 99 ملین سے بننے والا بس ٹرمینل 2 سال سے ویران۔(قصور)
-6 تحصیل میونسپل ایڈمسٹریشن میں سمبڑیال میں کروڑوں کی کرپشن۔(سیالکوٹ)
-7 جنرل ریکارڈ میں کروڑوں مثلوں کو دیمک چاٹنے لگی، لاکھوں فائلیں برباد۔(گوجرانوالہ)
-7 گوگیرہ جندرا کہ روڈ مکمل کی جائے۔(اوکاڑہ)
-8 صفائی نہ ہونے کے باعث گڑھ موڑ کے محلے فیلتھ ڈپو میں تبدیل۔(جھنگ)
-9 قبرستان میں گندگی کے ڈھیر۔(جھنگ)
-10 گجرات کے مکینوں کو صاف پانی و نکاسی آب اور ٹریفک کا سامنا۔(گجرات)

11- ہاشمی بازار گندگی کے ڈھیر تجاوزات، ناقص سیکورٹی۔ (گوجرانوالہ)
12- صفائی کے دعوے پانی گھروں میں داخل۔ (راولپنڈی)
13- سانگلہ ہل: انتظامیہ کی غفلت سیوریج سسٹم ناکارہ، گلیوں میں گندا پانی بھر گیا۔ (ننکانہ)
14- دینہ بوہڑیاں سٹاپ جھیل کا منظر پیش کرنے لگا۔ (جہلم)
15- حضرو انتظامیہ کی نااہلی تھانہ روڈ تالاب کا منظر پیش کرنے لگی۔ (اٹک)
16- پنڈ دادنخان نکاسی آب کے ناقص نظام سے گلیوں میں گندا پانی، تعفن۔ (جہلم)
17- UC-13 اکرم ٹاؤن میں ناقص سیوریج صاف پانی ناپید۔ (گوجرانوالہ)
18- واٹر پیوریفکیشن پلانٹ کی ٹوٹیاں غائب، گندگی۔ (ملتان)
19- نجی سکول کے سامنے خالی پلاٹ کو مکینوں نے کوڑے سے بھر دیا۔ (گوجرانوالہ)
20- شمس آباد جمعہ بازار میں گندگی کے ڈھیر لگ گئے، تعفن۔ (ملتان)
21- ٹھیکیدار سیوریج اور سولنگ کا کام ادھورا چھوڑ کر غائب۔ (ملتان)
22- سیوریج خراب پانی نایاب، کوڑے کے ڈھیر لگ گئے۔ (ملتان)
23- عملہ صفائی کی نااہلی گندگی کے ڈھیر۔ (ملتان)
24- ملتان شہر میں کچرے و آلائشوں کے ڈھیر۔ (ملتان)
25- حضرو کا تھانہ روڈ تالاب بن گیا۔ (اٹک)
26- سرکاری اراضی پر گندگی کے ڈھیر۔ (خانیوال)
27- ٹی ایم اے چشتیاں کی نااہلی، نکاسی آب و سیوریج ناکارہ۔ (بہاولنگر)
28- مختلف علاقوں میں گندگی کے ڈھیر۔ (جہلم)
29- راجہ سلطان میں غیر قانونی کارخانے، گندگی۔ (راولپنڈی)
30- پانی کی قلت۔ (راولپنڈی)
31- صفائی کے ناقص انتظامات، گندگی کے ڈھیر۔ (راولپنڈی)
32- مضر صحت پانی پینے سے سرکاری سکول کے 10 طالبعلم بے ہوش۔ (پاکپتن)
33- کوڑا کرکٹ اور آلائشیں ٹھکانے نہ لگانے کے خلاف موضع رابر کے مکینوں کا احتجاج۔ (ملتان)
34- شاہ رکن عالم کالونی کے بلاک سیوریج بند مکین اذیت میں مبتلا۔ (ملتان)
35- چوک شہیداں کے علاقے باغ بیگی کی غریب آباد میں سیوریج لائن کئی روز سے بند۔ (ملتان)
36- کبیر والا عملہ صفائی گارا ٹھانے کیلئے نذرانہ وصول کرنے لگے، احتجاج۔ (خانیوال)
37- خلیل ٹاؤن میں گندے پانی کے جوہڑ پر احتجاج۔ (خانیوال)
38- پاکپتن میں صفائی کی حالت ناگفتہ بہ۔ (پاکپتن)

39- شہر میں اٹھائی جانے والی گندگی جھیل کنارے جمع ہونے لگی۔(خانیوال)
40- ناقص صفائی انتظامات۔(ملتان)
41- ڈینگی سپرے سے طلباء کی حالت غیر۔(اٹک)
42- محمد علی ٹاؤن میں تین دن سے پانی بند۔(چکوال)
43- پوٹھوہار ٹاؤن کی یو۔سی نمبر 76 میں صفائی کی صورتحال خراب پانی نہیں صرف بل آتا ہے۔(راولپنڈی)
44- سرکاری ذبح خانہ میں گندگی بدبو۔(گوجرانوالہ)
45- کباڑ خانہ ڈینگی مچھر کی آماجگاہ بن گئی۔(ننکانہ)
46- گندگی کے ڈھیر مچھروں کی بھرمار، ملیریا پھیلنے لگا۔(سرگودھا)
47- مثالی گاؤں وینکے تارڑ میں گندگی کے ڈھیر سیوریج ناکارہ۔(حافظ آباد)
48- شاہ کوٹ انتظامیہ کی نااہلی شہر بھر میں گندگی کے ڈھیر۔(ننکانہ)
49- ننکانہ صاحب میں مچھروں کی یلغار لوگوں کی نیندیں حرام۔(ننکانہ)
50- خواجہ صفدر اوور ہیڈ بریج کے حفاظتی جنگلے مرمت نہ ہو سکے۔
51- گٹر کے پانی سے گاجروں کی دھلائی۔(ملتان)
52- محلّہ گرین ٹاؤن سیوریج نظام درہم برہم۔(سیالکوٹ)
53- گورنمنٹ زمیندار کالج کے باہر گندگی کے ڈھیر۔(گجرات)
54- بچیانہ گندگی کے ڈھیر۔(فیصل آباد)
55- قدیمی قبرستان سے سید کامل علی شاہ کی چار دیواری سولنگ اور نکاسی آب کی سہولت سے محروم۔(قصور)
56- کچہری روڈ کے قریب سیوریج بند۔(ملتان)
57- سیوریج کے لئے کھودی سڑک تعمیر نہ کرنے پر مظاہرہ۔(ملتان)
58- انتظامیہ کی نااہلی گندگی کے ڈھیر۔(جہلم)
59- ناقص صفائی کا انتظام، گندگی کے ڈھیر۔(چکوال)
60- جگہ جگہ کوڑے کے ڈھیر۔(سیالکوٹ)
61- ٹی ایم اے کی غفلت سرکاری پانی میں سانپ نکلنے لگے۔(قصور)
62- گورنمنٹ کالونی کی سیوریج لائن دو سال میں ناکارہ۔(ناکارہ)
63- پھولنگر تجاوزات گندگی کے ڈھیر گلیاں جوہر بن گئیں، شہریوں کی زندگی اجیرن ہوگئی۔(قصور)
64- صفائی کے ناقص انتظامات تجاوزات شہری مسائل کا شکار۔(منڈی بہاؤالدین)
65- کروڑوں کے فنڈ سے تیار ہونے والی سڑک ٹوٹ پھوٹ کا شکار۔(ملتان)
66- گھکڑ بازار میں گٹروں کا گندا پانی کھڑا ہونے پر تاجروں کا احتجاج۔(گوجرانوالہ)

67- کروڑوں کے فنڈ سے تیار ہونے والی سڑک ٹوٹ پھوٹ کا شکار۔(ملتان)
68- لنک بند کا خستہ حال پل، دس سال بعد بھی تعمیر نہ ہوسکا۔(قصور)
69- فوارہ چوک حافظ آباد کا پبلک پارک کچرے کی بدبو سے بھر گیا۔(حافظ آباد)
70- ایمن آباد ٹوٹ ہوئے روڈ گندا پانی سڑکوں پر جمع۔(گوجرانوالہ)
71- دولت روڈ کھنڈرات میں تبدیل۔(راولپنڈی)
72- بچے کی گٹر میں ہلاکت کا مقدمہ درج نہ ہوسکا۔(قصور)
73- ڈسٹرکٹ کمپلکس کی موٹریں خراب۔(حافظ آباد)
74- ٹی ایم اے کی غفلت سے شہر کی گلیاں سڑکیں کھنڈر میں تبدیل۔(قصور)
75- فلٹریشن پلانٹ کے فلٹر عرصہ دراز سے تبدیل نہ ہوسکے۔(خانیوال)
76- جامع سعیدیہ روڈ پر سیوریج کا گندا پانی جمع ڈی سی او سے صفائی کا مطالبہ۔(خانیوال)
77- سینٹری ورکرز غائب خانیوال کے اکثر علاقوں میں آلائشیں پڑی ہیں۔(خانیوال)
78- ٹی ایم اے کی نااہلی علاقہ مکین کالے پانی سے تنگ۔(خانیوال)
79- وحدت کالونی بازار: ناقص سیکورٹی انتظامات سے سڑک کے درمیان بجلی کے پول۔(گوجرانوالہ)
80- میوزیم کی بلڈنگ ٹوٹ پھوٹ کا شکار۔(چکوال)
81- چپراڑ روڈ ٹوٹ پھوٹ کا شکار۔(سیالکوٹ)
82- علی ٹاؤن میں خستہ حال روڈ۔(راولپنڈی)
83- کھوٹہ پھاٹک اوور ہیڈ بریج تعمیر نہ ہوسکا۔(راولپنڈی)
84- مندر روڈ میں ناقص میٹریل کا استعمال۔(راولپنڈی)
85- غیر قانونی تعمیرات۔(راولپنڈی)
86- دولتانہ کی مرکزی شاہراہ ٹوٹ پھوٹ کا شکار۔(راولپنڈی)
87- UC حویلی کورنگا کی عمارت بھوت بنگلہ بن گئی۔(خانیوال)
88- دو قدم چلو بازار سڑک ختم تجاوزات۔(ننکانہ)
89- دینہ، سروس روڈ، فت پاتھ پر قبضہ۔(جہلم)
90- شہر کی نئی سڑک ٹوٹ پھوٹ کا شکار۔(خانیوال)
91- جہانیاں ہسپتال کی تعمیر میں ناقص میٹریل کا استعمال۔(خانیوال)
92- لنک روڈ کی مرمت میں ناقص میٹریل کا استعمال۔(ملتان)
93- شمس آباد کالونی سڑک پر گڑھا مرمت لٹک گئی۔(ملتان)
94- شکر گڑھ، نورکوٹ، مینگڑی روڈ کی تعمیر میں ناقص میٹریل کا استعمال۔(نارووال)

95- واٹر پیور نکلیشن پلانٹ کی بروقت مینٹیننس نہ ہوسکی، نہ فلٹر تبدیل ہوا۔(ملتان)
96- مضرصحت کیمیکل سے پانی کی ٹنکیاں تیار۔(راولپنڈی)
97- اقبال لائبریری ٹوٹ پھوٹ کا شکار۔(جہلم)
98- UC حویلی لکھا کورنگا عمارت بھوت بنگلہ بن گئی۔(خانیوال)
99- زلزلے سے کچہری ریکارڈ روم میں دراڑیں۔(ملتان)
100- عبداللہ پل چوک میں بنی سڑک پر بننے والے گڑھے نے انتظامیہ کی قلعی کھول دی۔(فیصل آباد)
101- ABC روڈ پر ناقص میٹریل کا استعمال۔(فیصل آباد)
102- مخدوم پور خانیوال روڈ ٹوٹ پھوٹ کا شکار۔(خانیوال)
103- ٹی ایم اے جہانیاں کے ترقیاتی منصوبوں میں ناقص میٹریل استعمال۔(خانیوال)
104- قصور کی معروف سڑکوں پر قبضہ مافیا کا راج۔(قصور)
105- دولت روڈ پر جگہ جگہ غیر قانونی تیل ایجنسیاں۔(راولپنڈی)
106- بلوکی، سیلما نکی نہر کا پل ٹوٹ پھوٹ کا شکار، بڑے حادثات۔(قصور)
107- جادہ چوک سے کچہری روڈ ٹوٹ پھوٹ کا شکار۔(جہلم)
108- اہم شاہراہوں پر ٹریفک سگنل ناکارہ۔(خانیوال)
109- شجاع آباد سڑک کنارے، راجباہوں پر عملہ کی ملی بھگت سے درختوں کا صفایا۔(ملتان)
110- چک RS میں بیمار جانوروں کے گوشت کی فروخت۔(ملتان)
111- انتظامیہ کی غفلت سے مضرصحت گوشت فروخت۔(اوکاڑہ)
112- کہوٹہ مضرصحت اشیاء فروخت۔(راولپنڈی)
113- شیخوپورہ، سویٹس اور نمکو کے کارخانے بچوں اور بڑوں میں موت بانٹنے لگے۔(شیخوپورہ)
114- قادر پورہ کے نواحی علاقوں میں جعلی مشروبات کی بھرمار۔(ملتان)
115- مضرصحت فالودہ کی دوکانیں موت بانٹنے لگیں۔(قصور)
116- قادر پور میں ہوٹلوں پر ناقص صفائی انتظامات (ملتان)
117- غیر معیاری اشیاء خوردونوش کی فروخت جاری۔(قصور)
118- ناقص کھانوں کی فروخت۔(خانیوال)
119- مضرصحت اور ملاوٹ شدہ اشیاء کی فروخت کا مرکز بن گیا۔(ملتان)
120- دولتانہ ہوٹلوں اور ڈھابوں پر مضرصحت اشیاء فروخت۔(راولپنڈی)
121- مضرصحت دودھ کی فروخت۔(خانیوال)
122- ملاوٹ شدہ دودھ کی فروخت۔(قصور)

123- ناقص اشیاء مہنگے داموں فروخت۔(وہاڑی)
124- منڈی بہاؤالدین میں غیر قانونی تیل کی ایجنسیاں۔(منڈی بہاؤالدین)
125- بغیر حفاظتی اقدامات کے ایل پی جی کی ری فلنگ۔(ملتان)
126- غیر قانونی پرنٹنگ ایجنسیوں کی بھرمار۔(خانیوال)
127- چونیاں ٹرانسپورٹر کے ناجائز اڈوں سے شہریوں کی زندگی اجیرن۔(قصور)
128- سکولوں کالجوں کے باہر تمباکو کی دوکانوں کھوکھوں میں اضافہ۔(لاہور)
129- شاہ کوٹ میں اسلامی یونیورسٹی کے قیام پر کروڑوں کا فراڈ،طلباء رل گئے۔(ننکانہ)
130- میری بیوی کو میڈیکل سرٹیفکیٹ جاری کرنے کیلئے ڈیڑھ ماہ سے خوار کیا جارہا ہے۔(ملتان)
131- محبوب عالم سکول کی اراضی قبضہ گروپ سے واگزار نہ کروائی جاسکی۔(گوجرانوالا)
132- کچا کھوہ میں پڑھو پنجاب کے نعرے مذاق بن گیا۔(خانیوال)
133- میاں چنوں سکول ٹیچر کا پہلی کلاس کے طلباء پر تشدد۔(خانیوال)
134- بااثر قبضہ مافیا کا سرکاری اراضی پر قبضہ،عمارتیں تعمیر۔(حافظ آباد)
135- فیروز والہ بااثر افراد نے سربمہر فیکٹری کھول دی۔(شیخوپورہ)
136- نہر لوئر باری دوآب کے گرد سینکڑوں ایکڑ رقبہ پر قبضہ۔(ساہیوال)
137- قبرستان کی اراضی پر فصلیں کاشت۔(ملتان)
138- پٹواری کی ہوشیاری ایک رقبہ دومرتبہ بیچ ڈالا۔(قصور)
139- موڑ کھنڈا قبضہ گروپ نے قبرستان کی جگہ پر حویلیاں تعمیر کرلیں۔(ننکانہ)
140- کروڑوں کی غیر قانونی انتقال رجسٹریوں میں بے ضابطگیاں۔(سیالکوٹ)
141- پنڈی گھیب میں زمینوں کا ریکارڈ منتشیوں کے حوالے۔(اٹک)
142- شاہ کوٹ پٹواری نے دیہاتی کو 2 ہزار کا ٹیکہ لگا دیا۔(ننکانہ)
143- رجسٹر پر جائیداد منتقلی تاخیر کا شکار۔(ٹوبہ ٹیک سنگھ)
144- سول ہسپتال کے ڈاکٹروں کی رہائش گاہوں پر غیر متعلقہ افراد کا قبضہ۔(ملتان)
145- UC-27 میں کمپیوٹرائزڈ دستاویزات کا حصول مشکل۔(گوجرانوالہ)
146- اپیل میرے لیے انصاف حسیب حسن (جنرل منیجر اسکارٹس انٹرنیشنل)۔(گوجرانوالہ)
147- غیر قانونی لاری اڈا شہریوں کے لئے وبال جان۔(چکوال)
148- ڈسکہ آوارہ کتوں کے کاٹنے سے سات افراد زخمی۔(سیالکوٹ)
149- باولے کتوں سے شہری پریشان۔(راولپنڈی)
150- آوارہ کتے۔(لاہور)

151- مری گردونواح میں باؤلے کتوں کی بھرمار۔(راولپنڈی)
152- بیول اور گردونواح میں آوارہ اور بیمار کتوں کی بھرمار۔(اٹک)
153- گجرخان میں گلی محلوں میں آوارہ خارش زدہ کتوں کی بھرمار۔(راولپنڈی)
154- گوجرخان میں پاگل کتوں نے متعدد افراد کو کاٹ لیا۔(راولپنڈی)
155- لیڈی ہیلتھ ورکرز کا احتجاج۔(اوکاڑہ)
156- بعض سرکاری افسروں نے پرائیویٹ پی آر اور کھ لئے۔(بھکر)
157- حسیب وقاص شوگر ملز کسانوں کے 16 کروڑ ہڑپ کرگئی،احتجاج۔(ننکانہ)
158- تحصیل کبیر والا میں غیر قانونی ہاؤسنگ سکیموں کے خلاف کارروائی کی اپیل۔(خانیوال)
159- رکشا یونین پروفیشنل ٹیکس پر احتجاج۔(خانیوال)
160- اتائیوں کی بندے مار مہم جاری،محکمہ خاموش۔(پاکپتن)
161- نیم حکیم خطرہ جان کا مونکے میں عطائی نے بھائی کی جان لے لی۔(گوجرانوالہ)
162- عبدالحکیم رول ہیلتھ سنٹر کی دوسٹاف نرسوں کی عدم موجودگی سے مریضوں کا مشکلات۔(خانیوال)
163- پارکنگ کمپنی لاکھوں کی آمدنی والے سٹینڈ چھڑنے میں ناکام۔(لاہور)
164- ٹھیکدار گھروں کے سامنے مٹی ڈال کر غائب۔(ملتان)
165- دلکش لاہور پراجیکٹ پر عمل نہ ہوسکا۔(لاہور)
166- DCO آفس سے درخواستیں غائب ہوگئیں۔(قصور)
167- چونیاں،افسر اشتمال،سپیشل مجسٹریٹ اور سب رجسٹرار کی سیٹیں خالی،سائل خوار۔(قصور)
168- Law makers occupy state land in collusion with officials.(مظفرگڑھ)
169- اسسٹنٹ ڈائریکٹر لوکل گورنمنٹ عملہ سمیت دفتر سے غائب۔(حافظ آباد)
170- خانیوال بااثر افراد نے محکمہ کی ملی بھگت سے ناجائز پائپ لائن لگا دیا۔(خانیوال)
171- میرٹ پر باردانہ فراہم کرنے پر تحصیلدار جہانیاں کا تبادلہ۔(خانیوال)
172- نجی ہسپتال میں نارمل ڈیلیوری کی بجائے بڑا آپریشن۔(ملتان)
173- نجی تعلیمی اداروں کا فیسوں کی کمی سے انکار۔(اوکاڑہ)
174- UC دوبیرن خورد کا ریکارڈ جلا دیا گیا۔(راولپنڈی)
175- Government record room in a shable(گجرات)
176- نیو سبزی منڈی کی تزئین و آرائش سست روی کا شکار۔(خانیوال)
177- کچا کھوہ گرلز ہائی سکول کی ٹیچرز غیر حاضر طالب کا مستقبل داؤ پر لگ گیا۔(خانیوال)
178- ڈسکہ غیر رجسٹرڈ سکول کی بھرمار۔(سیالکوٹ)

179- پرانا بھٹہ والا قبرستان میں مویشی۔(منڈی بہاؤالدین)
180- لمس وال تا جنڈیالی بنگلہ سڑک کی ناقص تعمیر۔(خانیوال)
181- مندرہ بنیادی مرکز صحت سے عملہ غائب مریض پریشان۔(راولپنڈی)
182- بے نظیر ہسپتال میں سینئر ڈاکٹر غائب۔(راولپنڈی)
183- 8ارب کے ٹینڈر بھی خستہ حال تریموں ڈیم پل کا مقدر نہ تبدیل کر سکے۔(جہلم)
184- حکام کی عدم توجہ شاہ شمس پارک کی دیوار ٹوٹ گئی۔(ملتان)
185- انسٹیوٹ آف بلائنڈ سینٹر کی بس سروس ڈیڑھ ماہ سے بند۔(ملتان)
186- منڈی بہاؤالدین، ٹف ٹائل منصوبہ شہریوں کے لئے وبال جان۔(منڈی بہاؤالدین)
187- راولپنڈی میں ڈینگی کے 1643 مریض۔(راولپنڈی)
188- چلڈرن کمپلیکس کے ری ہبلیٹیشن سنٹر کی چھت بوسیدہ۔(ملتان)
189- نواحی قصبہ دین پور گادیاں میں موجود قدیم تاریخی تور دروازہ محکمہ اثار قدیمہ کی غفلت۔(گوجرانوالہ)
190- وہاڑی قبرستان کی چار دیواری نہ ہونے سے قبروں کی بے حرمتی۔(وہاڑی)
191- کہوٹہ ٹی ایم اے کی غفلت سے سرکاری گاڑیاں ناکارہ۔(راولپنڈی)
192- دولتانہ چلڈرن پارک پر قبضہ، جانوروں کے باڑے میں تبدیل۔(راولپنڈی)
193- مندرہ چکوال روڈ پر لگے لاکھوں مالیت کے درخت غائب۔(چکوال)

ریونیو

1- رجسٹری برانچ مین گھپلے پھر شروع ریڈ کراس کی آمدن کھوکھاتے(SMBR)
2- چونیاں میں محکمہ مال کے افسروں کی اسامیاں خالی سائلوں کو مشکلات۔(SMBR)
3- (SMBR) People of Harbanspura protest against a land mafia.
4- تحصیلدار کی عدم موجودگی سے عوام کی مشکلات میں اضافہ۔(SMBR)

ایل ڈی اے

1- لفٹ خراب ایک شخص تہہ خانے میں گھر کے جاں بحق۔(لاہور)
2- اچھرہ میں پانچ منزل عمارت ٹیڑھی ہوگئی۔(لاہور)
3- ایل ڈی اے ایونیو پلاٹوں کی ڈیجٹالیزیشن میں سنگین بے ضابطگیاں۔(لاہور)

ایل جی اینڈ سی ڈی

1- ٹوبہ حفاظتی انتظامات کے بغیر عملہ مین ہولز کی صفائی پر مجبور۔(ٹوبہ ٹیک سنگھ)
2- 13000 یوسی سیکرٹریوں کی ترقیاں لٹک گئیں۔

3- تحصیل فیروز والہ شعبہ انجینئرنگ میں مالی بدعنوانی کا انکشاف (شیخوپورہ)

4- لاوارث افراد کا قبرستان انتظامیہ کی بے حسی علامت بن گیا۔

5- UC-69 بنگلہ والا کے یوسی سیکرٹری پر اندراج برتھ سرٹیفکیٹ کی فراہمی۔

6- بوسیدہ پائپ لائنوں میں سیوریج پانی شامل۔

7- Legal hitchers delaying poising by laws approval

ہائیر ایجوکیشن

1- گورنمنٹ ڈگری کالج کی طالبات کا پرائیویٹ بھجوانے کا انکشاف۔

2- گورنمنٹ ڈگری کالج کی طالبات کا پرائیویٹ داخلہ بھجوانے کا انکشاف۔

3- گورنمنٹ کالج خان بیلا رحیم یار خان کی عمارت 10 کروڑ روپے کی لاگت سے ایک سال قبل ہی تعمیر کی گئی ٹوٹ پھوٹ کا شکار۔

4- کندیاں ضلعی انتظامیہ بے بس گرلز کالج 5 سال سے التواء کا شکار۔

سکول ایجوکیشن

1- پنجاب کے 7000 پرائمری سکول بغیر بجلی کے۔

2- ڈیسک نہ واش روم گورنمنٹ سکول بنیادی سہولتوں سے محروم۔

3- گوجرانوالہ ضلع کے 47 سکولوں میں بجلی کی سہولت میسر نہیں۔

4- نور پور تھل میں صرف ایک گرلز سکول طالبات کی مشکلات۔

5- 7000 پرائمری سکولز سیکورٹی کے بغیر۔

6- کندیاں: ضلع انتظامیہ کی بے حسی گرلز کالج 5 سال سے التواء کا شکار۔

7- سہولتوں سے محروم سکول۔

8- 75 سے کم تعداد والے ہائر سیکنڈری سکول میں تبدیل کرنے کا معاملہ۔

9- کلرک داخلہ فیس ہڑپ کر گیا۔ طلباء کا سال ضائع۔

10- پرائمری سکول میں بااثر افراد کا قبضہ مویشی باندھے ہوئے ہیں۔

11- سکول چار دیواری سے غائب سہولیات ناپید۔

12- گرلز سکول گوجرانوالہ کے کمروں میں مویشی۔

13- میاں چنوں گورنمنٹ سکول 127 پندرہ ایل میں تعلیمی نظام برباد۔

14- سرکاری سکول دیوار بارش کے باعث گر گئی جبکہ گراؤنڈ میں پانی جمع۔

15- دھاریوال: سرکاری سکول پرائمری میں صرف ایک استاد 260 طلباء کیلئے۔

16- کنجوانی پرائمری سکول احاطہ بیمار پول میں صرف ایک ٹیچر۔

17- چک نمبر 129 آر گرلز پرئمرای سکول چک 129 دی آر میں ٹیچر نہ ہونے کے باعث 6 ماہ سے بند طلباء کا مستقبل داؤ پر لگ گیا۔
18- گورنمنٹ بوائز پرائمری سکول چک 129 دی آر میں ٹیچر نہ ہونے کے باعث 6 ماہ سے بند طلباء کا مستقبل داؤ پر لگ گیا۔
19- پبلک کی بدانتظامی اتوار کے روز اردو کا پرچہ لیا گیا۔
20- گورنمنٹ کالج خان بیلا رحیم یار خاں کی عمارت 10 کروڑ روپے کی لاگت سے ایک سال قبل ہی تعمیر کی گئی ٹوٹ پھوٹ کا شکار ہو چکی۔
21- Village School Expose of Govt. Indierence
22- لوئر مال: بچے کے داخلے کے لئے آنے والی خاتون سے استاد کی دست درازی۔
23- وزیر اعلیٰ کے نام (کرن بنت مختار احمد)۔
24- بستی ملوک: گورنمنٹ بوائز ہائی سکول میں گندگی کے ڈھیر، پینے کا صاف پانی بھی دستیاب نہیں۔
25- چک نمبر 29 آر گرلز پرائمری سکول ایک ٹیچر 5 سال سے چھٹی پر۔
26- سکولوں کی آئی ٹی لیبز کے کمپیوٹرز ناکارہ ہونے کا انکشاف۔

سیکرٹری لٹریسی

1- تعلیم بالغاں کے 470 سنٹر یونیفارم اور بنیادی سہولتوں سے محروم۔

واسا

1- 10 فلٹریشن پلانٹ لگانے کا منصوبہ لٹک گیا۔ (لاہور)
2- شاہدرہ گندگی کے ڈھیر ابلتے گٹر مکینوں میں بیماریاں پھیل گئیں۔ (لاہور)
3- گندگی اور سیوریج کے پانی کی نکاسی نہ ہونے پر اہل علاقہ کا احتجاج۔ (لاہور)
4- شاہین آباد میں مرکزی سیوریج لائن بند گٹر ابل پڑے۔ (ملتان)
5- سیوریج کی پلی ٹوٹ پھوٹ کا شکار بدبو سے شہری پریشان۔ (لاہور)
6- کچی آبادی ممتاز آباد میں پانی نہ ہونے پر احتجاجی مظاہرہ۔ (ملتان)
7- واسا داتا گنج بخش ٹاؤن میں مزید 80 بوگس ترقیاتی سکیمیں۔ (لاہور)
8- اربوں کی فنڈنگ کے باوجود واسا فیصل آباد شہریوں کو پینے کا صاف پانی فراہم کرنے میں ناکام۔ (فیصل آباد)
9- ڈسٹرکٹ گورنمنٹ بڑے نالوں کی صفائی کرنے میں ناکام سیلاب کا خطرہ۔ (راولپنڈی)
10- واسا انتظامیہ کی بے حسی میٹر کا متبادل روٹ بدستور زیر آباد۔ (ملتان)
11- سیوریج کے لئے کھودی گئی سڑک سال بعد بھی تعمیر نہ ہو سکی۔ (ملتان)
12- 4 سالہ بچہ میں ہول میں گر گیا۔ (ملتان)
13- ممتاز آباد میں لگایا جانے والا واٹر پلانٹ بے بسی کی تصویر۔ (ملتان)

۔ہاؤسنگ اینڈ پی ایچ ای

-1 میگا پراجیکٹ میں ناقص میٹریل کا استعمال سرکاری خزانے کو کروڑوں کا ٹیکہ۔
-2 سیالکوٹ بغیر ٹینڈر ٹائلز لگانے کا کام شروع بل مل جائیگا۔
-3 ٹھیکیداروں کو ناقص میٹریل کی اجازت دے کر لاکھوں روپے کا کمیشن بنایا گیا۔
-4 پنجاب کے چاروں صوبائی محکموں میں 11 ارب کی کرپشن کا انکشاف۔

ہیلتھ

-1 Over 8000 shats fo substandard dry administered to patients.(لاہور)
-2 نشتر ہسپتال میں وہیل چیئر روسٹر چیئر کو زنجیروں سے باندھا ہوا ہے۔(سیکرٹری ہیلتھ)
-3 تتلے عالی: ٹی بی کنٹرول کے ملازمین 8 ماہ سے تنخواہوں سے محروم۔(سیکرٹری ہیلتھ)
-4 میڈیکل سٹور پر نشہ آور انجکشن و سیرپ فروخت۔(سیکرٹری ہیلتھ)
-5 اٹک لیڈی ہیلتھ ورکرز 4 ماہ سے تنخواہ سے محروم۔(سیکرٹری ہیلتھ)
-6 گوجر خاں لان میں بچے کی پیدائش کے خلاف کوئی کارروائی نہ ہوسکی۔(سیکرٹری ہیلتھ)
-7 شجاع آباد ہسپتال میں ڈاکٹروں کی قلت، ٹراما سنٹر صرف قدیم بنی شکل محدود۔(سیکرٹری ہیلتھ)
-8 فرائنزک لیبارٹری برفت ایکوریٹس فراہم کرنے میں ناکام۔(سیکرٹری ہیلتھ)
-9 جانوروں کے ٹیکے انسانوں کو لگائے جانے لگے۔(سیکرٹری ہیلتھ)
-10 ادارے اور گڈ گورنس؟
-11 عملے کی کمی کے باعث سٹی ہسپتال ڈسپنسری میں تبدیل۔
-12 کڈنی سنٹر کی عمارت میں خامیاں حکومت جلد فعال کرنے پر بضد۔(ملتان)
-13 ہسپتالوں کے انسی ریٹر خراب لاچی طبی فضلہ سائیکل کر کے بیچنے لگے۔(ملتان)
-14 Por Health of hospital in Gujrat(گجرات)
-15 خاتون نے ہسپتال کے پارک میں بچے کو جنم دے دیا۔(سیکرٹری ہیلتھ)
-16 محکمہ صحت کی سرکاری گاڑی میں واردات۔
-17 فنڈز کی عدم دستیابی گوجرانوالہ میں چلڈرن ہسپتال کی تعمیر کا منصوبہ لٹک گیا۔(گوجرانوالہ)
-18 سمن آباد میں تعمیر ہونے والا ہسپتال فعال نہ ہوسکا۔(لاہور)
-19 نااہلی چھپانے کیلئے پی آئی سی نے زائد المیعاد ادویات نالے میں پھینک دیں۔(لاہور)
-20 میو ہسپتال پرچی فیس 1 روپے پارکنگ فیس 15 روپے۔(لاہور)
-21 فیصل آباد: سرکاری ہسپتال سے ڈاکٹر غائب۔(فیصل آباد)
-22 ایک سال میں ایل پی فنڈ سے سوا کروڑ روپے نکلوانے کا انکشاف۔(سیکرٹری ہیلتھ)

23- زچہ بچہ سنٹر میں خسرہ ٹیکے لگوانے کیلئے 200 روپے وصول۔(سیکرٹری ہیلتھ)
24- سروسز ہسپتال کیلئے طبی آلات کی خریداری میں کرڑوں کی بدعنوانی۔(لاہور)
25- عطاؤں کی بھرمار۔(سیکرٹری ہیلتھ)
26- عطائی کے تجربے نے مریضہ کو بستر مرگ پر ڈال دیا۔(سیکرٹری ہیلتھ)
27- ڈسٹرکٹ ہسپتال منڈی بہاؤالدین میں ادویات اور ڈاکٹر کی کمی۔(سیکرٹری ہیلتھ)
28- Staff shortage at THQ hospital Gujrat۔(گجرات)
29- DHQ ہسپتال میں ہیپاٹائٹس کے انجکشن نایاب ہوگئے۔(سیکرٹری ہیلتھ)
30- شاہدرہ ہسپتال پریشر گروپ کا راج مستقل ایم ایس تا حال نہ مل سکا۔(لاہور)
31- Despite Lavish spending health facilities(سیکرٹری ہیلتھ)
32- چار ماہ قبل کتے کے کاٹنے سے متاثرہ نوجوان دم توڑ گیا۔(سیکرٹری ہیلتھ)
33- ایف آئی سی میں ادویات نایاب ہزاروں مریض خوار۔(سیکرٹری ہیلتھ)
34- پیرامیڈیکل سٹاف لیڈی ہیلتھ ورکرز کا احتجاج۔(سیکرٹری ہیلتھ)
35- ہسپتال کے وارڈ بوائے نے لفٹ کا دروازہ کھولا مگر موت کا کھل گیا۔(سیکرٹری ہیلتھ)
36- میو ہسپتال میں 13 سال بچی سے وارڈ بوائے کی زیادتی۔(سیکرٹری ہیلتھ)
37- سروسز ہسپتال، مریضوں کے لواحقین کا ڈاکٹر پر تشدد۔(سیکرٹری ہیلتھ)
38- کوٹ خواجہ سعید ہسپتال میں آکسیجن ناپید سے خاتون جاں بحق۔(سیکرٹری ہیلتھ)
39- ڈاکٹر کی عدم دلچسپی DHQ ہسپتال اٹک میں طالبہ جاں بحق۔(اٹک)
40- ڈاکٹر کی مبینہ غفلت سے چلڈرن ہسپتال میں بچی جاں بحق۔(لاہور)
41- کمالیہ میں مچھروں کی بہتات سے مہلک امراض پھیلنے لگے حکام خاموش۔(سیکرٹری ہیلتھ)
42- DHQ ہسپتال میں کئی روز سے پانی بند، گندگی کے ڈھیر۔(سیکرٹری ہیلتھ)
43- حضرو: تحصیل ہسپتال میں سہولتوں کا فقدان زخمیوں کو طبی امداد نہ دی جا سکی۔(سیکرٹری ہیلتھ)
44- اجینیا نوالہ: بنیادی مرکز صحت بھوت بنگلے کا منظر پیش کرنے لگا۔(سیکرٹری ہیلتھ)
45- سرکاری ہسپتال میں ناقص میٹریل کا استعمال۔(سیکرٹری ہیلتھ)
46- راجہ جنگ کا واحد سرکاری ہسپتال مسائل کا گڑھ بن گیا۔(سیکرٹری ہیلتھ)
47- لیڈی ایچ سن ہسپتال میں چوہے نے نومولود کو کاٹ ڈالا۔(سیکرٹری ہیلتھ)
48- جناح ہسپتال کا عملہ آئی سی یو ساڑھے 3 سال سے آپریشنل نہ ہوا۔(لاہور)
49- THQ ہسپتال میں طبی سہولتوں کا فقدان مریض رل گئے۔(سیکرٹری ہیلتھ)
50- THQ پنڈی گھیب، ڈینگی وارڈ میں سہولتوں کا فقدان۔(سیکرٹری ہیلتھ)

51- سرکاری ہسپتالوں میں بستروں کی شدید کمی 1700 افراد کیلئے صرف ایک بیڈ۔(سیکرٹری ہیلتھ)

52- منڈے سید میں بنیادی مرکز صحت کی بلڈنگ ٹوٹ پھوٹ کا شکار۔

53- میڈیکل سٹور پر نشہ آور انجکشن و سیرپ فروخت ہونے لگے۔

54- وینٹی لیٹر ڈائیلاسیز مشین خراب مریضوں کی زندگی داؤ پر (ملتان)

55- ہسپتال میں پلاسٹک سرجری کا شعبہ ویران 90 فیصد سرجنز کی سیٹیں خالی۔

دانش سکول

1- دانش سکول رحیم یار خاں کی تعمیر میں 14 کروڑ کی کرپشن کا انکشاف۔(MD Danish School)

ACS ENERGY/S&GAD

1- 50 دفاتر کی سولر پر منتقلی کا منصوبہ شروع نہ ہوسکا۔

2- سول سیکرٹریٹ میں جاں بحق ڈرائیور کو واجبات نہ مل سکے۔

3- 8 ہزار سے زائد کمپیوٹر آپریٹرز کی ترقیاں التوا کا شکار۔

4- انٹی کرپشن کروڑوں سکینڈل انجام تک پہنچانے میں ناکام۔

BISE

1- ری چیکنگ کیلئے درخواستیں دینے والے امیدوار نتائج سے لاعلم۔(گوجرانوالہ)

2- ملتان بورڈ کی اعلیٰ کارکردگی: سینکڑوں طلباء وطالبات 4 سال بعد بھی میٹرک اسناد سے محروم۔(ملتان)

3- فیصل آباد بورڈ کے نگران کی فرعونیت۔(فیصل آباد)

FOREST WILDLIFE & FISHERIES

1- جنگل میں غیر قانونی شکار کا سلسلہ عروج پر پہنچ گیا۔(سیکرٹری)

2- محکمہ جنگلات پنجاب میں کروڑوں کی متعدد انکوائریاں التواء کا شکار۔(سیکرٹری)

TOURISM

1- محکمہ سیاحت کی غفلت کلر کہار جھیل سکڑ گئی۔(سیکرٹری)

2- ۔(سیکرٹری)

WALLED CITY LAHORE

1- تاریخی ورثہ قرار دی جانے والی مسجد وزیر خاں کے گیٹ پر سٹال لگے ہیں۔

ARCHAEOLOGY

1- گوجرانوالہ نواحی قصبہ دین پور گادیاں میں موجود قدیم تاریخی عمارت گورنمنٹ کی عدم دلچسپی۔

ایگریکلچر

1- جنوبی پنجاب میں غیر معیاری اور غیر تصدیق شدہ بیجوں کی فروخت۔(سیکرٹری)

چیف لینڈ کمیشن

1- لینڈ کمیشن کی 1.5 ارب مالیتی اراضی نیلامی کے لئے جعلی فرد ملکیت کے استعمال کا انکشاف۔

ٹراسپورٹ

1- ٹرانسپورٹ کرایوں میں 100 فیصد اضافہ۔(سیکرٹری)

میٹروبس

1- میٹرو کی ٹوٹی سیڑھیوں نے 70 سالہ بزرگ کی جان لے لی۔

پی ایچ اے

1- شہر میں غیر قانونی بورڈ اتارنے کے نام پر لوٹ مار۔

پی اینڈ ڈی

1- ضلع حکومت کا ورلڈ بینک سے قرضوں کا سلسلہ جاری۔

2- ستوکتلہ ڈرین کی لاگت 19 کروڑ سے 70 کروڑ ہوگئی۔

3- آزادی چوک سنگل فری منصوبہ بغیر منظوری 51 کروڑ اضافی خرچ۔

SWM

1- نشتر ہسپتال کے سامنے سڑک کے درمیان گندگی۔

2- ابدالی کالونی میں سالڈ ویسٹ عملہ نااہلی کی وجہ سے کئی دن سے پڑے ہوئے گندگی کے ڈھیر۔

انوائرمنٹ

1- منڈی بہاؤالدین میں مردہ جانور کی چربی سے گھی تیار ہونے لگا۔(سیکرٹری)

2- محکمہ تحفظ ماحولیات کے انسپکٹرز ہسپتال ویسٹ فروخت کرنے لگے۔(سیکرٹری)

3- قصور مردہ جانوروں کے اعضا پگھلا کر گھی تیل تیار کرنے کا انکشاف۔

فنانس

1- اکاؤنٹ آفس اٹک نے عملے کی خوشیاں پر پانی پھیر دیا۔(سیکرٹری)

آئی اینڈ پی

1- نہروں کی بھل صفائی موگھوں کا لیول درست نہ رہ سکا۔(سیکرٹری)

2- ٹیریز کے زہریلے پانی سے سطح آلودہ آبی حیات مرنے لگے۔(سیکرٹری)

3- الہ آباد میں نہری پانی چوری ٹیل کے کاشتکار کو پریشانی۔(سیکرٹری)

4- فیروزوالہ ششماہی نہر کی پختگی کے دوران ناقص میٹریل کا استعمال۔(سیکرٹری)

5- ٹیریز کے زہریلے پانی سے سطح آلودہ آبی حیات مرنے لگے۔(سیکرٹری)

6- نائے پوا: نہروں کی بھل صفائی نہ ہوسکی۔

C&W DEPARTMENT

1- چونیاں تا کھڈیاں اور پتوکی کنگن پور روڈ کی تعمیر میں کروڑوں کے گھپلے۔(سیکرٹری)

2- ناقص میٹریل کروڑوں کی لاگت سے تعمیر ہونے والی سڑک ٹوٹ گئی۔(سیکرٹری)

3- محکمہ ہائی وے عدم توجہی کی وجہ سے ٹوٹ پھوٹ۔

4- C&W میں اربوں کی کرپشن انکوائریاں انجام تک نہ پہنچ سکیں۔

5- مری پونے 2 ارب کی لاگت سے 3 سال قبل تعمیر سڑکیں تباہ۔

سپورٹس

1- وزیراعلیٰ کی ایک نظر ادھر بھی۔نو سال سے قصور جمنیزیم مکمل نہ ہوسکی۔(سیکرٹری)

جیل خانہ جات

1- قصور ڈسٹرکٹ جیل میں قیدیوں کی ہلاکت ملزموں کی گرفتاری کا حکم۔(آئی جی)

پیسی

1- محکمہ سوشل سیکورٹی گجرات کا عملہ مزدوروں کیلئے وبال جاں بن گیا۔

اینٹی کرپشن

1- کروڑوں کا سکینڈل انجام تک پہنچنے میں ناکام۔

ایکسائز اینڈ ٹیکسیشن

1- محکمہ ایکسائز نمبر پلیٹوں کی مد میں کروڑوں روپے وصول کرنے لگے۔(سیکرٹری)

لیبر

1- محکمہ سوشل سکیورٹی گجرات کا عملہ مزدوروں کے لئے وبال جاں بن گیا۔(سیکرٹری)

ایل اینڈ ڈی ڈی

1- حیوانات کی ادویات میں بڑے پیمانے پر ملاوٹ کا انکشاف۔(سیکرٹری)

ٹیوٹا

1- ٹیکنیکل ٹریننگ انسٹی ٹیوٹ کمالیہ میں سیکورٹی انتظامات نامکمل۔

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Appendix II

Appendix II

CONTACT US

District	Address	Phone
Lahore	Ombudsman Punjab, Head Office Lahore, Prof. Ashfaq Ali Khan Road, Lahore	99211773 99212499 Fax:99210961
	Secretary, Ombudsman Punjab, Head Office Lahore, Prof. Ashfaq Ali Khan Road, Lahore	99211783
	Registrar, Ombudsman Punjab, Head Office Lahore, Prof. Ashfaq Ali Khan Road, Lahore	99211780 Fax:99213432
	OCPC, Ombudsman Punjab, Head Office Lahore, Prof. Ashfaq Ali Khan Road, Lahore	042-99212425 Helpline:1050
	Advisor-LH1, Ombudsman Punjab, Sub Head Office Lahore, 32-D, Aftab Ahmad Khan Road, Jail Road, Lahore.	042-99205525 Fax:-99205529
	Advisor-LH2, Ombudsman Punjab, Sub Head Office Lahore, 32-D, Aftab Ahmad Khan Road, Jail Road, Lahore.	042-99205528 Fax:-99205532
	Advisor-LH3, Ombudsman Punjab, Sub Head Office Lahore, 32-D, Aftab Ahmad Khan Road, Jail Road, Lahore.	042-99205526 Fax:-35463658
	Advisor-LH4, Ombudsman Punjab, Sub Head Office Lahore, 32-D, Aftab Ahmad Khan Road, Jail Road, Lahore.	042-99205527 Fax:-99205531
Kasur	Ombudsman Punjab, District Regional Office Kasur. D.C.O. Complex, Near Zila Katchery, Kasur.	049-9250091 Fax:2724632
Nankana Sahib	Ombudsman Punjab, District Regional Office Nankana Sahib. Main Mangatan Wala Road, Near Dar-u-Raqum School, Nankana Sahib.	056-2876633
Sheikhupura	Ombudsman Punjab, District Regional Office Sheikhupura. Zila Council, Company Bagh, Sheikhupura	056-9239239
Bahawalpur	Ombudsman Punjab, Sub Head Office Bahawalpur. District Council Office, Railway Road, Milaad Chowk, Bahawalpur	Ph. & Fax: 062-2887207
Bahwalnagar	Ombudsman Punjab, District Regional Office Bahawalnagar. WAPDA Scarp Rest House, Bahawalnagar.	063-9240120 063-9240132
R.Y. Khan	Ombudsman Punjab, District Regional Office R. Y. Khan. Shahi Road, Near SDO Office, Provincial Highway, R. Y. Khan	068-9230143
D G Khan	Ombudsman Punjab, Sub Head Office D. G. Khan. H: No. 2 3, Block X, Opposite Main Gate Cricket Stadium, Model Town, D.G. Khan	064-9260320 Fax:2470171
Layyah	Ombudsman Punjab, District Regional Office	0606-413772

	Layyah. Market Committee Complex, College Road, Layyah	
Muzaffargarh	Ombudsman Punjab, District Regional Office Muzaffargarh. DCO Office, Muzaffargarh	066-9200263
Rajanpur	Ombudsman Punjab, District Regional Office Rajanpur. District Council Office, Aaala Abad Chowk, Rajanpur.	0604-689099
Multan	Ombudsman Punjab, Sub Head Office Multan. T-Block, New General Bus Stand Road, New Multan, Multan.	061-9220002 Fax:-9220006
Khanewal	Ombudsman Punjab, District Regional Office Khanewal, Zila Council Office, Khanewal	065-2555130
Lodhran	Ombudsman Punjab, District Regional Office Lodhran, TMO Office, Lodhran	0608-9200040
Vehari	Ombudsman Punjab, District Regional Office Vehari, Near Basic Health Centre, Street No. 1 North, Danewal town, Vehari.	067-3366442
Sahiwal	Ombudsman Punjab, Sub Head Office Sahiwal. Zafar Ali Stadium , Sahiwal	040-9200188
Okara	Ombudsman Punjab, District Regional Office Okara, Jinnah Stadium District Complex Okara.	044-9200430
Pakpattan	Ombudsman Punjab, District Regional Office Pakpattan. DCO Office, Pakpattan	0457-376299
Sargodha	Ombudsman Punjab, Sub Head Office Sargodha, H: No.15, Canal Colony, District Court Road, Opposite Commissioner House, Sargodha.	048-9230885 048-9230866 Fax:-9530865
Bhakkar	Ombudsman Punjab, District Regional Office Bhakkar. District Office Building E.D.O (CD) Near Maila Ground, Bhakkar.	0453-9200067 Fax:- 9200068
Khushab	Ombudsman Punjab, District Regional Office Khushab. Zilla Nazim Office Complex, Khushab	0454-920004 0454-920003 Fax:-720059
Mianwali	Ombudsman Punjab, District Regional Office Mianwali. Jahaz Chowak, DCO Complex, Near Senior Civil Court, Mianwali.	0459-920122 Fax:-234445
Faisalabad	Ombudsman Punjab, Sub Head Office Faisalabad. Zila Council Complex, Faisalabad.	041-9200850
Chiniot	Ombudsman Punjab, District Regional Office Chiniot. Z-Block, Near Asghar Chowk, Settlite Town, Chiniot.	047-6330850
Jhang	Ombudsman Punjab, District Regional Office Jhang. District Council Office, Jhang	047-9200111 047-7623737 Fax:7623737
T.T. Singh	Ombudsman Punjab, District Regional Office T. T. Singh. Social Welfare Building, Jhang Road, T. T. Singh.	046-2513838
Gujranwala	Ombudsman Punjab, Sub Head Office Gujranwala. Cooperative Complex Opposite Central Jail, GRW.	055-9200170

Gujrat	Ombudsman Punjab, District Regional Office Gujrat. DCO Complex, Old AC Office, Gujrat.	053-9260017
Hafizabad	Ombudsman Punjab, District Regional Office Hafizabad. DCO Complex, EDO Works Building, Hafizabad.	0547-520500
M.B. Din	Ombudsman Punjab, District Office M. B. Din. District Complex Assembly Hall, M. B. Din.	0546-650004
Narowal	Ombudsman Punjab, District Regional Office Narowal. Social Welfare Complex, Near Al-Raheem Garden Phase II, New Lahore Road, Narowal.	0542-411243
Sialkot	Ombudsman Punjab, District Regional Office Sialkot. Qila Peer Muradia, Sialkot	052-9250755
Rawalpindi	Ombudsman Punjab, Sub Head Office Rawalpindi. Old Zila Council Building, District Courts, Rawalpindi.	051-9292793 051-9292794 051-9292795 051-5145589 Fax: 9292796
Attock	Ombudsman Punjab, District Regional Office Attock. New Civil Court Complex, Attock.	057-9316396
Chakwal	Ombudsman Punjab, District Regional Office Chakwal. Near DCO Office, Chakwal.	0543-660347
Jhelum	Ombudsman Punjab, District Regional Office Jhelum. District Nazim Office, Jhelum.	0544-9270111 Fax:-9270110