

OMBUDSMAN PUNJAB

**ANNUAL REPORT
2007**



OMBUDSMAN

**2-BANK ROAD, LAHORE
PAKISTAN**



شروع اللہ کے نام سے جو بڑا مہربان نہایت رحم کرنے والا ہے۔

In the name of Allah Who is the most Merciful and Beneficent



Mr. Abdur Rashid Khan, Ombudsman Punjab, presenting Annual Report 2007 to Lt. General (R) Khalid Maqbool, Governor Punjab at Governor House Lahore.

**OFFICERS AT THE PRINCIPAL SEAT, LAHORE & REGIONAL
OFFICES MULTAN, RAWALPINDI & SARGODHA
OFFICE OF THE OMBUDSMAN PUNJAB**



SITTING (L TO R)

Mr. Riasat Ali Khan (*Advisor R.O. Rawalpindi*), Mian Muhammad Afzal (*Advisor*), Mr. Abdur Rauf Khan (*Secretary*), Mr. Abdur Rashid Khan (*Ombudsman*), Ch. Salamat Ali (*Advisor*), Syed Bahadur Ali Shah (*Advisor R.O. Multan*), Mr. Ghulam Abbas Khan (*Advisor R.O. Sargodha*).

STANDING (L TO R) FIRST ROW

Mr. Muhammad Ubaid Ullah Sial (*Consultant R.O. Sargodha*), Mr. Mukhtar Ahmad Rana (*Consultant*), Mr. Muhammad Shafi Rana (*Consultant*), Mr. Muhammad Farooq Syed (*Consultant*), Mr. Qadir Hussain Qaiser (*Consultant*), Mr. Muhammad Ahmed Bhatti (*Consultant*), Kh. Muhammad Sharif (*Consultant*), Ch. Nawaz Ahmed Ghumman (*Consultant*), Mr. Muhammad Iqbal Nasir (*Consultant*),

STANDING (L TO R) SECOND ROW

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STANDING (L TO R) THIRD ROW

Mr. Imtiaz Ahmad (*Admn. & Accounts Officer*), Mr. Ehsan Ghani (*Protocol Officer*), Mr. Najam-us-Sauqib Qureshi (*System Analyst*), Hafiz Muhammad Yaqub (*S.O. I&C*), Mr. Ahsan-ul-Haque (*Registrar*)



Hội Nghị Thanh Tra Châu Á Lần Thứ 10
The 10th Asian Ombudsman Association Conference - Hanoi Vietnam, 25-28 April 2007



D.O.NO.POP.1-786/2003
**OFFICE OF THE
OMBUDSMAN, PUNJAB
2-BANK ROAD, LAHORE**

March 25, 2008

My dear Governor,

As required by section 28 of the Punjab Office of the Ombudsman Act, 1997, it is my privilege to submit Annual Report of the Office for the year 2007. This is the 11th Report since the Office was established in 1996 and the fourth and final Report of my term as the Ombudsman.

Since one crucial feature of this institution is prompt provision of relief wherever it is due, top priority was assigned in these four years to dispose of maximum number of complaints in the shortest possible time. Starting with a pendency of 3,683 complaints when I took over, the year under report closed with 2,786 pending complaints, thereby reducing the pendency by 897; a reduction of nearly 25 percent. Reduced pendency also supports the conclusion that the complaints are being disposed of without undue delay.

In a Province of the size of the Punjab, investigation of complaints only at Lahore was also not considered in conformity with the objective of the institution to provide relief as close to the place of residence of aggrieved persons and as inexpensively as possible. The Regional Office at Multan which had been approved earlier and was in the process of being set up, was made functional in June, 2004. Regional Office at Rawalpindi was got approved in 2005 which became functional in early 2006. Finally another Regional Office at Sargodha has been set up in 2007 and made operative. Since the Local Government Ordinance provides for establishment of District Ombudsman, the present spread of regional offices of the Ombudsman for the Province is considered adequate.

It has always been kept in view that merely disposing of a complaint is not an end in itself. Concerted efforts were made to have the relief provided wherever a case of maladministration was established. In view of the provision in the law of a representation, the only option available to a government agency is to either implement the direction given by the Ombudsman or file a representation. Efforts to bring this idea home to all concerned have shown positive results but a clear and firm direction from the Government would improve things further.

In the year under report the focus remained on consolidating the initiatives taken earlier and to build upon these. Year 2007 saw a significant increase in the number of complaints received i.e. 13,681 as compared to 11,872 in 2006 and 8,503 in the year before that. The progressive increase is reflective of the trust placed by aggrieved persons in the ability of this Office to redress their grievances. Despite large number of complaints filed, the disposal during the year was higher still i.e. 13,860 as compared to 13,681 instituted. Understandably, the number of complaints which we could not entertain because of the bars placed by the law on the jurisdiction, also increased. A large number of such non-entertainable complaints originated from public servants which is indicative of the need on the part of departmental authorities to proactively solve the problems faced by their staff.

Section 32 of the Act provides an opportunity to a person aggrieved by a decision or order of the Ombudsman to file a representation before the Governor. While forwarding decision of the Ombudsman to the agencies as well as to the complainants this provision is clearly referred to. This has also led to filing of increased number of representations before the Governor. During the year under report, out of a record number of 452 representations decided by the Governor, only 25 i.e. 5.5 percent of the total decided, were accepted. The orders were modified in another 18 cases. This can be interpreted to mean that the decisions given by the Ombudsman are basically sound and in accordance with the laws and the rules.

Laws, rules, policies have been evolving over time but in some cases these may not have kept pace with the changed conditions or concept of governance which has been becoming more humane and public friendly. While deciding individual cases a critical evaluation of rules, regulations and policies is also undertaken and the provisions regarded as unfair, harsh or outdated are not only identified, the departments are also advised to review these and to bring these in harmony with the changed circumstances. It is noted with satisfaction that in a number of cases, modifications have been made which have been welcomed by the public. Some of the changes made and further recommendations for consideration by Government departments are included in this Report also.

I must wholeheartedly acknowledge that decisions given by you in the representations guided us in providing relief to those suffering on accounts of maladministration. Moreover, achievements of the last 4 years to make this Office an effective means of serving the suffering citizens promptly and at minimal expense to them, would not have been possible without your help and encouragement. I must also acknowledge the support and the cooperation received from all other levels of the government.

With deep regards,

Yours sincerely,

(Abdur Rashid Khan)

**Lt. Gen. Khalid Maqbool (Retd.), HI(M), HI,
Governor of the Punjab,
Lahore**

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



GOVERNOR

GOVERNOR'S HOUSE
LAHORE

PSG-1/2008
April 25, 2008

ANNUAL REPORT 2007

My dear Abdul Rashid Khan
السلام عليكم

I am writing to compliment you for the compilation and presentation of the Annual Report, 2007. Your objective analysis as well as the recommendations for combating maladministration in various government departments/agencies with a view to improving their efficiency is indeed laudable.

I have noted with pleasure the high disposal of cases and subsequent determined follow up by your office. The increasing number of complaints is also indicative of the public confidence in the Office of the Ombudsman for seeking relief of their grievances. Further, various steps taken up by the office of the Ombudsman to provide a conducive working environment to the visiting complainants is indeed commendable. Setting up of offices in the far flung districts of the Punjab to extend the reach of your office close to the door steps of the aggrieved persons has significantly contributed in providing relief to the public.

The recommendations made in the report pertaining to various government departments/agencies are valuable and practicable which I have already forwarded to the government for implementation.

Please also convey my appreciation to all your staff who contributed towards your efforts in providing quick relief to the public.

I am confident that the Office of the Ombudsman would continue to strive to provide speedy and in-expensive relief to the general public.

With best wishes
Yours Sincerely

LT GEN KHALID MAQBOOL (RETD)
H.I.,H.I.(M)

Mr. Abdur Rashid Khan,
Provincial Ombudsman,
2-Bank Road,
Lahore

**PROFILE OF
MR. ABDUR RASHID KHAN
(OMBUDSMAN PUNJAB)**

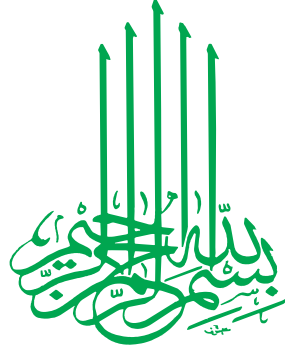


Mr. Abdur Rashid Khan was sworn in as the 4th Ombudsman for the Province of Punjab by the Governor on the 17th May, 2004. He holds Master's degree in English Literature from Government College, Lahore with the 1st position in Punjab University. Later, he also got a Law degree from the Punjab University Law College Lahore. He also has Postgraduate Diploma with distinction in Development Studies from Cambridge University, England.

After completing his education Mr. Abdur Rashid Khan joined the (now defunct) Civil Service of Pakistan and served on various field assignments in Sub Divisions, Districts and Divisions as well as Attached Departments and Autonomous Bodies in top positions. He also held important positions as Secretary to the Government of Punjab of different departments. On his transfer to the Federal Government, he served as Additional Secretary Interior Division and as Secretary to the Government of Pakistan Population Welfare Division. His last appointment while in government service was as Director General, Civil Services Academy, Lahore. He, thus, has vast experience of field and secretariat

assignments of both the Provincial as well as the Federal Governments and an in-depth knowledge of the difficulties faced by citizens coming in contact with government agencies.

Mr. Abdur Rashid Khan attended a two week seminar organized in New Delhi by Asian Productivity Organization. He participated in a six week programme on Personnel Management in University of Connecticut Hartford U.S.A. As Federal Secretary Population Welfare he represented Pakistan in the 36th session of United Nations Commission on Population and Development at the United Nations Headquarters New York in April 2003. He led a delegation of the Interior Division to Turkey and also visited Iran and United States as member of high level delegations. He attended the 9th Asian Ombudsman Association meeting in Hong Kong in November, 2005 and also acted as a panelist in one session of the meeting. Mr. Abdur Rashid Khan participated in the 10th Asian Ombudsman Association held in Hanoi, Vietnam in April 2007



إِنَّ اللَّهَ يُأْمُرُ بِالْعَدْلِ وَالْإِحْسَانِ

(Para 14, Surah Nahal, Ayat 90)

﴿ اللہ تعالیٰ یقیناً انصاف اور بھلائی کا حکم دیتا ہے ﴾

CONTENTS

	Page No.
ABOUT THE OFFICE	1-3
ORGANIZATION OF THE OFFICE OF THE OMBUDSMAN, PUNJAB	4-6
CHAPTER-I	
EXECUTIVE SUMMARY	7-10
CHAPTER-II	
STATISTICAL ANALYSIS	
1. Year-wise Receipt & Disposal of Complaints (30.9.1996 to 31.12.2007)	11-12
2. Department/Agency-wise Breakup of Complaints Received	13-14
3. District-wise Breakup of Complaints Received.....	15-16
4. Non-maintainable Complaints	17-18
5. Nature of Maladministration Reflected in Maintainable Complaints	19-20
6. Complaints Pertaining to Maladministration in Service Matters.....	21-22
7. Disposal of Complaints.....	23-24
8. Breakup of Complaints Decided after Investigation.....	25-26
9. Breakup of Complaints Awaiting Implementation of Directions	27-28
10. Department / Agency Wise Breakup of Directions Awaiting Implementation	29-30
11. Month-wise Receipt & Disposal of Complaints	31-32
12. Department / Agency-wise Representations Decided by the Governor	33-34
13. Month-wise Receipt & Disposal of Implementation Petitions	35-36
CHAPTER-III	
REPRESENTATIVE CASES	
PART-I	
SUMMARIES OF REPRESENTATIVE CASES IMPLEMENTED WITH OUT FILING REPRESENTATION	
DEPARTMENT / AGENCY	
1. A.G. Punjab / DAOs	37
2. Benevolent Fund Boards.....	42
3. Boards of Intermediate & Secondary Education	43
4. Communication & Works.....	45
5. Education.....	47
6. Excise & Taxation	52
7. Health.....	53
8. Industries	54
9. Local Government & Community Development.....	54
10. Police	56
11. Prisons	58
12. Revenue	59
13. Social Welfare	61
14. Universities.....	62

PART-II

SUMMARIES OF REPRESENTATIVE CASES IMPLEMENTED AFTER REPRESENTATIONS REJECTED BY GOVERNOR

DEPARTMENT / AGENCY	
1. A.G. Punjab / DAOs	63
2. Boards of Intermediate & Secondary Education	64
3. Communication & Works	65
4. Cooperatives	67
5. District Governments	69
6. Education	71
7. Food	75
8. Health	77
9. HUD & PHE	78
10. Irrigation & Power	79
11. Local Government & Community Development	80

PART-III

SUMMARIES OF REPRESENTATIVE CASES WHERE SOU MOTU COGNIZANCE WAS TAKEN

DEPARTMENT / AGENCY	
1. Education	82
2. District Governments	86

PART-IV

SUMMARIES OF REPRESENTATIVE CASES OF GRIEVANCES REDRESSED WITHIN VERY SHORT PERIOD

DEPARTMENT / AGENCY	
1. Agriculture	87
2. Boards of Intermediate & Secondary Education	88
3. District Accounts Offices	89
4. Excise & Taxation	90
5. Health	91
6. Board of Technical Education	91
7. Revenue	91
8. Universities	92

CHAPTER-IV RECOMMENDATIONS

PART-I

GENERAL	95-99
----------------------	-------

PART-II

SPECIFIC TO DEPARTMENTS

DEPARTMENT / AGENCY	
1. Accountant General Punjab	100
2. Benevolent Fund	101

3.	Colonies	102
4.	Communication & Works	103
5.	Education	104
6.	Excise & Taxation	110
7.	Fisheries	110
8.	Food	110
9.	Health	111
10.	Irrigation and Power	112
11.	Planning & Development	113
12.	Police	113
13.	Services & general Administration	117
CHAPTER-V		
STATUS & IMPLEMENTATION OF RECOMMENDATIONS MADE IN THE ANNUAL REPORT 2006		119-151
CHAPTER-VI		
COVERAGE BY PRINT MEDIA		152-191
CHAPTER-VII		
ACKNOWLEDGEMENTS		192-205
CHAPTER-VIII		
IMPRESSIONS OF COMPLAINANTS		206-234
CHAPTER-IX		
POLICIES/RULES GOT REVIEWED/REITERATED/CLARIFIED		235-241
CHAPTER-X		
APPENDICES		
1.	The Punjab Office of the Ombudsman Act 1997 (Act X of 1997)	242-256
2.	Ombudsman for the Province of Punjab (Registration, Investigation & Disposal of Complaints) Regulations, 2005	257-270
3.	List of Abbreviations	271-273
4.	UO No.DS(O&M)5-3/2004/Contract/Ombd-Pb dated 9 th May, 2007	274
5.	SOR-III(S&GAD)2-10/2007 dated 22 nd October, 2007	275-276
6.	SO(W-1)5-7/97 dated 14 th September, 2007	277
7.	SOR-III(S&GAD)2-10/2006 dated 5 th January, 2008	278
8.	SOR-III(S&GAD)2-23/2003 (P) dated 20 th March, 2006	279
9.	SO(SE-IV)2-34/2006 (CRC)(Ombuds) dated 12 th March, 2008	280
10.	SOR-IV(S&GAD)10-1/2003 dated 11 th October, 2006	281
11.	SOR-III-1-22/90 dated 1 st September, 1993	282
12.	SOR-III (S&GAD)3-12/2007 dated 17 th December, 2007	283
13.	No.FD SR-III/4-119/07 dated 24 th October, 2007	284
14.	No.FD(M-Rec)2-18/2001 (Advice) dated 14 th December, 2006	285

ABOUT THE OFFICE

ABOUT THE OFFICE

1. History and Establishment of the Office

Eversince, an administrative setup was created to deal with the problems which members of a society may face, need was also felt for a mechanism to redress the grievances arising out of the decisions and actions of the administrative machinery. There has also been a yearning among ordinary human beings for a mechanism which would provide relief in a prompt and comparatively inexpensive manner. With the increase of responsibility assumed by the state, the need for such an institution was felt still more strongly. It was in this background that the institution of Ombudsman was conceived and setup.

2. Although, the first Office of the Ombudsman was established in Sweden about 200 years back as a parliamentary supervisory official, yet the concept became popular and was accepted gradually in an increasing number of countries from 1960's onward. In Pakistan, although, the need for such an office was felt since long, yet it was set up at the federal level in 1983. This Province followed suit and set up Office of the Ombudsman on the 3rd September, 1996 by promulgating Punjab Office of the Ombudsman Ordinance, 1996. This Ordinance was followed by two other Ordinances and finally the Punjab office of the Ombudsman Act, 1997 was promulgated.

3. Since its establishment, the following have served as Provincial Ombudsman:-

- i). **Mr. Justice (R) Munir Ahmad Khan** 22.10.1996 to 28.12.1996
- ii). **Mr. Justice (R) Manzoor Hussain Sial** 26.01.1997 to 25.01.2000
- iii). **Mr. Justice (R) Sajjad Ahmad Sipra** 12.02.2000 to 11.02.2004
- iv). **Mr. Abdur Rashid Khan, Present Ombudsman** since 17.5.2004.

4. Some important provisions of law governing the working of this Office are given below:-

- a) Mandate: The Punjab Office of the Ombudsman Act, 1997 lays down in very explicit terms the mandate assigned to the Ombudsman. It extends to protection of right of the people, insuring adherence to the role of law, diagnosing, redressing and rectifying any injustice done to a person through maladministration and for suppressing corrupt practices.
- b) Maladministration: Since the Office can only take cognizance of cases of maladministration, this term has been defined in section 2(2) of the Act *ibid* as to include
 - i) "a decision, process, recommendation, act or omission or commission which:-

- a) is contrary to law, rules or regulations, or is a departure from established practice or procedure, unless it is bonafide and for valid reasons; or
 - b) is perverse, arbitrary or unreasonable, unjust, biased, oppressive or discriminatory; or
 - c) is based on irrelevant grounds; or
 - d) Involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses.
- ii) Neglect, inattention, delay, incompetence, inefficiency and ineptitude in the administration or discharge of duties and responsibilities”.
- c) Jurisdiction, Functions and Powers of Ombudsman: Under section 9 of the Act, the ombudsman can take cognizance on a complaint in any of the following four manners:-
- i) On a complaint by any aggrieved person;
 - ii) On a reference by the Government or the Provincial Assembly;
 - iii) On a motion of the Supreme Court or the High Court made during the course of any proceedings before it; and

iv) Of his own motion.

Jurisdiction of the ombudsman extends to cases of maladministration on the part of any agency of the Province or any of its officers or employees. However, the jurisdiction does not extend to matters which:-

- i) are subjudice, before a court of competent jurisdiction on the date of the receipt of a complaint, reference or motion; or
- ii) relate to the external affairs of Pakistan or the relations or dealings of Pakistan with any foreign state or government; or
- iii) relate to, or are connected with the defence of Pakistan or any part thereof, military, naval or air force of Pakistan or the matters covered by the laws relating to those affairs.

The Ombudsman can not entertain personal complaints by or on behalf of a public servant or functionary if it is against the agency in which he is or has been working and relates to his service.

The complaints are investigated in accordance with the Regulations framed for this purpose and a direction is given to the agency to take specified steps to redress the grievance, if maladministration is established. Under section 32 of the Act, a party aggrieved by an order passed by the Ombudsman can file a representation. In cases where representations are filed, final orders passed the Governor are awaited

before taking up their implementation.

5. **Structure of the Office**

Presently, the Office of the Ombudsman consists of four Offices, i.e.:-

Head Office at Lahore and Regional Offices at Multan, Rawalpindi and Sargodha. Territorial jurisdiction of Head Office includes districts of Lahore, Shiekhupura, Kasur, Okara, Nankana Sahib, Gujranwala, Sialkot, Narowal, Gujrat, Hafizabad, Mandi Bahauddin, Faisalabad, Jhang, T.T. Singh, Bahawalnagar, Sahiwal and Pakpattan.

The Regional Office Multan entertains complaints emanating from districts of Multan, Khanewal, Lodhran, Vehari, D.G. Khan, Muzzafargarh, Rajanpur, Layyah, Bahawalpur and Rahimyar Khan.

Rawalpindi Regional Office entertains and investigates complaints filed by residents of Rawalpindi, Attock, Jehlum and Chakwal Districts.

Sargodha Regional Office which has been set up recently has to deal with complaints from Sargodha, Khushab, Bhakkar and Mianwali Districts with its

operationalization, it is felt that all areas of the Province have been fairly adequately covered.

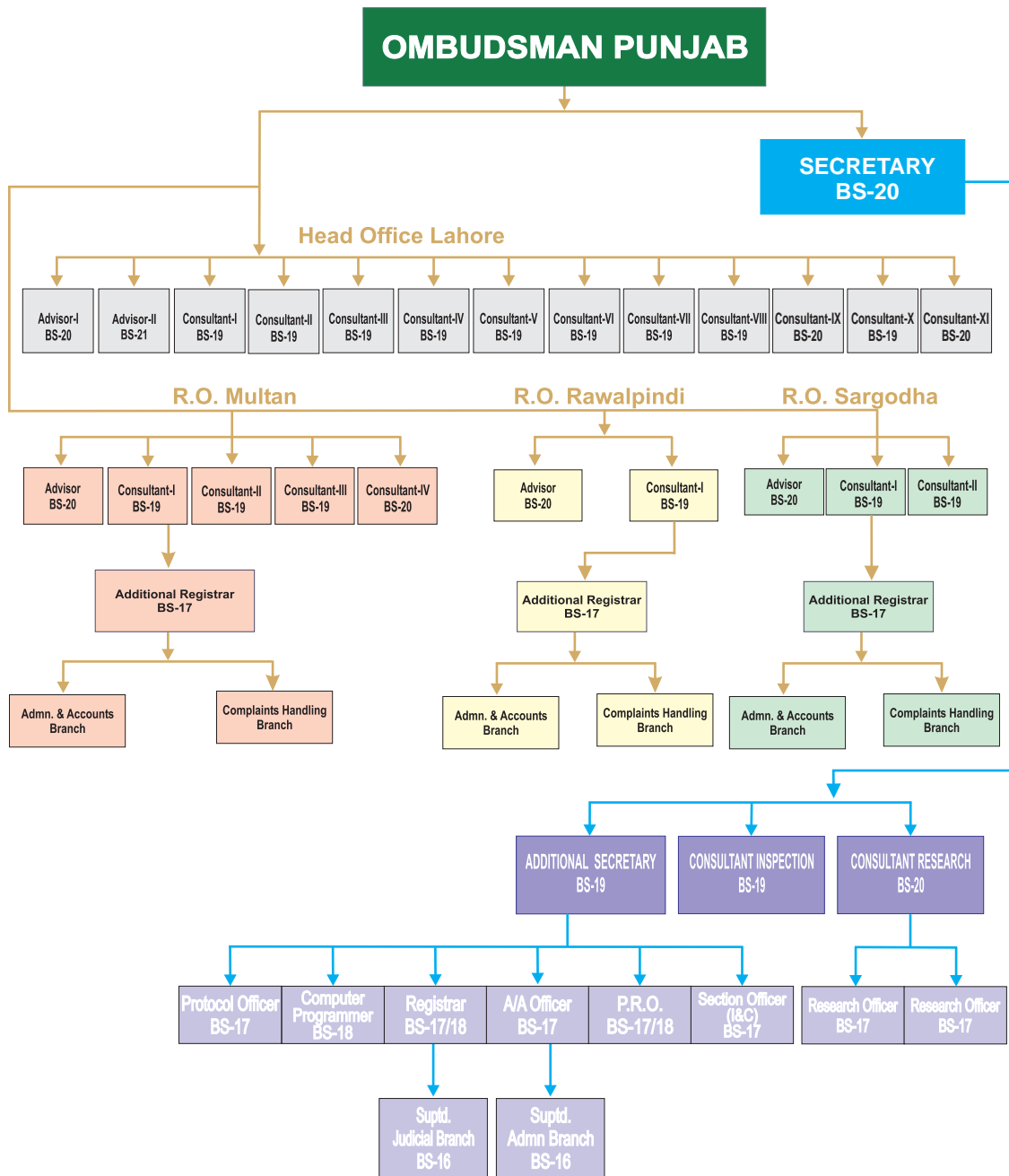
Organizational charts of Head Office and the three Regional Offices have also been provided.

6. **Annual Report**

Section 28 of the Punjab Office of the Ombudsman Act, 1997 requires Ombudsman Punjab to submit Annual Report to the Governor within three months of the conclusion of the calendar year to which the report pertains. The instant report which relates to the working of Ombudsman Punjab during 2007 is the 11th since the Office was established in 1996 and the 4th in the tenure of the present Ombudsman. This report is the outcome of deep introspection in the working of this Office reflected in a candid manner containing objective analysis of the nature of grievances voiced in the complaints, relief provided to the aggrieved persons, the role played by the agencies and systemic changes and improvements brought about in governance in its interface with citizens.

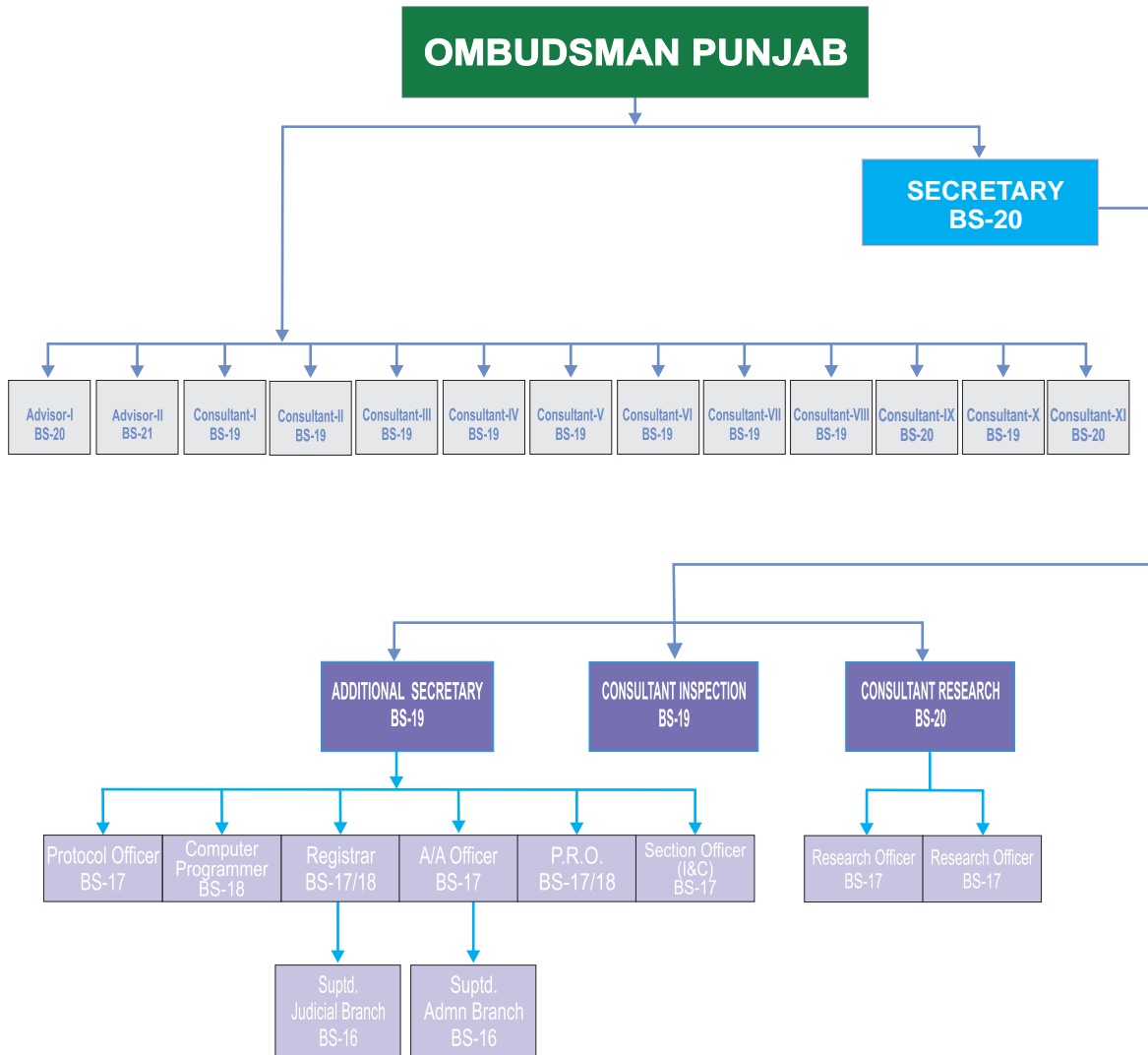
ORGANOGRAM

HEAD OFFICE & REGIONAL OFFICES



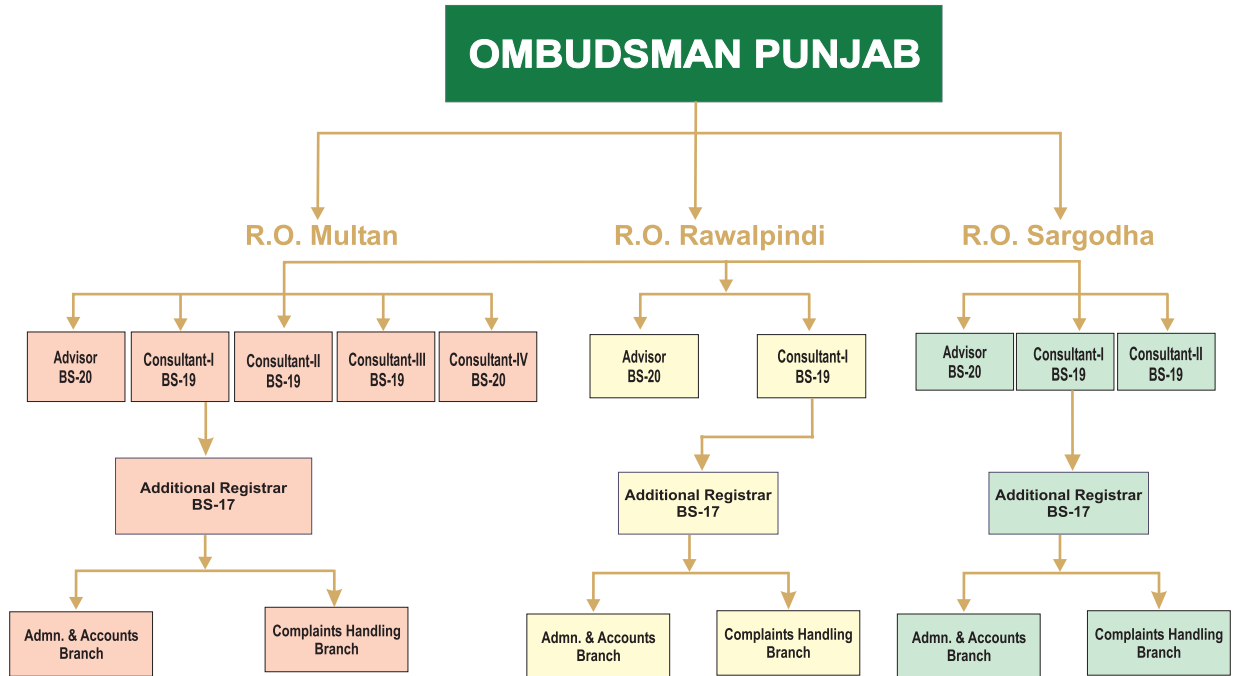
ORGANOGRAM

HEAD OFFICE



ORGANOGRAM

REGIONAL OFFICES



CHAPTER-I



EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

The Report comprises 10 chapters. Chapter I is the Executive Summary which contains an abridged report of what was achieved during 2007.

2. Chapter II consists of statistical data of the complaints received, investigated and disposed of during the year. It has been the endeavour of this Office to dispose of as many complaints as possible so that relief is provided wherever it is due without any undue delay. At the end of 2007, the number of complaints under investigation was further reduced by 179 from an already low pendency of 2965 at the end of the previous year. This is indicative of the resolve to dispose of complaints as expeditiously as possible and not to let the pendency go up. A record number of 13681 fresh complaints was received but despite that, the number of complaints disposed of exceeded by 2513, the already high disposal of 11347 complaints in 2006. As in 2006, maximum number of complaints was received against Education Department (2135) followed by Police (2049), Revenue Administration (1329), Local Government and Community Development (884), Health (721) and Irrigation & Power Departments (664). This is understandable in view of the size of these departments and the frequency with which these came in contact with people.

3. As a result of determined follow up action the number of implementation petitions pending in the Office and the number of directions awaiting

implementation also reduced, albeit slightly during the year under report. Maximum number of directions awaiting implementation pertains to various tiers of Local Government Department (66), Education Department (63) and C & W Department (38). The Departments where these directions have remained pending for a worrisomely long time are Local Government, Irrigation and Power and Power and Education Departments. This has happened despite determined follow up action through formal and informal channels.

4. In the year under report, the number of complaints disposed of in limine increased primarily because of the decision to investigate complaints filed without unexplained inordinate delay. Out of the complaints disposed of in limine, 1297 were filed by public servants which could not be entertained due to the bar placed by section 9(2) of the Act. The large number of complaints from public servants is indicative of the need for a proactive approach by senior officers to solve the problems faced by their employees. Out of the complaints disposed of after investigation more than 3240, i.e. 52 percent were indicative of neglect, inattention and delay. Among maintainable complaints filed by government servants, 1761 were regarding delay in finalization of pension and other retirement benefits. This is reflective of the fact that despite comprehensive and helpful decisions and instructions of the government, the Pension Sanctioning Authorities are

either not aware of these or fail to act upon these to settle these claims.

5. Under section 32 of the Act, any person aggrieved by a decision or order of the Ombudsman may make a representation to the Governor within 30 days of the decision or order. Copies of all directions issued are forwarded to the parties with a clear reference to section 32 that any aggrieved person can file a representation before the Governor. During 2007 out of record number of 452 representations decided by the Governor, 25 i.e. 5.5 % were accepted and in 18 the directions issued by the Ombudsman were modified. These figures confirm that Finding given by the Office are basically sound.

6. Chapter III contains summaries of representative cases and is divided into four parts. In the first part are cases where, after investigation, acts of maladministration were identified and findings/ recommendations for redressal of grievance were issued to the agency/officer concerned. In this part are included cases in which the directions issued were implemented without resorting to filing of representations. The second part of the chapter contains cases in which representation were filed but the directions given by the Ombudsman were upheld by the Governor and were thereafter implemented. Some cases in which notice of maladministration was taken by the Ombudsman in suo motu exercise of powers find mention in part III of this chapter. Finally, in part IV are some cases in which the agencies realized the lapse on their part and acted

quickly to redress the grievance in a commendably short time. The purpose of reporting these cases separately is not only to acknowledge the positive and helpful approach of the departments/agencies concerned but to present these as models to be followed by others.

7. Chapter IV contains recommendations for government departments formulated on the basis of the experience gained while investigating complaints during the year under report. These have been arranged in two parts. The first part contains recommendations which are applicable to all government departments/agencies and in the second part have been given recommendations for specific departments. This information is based on the nature and causes of maladministration established during investigation of complaints. The recommendations aim at removing unfair causes of grievances which can be done through a critical appraisal of rules/policies/instructions and carrying out amendments/modifications to make these fair and humane so that in each case one does not have to file a complaint to get the grievance redressed. This Office sees its role as a friend not only of those who suffer at the hands of government functionaries but also as a helper to government agencies themselves in their endeavour towards fair and efficient governance. The concerned agencies are expected to go through these recommendations and take steps for their implementation. The departments can, of course, after examination, refer the matter back to this Office pointing out any difficulties or problems coming in the way

of implementation of these recommendations.

8. In Chapter V is provided information about status and implementation of the recommendations made in the Annual Report, 2006. It has been our experience that some departments take rather long to examine the recommendations and give their response. It would be appreciated if the recommendations are examined with an open mind and these are either accepted for implementation with or without any modification or reasons for which these are not accepted, are conveyed to this Office.

9. Chapter VI incorporates the coverage given by the print media to the work done by this Office. The media is considered as a strategic partner in spreading awareness about the existence of this Office so that those aggrieved by acts of maladministration can seek redress through inexpensive and prompt mode of redressal of grievances arising out of maladministration.

10. Copies of the Annual Report are also circulated among various judicial and administrative organizations, heads of government departments with a view to apprising these of the work being done in this Office. The object of this exercise is to benefit from the comments, assessment and perception of various offices about the Ombudsman. Suggestions wherever conveyed are dispassionately considered for further improvement in the working of this Office. The responses received are contained in Chapter VII.

11. In Chapter VIII will be found impressions of some of the complainants whose grievances were investigated. Great importance is attached by this Office to the views and the perceptions of the complainants about the working of the Office. Ultimately, the performance has to be adjudged in terms of how satisfied the complainants are with the manner in which the complaints are investigated how the directions given are implemented and their problems solved.

12. In addition to redressal of individual grievances, directions are also issued by this Office for changes/modifications clarification in existing rules and policies and for reiteration of some instructions which, with the passage of time, are not in the knowledge of the officers dealing with these issues. The object of this exercise is that every victim of maladministration on account of unfair and unclear instructions and some old forgotten polices does not have to approach this Office for redressal of his grievance.

13. At the end in Chapter X has been provide necessary information to the readers of the report about legal status of the Office and the procedure followed in investigation of the complaints. Apart from the Act and the Regulations framed under it, some policy circular issued by the government have also been included in this chapter.

14. **Extending the Reach**

Ombudsman Office the world over have to be as easily accessible as is possible. With this object in view the

effort to extend the reach of the Office as closed to the aggrieved persons as possible continued and a Regional Office in Sargodha to serve the complainants from Sargodha, Khushab, Mianwali and Bhakkar districts was setup which has started functioning. This would relieve not only the complainants but also the representatives of government departments from the inconvenience of coming to Lahore to pursue their cases. With offices at Multan, Rawalpindi and finally at Sargodha, the entire Province has been adequately covered.

15. **Inhouse Improvement:**

On a four kanal plot purchased from the Housing and Physical Planning Department at Khanewal Road, Multan, a custom made office building was completed and the Office shifted in the

new building. The new building caters not only to the needs of the office itself but provides a friendly and comfortable atmosphere to the visiting complainants and representatives of government departments.

16. **Future Plans:**

The offices at Rawalpindi and Sargodha are still housed in rented premises. Efforts made to acquire a suitable piece of land for Rawalpindi Office have not succeeded so far. Some plots have been identified for constructing the office building at Sargodha and it is hoped that site selection would be finalized soon.

17. The year 2007 has been primarily a year of consolidation of the initiatives and decisions taken in the previous three years and saw their completion and fruition.

CHAPTER-II

STATISTICAL DATA

TABLE-I

YEAR WISE
RECEIPT AND DISPOSAL OF COMPLAINTS
(30.9.1996 TO 31.12. 2007)

	1996-97	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007
Brought Forward	-	10,049	6,018	4,001	5,465	5,651	3,800	3,683	4,733	2,440	2,965
Receipt	17,801	11,501	11,696	8,909	8,385	8,586	9,392	8,434	8,503	11,872	13,681
Total Processed	17,801	21,550	17,714	12,910	13,850	14,237	13,192	12,117	13,236	14,312	16,646
Disposal	7,752	15,532	13,713	7,445	8,199	10,437	9,509	7,384	10,796	11,347	13,860
Carried Forward	10,049	6,018	4,001	5,465	5,651	3,800	3,683	4,733	2,440	2,965	2,786

Total Number of Complaints Received: 118,760

Total Number of Complaints Disposed of: 115,974

Carried Forward: 2,786

YEAR WISE
RECEIPT AND DISPOSAL OF COMPLAINTS
(30.9.1996 TO 31.12.2007)

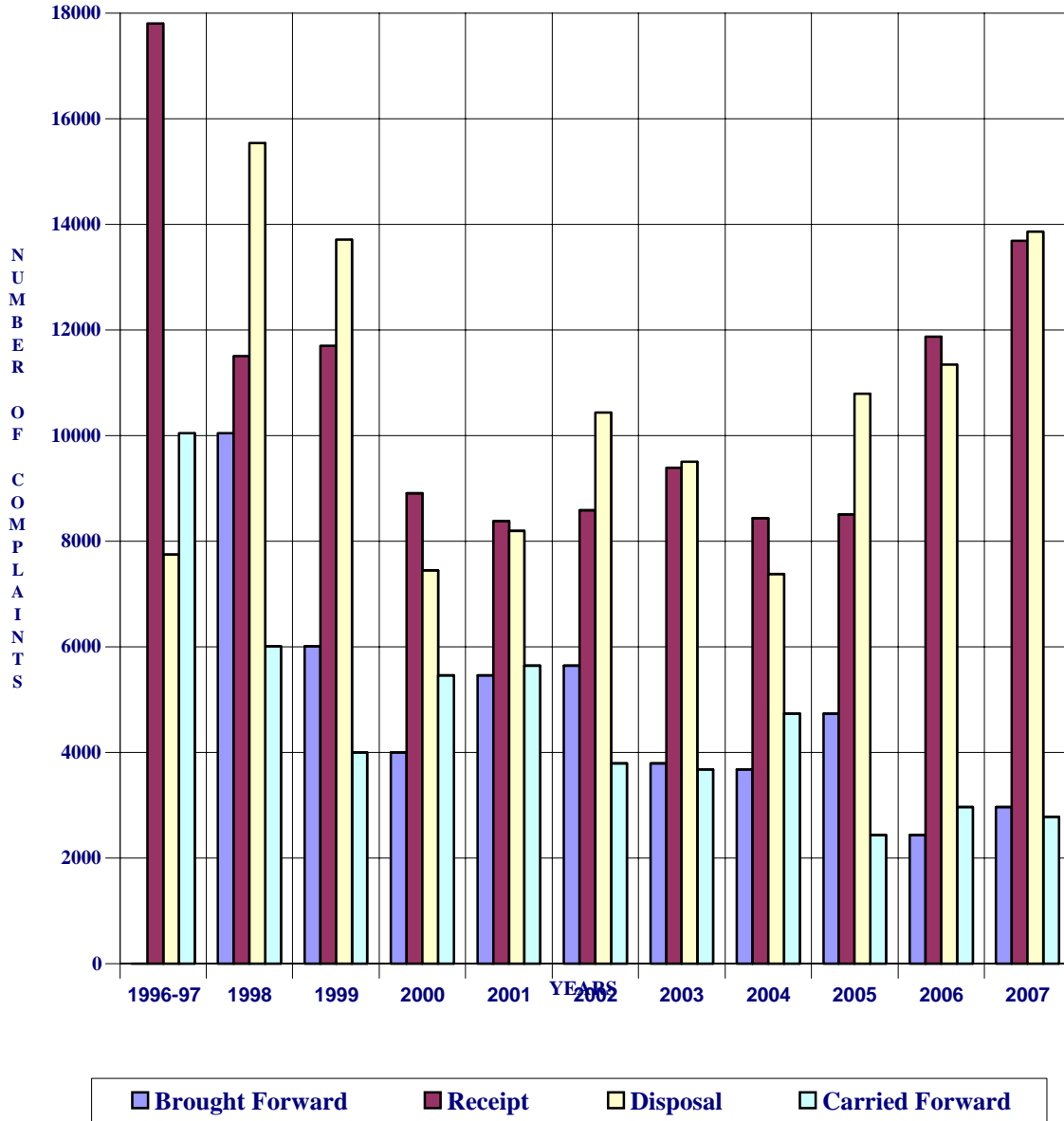


TABLE-II
DEPARTMENT/AGENCY WISE BREAKUP OF COMPLAINTS
RECEIVED DURING 2007

SR.NO	DEPARTMENT / AGENCY	COMPLAINTS	%AGE
1	Education	2135	17.93
2	Police	2049	17.20
3	Revenue Administration	1329	11.16
4	Local Govt. & Rural Development	884	7.42
5	Health	721	6.05
6	Irrigation & Power	664	5.58
7	Benevolent Fund Boards	487	4.09
8	Accountant General Punjab	310	2.603
9	Communication & Works	301	2.53
10	Universities	265	2.23
11	Boards of Intermediate & Secondary Education	238	2.00
12	Agriculture	232	1.95
13	Water & Sanitation Agencies	227	1.91
14	District Governments	167	1.40
15	Development Authorities	153	1.28
16	Forestry, Wildlife & Fisheries	150	1.26
17	Excise & Taxation	149	1.25
18	Zakat & Ushr	134	1.13
19	Bait-ul-Maal	127	1.07
20	Housing, Urban Development & Public Health Engineering	124	1.04
21	Home/Jails	116	0.97
22	Anti Corruption Establishment	105	0.88
23	Population Welfare	101	0.85
24	Food	97	0.81
25	TEVTA	96	0.81
26	Auqaf, Religious and Minority Affairs	86	0.72
27	Livestock & Dairy Development	56	0.47
28	Cooperatives	54	0.45
29	Labour & Human Resource	42	0.35
30	Industries	42	0.35
31	Services & General Administration	40	0.34
32	PESSI	37	0.31
33	Transport	35	0.29
34	Punjab Public Service Commission	18	0.15
35	Law & Parliamentary Affairs	17	0.14
36	Punjab Board of Technical Education	17	0.14
37	Information, Culture & Youth Affairs	15	0.13
38	Social Welfare & Women Development	13	0.11
39	Finance	13	0.11
40	Environment Protection	12	0.10
41	EOBI	11	0.09
42	Printing Press	7	0.06
43	Punjab Small Industries Corporation	7	0.06
44	Planning & Development	7	0.06
45	Mines & Minerals	5	0.04
46	Parks & Horticulture Authority	5	0.04
47	Sports	4	0.03
48	Punjab Text Book Board	3	0.03
49	Prosecution Department	2	0.02
50	MPDD	1	0.01
	TOTAL	11,910	100.00

Subjudice/Federal/Private matters/Where departments were not mentioned

1,771

Grand Total

13,681

**DEPARTMENT/AGENCY WISE BREAKUP OF
COMPLAINTS RECEIVED
DURING 2007**

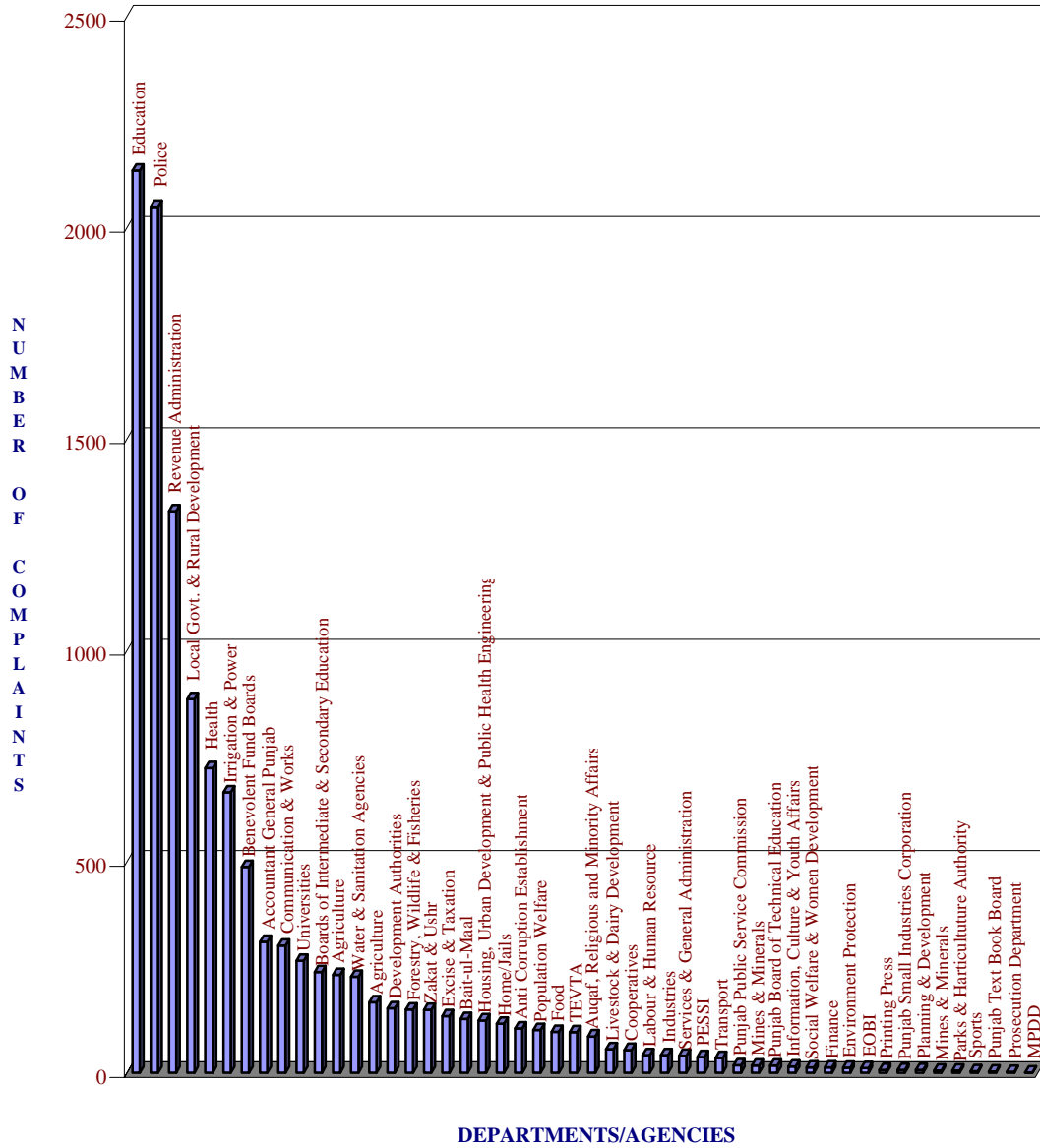


TABLE-III

DISTRICT WISE BREAKUP OF COMPLAINTS RECEIVED DURING 2007

SR.NO	DISTRICT	COMPLAINTS	%AGE
1	Lahore	1682	12.43
2	Faisalabad	829	6.13
3	RahimYar Khan	707	5.23
4	Multan	675	4.99
5	Jhang	603	4.46
6	Bahawalnagar	580	4.29
7	Sargodha	568	4.20
8	Gujranwala	483	3.57
9	Khanewal	434	3.21
10	Bahawalpur	428	3.16
11	Okara	408	3.02
12	Sheikhupura	404	2.99
13	Sialkot	385	2.85
14	Mianwali	382	2.82
15	Kasur	382	2.82
16	Muzaffargarh	377	2.79
17	Dera Ghazi Khan	343	2.54
18	Sahiwal	334	2.47
19	Vehari	322	2.38
20	Toba Tek Singh	315	2.33
21	Rawalpindi	302	2.23
22	Pakpattan	265	1.96
23	Khushab	265	1.96
24	Nankana Sahib	258	1.91
25	Mandi Baha-ud-Din	234	1.73
26	Hafizabad	233	1.72
27	Gujrat	219	1.62
28	Bhakkar	209	1.54
29	Rajanpur	195	1.44
30	Narowal	179	1.32
31	Layyah	133	0.98
32	Lodhran	103	0.76
33	Jhelum	96	0.71
34	Chakwal	83	0.61
35	Attock	61	0.45
36	From Other Provinces	40	0.30
37	From Abroad	14	0.10
TOTAL		13,530	100.00

Complaints where districts were not mentioned

151

Grand Total

13,681

**DISTRICT WISE BREAKUP OF COMPLAINTS
RECEIVED DURING 2007**

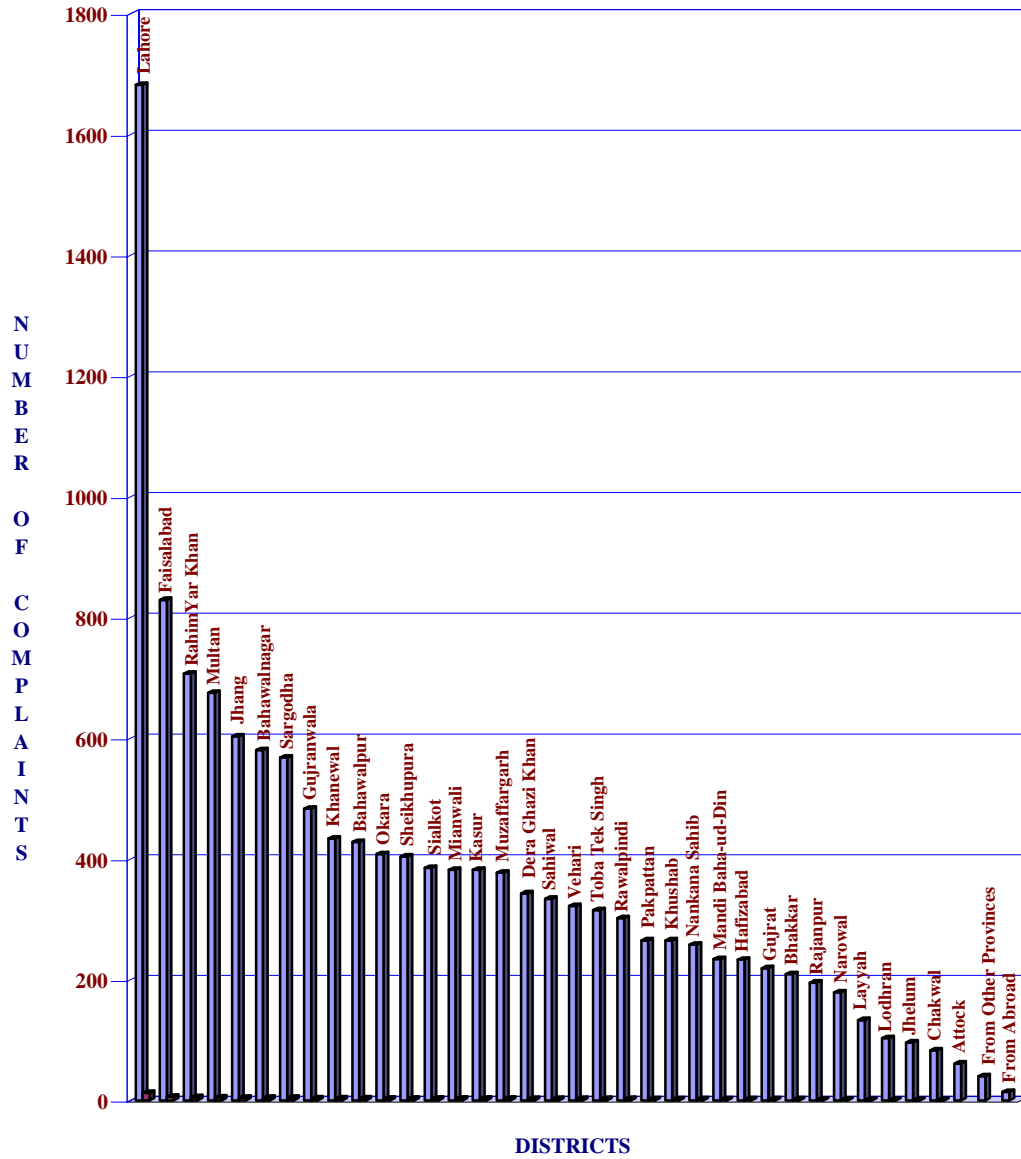
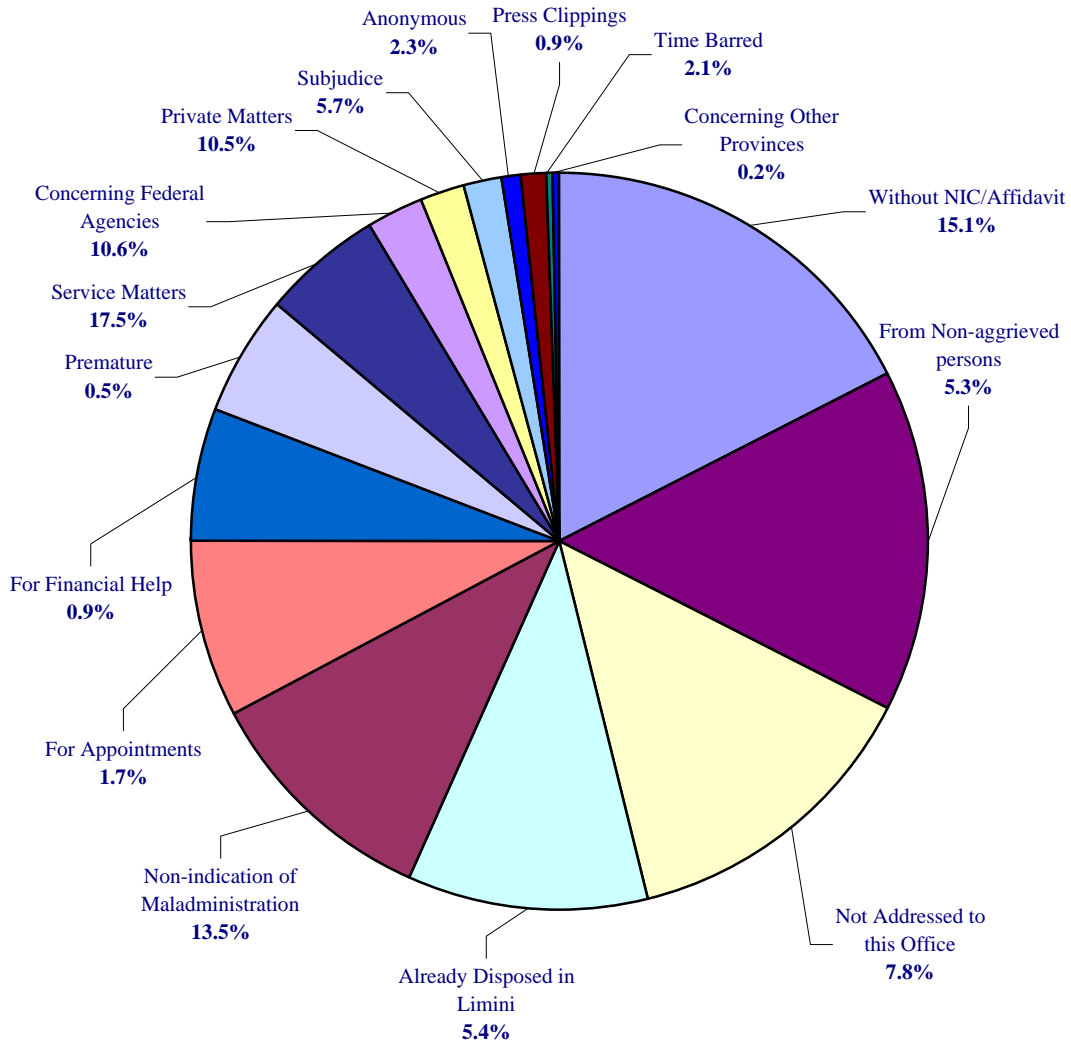


TABLE-IV

NON-MAINTAINABLE COMPLAINTS RECEIVED DURING 2007

CATEGORY	COMPLAINTS	%AGE
Service Matters	1297	17.5
Without NIC/Affidavit	1116	15.1
Non-indication of Maladministration	997	13.5
Concerning Federal Agencies	787	10.6
Private Matters	774	10.5
Not Addressed to this Office	575	7.8
Subjudice	425	5.7
Already Disposed in Limini	398	5.4
From Non-aggrieved persons	393	5.3
Anonymous	171	2.3
Time Barred	156	2.1
For Appointments	123	1.7
Press Clippings	68	0.9
For Financial Help	67	0.9
Premature	35	0.5
Concerning Other Provinces	13	0.2
TOTAL	7,395	100.0

**NON-MAINTAINABLE COMPLAINTS
RECEIVED DURING 2007**



TOTAL: 7,395

TABLE-V

NATURE OF MALADMINISTRATION
REFLECTED IN MAINTAINABLE COMPLAINTS
DURING 2007

SR. NO.	NATURE OF MALADMINISTRATION (ALLEGED)	COMPLAINTS	%AGE
1	Inattention, delay, neglect, inefficiency and ineptitude	3,240	52
2	Administrative excesses, discrimination, favouritism, arbitrary, unjust and biased decisions	2,342	37
3	Corrupt practices	704	11
TOTAL		6,286	100

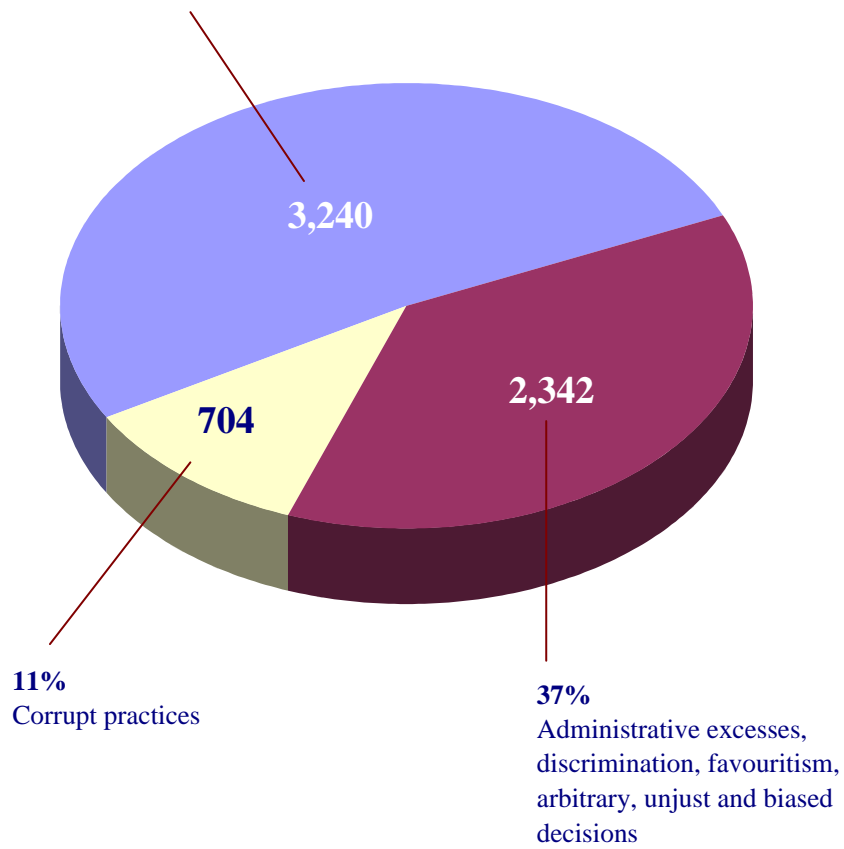
Total Maintainable Complaints Received 6,286

Total Non-Maintainable Complaints Received 7,395

Total Complaints Received **13,681**

NATURE OF MALADMINISTRATION
REFLECTED IN MAINTAINABLE COMPLAINTS
DURING 2007

52%
Inattention, delay, neglect,
inefficiency and ineptitude



TOTAL: 6,286

TABLE-VI
COMPLAINTS PERTAINING TO
MALADMINISTRATION IN SERVICE MATTERS
DURING 2007

SR. NO.	DESCRIPTION	COMPLAINTS
1	Pensionary and Other Retirement Benefits	470
2	Release/Fixation of Pay	298
3	Payment of pending bills	217
4	Appointment Under Rule 17-A	190
5	Family Pension	145
6	Benevolent Fund	120
7	Selection Grade/Promotion/Move Over	115
8	Misconduct	51
9	Completion of Service Book/Service Record	41
10	Appointment Against Quota for the Children of Employees (BS-1 to 5)	32
11	Appointment Against Quota for the Disabled	29
12	Grant of Increments	23
13	Transfer of PPO	16
14	Issuance of LPC	7
15	Finalization of Pending Delayed Enquiries	5
16	Annual Confidential Reports	2
	TOTAL	1,761

COMPLAINTS PERTAINING TO
MALADMINISTRATION IN SERVICE MATTERS
2007

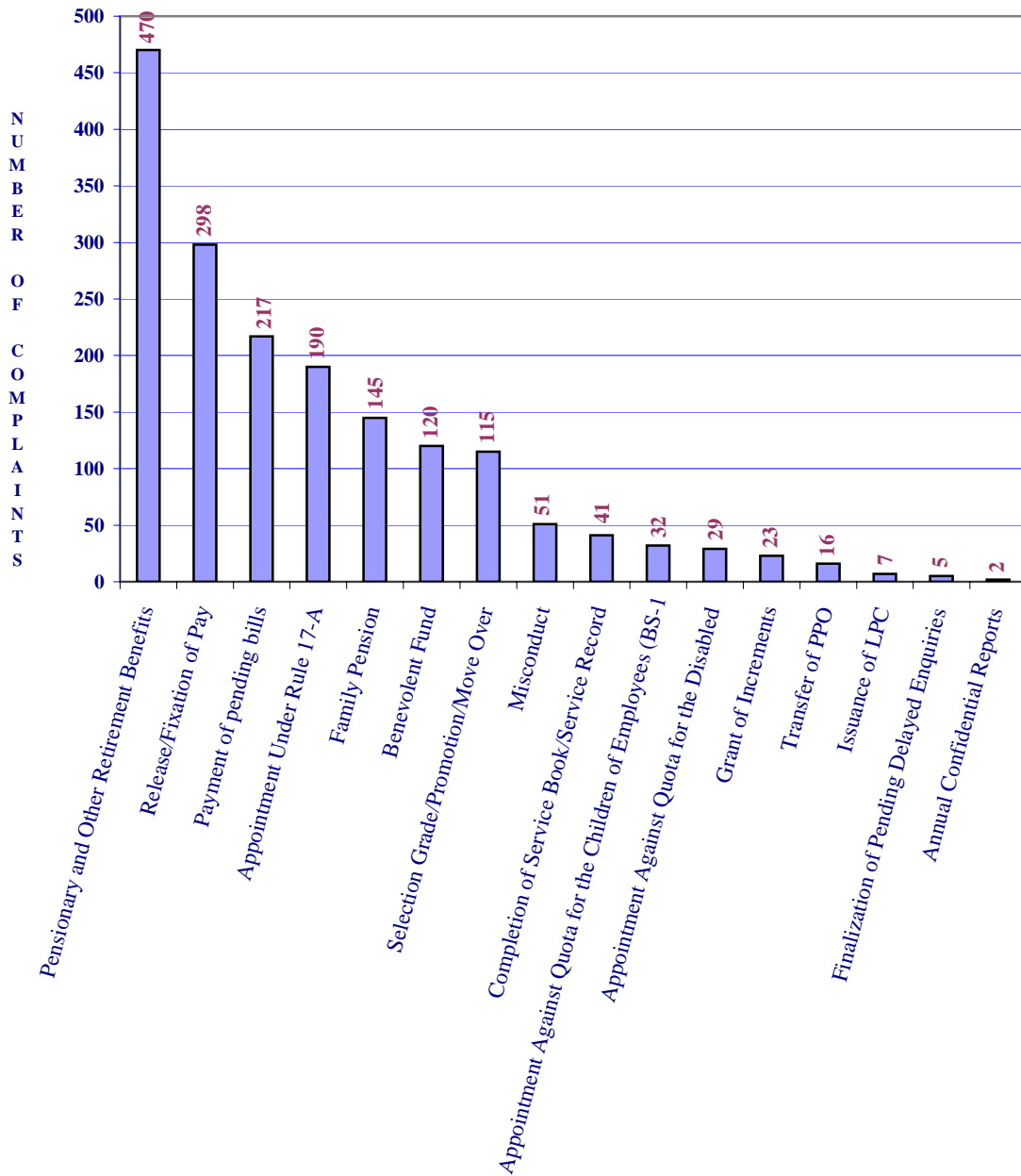


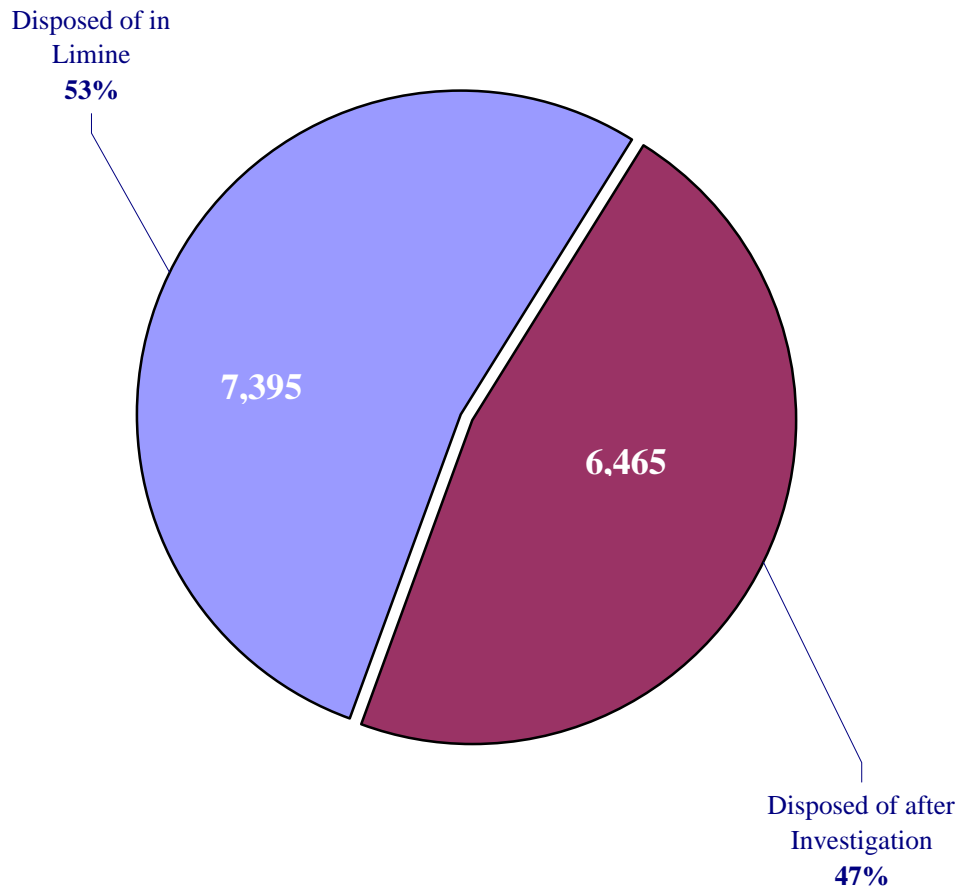
TABLE-VII

DISPOSAL OF COMPLAINTS DURING 2007

DESCRIPTION	COMPLAINTS	%AGE
Disposed of in Limine	7,395	53
Disposed of after Investigation	6,465	47
TOTAL	13,860	100

Complaints brought forward	2,965
Complaints received	13,681
Total complaints processed	16,646
Total disposal of complaints	13,860
Carried Forward	2,786

DISPOSAL OF COMPLAINTS
DURING 2007



TOTAL: 13,860

TABLE-VIII

BREAKUP OF COMPLAINTS DECIDED

AFTER INVESTIGATION

DURING 2007

DESCRIPTION	COMPLAINTS	%AGE
Complaints wherein the grievance redressed	3,618	52
Complaints wherein views of the Agencies were upheld	2,847	41
TOTAL DISPOSAL	6,465	
Implementation awaited	545	8
TOTAL	7,010	100

BREAKUP OF COMPLAINTS DECIDED
AFTER INVESTIGATION
DURING 2007

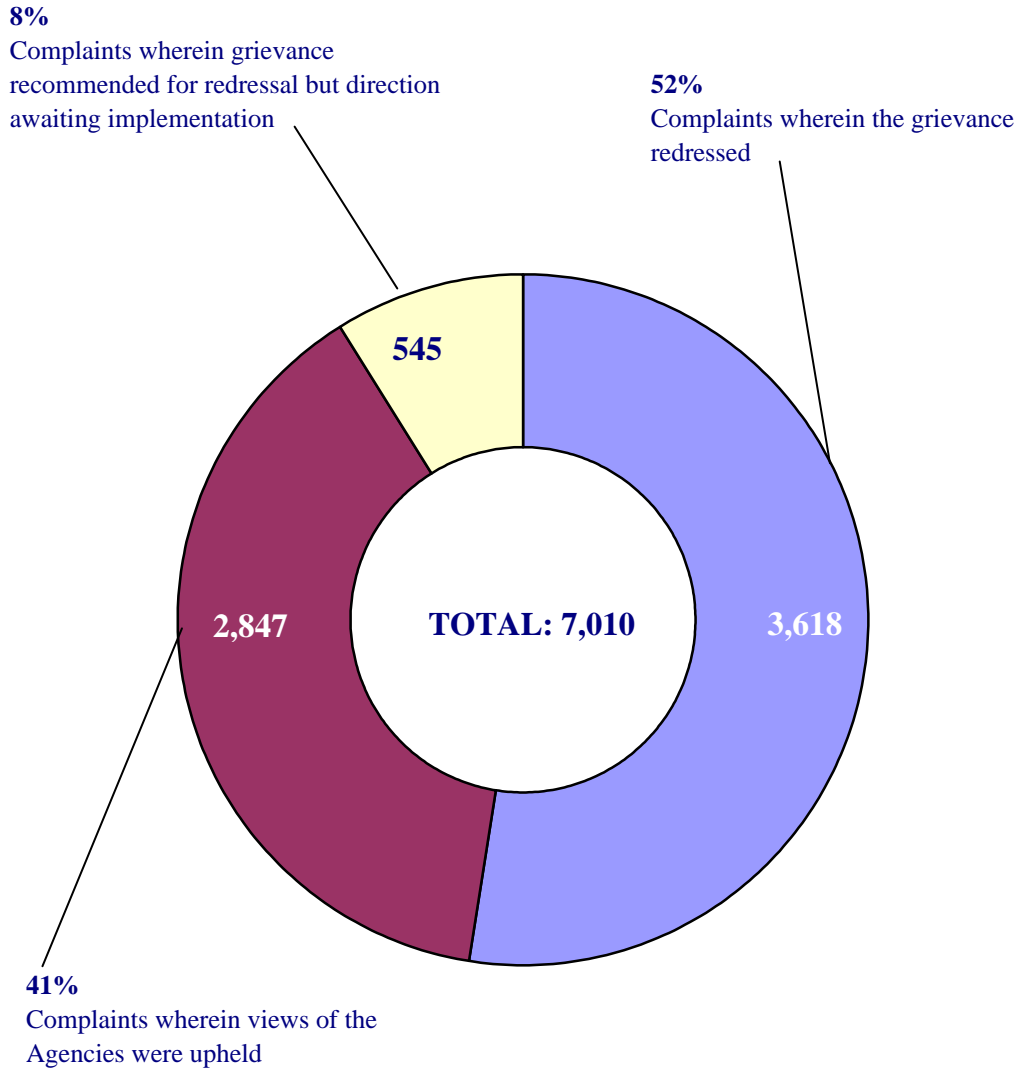


TABLE-IX

BREAKUP OF COMPLAINTS AWAITING IMPLEMENTATION OF DIRECTIONS DURING 2007

DESCRIPTION	COMPLAINTS
Directions pending implementation as on 31.12.2006	549
Fresh directions issued during 2007	836
Total directions processed	1,385
Directions implemented during 2007	840
Directions pending implementation as on 31.12.2007	545

**BREAKUP OF COMPLAINTS AWAITING
IMPLEMENTATION OF DIRECTIONS DURING 2007**

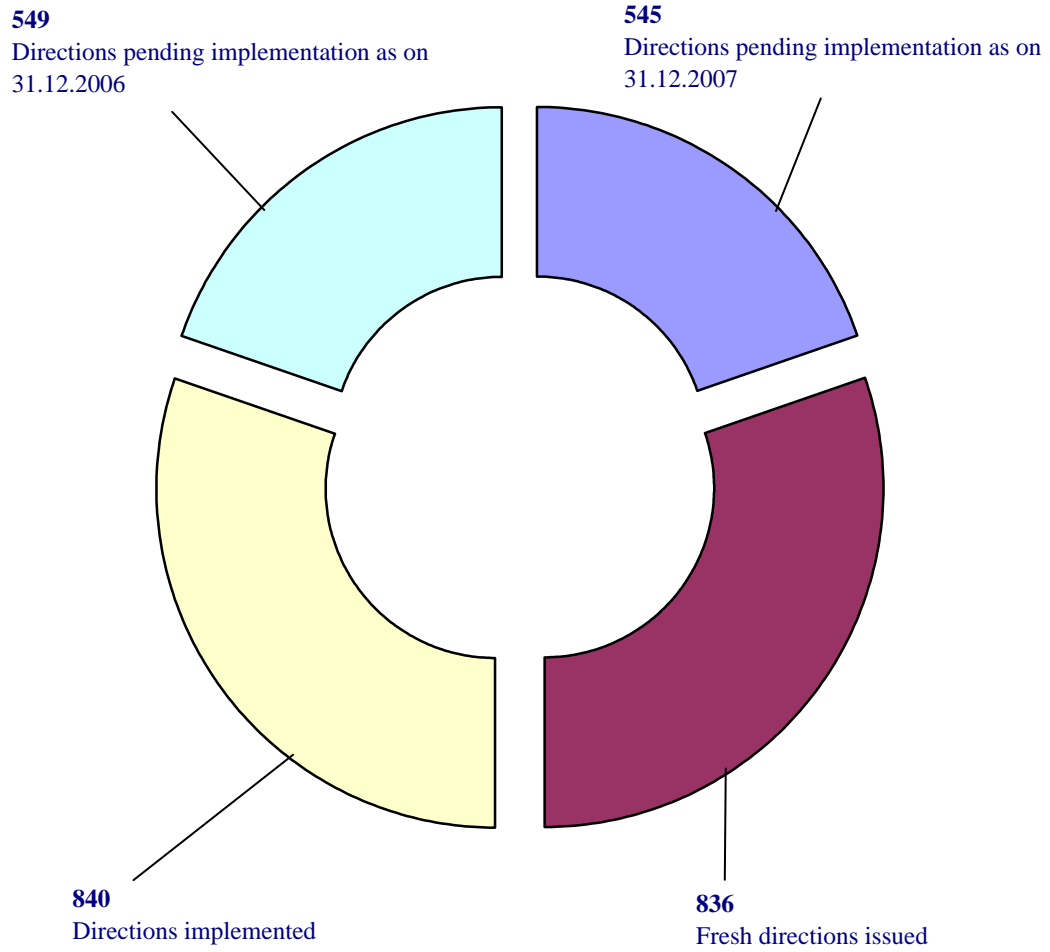


TABLE-X

DEPARTMENT/AGENCY WISE
BREAKUP OF DIRECTIONS AWAITING IMPLEMENTATION
DURING 2007

SR. NO	DEPARTMENT / AGENCY	TOTAL	MORE THAN 6 MONTHS	MORE THAN 4 MONTHS	MORE THAN 3 MONTHS	MORE THAN 2 MONTHS
1	Local Govt. & Rural Development	66	54	5	3	4
2	Education	63	32	7	15	9
3	Irrigation & Power	48	44	2	1	1
4	Communication & Works	38	17	8	5	8
5	Benevolent Fund	36	23	6	4	3
6	Board of Revenue	28	21	2	-	5
7	Development Authorities	20	17	-	1	2
8	Health	17	14	1	-	2
9	Others	126	77	13	18	18
	TOTAL	442	299	44	47	52

No. of directions pending implementation for more than 6 months	299
No. of directions pending implementation for more than 4 months	44
No. of directions pending implementation for more than 3 months	47
No. of directions pending implementation for more than 2 months	52
TOTAL	442

DEPARTMENT/AGENCY WISE BREAKUP OF DIRECTIONS AWAITING IMPLEMENTATION AS ON 31.12.2007

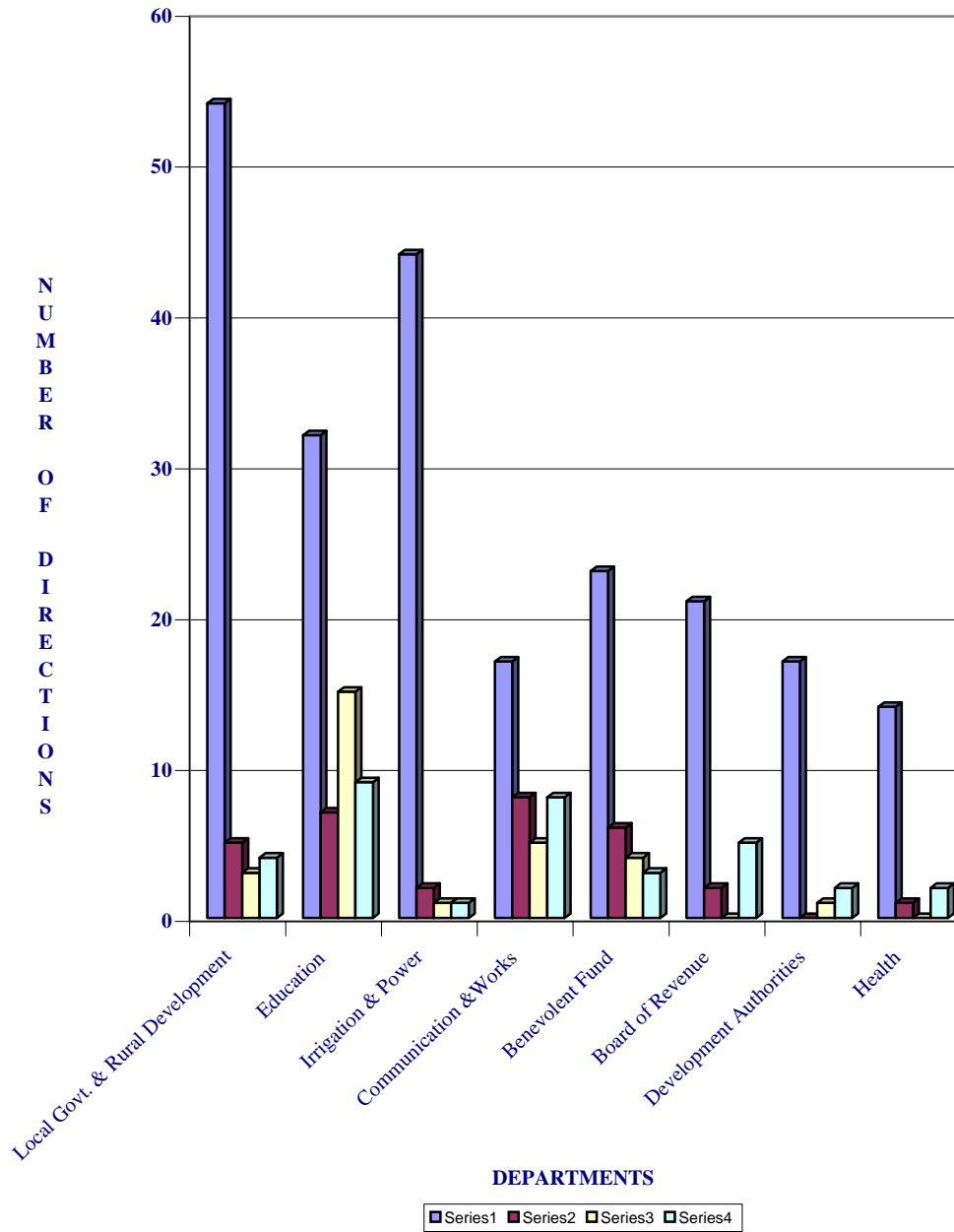


TABLE-XI

MONTH-WISE RECEIPT & DISPOSAL OF COMPLAINTS DURING 2007

MONTH	RECEIPT	DISPOSAL
JANUARY	870	905
FEBRUARY	981	1,029
MARCH	1153	1,084
APRIL	1210	1090
MAY	1184	1,363
JUNE	1438	1452
JULY	1253	1195
AUGUST	1338	1346
SEPTEMBER	1148	1118
OCTOBER	1062	1100
NOVEMBER	1192	1259
DECEMBER	852	919
TOTAL	13,681	13,860

Complaints Brought Forward	2,965
Complaints Received	13,681
Total Complaints Processed	16,646
Complaints Disposed of	13,860
Complaints Carried Forward	2,786

MONTH-WISE
RECEIPT & DISPOSAL OF COMPLAINTS
DURING 2007

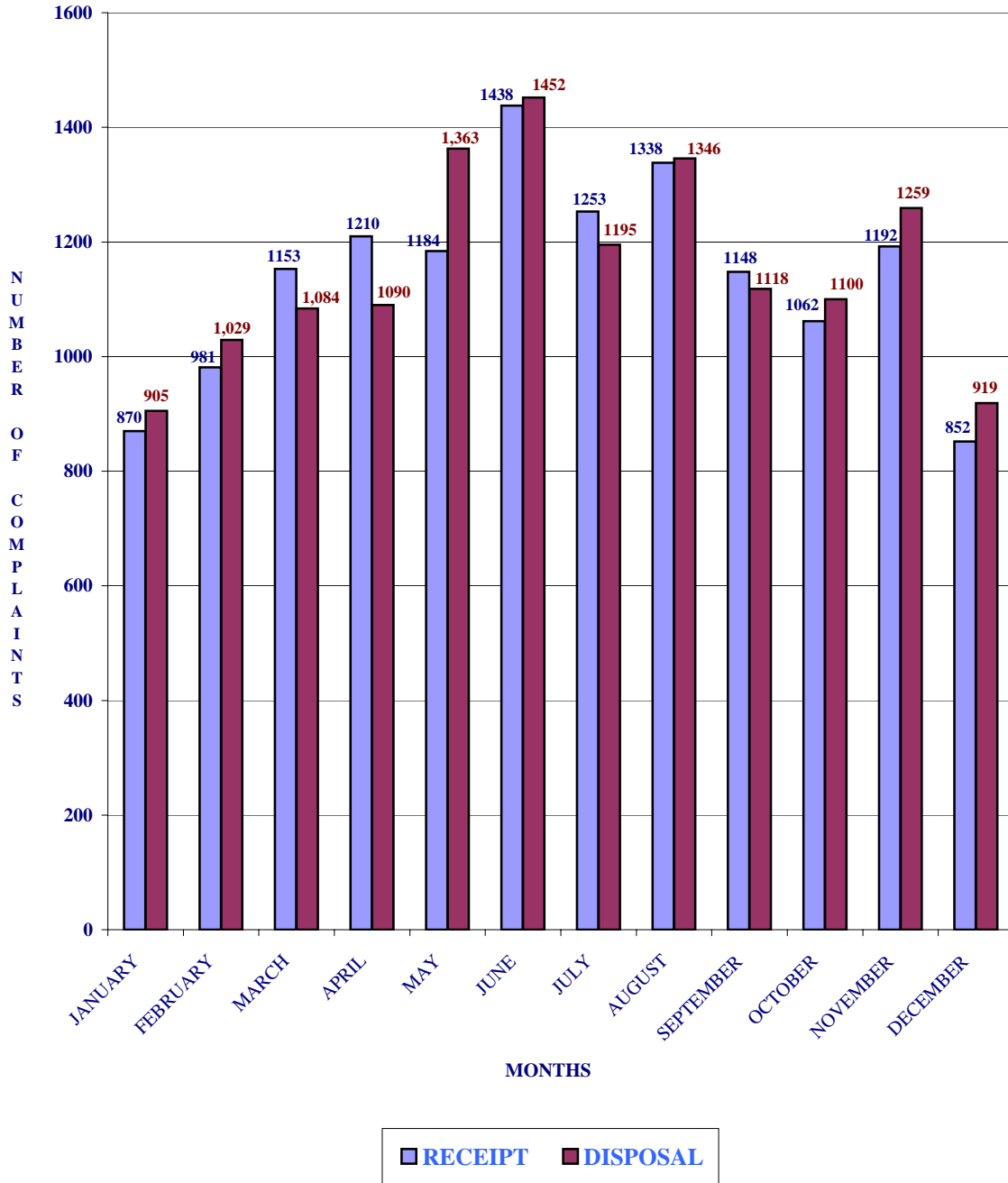
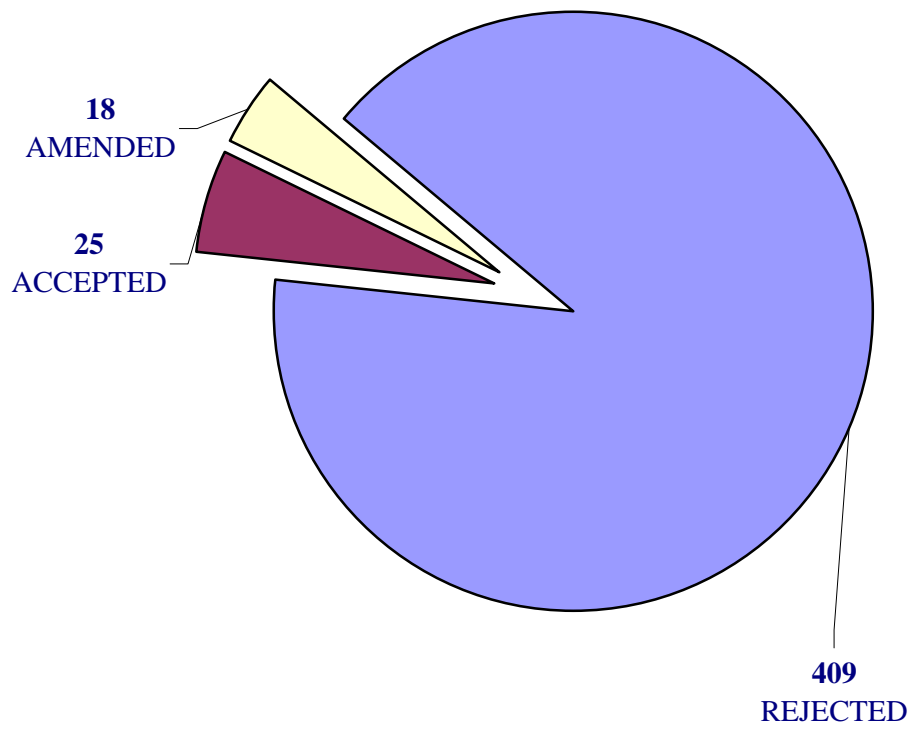


TABLE-XII
DEPARTMENT/AGENCY-WISE REPRESENTATIONS
DECIDED BY THE GOVERNOR
DURING 2007

SR. NO	DEPARTMENT/AGENCY	REPRESENTATIONS	REJECTED	ACCEPTED	AMENDED
1	Education	70	65	3	2
2	DORs	66	63		3
3	Police	38	32	4	2
4	DCOs / TMAs	37	34	2	1
5	Health	25	24		1
6	BISEs	20	19	1	
7	Irrigation & Power	16	14		2
8	LG & CD	13	12	1	
9	Punjab University	11	8	1	2
10	Communication & Works	10	9	1	
11	Food	10	9	1	
12	Lahore Dev. Authority	9	5	2	2
13	WASA, Lahore	8	7	1	
14	AG Punjab	8	7	1	
15	Population welfare	6	4	2	
16	Registrar Co-Operatives	7	7		
17	Punjab Small Industries Corp.	6	3	2	1
18	Auqaf	6	5	1	
19	Zakat & Ushr	5	5		
20	DAOs	5	5		
21	HUD & PHE	5	5		
22	Agriculture	5	5		
23	Benevolent Fund	5	5		
24	Board of Revenue	5	5		
25	FWF & T	5	4		1
26	E & T	3	3		
27	TEVTA	3	2	1	
28	ACE	2	2		
29	Home/Prisons	3	3		
30	Govt.College University	3	3		
31	Multan Dev. Authority	3	3		
32	Bait ul Mall	2	2		
33	Labor & Human Resource	2	2		
34	B.O.T.E	2	2		
35	Transport	2	2		
36	L&DD	2	2		
37	Agriculture University Fsd.	2	2		
38	Sui Northern Gas Pipe Lines	1	1		
39	Private	1	1		
40	Ministry of Defense	1	1		
41	Punjab Pro. Co-Operative Bank	1	1		
42	S & GAD	1	1		
43	WASA Muzaffargarh	1	1		
44	Punjab Workers Welfare Board	1	1		
45	Pb.Medical Faculty,Lahore	1			1
46	Principal,Pb.Medical College,Fsd	1		1	
47	Solicitor	1	1		
48	PESSI	1	1		
49	PPSC	1	1		
50	WASA, Faisalabad	1	1		
51	Punjab Institute of Language Art & Culture	1	1		
52	Director Education Punjab Workers Welfare	1	1		
53	Punjab Emergency Service(Health)	1	1		
54	University of Health Sciences	1	1		
55	P & D	1	1		
56	UET	1	1		
57	B Z University	1	1		
58	Sports	1	1		

60	District Court	1	1		
	TOTAL	452	409	25	18

DEPARTMENT/AGENCY-WISE REPRESENTATIONS DECIDED
BY THE GOVERNOR
DURING 2007



TOTAL : 452

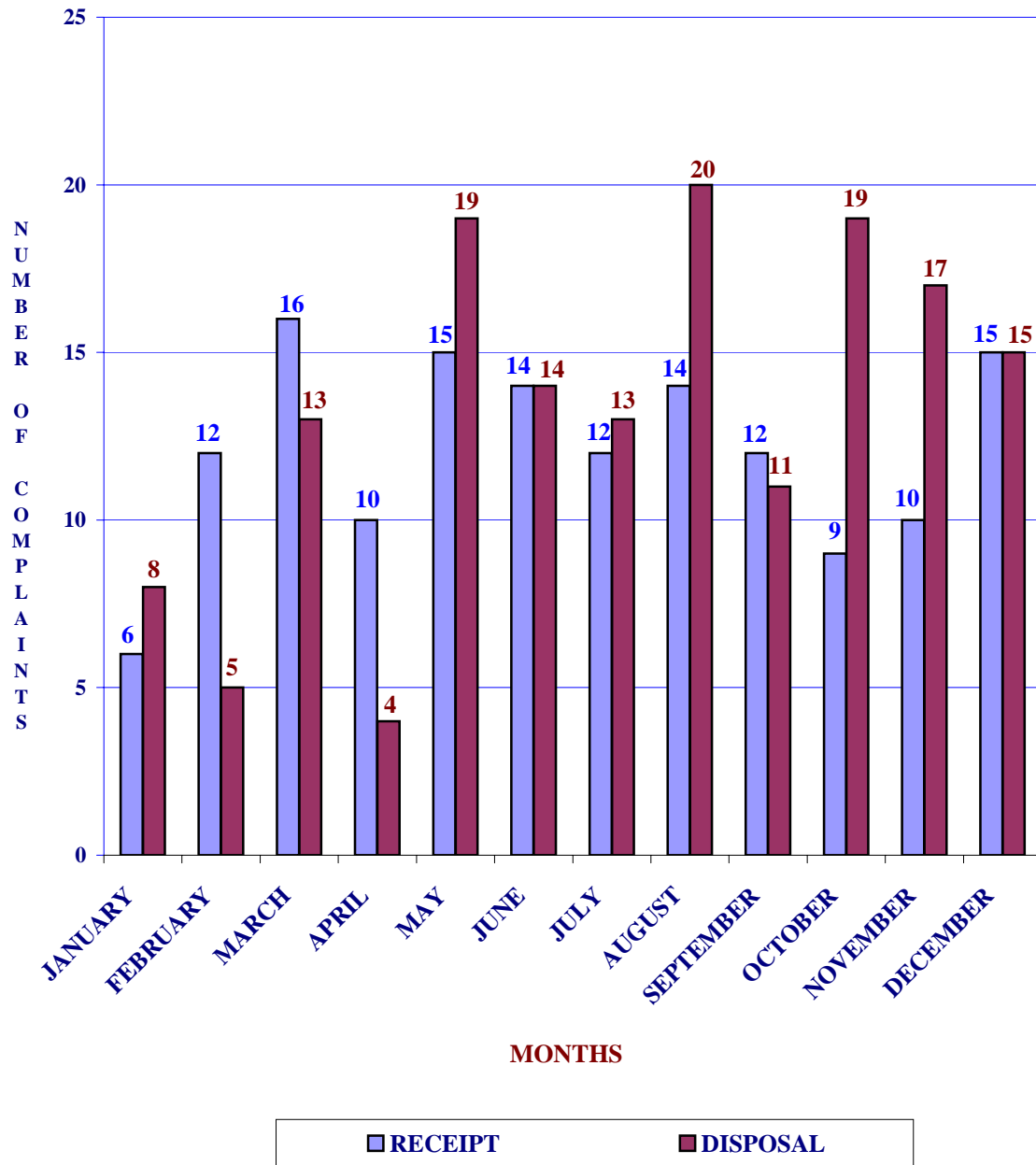
TABLE-XIII

MONTH-WISE RECEIPT AND DISPOSAL OF IMPLEMENTATION PETITIONS DURING 2007

MONTH	RECEIPT	DISPOSAL
JANUARY	6	8
FEBRUARY	12	5
MARCH	16	13
APRIL	10	4
MAY	15	19
JUNE	14	14
JULY	12	13
AUGUST	14	20
SEPTEMBER	12	11
OCTOBER	9	19
NOVEMBER	10	17
DECEMBER	15	15
TOTAL	145	158

Brought Forward	157
Received	145
Total Processed	302
Disposed of	158
Carried Forward	144

**MONTH-WISE RECEIPT AND DISPOSAL OF
IMPLEMENTATION PETITIONS
DURING 2007**



CHAPTER-III

Part-I

SUMMARIES OF REPRESENTATIVE CASES IMPLEMENTED WITH OUT FILING REPRESENTATION

**ACCOUNTANT GENERAL PUNJAB/
DISTRICT ACCOUNTS OFFICES**

**Subject: TRANSFER OF G.P.
FUND BALANCE**

Complaint No: M/505/03/07

An Elementary School Teacher of Government Girls High School, Lutkran, District Muzaffargarh alleged that she had made several applications to District Accounts Officer, Gujranwala through Accountant General, Punjab for transfer of her G.P.Fund balance but to no avail. She was appointed as S.V teacher in Government Girls Middle School, Kaleer, Uncha Markaz, Rasul Nagar, Wazirabad on 01.03.1993 and deductions of G.P. Fund started immediately. Subsequently she was transferred to Muzaffargarh on 17.10.2000. On her request, District Accounts Officer, Gujranwala transferred only a sum of Rs.16,132/-. She requested for complete transfer of the balance amount of G.P. Fund.

As per report of District Accounts Officer, Gujranwala, outstanding balance of Rs.16,132/- up to July, 2003 in the complainant's account had been transferred to District Accounts Office, Muzaffargarh. This amount related to the period from 1993 to 6/1998 whereafter no deductions appeared to have been made as per computerized record. It was, however, added that the D.D.E.O (W) Wazirabad had been requested to submit the schedule of deductions to enable his office to transfer the balance amount, if any, for the period from 7/98 to 2000.

The complainant in her rejoinder stated that she was not satisfied with the

amount transferred to her account in Muzaffargarh and requested to call for the schedule of deductions from D.D.E.O (Female), Wazirabad for completion of her account.

District Accounts Officer, Gujranwala intimated that as a result of recalculation made on the basis of the record furnished by D.D.E.O (Female), Wazirabad, an additional amount of Rs.16,631/- had been transferred to District Accounts Officer, Muzaffargarh through a revised sealed credit memo. In another letter it was intimated that, as per record, the deductions towards G.P. Fund had started from 12/93 instead of 3/93 as claimed by the complainant. Moreover, no deduction had been made during the period when the complainant remained on extra ordinary leave. As per letter dated 6.7.07 received from District Accounts Officer, Gujranwala, DDEO (Female), Wazirabad had pointed out some missing credits and, after verification, a sum of Rs.3,405/- inclusive of profit etc up to 6/2006 had also been transferred. Thus, the total amount transferred to District Accounts Office, Muzaffargarh came to Rs.16631 + 3405 = 20,036/- in addition to the amount of Rs.16,132/- already transferred, resulting in redressal of the complainant's grievance.

Subject: FIXATION OF PAY

Complaint No: 8106/12/06/ADV-I-379/06

The complainant had been serving as EST in BPS-9 in Govt. Girls Elementary School, Chak No. 29

(UCC), Muridke, District Sheikhpura. She was granted BPS-14 on the basis of higher qualification of B.A by D.E.O. (WEE), Sheikhpura. Her service book was sent to D.A.O., Sheikhpura for fixation and verification of her pay in new pay scale No.14 vide diary No.2 dated 8.11.2006. It was stated that despite her repeated visits, District Accounts Officer, Sheikhpura did not take any action in the matter. It was requested that her grievance be got redressed by the respondent agency.

District Accounts Officer, Sheikhpura vide his memo No.DAO/SKP/FIXATION /hm/1970 dated 22.01.2007 reported that the letter for fixation/verification of complainant's pay received from the office of Deputy DEO (WEE), Muridke was without number and date and also signed by an official instead of Dy. DEO (WEE), Muridke. The service book was also not attached with the letter. It was stated that the complainant's pay would be fixed/verified after completing codal formalities on receipt of service book from the department.

The matter was then taken up with Deputy DEO (W.EE), Muridke who vide her memo No. 297 dated 19.6.2007 reported that the complainant's case regarding fixation of her pay after completion was handed over to her through her Headmistress for re-submission in District Accounts Office, Sheikhpura. District Accounts Officer, Sheikhpura vide his memo No.DAO/SKP/FIXATION/ HM/2094 dated 6.7.2007 reported that on

resubmission, fixation of complainant's pay in her service book had been made vide No. 5015-16 by his office.

With fixation of the complainant's pay in her service book on resubmission of case by Deputy D.E.O. (W.EE); Muridke, the complainant's grievance was redressed.

Subject: SANCTION OF LEAVE ENCASHMENT

Complaint No: 2553/04/07/ADV-I-108/07

The complainant had stated that her husband died on 18.08.1996 while serving as SST in Govt. High School, Rakh Ghulaman, Tehsil Kalur Kot, District Bhakkar. She received payment of dues of her late husband except leave encashment. On 28.08.2000 she submitted an application for grant of leave encashment to Director of Education (SE), Sargodha, Division, Sargodha through District Education Officer (SE), Sargodha, which was forwarded to District Accounts Officer, Bhakkar for report about leave entitlement, who issued leave entitlement certificate for 166 days, in favour of her late husband and returned the case to District Education Officer, Sargodha. District Education Officer, Sargodha forwarded her case for sanction of leave encashment to Director of Education(SE), Sargodha Division, Sargodha vide his letter No. 5299, dated 10.4.2000. Thereafter, office of Director of Education (SE), Sargodha Division, Sargodha was abolished and her case was misplaced in transit without any result.

She submitted another application to District Education Officer (SE),

Bhakkar in April 2006 for grant of leave encashment and in response thereto, she was informed that her case had been sent to District Accounts Officer, Bhakkar. It was requested that her grievance be got redressed by the respondent agency.

The matter was taken up with E.D.O.(Edu.), Bhakkar for getting the case of leave encashment from D.A.O., Bhakkar expedited. On receipt of entitlement certificate from D.A.O., Bhakkar, E.D.O.(Edu.), Bhakkar

accorded sanction to the grant of lump sum payment equal to full pay of 166 days vide his office order No.Admn-1/26-05/6456 dated 20.6.2007 and the case was sent to DEO (SE), Bhakkar for further processing. D.E.O.(SE) after getting the bill amounting to Rs.15,873/- passed, made payment to the complainant as reported by him vide his letter No. 4400/Admn dated 21.7.2007. Thus, the grievance of the widow was redressed.

AGRICULTURE DEPARTMENT

Subject: REQUEST FOR REFUND OF RS.15,000/- PAID AS SHARE FOR IMPROVEMENT OF WATERCOURSE

Complaint No. 2688/4/2007-C-IX-133/07

A farmer of Garh Maharaja complained that about 1^{1/2} years back he had deposited Rs.15,000/- in cash with the Water Users' Association and the Water Management Department for bricklining his watercourse. Despite his best efforts, the Department had neither started bricklining of the watercourse nor had refunded his amount. He requested for a direction either to brickline the watercourse or to refund his amount.

District Officer (Water Management), Jhang, reported that the complainant's amount, as well as that collected from other farmers, had not been misappropriated and was lying in the farmers' joint account. Due to difference among the farmers who did not want bricklining of that watercourse, the work at site could not be taken up.

The matter was got discussed between the parties in this Office and as

they could not agree on bricklining of the watercourse, it was decided that the amount so collected be refunded to the farmers. Therefore, after discussion, it was decided that the amount be refunded to all farmers. Accordingly, an amount of Rs.15,000/- deposited by the complainant, and also the money collected from other farmers, were refunded. The complainant confirmed having received his amount

Subject: REQUEST FOR PAYMENT OF PENSION, GRATUITY AND GP FUND

Complaint No. 2679/4/2007-C-IX-130/07

A retired Baildar of Agriculture Department, Ferozewala complained that he had retired from service on 01.10.2006. In spite of his efforts, he had not been paid his pension, gratuity and GP Fund by the department on the plea that at the time of his appointment on 18.05.1979, he had not submitted domicile certificate and medical fitness certificate. He argued that if his service record was not complete, the department should have completed it

during his service. He requested that a direction be issued for payment of his pensionary dues.

The matter was taken up with Deputy District Officer, Agriculture (Extension), Nankana Sahib, who reported on 20.06.2007 that the complainant had been paid an amount of Rs.1, 68,312/- as commutation along with pension. Efforts were also being made to collect his GP Fund balance from District Sheikhpura.

District Accounts Officer, Sheikhpura was also asked to expedite final payment of GP Fund to the complainant. Accordingly Deputy District Officer, Agriculture (Extension), Sheikhpura reported on 23.07.2007 that final payment of GP Fund had also been made to the complainant. Thus, the complainant's grievance about payment of his post retirement dues was redressed.

Subject: REQUEST FOR PAYMENT OF BILL

Complaint No. 7021/11/2006-C-IX-334/06

It was complained that on placement of order by Director General Agriculture (Extension), the complainant had supplied laboratory ovens to sub offices of Agriculture Department at Pakpattan, T.T. Singh and Faisalabad. The supply was inspected, approved and accordingly a cheque dated 30.6.2006 for Rs.2,81,802/- was issued to him at 4.30 p.m. i.e. after banking hours. The cheque bore a stamp indicating that it was not payable after 30.06.2006. Naturally, it was not cleared by State Bank of Pakistan after 30.06.2006. Since then, he had been approaching

Agriculture Department and Finance Department for revalidating the cheque, but they had not responded. The complainant requested for a direction for early payment of his dues.

The matter was taken up with Director General Agriculture (Extension) and Secretary Agriculture. They reported that Finance Department had been requested to revalidate the cheque, but that department advised that a new bill be submitted and previous uncashed cheque be surrendered. Since funds in the next year's budget were not available, the requisite new bill could not be submitted.

Finance Department was asked by this Office to allocate additional funds through supplementary grant for submission of the bill to the AG Office, which advised that the expenditure be met from the existing budget. The Administrative Department was, therefore, advised to re-appropriate funds to the relevant Head so that payment could be made to the complainant.

It was reported by Secretary Agriculture that he had allowed re-appropriation. Thereafter, D.G submitted a bill to AG Office and finally the complainant received payment of Rs.2,81,802/-.

Subject: REQUEST FOR RELEASE OF THIRD INSTALLMENT OF GOVERNMENT SHARE FOR IMPROVEMENT OF WATER COURSE.

Complaint No. 2091/4/2007-C-IX-111/07

Residents of Chak No.666/7 GB Tehsil Kamalia, District T.T. Singh

submitted that their watercourse had been bricklined during 2004-05. The government was required to pay Rs.5,33,072/- as its share. The residents completed the watercourse up to the length of 1030 meters by installing 39 'nakkas' and 2 culverts. This completion was duly verified and certified by Nespak Consultant. Water Management Department paid the farmers only two installments out of its share, leaving the third installment of Rs.53,308/-, which had been spent by the farmers out of their own resources. Instead of paying the third installment, Water Management Department issued them a notice for refund of Rs.28,507/- and they were harassed through police for refund. The complainants requested for a direction to the Water Management Department for release of third installment of government share as per verification report.

The matter was taken up with District Officer (Water Management), Kamalia. He reported that, after release of two installments as government share, the farmers could not complete the watercourse due to certain differences among them. Since, as per directions of the government, completion report had to be submitted by 10.08.2005 failing which the concerned officials were liable for disciplinary action, the farmers were directed to complete the work by 07.08.2005. They could not do so. Nespak Consultant checked the work on 24.09.2005 and advised that payment be made only for the completed work (i.e 895 meters lining, with 33 nakkas and 2 culverts up to the said date). Government share for that verified work

was worked out to be Rs.4,51,257/-. Since an amount of Rs.4,79,764/- had already been paid to the farmers through two installments, they were asked to refund the balance of Rs.28,507/-.

During investigation, with reference to re-verification of the work, Agency's attention was drawn to the latest government instructions regarding re-measurement/re-verification of the work through committees constituted by government for scrutiny of disputed cases. The Agency finally reported that as a result of re-verification by the Committee and Nespak Consultant, a revised report had been issued, resulting in measurement of another 130 meters additional lining, for which government share had been calculated and paid. Thus, the farmers, instead of refunding any amount to government, received cost of additional lining completed by them.

Subject: REQUEST FOR PAYMENT OF FINAL BILL AND RELEASE OF SECURITY

COMPLAINT NO: 5271/IMP/7/07C-IX-8/07

A contractor lodged a complaint in the Office of Ombudsman that Market Committee, Jauharabad was not making payment of his dues for the work executed by him during June, 1993 regarding construction of Vegetables and Fruit Market, Jauharabad.

The matter was taken up with Administrator, Market Committee, Jauharabad, who intimated that there was no dispute regarding the claim. The 6th and final bill was ready for payment but before it could be paid, the government froze development funds of Market

Committees with the result that the contractor's payment could not be made. The Market Committee had requested Agriculture Department to defreeze its funds so that payment could be made to the contractor. Instead of defreezing the funds, Agriculture Department constituted a committee which recommended payment to the contractor subject to certification of the work done by the Building Research Station, Lahore and rectification of defects by the contractor at his own expense.

The matter was investigated in this Office and it was observed that:

- i) Had the funds not been frozen, the contractor would have received his 6th and final bill in 1993, like his previous five running bills.
- ii) Instead of sending the samples to Building Research Station, these were sent to Regional Laboratory of the Highway Department Sargodha, a deviation in which the complainant had no role.
- iii) It was unfair on the part of Agriculture Department to constitute a committee and insist upon certification by Building

Research Station, Lahore after such a long time since the work stood completed. It was also unfair to ask the contractor to rectify defects after years of the construction of the Vegetable and Fruit Market.

The Ombudsman held that it was a classic case of failure of government functionaries to perform their duty in accordance with law/rules/policy, thus causing hardship to others. Secretary Agriculture was directed by Ombudsman Punjab on 12.11.2007 to decide the complainant's claim for payment of his pending dues within 12 days strictly in accordance with the law/rules/government instructions and the agreement with the contractor.

In compliance, Secretary Agriculture released the requisite amount and directed Administrator, Market Committee, Jauharabad to make the payment. The Administrator, paid the amount through cheque dated 18.12.2007, receipt of which was confirmed by the complainant. Thus, with the intervention of this Office, the complainant got his payment after more than 13 years.

BENEVOLENT FUND BOARDS

Subject: PAYMENT OF SCHOLARSHIP FROM BENEVOLENT FUND

Complaint No C-3260/5/07-C-I-384/07

The complainant's daughter was not paid scholarship by Administrative Officer, Provincial Benevolent Fund Board, Lahore, despite the fact that the

complainant had applied for scholarship on 20.2.2006. It was added that the complainant had visited the office of the Board in order to know the status of his application, but Administrative Officer, Provincial Benevolent Fund Board, Lahore misbehaved with him. The complainant requested that scholarship of

his daughter for 2005-06 session be paid and that Administrative Officer, Provincial Benevolent Fund Board be proceeded against in accordance with the law.

The Agency reported that the complainant had been paid his daughter's scholarship for 2005-06 session and it was denied that the Administrative Officer had misbehaved with the complainant during his visit to the office of Provincial Benevolent Fund Board.

The complainant admitted receipt of the scholarship but insisted on taking necessary action against the officer.

BOARDS OF INTERMEDIATE & SECONDARY EDUCATION

SUBJECT: SPECIAL CHANCE FOR EXAMINATION

Complaint No: R576/5/07-Adv-241/07

A student, complained that after clearing Part-I of Matriculation examination, he sent admission form for Part-II. On 18-04-2007 he visited Govt. High School Suroha Examination center to take Biology paper but the concerned official did not allow him to enter the centre as the Board had not supplied the Biology paper to the centre and consequently, the complainant, could not avail of the last chance to clear the examination due to a lapse on the part of the Board. He requested that he be given a special chance in the circumstances.

Controller of Examinations BISE Rawalpindi reported that the complainant was duly allotted roll no. and was directed to appear in Biology paper on 18-04-2007 but he did not comply. He further stated that if the complainant had any difficulty, he

ACS/Vice Chairman, Provincial Benevolent Fund Board was asked to issue instructions to all employees of the Board to behave in a proper manner with the persons who visit Office of Provincial Benevolent Fund Board to inquire about progress on their applications. He was also advised to issue similar instructions to District Boards of Benevolent Fund. ACS/Vice Chairman, Provincial Benevolent Fund Board, Lahore issued the requisite instructions in compliance with the direction.

should have reported the matter to the examination centre or the Board authority which he did not.

During investigation, it transpired that the complainant had indeed reported the matter to the concerned branch of Board but he was not heard properly. On the direction of this Office the Controller of Examination BISE Rawalpindi provided special chance to the complainant to appear in SSC (Supplementary Examinations) 2007. Thus the wrong done to the complainant was redressed.

Subject: CORRECTION IN DATE OF BIRTH/ FATHER'S NAME

Complaint No: 4668/08/06-C-VIII-271/06

A complainant alleged that his son had appeared in Matriculation Examination of Board of Intermediate and Secondary Education, Sargodha in 2006 as a regular candidate. In the admission form, his father's name was inadvertently mentioned as "Muhammad

Altaf” instead of “Altaf Ahmed”. On complainant’s request for correction of his name, the Board informed him that decree of a civil court was required for the requisite change. In addition, the applicant would have to deposit an amount of Rs.1,700/- as fee for change of father’s name in the record.

Board of Intermediate and Secondary Education Sargodha reported that as per rules of the Board, an application for correction of father’s name was required to be accompanied by a decree of civil court of competent jurisdiction. During investigation of the case it was observed that so far as change of date of birth of a student was concerned, the rules of the Board provided that necessary decision would be taken by the competent committee after perusing the school record or that of the municipal body concerned. The mandatory provision for furnishing a decree issued by a civil court in respect of request for change in father’s name, therefore, required rationalization because both the matters could be resolved with the help of the record maintained in the school where the student concerned had been studying. It was also noted that the fee being charged for the purpose was also excessive.

Accordingly, a direction was issued to BISE Sargodha that if a mistake in the date of birth of a student or in his/her father’s name mentioned in the Matriculation Certificate was found, in the first stance the same be got rectified with the help of school record or registration of date of birth record

maintained by municipal body concerned. However, in cases where it might not be possible to rectify the mistake in the said manner, the condition of production of a decree issued by a civil court of competent jurisdiction could be imposed. It was further observed that the rates of fees for correction of date of birth/change in father’s name i.e. Rs.1,750/- within 2 years, Rs.4,000/- within 5 years, Rs.6,000/- within 10 years and Rs.10,000/- after 10 years of passing the matriculation examination fixed by the Board were not only excessive but unjustified. Chairman, Board of Intermediate and Secondary Education Sargodha was, therefore, directed to consider the said matter further and submit his recommendations to Chairman, Punjab Boards Committee of Chairmen for taking a decision based on justice and fair play which should be applicable to all the Boards.

In compliance, it was reported that as per amendment made in the rules, father’s name of a candidate would now be corrected on the recommendations of the competent committee on receipt of an application accompanied by necessary documents i.e. an affidavit, birth certificate, father’s Nikahnama and advertisement in the press etc. and production of a decree of civil court would not be required in such cases. Regarding rationalization of fees, Chairman, Punjab Boards Committee of Chairmen, informed that with approval of the competent authority/Education Department, the following uniform rates for change/correction in date of birth or

father's name had been approved for all the BISEs in Punjab:-

- i) Within two years of Rs.1,000/- passing of Matriculation Examination,
- ii) Within 5 years, Rs.2,000/-
- iii) Within 10 years, Rs.3,000/-

iv) After 10 years, Rs.4,000/-

Thus, with the intervention of this Office not only the procedure for correction of father's name of a candidate was simplified but fees for change/correction of date of birth or father's name were also reduced considerably.

COMMUNICATION AND WORKS DEPARTMENT

Subject: REQUEST FOR PAYMENT OF REMAINING BILL OF CONTRACTOR

Complaint No: 582/5/07/Adv-247/5/07

The complainant, a contractor, alleged that he was allotted work amounting to Rs.2925645/- for Dhoke Syedan Union Council's PCC Street. He fulfilled all his contractual obligations and was paid Rs.27,64,821/-. However balance amount of Rs.1,60,220/- was not paid to him despite the fact that the work was duly completed at site. He requested that DO Roads be directed for payment of the remaining bill.

District Officer Roads, Highway Division, Rawalpindi, reported that due to paucity of funds payment of remaining bill could not be made and that the payment would be made on receipt of funds.

DO (Roads) subsequently reported that remaining payment to the tune of Rs.1,60,220/- had been made to the complainant. This was also verified by the complainant. Thus, through the intervention of this Office, the complainant's grievance was redressed.

Subject: REQUEST FOR PAYMENT OF BILL FOR M&R WORKS

Complaint No: R290/10/06/Adv-111/06

The complainant, a contractor, alleged that the work "M&R Works in Agricultural Training Institute Dahgal, Rawalpindi" was allotted to his firm by XEN Provincial Buildings Division, Rawalpindi. He completed the work as per PWD specifications and the first running bill was prepared, entered in the MB and was passed by the concerned XEN for Rs.1,80,485/- but the cheque was not issued despite his repeated requests. He requested that the concerned authority be directed to make payment of the work done at site.

SE & XEN Provincial Buildings Circle/Division Rawalpindi jointly reported that the payment was not made on the written complaint of the client department that the contractor had completed only 25 to 30% of the work and that no payment should be made to him. Therefore, the payment was stopped and the funds lapsed on 30-6-2006. They also reported that in the meantime the contractor had completed the work and completion certificate was issued by the client department. A

request was, therefore, made to the client department for provision of funds to clear the liabilities of the contractor.

The contention of Director/Principal Barani Agricultural Training Institute, Rawalpindi was that since the completion certificate had been issued in time, it was the responsibility of the Buildings Department to make the payment.

On receipt of reports from both the departments, Principal/Director Barani Agricultural Training Institute, Rawalpindi was informed that his department could not be absolved of the responsibility to arrange payment of the due amount in a subsequent year. The Director/Principal intimated that the payable amount had been obtained from Government of the Punjab, Agriculture Department and was placed at the disposal of Provincial Buildings Division, Rawalpindi for payment to the contractor. Finally, an amount of Rs.1,53,412/- was paid to the contractor and his grievance was redressed

Subject: WITHHOLDING OF PAYMENT OF DUES WITHOUT JUSTIFICATION

Complaint No: 940/3/06 C-VIII 69/06

A contractor complained that he was allotted the work of special repair of Gujranwala-Alipur-Qadirabad Road for an estimated cost of Rs.4,54,258/- vide letter dated 12.06.2002. The work was completed within the time limit given in the work order. The final bill of Rs.4,53,904/- was presented to the Executive Engineer for sanction who, while making payment withheld an amount of Rs.89,545/- on the ground

that some excess payment had been made to the previous contractor. The contractor was assured that the amount so withheld would be paid soon and his security would also be released. However, despite many requests made, the withheld amount had not been paid.

Executive Engineer, Provincial Highway Division, Gujranwala reported that previously the work of special repair of the road was allotted to another contractor who left the same incomplete and hence his contract was rescinded. The remaining work was allotted to the complainant which was completed by him. An amount of Rs.3,22,694/- was paid to him through first running bill. At the time of payment of second running bill of Rs.1,13,210/-, an amount of Rs.89, 545/- was withheld due to difference in the rates quoted by the complainant and the technically sanctioned estimate.

During investigation of the case it transpired that the amount of total work as per original technically sanctioned estimate was Rs.9, 58,498/-. An amount of Rs.5,94,141/- was paid to the previous contractor and by adding an amount of Rs.4,53,904/- payable to the second contractor (complainant) the total amount came to Rs.10,48,045/- which showed an excess of Rs.89,547/- over and above the technically sanctioned estimate of Rs.9,58,498/-. Perusal of record further revealed that Sub Divisional Officer, Provincial Highway Sub Division, Gujranwala vide letter dated 21.06.2004 had informed the Executive Engineer that an excess amount of Rs.89,545/- paid to previous

contractor be recovered with a view to making payment of the withheld amount to the second contractor. It was observed that the work to the complainant was allotted as an independent component for Rs.4, 54,258/- which was completed to the satisfaction of the Agency. Therefore, if some excess payment had been made to the previous contractor or there was some difference in the rates quoted by the complainant vis-à-vis those quoted by the previous contractor, which in any case had been approved by the competent authority while allotting the work, withholding of Rs.89,545/- out

of total amount of bill payable to complainant amounted to maladministration. Hence, the Agency was directed to make payment of the withheld amount without any delay to the complainant.

In compliance, Executive Engineer, Provincial Highway Division, Gujranwala vide report dated 15.01.2007 informed that payment of Rs.89, 545/- had been made to the complainant. Thus, the grievance of the complainant was redressed.

EDUCATION DEPARTMENT

Subject: REFUND OF SECURITY

Complaint No: M/1332/05/07

The complainant, a building contractor, alleged that he was awarded contract by Bahauddin Zakariya University, Multan for construction of four residences. A written contract was executed between the parties on 31.12.03. The work was completed on 25.3.05 and though the final bill was paid yet the security amounting to Rs.1, 93,258/- which was required to be released after a year had not been refunded. He prayed that the concerned authorities may be directed to refund the security without further delay.

The Project Director of the University informed that the refund case of the complainant was under process. The Project Director, later, submitted another report in which it was stated that the security was not refunded because of some audit objections raised by Director General Audit, Punjab, Lahore. On the

other hand, the complainant contended that he had completed the work in time and no defect/deficiency had been pointed out at any stage and that was why final payment had been made to him. As regards audit para, he pleaded that it should be got settled by the University authorities.

It was admitted by the Agency that the complainant was issued the work order for construction of four residences which were completed by him and payment of the final bill was made to him. As far as the quality of the work done by the complainant was concerned, nothing had been brought on record to show that any defect had been pointed out by the Project Director or the work was declared sub-standard at any point of time before making payment of the final bill. The observations of the audit were general in nature and it was the duty of the University officials to get the para settled.

It was held that non-payment of security amounted to maladministration. Therefore, the Project Director, Bahauddin Zakariya University, Multan was directed to take steps for the refund of the security amount of the complainant. As per report received from the Treasurer, BZU, Multan, cheque No.9507949 dated 16.8.07 for Rs.1, 93,258/- had been issued in favour of the complainant. Thus, the complainant's grievance was got redressed.

Subject: PAYMENT OF SALARY

Complaint No: M/849/04/07

The complainant alleged that he was appointed as Naib Qasid in the office of Deputy District Education Officer (Male), Liaquat pur on 30.10.2006 under rule 17-A on invalidation of his father, but his salary bills had not been passed by District Accounts Officer, Rahim Yar Khan under the pretext that his appointment on regular basis, instead of contract, was against the policy of the Govt. He requested that District Accounts Officer, Rahim Yar Khan be directed to release his salary.

District Accounts Officer, Rahim Yar Khan relied on Contract Appointment Policy issued by Services & General Administration Department vide Notification No. DS (O&M) S-3/2004 Contract (MF) dated 5.8.06 and contended that since mode of recruitment in the Education Department was contract appointment, hence appointment of the complainant on regular basis was against the Government policy. The complainant

neither filed rejoinder nor joined the hearing proceedings, thereafter.

During investigation, it was noted that Services and General Administration Department, Government of the Punjab, had issued Recruitment Policy (2003-04) and Contract Appointment Policy 2004. The Finance Department vide letter dated 2.6.03 clarified that all recruitments under the new Recruitment Policy would be made on contract as far as possible and where deviation was to be made, prior permission was to be sought from the Finance Department. Prior to it, Notification No.SOR-III.2-42/92 (P.III) dated 15.11.03 issued by the S&GAD was in vogue wherein it had been clarified that appointments in BS-1 to 5 under rule 17-A would be made on regular basis. Later on, through Notification dated 5.8.06, para XI(ii) of the Contract Appointment Policy was amended and relevant instructions/guidelines issued from time to time in this regard were made applicable, mutatis mutandis, for employment under Rule 17-A. Through the same notification dated 5.8.06, notification dated 15.11.03 was withdrawn with immediate effect and simultaneously it was clarified that the nature of appointment under Rule 17-A (whether on contract/regular basis) would depend upon the policy of the Government for a particular post. Since no particular instructions existed for appointment on regular basis, the plea of the District Accounts Officer, Rahim Yar Khan was found correct and in accordance with law.

The Executive District Officer (Edu), Rahim Yar Khan was directed to get the appointment order of the complainant amended from the competent authority and submit the same to District Accounts Officer, Rahim Yar Khan who was also directed to pass the bills of the complainant immediately on receipt of the amended order of his appointment. As per letter received from the complainant, duly endorsed by DDEO (M-EE), Liaquatpur, his outstanding pay had been disbursed.

Subject: REQUEST FOR APPOINTMENT AS SESE

Complaint No: 5134/07/07-C-IX-194/07

A candidate for appointment as Senior Elementary School Educator (SESE) in Tehsil Pasrur, District Sialkot complained that although she had appended the requisite experience certificate with her application submitted to DEO (W-EE), Sialkot, yet she had been placed lower in the merit list than other candidates by not awarding her additional marks for experience. She requested for scrutiny and revision of merit list and her appointment instead of the candidate who had been wrongly placed above her in the merit list.

The matter was taken up with the DEO (W-EE), Sialkot, who admitted the mistake and undertook to revise the merit list by awarding additional marks for experience to the complainant.

As a result of revision of the merit list, the complainant's plea was found correct. She was placed higher in merit and accordingly appointed as SESE. The complainant also confirmed

on 22.11.2007 that she had received appointment order. Thus, through intervention by this Office, the complainant was appointed, a right which had been denied earlier.

Subject: APPOINTMENT AS SWEEPER

Complaint No: 3484/5/07 CR-127/07

It was stated that on advertisement of certain class-iv posts (institution specific) by the Education Department, Jhang, the complainant being matric and resident of the village Kalyarwala submitted an application to Principal, Govt. Higher Secondary School, Kalyarwala, Tehsil & District, Jhang for appointment as Sweeper. He was called for interview and his name was included in the merit list. The concerned authority of the department had appointed a person who was neither resident of U.C Kalyarwala where the school was situated nor had he applied for the said post

District Education Officer, Jhang reported that contention of the complainant that Ghulam Mustafa (selectee) had not applied for the post was incorrect. The application of Ghulam Mustafa was entered in the application receipt register. He appeared in the interview and was recommended by the Selection Committee for appointment on merit. The complainant scored 5th position in the merit list.

Perusal of record revealed that EDO (Edu), Jhang/Chairman, Selection Committee advertised certain class-iv posts of School Wing in the district for recruitment in July, 2006. Candidates were required to submit their applications by

22.7.06 with heads of the institutions of their choice. The complainant applied for the post of Sweeper in Govt. Higher Secondary School, Kalyarwala. He appeared in the interview for the said post. As per merit list for the post of Sweeper in the said school, the complainant scored 75 marks and was placed at Sr.No.5 in the merit list. The department appointed Ghulam Mustafa s/o Muhammad Amir who was at Sr.No.1 of the list with 87 marks against the said post. The contention of the complainant in this behalf, was that Ghulam Mustafa had not applied for the post of Sweeper in Govt. Higher Secondary School, Kalyarwala and had himself admitted in his complaint No.5758/7/07 C-VI-140/07 that he did not apply for the post of Sweeper in the said school and instead had applied for the post of Chowkidar in Govt. High School, Kot Maldev U.C Dosa, Govt. High School Sahjhar, Govt. Elementary School Chandna and Govt. Elementary School, Dalmore. On the face of said admission, DEO (SE), Jhang, ex-Principal and present Principal could not give any cogent explanation for the impugned appointment of Ghulam Mustafa without application. As selection of Ghulam Mustafa was made by the Selection Committee despite the fact that he had not applied for the job, his impugned recruitment, therefore, being violative of the Contract Appointment Policy, 2004 could not be held as legal appointment. The Selection Committee and respective Principals were held responsible for maladministration u/s (2)(2)(i)(a) of the Punjab Office of the Ombudsman Act, 1997. Secretary Education, Government of

the Punjab was accordingly directed to summon the relevant record of the impugned selection of Ghulam Mustafa and after hearing Ghulam Mustafa (selectee) decide the issue on merit in accordance with law and rules. He was also directed to fix responsibility for the impugned selection and initiate disciplinary action against the delinquent Selection Committee and the Principals under the Punjab Employees Efficiency, Discipline and Accountability Act 2006 for the narrated mal-administration.

In compliance, Special Secretary (Schools) Government of the Punjab, Education Department afforded personal hearing to all concerned on 18.12.07 i.e. Muhammad Arif Ali (complainant), Ghulam Mustafa (selectee) and DEO(SE), Jhang. After cross questioning and checking of the relevant record, it was noted that Ghulam Mustafa had actually applied for the post of Sweeper as his application was duly entered on 22.7.07 at Sr.No.64 of the Diary Register of the said school. In the record produced by DEO(SE) Jhang, application of Mr. Ghulam Mustafa for employment as Sweeper was found available. It was observed that at the time of preparation of first preliminary merit list, objection was raised that Mr. Ghulam Mustafa had not submitted attested copies of his certificates. Subsequently, at the time of interview, he presented attested copies of documents before the committee & his marks for interview were accordingly incorporated in the final merit list where he stood first whereas, the complainant

was at serial No.5. With respect to the statement made before the Ombudsman by the respondent, Ghulam Mustafa, stated that since he was illiterate, the applications were submitted for appointment in various schools by his maternal uncle. Since one interview conducted against one post was valid for all the posts applied for, therefore, at the time of making statement before the Honourable Ombudsman, he got confused about the application submitted in that particular school. After hearing the complainant & perusing the record, Special Secretary Schools held that Mr. Ghulam Mustafa had applied for the post of Sweeper at Government Higher Secondary School, Kalyarwala where he had also submitted all the documents. His name appeared in both the preliminary & final merit list. Since he was placed on the top in the final merit list, he was rightly appointed as sweeper in Government Higher Secondary School Kalyarwala, District Jhang by the concerned authority.

Subject: REQUEST FOR PAYMENT OF FINANCIAL ASSISTANCE

Complaint No: 1462/03/07-C-IX- 82/07

A widow, whose husband died on 16.12.2004 while serving as PTC teacher in a primary school in tehsil Sialkot, complained that she had applied for financial assistance of Rs.300,000/- but the department had not taken any action on her request. She requested that a direction be issued for early payment of financial assistance to her.

The matter was taken up with Deputy DEO (M-EE), Sialkot who intimated that on receipt of notice, he had issued sanction for payment of financial assistance and EDO (Finance & Planning), Sialkot had been requested for allocation of funds so that the bill could be submitted to District Accounts Office for payment to the complainant. EDO (F&P), Sialkot was accordingly directed to take immediate action on the request of the Education Department for allocation of funds, who responded promptly and allocated the requisite funds upon which Deputy DEO (M-EE), Sialkot was directed to ensure payment by pursuing the matter at personal level.

Deputy DEO finally reported that an amount of Rs.300, 000/- had been paid to the complainant (widow) who also confirmed receipt of this amount which was due to her for the last more than 2 ½ years.

Subject: DILAPIDATED CONDITION OF SCHOOL BUILDING AND CROSSING OF OVERHEAD HIGH TENSION WIRES OF ELECTRICITY

Complaint No: 1775/03/2007-C-IX

Headmaster of a Government Primary School in Tehsil and District Gujrat complained that the building of his school was in a dilapidated condition. In addition, high tension electricity wires over the school compound were endangering lives of the students and could result in any mishap. He had made all efforts with the local administration to rectify the situation, but with no success.

He requested that a direction may be issued for redressal of the grievance.

The matter was taken up and pursued with District Education authorities of District Gujrat. DEO (EE) Gujrat reported that they had deposited the requisite amount with WAPDA for shifting high tension wires from the school. The school consisted of two separate portions—one with 2 classrooms in a dangerous and dilapidated condition and the other with 2 classrooms and one veranda which had been recently constructed and was presently under use of the school. It was also reported that a scheme had been prepared for construction of a new portion in place of the dilapidated one during next year's development programme.

During hearing in this Office, the Agency reported that high tension wires and electricity pole had been removed from the school compound. The complainant confirmed this statement. It was further intimated that PC-I for construction of the new block had been submitted to the District Government for approval of the District Assembly whereafter construction of the building would be taken up in the next financial year. The EDO was directed to take effective steps against any danger to the students because of dilapidated condition of a part of the building and pursue the case for construction of new building.

EXCISE AND TAXATION DEPARTMENT

Subject: EXEMPTION FROM PROPERTY TAX.

Complaint No: 1887/3/07 CR-97/07

The complainant stated that his brother in law who was living in Canada owned house No.23/C Sabzazar Scheme, Multan Road, Lahore. He gave that house on rent on 1.2.97 at monthly rent of Rs.9,000. The tenant refused to pay the rent on 1.10.99. He filed a civil suit against the tenant which was decreed in his favour. The house was got vacated and possession thereof was restored to the complainant on 17.10.06. The complainant alleged that the owner being abroad, six petitions were submitted to E&T Department for recovery of tax from the tenant as he was not paying the rent. The department did not recover the tax from the tenant and instead, the then Inspector connived with

the tenant and issued a fake tax demand in his name which was presented in the court contending that he was the owner of the property and was paying the house tax. The complainant filed a revision petition with DCO Lahore which was marked to EDO (Revenue) but no action was taken thereon. On receipt of tax demand of Rs.1,39,692 on 20.11.06, the complainant filed an appeal for exemption from payment of tax but the department did not accept his appeal and directed him to pay the tax. The complainant requested for justice and exemption from the tax.

Excise & Taxation Officer Zone-8 Lahore reported that on receipt of a notice from Ombudsman Punjab, site inspection was done. House No.23/C Sabzazar Scheme was found to have been vacated by the tenant and was

being looked after by a Chowkidar on behalf of the owner. On the basis of self-occupation of the property, assessment was reduced to Rs.11,400 to be given effect from 1.1.07 Notice PT13 had accordingly been issued to the complainant for payment.

During hearing of the parties, it was observed that revision petition filed by the complainant was duly heard by EDO (Revenue) who after hearing the parties, decided that as the case in regard to property in question was pending in the civil court and the owner of the property had not been paid the rent, the assessing authority should postpone the recovery of property tax till decision of the civil court whereafter the tax be recovered immediately. As the department had issued tax demand as per decision announced on the revision

petition of the complainant himself, no maladministration could be attributed to it in that regard. The complainant was at full liberty to adopt available legal course for recovery of the amount of rent payable by the tenant. Director General, E&T Lahore was however, directed to look into the conduct of Inspector E&T alleged to have purposely avoided recovery of payable arrears of tax from the tenant u/s 14 of the Urban Immovable Property Tax Act, 1958 and arranged tax receipt of Rs.3, 000 in the name of the tenant who presented it in the court by showing himself as an owner, and take suitable action, if so warranted. In compliance, disciplinary action against the delinquent was ordered by DCO Lahore under the Punjab Efficiency, Discipline & Accountability Act 2006.

HEALTH DEPARTMENT

Subject: REFUND OF FEE ON UP-GRADATION

Complaint No: 238/01/07 C-VIII 07/07

A student complained that he got admission in M.B.B.S. in Services Institute of Medical Sciences, Lahore, on self finance basis on 21.12.2005 and deposited an amount of Rs.2,69,000/- as college fee/dues. After three months, on receipt of a call letter from Nishtar Medical College, Multan for admission on open merit, he got admission in the said college in BDS on 21.03.2006. Later, he requested SIMS Lahore for refund of fee deposited by him which was refused on the ground that refund of fee could not be allowed after expiry of two months of the admission. The complainant averred that

in the wake of selection of candidates on merit for admission to various medical colleges, the process of upgradation on merit from one college to the other continued for about 6 months and in the event of such upgradation, either the fee deposited in the previous college was refunded to the student or transferred to the college to which the student concerned had been upgraded. He, therefore, requested that the fee deposited by him be got refunded.

Services Institute of Medical Sciences, Lahore, reported that the complainant had studied for more than three months in the Institute before joining Nishtar Medical College, Multan. As per decision of the Board of

Governors of PGMI/Services Hospital, refund of fee was not to be allowed after expiry of a period of more than two months and hence, the fee deposited by the complainant was not refundable. Moreover, if a student who had got admission on self finance basis left the seat like the one under discussion, the Institute/College would have to bear a loss of Rs.2,54,000/- each for the remaining four years.

The matter was taken up with Health Department, Government of the Punjab, which advised the Principal, SIMS, Lahore, that admissions of M.B.B.S. and B.D.S in Medical and Dental Colleges were conducted on the

basis of the same admission policy, entry test and merit and, thus the candidate was merely moving from one institution of Health Department to another, and therefore the Institute should refund the fee deposited by the complainant in terms of instructions issued vide letter dated 07.01.2005.

In view of the advice given by the Health Department, an amount of Rs.2,69,000/- was paid to the complainant by the authorities of SIMS, Lahore. Thus, with the intervention of this Office not only the policy guidelines issued by the government on the subject were made clear, but complainant's grievance was also got redressed.

INDUSTRIES DEPARTMENT

Subject: NON-PAYMENT OF COMPENSATION FOR ACQUIRED LAND

Complaint No R-465/3/07/Con-123/3/07

The complainant, a permanent resident of Quetta who retired as clerk of Geological Survey of Pakistan alleged that in June 2004 his agricultural land along with his sister's land measuring 3 Kanals 6 Marlas was acquired by Land Acquisition Collector, Industries Department, Lahore, for establishment of Cement Factory but no compensation was paid

District Officer (Revenue) Chakwal reported that the complainant's father had purchased 4 Kanals and 4

Marlas of land through mutation no.1504 which had not been given effect to in Register Haqdaran Zameen for 1975-76. He further stated that necessary correction in Register Haqdaran Zameen had been made and that the concerned Land Acquisition Collector, Industries Department, Lahore had been directed for payment of compensation.

The Land Acquisition Collector, Industries Department, Lahore intimated that payment of compensation had been made to the complainant and his co-sharer sister to the tune of Rs.16, 548/- and Rs.8,274/- respectively.

LG & CD DEPARTMENT

Subject: CONSTRUCTION OF ROAD

Complaint No: 483/01/2007 C-X-23/07

The complainant had alleged that the scheme titled "Repair of Road Adda

Mureedwala to Gojra Road" was allotted to Irshad Ali Builders, government contractor vide work order No. TMA(S)/I&S/235 dated 17.08.2006. The contractor, after laying the crush, had

abandoned the work but had received payment in collusion with TMA, Samundri and SDO, Highway, Samundri and, thus, embezzled government funds by showing the work to have been completed. He requested that the complaint be looked into, action be taken against the delinquents and the road be got completed by the Agency.

On taking up the matter with the Agency, TMO, TMA, Samundri vide his letter No.87(TMA(1) dated 19.03.2007 reported that the scheme titled "Repair of Road Adda Mureedwala to Gojra Road" was allotted to Irshad Ali Builders, government contractor vide work order No. TMA(S)/I&S/235 dated 17.08.2006. The contractor laid the crush; water bounded the road for which payment of Rs.1, 80,000/- had been made to him against the work done. The work would be completed on the start of tarring season and the remaining payment of Rs.2,20,000/- would be made to him on completion of the work.

The matter was pursued with the Agency and finally, the representative of the Agency reported that the road had been completed as per approved specifications. The complainant confirmed the report of the Agency regarding completion of the work. The grievance of the public was thus got redressed.

**Subject: PAYMENT OF
STREETLIGHT BILL**

Complaint No: 5418/1/2007 C-X-23/07

Some residents of Chak No.175/RB (Walipur Boora) complained that their village was at a distance of 02 km from Lahore-Faisalabad Road. Tehsil Nazim, Safdarabad provided street light facility on one of the roads leading to the

village and the TMA had been paying the electricity bill but lately TMA, Shahkot had refused to pay the electricity bill and WAPDA had issued disconnection notice. The complainants requested that TMO, TMA, Shahkot may be directed to pay the electricity bill.

TO(I&S), TMA, Shahkot reported that Chak No.175/RB (Walipur Boora), Tehsil Shahkot, District Nankana was previously part of TMA, Safdarabad and had been included in TMA Shahkot in July, 2005. The street light facility was provided only in urban areas. Limited resources of the TMA did not allow provision of such facility in rural areas. TMA, Safdarabad committed an irregularity while providing street light facility in the said rural area and there was no justification to continue it. There were about fifty villages in TMA, Shahkot and residents of other villages would also demand provision of street light in their villages by the TMA.

On a notice from this Office, Secretary to Government of the Punjab, Local Government & Community Development Department vide his letter No. SO-D-I(LG)8-35(Shahkot)/05 dated 30.03.2007 intimated that the provision of street light was within the purview of TMA. Under the Punjab Local Government Ordinance, 2001, the TMA was competent to allocate funds for the purpose. TMO, TMA, Shahkot was instructed to redress the grievance of the residents.

TMO, TMA, Shahkot was accordingly directed by this Office to act as per advice given in the matter by Local Government & Community Development Department and redress the grievance of the residents.

POLICE DEPARTMENT

Subject:ILLEGAL DETENTION

Complaint No: 3975/6/07-C-XI-150/07

The complainant got case FIR No.215/07 registered. Shabir Ahmed ASI, was entrusted with the investigation, who summoned the complainant in the police station for investigation, but allegedly, after accepting illegal gratification from the accused, confined the complainant and other notables of the locality accompanying the complainant in the lockup, with a view to forcing the complainant to settle the matter with the accused. It was requested that legal action against the ASI be taken.

District Police Officer, Okara intimated that an inquiry into the allegations levelled was entrusted to DSP, City Circle, Okara who reported that the investigating officer had been directed to finalize the investigation of the case got registered by the complainant on merit and that the accused official had denied the allegations of corruption and illegal confinement.

Subsequently, during the hearing, a representative of the Agency submitted a report on behalf of the DSP that the parties had reconciled and that since the complainant did not want to pursue his complaint, the same be filed.

During investigation of the case, it transpired that the ASI had illegally confined the complainant and his associates in the lockup. This fact was borne out from the written statements of the complainant and 18 other persons who had accompanied the complainant

to the police station. The ASI took the plea that he had summoned the parties of the case in the police station but failed to produce any written summons in this regard. He did not appear for personal hearing despite notice. It was held that it had been proved beyond any reasonable doubt that the accused official had confined the complainant and others in the lockup unlawfully. Prima facie, the accused official had committed an offence under section 342 PPC and Article 155(C) of Police Order 2002. Accordingly, DPO, Okara was directed to register a case against the said accused official and submit report under section 173 Cr.P.C. in the competent court within 14 days, under intimation to the Office of the Ombudsman Punjab.

The DPO reported that FIR NO.695/07 had been registered against the ASI for illegally confining the complainant and 18 others in the lockup of the police station and that the requisite report u/s 173/Cr.P.C had been submitted in the court.

Subject:HIGH HANDEDNESS OF POLICE OFFICIALS

Complaint No 8147/12/06-C-XI-402/07

The complainant alleged that some police officials entered her house unlawfully. They had in their custody her nephew who was said to be an accused in a case under Prohibition Order. On her protest that she was not responsible for any act or omission of her nephew, the police officials arrested her and took away valuables from her house. Her daughter and a tenant were

also humiliated. She was kept in illegal confinement from 4:00 p.m. till 12 at night. She was threatened that if she did not pay illegal gratification amounting to Rs.50, 000/-, her husband would also be involved in the case. Her daughter managed Rs.25, 000/- which was paid to the Sub Inspector. Thereafter, the Sub Inspector along with his two companions subjected her to molestation and subsequently an FIR was registered against her. She requested for action against the police officials.

As per an enquiry conducted by a DSP, a raid was conducted and complainant's nephew was arrested after recovery of 200 liters of liquor from him. It was further reported that the husband of the complainant was a habitual offender against whom a number of cases had been registered.

The parties were heard and evidence was recorded from both sides. From the evidence brought on record, it was prima facie proved that the accused officials had raided the complainants' house without any search warrant from the competent court. There was no cogent reason to enter the house of the complainant. Registration of cases against the husband of the complainant was no justification for harassing the complainant who was arrested and was detained at the police station unlawfully. There was also reasonable evidence to suggest that illegal gratification amounting to Rs.25, 000/- was demanded and accepted by the accused officials.

Maladministration having been proved, DIG of Police (Operation)

Lahore was directed to proceed against the police officials departmentally under intimation to this Office. He intimated that a penalty of withholding of annual increment for one year had been imposed upon the officials. As regards the allegation of raid and molestation, the complainant was advised to approach the police for the registration of a case or to file a complaint in the competent court.

Subject: REQUEST FOR PAYMENT OF RENT OF SHOPS

Complaint No: R-202/8/06/Adv-82/06

The complainant stated that he rented out his 15 shops located at Sanghoi, Tehsil and District Jhelum to the Police Department for establishment of Police Station Chotala, at a monthly rent of Rs.430/- per shop, but despite his best efforts the local police neither paid the rent nor vacated the shops. He requested that the Police Department be directed to pay the rent of his shops.

District Police Officer, Jhelum, reported that the shops were taken on rent by the SHO vide a written agreement but could not be occupied due to inundation and as such the claim of the complainant was unfounded.

On the direction of this Office, a spot inspection was made by DO (Revenue) Jhelum who reported that the police of PS Chotala had actually occupied and utilized 13 shops but the rent was never paid. The shops had been vacated a day before the inspection.

Since it was established that the shops had been utilized by the police for the newly set up police station, DPO,

Jhelum was directed to pay the due rent in accordance with the written agreement, who paid an amount of

Rs.1,67,700/- as rent and also vacated the shops. Thus, the complainant's grievance was redressed.

PRISONS DEPARTMENT

Subject: PAYMENT OF GP FUND

Complaint No: 7533/11/06/C.VI-312/06

Widow of a Head Warder of Central Jail, Gujranwala complained that her husband died on 10.8.1991. Even after a lapse of 15 years, G.P. Fund of her husband had not been paid to her.

The contention of Superintendent Central Jail, Gujranwala was that no record of GP Fund of the deceased Head Warder was available. This report was considered inadequate and unsatisfactory and the Agency was asked to dig out the old record. In response thereto, the Agency reported that the deceased had served in five different Jails from 20.04.73 to 9.8.91. As per information received from these jails, G.P. Fund contribution was made by the deceased employee at District Jail Lahore & Sialkot only. Eventually, District Accounts Officer, Sialkot and A.G. Punjab, Lahore issued authority for the payment of G.P. Fund amounting to Rs.1,593/- and 10,919/- respectively.

The complainant was paid G.P. Fund of her deceased husband albeit after passage of 16 years, on the intervention of this Office.

Subject: APPOINTMENT UNDER RULE 17-A OF THE PUNJAB CIVIL SERVANTS (APPOINTMENT & CONDITIONS OF SERVICE) RULES, 1974.

Complaint No: 1633/3/07/C.VI-58/07

Complainant's father was working as Sanitary Worker in District Jail, Sialkot who retired from service on medical grounds on 11.2.06. The complainant applied for appointment under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974. Even after elapse of one year, he had not been appointed as Sanitary Worker or against any other post in BS.1-5.

Superintendent Central Jail, Sialkot, denied having received any application from the complainant. The complainant in his rejoinder intimated that DIG Prisons had forwarded his application to Superintendent, District Jail, Sialkot, on 19.7.2006. The Agency then took the plea that relevant documents were not attached with the application of the complainant received from DIG Prisons, Lahore Region, Lahore, which was inadvertently placed in the file of his father and, therefore, no action could be taken. It was also asserted that the complainant had never approached the Superintendent in this regard. However, Superintendent District Jail, Sialkot, tendered a written apology for the omission on his part regarding furnishing a factually incorrect report that he had not received the complainant's application.

Serious notice was taken of the manner in which the Superintendent Jail

had dealt with the application submitted by the complainant and submitted the report after this complaint had been filed. He was directed to summon the complainant with the required documents and appoint him within a week under rule 17-A against a post for which he held the prescribed qualification. Since Superintendent, District Jail, Sialkot, had apologized for

submitting an incorrect report, lenient view was taken and the Home Secretary was asked to issue him a warning to be careful while submitting reports and to adopt a proactive attitude while dealing with the problems raised before him. Appointment order of the complainant was issued by the Superintendent Jail and the Home Department also complied with the direction issued by this Office.

REVENUE DEPARTMENT

Subject: REQUEST FOR POSSESSION OF LAND

Complaint No: 8206/06 C-III 378/06

It was stated by the complainants that they had applied to Tehsildar, Pasroor for handing over possession of their land measuring 18 kanals and 18 Marlas in Village Mehtabpur Hanjli, which fell to their share as a result of partition proceedings. It was alleged that the revenue officer was not inclined to do the needful although they had been pursuing the matter for the last two years. They requested for redressal of their grievance.

Tehsildar Pasroor reported that he had visited the spot for delivering possession but due to absence of the complainant, the proceedings could not be finalized. Later, it was contended that the complainants had requested him in writing that they would receive the possession after harvesting of standing crops. The complainants denied the assertion of the Agency and contended that they were present at the site on 6-2-07 in response to the notice of the Tehsildar but he did not turn up. DDO(R), Pasroor who was directed to

intervene, finally reported that the complainants had been delivered possession on the spot and their grievance had been redressed.

During hearing proceedings, the complainants confirmed in writing that they had received possession of the land and their grievance stood redressed with the intervention of this Office.

Subject: ACTION AGAINST ENCRO-ACHERS

Complaint No: 8022/06 C-III 368/06

It was complained that influential persons of Murid Wala had unauthorizedly occupied the road and constructed shops over there with the connivance of officials of Revenue and Highway Departments. The unauthorized occupants had sold those shops for Rs.10/15 lacs each and had blocked the main road by parking rehries/chhabbries.

DDO(Rev), Summandari reported that unauthorized occupation over the state land had been got removed with the assistance of police, respectables of Ilaqa, General Councilor of the area and President Anjuman-e-Tajran, Murid Wala.

During joint hearing, the complainant confirmed that as per revenue record, the state land adjoining the main road, under unauthorized possession had been got cleared by Tehsildar Summandri, with the assistance of police. He expressed his satisfaction over the action taken.

Subject: REQUEST FOR DEMAR-
CATION OF LAND
RESERVED FOR
GRAVEYARD

Complaint No: 7145/06 C-III 334/06

A resident of Mohalla Islampura, Tehsil Jaranwala, complained that a Patwari with the connivance of adjacent landowners got included land measuring 33 kanal and 6 Marla reserved for graveyard of Chak No.239 GB in their lands and they were selling the same in the form of plots. He approached DDO(R), Jaranwala for demarcation of the land, reserved for the graveyard but no one paid any heed to his request.

DDO(R), Jaranwala reported that unauthorized occupation over the graveyard land by the adjacent land owners in the shape of opening their doors towards graveyard and dumping garbage etc had been got removed/cleared with the assistance of TMO, Jaranwala who had also been directed for construction of boundary wall on the outer limits of the graveyard.

During proceedings, the complainant submitted that it had been decided to construct a pacca wall on outer limits of graveyard, garbage had been cleared by TMA, Jaranwala and DDO(R) Jaranwala had also directed

action against the unauthorized occupants under section 32/34 of The Colonization of Government Lands (Punjab) Act, 1912. The complainant expressed his satisfaction over the action taken/ assurance given and requested to file his complaint. DDO(R), Jaranwala was, however, directed to ensure compliance of his commitment for constructing wall on the western side of graveyard.

Subject: ISSUANCE OF DUPLICATE
COMPENSATION VOUCHER.

Complaint No: 5122/8/06/C.VI-229/06

It was averred that privately owned land was acquired for public purposes and compensation was paid vide Government treasury voucher which was lost by the complainant. He requested for issuance of a duplicate voucher which was not being done. He requested for issuance of a duplicate voucher.

Perusal of record showed that 13 kanal, 5 marla of complainant's land was acquired for Sundar Industrial Estate, Lahore. After necessary codal formalities Voucher No. 34 Book No. 3274 amounting to Rs.3,31,250/- was delivered to the complainant who was land owner's attorney. This voucher was misplaced and application for issuance of a duplicate voucher was submitted in February 2006, but no action was taken till January 2007. The Agency could not give satisfactory reasons for delay in issuance of a duplicate voucher.

DO (Rev) was directed to hold an inquiry into this inordinate delay and to dispose of the matter within a month in

accordance with the law / rules. The DOR complied with the direction and informed that duplicate Voucher bearing No.54, Book No.3274 amounting to

Rs.3, 31,250/- was issued to the complainant. Disciplinary proceedings were also initiated against the officials found responsible for delay.

SOCIAL WELFARE DEPARTMENT

Subject: **APPOINTMENT IN VIOLATION OF MERIT**

Complaint No: R-534/4/07/Con-138/7/07

The complainant stated that he was a graduate and in response to an advertisement in Daily Jang, applied for the post of Assistant-Cum-Accountant in Darul Amaan, Chakwal, The department, however, issued an appointment order in favour of a person from District Lodhran whereas the vacancy was solely for District Chakwal as per advertisement. He requested that the concerned department be directed for issuance of orders of his appointment instead of a person from Lodhran District.

Director General, Social Welfare, Women Development and Bait-ul-Mal, Punjab, Lahore, reported that the order in favour of the resident of Lodhran District was issued erroneously and that a corrigendum was issued and the complainant was adjusted against the vacant post.

On the intervention of this Office, the complainant was appointed as Assistant-Cum-Accountant and his grievance was redressed.

Subject: **REQUEST FOR AWARD OF BENEFITS AS PER CONTRACT APPOINTMENT POLICY**

Complaint No: 4718/06/07-C-IX-174/07

Seventeen contract employees of Social Welfare and Bait-ul-Maal Department, Sargodha, with reference to S&GAD's notification dated 29.12.2004 regarding contract appointment policy submitted that Social Welfare Department, Sargodha had not allowed them revised pay package as per S&GAD's notification and instead, was paying them fixed pay as per previous terms. They requested that direction be issued for revision of their terms and conditions to allow them the revised pay package as per S&GAD's notification, which provided that contract employees would, interalia, be allowed pay in the relevant pay scale plus due benefits in lieu of pension.

The case was taken up with District Officer (Social Welfare), Sargodha and Director General, Social Welfare, Punjab Lahore. Both offices had no cogent explanation for delay in implementing S&GAD's notification dated 29.12.2004 and allowing revised terms and conditions to contract employees.

During investigation, it was pointed out to the Agency that as per existing policy the contract employees, who had been appointed after 29.12.2004, were entitled to the revised terms and conditions as provided in the said S&GAD notification, without

reference to Finance Department. However, those who were appointed before the said date were to be allowed the revised terms, after clearance from Finance Department.

District Officer (Social Welfare), Sargodha finally reported that:-

- a) Terms and conditions in respect of 15 contract employees who had been recruited after S&GAD's policy dated 29.12.2004, had been

revised by allowing them pay package as allowed in S&GAD's policy and thereby complainants' grievance had been redressed to their satisfaction.

Cases of remaining two employees, who had been recruited prior to issuance of S&GAD's policy, had been referred to Finance Department through Administrative Department for clearance.

UNIVERSITIES

Subject: ISSUANCE OF B. Ed. DEGREE

Complaint No: 923/02/07 C-VIII 45/07

A complaint was lodged by a student that she had passed B. Ed. Examination in 2003, but the degree had not been issued to her despite many requests made to the University of Education, Lahore. She requested that a direction be issued to the University to issue her B. Ed. degree without further delay.

In its report, University of Education, Lahore informed that as per their record, the complainant had not applied for issuance of degree. It was, however, intimated that printing of degrees of various programmes from 2002-2003 onward was under process and as soon as the degrees were printed, those would be issued/awarded to the concerned students. It was further intimated that the reason for not issuing the degrees was late approval of designs of degrees of various programmes by the competent forum i.e. the Syndicate which had approved the same in January 2006.

During investigation of the case it was noted with concern that though

University of Education was established in 2002, yet degrees to successful candidates had not been awarded so far. Therefore, taking notice of the time taken in getting designs of degrees approved which caused inordinate delay in issuance thereof to the eligible candidates; University of Education was directed to ensure awarding of degrees in respect of all completed programmes up to 2005 to the concerned candidates without further delay

In compliance, the University of Education intimated that besides sending the complainant's degree to her college for delivering it to her, degrees of all completed programmes up to 2005 were ready and were being sent to all constituent and affiliated colleges of University of Education for awarding to the students concerned.

Accordingly, not only a longstanding grievance of the complainant was redressed, but degrees in respect of all completed programmes up to 2005 were also sent to all constituent/affiliated colleges for awarding to the concerned students.

Part-II

**SUMMARIES OF REPRESENTATIVE
CASES IMPLEMENTED AFTER
REPRESENTATIONS REJECTED BY
GOVERNOR**

ACCOUNTANT GENERAL PUNJAB, LAHORE

Subject: PAYMENT OF INTEREST ON GPF, AFTER RETIREMENT

Complaint No:175/01/05-ADV-I/04/05

A retired Government servant filed a complaint before the Ombudsman that he retired as Chief Draftsman from the office of the Chief Engineer, Punjab Highway Department on 04.04.1992. Immediately before his retirement, he requested the Accountant General Punjab for transfer of his G.P. Fund balance lying at Rawalpindi and Sargodha offices to his account in the office of A.G. Punjab, Lahore. On his retirement, he only got his G.P. Fund balance of Lahore office. He continued pursuing the matter & was finally able to get the G.P. Fund balance of Rs.18,684/- and Rs.54,695/-, transferred from Rawalpindi and Sargodha to his G.P. Fund account in the office of A.G. Punjab, Lahore. Authority letter was issued to him on 24.3.2004 for Rs.31,910/- as against the total amount of Rs.73,779/- transferred by DAOs, Rawalpindi and Sargodha. He was informed that as six months had lapsed after his retirement, the interest accrued on his G.P. Fund accumulation could not be paid to him. He requested A.G. Punjab for payment of the remaining amount of Rs.41,469/- but his request was denied.

The Ombudsman observed that the office of A.G. Punjab had not specifically denied submission of the first application by the complainant for transfer and payment of his G.P. Fund amount on 07.03.1992 before his retirement and second application on 05.07.1992 after retirement. The contention of A.G. Punjab

that as per rule 1.13(4) of G.P. Fund Rules 1978 if the person entitled to the payment did not send an application in that behalf within six months of the date on which the amount standing to his credit of the subscriber became payable, interest would not be payable beyond the end of the sixth month after the month in which the amount became payable, had no substance. The complainant was, as such, entitled to the remaining amount of interest on his G.P. Fund accumulation. He directed A.G. Punjab, Lahore to make payment of the remaining G.P. Fund amount of Rs.41,469/- to the complainant.

Against the above direction, the Additional Accountant General, Office of the Accountant General, Punjab filed representation before the Governor stating that the complainant remained silent deliberately for 12 years and failed to provide complete information regarding his G.P. Fund balance for finalization of his case. Therefore, it was not the fault of the agency that his balance was not transferred in time.

The Governor observed that the representative of the A.G. Punjab had not denied submission of application by the complainant for transfer and payment of G.P. Fund lying with DAO Rawalpindi and Sargodha at the time of his retirement. This makes the complainant entitled to G.P. Fund accumulation alongwith interest as the Accounts Office had not been able to fulfill its obligation under rule 13.36 of CSR Vol-II, part-I and rules 14.12 ibid. It was negligence on the part of the Accounts Offices that they did not transfer the accumulated amount where

the complainant was last posted and retired. The agency could not prove its contention that information was not provided by the complainant, required to finalize the case. Since the amount remained in G.P. Fund account of the government and interest accrued on it, the complainant, therefore, was entitled to the payment of interest as well. The

Governor upheld the order of the Ombudsman, directing that the order passed by the Ombudsman be complied with, without further delay. The direction was complied with by AG Punjab by paying Rs.41469/- to Mr. Muhammad Aslam complainant vide letter no. fund III/comp./154 dated 04/05/07.

BOARDS OF INTERMEDIATE & SECONDARY EDUCATION

Subject: REDUCTION OF MARKS BY THE HEAD EXAMINER

Complaint No:7385/11/06-ADV-II-43/06

A student complained before the Ombudsman that she appeared in Intermediate Part-II (Annual), Examination, 2006 and qualified by securing 857/1100 marks. She moved an application for rechecking of her answer book of Chemistry-Part/II. On 14.10.2006 its perusal indicated that the Head Examiner had reduced 23 marks in the paper out of total marks given by the Examiner. She applied to the Chief Secrecy Officer and to Chairman of the Board against that injustice without any result. She requested that reduction of 23 marks by the Head Examiner may be declared as illegal.

Investigation of the complaint showed that Sub-Examiner gave the petitioner 17/29 marks out of which 8 marks were reduced by the Head Examiner considering those as over-writing because she had first tick marked the answers by pencil and then by pen. The Head Examiner refused to re-evaluate stating that he had followed the instructions of the Board. The Ombudsman pointed out that the

instructions printed in the beginning of the paper were, "No mark will be awarded for cutting, over-writing or using a pencil". In the light of these instructions, over-writing and using a pencil were two different things. Moreover as per rule 40(i) of the Board Calendar, the Head Examiner was not authorized to reduce the marks awarded by the Sub-Examiner. One sided reduction of marks and re-marking of the paper by him was beyond the powers allowed to him under the rules. The Ombudsman directed the agency to send the complainant's paper to the Sub Examiner again for marking it afresh.

A representation was filed, against this order, before the Governor. The agency contended that the Ombudsman had not considered the instruction in its correct perspective and had misinterpreted the word "over-writing". It was further stated that under Rule 45 of the Board Calendar, each Head-Examiner could revise 10% of the answer-books marked by a Sub-Examiner and in the presence of this Rule, Rule 40(i) was not attracted.

The Governor while deciding the representation observed that the Board Calendar stated as under:-

“In no case shall the Head Examiner himself increase or decrease the marks assigned to any paper by a Sub-Examiner.”

While contending that under Rule 45 of the Board Calendar, each Head-Examiner could revise 10% of the answer-books, the agency had not denied that under Rule 40(i), the Head Examiner was not authorised to reduce the marks awarded by the Sub-Examiner. While revising the answer sheets, his own evaluation was to be recorded instead of one-sided reduction of the marks awarded

by the Sub-Examiner. Moreover, over-writing meant entering new information/data over previous one. The student had marked the same answers by pen which she had marked by pencil and had not changed information. Accordingly the representation filed by Chairman, BISE, Lahore against the order of Provincial Ombudsman dated 13.12.2006 was rejected.

Compliance of the direction of the Ombudsman was made and reported by the Board vide letter dated 27.9.07.

COMMUNICATION & WORKS DEPARTMENT

Subject: OUTSTANDING BILLS OF THE CONTRACTOR

Complaint No:IMP.70/02/03 –C9-10/03

The complainant undertook construction work of Government Higher Secondary School at Choti Zaireen, District D.G. Khan, in 1995 and 1996. Certain bills of the contractor were unpaid. The contractor lodged a complaint before the Ombudsman for release of the unpaid bills amounting to Rs.922,190.30. The complaint was disposed of with the following order dated 5.9.2002:-

“D.C.O. D.G. Khan, EDO (W&S), EDO (Finance) and District officer (Buildings) D.G. Khan shall examine the work completed by the complainant and shall verify the claim of the complainant and if the claim of the complainant is found genuine all the four above mentioned officers shall ensure clearance of the liability of the agency (buildings department)

within four months under intimation to this office”

Instead of complying with the direction, DCO, D.G. Khan submitted that claim of the contractor was not genuine as most of the items mentioned by the contractor were not available at the site. The Ombudsman observed that the work undertaken by the contractor had been entered and duly verified in the measurement books of the Buildings Department whereby an amount of Rs.484,454/- was required to clear the liability of the works executed under Group-I and an amount of Rs.437,733/- under Group-II. It was further observed that the construction work was completed in 1998, but the building could not be handed over to the Education Department for want of electric fans and provision of electricity which obviously was not the responsibility of the contractor.

The Ombudsman decided as under:-

- i. "District Officer (Buildings) D.G. Khan shall process and forward the case to Chief Engineer Punjab District Support and Monitoring Department, Lahore through EDO (W&S) D.G. Khan for provision of funds to clear the established liability of the contractor who completed the work under group No.1 and group No.2 respectively. He shall further request to arrange payment of Rs.18,83,688/- for provision of the missing articles of the Building in order to make the school functional.
- ii. Secretary to Government of the Punjab, Communication and Works Department shall hold an inquiry to fix responsibility for not handing over the buildings to the Education Department at the relevant time, causing a loss of Rs.18,83,688/- to the Government exchequer and proceed against the delinquent officer/official in accordance with law.
- iii. The school building was completed in 1998 and has not been put in use since then. The matter, therefore, requires serious attention of Secretary Education (School) Government of the Punjab. He shall, therefore, take all possible steps to get the remaining work completed and ensure use of the building as early as possible".

Executive District Officer (W&S) D.G. Khan submitted in the representation submitted to the governor under section 32 of the Act that some of the works claimed by the contractor did not exist on ground as verified by the

DCO, D.G. Khan in his report to the Ombudsman. He further submitted that the contractor had not exhausted the mandatory provision of "Settlement of Dispute" as per clause-65 of the agreement by referring the dispute to the Superintendent Engineer or for arbitration. He also stated that the final bills were not submitted by the contractor which proved that the work was incomplete. The respondent submitted that the physical verification of the work was undertaken and the entries were recorded by the Sub-Divisional Officer, 2nd Provincial Buildings Sub-Division, Dera Ghazi Khan in the relevant measurement books which also certified that the work had been carried out according to the specifications. He further submitted that the security deposit for the works had also been refunded to him by the Buildings Department which was only done after satisfactory completion of the work.

In the order passed on the representation, the Governor observed that the Ombudsman had rightly ordered clearance of the liabilities by the Buildings Department as per verified entries recorded on the measurement books maintained by them. Further, any discrepancy observed on ground after a lapse of over 8 years could not be taken up against the contractor. The Governor added that the agency needed to put their own house in order, the representation filed by Executive District Officer, (W&S), D.G. Khan and others against the order of the Ombudsman dated 10.4.2006 was accordingly rejected.

In compliance, requisite payment was made to the contractor by the agency.

Subject: PAYMENT OF OUTSTANDING DUES IN RESPECT OF WORK COMPLETED BY THE FIRM

Complaint No: 743/02/06 C-VIII 55/06

A contractor lodged a complaint that he was assigned the work of Improvement/Repair of Road from Chak No.249/R.B to Chak No.83/G.B, District Faisalabad, for an estimated cost of Rs.6,26,930/- which was completed within the time limit given in the work order. A running bill for Rs.3, 04,109/- was paid but final bill of Rs.3, 22,821/- had not been paid. He requested for redressal of his grievance.

District Officer (Roads) Highway Division, Faisalabad reported that payment of final bill of the complainant was withheld for want of realization of funds/amount from the previous defaulter contractor, M/S TR Construction Co. as the work had been reawarded to the complainant's firm at "risk and cost" of the said firm.

The complainant argued that there was no provision in the agreement that his final bill would be paid after making recovery from the previous contractor as this was a matter between the Department and the previous contractor.

After investigation, it was concluded that as per risk and cost provision contained in clause 61(a) of the Contract Agreement, the Engineer

Incharge after rescinding the contract of the original contractor could give the remaining work to another contractor to complete the same, in which case any expenses to be incurred were required to be borne and paid by the original contractor and deducted from any money due to him by the Government or from his security deposit. In the said clause it was nowhere mentioned that the amount payable to the new contractor would be subject to recovery, if any, to be effected from the original contractor. Withholding of amount on the plea of "risk and cost" of the original contractor was unjust, unfair and based on irrelevant grounds amounting to maladministration. The Agency was therefore directed to make payment of the remaining amount to the complainant.

The Agency submitted a representation to the Governor against the direction of the Ombudsman. The Governor observed that decision of the Ombudsman Punjab was based on cogent reasons and there was no ground which would warrant interference in the impugned order. The representation filed by the Agency was rejected. Thereafter, District Officer (Roads) Highway Division, Faisalabad submitted a compliance report that payment of Rs.3,22,821/- had been made to the contractor. A genuine grievance of the complainant was, thus, got redressed.

COOPERATIVES DEPARTMENT

Subject: UNAUTHORIZED TRANSFER OF MONEY FROM THE ACCOUNT OF

THE SOCIETY TO PUNJAB PROVINCIAL COOPERATIVE BANK

Complaint No:M/1152/6/06/C-III/138/06

Secretary, Cooperative Farming Society of chak No.161, Tehsil Sadiqabad, District Rahim Yar Khan filed a complaint before the Ombudsman stating that he was the representative of the members of the said society, which had an account in the Punjab Provincial Cooperative Bank, Ltd., Sadiqabad Branch. An amount of Rs.1,00,000/- was lying in the account. Registrar Cooperatives Punjab vide order dated 30.12.2004, deducted part of this amount and transferred the same to the Lahore Head Office. The complainant requested that the deducted amount may be returned in the account of the Society as it was required for carrying out its work.

Manager, Punjab Cooperative Bank reported that the amount was transferred on the order of the Registrar Cooperatives in order to increase share capital of the bank. The Ombudsman observed that the Registrar had the power to issue an order to a Cooperative Society in public interest but he was not empowered to direct transfer of amount available in the PLS account of a Cooperative Society to the Head Office of the Punjab Provincial Cooperative Bank for the purpose of increasing share capital of the bank. Therefore, the order of Registrar, Cooperatives Punjab under which the amount was transferred, fell within the ambit of maladministration. He directed the Registrar to cancel the said order and issue instructions to credit the transferred amount to the account of the concerned society.

Registrar Cooperatives filed a representation against the order before the

Governor. It was argued that the impugned order was without jurisdiction as the PPCBL was not an agency in terms of the Punjab Office of the Ombudsman Act, 1997. The Registrar was not intimated about the proceedings and that he had been condemned unheard. It was also contended that the Federal Government had appointed a Banking Mohtasib under section 82-A of the Banking Companies Ordinance, 1962 for the purposes of redressal of all grievances against the scheduled banks and he had the exclusive jurisdiction over the PPCBL. It was further argued that the complainant and the society were stopped to challenge the decision of the Registrar under the law as they had themselves agreed to increase share capital in the AGM by indirectly participating in it through their representatives, being share holders of the bank.

The Governor observed that the objection of the petitioner about jurisdiction of Ombudsman was not plausible as the Punjab Provincial Cooperative Bank, Ltd. was an agency controlled by the Provincial Government. Therefore, the office of the Ombudsman had jurisdiction to investigate or inquire into its matters. The other contention of the petitioner that notice should have been issued to the Registrar Cooperatives himself is against logic. It was the duty of the Manager, PPBCL Sadiqabad, District Rahim Yar Khan to keep the Registrar, Cooperative Societies/Chairman, PPCBL informed about the proceedings before the Ombudsman while the case was under process. In view of the fact that the petitioner had failed to present any solid ground against the order of the Ombudsman, the Governor was pleased to

reject the representation filed by Registrar, Cooperatives Department, Government of the Punjab, Lahore.

Compliance of the direction of Ombudsman Punjab was intimated by PCBL vide letter dated 28.11.07.

DISTRICT GOVERNMENT

Subject: ZAKAT HOUSES / NON PAYMENT OF BILL

Complaint No.413/02/06-C-VIII-37/06

A building contractor complained before the Ombudsman that he was awarded a contract for construction of 20 Zakat Houses under "Shelter For Shelterless Programme" through Provincial Highway Division, Faisalabad during the year 1991. He started the work and his three running bills amounting to Rs.1,77,100/- were received in the office of then Deputy Commissioner, Faisalabad through concerned executing agency for payment. The then Deputy Commissioner, Faisalabad demanded further funds from National Highway Authority Pakistan but no funds were received and therefore no payment was made to him. He requested that DCO, Faisalabad and Executive Engineer, Highway, Faisalabad be directed to pay the due amount with interest.

It was reported by the agency that the project was initiated by National Housing Authority, Government of Pakistan. For construction of these houses, first installment was received through HUD & PHE Department which had been already exhausted. Second installment was not issued by the concerned Authority. Subsequently Central Zakat Council banned issuance of funds for construction of 'Zakat Houses' on 15.04.92.

The Ombudsman directed DCO, Faisalabad to make payment to the

contractor for his three pending bills and resolve the issue of provision of funds with the Department of Zakat and Ushr, Punjab.

A representation was filed against this decision before the Governor. DCO, Faisalabad in his representation requested to set aside orders passed by the Ombudsman on the ground that the DCO was not successor of the office of the Deputy Commissioner, Faisalabad and, was, thus, not under obligation to make payment of the outstanding dues. Moreover, as far as demand of funds from the National Housing Authority and Administrator Usher and Zakat, Punjab was concerned, that had already been made without success.

The Governor observed that it was an admitted fact that the contractor had carried out the construction work. His three bills amounting to Rs.1,77,100/- were verified by the then Assistant Commissioner, Jaranwala. He was therefore, entitled to payment for the work. The contention of DCO, Faisalabad that he was not the successor of Deputy Commissioner, Faisalabad was not correct. The work was awarded to the contractor with the approval of the then Deputy Commissioner. The Administrative Officer, office of the DCO, Faisalabad informed during the hearing that City District Government, Faisalabad was not in a position to make the payment from its own resources. However, so far as Zakat department was concerned, it was

not a party in the case because NHA was constructing the 'Zakat Houses' through Deputy Commissioner and funds were released to the Deputy Commissioners through Housing and Physical Planning Department.

The Governor rejected the representation, considering the legal right of the petitioner and directed DCO, Faisalabad to make payment of Rs.1,77,100/- to the contractor for the work done by him and verified by the then Assistant Commissioner, Jaranwala.

The amount of Rs.166474/- has been paid to the contractor vide letter no.11968/AB dated 7-11-07.

Subject: GRANT OF HIGHER GRADE
Complaint No:4481/7/06/CR-78/06

The complainant, a Superintendent of Cattle Barracks MCL, Lahore approached the Ombudsman with the contention that he was given charge of the post of Superintendent, Cattle Barracks MCL, Lahore (BS-16) with the responsibility of supervising Veterinary Wing, Sanitation Wing and Administration Wing, each headed by an Assistant Superintendent. He continued to work in this position till his superannuation on 02.03.1996. He was however, not given his due right of promotion as Superintendent/pay of the post, despite the fact that the Chief Corporation Officer, MCL, Lahore recommended his case for promotion/pay of the post as Superintendent Cattle Barracks in BS-16 w.e.f. 30.10.1967, which was forwarded to the Secretary Local Government by the Administrator,

MCL and was duly processed in the Local Government but due to some intrigues, orders were not passed and his file remained pending. The complainant requested that he being entitled to pay of the post as per section 16 of the Punjab Civil Servants Act, 1974 which was applicable to the employees of the Metropolitan Corporation/District Government, the District Government Lahore be directed to grant him BS-16 w.e.f. 30.10.1967 with related benefits of annual increments and revision of pay/pension/commutation etc.

The Ombudsman directed District Officer, Solid Waste Management, City District Government, Lahore to trace all the relevant record required for the settlement of the complainant's case and obtain orders of competent authority for disbursement of pay of the post as prescribed under the rules against which the complainant was directed to work by the competent authority.

Representation was filed by the concerned agency requesting to set aside the order. The agency challenged jurisdiction of the Ombudsman as well and stated that with implementation of the impugned order the whole system of the agency will be frustrated as it will become an unwarranted precedent.

The Governor observed that District Officer, Solid Waste Management, City District Government, Lahore had admitted that the complainant had worked on higher post as Superintendent uptill retirement and this was substantiated from the record

presented by the District Officer (F&B), City District Government, Lahore. as well. Accordingly the representation filed by District Officer, Solid Waste Management, City District Government, Lahore against the order of Ombudsman dated 06.03.2007 was rejected. The agency was directed to furnish compliance report in the case within two months.

In compliance, requisite record was traced out by Director Solid Waste

Management Lahore. The bill amounting to Rs.4,23,271/- on account of difference of pay accrued between BS-5 and BS-16, during the period from 30-10-67 to 2-3-96 has been prepared and submitted to the competent authority for taking up the matter with the Finance Department, Government of the Punjab, for creation of supernumerary post in BPS-16, for the purpose of payment of pensionary dues to the complainant Mr. Ghulam Qadir.

EDUCATION DEPARTMENT

Subject: NON PAYMENT OF FINANCIAL ASSISTANCE TO WIDOW

Complaint No:3448/7/05-CV-171/05

A widow complained before the Ombudsman that her husband died during service. She applied for financial assistance of Rs.20, 00,000/-, allowed on in-service death of a government servant. The case was sent by Secretary Education to Secretary Finance but thereafter she received no information about her case. She cited a precedent whereby a widow was sanctioned Rs.10 lacs as financial assistance on 20.07.2001. It was requested that necessary order be passed for issuance of financial assistance in her case as well.

It was reported by the agency that the case of the complainant was rejected on the basis of a clarification by the Finance Department in respect of the concerned policy previously issued by the Finance Department vide their letter dated 01.06.2006, as under:-

“a. The policy was notified on 10.11.2004 and takes effect prospectively.

b. Deceased civil servants, who expired before the issue of the notification, are not covered by this policy. The financial assistance sanctioned in their favour was in the nature of ex-gratia grants in aid approved by the competent authority on case to case bases, without prejudice. There was no concept of extension of the policy to back date cases.”

The Finance Department in the said letter stated that in order to remove any ambiguity in para 3 of the said notification the sentence that “All the cases initiated by or under process in the Administrative Department may be disposed of accordingly” be deemed to have been deleted.

The Ombudsman observed that on 10.11.2004, the case was under process and should have been decided in terms of para 3 of the letter dated 10.11.2004. Subsequent deletion of para 3 of the letter dated 10.11.2004 could not have retrospective effect. The Ombudsman directed Secretaries of Education and Finance departments to

reconsider their decision of rejecting the case of the complainant and decide the same afresh.

In the representation filed before the Governor, Special Secretary Higher Education took the plea that the requisite financial assistance could not be paid in view of the instructions of the Finance Department.

The Governor observed that grant of financial assistance to civil servants was effective from 10.11.2004. The case of the complainant for financial assistance was under process at the time the policy instructions were issued by the Finance Department prescribing the criteria for grant of financial assistance to the families of civil servants who expire during service. Given this fact, the case was fully covered in terms of para-3 of the said policy letter whereby the Administrative Departments were directed to dispose of all the "**cases initiated by or under process in the administrative departments accordingly**". The clarification/deletion of the said provision in para-3 of the policy letter was made subsequent to the decision of the Ombudsman in this case and the same could not be given retrospective effect to the detriment of the family of the late Professor.

The representation was rejected and the widow was paid the admissible financial assistance amounting to Rs.8 lacs.

Subject: MALADMINISTRATION IN THE PREPARATION OF MERIT LIST

Complaint No.:7147/11/06-ADV-II-13/06

Mr. Muzammil Hussain complained before the Ombudsman that

he was resident of Chak NO.194/GB (Lathianwala), UC No.21, Markaz Khurrarianwala, Tehsil Jaranwala, District Faisalabad. He applied for the post of SEE (Arts) in Government High School Chak No.55/RB and was placed in position next to Akhtar Ali Shahid from 73/GB who topped the merit list. The School was situated in Thana Khurrarianwala. Therefore, he (complainant) should have been given 10 additional marks of Thana/Markaz since he belonged to the same Thana/Markaz. This was not done by the agency.

The agency reported that the school was situated in UC NO.18, Markaz/Thana Khurrarianwala. The candidate who had been selected belonged to chak No.73/GB, UC-36 Markaz/Thana Satiana, Tehsil Jaranwala. The complainant was from village/chak NO.194/RB, UC-21 Markaz/Thana Khurrarianwala, Tehsil Jaranwala. It was contended by the agency that for specific administrative purposes, Khurrarianwala, Tehsil Jaranwala had been divided into Markaz-I and Markaz-II. However, the representative of the agency admitted that despite this division, only one office of AEO was established in Khurrarianwala proper. The fact remained that as per local government set-up, Khurrarianwala was one Markaz/Thana. This fact was corroborated by bracketing of Markaz with Thana in the recruitment policy. The complainant was resident of Markaz/Thana Khurrarianwala and lived at a place nearer to school as compared to the selected candidate who belonged to markaz/thana, Satiana. As per recruitment policy, the complainant should have been given 10 additional marks for his domicile

of Markaz/Thana, whereas, 10 additional marks could not be extended to the selected candidate who did not belong to local Markaz/Thana.

The Ombudsman directed EDO (Education) to prepare the merit list afresh giving 10 marks to the candidate belonging to Khurrarianwal Markaz. Ten marks on the basis of residence of Tehsil were to be awarded if the post remained unfilled after award of 10 marks on account of residence in the Markaz. It was added that if compliance of the direction resulted in rescission of appointment already made, the appointee be given opportunity of hearing before finalizing the merit list.

Against this decision, a representation was filed by the selected candidate having been adversely affected by the order. The representationist contended before the Governor that the information provided to the Ombudsman was not correct. There were in fact two Marakaz in Khurrarianwala and two different AEOs were working, one in each Markaz.

The Governor observed that 'maladministration' had clearly been established as 10-additional marks were to be given to Mr. Muzammil Hussain who belonged to the same police station i.e. Khurrarianwal but instead additional marks were given to Mr. Akhtar Ali Shahid. The contention that there were two Marakiz in Khurrarianwal was not relevant because of bracketing of Markaz with Thana in the Recruitment Policy while the selected candidate did not belong to any of the two Markaz of Khurrarianwal. The Governor upheld the

order of the Ombudsman dated 26.2.2007 being fair and just. However, it was observed that Mr. Akhtar Ali Shahid who was appointed about a year earlier may be adjusted in some other school as he could not be made to suffer due to the maladministration on the part of the agency. The Additional Chief Secretary, Punjab was directed to issue instructions to all the DCOs in the Punjab to strictly follow the provisions of Recruitment Policy 2004 so that such inconvenient situation was not repeated in the future.

In compliance, Mr. Muzammal Hussain complainant was appointed as SSE (Arts) in Govt. High School 55-RB Faisalabad.

Subject: RECRUITMENT AGAINST MERIT

Complaint No:797/2/07-ADV-II-61/07

Mst. Nasim Rafiq complained before the Ombudsman that she had applied for appointment as ESE in Government Boys Primary School Faridkot, Tehsil Chishtian, District Bahawalnagar. She was MA/B.Ed and had obtained 29.3 marks in academic merit. However, when the merit list was finalized, another candidate Muhammad Nadeem, who had obtained 21.2 marks in academic merit, was selected on the basis of a dubious certificate of disability. Moreover, he (Muhammad Nadeem) had been given 10 additional marks of local residence whereas he was resident of U.C. No.55, whereas the school was located in U.C. No.54 to which she (the complainant) belonged.

On investigation, it was found that one vacancy of ESE in Government

(Boys) Primary School, Faridkot, UC NO.54 Markaz Shehar Farid, Tehsil Chishtian, District Bahawalnagar, was advertised. The complainant also applied being resident of the local UC.No.54 and obtained highest marks i.e. 42.3 including 10 marks of local Union Council (there being no candidate from the local village), whereas Muhammad Nadeem, whose appointment was contested by the complainant, obtained 35.2 marks (including 10 marks of residence). It was observed that Muhammad Nadeem had not applied against quota for the disabled, therefore he was given 10 marks of domicile which according to the policy were not admissible to the disabled candidates. He had not indicated in his application that he was a candidate against quota for the disabled. He had also not enclosed any certificate of disability with his application. He obtained certificate of disability on 18.3.2006 whereas closing date for the applications was 11.02.2006 and selection process was completed on 28.02.2006. As a "general" candidate, he had apparently not applied for the post of ESE in P/S Faridkot, which was evident from over writing in the name of the school in his application. The Ombudsman held the agency responsible for maladministration and directed that:-

- i. The agency/DEO (M.EE), Bahawalnagar shall prepare a fresh merit list for recruitment strictly on the basis of selection process (marks obtained) completed on 28.2.2006 as no document or certificate required to be enclosed with the application up to 11.2.2006, but provided after the completion of selection process,

could mutate that process in any form or manner.

- ii. The agency/DEO (M.EE) Bahawalnagar shall make appointment of the candidate (as ESE in P/S Faridkot) at No.1 in the merit list, (on the basis of selection process completed on 28.2.2006), in accordance with the Recruitment Policy, by rescinding the appointment of the candidate not appointed on merit, after granting him an opportunity of personal hearing.

Against the said order, Mr. Muhammad Nadeem filed a representation before the Governor stating that he had applied against the quota for the disabled for which he was fully qualified and since the complainant was not disabled, she could not be selected against the disabled quota.

The Governor in his order observed that during hearing, the findings/observations of the Ombudsman were confirmed and it was found that the petitioner, in connivance with the officials of the Education Department had got the record tampered with and provided the certificate of disability subsequent to the completion of the selection process. The petitioner and the DEO (ESE), when confronted with the findings of the Ombudsman, could not present any plausible arguments. There was therefore, no reason to interfere with the order of the Ombudsman. The order of the Ombudsman was accordingly upheld.

In compliance, the Agency intimated that the complainant, Mst. Naseem Rafique had been given appointment as ESE.

FOOD DEPARTMENT

Subject: NON PAYMENT OF THE DUES OF CONTRACTOR

Complaint No:5906/12/05-C-VII-382/05

A contractor of the Food Department, Multan Division complained that during Wheat Procurement Scheme 2000-01, District Food Controller, Sahiwal called quotations for shifting of 'bardana' bales. His quotations were accepted and he carried out the work of shifting of 'bardana' bales during the entire season. He was told by DFC, Sahiwal that his quotations had been sent to the Deputy Director Food, Multan Division and he would be paid the bills after the same were approved but no payment was made.

During investigation, it was verified that the complainant did the transportation work but payment of his bills (Rs.30, 000/-) was not made on the plea that Assistant Food Controller was not competent to call quotations from non-registered contractors. The Ombudsman observed that non payment of bills to the complainant amounted to maladministration. He directed that the payment be made to the complainant of his due bills as per law/rules within a period of one month and compliance report be sent. The agency submitted a report to the Ombudsman stating that Rs.30, 000/- had been recovered from the defaulting staff but the complainant had refused to receive money from the officials. It was requested that since the order had been compiled with by the agency the case may be filed. The Ombudsman refused to accept the request and directed that Director Food be asked to arrange payment in accordance with the

normal procedure. Against this decision, a representation was filed before the Governor.

The Director Food, Punjab contended before the Governor that the Ombudsman had categorically mentioned that the matter whether the payment was made by defaulting officials/officers from their own pocket or by Food Department was to be sorted out by the respondent agency itself. Thereafter, he made a departure from his earlier verdict by issuing instruction that Director Food may be asked to arrange payment in accordance with the normal procedure. As per these instructions, a lengthy procedure would have to be followed which might cause further delay in payment. The contractor stated that he was ready to accept payment through Government Treasury since in case of unofficial payment the department could involve him in a criminal case. He further stated that he was badly in need of money and requested early arrangement of payment through the office of the Ombudsman to avoid inconvenience of running around various offices of Food Department.

The Governor observed that it was certainly a case of 'maladministration'. There was no justification to deviate from the normal procedure of payment. The recovery of the amount from the defaulting staff was an internal matter of the agency. Since there was no complaint against the petitioner regarding the work done according to the contract, he had a right for full payment by the department as per prescribed rules and procedures. The

representation filed by the Director, Food Department, Punjab Lahore against the order of Provincial Ombudsman dated 20.05.2006 was accordingly rejected. In compliance, the complainant was paid the amount of Rs.30000/- due to him in accordance with normal practice/procedure vide Bank Draft No. GA/APA 689671 dated 30/06/07.

Subject: NON PAYMENT OF RENT

Complaint No:4940/8/06-C-VII-250/06

An owner of two godowns complained before the Ombudsman that the Food Department stored its wheat in his godowns from 10.05.2004 to 18.02.2005 after taking the same on rent @ Rs.10,000/- per month. At that rate, the total amount of rent became Rs.92,666/- whereas the relevant bill prepared by the departmental functionaries was only for Rs.28,176/- which, too, had not been paid to him. It was requested that the payment be made to him and action be taken against the delinquent officials.

The agency took the plea that a clause in the agreement stated that payment was to be made according to the approval by the Government. The complainant filed an affidavit that the said clause was not included in the original agreement. The Ombudsman found that there was visible difference in the colour of the ink used for the disputed clause and the remaining contents of the agreement. He also observed that DFC, Bahawalpur had enclosed with his reference to Deputy Director Food, the relevant documents including the rent assessment report prepared by DDO (Building) Sub-Division, Haroonabad

whereby rent of the premises had been assessed as Rs.10,000/- per month. AFC, Haroonabad narrated in clear terms in his reference dated 10.03.2005 sent to DFC, Bahawalpur that the complainant's godowns had been hired at the rate of Rs.10,000/- per month per godown.

The Ombudsman, in his order observed that in view of the assessment of the rent by Deputy District Officer, Haroonabad and a clear statement in the agreement that the godowns were handed over to the Food Department at the rate of Rs.10,000/- per godown per month, there was no justification for having a clause that the payment would be made according to the approval of the government. He directed that:-

1. The complainant should be paid rent of his godowns by Director Food, Punjab @ Rs.10,000/- per month.
2. If, however, the agreed rent is higher than what the government had approved, it would be within its rights to recover the excess amount from the person who agreed to the rent @ Rs.10,000/- per month.
3. Munir Ahmed then DFC Bahawalnagar be asked to explain the interpolation made in the agreement and apart from his explanation, an enquiry be held into the matter in view of the affidavit of the complainant and appropriate action should be taken.

The agency contended through its representation to the Governor filed against the said decision that the claim of rent @ of Rs.10,000/- per month was

contrary to the standing instructions of the Department. Assistant Food Controller did not have the authority to finalize the agreement and if the impugned orders were implemented, it might open door to other claims.

The agency further contended that the clauses of the agreement govern each other. The second clause remains predominant stipulating conditions that payment to the contractor would be made subject to the amount sanctioned by the Government. Its representative denied allegation of insertion of any clause afterwards.

The Governor observed that even if the second clause was taken as part and

parcel of the agreement, the first clause mutatis mutandis remains the essence of the contract/agreement and was in no way subservient to the second clause. The second clause lacks the requisite necessary clarity to become a predominant clause in place of the first one. Consequently, the balance of convenience was in favour of the complainant/contractor. The representation filed by Secretary, Food Department, Punjab against the order of Provincial Ombudsman dated 30.12.2006 was accordingly rejected.

Compliance of the direction of Ombudsman Punjab was made and intimated by the Agency vide letter 2.11.07.

HEALTH DEPARTMENT

Subject: VIOLETION OF MERIT IN APPOINTMENTS

Complaint No:3747/7/06/ADV-I-206/06

A lady doctor filed a complaint before the Ombudsman that the Board of Governors, Services Hospital, Lahore advertised posts of Medical Officers in June, 2005 to be filled on contract. 30-posts were announced in the general cadre (non gender specific). The complainant applied for the same, interviews were held in October, 2005 and final list was announced in February, 2006. She was placed in the waiting list at serial No.8. Eight successful candidates did not join and candidates in the waiting list were to be appointed against the vacant posts. It was alleged that the authorities of the Services Hospital changed the entire scheme of selection and called six male and two female doctors, other than the top most candidates, from the waiting list. She protested against that

discrimination, but the authorities neither responded nor rectified the injustice.

The Ombudsman directed Medical Superintendent, Services Hospital, Lahore and Secretary Health Department to make appointments against the 8 vacant posts as per merit shown in the waiting list and to withdraw appointment orders of the doctors who had been appointed violating merit of the waiting list.

Against this decision, Medical Superintendent, Services Hospital filed a representation with the Governor on the ground that as the institution required more male Medical Officers, therefore, six Medical Officers who were on top amongst the male Medical Officers and two Female Medical Officers were selected. It was requested to set aside the order of the Ombudsman. However, subsequently the petitioner submitted that the Secretary, Health Department had

resolved the issue as per decision of the Ombudsman, Punjab. It was requested that the representation filed by Medical Superintendent, Services Hospital, Lahore be allowed to be withdrawn.

Accordingly, the representation filed by Medical Superintendent, Services Hospital, Lahore against order of the Ombudsman dated 22.11.2006 was disposed of by the Governor.

HUD & PHE DEPARTMENT

Subject: EXCESSIVE COMMERCIALIZATION FEE

Complaint No:198/01/06-C-IX-09/06

The complainants, owners of plot No.329/B, Peoples Colony, Faisalabad filed a complaint before the Ombudsman alleging changing of excessive commercialization fee, by way of discriminatory treatment as against adjoining plots No.330-B & 335-B. The Ombudsman directed commercialization of Plot No.329/B viz-a-viz and determination of commercialization fee, in the manner on the same basis as was processed and assessed in respect of plot No.330/B as all the three plots were located in one line, as admitted by the agency. It was further directed that any excessive amount paid by the complainants be refunded to the depositors within two months. Against this order, a representation was filed by the Secretary, HUD & PHE Department with the Governor Punjab.

It was stated in the representation that the owners of Plot NO.329/B People Colony, Faisalabad had applied for commercialization of their residential plot in the year 2000, which was approved by the District Commercialization Committee. The commercialization fee was fixed as per valuation table of 29.10.1997. They paid the commercialization fee amounting to Rs.21, 07,593/- accordingly.

Subsequently, the District Housing Committee, Faisalabad in its meeting held on 26.3.2001 amended commercialization fee according to the valuation table notified on 26.3.2001. The Government, however, decided that since commercialization of the plot had already been allowed on payment of the prescribed commercialization fee it could not be revised retrospectively. Consequently, the District Housing Committee, Faisalabad in its meeting held on 26.4.2001 withdrew its earlier decision dated 26.3.2001. The grievance of the petitioners, therefore, stood redressed. The request for refund of excessive commercialization fee at this belated stage was barred by time.

The Governor observed that the order passed by the Ombudsman, Punjab was exhaustive and based on sound reasoning. If the adjoining plots were commercialized on lesser rates, the appellant was justified to claim the requisite relief/refund. The representation filed by the, Secretary, HUD & PHE Department, against the order of Provincial Ombudsman, dated: 27.4.2006 passed in complaint No.198/01/2006-C-IX-09/2006 was rejected. Thereafter the agency issued the requisite refund voucher for Rs.1422159/- vide letter dated 10/04/07 which was received by Mirza Muhammad Naeem/complainant.

IRRIGATION DEPARTMENT

**Subject: DEMAND OF WATER RATE
AGAINST UNIRRIGATED
LAND**

Complaint No:4715/10/05/C-II-185/05)

Some landowners of Mauza Kot Hera, Tehsil Wazirabad, District Gujranwala complained before the Ombudsman that for about 40 years their land had not been irrigated from canal water, therefore, Irrigation Department did not demand abyana. However, in 2004, abyana was raised against them. They met Executive Engineer Khanki Canal Division for excluding their land from the CCA but the abyana for Kharif 2003 was still standing against them and abyana for Kharif 2004 had also been added to it. It was prayed that the demand of abyana raised against them may be remitted and their land be excluded from 'chakbandi' of the outlet.

The Ombudsman found that the control of Manchar Minor and allied channels was previously with the Executive Engineer and it remained with him till March 2005 when Farmer's Organization took over its control. The case for exclusion of the land from chakbandi remained pending with the Executive Engineer for more than 9 months apparently without any justification. It was directed that the demand of Abiana for subsequent crops after 30.06.2005 till the land was excluded from the CCA be recovered from the concerned officers/officials including the Executive Engineer. Chief Engineer Irrigation Faisalabad Zone should hold an enquiry in the matter, fix responsibility and recover the amount of Abyana from the officials held

responsible in the enquiry. Against this decision, an appeal was filed with the Governor by Executive Engineer Khanki Canal Division.

On first appearance of the appellant before the hearing officer it came out that the Abyana for Kharif 2003 and 2004 had not been withdrawn and that the land had also not been excluded from the CCA despite direction by the Ombudsman. The Executive Engineer, Khanki Division, LCC (E) Khanki undertook to do the needful within the next fortnight. Executive Engineer, Khanki Division, LCC (E) Khanki (representationist) again appeared on 14.07.2006 and stated that the demand of abyana had been withdrawn and remission had been incorporated in the record. He further stated that the case for exclusion of land from CCA had been approved by the concerned Farmers Organization and submitted to the Chief Executive Area Water Board, LCC (E) Faisalabad for confirmation.

The agency took the plea that the government of the Punjab had decided to assess abyana on agricultural land included in CCA irrespective of the fact whether the land was irrigated or not by the canal water. As the land of the complainant fell in the CCA, the demand of abyana was correctly raised against them. The Governor observed that this stand of the representationist was not upheld by the Ombudsman and had also been negated by the subsequent action taken by the appellant himself. Therefore, the order passed by the Ombudsman appeared to be correct.

Accordingly the representation filed by the Executive Engineer, Khanki Division LCC (E), Khanki against the order of Provincial Ombudsman was rejected.

In compliance, the agency excluded the area of the complainants from CCA and initiated the desired enquiry.

LOCAL GOVERNMENT & COMMUNITY DEVELOPMENT

Subject: NON PAYMENT OF PENDING BILL

Complaint No.444/2/07-ADV-185/2/07

A contractor of TMA, Rawalpindi complained before the Ombudsman that on 19.09.1996 he was awarded a contract of Rs.69, 00,000/- for improvement of D-Block Roads from D-310 to D-599, Satellite Town. He was paid four bills but the last & final bill amounting to Rs.8, 74,292/- was not paid to him although the concerned authority had already signed the bill and the engineering staff had certified the work done as satisfactory after checking. It was requested that the concerned officers of the TMA may be directed to make payment of the amount of pending bill and security.

Tehsil Municipal Officer, TMA, Rawal Town initially reported that the bill was not paid to the contractor as the work done by him was not satisfactory. However, during hearing proceedings, the Chief Engineer, Rawal Town stated that the contractor had performed his job according to the required standard but the bill could not be paid to him due to paucity of funds.

The Ombudsman observed that the bill under dispute was examined and processed in the concerned branch of TMA and remained pending with the agency without any reason. He directed the Tehsil Municipal Officer, TMA

Rawal Town to pay the pending bill to the petitioner. He also directed Secretary, Local Government & Community Development Department to take necessary action against TMO, TMA, Rawal Town under intimation to him.

Against this order, the TMO filed representation before the Governor. The plea of the TMO, TMA was that the 1st to 4th running bills were prepared by Engineering Branch and referred to the Audit and Accounts Branch which, after satisfaction of availability of funds and checking of bills' amounts were referred to the Administration (CCO/TMO & Administrator/Nazim) to accord sanction for payments. Whereas, the disputed 5th running bill, after preparation by the Engineering Branch, was neither forwarded to the Audit and Accounts Branch nor to the Administration i.e. CCO/Administrator. It was further stated that the report and para wise comments submitted by him to the Ombudsman were based on record of the contract file. The assertion of the Engineering Branch with regard to non-payment, due to non availability of funds was incorrect. When Municipal Engineer signed the disputed bill, funds were available but the said department kept the file without notice to the Administration CCO/Administrator & Nazim). The Contractor never asked the TMA for payment and approached the Ombudsman directly without proper

cause. Therefore, there was no other option than stating that there must have been some deficiency in the work.

The Governor in his order observed that the concerned authority admitted before the Ombudsman, that the work of the contractor was complete and up to the required standard, and since this statement had not been challenged by the petitioner, the order of the Ombudsman to the extent that payment of all pending dues should be made to the contractor was upheld. The remaining part of the order was set aside.

Secretary, Local Government & Community Development Department was directed to conduct an enquiry for fixing responsibility regarding delay in the payment to the contractor, take action against the person(s) found responsible under relevant rules and submit a report in this regard within one month.

Compliance of the direction was made and intimated by the Agency vide letter dated 20.9.07 that a cheque of Rs.8 lac was issued to the complainant which had been received by him.

Part-III

**SUMMARIES OF REPRESENTATIVE
CASES WHERE SUO MOTU
COGNIZANCE WAS TAKEN**

REPRESENTATIVE CASES OF SUO MOTU NOTICE

Under section 9(1) of the Punjab Office of Ombudsman Act, 1997, the Ombudsman is empowered to undertake an investigation into an allegation of maladministration on the part of any agency or any of its offices or employees, of his own motion. The

Ombudsman took suo motu notice of a number of cases, under this provision of the law, particularly in cases of public interest reported in the press. Summaries of some of the important cases falling under this category are given below:-

EDUCATION DEPARTMENT

Subject:**UPGRADATION OF GOVT PRIMARY SCHOOL, CHAK NO.489/JB TEHSIL SHORKOT, DISTRICT JHANG.**

Complaint No.3047(6)/5/07 CR-131(a)/07

Suo motu cognizance was taken on a press report of daily Jang (dated 24.11.07) that Lower Middle School of Chak No.489/JB Tehsil Shorkot, District Jhang was approved for upgradation to middle school. The school building was constructed but the decision about upgradation was not implemented in spite of passage of 12 years.

EDO (Education) Jhang conceded that the said school had indeed been approved for upgradation during 1994-95 and that the building too was constructed, but the decision was not implemented because of a clerical mistake whereby Chak No.488/JB was printed instead of Chak No.489/JB.

The matter was pursued and finally the requisite corrigendum was issued by Education Department on 19.6.2007. It was directed that an enquiry by a senior officer be conducted to fix responsibility for not taking action on the reference by the field formation of the Education Department and the outcome be intimated to the Office of the Ombudsman.

In compliance, Special Secretary (Schools) Education Department has deputed Deputy Secretary (B&A) Education Department to investigate the matter and submit a report by fixing responsibility upon the delinquent officers/officials. The requisite enquiry is in progress.

Subject:**POSTING OF TEACHING STAFF IN GIRLS PRIMARY SCHOOL BONGA AWAN DISTRICT OKARA.**

Complaint No. 3973/6/07-Adv-II-179/07

A Girls Primary School in village Bonga Awan existed on a piece of land donated by the complainant. The school became non-functional towards the end of 2006 because of the transfer of two lady teachers posted there, in spite of the fact that 125 students were enrolled in the school.

The complainant was himself creating hurdles in the functioning of the school. He had occupied the school building and therefore, the lady teachers were transferred and were assigned temporary duty elsewhere.

It was established that the school building was under unauthorized possession but no worthwhile effort had

been made by the Education Department to retrieve the same and to make the school functional. Accordingly, EDO Education Okara was directed to fix responsibility for deputing the teachers of this school for temporary duty at another school in violation of rules and to ensure that the school started functioning forthwith by retrieving the possession.

EDO (Education) Okara in his compliance report informed that the school building had been included in Abadi Deh and "an entry regarding possession of the school building" had also been made in the Jamanbandi. The area/building of the school had been cleared of all illegal occupation/ possession and one room of the school being used as store, had also been got vacated and the school was functioning without any interference. Inquiry proceedings had been initiated against Deputy DEO (W) Depalpur who was found responsible for deputing two teachers for temporary duty at a place other than the school.

Subject: PAYMENT OF SALARY TO EDUCATORS

Complaint No.SM-741(3)/2/07/CV-43/07

A news item published in the daily Khabrain dated 6.2.2007 indicated that 460 Educators of Lahore had not been paid salary for the last three months for want of verification of their testimonials, although the responsibility for the same was that of the Education Department itself. Suo motu action was initiated and a notice was issued to EDO Education, Lahore to submit a report.

EDO, Education, Lahore vide his report dated 20.2.2007 stated that salary

had been paid to the newly recruited teachers except 15 female teachers working under the administrative control of Deputy Education Officer (W-EE), Lahore Cantt. Their pay bills, however, had been submitted in the office of Accountant General, Punjab. The matter was also taken up with AG. Punjab and by 3.3.2007 it was reported that the salary of all the newly recruited teachers had been paid. It was also informed that the policy had been revised with regard to payment of salaries to the newly recruited teachers and instead of waiting for verification of their documents, the same would be released after getting an undertaking from the appointees that they would refund the salaries if their documents were found bogus.

During the course of investigation, it came to surface that there was no direction from the Government regarding verification of the documents before payment of salary to the newly appointed persons. Thus, with the intervention of the Ombudsman, not only 460 Educators got their salaries but also an un-authorized practice of delaying salary of newly recruited teachers was stopped and instead an alternative method of recovery of salaries, if the documents were found to be ingenuine, was adopted.

Subject: ILLEGAL OCCUPATION OF SCHOOL BUILDING

Complaint No.C-1613(5)/03/07-Adv-II-86/07

Suo motu notice was taken on a news item published in the daily DAWN, dated 2.3.2007 indicating that an influential farmer had occupied two

rooms of the boys school at Wara Dalip Singh, Kasur and was using these as a cattle pen. The number of students in the school had, therefore, dropped from 137 to 50 and the classes were being held under a tree. The news item also indicated that girls primary school in the same locality neither had a student nor a teacher. One room of the school building was under the occupation of a farmer.

EDO (Education) Kasur informed that the school buildings of the boys and girls schools were constructed, in 1990 and 1992 respectively. Because of non-approval of SNE for the staff, the girls school remained non-functional and was occupied by the donor of the land. In case of the boys primary school, only the courtyard of the school was under the occupation of the said farmer.

The investigation led to the conclusion that the contents of the news item were correct, the school buildings had been occupied unauthorisedly and the Education Department had failed to take any action in this regard. It also came to light that there were at least 13 schools in the district, which were constructed on government land in 1992-93 but were non-functional for want of the sanction of staff. In certain other cases, school buildings were constructed on donated lands but formalities of transfer of title of the land in favour of the Education Department were not completed.

The Agency was held responsible for maladministration in terms of section 2(2)(ii) of the Punjab Office of the Ombudsman Act, 1997 and was directed to get the two primary schools in Wara

Dalip Singh as also other schools under illegal occupation vacated. A direction was also issued to ensure that the land under the schools was transferred to the Education Department forthwith and that the teaching staff was got sanctioned and posted in 14 girls primary schools where buildings had been constructed but were non-functional for the last about 14 years for want of staff.

Subject: DELAY IN PAYMENT OF SALARY TO LADY TEACHERS APPOINTED ON CONTRACT BASIS

Complaint No.C-6102(12)/8/07-Adv-II-257/07

A press report indicated that some lady teachers recruited on contract basis in District Lahore were not being paid their salaries in time. It was mentioned that the salaries for the months of May and June had been paid in August, 2007 and that disbursement of salaries for July, 2007 was not in sight. Suo motu notice was taken of the issue and EDO, Education, Lahore was directed to submit a report.

EDO, Education, Lahore attributed the delay in the payment of salaries to reorganization of the offices of 18 DDOs at Tehsil/Town level to facilitate teachers for quick disposal of their cases. These offices became functional w.e.f. May, 2007. Necessary computer changes were furnished to Accountant General, Punjab which were returned with the observation that newly established offices should submit their bills with new DDO codes. These codes were issued by the DCO in July, 2007, causing delay in payment of salaries as

manual bills were submitted to A.G. Punjab for the months of June and July, in the first week of August. New DDO code numbers had since been allotted and computer changes intimated to AG. Punjab.

It was observed that the Agency/DCO should have realised that allotment of fresh DDO code numbers was a pre-requisite and the needful should have been done while conferring powers of the DDO upon the new officers. DCO/EDO Education Lahore were directed to ensure that there was no delay in payment of salaries in cases like the one under reference.

Subject: STARTING OF DEGREE CLASSES IN GOVT DEGREE COLLEGE FOR BOYS, SAHIWAL, SARGODHA & CONSTRUCTION OF ITS BUILDING

Complaint No: 628/02/06-C-IX-51/06

On publication of a news item in Daily Express dated 13.02.2006, suo motu notice was taken of the news that construction work of Government Degree College for Boys, Sahiwal, district Sargodha was lying suspended. Residents of Tehsil Sahiwal had demanded that the construction work should be restarted so that degree classes could be introduced in the new building.

The matter was taken up with District Officer (Buildings), Sargodha, who reported that against an estimated cost of Rs.19.982 million, the department had made an allocation of only Rs.1 million, which was spent during 2004-05. Demand for further funds was made

during the next year but only Rs.0.693 million were provided. Thus, against a total cost of Rs.19.982 million, only Rs.1.449 million could be spent whereafter scheme became unfunded.

The matter was taken up and pursued with Secretary P&D Department. As a result, Secretary P&D intimated that additional allocation required by Education Department had been made and sent to the District Government. On allocation of funds by the P&D Department, EDO (Works and Services), DEO (Colleges) and D.O. (Buildings), Sargodha were asked to proceed further for starting construction of the building. Special Secretary (Higher Education), Education Department was also directed to take all necessary steps for completion of the building and start of degree classes in the college without further delay.

Investigation of this complaint revealed a sad state of affairs. Upgradation of the college at Sahiwal, district Sargodha was approved in December, 2004 i.e. more than 2½ years back. Total funds provided were about 5 percent of the amount required for completion of the scheme. As if this mismanagement was not enough, the scheme became unfunded and after the P&D Department had provided additional funds, the scheme had to be administratively approved again and matters resolved with the contractor who was not prepared to take up the work at the rates approved at the time of assignment of the work. Special Secretary (Higher Education) was, therefore, directed for taking all necessary steps to ensure that not only the development

Auditor General of Pakistan or some other independent Agency.

5. UPDATION OF RULES AND REGULATIONS/MANUALS

An important factor causing undue delay and maladministration in decisions is non availability of up to date rules/regulations/departmental codes. Therefore, at times Government functionaries while dealing with cases apply incorrect / outdated rules / regulations/instructions. In order to streamline functioning in Government offices, O&M wing of the S&GAD in collaboration with all Government departments should undertake an exercise in this behalf and publish departmental manuals/codes and supply the same to all concerned. All these manuals/codes should be periodically reviewed, updated and published.

6. DISSEMINATION OF INFORMATION TO THE GENERAL PUBLIC

Due to the expanded role of government, there would not be many who are not affected by same rule/regulation framed by same government agency. Any citizen likely to be affected by these laws/rules/policy instructions has a right to know their exact contents so that he can lawfully protect his rights. In order to provide easy access to the citizens to these laws/rules/ policy, it is recommended that all the government organization should not only publish their rules/regulations/ procedures concerning the public at large and make these available but also post these at their websites. It

is very important that the amendments made from time to time are incorporated and the laws/rules/policies are available in updated form.

7. EMPLOYEES SERVICE PARTICULARS DATABASE

Government functionaries at times feel handicapped in providing certain information in regard to their past service due to passage of time/misplacement of documents. It has been noted that at the time of retirement, audit offices require certain information about past service of the retiree which is not available in his service book/service history due to non entries by concerned. In order to avoid inconvenience/delay in such situations, it is recommended that service particulars of all the employees should be made available on websites and periodically updated by their parent departments.

8. RECRUITMENT PROCESS

In matters of recruitment, the following irregularities have been noticed:-

- i) Applications received are not properly entered in the receipt register.
- ii) Record of presence or otherwise of an applicant at the time of interview is not maintained.
- iii) Sufficient time is not given while summoning candidates for interview or in case of a selected candidate to join his assignment.

scheme was taken up and completed; the degree classes were also started in the

college for which the residents had been waiting for many years.

DISTRICT GOVERNEMENT, LAHORE

Subject: DELAY IN CONSTRUCTION OF CUST ROAD

Complaint No: 8050/10/07 C-VIII 283/07

Suo motu notice of inordinate delay in the construction of Cust Road from Jain Mandar to M.A.O. College, Lahore was taken by the Ombudsman. It was noted with concern that although the construction of the aforesaid road was taken up many months back and stone metal had also been laid long ago, there were no signs of its black topping. Resultantly, travellers using the road were being put to inconvenience.

The matter was taken up with Town Municipal Officer, TMA, Data Gunj Bakhsh Town, Lahore, who reported that the road in question was being constructed in two parts and work orders had been issued on 28.04.2007. Initially, single lane road was proposed and water bound was completed, but later, in consultation with Traffic Engineering and Transport Planning Agency, Lahore, it was decided that the road be constructed in two lanes instead

of one lane with about 60 feet width. During the construction of the road, another problem with regard to positioning of existing electric poles which were creating hurdles in the widening of road cropped up. This issue was resolved through provision of necessary funds by Town Nazim, Data Gunj Bakhsh Town, Lahore, for depositing the amount of demand note with WAPDA authorities for shifting of poles.

Town Municipal Officer, Data Gunj Bakhsh Town, Lahore finally reported that carpeting (black top) of Cust Road had been completed and the road was now being used by travellers/commuters.

As a result of suo motu notice taken by Ombudsman Punjab, carpeting of Cust Road Lahore was done within a short period which was previously being delayed due to inaction on the part of the Agency. Thus, relief to users of the road was provided with the intervention of this Office.

Part-IV

**SUMMARIES OF REPRESENTATIVE
CASES OF GRIEVANCES REDRESSED
WITHIN VERY SHORT PERIOD**

Endeavour on the part of the Office of the Ombudsman, all along, has been to redress the grievances of the complainants promptly, particularly in cases where the grievances/maladministration is established on the face of it. However, to achieve this objective, active support and help of the concerned agency complained against is of prime importance. Though submission of reports by some departments is delayed, yet there are indeed some offices which are prompt and play a very positive role in dealing with complaints referred to them. This cooperation enabled this Office to dispose of complaints within days.

Similarly, some departments readily implement the directions issued by this Office to provide relief to the aggrieved. Some of the instances reported here are meant only to illustrate as to how a positive and helpful attitude, notwithstanding the earlier delay, can mitigate the sufferings of the people and also bring a good name to the department/agency concerned. The purpose of reporting some of many such cases is not only to highlight the importance that this Office attaches to expeditious disposal of cases but also to acknowledge and appreciate the positive role played by the concerned agencies in assisting this Office in this regard.

AGRICULTURE DEPARTMENT

Subject: REQUEST FOR APPOINTMENT AS CHOWKIDAR UNDER RULE, 17-A OF THE PUNJAB CIVIL SERVANTS (APPOINTMENT AND CONDITIONS OF SERVICE) RULES, 1974

Complaint No: 1934/03/07-C-IX-102/07

Vide his complaint dated 24.3.2007, the complainant submitted that his father, who was a driver in the Soil Conservation Department, Mianwali, retired on account of invalidation with effect from 06.11.2001 and died on 20.02.2002. The complainant applied for appointment as Chowkidar on 09.06.2006. His application was recommended and forwarded by D.O. (Soil Conservation), Mianwali to Director, Soil Conservation, Rawalpindi. He again applied to Director, Soil Conservation, on

27.01.2007, but no action was taken on both applications. He also visited the office of Director, Soil Conservation, Rawalpindi a number of times, but without any success. He requested that direction be issued for his appointment as Chowkidar or in Class-IV under Rule 17-A of The Punjab Civil Servants (Appointment and Conditions of Service) Rules 1974. He also intimated that a post of Chowkidar was still lying vacant at Mianwali.

Director, Soil Conservation, Rawalpindi, submitted that according to 1993 Service Rules of Soil Conservation Wing, Agriculture Department, the post of Chowkidar was to be filled by ex-service men. Since the complainant was not an ex-service man, therefore, he could not be appointed as Chowkidar. However, he was offered a post of Naib Qasid in the office of Director, Soil

Conservation, Rawalpindi, which he had accepted and his appointment order as Naib Qasid had been issued. A copy of the appointment order was also appended. A statement submitted by the complainant verified by Director, Soil Conservation, Rawalpindi, was also appended, indicating the complainant's

satisfaction and his request for filing of his complaint.

The complainant was appointed as Naib Qasid on the intervention of the Office of the Ombudsman and his grievance stood redressed and the complaint resulted in fruition within three weeks of its institution.

BOARDS OF INTERMEDIATE & SECONDARY EDUCATION

Subject: DELAY IN ISSUANCE OF MATRICULATION CERTIFICATE

Complaint No.8765/11/07-Adv-II-401/07

As per the complainant, his son had passed Matriculation examination 2005 from BISE Lahore but despite passage of 2 years and repeated contacts with the Board, he had not been issued the certificate. He requested that a direction be given to the Board to issue the certificate without any further delay.

Controller (Examinations) BISE Lahore informed that the complainant's son had not been issued certificate due to a discrepancy noticed in respect of the date of birth written by the complainant's son in Urdu in the admission form. He had written his date of birth as 18.4.1991 in figures but as (چار اپریل انیس سو اکاون) in words. He would be issued a certificate if he applied to the Board for correction of date of his birth, in accordance with the prescribed procedure.

The complainant maintained that he had written correct date of his birth (18.4.1991) in figures in the admission form and the same date of birth had been officially accepted by the Board and recorded not only in the Registration Card issued to him before the commencement of the examination, but also in the Result

Intimation Card issued to him after the announcement of the result. He further stated that he had committed a minor mistake inadvertently while writing his date of birth in words and if the Board had pointed it out for correction before the issuance of roll number, it would have been corrected but that was not done. Deputy Controller (Examinations) BISE Lahore admitted that the same date of birth was recorded in the Registration Card and also in the Result Intimation Card issued by the Board.

It was observed that the complainant's son had made a mistake while writing his date of birth in words in the admission form for Matriculation examination 2005. However, he had correctly recorded his date of birth (18.4.1991) in figures in the admission form. The same date of birth (18.4.1991) was officially accepted by the Board and recorded in the Registration Card issued to the complainant. If the Board had any reservations about the discrepancy, it should have pointed out the same to the school/candidate for correction/rectification before issuance of roll number, but this was not done. In any case, the year of birth recorded in words by someone appearing in Secondary School examination in 2005, indicated

that 56 years at the time of taking the examination was a patent mistake. The Board recorded the same date of birth in the Result Intimation Card as was earlier written in the Registration Card. There was, therefore, no justification for not issuing the Matriculation certificate on the basis of the particulars of the complainant's son (including date of birth) officially accepted and adopted by the Board and recorded in the Registration Card and Result Intimation Card. The Agency/Chairman BISE Lahore was directed to issue Matriculation certificate to the complainant's son by 29.12.2007 in accordance with the particulars given in the Result Intimation Card of Matriculation examination, and to furnish a report of action taken in that regard by 02.1.2008 to this Office. The needful was done within the time limit fixed by this Office and the grievance was redressed within 5 weeks of filing of the complaint.

DISTRICT ACCOUNTS OFFICE

Subject: PAYMENT OF GP FUND

Complaint No. 735/8/07/Adv-313/8/07

A retired SV Teacher stated in his complaint dated 22.08.2007 that after his retirement on 12.01.2006, he preferred GP Fund claim in March 2007 but the same was not paid to him. He stated that he was blind and unable to visit the District Accounts office. He requested that payment of his GP Fund be made urgently.

Subject: REQUEST FOR GRANT OF HIJRA SCHOLARSHIP

Complaint No. 770/9/07/Adv-325/9/07

The complainant, in her complaint dated 12.9.2007 stated that BISE Rawalpindi authorities granted Hijra Scholarship every year to brilliant students. The Board issued the relevant notification on 14.4.2007, but she was ignored. She contacted the Chairman in this regard but to no avail. She requested that the Board authorities be directed to pay her Hijra Scholarship.

On receipt of a notice from this Office, Secretary BISE Rawalpindi informed that Hijra Scholarship had been paid to the complainant on 20.9.2007.

As a result of intervention/notice of this Office, an amended notification was issued on 20.9.2007 and the complainant was granted Hijra Scholarship within 9 days of the institution of her complaint.

After issuance of a notice by this Office, DAO, Rawalpindi intimated that GP Fund authority for Rs.3, 23,894/- had been issued to the complainant.

Despite the earlier delay, on filing of a complaint in this Office, the complainant was paid his GP Fund amounting to Rs.3, 23,894/- on 30.08.2007 i.e. within 8 days of the institution of the complaint.

EXCISE & TAXATION DEPARTMENT

Subject: PAYMENT OF PENSIONARY DUES

Complaint No. 6206/8/07-CR-228/07

The complainant, a retired Inspector of E&T Sialkot, stated in his complaint dated 15.8.2007 that he had joined Excise & Taxation Department as Inspector on 10.1.74. He requested for grant of LPR on 1.11.05 which was approved. He was retired from service in October, 2006. The complaint was regarding non payment of his pensionary dues. He urged that payment of his pensionary dues be arranged so that he could be able to arrange marriage ceremony of his daughter.

District Officer, Excise & Taxation Sialkot reported that pension case of complainant had been finalized and requisite dues had been paid to him.

The complainant in his statement confirmed that PPO No. 1630 had been issued and he had been paid all pensionary dues.

The grievance of the complainant was redressed, on the intervention of the Office of the Ombudsman. The complaint was disposed of on 30.8.2007, within a fortnight of its registration, as having fructified.

Subject: EXEMPTION FROM PROPERTY TAX

Complaint No. 5956/8/07 CR-218/07

The complainant vide his complaint dated 7.8.2007 stated that he owned a residential house of 2½ Marlas in Gujranwala. The government had

exempted residential houses up to 5 Marlas from payment of property tax. The concerned Inspector had, however, sent him a demand notice for payment of Rs.4212/- as property tax as the complainant had not paid any illegal gratification. As against this, owner of his adjoining house of 4¼ Marlas in which 2 shops were on rent, was paying only Rs.924/- as property tax. The complainant requested that he be got exempted from tax.

Excise & Taxation Officer, Gujranwala stated that property No.XXI-1BS-127/A was owned by Rashida Bibi widow of Noor Muhammad which was on rent with Muhammad Amjad. The annual tax of the property was assessed at Rs.2160/-, but being a widow, she was exempted from tax each year. The residential houses up to 5 Marlas were exempted from property tax from the year 2004-2005. The said property was sold to the complainant vide registered deed No.834, dated 28.1.05. The property was accordingly transferred in his name on 4.6.07 in the record of E&T Department. On scrutiny of the record, the mistake committed was detected and certificate for exemption had been issued to him.

The complainant confirmed that the Department had exempted him from property tax and had issued the requisite certificate. The grievance was redressed, on the intervention of this Office and the complaint disposed of as fructified on 31.8.2007, i.e. within three weeks only.

HEALTH DEPARTMENT

Subject:REQUEST FOR RENEWAL OF
DISPENSER ENROLMENT
CERTIFICATE

Complaint No. 704/8/07/Adv-289/8/07

In his complaint dated 1.8.2007, the complainant contended that he had submitted an application to Punjab Medical Faculty, Lahore for renewal of his dispenser enrolment certificate but he was not issued the said certificate. He requested that the concerned authority be directed to issue dispenser enrolment renewal certificate to him.

Secretary, Punjab Medical Faculty, Lahore, reported that due to late printing of the required certificates from Pakistan Security Printing Press Karachi, renewal certificate could not be issued to the complainant in time. He, however, informed that the certificate had been dispatched on 8.8.2007.

On receipt of a notice from this Office, the complainant was issued the required certificate on 8.8.2007, within 7 days of the lodging of the complaint.

PUNJAB BOARD OF TECHNICAL EDUCATION

Subject:REQUEST FOR A SPECIAL
CHANCE TO APPEAR IN
EXAMINATION

Complaint No: 761/2/07-C-VIII-33/07

As per the complainant, he appeared in the 2nd Annual Examination 2006 of Diploma of Associate Engineer of the Punjab Board of Technical Education Part-1, on 6th, 8th and 11th of September, 2006. On 26.12.2006, at about 1:30 p.m., he received an intimation that the candidates were required to reappear in the English paper at 1:30 p.m. on the same date. He proceeded to the examination centre but by that time (2:00 p.m.), the examination was already in progress. He was denied entry to the examination hall. He approached the officers of the Board but to no avail. This was his last chance. As

such, he prayed that a special chance be given to him under the circumstances.

In reply to a notice from this Office, the Agency reported that a "special chance" had been afforded to the candidates, free of charges, who could not appear in the said paper, because of non-receipt of intimation about re-examination. They were also allowed to appear in the 3rd year Annual Examination 2007, in addition to appearing in the papers of Part-I.

Because of the positive and helpful attitude and decision of the authorities, not only the grievance of the applicant was redressed, but other candidates falling under the same category were also provided justified relief. The whole exercise was completed within less than 3 weeks.

REVENUE DEPARTMENT

Subject:DELAY IN ATTESTATION
OF MUTATION

Complaint No.8363/11/07-C-II-260/07

As per the complainant, he had purchased a plot in Lahore Cantt. measuring five Marlas vide registered

deed number 11544 dated 3.9.2007. He deposited the mutation fee with the Sub-Registrar at the time of registration of the document. He visited the offices of the Patwari and Revenue Officer time and again but the mutation was not attested. He also approached DDO(R) but to no avail. He requested for issuing of a direction to the concerned officials for the attestation of mutation.

DDO (Revenue) Lahore Cantt. reported that the requisite mutation had

been sanctioned in favour of the complainant on 30.11.2007 after receipt of notice from the Office of the Ombudsman.

On the intervention of Office of the Ombudsman, grievance of the complainant was redressed within 24 days of the lodging of his complaint and the complaint was finally disposed of as having been fructified, vide order dated 5.12.2007.

UNIVERSITIES

Subject: PERMISSION TO APPEAR IN EXAMINATION

Complaint No: 5115/07/07 C-VIII 184/07

A student, in her complaint, registered on 09.07.2007, submitted that after passing M.A. English Part-I Examination of Punjab University in 2002, she appeared in M.A. English Part-II Annual Examination 2004 under Roll No.009853. As per her result card dated 30.04.2005, she failed in paper-3 (Novel-II) and was declared eligible to reappear in the failed paper till Annual Examination of 2007. She was married in 2004 and went abroad. She came back to Pakistan in 2007 with a view to availing of the chance of appearing in the aforesaid paper and deposited admission form as per schedule. The University, however, informed her that she was ineligible to appear in Annual Examination 2007 because her last chance was up to Annual Examination 2006. On contacting the University authorities, she came to know that the chance mentioned on the result card had been indicated due to computer error; hence roll number slip could not be

issued to her. She averred that M.A. English Part-II Annual Examination was to commence in July 2007 and, therefore, a direction be given to the University to allow her to appear in the said examination with a view to safeguarding her academic future.

Deputy Controller of Examinations, Punjab University contended that the last chance available to the complainant was up to A/2006. However, as per entry made in the result card, she was shown eligible to appear in the failed paper up to Annual 2007 due to a typographical mistake.

Perusal of the record showed that the complainant passed M.A. English Part-I Examination in 2002. As per Rule 19(a) of the Calendar of the University of the Punjab, 1998 (Volume-II), a candidate appearing in Part-II Annual Examination was entitled to four chances in all. The complainant while appearing in Annual Examination 2004 did not conceal anything and clearly mentioned that she had passed M.A. English Part-I Examination in 2002 under roll No.23835. Thus, while issuing result

intimation card in respect of Part-II examination, the Agency failed to check her eligibility vis-à-vis the chances. The entry made in the result card was as under:-

“She has failed in the M.A. English Part-II, Annual Examination 2004, held in July August 2004 and is eligible to reappear in the subject/s III-03 till the Annual Examination of 2007”.

Therefore, the complainant remained under the bonafide impression that she was eligible to clear her compartment of Paper-3 (Novel-II) up to Annual/2007. It was observed that the Agency should accept its responsibility and that to tell the complainant at this stage, that her last chance for appearing in this paper was Annual 2006 would be unjust, unfair and oppressive, amounting to maladministration as defined in section 2(i)(b) of the Punjab Office of the Ombudsman Act 1997. In exercise of the powers under section 11(1)(f) of the Act *ibid*, Controller of Examinations, University of the Punjab was directed to allow the complainant to appear in paper III of M.A. English Part-II in Annual 2007 as recorded in the Result Intimation Card issued by the University of Punjab, and if this examination had already been held & the complainant was not allowed to take it, another chance should be given to her. The case was disposed of on 21.07.2007 within a fortnight with the direction that a report about the action taken be submitted to this Office. The University issued roll number to the complainant on 24.7.07 i.e. within 3 days of the date of direction and 17 days of the date of registration of the complaint.

Subject:ISSUANCE OF DEGREE

Complaint No. 1451/3/07-C-VIII-63/07

A student of the Punjab University complained that he had cleared L.L.B. Annual Examination 1996, under Roll No.467. He applied for the degree on 31.10.2004 which had not been received as yet. The complaint was registered on 7.3.2007 and a notice was issued to the respondent Agency i.e. Punjab University.

Deputy Controller (Certificate) conceded that the complainant had passed L.L.B. Examination held in 1996 but the degree could not be issued because of some error in the record and that after due enquiry, the degree had been issued on 13.3.2007.

The complainant confirmed that he had received the degree. The grievance of the complainant was redressed within a week of the registration of the complaint.

Subject:REQUEST FOR ISSUANCE OF M.Sc. DEGREE

Complaint No. 436/2/07/Adv-180/2/07

The complainant, in his complaint dated 12.2.2007 stated that he had passed his MSc Geography examination in 1995 from Punjab University as a regular student of Government College, Asghar Mall, Rawalpindi, but his degree was not sent to the college. When he contacted the University authorities at Lahore, he was informed that his degree had been sent to the college on 7.10.2000, whereas the college administration denied having received the same. The complainant requested that the concerned officer in

Punjab University, Lahore be directed to issue his M.Sc. degree.

The matter was taken up with the Controller, Punjab University, Lahore who assured that the degree would be dispatched to the complainant shortly.

Although the complainant had

his M.Sc. examination in 1995, yet degree was not issued to him till 2007. On receipt of the complaint, the matter was taken up with the Punjab University which admitted the delay and issued the degree to the complainant on 28.2.2007, within 16 days of filing of the complaint.

CHAPTER-IV



PART-I
RECOMMENDATIONS
GENERAL

GENERAL RECOMMENDATIONS

1. ERADICATION OF DELAY

- i). Common man in our country is not fully aware of his legal rights and the institution available to redress his grievances. He has to look up to government officers for solution of his difficulties. During the year under report, more than half the complaints disclosed maladministration arising from neglect and delay. These complaints include the grievances voiced by government servants not hit by section 9(2) of the Punjab Office of the Ombudsman Act, 1997.
- ii). Although primary responsibility for expeditious disposal of all references rests with the dealing officers and their staff but supervisory officers have to see that dealing officers and staff under their control do not delay action on any reference received. In order to keep supervisory officers regularly apprised of the correct position regarding pending references and cases and to enable them to exercise proper check on such cases, every dealing officer is required to submit a monthly arrears statement in a prescribed form on the 10th of every month. It has been observed that the said instructions are not being adhered to by the dealing staff/officers and supervisory officers with the result delays have become common in almost all the

departments and the affectees have no other choice but to approach the Office of Ombudsman for redressal of their grievance.

- iii). In order to effectively control the delays, it is recommended that the Administrative Secretaries should issue instructions to their attached departments/ autonomous/ semi autonomous bodies and other offices to ensure that time limits for disposal of various cases/ references fixed by the Government is strictly followed and every dealing officer puts up monthly arrears statement to his supervisory officer who should monitor each case, disposal of which is delayed beyond the time limit so fixed. In addition, he should also direct all his subordinate offices to maintain registers of pending references so that no reference remains unattended.

2. DELEGATION OF POWERS AT ADEQUATE LEVEL

- i). From the complaints entertained for investigation, maladministration by public functionaries / executives through inordinate delay caused in disposal of their cases and misuse of authority was established. These complaints mostly related to non-payment of claims to the contractors on unconvincing grounds, delay in decisions on

their representations/appeals, excessive tax demands and undue and arbitrary curtailment of claims against Government etc.

- ii). Investigation of these complaints further revealed that besides willful delay, decisions on a large number of such cases were held up either due to non delegation of powers at the adequate level or the persons so empowered were found reluctant to use their legal authority and take the requisite decisions as per rules.
- iii). It is recommended that immediate steps be taken to delegate adequate powers to the officers of the District Governments and Regional Heads so that such cases are disposed of at the District/Regional level. Senior officers should also see that delegated authority/power is exercised by the delegates. This will not only make the District Governments effective but work load on the administrative departments will also decrease and they will be able to utilize that time for improving the policies and concentrating on their core functions.

3. **INTERNAL CONTROLS AND AUDIT**

- i). Audit is an effective tool to control financial indiscipline. In the present set up there is hardly any operative system

established by the departments to undertake internal audit of their accounts. Audit of Government departments/ organizations presently being carried out by the Auditor General of Pakistan is based on sample checking. In this situation all irregularities can not be detected and brought to light. In order to ensure proper financial discipline in Government departments/ organizations it is necessary that 100% audit of accounts is arranged through an impartial agency. Till such an arrangement can be put in place, all departments should establish internal audit cells with qualified and trained staff headed by the administrative secretary which may carry out internal audit of the department and oversee financial and accounting functions of the department/organization. Through internal audit, financial irregularities can be expected to decrease and system of expenditure and payment improve, manifold.

- ii). It has also been noted that the accounts staff working in various departments/ organizations is not adequately qualified/trained. Mostly they learn their job through trial and error which results in frequent lapses causing hardship and undue loss to many. It is

- recommended that at least the subordinate staff dealing with accounts matters should hold requisite qualifications in Commerce/Accounting and should pass departmental examination of Accounts and should be given proper training not only before putting them on the job but training programmes be arranged for them at regular intervals during their service.
- iii). Pre audit system of the Works Department needs a review. Divisional Accountants who are responsible for pre-audit and payments to the contractor etc. belong to the Federal Government and as such are not under full control of the Provincial Government in disciplinary matters when they are found to have failed in their duty and committed breach of financial rules. It has been noted that the claims of contractors are more often kept pending by raising unjustified objections and, thus, creating hardship to them. Although u/s 15 of THE PUNJAB EMPLOYEES EFFICIENCY, DISCIPLINE AND ACCOUNT-ABILITY ACT 2006, disciplinary proceedings can be initiated against such employees by the borrowing organizations as per procedure spelled out in the said section but the borrowing departments by and large are found reluctant to initiate

disciplinary action against the delinquents whereas as per section 15 of the Act *ibid* they are duty bound to initiate action against the delinquent, complete requisite formalities under the Act and submit the case to the lending organization for further action. In such situations, the staff involved in malpractices escapes punishment. Administrative Secretaries of Works Departments should ensure that disciplinary cases of Divisional Accountants and other Federal Govt. Employees are properly pursued with their parent organizations.

4. IMPROVEMENT IN PRE-AUDIT/POST AUDIT SYSTEM

It has been noted that serious financial irregularities committed in Autonomous Bodies/Benevolent Fund Boards seldom come to light because pre and post audit of these institutions is carried out by the same Agency i.e. Local Fund Audit Department of the Punjab Government whereas pre-audit and post audit of expenditure/accounts of Government departments is carried out by AG Punjab and Auditor General of Pakistan respectively. For the sake of transparency and effectiveness, it is necessary that pre and post audit function in respect of departments/organizations assigned to one agency are separated and given to different Agencies. In case, pre-audit is carried out by the Local Fund Audit then post audit should be conducted by the

Auditor General of Pakistan or some other independent Agency.

5. UPDATION OF RULES AND REGULATIONS/MANUALS

An important factor causing undue delay and maladministration in decisions is non availability of up to date rules/regulations/departmental codes. Therefore, at times Government functionaries while dealing with cases apply incorrect / outdated rules / regulations/instructions. In order to streamline functioning in Government offices, O&M wing of the S&GAD in collaboration with all Government departments should undertake an exercise in this behalf and publish departmental manuals/codes and supply the same to all concerned. All these manuals/codes should be periodically reviewed, updated and published.

6. DISSEMINATION OF INFORMATION TO THE GENERAL PUBLIC

Due to the expanded role of government, there would not be many who are not affected by same rule/regulation framed by same government agency. Any citizen likely to be affected by these laws/rules/policy instructions has a right to know their exact contents so that he can lawfully protect his rights. In order to provide easy access to the citizens to these laws/rules/ policy, it is recommended that all the government organization should not only publish their rules/regulations/ procedures concerning the public at large and make these available but also post these at their websites. It

is very important that the amendments made from time to time are incorporated and the laws/rules/policies are available in updated form.

7. EMPLOYEES SERVICE PARTICULARS DATABASE

Government functionaries at times feel handicapped in providing certain information in regard to their past service due to passage of time/misplacement of documents. It has been noted that at the time of retirement, audit offices require certain information about past service of the retiree which is not available in his service book/service history due to non entries by concerned. In order to avoid inconvenience/delay in such situations, it is recommended that service particulars of all the employees should be made available on websites and periodically updated by their parent departments.

8. RECRUITMENT PROCESS

In matters of recruitment, the following irregularities have been noticed:-

- i) Applications received are not properly entered in the receipt register.
- ii) Record of presence or otherwise of an applicant at the time of interview is not maintained.
- iii) Sufficient time is not given while summoning candidates for interview or in case of a selected candidate to join his assignment.

All departments should issue instructions to their field officers to ensure that these shortcomings are eradicated. In cases of offer of appointment, if a candidate does not report within the initially specified time, he should be given another opportunity to join duty and this intimation should be sent to him through a registered letter/ acknowledgment due. This is necessary because of the number of complaints received that either sufficient time to join the assignment was not given or the letter was not received/issued at all by the offices. Since these letters are sent by ordinary mail, there is no way of verifying whether the letter was actually issued or not.

9. **HARMONIZATION OF QUALIFICATIONS PROVIDED IN RECRUITMENT RULES WITH THE QUALIFICATION IN ACADEMIC CERTIFICATES**

It has been noticed that Recruitment Rules framed by various departments mention Matriculation and Intermediate qualification in terms of divisions whereas the certificates issued mention the grades. Some appointing authorities cannot properly equate grades with the division required under the rules. In some cases the conversion/equation is not possible. All departments may undertake an exercise to substitute the divisions mentioned in the Recruitment Rules with the grade required for that job.

Part-II

**RECOMMENDATIONS
SPECIFIC TO DEPARTMENTS**

ACCOUNTANT GENERAL PUNJAB

Office of A.G. Punjab, Lahore is primarily responsible for monitoring and maintaining expenditure accounts properly as per amounts approved in the budget. In addition to violations of rules/regulations/procedure already notified and reported in earlier Annual Reports of this Office, the following further violations/failures have been noticed which need serious attention of A.G. Punjab, and District Accounts Officers:-

i) G.P. Fund deductions made from the salary of a civil servant are not regularly posted in the ledger cards. Advances sanctioned by departmental authorities in favour of the subscribers are also not properly entered in the ledger cards. Even in cases of refundable advances, recovery through monthly installments is not ensured. Negligence shown on this account results in overpayments of advances from G.P. Fund leading to recovery of overpayments from the subscribers at the time of final payment. In a number of cases, the complainants alleged that they had not taken any advance from their G.P. Fund but in the ledger cards certain amounts had been shown drawn as advances. District Accounts Officers/ A.G. Punjab, when asked to produce sanctions issued by competent authorities for such G.P. Fund advances and the bill passed, invariably reported that as per instructions of A.G. Punjab,

Lahore, the record had been destroyed after three years and that they had no record except ledger cards. On the other hand, without any supporting evidence, it is not legally tenable to admit as true and correct entries in the ledger cards made by auditors. In order to ensure proper maintenance of G.P. Fund record and drawal of G.P. Funds advances, A.G. Punjab, Lahore should issue instructions to the concerned Fund Sections of his office and all District Accounts Officers to keep all original documents i.e. G.P. Fund advance sanctions/authorities, bills, applications for G.P. Fund final payment on G.P. F-10 Form, ledger cards, broad sheets etc. and G.P. Fund Index Register for a reasonable period after retirement of subscribers.

ii) In a number of complaints, A.G. Punjab/District Accounts Officer reported that G.P. Fund A/c No. quoted by the complainant was not correct. As per rules, an index register is maintained in each office in which particulars of subscribers are maintained while allotting A/c Nos. to them. It has been noticed that the index registers are not properly maintained and required particulars of subscribers are not properly entered therein. Whenever index register was called for examination, the same was not made available on the plea that it was not traceable in

the office record. A.G. Punjab should ensure that Index Registers are maintained properly and kept in safe custody.

iii) In a number of cases it has been found that in the computer slips issued to civil servants amount of G.P. Fund balances differed from the one shown in the G.P. Fund final payment authority. The plea taken in this behalf by the concerned Fund Sections/Accounts Officers was that G.P. Fund advances taken by the subscribers during the period G.P. Fund Account was maintained manually were not accounted for resulting in less balance at the time of final payment. A.G. Punjab should issue instructions to all concerned that in order to avoid controversies at the time of final payment of G.P. Fund, the G.P. Fund balance of each

subscriber relating to the period when the record was maintained manually be sent to computer section after complete reconciliation/settlement.

iv) Complaints have also been received from subscribers that they did not receive final payment of their G.P. fund as it was drawn by the Drawing & Disbursing Officer or by some other Official through forgery. Final payments of G.P. Fund involve substantial amounts of money. Accountant General Punjab may consider the possibility of making this payment through crossed cheque in favour of the subscriber rather than following the present system of drawing this amount through a bill and then receiving the cash from the bank and disbursing it to the subscriber.

BENEVOLENT FUND

As a result of default in filing no marriage certificate by the beneficiaries of monthly grant from Benevolent Fund, as required under Rule 9 of the Punjab Government Servants Benevolent Fund (Disbursement) Rules, 1966, the grant gets stopped and its restoration is made in the light of Restoration Policy dated 3.10.1993, as a result of which the beneficiaries stand deprived of the grant from the date of its stoppage till the date of restoration.

Provincial Benevolent Fund Board/District Benevolent Fund Boards on the other hand have not expressly made it clear to the beneficiaries as with whom no marriage certificates are to be

deposited i.e. with Provincial Benevolent Fund Board/District Benevolent Fund Boards or the banks concerned. During investigation of complaints it has been noticed that the beneficiaries being not aware of the agency to whom the requisite no marriage/life certificate is to be submitted have been depositing the same with their banks who did not issue them any receipt. The beneficiaries were, therefore, unable to give any proof of submission of the requisite certificates during the intervening period. In order to stream line the procedure it is recommended that the Agency with whom the no marriage/life certificate is to be deposited should be clearly notified and be made duty bound to issue a proper

receipt in that behalf. A specimen certificate with receipt on a perforated portion can be devised.

In the application form supplied by Provincial Benevolent Fund Board to the applicants for payment of scholarship for 2006-07, the beneficiaries have been required to provide information regarding monthly deposit of Benevolent Fund and the total amount so far deposited. The information so required by the Board

apparently has no nexus with payment of scholarship. If at all such information is required it should be obtained from A.G Punjab or District Accounts Officer concerned because the beneficiaries are not issued annual statements regarding upto date deposit of the Fund by the DDOS/AG Punjab/DAOS. It is therefore, recommended that the column added in the application form requiring the said information be immediately deleted.

COLONIES DEPARTMENT

Grant of Proprietary Right's Under Temporary Cultivation Lease Schemes

Colonies Department in the Board of Revenue has been leasing out state land for temporary cultivation under various schemes. In most of these schemes grant of proprietary rights has been approved in favour of the lessees subject to certain conditions including the condition of bringing a certain portion of the area of the leased land under cultivation. The following data would indicate the extent of cultivation required in different schemes:-

Sr. No.	Date of Notification	Condition for the grant of PR	Condition for deed of conveyance
1.	3.9.1979	Continuous cultivating possession since before Kharif 1977	Payment of full price of the land
2.	20.4.1983	Continuous cultivating possession since before Kharif 1980	Payment of full price and 90% land under cultivation

3.	19.3.1995	Continuous cultivating possession since before Kharif 1995	Payment of full price and 50% land under cultivation
4.	10.7.2001	Maintenance of 25% land under cultivation since Kharif 1996 & 80% under plough before conferment of P.R.	Payment of full price and 80% land under plough

The condition of bringing certain area under cultivation was fair and reasonable when canal water was freely available, the subsoil water was sweet or the scheme was basically an 'Abadkari' scheme. With the passage of time, availability of canal water is on the decline and there is ban on including new areas in the CCA. The problem is particularly acute in the colony areas of Rajanpur, D.G. Khan and Ex-Bahawalpur Division where subsoil water is not fit for irrigation.

Office of the Ombudsman, in the above circumstances feels that the

condition of bringing 80% of the area under cultivation in such cases/areas needs to be reconsidered. It is, therefore, recommended that exception may be made with regard to this condition in all such cases where:-

i. The lessee applied for the canal water but was refused or insufficient water was sanctioned;

ii. Subsoil water is not fit for irrigation;

iii. Average rainfall was insufficient to bring the land under desired cultivation.

The extent of exemption can be determined keeping in view the irrigation resources and the leased out lands can be categorized with a view to determining the extent of exemption.

COMMUNICATION & WORKS DEPARTMENT

In the year 2007, a number of complaints were lodged bringing to the notice of Mohtasib Secretariat some instances of severe shortcomings and irregularities in the construction of roads and buildings, particularly the former, in the public sector. These included the following:-

- i) Inordinate delay caused in the construction of roads/buildings.
- ii) Lack of supervision, inspection and monitoring by engineers incharge and other higher officers during various stages of execution of work.
- iii) Use of substandard material-deviation from laid down specifications/quantities etc.
- iv) Inaction on the part of engineers incharge in taking timely notice of irregularities such as delay, non-execution of work as per specifications etc.
- v) Non availability of funds.

The complaints in regard to the above matters were lodged by members of general public who were affected by the lethargy and inaction on the part of

the officers concerned leading to serious inconvenience to travellers, commuters, students and patients. In addition to this, non-completion of roads and buildings resulted in dust pollution as well due to large dumps of earth, 'bajree', stone and other construction material stored at various sites surrounded by thickly populated buildings, schools, hospitals and offices. After investigation of such complaints, directions were given, on case to case basis, to the Communication and Works Department, Government of the Punjab and other concerned authorities to hold inquiries, adopt remedial measures and take action against those found responsible for lapses. It was, however, felt that no worthwhile improvement could be effected in the overall situation.

Therefore, in order to ensure long-term and effective measures to address the issue, the following recommendations are made:-

- i) Communication and Works Department, Government of the Punjab, shall immediately examine this matter and appoint a

committee comprising senior officers and experts with specific terms of reference to make a thorough probe and submit recommendations, inter alia, covering the following areas:-

- a. an inbuilt system of inspection, supervision and monitoring of execution of the work at its various stages i.e. in the case of roads at sub-grade, sub-base, base, and TST/carpeting levels and in the case of buildings, at foundation, superstructure, roofing, surface rendering, electrification/plumbing, woodwork and painting etc, shall be devised.
- b. Proper funding for the completion of scheme/work be ensured.
- c. Proper quality control be ensured by the engineers incharge concerned as well as testing of material at various stages through the provincial and regional material testing laboratories/stations.
- d. Work should be allotted to reputed firms/contactors after prequalification. The firms/ contractors should be bound down to depute technical staff in connection with the execution of work.
- e. Codal formalities for ensuring quality of work as per highway and building specifications shall be ensured.
- f. Engineers incharge shall take timely action in accordance with the provisions of the contract agreement against the firms/ contractors for delaying the work without proper justification and other violations of the provisions of contract agreement.
- g. Time limit for completion of a scheme/work should be realistic.
- h. Any other recommendations related to the above.

EDUCATION DEPARTMENT

School Buildings on Private Lands

The Ombudsman received a number of complaints regarding unauthorized occupation of school buildings/land by influential persons. During investigation of these complaints, it transpired that in many cases the buildings of schools were constructed on 'donated' lands without completing the legal formality of the transfer of the same in favour of the Education Department. Subsequently, the donees occupied the building under one pretext or the other. It is a serious

lapse on the part of the authorities concerned. It is recommended that the Department should take serious cognizance of this problem forthwith and, inter alia, take following steps:-

- i). Collect information about all school buildings constructed on private lands without fulfilling the legal formalities of the transfer of land;
- ii). Take action to finalise the transfer of land;
- iii). Initiate steps for retrieval of possession of buildings, under illegal occupation;

- iv). A far as possible, all school buildings be provided boundary walls to secure school land from encroachers.
- v). No school buildings should be constructed without proper/legal transfer of the land in favour of the Education Department.

Recruitment Policy

Numerous complaints pointing out serious irregularities in selection of candidates committed by authorities in violation of Recruitment Policy were received in this office. Most of these complaints were lodged as a result of inherent ambiguities in the Recruitment Policy (2005), itself, particularly in regard to appointments made against the posts of ESEs and SESEs. To streamline the process of recruitment, it is recommended that:-

- i) In order to avoid possibility of any misinterpretation and misapplication of Recruitment Policy, the award of 10 additional marks should be restricted only to the residents of the local village/mouza in which a school is located and then to the residents of the Union Council.
- ii) Policy of preference (i.e. grant of 10 marks) to local residents may also be extended to candidates against class IV posts.
- iii) There appears no justification for allocation of 40 marks for interview in respect of class IV posts. Every now & then, candidates against class-IV posts

in Education Deptt turn up with complaints of favoritism and malafide against the authorities in the process of selection. It has been observed with concern that reservation of high marks for interview (40 or above) facilitates the concerned selection committees/ authorities to misuse this leverage. Thus, a candidate who is Matriculate or above (despite his better academic marks) can be eliminated from selection by granting him lower interview marks. To overcome this malpractice, it is recommended that the marks for interview may be revised to eliminate possibility of their misuse. It is further suggested that detailed parameters be laid down to guide to selection committee in awarding marks for interview.

- iv) The policy for recruitment of Educators followed so far shows that five marks have been allocated for interview. The policy, however, does not clarify the minimum score required for qualifying the interview. Ordinarily, in selection process, the qualification both in written test as well as in interview is necessary. However, if the department is of the view that it is not necessary to qualify the interview, then it should not ignore those candidates who do not appear in the interview and are awarded zero mark. The issue needs to be examined and a

clarification issued before the next selection process is initiated.

Joining Time on First Appointment

This Office has received complaints in which a candidate selected for appointment on contract in Education Deptt: reported to join to an authority within the prescribed period. The authority, in accordance with terms and conditions given in the letter of appointment, asked him to first produce certificate of medical fitness and did not allow him to join duty. Govt. Hospital/medical authority, took its own time, before examining him medically and issuing certificate of medical fitness. When he finally turned up to join duty with a report of medical fitness, the prescribed limit of 15 days had already expired and the authority refused to allow him to join duty. He, thus, stood deprived of appointment. In order to cope with such a situation, it is recommended that terms and conditions of appointment be modified enabling a candidate to join duty within a specified time and he would be required to obtain medical certificate of fitness after joining duty, subject to the condition that in case he is not declared medically fit, he would be discharged from duty & salary for the said period would not be allowed to him. In the alternative, period for joining may be fixed in such a manner as enables the selected candidate to have himself medically examined and obtain a certificate of fitness.

Verification of Certificates / Degrees

Some authorities refer certificates and degrees of selected

candidates for verification to the issuing Boards/ Universities and in the mean time, the pay is not disbursed. The process of verification obviously takes considerable time and complaints in this Office regarding delay in payment of salary are received. There is no justification for withholding the salary after a teacher has been appointed and is actually performing his /her duties. The department should either issue the appointment order after getting the necessary verification or obtain an undertaking from the selectee that in case his/her certificates/degrees were found fictitious, not only he/she would be terminated, the amount paid to him/her would also be recovered. There is no justification for withholding the pay till the certificate/degree is verified.

Refund of Fees Deposited Due to Any Error etc.

Boards of Intermediate & Secondary Education, as per their existing policy, do not allow refund of any amount paid to them by students/candidates due to any error or omission. This policy is against the spirit of equity and fair play. In certain cases, the candidates deposited double fee for admission to an examination under some misunderstanding but they had to appear only in one part. The Board refused to refund the fee paid for the other part on the plea that its rules did not allow refund of fee under any circumstances. Justice and equity demands that the Boards should charge fee in accordance with the measure of service they provide to the candidates. Education Deptt./

Controlling Authority should, therefore, direct the Boards to amend their existing unfair policy to make it fair and equitable and provide for refund of any fee/charges paid in excess by candidates by mistake or misunderstanding or where the Boards did not provide the service for which the fee was paid.

Practicals and the Private Students

Boards of Intermediate & Secondary Education, at present, do not allow private candidates to appear in examinations (F.Sc/Matriculation) involving practicals. It was observed that a student who had passed F.Sc Part I, but for some reasons (prolonged illness absence/nonpayment of dues etc.) could not appear as a regular candidate from the concerned school/college, was not allowed to appear as a private candidate in F.Sc. Part II despite the fact that he had received full training in practicals in the college. This policy of the Boards is unjust, harsh and is apt to discourage students to have access to higher education in science. Education Department should, therefore, review this policy and it may consider allowing candidates to appear in examinations involving practicals on production of a valid certificate that they had received necessary training in practicals from an institute affiliated with the Board.

Dispatch of Certificates to Private Candidates

The Boards dispatch certificates to private candidates at their residential addresses, by registered post, without A.D. This office has received complaints where certificates sent in this manner did

not reach the candidates and the Boards which had no proof that the certificate had been received showed reluctance to issue duplicate certificates. The Boards collect sizable amount from the students/candidates as fee. The Boards, in order to ensure that the certificates do reach the candidates, should adopt better and sure means of dispatch.

Issuance of Duplicate Certificates

As per present practice (which is not supported by any rules), the Boards issue duplicate certificates which are not signed by the Secretaries of the Board (whereas they sign the originals). The duplicate certificates do not contain individual paper's total marks either. In a few cases, this office directed BISE Lahore to issue duplicate certificates signed by the same authority as had signed the original one and to incorporate all particulars/marks in line with the original certificates. The Board challenged this decision of the Ombudsman before the Hon'ble Governor who upheld the decision of the Ombudsman Punjab. BISEs should therefore accordingly revise their existing practice in respect of duplicate certificates which should not, in any manner, give the impression of being inferior to the original ones. In fact it should be an exact replica of the original marked as Duplicate.

Correction of Date of Birth in Certificates

A number of complaints have been received regarding the attitude of the concerned officials of BISEs towards requests for correction of dates of birth.

Merits of individual cases may differ, but the Boards usually ask the applicant to provide the original register of admission or original school leaving certificate or the original entry of birth in the record of a Union Council pertaining to the date of birth of the student. To improve the existing system and make it easier, it is recommended that :-

- i) The Boards should not ask the applicants to produce original record of the school or the Union Council regarding date of birth and should, instead, make their own arrangements for obtaining that record from the concerned quarters.
- ii) When the original record of Union Council pertaining to the date of birth is produced and found authentic, the Boards should not insist to see the record/register of admissions/school leaving certificate in support of the record of the Union Council or vice versa.
- iii) Where an applicant requests for correction of his date of birth, which is correct on the face of it and appeals to reason, i.e. the 29th Feb in a non-leap year or 31st of a month which has 30 days, and the correct date is available on some other document with the Board, the correction procedure should be made simple.

Mistakes in the Announced Results

In a number of complaints it has been observed that the candidates were declared “pass” in the Result Gazette

and Result Intimation Card, but subsequently when they got admission in the Intermediate class, they were declared “fail”. It was found, on investigation that these candidates were initially declared “pass” because of a computer error and subsequently when the results were checked in the process of comparison, they were declared “fail”. Such mistakes/errors create psychological, financial and social problems for the affectees. If the results of S.S. and Intermediate examinations are compared well before the declaration of result, such serious omissions can be avoided. Therefore all BISEs, should invariably complete the exercise of comparison of results before declaration so that once a student is declared pass in the Result Gazette, he is not declared fail subsequently.

Re-Checking/Re-Evaluation of Papers For The Purpose of Determining Ist Three Positions In The Result

Complaints from concerned candidates against re-evaluation of their papers under the policy of “super-checking” for the purpose of determining first, 2nd and third position in the annual Matriculation and Intermediate examinations revealed that as a result of re-evaluation of papers/answers, some candidates hoping to be among top position holders, got relegated. In the relevant rules of BISEs, there is no concept of re-evaluation of papers after evaluation/markings of papers by the sub/Head Examiners. Moreover, re-marking of papers in that context is against the verdicts of the superior courts according to which re-evaluation of

papers should not take place under any circumstances. It is recommended that the Boards should discontinue re-evaluation of papers/ answer books of candidates obtaining very high marks (usually 40 or 50 candidates) in the name of the so-called “super checking” for the purpose of determining top positions of the candidates and decide the top positions on the basis of marks awarded by the examiners in normal routine, without any interference. In any case this exercise, if it has to be retained, should be regulated by notified rules and may be restricted to correcting evident errors and incorrect marking of objective part of the paper.

In a number of complaints it was alleged that a correct answer in respect of an objective question was sometimes scored out mistakenly by the examiner, thus resulting in award of less marks to the extent of a particular question of objective nature to which a candidate was entitled. It was argued that an objective question was quite different from a subjective one because answer to an objective question could only be one out of three or four options given in the question paper whereas, an attempt in respect of a subjective question depended on how best a candidate could attempt it by encompassing all aspects of the question.

The Universities and Boards of Intermediate and Secondary Education, invariably take the plea that re-evaluation was not permissible. Accordingly, even if a correct answer of an objective question is scored out by the examiner, and the mistake is detected at the time of rechecking of an answer

book, change in the marks awarded is not carried out.

Universities and Boards also refer to the Hon’ble Supreme Court’s judgment in the case cited as “Saima Azad 1996 SC MR 676” whereby re-evaluation of answer books was held not permissible. The operative part of the said judgment is as under:-

“We are unable to accept the above contention. The contention of the learned counsel for the respondent if accepted will lead to dangerous consequences, as it will open the door for every unsuccessful candidate to challenge the result of his examination in Court thus involving the educational institutions into unending and unethical litigations and bringing the whole system of examination in vogue at stake”.

The law laid down by the Supreme Court is binding and all authorities have to act in compliance of the law as laid down by it.

Education Department, may have the judgment examined with a view to finding out whether in respect of objective questions if a correct question has been scored out then the marks can be granted for the correct answer. If the detailed judgment permits this, Education Department may issue instructions to the Universities and the Boards to make a clear provision in the rules enabling the candidates to have the marks allotted to their answers in the objective part of the paper also rechecked. Boards and Universities may

also provide correct answers of objective questions to the Sub Examiners so that

the possibility of an incorrect evaluation is minimized.

EXCISE & TAXATION DEPARTMENT

It has been repeatedly observed that the difference in the assessment of property tax in respect of properties on rent and self occupied properties is a major source of corruption among the functionaries of the department. It has been recommended in the findings given in individual complaints and recommendations made in Annual Reports that this should be

reexamined with a view to making the system fair and equitable. The department has not made much progress in this direction. The practice leads to numerous instances of maladministration. The recommendation is reiterated. The department should take steps for doing away with this arrangement which does not have a firm legal basis.

FISHERIES DEPARTMENT

Complaints have been received pointing out that where fishing rights are leased out by the department, the lessee is not provided actual physical possession of and access to the area whose fishing rights were granted to him. It is further stated that the lease money is obtained by the department without putting the lessee in possession. It is recommended that before leasing out the rights, the department must ensure that it is in a position to hand over physical possession of the site to the prospective lessee. The fact of

having handed over the possession should also be brought on record with the lessee's acknowledgement.

It has further been noticed that no formal agreement is executed between the department and the lessee after approval of the bid. Reliance is placed on the terms and conditions of auction. It is recommended that a model agreement form should be devised after getting it vetted from the Law Department and in all cases, agreement should be executed on a proper legal document.

FOOD DEPARTMENT

Repair of Roads Constructed from Sugar Cane Cess Fund

Construction of farm to market roads in the rural areas was mostly funded from sugar cane cess. With the passage of time, condition of these roads has deteriorated. On investigation of certain complaints, it was noted that

maintenance of these roads could not be taken up due to lack of funds. It has also been noted that huge amounts of sugar cane cess share have not been paid by the sugar mills. The Government should ensure the requisite recovery from the sugar mills and take up regular maintenance of farm to market roads from that fund.

HEALTH DEPARTMENT

Despite a number of recommendations made by this Office in the Annual Reports of proceeding years same irregularities are being noticed some of which are:-

i) While issuing medico legal reports in medico legal cases the instructions issued by the Health Department are not being observed strictly. In cases where X-Ray is advised to ascertain the nature of injury, requisite X-Ray reports are not obtained from Radiologists. Instead, the Medical Officers on their own give their opinion about the nature of injuries particularly in cases of fractures which gives rise to controversies about the nature of injury. In such situations, the concerned parties invariably request re-examination of the injured persons by a Medical Board. In a number of cases, Standing Medical Boards found that nature of injuries was not correctly mentioned in the medico legal report by the first reporting Medical Officer. Health Department may, therefore, issue instructions to all Medical Officers dealing with medico legal cases not to issue any medico legal report without getting report of Radiologist in the cases where X-Ray is advised. In case of non- availability of a Radiologist, the case may be referred to DHQ Hospital concerned by sending the X-ray

of the injured or referring the injured to the Medical Superintendent for getting expert opinion of Radiologist before recording the nature of injury in the medico legal report. Those not complying with such instructions be proceeded against for misconduct under the relevant law/rules.

ii) More often than not, it is poor and illiterate persons who fall victim to quackery, which is a very big threat to public health. Drug Inspectors often fail to check quackery and the quacks are carrying on their business with impunity. In order to have an effective check on quacks and control this menace, Drug Inspectors be directed to submit a quarterly certificate to District Officers (Health) concerned that no quack is carrying on any business in the area of their respective jurisdiction. In case it is found that quackery is going on in their area, the Drug Inspector concerned be proceeded against under the law for failure to perform his duty diligently and honestly. District Health Officers should also pay frequent surprise visits to check the business of quackery.

iii) Working of District Quality Control Boards in districts needs to be improved by fixing some time frame for deciding the cases

- sent to them for prosecution as the said Boards often take months to decide as to whether the same be sent to the court or not.
- iv) Present system of renewal of Drug Sale Licenses issued, both for wholesale and retail needs improvement and streamlining. Applications for renewal of licenses are often kept pending for long periods by Drug Inspectors leading to complaints and corruption. A reasonable time limit for final decision on requests for renewal of licenses needs to be fixed wherein all formalities regarding checking of premises etc. must be completed by the concerned officials and decision taken by the competent license issuing/renewing authority. Strict action against those Drug Inspectors who fail to perform their duty in this regard be ensured.
- v) There is no law/rules governing sale of drugs for animals, nor is there any licensing system for the purpose. In a number of cases it was also found that stockists were selling/dispensing allopathic medicines without any license under the guise of selling drugs for animals. Health Department and Livestock/ Dairy Development Deptts, should with a view to addressing the issue devise an effective licensing system for sale of drugs for animals.

IRRIGATION & POWER DEPARTMENT

As per departmental policy of Irrigation & Power Department all landowners whose lands are included in Culturable Command Area/Chakbandi are under legal obligation to pay water rate to Government in the light of notification No.S.O(Rev)I&P/3-98/03 dated 4.6.2005 irrespective of the fact whether canal water is supplied to them or not by the Department. In case of default in payment of water rate, such landowners are proceeded against under the Land Revenue Act for recovery of water rate as arrears of land revenue. Apparently, this policy appears to be harsh and unjust because although canal water is not used by them in their land for some reasons, they are forced to pay water rate/Aabyana. In order to escape from the said liability and get exemption from payment of water rate they are

required to get their lands excluded from CCA/Chakbandi, but this option invariably does not suit them as exclusion of their lands from Culturable Command Area (CCA) deprives them of availing of canal water in future. Practically the water falling to their share gets released from the water course and is mostly used by other farmers with their consent or otherwise.

It is recommended that the existing policy/law/rules on the subject be reconsidered and amended to the extent that lands of those landowners who are unable to use canal water within a prescribed time limit, be excluded from CCA/Chakbandi temporarily after due notice. Their water should, however, be restored as and when they level the land and it can be irrigated.

PLANNING AND DEVELOPMENT DEPARTMENT

i) A number of complaints have been filed during the year under report and before that pointing out that a large number of development schemes are lying incomplete, have become unfunded and the works already done are deteriorating. To save the public funds already spent and to provide benefit of these schemes to the public, it is necessary that the Planning & Development Department asks all the administrative departments to provide details of these schemes including the amount already spent and the amount required for their completion. With this information, the Planning & Development Department can prepare a plan for completion of at least those schemes which have proven public importance.

ii) Complaints have also been received pointing out that after completion period of a development scheme, the staff engaged for and paid from the development funds of the scheme is asked to continue beyond the approved lifespan of the development

scheme. This results in stoppage of salaries to these employees because no corresponding provision for this purpose has been made in the non development budget. It is suggested that before the completion period of a development scheme, it may be got evaluated and a decision taken well in time whether the staff working for such a scheme will be retained and paid from non development budget after the scheme is completed and budgetary provision may be made for the salaries of the staff. In the alternative, if the evaluation has not been completed and decision not been taken about the future of the staff engaged and they are asked to continue, simultaneous instructions should also be issued to disburse them pay for the period they are required to work. Instances have come to notice where staff engaged for development schemes had not been paid for months because a decision to retain and pay them from the non development budget was not taken. This needs to be resolved.

POLICE DEPARTMENT

Complaints concerning the Police Department during the year under report fall in the same categories as had been received in earlier years also e.g. reluctance to register cases clearly revealing commission of a cognizable offence, enquiry in cognizable cases before registering the FIR and summoning the parties to the police stations for this purpose, dealing with complainants in a rough and highhanded manner, use of torture and unlawful means, receipt of illegal gratification

from the complainants as well as the accused, non-submission of reports under section 173 Cr.P.C. in the courts within the time laid down in the law or in a reasonable period thereafter, faulty investigation etc. Regrettably, the complaints appear to be on the rise. This Office has in its previous reports made some recommendations and can only reiterate those. The crucial role, however, has to be played by supervisory officers whose number has definitely increased in view of scheme of

things envisaged in the Police Order. It is hoped that the expected improvement

in the performance will also now take place.

PRISONS DEPARTMENT

Visits by Non Official Visitors

From the allegations levelled in various complaints received against the Prisons Department, it appears that the prisoners are subjected to high handedness by the jail staff. To check the same, it is necessary that the role and functions of the non official visitors is made more effective and meaningful.

According to Rule 918 of Pakistan Prison Rules 1978, non official visitor is expected to visit the prison once a month and oftener, if possible. However, it is observed that non official visitors are not strictly adhering to the prescribed schedule. Rule 918 sub para 3 ibid stipulates that in the event of a non official visitor failing to visit the prison for 6 months, he shall be regarded as having vacated the office. It is recommended that the period of 6

months may be reduced to 3 months. Similarly, Explanation of Rule 916 provides that every non official visitor shall hold office for 4 years. It is recommended that the term of office of every non official visitor may be fixed as two years instead of 4 years.

Maintenance of Cash Book & Personal Ledger Registers for the Money Deposited by Prisoners

Separate cash book and personal ledger account of each prisoner depositing money with Superintendent Jail be maintained for keeping record of day to day transaction. Cash book may be maintained by the Head Clerk of the office of Superintendent under the supervision of Deputy Superintendent. This could check misappropriation of amounts deposited by the prisoners with jail staff.

REVENUE DEPARTMENT

Mutations Pertaining to Registered Deeds

As per procedure laid down by the Board of Revenue, each registered deed relating to the landed property is forwarded to the concerned patwari for entering the mutation so as to incorporate the change in the status of the land in the relevant record. As per instructions issued by the Director, Land Records dated 31.5.1987, it is obligatory for the Sub Registrar to forward copies of registered deeds to the patwaries on each weekend. Revenue Officers were in

turn required, to ensure, during the first four days of each month when the patwaries assemble at tehsil office, that mutations of land, transfer of which was effected through registered deeds were entered and the patwaries were paid their share in mutation fee.

These instructions clearly indicate that each registered document is to be forwarded to the concerned patwari within a week and that the Revenue Officer is bound to sanction mutation on the same within a month. The whole process does not involve in any manner, the vendor or

the vendee as the mutation fee has to be collected by the Sub Registrar at the time of the registration of deed. Thus, action regarding mutation on a registered deed is to be taken by the Revenue Officer himself. However, the above mentioned instructions are being violated with impunity, by all concerned, including Sub Registrars, Revenue Officers and patwaris. No mutation is entered unless the vendor or the vendee himself approaches the revenue officials. This practice is not only in violation of the instructions of the Board of Revenue but also opens doors of corruption. The revenue record does not reflect the correct position on ground and therefore FARD MILKIAT is issued many a time, beyond the actual entitlement, paving the way to overselling, cheating and fraud, to the detriment of the innocent vendees. Correction of revenue record in such cases also involves a lengthy process and even that does not come to the rescue of those who were tricked into purchasing landed property already sold by the owner.

To address the above situation, it is recommended that:

- (a) The instructions already conveyed to the Revenue Field Staff be reiterated;
- (b) DORs and the DDO R's be directed to place this item on the agenda of monthly revenue meetings;
- (c) All pending mutations on the registered deeds be entered within one month and each Revenue Officer to certify the same.
- (d) The Board of Revenue, and EDOs(R), may conduct surprise

inspections to verify as to whether the instructions in this regard are being followed or not and take action against the delinquent officials.

- (e) Whenever an application is submitted before DOR for correction of revenue record on the ground that the deeds were registered on a copy of FARD MILKIAT issued beyond the entitlement of a sharer/owner while passing the final order, the District Officer (Revenue) must also proceed against the delinquent officials, if the allegation is found correct.

Excessive Mutation Fee

A number of complaints received pertained to excessive charging of mutation fee by Patwaris in oral sale, gift and exchange transactions etc. Mutation fee is also received by the Patwaris from transferee which is required to be deposited by them in the bank/ treasury on their behalf. The amount received in excess of actual mutation fee is misappropriated.

In order to check this malpractice, instructions may be issued by Board of Revenue forbidding the Patwaris from receiving mutation fee from the transferees. Challan forms may be issued to the transferee duly verified/attested by the Revenue Officer concerned for depositing the fee and mutation etc. should be attested only after the transferee produces copy of deposit challan.

Issuance of Wrong Fardat Malkiat

Complaints were also received with regard to issuance of wrong 'Fardat Malkiat', especially in urban areas, by the Patwaris. Registration of transactions of alienation/transfer of land/property in urban areas is compulsory. 'Parchajat Registry' are not sent by the Sub Registrars to the concerned Tehsildars for entering the mutations. A large number of registered deeds remain unincorporated in the revenue record and the vendor/ vendors, transferor/ transferors are shown as owner of the land/property in the revenue record. This situation is exploited by the landowners with the connivance of the Patwari and the same land/ property is sold/alienated again. It leads to multiple litigation.

To cope with this problem, Board of Revenue may ensure that the instructions already existing regarding issuance of "Parchajat Registry" and about entering of mutations on the basis of "Parcha Registry" are strictly adhered to by the field staff. Compliance of these instructions will result in updated revenue record and possibility of issuance of incorrect Farad will be reduced.

Preparation of Tatimmajat

Non preparation of "Tatimmajat" of the land sold for residential purpose in urban areas as well as in the villages/ towns is also a major cause of complaints. The land is sold in the shape of plots but the 'Plotbandi'/ Residential Scheme is not approved by the concerned agencies and the same is also not reflected in the revenue record by the Patwari. Mutation is entered on the basis

of share of the vendor/ vendors in the Khewat or Khasra Number to the extent of the area sold by him to the vendee / vendees. In some cases the land is sold by the land owners in excess of their share in the Khewat or a particular Khasra Number. It understandably leads to multiple and protracted litigation among the parties but also becomes a cause of legal hitch in the demarcation of the land/ plot.

Board of Revenue should look into this aspect of the problem and devise a plan to address this problem.

Stamp Duty on Instruments of Exchange

Under section 29 of the Stamp Act, parties executing instruments of exchange are required to pay stamp duty in equal shares. In section 31, under the heading 'Exchange of Property' it has been clarified that stamp duty is to be levied on instrument of exchange as is leviable on a conveyance (No.23) for the consideration equal to the value of the property of greatest value as set forth in such instrument. A simple reading of the law makes it clear that the amount of duty is to be determined on the basis of property having the greatest value and under section 29 this has to be paid by the parties in equal shares. Reports have been received indicating that stamp duty is demanded and obtained on values of all the properties involved in exchange. This practice does not seem to be in conformity with the law and leads to malpractice. The Board of Revenue should examine the legal position and issue clarification to all Sub Registrars/ Registrars in the Province.

Registration Act

The existing Registration Act does not specifically require the Sub-Registrar to verify the title of vendor prior to registration of a sale deed. It permits him to function mechanically because law does not put any responsibility on him in this context. In such situations fraudulent transactions become easy. In order to have an

effective check on fraudulent transactions, it is proposed that the identifier should endorse a certificate over and above simple identification of the vendor regarding genuineness of title of the vendor. Moreover, no one except a person having personal knowledge of the vendor and his title should be allowed to identify him or his General Attorney.

SERVICES & GENERAL ADMINISTRATION DEPARTMENT

Under Section 10 of the Disabled Persons (Employment & Rehabilitation) Ordinance, 1981, it was made obligatory that not less than 1% of the total number of persons employed by an Establishment at any time shall be disabled persons whose names have been registered with the Employment Exchange of the area in which such Establishment is located.

Subsequently, however, on the direction of the Federal Government, the S&GAD vide notification No.SOR III-2-86/97 dated 28.1.1999 enhanced the quota reserved for employment/rehabilitation of disabled persons from 1% to 2%.

Section 12 of the Ordinance ibid requires that any disabled person desirous of being employed or otherwise rehabilitated should get his name registered in the Register maintained by the Employment Exchange in the prescribed manner. The Employment Exchange shall refer all names so registered to the Provincial Council. The Council shall cause each disabled person registered to be assessed as to the nature of his functional disability and also as to his aptitude and nature of work he is fit to do by a Medical Officer authorized by it or by the Assessing Board. On receipt of the report from the MO/Board, the Provincial Council shall inform the Employment Exchange indicating the nature of work for which he may be employed.

In regard to the calculation of quota reserved for the employment of disabled persons, S&GAD vide their letter No.SOR-I-16-4/85, dated 26.10.1989, in consultation with the Law & Parliamentary Affairs Department, issued the following clarification:-

“It is clarified that according to section 10 of the Disabled Persons (Employment & Rehabilitation) Ordinance, 1981, an establishment/department has to employ disabled persons @ 1% (now 2%) of their total establishment. It is for the concerned organization to decide the categories of posts to be earmarked for the purpose. It is not necessary to apply this quota to each category of posts. However, such recruitment can be made only against posts falling in the quota reserved for initial

recruitment out of eligible and suitable candidates on merit”.

For implementation of this quota and recruitment of disabled persons, detailed instructions were also issued by S&GAD vide No.SOR III-2-86/97, dated 26.4.2000 & No.SOR IV(S&GAD)7-4/2003, dated 15.4.2004.

As per para 3 of the above referred letter dated 15.4.2004, all Administrative Departments are required to carry out a comprehensive exercise regarding the existing number and percentage of disabled employees working in various cadres in the departments, subordinate offices, District Governments & Autonomous Bodies etc. Every department, while placing a requisition with the Public Service Commission for recruitment or while advertising the posts shall specifically indicate the number of posts which are available for the disabled. The Selection Committee/Authority shall ensure that 2% quota reserved for the disabled is adhered to while inviting applications/recommending candidates for various posts including posts to be filled through competitive examination. It has been noted that in a number of cases, in the advertisements for recruitment of non gazetted posts, 2% quota reserved for the disabled was mentioned without calculation/indication of the posts meant for disabled persons. In some cases applicants are later informed that the quota of the disabled already stands filled. This practice being violative of the instructions needs to be stopped. S&GAD should reiterate instructions to all the Appointing

Authorities to ensure that while mentioning 2% quota for the disabled in advertisements, the posts meant for recruitment of disabled persons are calculated and clearly indicated in the advertisement.

A number of complaints have also been received in this Office wherein disabled persons have stressed upon their demand for calculation of their quota on the basis of cadre strength of each post. In support of their claim it has been argued that the existing provision being ambiguous, the organizations/ departments can evade the responsibility by employing disabled persons against posts of their choice, depriving well-qualified disabled persons eligible for appointment against other posts.

It has been observed that as per Para xiii of the instructions dated 15.4.2004, the departments while placing requisitions with the PPSC or while advertising the posts indicate only the number of posts available for disabled persons without specifying the category of posts. This practice is apt to result in discrimination. Instances have come to notice that in case of posts belonging to more than one category, disabled persons having higher merit can get appointment in one category exhausting the overall quota and depriving other disabled persons eligible for appointment against other category of posts.

In order to resolve this issue, S&GAD may undertake an exercise in this behalf and issue instructions to the effect that the disabled quota is distributed in such a manner that no one is deprived of his right.

CHAPTER-V

**STATUS & IMPLEMENTATION OF
THE RECOMMENDATIONS MADE IN
THE ANNUAL REPORT-2006**

**IMPLEMENTATION POSITION OF SPECIFIC
RECOMMENDATIONS AS CONTAINED IN OMBUDSMAN
PUNJAB ANNUAL REPORT – 2006**

SR NO	DEPARTMENT SPECIFIC RECOMMENDATIONS	REPORT OF THE DEPARTMENT
1.	<p><u>ACCOUNTANT GENERAL PUNJAB</u></p> <p>Office of A.G. Punjab, Lahore has the responsibility to monitor and maintain expenditure accounts properly according to the approved budget amounts. Purpose of pre-audit is to ensure that no wrong payment is made. However, during investigation of complaints in this Office, some violations of rules/regulations/procedure have been noticed. Some of these are:-</p> <p>i) In some cases it has been noticed that amounts drawn by civil servants from G.P. Fund were more than actual amounts in their G.P. Fund accounts. Withdrawal of G.P. Fund by a civil servant is sanctioned by the competent authority on the basis of G.P. Fund balance certificate issued by A.G. Office/District Accounts Office concerned. Overdrawal made by civil servants then involves recoveries from them. However, no action is taken against the officers/officials who either issued wrong G.P. Fund balance certificates or did not post the withdrawals in the ledger cards. Appropriate measures are required to be taken to check this malpractice and, where necessary, disciplinary action be taken against defaulting officers/officials.</p> <p>ii) It has also been noticed that rule 1.40(1) of the Punjab General Provident Fund Rules, 1978 is not being followed by</p>	<p>i) The recommendations relating to General Provident Fund Accounts maintained in the main office of Accountant General, Punjab, Lahore, and District Accounts Offices in Punjab have been circulated to all concerned vide Accountant General Punjab's circular memo No. TM-1/2-3A (V)/2007-08/935-36 dated 29.09.2007 for strict observance.</p> <p>ii) The recommendations relating to General Provident Fund accounts maintained in the main office of</p>

<p>Accounts Offices where computerized system has not so far been introduced for payment of salaries and other bills to government servants. Rule 1.40(1) of the Rules <i>ibid</i> provides as under:-</p> <p>“Before the expiry of the third month of every financial year, the Accounts Officer shall send to each subscriber a statement of his account in the fund showing the opening balance as on the 1st July of the preceding year, the total amount credited or debited in the year, the total amount of interest credited as on the 30th June of the year and the closing balance on that date”.</p> <p>“Subscribers should satisfy themselves as to the correctness of the annual statement, and errors, if any, should be brought to the notice of the Accounts Officer within six months from the date of receipt of the statement”.</p> <p>The above mentioned rule is not being followed by the Accounts Offices and there might be some lucky ones who receive such intimation. At the time of retirement, disputes crop up because of missing G.P. Fund credits not only causing sufferings to the retired government servants but also opening avenues of corruption for the officials. It is worth pointing out that situation in District Accounts Offices of Sialkot and Narowal is particularly alarming so far as missing credits of G.P. Fund accounts of the subscribers are concerned. A.G. Punjab may not only issue instructions to all concerned to strictly follow the above mentioned rule but also take steps to ensure its compliance and depute a team comprising some senior officers of his</p>	<p>Accountant General, Punjab, Lahore, and District Accounts Offices in Punjab have been circulated to all concerned vide Accountant General Punjab’s circular memo No.TM-1/2-3A(V)/2007-08/935-36 dated 29.09.2007 for strict observance. All concerned have been asked to follow the provisions of rule 1.40 (1) of the Punjab General Provident Fund Rules, 1978.</p>
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<p>office to check the affairs of District Accounts Offices, Sialkot and Narowal concerning G.P. Fund accounts, in particular.</p> <p>iii) It has been found during investigation of complaints lodged in this Office regarding payment of G.P. Fund amounts that full particulars of the subscribers of G.P. Fund are not entered in the ledger cards with the result that payments made by A.G. Office/ Accounts Offices to subscribers of the same name/parentage are disputed by other subscribers on the ground that G.P. Fund Account No. against which these payments have been made were, in fact, allotted to them. Although, name of the subscriber, father's name, designation, date of birth, date of entry into service and name of department are printed on the ledger card, yet except the name, no entries in respect of the said particulars are made which results in disputed payments. Besides, Index Registers showing allotment of G.P. Fund Account Nos. to the subscribers by A.G. Punjab/District Accounts Officers are neither properly maintained nor are these kept in proper custody. Whenever Index Register is called for by this Office to resolve any controversy about allotment of G.P. Fund Account Number to a particular subscriber, the same is invariably not produced on the plea that it is not traceable. A.G. Punjab may make sure that all District Accounts Officers in Punjab as also Accounts Officers Incharge Fund Sections in the Head Office enter full particulars of the subscribers in the ledger cards and maintain Index Registers properly and keep them in safe custody. It</p>	<p>iii) The recommendations relating to General Provident Fund Accounts maintained in the main office of Accountant General, Punjab, Lahore, and District Accounts Offices in Punjab have been circulated to all concerned vide Accountant General Punjab's circular memo No. TM-1/2-3A (V)/2007-08/935-36 dated 29.09.2007 for strict observance.</p>
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<p>is suggested that entry of CNIC numbers may also be introduced in ledger cards and Index Registers. A certificate be obtained from all the officers that they have got completed the entries in the ledger cards in all the cases and that Index Registers are properly maintained and kept in safe custody.</p> <p>iv) a) Under second provision of sub-rule (4) of Rule 1.13 of G.P. Fund Rules, 1978, if the person entitled to the payment of G.P. Fund does not send an application in that behalf within six months of the date on which the amount standing at the credit of subscriber has become payable, interest shall not be payable beyond the end of the sixth month after the month in which the amount became payable. It has been noticed that the said rule is not being followed by the Accounts Officers in letter and spirit and up to date interest is not being allowed to subscribers whose applications are received within six months of the date the amount becomes payable on flimsy grounds such as credit memo/ transfer memo needed confirmation or copy of NIC was not provided. It is the duty of the concerned Accounts Officer to get confirmation, if required, immediately on receipt of credit memo/transfer memo and if he fails to do so, the subscriber cannot be deprived of interest up to the date of payment. Moreover, when the case for payment of G.P. Fund is received through the department concerned, a copy of National Identity Card from the subscriber is demanded. The rules do not provide for this. If copy of NIC is required, a provision to this effect be made in the rules that a copy of the NIC should be sent alongwith</p>	<p>(iv) (a)(b)As at (iii) above.</p>
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	<p>G.P. F.10.</p> <p>b) It has also been noticed that where case for final payment of G.P. Fund is received beyond the period of six months the amount of G.P. Fund became payable to the subscriber, Accounts Officers Incharge of Fund Sections in the Office of A.G. Punjab and the District Accounts Officers start asking the concerned departments/Drawing & Disbursing Officers for explaining the delay in submitting the final payment case of G.P. Fund. There is no such provision in the G.P. Fund Rules, 1978 for getting the delay explained. This practice results in further delay in payment to the subscriber. A.G. Punjab may, therefore, issue instructions to all concerned not to refer the case back to the concerned department for explaining the delay but issue final payment authority in favour of the subscriber through his DDO immediately to ensure timely payment to him.</p>																										
2.	<p><u>PORVINCIAL BOARD OF MANAGEMENT, PUNJAB GOVERNEMENT SERVANTS BENEVOLENT FUND</u></p> <p>i) It has been pointed out in the previous reports as well as in individual cases investigated in this Office that because of imbalance in the income and expenditure of benevolent fund, serious delays in payment of monthly grants, scholarships, funeral and marriage grants etc., has become the norm. No improvement has been noticed so far. The attention of the concerned authorities is once again drawn to this highly unsatisfactory state of affairs causing immense hardship to the grantees.</p>	<p>i) It is admitted that contributions being made into the Benevolent Fund are showing declining trend as shown in the following profit/loss statement:-</p> <table border="1" data-bbox="868 1365 1437 1543"> <thead> <tr> <th><u>Year</u></th> <th><u>Rev.</u></th> <th><u>Exp.</u></th> <th><u>Loss/Profit</u></th> <th></th> </tr> </thead> <tbody> <tr> <td>2005</td> <td>376.44</td> <td>458.00</td> <td>(81.56)</td> <td>Part-I</td> </tr> <tr> <td>2006</td> <td>768.45</td> <td>629.16</td> <td>139.29</td> <td>Part-I</td> </tr> <tr> <td>2005</td> <td>480.71</td> <td>690.38</td> <td>(189.67)</td> <td>Part-II</td> </tr> <tr> <td>2006</td> <td>496.87</td> <td>790.58</td> <td>(293.71)</td> <td>Part-II</td> </tr> </tbody> </table> <p>Main factors, viz-a-viz the above trend, are precisely mentioned here below:</p> <ul style="list-style-type: none"> • Non recruitment of fresh / regular employees. 	<u>Year</u>	<u>Rev.</u>	<u>Exp.</u>	<u>Loss/Profit</u>		2005	376.44	458.00	(81.56)	Part-I	2006	768.45	629.16	139.29	Part-I	2005	480.71	690.38	(189.67)	Part-II	2006	496.87	790.58	(293.71)	Part-II
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	<p>The number of complaints received on this account is also on the increase.</p>	<ul style="list-style-type: none"> • Retirement / death of permanent employees. • Irrational increase in B.F grants in January 2002 to the extent of 500%. • Non increase of rate of B.F contributions since 01.04.1980. <p>In order to reduce the gap between revenue and expenditure, the Board of Management took following steps in the year 2006-07:-</p> <ol style="list-style-type: none"> a) After negotiations with the Bank of Punjab, the Board re-invested all its investments for 01 year period at the rate of 11.50%, so profit of Rs. 520,000,000/- would be earned during 2006-2007. b) The Bank of Punjab was offering about 3 to 3.5% annual profit on the Board's SSA accounts, whereas other financial institutions offered about 7 to 8.5%. Therefore, the Board's management converted its SSA bank accounts into Corporate Premium Account (CPA) @ 8.5% on daily product basis, as per a new scheme offered by the Bank of Punjab to this Board. Accordingly, a comprehensive SOP was issued to all the District Benevolent Fund Boards regarding opening of CPA bank accounts. c) The Board management revised the rent of Alfalah Building from 20 rupees to 40 rupees per sq foot per month i.e. at the prevailing market rate. d) Due to shortfall in the employees B.F contribution receipts/other income of the Board, following steps have been proposed:- <ul style="list-style-type: none"> • Addition of ten storey Alfalah
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	<p>ii) <u>Provincial Board</u>—Under the instructions issued by Provincial Board of Management, Punjab Government Servants Benevolent Fund vide letter No.BF-65/82 dated 3.10.1993 arrears of monthly grants are not paid where a beneficiary submits an application for restoration of grant after five years of the stoppage of grant and the grant is restored from the date of meeting of Provincial Benevolent Fund Board. If the application is made after two years but before five years of the stoppage, the grant is restored with effect from the date of receipt of application with the approval of Additional Chief Secretary. The instructions issued vide above referred letter do not have force of law / rules. Even otherwise arrears of grant should not be refused on the ground that the amount was not received in time by the beneficiary. There are innumerable cases where payment of grant has not been</p>	<p>Tower in the existing building.</p> <ul style="list-style-type: none"> • Establishment of General/Life Insurance Company. • Appointment of Financial Consultant for financial study of Board's assets/liabilities. <p>e) The Provincial B.F Board has computerized all B.F grants and cheques are generated through computer, whereafter the chances of duplicate/over payments have been eliminated and the process time has also been reduced. The Provincial Benevolent Fund Board has also decided to computerize all the District Benevolent Fund Boards for efficient and prompt payment to all B.F beneficiaries.</p> <p>ii) The Provincial Benevolent Fund Board in its meeting held on 05.12.2006, reconsidered the restoration policy. Various legal and technical aspects involved in restoration of the grant for the intervening period were considered and the Board upheld the restoration policy for the following reasons:-</p> <ul style="list-style-type: none"> • The monthly grant has been provided under Rule 3 (d) of Part-I & Rule 4(d) of the Punjab Govt. Servants Benevolent Fund Part-II (Disbursement) Rules, 1966 framed under section 7 of the Punjab Govt. Servants Benevolent Fund Ordinance, 1960 subject to the provisions, of Rule 9 ibid which places mandatory condition of submitting of "No Marriage Certificate" each month in the form set out in Annexure-B to the Rules. A clear interpretation of the provisions quoted above implies
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<p>made for long periods because of non-availability of funds. The grant has created a vested right and if for some reason the grantee is unable to draw it regularly, he/she should not be deprived of the grant. Provincial Board of Management, Punjab Government Servants Benevolent Fund should withdraw the instructions issued vide letter referred to above so that beneficiaries can receive monthly grant from Benevolent Fund for the period it was not drawn, provided other conditions e.g. no marriage etc. are met.</p>	<p>that the widow is entitled to the monthly grant for those months alone for which the prescribed certificate is furnished at the relevant time and not otherwise.</p> <ul style="list-style-type: none"> • Even otherwise, the word monthly in the monthly grant implies a grant admissible on monthly basis for benevolence of a family of deceased Govt. servant and if the widow/widower fails to avail of the same on monthly basis, it is assumed that he/she does not need such benevolence which, on account of such conduct, would be deemed to have been surrendered in favour of other needy Benevolent Fund beneficiaries. It is pertinent to mention that the grants under Punjab Govt. Servants Benevolent Fund Ordinance are meant for benevolence and do not create any vested right. • In view of the above implications and in order to avoid complications of Annual Budget & Accounts etc involved in management of the Funds, the Provincial Benevolent Fund Board has formulated restoration policy in line with the spirit of disbursement rules in exercise of its powers under section 6 (2) of the Punjab Govt. Servants Benevolent Fund Ordinance, 1960, which is protected under section 6-B of the Ordinance <i>ibid</i> and cannot be called in question at any forum. This consistent policy was being followed in respect of all beneficiaries. However, Ombudsman Punjab vide
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	<p>iii) <u>District Boards</u> It has been noticed during investigation of various complaints that Benevolent Fund cases are not finalized in time by DCOs due to non receipt of funds from Provincial Benevolent Fund Board, Lahore in time. This is not a convincing reason for not deciding the cases. The DCOs should hold meetings regularly and take decision on applications received. Government should also issue instructions to Provincial Benevolent Fund Board, Lahore to release funds in time to all the DCOs for timely finalization of benevolent fund cases received by them at the district level.</p>	<p>letter dated 27.11.2007 re-emphasized his earlier recommendation and asked B.F Board to withdraw instructions dated 03.10.1993. The matter was reconsidered in the meeting of the Provincial Benevolent Fund Board meeting dated 02.09.1993, and the Board did not agree to withdraw instructions dated 03.10.1993 on the ground that B.F Rules were different from the Pension Rules and the B.F Board was facing severe financial crisis due to declining trend in the B.F contribution receipts.</p> <p>iii) The Provincial Benevolent Fund Board runs its business on calendar year basis and approves the annual budget in the month of December every year. The Provincial B.F Board finalized annual budget in light of Revised estimates/ expenditure statement received from all the District B.F Boards. The approved budget releases were made to all District B.F Boards on quarterly basis for payment to respective B.F. beneficiaries. In the current financial year 2007, the P.B.F.B has issued a separate budget for Part-I & Part-II Benevolent Fund grants.</p> <p>Most of the District Benevolent Fund Boards arrange their meetings on quarterly basis as per the Benevolent Fund Rules.</p> <p><u>Recommendations:</u></p> <ul style="list-style-type: none"> • To increase the Board's revenue, the Benevolent Fund contribution rate should be increased from 2% to 3% of the basic pay. • The decision regarding enhancement of rate of B.F
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		<p>contribution from 2% to 3% and the decision of scholarship merit has been upgraded from 50% to 60% passing marks.</p> <ul style="list-style-type: none"> • The scholarship merit should be upgraded to 60% passing marks. • To increase resources of the P.B.F.B, the following new projects should be initiated very soon. <ol style="list-style-type: none"> 1. An addition of at least ten-storey building alongwith the existing Alfalah Building. 2. Establishment of B.F General/ Life Insurance Companies.
3.	<p><u>COOPERATIVES DEPARTMENT</u></p> <p>While dealing with the complaints pertaining to Cooperatives Department, it has been noticed that timely action is not taken against societies registered with the department for violation of their bye laws. It has also been noticed that proper scrutiny is not done in some cases at the time of registering societies. There is a need to exercise strict control/supervision over the societies registered with the department and due scrutiny be done at the time of registering a society to check fake societies.</p>	<p>The department has reported that no new cooperative society has been registered since 1998 due to the ban imposed by Chief Minister, Punjab. However, timely action against cooperative societies on receipt of complaints about violation of bye-laws by the management of the society, is taken with due care and disposed of in accordance with the provisions of Cooperative Societies Act, 1925 and Cooperative Rules, 1927. Presently the department is exercising strict control on the affairs of registered Cooperative Societies and all possible measures have been adopted to check fake societies and action is being taken to redress the grievances of members of society. To further strengthen the management and to streamline the affairs of cooperative societies, following measures have been adopted:-</p> <ol style="list-style-type: none"> i) Strict implementation of policies for development of cooperative societies. ii) Inspection and audit of accounts of cooperative societies. iii) Inquiries into constitution, working and financial condition of

		<p>cooperative societies.</p> <p>iv) Formulation of new rules under the Act/propose amendments in the Act to safeguard the rights of the members.</p> <p>v) Rapid adjudication of disputes with regard to business of societies/appeals under the law.</p> <p>vi) Liquidation of fake and one-man societies.</p> <p>vii) Education/training on Cooperative Movement to staff to achieve better results.</p>
4.	<p><u>EDUCATION DEPARTMENT</u></p> <p>i) <u>Recruitment of Educators.</u> The department has been making recruitments to the posts of Educators under a detailed Recruitment Policy. Complaints received in this Office show that the authorities concerned are either not fully briefed about the system of award of marks for residence and experience or these provisions are intentionally misused to provide undue benefit to some candidates. It would be appropriate if the department arranges training workshops for all EDOs (Edu) and DEOs to explain to them with the help of examples salient features of the Recruitment Policy. In the alternative, more detailed instructions with examples may be issued.</p> <p>ii) <u>Registration of Private Educational Institutions</u> Complaints filed by the management of private schools show that the registration authorities are not fully aware of the exact provisions of Punjab Private Educational Institutions</p>	<p>i) The Recruitment Policy for recruitment to the posts of Educators is formulated on yearly basis. Recruitment Policy for 2007 has been approved by the competent authority i.e. Chief Minister. Optimum efforts have been made to remove the deficiencies observed by the Honorable Ombudsman in previous policies in his various orders passed from time to time in different complaints.</p> <p>To address the problem of intentional misuse of provisions of the Policy, which occurred due to lack of understanding of the said provisions in letter & spirit, it has been decided that before operating upon the Recruitment Policy for the year 2007 the department shall arrange workshops for all the EDOs (Edu) and the DEOs to explain to them salient features of the forthcoming policy.</p> <p>ii) The observation of the Honorable Ombudsman to the effect that the Registering Authorities are not fully aware of the exact provisions of the Punjab Private Educational Institutions (Promotion & Regulation) Ordinance, 1984 sounds</p>

<p>(Promotion and Regulation) Ordinance 1984, and/or Punjab Private Educational Institutions (Promotion and Regulation) Rules, 1984. Some additional requirements have been laid down by the DPI through a circular letter which do not find any place either in the Ordinance or in the Rules. The registering authorities in the Province need to be made fully aware of the provisions of the Ordinance and the Rules so that they can apply these correctly while dealing with the cases of registration of private educational institutions. If the department feels that the Rules are deficient in some respects, or need amendments those provisions should be added by amending the Rules so that the sponsors of private educational institutions are fully aware of the requirements which have to be met for getting their institutions registered.</p>	<p>realistic.</p> <p>Under the rules, the Executive District Officers (Education) are Registering Authorities in relation to High, Middle, Primary and Pre-Primary Schools. A monthly meeting is held by Special Secretary (Schools) on the first Monday of each month. It has been decided to make them fully aware of the provisions of the ordinance and rules and instructions related to the private schools in the very next meeting.</p> <p>The registrations given by each Executive District Officer (Education) shall be evaluated at random in each future meeting and all efforts will be made to cause the provisions of registration laws adhered to in letter & spirit and any deviation from provisions of Registration Laws will be dealt with severely.</p> <p>The matter relating to laying down of any additional requirement by the DPI, and whether these requirements have any legal sanctity, is being considered by the department. The department feels that the laws with respect to private educational institutions need to be revamped. Hence, legislation on the subject is under way and efforts have been made to make the laws consonant/conducive to the interests of Public-Private Partnership being emphasized by the Government, particularly with reference to promotion, regulation, setting up and management of private education institutions in Punjab. The proposed legislation on registration laws is being placed before the concerned standing committee of the Provincial Assembly time and again but still it has not attained approval. As and when the new law is enacted, the deficiencies pointed out by Hon'ble Ombudsman would be removed while</p>
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	<p>iii) A number of complaints are received pointing out that some influential persons of the locality have illegally occupied school buildings and are using these for their personal purposes. Not only the staff sanctioned for these schools either remains idle or is adjusted elsewhere but the students of the locality/villages are also deprived of the opportunity to get education near their places of residence. There is an immediate need to direct all DCOs/EDOs(E) to ensure that all buildings of educational institutions are got vacated from illegal occupants and put to the use for which these were constructed. A certificate should be obtained from each EDO (E) /DEO that no government school building is in unlawful occupation of any person.</p> <p>iv) Another recurring point which has come to notice in the complaints filed in this Office concerns serious delays in approval of medical reimbursement/TA bills of teachers. Not only the authorities concerned take unduly long time in sanctioning these bills but further delays occur on account of non availability of funds. Sanctions issued lapse for these reasons and the process of getting fresh sanction is again set in motion. Instructions be issued to all concerned to ensure provisions of sufficient funds in the budget and timely sanction of TA/medical reimbursement bills.</p>	<p>framing rules under the new enacted law and recommendations of Hon'ble Ombudsman made in different orders shall be incorporated therein.</p> <p>iii) The department is committed to getting all buildings of Educational Institutions illegally occupied vacated and put these buildings to the use of institutions. Instructions to this effect have already been given to the concerned functionaries. The certificates that no Government school building is in unlawful occupation are being called for from the concerned functionaries.</p> <p>iv) The delays in sanctioning of medical reimbursement/T.A bills of teachers has been a recurring point. The government, while taking notice of the hardships of teachers, has decentralized the financial powers. Under the Delegation of Financial Powers Rules, 2006, power to incur expenditure on charges of medical reimbursement up to an amount of Rs. 1,00,000/- has been delegated to District Coordination Officers and likewise powers of officer at district level have been enhanced. Since funds are to be provided by the District Government on the said objects and powers to sanction the claim are also available with the functionaries at district level, it will inevitably eliminate sufferings of teachers at district level.</p>
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	<p>v) The issue of payment of arrears of move over/selection grade pertaining to the pre-devolution period continues to affect retired and in-service teachers. Despite clear instructions from the Finance Department, in many District Governments, cases are still being referred to the Provincial Government for provision of funds to clear these liabilities. Education Department may circulate the instructions issued by the Finance Department and advise the EDOs to get these cases decided/settled from EDO (F&P) and DAO in accordance with the instructions of the Finance Department.</p>	<p>However if funds are still needed by the District Government in a particular case, the administrative department will take all possible measures to get the funds provided by the Finance Department.</p> <p>v) The matters reflected in the recommendations at serial No. V, are money connected matters and relate to budget and provision of funds. It has been decided that Additional Secretary (Budget) will take up the matter to implement the recommendations made by Hon'ble Ombudsman.</p>
5.	<p><u>EXCISE & TAXATION DEPARTMENT</u></p> <p>i) In the Urban Immovable Property Tax Act, 1958, there is no provision for assessing property tax on different basis of self occupied or rented properties. Despite absence of any legal provision, the rented properties are being assessed at much higher rates and when the owners file appeal on the ground that the properties are self occupied, substantial reduction in the assessment of tax follows. This practice apart from being in disregard of the law, opens vast avenues of malpractices. The arrangement is also discriminatory as owners of rented properties are made to pay what is basically a civic tax, much more as tax than owners of self-occupied properties. There is, therefore, an immediate need to examine this issue properly and to ensure</p>	<p>i) In pursuance of Section 5-A of the Punjab Urban Immovable Property Tax Act, 1958, Government of the Punjab in Excise & Taxation Department has notified locality-wise Valuation Tables prescribing rates for the assessment of property tax of residential/commercial (self/rent) lands and buildings, vide Notification dated 13.10.2001. The concerned Assessing Authority of the Rating Area assesses and levies property tax after observing all legal formalities as provided under Sections 3, 6, 7, 8, and 18 of the Act <i>ibid</i> read with Rules 3, 4, 6, 7, 8, 9, 10 and 11 of the Punjab Urban Immovable Property Tax Rules, 1958. Further, the Assessing Authority brings the assessment into accord with existing circumstances of the property unit under Section 9 of the Act <i>ibid</i>. Thus, the assessment of property tax is made strictly in accordance with the law.</p>

<p>that the assessment is made in accordance with the law or if the distinction is maintained, suitable amendments be made in the law after being certain that these would stand scrutiny of independent forums.</p> <p>ii) Notices issued on Form PT-1 seldom reach the tax payer. These should, therefore, be sent either through 'Registered Post- Acknowledgement Due' or be got served through departmental officials and acknowledgement of the addressee obtained on the copy of the notice.</p>	<p>Besides, for the redressal of the grievances, the assessed/ taxpayer may get relief/rectify error in the assessment of property tax and in the description of his property unit as per the prevailing circumstances by submitting an "Application" to the concerned Assessing Authority, under Section 9 of the Act <i>ibid</i>. He has also the remedies of "Appeal" before the concerned Director Excise & Taxation/Excise & Taxation Officer and "Revision" before the concerned Executive District Officer (Revenue), under Section 10 of the Act <i>ibid</i>. Moreover, in hardship cases, he has additional remedies of "Appeal" before the Anomaly Committee comprising Additional Director General, Excise & Taxation Punjab, Deputy Secretary (Tech.), Government of the Punjab, Excise & Taxation Department and Director Excise & Taxation concerned. A "Revision" before Director General, Excise & Taxation, Punjab under Section 10 of the Act <i>ibid</i> read with notification dated 19.03.2003 can also be filed against the order of Anomaly Committee.</p> <p>ii) Property Tax Challan in Form PT-10 are served upon taxpayers through Process Servers and Excise & Taxation Constables. They serve/deliver these notices personally door-to-door and obtain acknowledgments. However, some taxpayers/persons/family member available at the property units (from 08.00 a.m to 03.00 p.m) are reluctant to give acknowledgement of such notices, likewise the acknowledgement of receipt of notice is also difficult in case the property is locked or disputed or when the owner is outside the city or country and the caretaker/chowkidar is reluctant to receive the notice in question. But in all cases the notice is served upon such</p>
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	<p>iii) In a number of complaints investigated in this Office, it was noticed that very large sums of arrears of property tax were allowed to accumulate without effective action against the defaulters. In case of change of ownership, the new owner is confronted with the unpaid amount of tax. Accumulation of huge amounts of tax as arrears should not be allowed to happen and in suitable cases the staff responsible should be held accountable. It is further recommended that whenever notices are issued for payment of arrears of tax, the amount due must be shown separately for each year to which tax liability pertained.</p>	<p>property units by pasting it on the property unit.</p> <p>iii) Property tax payment notice in Form PT.10 has already been revised by the Excise & Taxation Department. In the new format, year-wise details of payments and arrears as well as amount due for the current financial year are given for the information of the taxpayers. Thus, this recommendation has been implemented by the department by making an amendment in Rule 15(4) & 15(5) of the Rules <i>ibid</i>, vide Notification dated 17.09.2007.</p>
6.	<p><u>FINANCE DEPARTMENT</u></p> <p>i) Finance Department vide its No. FDSR1/3-10/2004 dated the 1st June, 2006 has issued policy instructions about financial assistance which the Government has decided to pay to the family of a government servant who dies while in service. This is a welcome relief for the family which suffers on account of the death of the bread earner. The problem, however, arises when payment of such claim is delayed. The letter of the Finance Department mentioned above goes on to say that the amount would be paid from the 'existing budget grant of the Administrative Department/ District Government'. The factual position is, that no allocation for this purpose is made for any Administrative Department/District Government Moreover the term 'family' used in this letter also needs to be defined. It is, therefore, recommended that:-</p> <p>a) Finance Department should make</p>	<p>i)(a) Finance Department provides</p>

<p>budgetary provision for various departments/District Government for satisfying the claims received on this account. In the alternative clear instructions should be issued to all Administrative Departments, District Governments, A.G. Punjab and District Accounts Officers that after a sanction has been issued by the Administrative Department/Appointing Authority, the payment should be made without undue delay. Needless to say that delay in payment on this account militates against the very idea of this financial assistance.</p> <p>b) The term 'family' used in the letter may be defined explicitly.</p> <p>ii) In quite a few complaints it has been noticed that cases referred to Finance Department for providing funds or tendering advice in financial matters by different departments were excessively delayed without reasonable cause on the face of record which adversely affected timely disposal of financial claims relating to government employees and the public at large. The department should devise a workable monitoring system for checking disposal of these cases on monthly basis.</p> <p>iii) According to Rule 8.2 (1) of the Civil Services Pension Rules, an application for commutation is to be submitted by a retiring government servant in Part-I of Form 6</p>	<p>budget on case to case basis as the anticipatory number of mortality rate in a department cannot be assessed. However, efforts are being made to dispose of such cases expeditiously.</p> <p>b) The clarifications regarding financial assistance to the family of a civil servant who dies while in service, have been issued to facilitate the family of the deceased civil servant vide Finance Department letter No. FD.SR.I/3-10/2004 dated 15.08.2007 and Para-3 (a&b) thereof defines the legal heirs for receipt of financial assistance.</p> <p>ii) This situation has been rationalized due to the restructuring of the Finance Department. Also computerized tracking mechanism and monitoring system has been rationalized to improve the administrative efficiency of the department.</p> <p>iii) The condition of medical check up for those applying for commutation after one year of their retirement cannot be waived due to the following reasons:-</p>
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	<p>(Pen) through the Head of the office in which he is or was employed. As per sub-rule (4) of the rule <i>ibid</i>, if application for commutation is submitted within a period of one year from the date of retirement, the commutation shall not be subject to medical certification and AG Punjab/ District Accounts Officer concerned can straightaway authorize payment of the commuted value of pension.</p> <p>In case the requisite application is filed after one year, the applicant under Rule 8.3(2) <i>ibid</i>, has to appear for examination before the authorized medical authority within three months from the date of the order of the Sanctioning Authority. The purpose of medical examination has however, not been spelled out in the rules.</p> <p>It has been observed that embargo of medical examination being totally unrealistic and unjustified is adding to the difficulties of pensioners and their families. To facilitate the pensioners and their families, the Finance Department may examine the possibility of waiving the said condition of medical examination for grant of commutation. If, however, it is proposed to retain it, its rationale be explained.</p>	<p>a) Commutation for lump sum payment of a portion of pension at prescribed rate is an advance payment under Rule 8.1 of Pension Rules.</p> <p>b) The commutation value can be reduced /changed in the light of medical report under Rule, 8.9 of Pension Rules read with note below this part which clearly indicates that change in commutation value in the light of medical report can be effected.</p> <p>In response to Ombudsman Office letter No. POP-S (I&C) 1-6/2007, Additional Finance Secretary (Regulations) discussed the issue with Hon'ble Ombudsman on 27.11.2007 and promised to re-examine the issue/examine the possibility of waiving of the condition of medical examination. The issue is under consideration in Finance Department.</p>
7.	<p><u>FOOD DEPARTMENT</u></p> <p>i) It has been noticed during investigation of complaints lodged in this Office that final claims of various categories are kept pending without any reasonable cause and the persons affected keep clamoring for their payment. The Department must frame some mechanism for timely disposal of claims. It may issue instructions to all Food Controllers and Deputy Directors Food to undertake an</p>	<p>i) Food Department has issued instructions to all concerned bearing No.ADF-III-TC-21/ (Genl)/2006 dated 21st May, 2007, who have been directed to identify pending claims of contractors and decide the claims within two months. Moreover, all concerned officers have been instructed to strictly observe the codal formalities before awarding contracts.</p>

	<p>exercise to identify such claims for disposing of the same at their level without undue delay.</p> <p>ii) It has also been noticed that necessary codal formalities are not observed by the concerned officers of Food Department while awarding contracts. This results in delay in payment to the contractors giving rise to complaints in the Ombudsman's Office. Objections are then raised about the deficiencies in observance of codal formalities. The Department may issue instructions to all concerned for strictly observing codal formalities before awarding contracts. Some training programme to fully apprise the officers empowered to award contracts, about codal formalities to be observed would be desirable.</p>	
8.	<p><u>HEALTH DEPARTMENT</u></p> <p>In earlier reports, a number of areas needing attention which had come to notice through complaints received in this Office had been highlighted and suggestions made for consideration of the department. Besides reiterating the earlier recommendations, following further recommendations are made for improving the working of Health Department.</p> <p>(i) One recommendation which can bear repetition is the extremely flourishing and openly advertised business of quackery. All sorts of claims for curing serious diseases are made through wall chalking and even through print and electronic media. This certainly must be misleading innocent patients to get into the clutches of these</p>	<p>i) The anti-quackery measures are governed by the following:-</p> <ul style="list-style-type: none"> • The Allopathic System (Prevention of Misuse) Ordinance, 1962 & Rules framed thereunder. • The Medical & Dental Council Ordinance, 1962. • The Medical & Dental Degree Ordinance, 1982.

<p>quacks and thereby not only incurring expenditure but also exposing themselves to further hazards. The problem is so serious and widespread that it cannot brook any delay. Health Department must take steps not only to control the menace but also educate the general public about hazards of visiting quacks.</p> <p>ii) Clear and well thoughtout guidelines governing private practice in Teaching Hospitals, Specialized Institutions, District Headquarters Hospitals, Tehsil Headquarters Hospitals, Rural Health Centers and Basic Health Units need to be published and copies provided to all concerned. Salient features of the Regulations should also be displayed prominently at all health facilities for information of the general public. The supervising officers should ensure that private practice, where allowed, is conducted in accordance with the Regulations.</p> <p>iii) Under Rule 6, sub-rule (1) clause (a) of the Government Servants (Medical Attendance) Rules, 1959, a Government servant is entitled to free of charge treatment in such government hospital at or near the place where he falls ill as can in the opinion of the Authorized Medical Attendant provide the necessary and suitable treatment. Clause (b) of this rule provides that if there is no such hospital as is referred to in sub-clause (a), the Authorized Medical Attendant can refer the government servant to such hospital <u>other than a government hospital</u> which in his opinion can provide necessary and suitable treatment. Instances have come to notice where despite reference of a patient by the Authorized Medical Attendant to a</p>	<ul style="list-style-type: none"> • The Drugs Act, 1976 and Rules framed thereunder. Executive District Officer (Health) at district level is supervising the Anti-Quackery Movement and the culprits are being punished, if found guilty, under Allopathic System (Prevention of Misuse) Ordinance, 1962. <p>ii) Ministry of Health, Islamabad has prepared a draft on rules & regulations regarding Institution Based Private Practice (IPP) on the directions of Supreme Court of Pakistan. The proposal of Punjab Health Department has been submitted to the Ministry of Health, Islamabad. A series of meetings were held in the Ministry of Health, Islamabad, to finalize recommendations of all provinces on the said issue. The draft is being further processed by the Federal Government.</p> <p>iii) There is a provision of referring the patient to non-provincial hospital by the Authorized Medical Attendant due to non-availability of facility of treatment in Provincial Government Hospitals in the West Pakistan Government Servants (Medical Attendance) Rules, 1959. Where facilities of treatment in Provincial Government hospitals are not available, the Authorized Medical Attendant can refer the patient to non-Provincial Hospital for better management and treatment.</p> <p>Most of the cases of reimbursement of medical charges of non-Provincial Hospitals were/are examined keeping in view whether facility of treatment were available in Provincial Government Hospitals. Under the circumstances, Health</p>
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<p>hospital not maintained by the Government of Punjab, objections are raised and delay is caused in sanction of reimbursement of medical bills. Those in the Health Department who are not aware of this rule need to be properly informed so that cases referred by Authorized Medical Attendant to hospitals other than hospitals of Government of Punjab are not delayed. If a reference has been made without proper justification, action can be taken against the Authorized Medical Attendant.</p>	<p>Department does not recommend such cases where the facilities of treatment are available in Provincial Government hospitals and the civil servants getting treatment at non-Provincial hospitals are unlawfully claiming reimbursement.</p> <p>The Health Department issued instructions from time to time to all concerned to avail of the facility of treatment at Provincial hospitals only instead of non-Provincial hospitals but the instructions of Health Department were not properly adhered to. As per instructions bearing No. SO(PH)17-1/89 dated 5th August, 2006, Secretary Health is the competent authority for referral of patients to other hospitals for better health facilities other than Provincial Govt. hospitals. Ombudsman Office vide letter No. Registrar/1-8/2006 Dated 18.10.2006 asked Health Department to withdraw/modify instructions dated 05.08.06 as the restriction contained therein was violative of Rule 6 of the West Pakistan Government servants (Medical Attendance) Rules, 1959. Attention of the Health Department was also drawn to their earlier instructions bearing No. SO(Admn.-IV)4-2/75 dated 10.11.1980, by the Ombudsman Office vide letter No. POP-S(I&C) 1-12/06 dated 30.10.2007. As per instructions dated 10.11.1980, Federal Government Employees (serving as well as retired) and Punjab Government employees (serving as well as retired) can get medical treatment from the Punjab Government hospitals or Federal Government hospitals on reciprocal basis. Health Department vide their letter dated 14.02.2008 have informed that a draft for "Punjab Government Servants (Medical Attendance), Rules 2007" has been prepared which also includes a referral chart.</p>
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	<p>iv) In a number of complaints filed by suppliers of medicines/ medical equipment about non-payment of their bills against the said supplies, it has been noticed that hospitals generally invite tenders for purchase of medicines/ equipment in the last quarter of the financial year and required codal formalities are not fulfilled with the result that when the bills are submitted to A.G. Punjab/Accounts Offices, these are returned with objections with the result that the grant provided in the budget lapses and payment for the supplies made are withheld. Then the process of getting additional funds through supplementary grant from the Finance Department starts which in some cases lingers on for years and suppliers of medicines/ equipment are not paid their bills for no fault of theirs. There is, thus, a need to frame a policy for purchase of medicines/equipment to be observed by Medical Superintendent/ Incharge. Hospitals. If purchases are made in the beginning of the year the equipment and medicines will be available for use also.</p> <p>v) It has been noticed in a number of complaints that patients were admitted in hospitals in general wards for treatment but their operations delayed by the consultants for one reason or the other. This state of affairs compels the patients to get operated as private patients for early operation. This practice needs to be</p>	<p>Withdrawal of instructions dated 5th August, 2006 will open a flood gate of medical claims from Government servants, who may be seeking medical advice from private clinics and other non Provincial hospitals at their own.</p> <p>iv) Under the new Punjab Health Sector Reforms Programme (PHSRP) and Punjab Medical and Health Institutions Ordinance, 2003, purchase and procurement of medicines & medical equipments has been devolved to the District Governments. Hence, the Health Department does not make any purchase; neither had it concluded the rate contract during the financial year 2006-07. However, as per decision of Chief Secretary, Punjab, during the District Coordination Officers Committee meeting held on 03.03.2007, the Health Department is processing Rate Contracts for the coming financial year i.e. 2007-08. The process will be finalized by 1st July, 2007 allowing purchases to be made well before time & resolve any payment delays to the suppliers.</p> <p>v) Health Department constituted two independent Enquiry Commissions, one at District Level and other at Teaching Hospital Level. Both Commissions will thoroughly examine the allegations of malpractices and neglect of the staff in Government Hospitals and will submit recommendations to rehabilitate public</p>
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<p>stopped. Government may issue instructions to all the hospitals under its administrative control that once a patient is admitted in general ward for operation, he/she must be operated in the hospital at the earliest keeping in view gravity of his ailment so that he is not made to 'opt' to be treated as a private patient.</p> <p>vi) In a number of complaints it has been noticed that departments refer cases of medical reimbursement to Health Department for advice but they remain pending with Health Department for months causing delay in payment of reimbursement claims. In many cases papers are misplaced and the claimant has to get duplicate papers prepared. Timely advice is required to be given in such cases to respective agencies so that the delays and resultant hardship to the claimant is obviated. Although with enhanced delegated powers of Administrative Departments, notified recently, number of cases to be referred to the Health Department would decrease yet the need for giving prompt advice in cases referred to the Health Department would remain.</p> <p>vii) In some complaints it has been noticed that buildings of Basic Health Units are left incomplete resulting in wastage of public funds. Some complaints highlighted that some Health Units were closed for want of staff and medicines. Health Department should get a list of</p>	<p>confidence or any other appropriate remedial measures to suitably address the issue in question.</p> <p>vi) Health Department issued instructions to all concerned i.e Medical Superintendents of all the hospitals and all the concerned Administrative Departments to submit cases of reimbursement of medical charges to Health Department complete in all respects i.e. after fulfilling the codal formalities. But, on examination of cases, most of the deficiencies are observed, like non-provision of photocopies of the claims, NACs are not properly filled in, prescriptions are not verified/countersigned by the hospital authorities concerned and, thus, Health Department has to complete all such deficiencies as replies from the concerned quarters are received after months to an unlimited period in spite of telephonic/written requests. In order to effectively address the issue, monthly/periodic review meetings with all concerned are being conducted, backed by follow ups and feedback. Time to time instructions are also being circulated to all concerned. Further, present medical attendance rules are under amendment to yet with a view to improving delivery of service further.</p> <p>vii) There are 2456 Basic Health Units (BHUs) in the Punjab. The estimated cost of Health Sector Reforms Programme (HSRP) is Rs. 6.5 billion. Rs. 3.978 billion have been allocated for civil works and supply of equipment to Basic Health Units (BHUs). Under Health Sector Reforms</p>
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	<p>incomplete Basic Health Units prepared and take steps not only to get the buildings completed but make these and other closed units operative by providing required staff, medicines and equipment.</p>	<p>Programme (HSRP), the contract has been awarded to National Logistic Cell (NLC) for the repair/renovation and restoration of BHUs. An amount of Rs.855 million has been released to NLC and the work is in progress.</p> <p>Before PHSRP, the vacancy position of the staff in BHUs was about 50%, but now under PHSRP, package of staff has been revised and filled posts of doctors and para-medical staffs are 85%. Target of 100% occupancy will be achieved within six months.</p> <p>Purchase of medicines is within the purview of District Governments. To facilitate District Governments, rate contract for 314 medicines is under process at Provincial level. The Executive District Officers of Health have been directed by the Health Department to ensure timely purchase and regular supply of medicines to the Basic Health Units (BHUs) in sufficient quantity according to the requirements.</p>
9.	<p><u>IRRIGATION & POWER DEPARTMENT</u></p> <p>i) A large number of complaints are received in this Office regarding wrong assessment of 'Abyana' despite introduction of flat rate system of assessment since Kharif 2003. It has been found that main reason for wrong assessment of 'Abyana' is non availability of complete and updated record of ownership of irrigators with Canal Patwaries. The Department should ensure that updated record of ownership of irrigators is available with the Canal Patwaries.</p> <p>ii) Proper checking of demand of 'Abyana' raised by Canal Patwaries against the irrigators in 'Nehri Khatoni' is not made by supervisory staff which again</p>	<p>i) Instructions have been issued to the field formations for strict compliance vide I&P Department letter No. SO (Rev) I&P/3-98/2007 dated 28.11.2007.</p> <p>As at (i) above.</p>

	<p>results in creation of wrong demand of ‘Abyana’. The Department should ensure proper checking of the record of assessment of ‘Abyana’ and ensure compliance of the instructions so issued.</p> <p>iii) It is recommended that ownership column of ‘Warabandies’ which remains usually unchanged for decades should be updated. Old entries regarding ownership of irrigators in the ‘Warabandies’ lead to legal complications and endless litigation in ‘Warashikni’, unauthorized irrigation and ‘Tawan’ cases due to non appearance of updated names of the irrigators.</p> <p>iv) In cases of ‘Warashikni’ which entails feuds amongst the shareholders, timely action is required to be taken as provided in the law to discourage such occurrences.</p> <p>v) The cases of ‘Tarmimi Warabandi’ are delayed unnecessarily for months/years on frivolous grounds by Sub Divisional Canal Officers and Divisional Canal Officers. The Department should prepare a time schedule to finalize such cases. Even when an amendment has been approved after prolonged proceedings, its implementation also takes inordinately long time. This needs to be set right.</p> <p>vi) Similarly the cases of inclusion of new area in the Culturable Commanded Area and cases of exclusion of area from the Culturable Commanded Area on the request of the irrigators are also delayed for months/ years on one pretext or the other. The Department should also prepare a time schedule to finalize such cases.</p>	<p>As at (i) above.</p> <p>As at (i) above.</p> <p>As at (i) above.</p> <p>As at (i) above.</p>
10	<p><u>LAHORE DEVELOPMENT AUTHORITY</u></p> <p>i) It has been observed that Officers In charge of various Wings/Directors,</p>	<p>i) The guidelines incorporated at para-1 of the Annual Report 2006 have been</p>

<p>instead of finally deciding the cases at their level, particularly when some legitimate relief is required to be given, refer the same to LDA Authority. Still more unfortunate aspect of this practice is that meetings of LDA Authority are not convened at regular intervals and the matters remain on the agenda of the Authority for long periods. There is a need to issue instructions:-</p> <p>a) to all concerned officers in LDA to decide the cases at their own level and refer those cases only to the Authority which are not within their competency, and</p> <p>b) that meetings of the Authority be convened at regular intervals so that the cases are disposed of without delay.</p> <p>ii) Cases for grant of exemptions, allocation of plots, grant of extensions in building period, issuance of challan forms for depositing various dues etc. have been found pending for long periods. No action in such cases is taken by the concerned officers. The D.G. should issue instructions to all Directors/Incharges of concerned wings to decide these cases promptly and those found responsible for unnecessary delay be taken to task under the relevant rules. Unless the system of accountability is firmly enforced, the citizens will continue to suffer.</p> <p>iii) Record in respect of available plots in LDA schemes be updated to avoid allocation of such plots which are either non-existent in the plan or the same are</p>	<p>circulated for enforcement and compliance. It is added that in order to implement the decisions, which have attained finality and to grant the legitimate relief, a system has been devised that the issues which are referred to the Authority are first examined at the level of Director Law, LDA and also finally by the office of Director General, LDA to ensure that only matters of specific jurisdiction of Authority could be selected for presentation before the Authority. In case implementation according to policy by the Director concerned is required, then both the above authorities make it a point to advise such Directors to do the needful at their level, otherwise, the matter is sent to the Authority. Keeping in view the above guidelines, important matters can be sorted out for sending a request by LDA to Chairman, LDA/District Nazim for convening an early meeting of the Authority to solicit decision for granting relief.</p> <p>ii) The instructions contained at para-2 of the Annual Report 2006 have been circulated for enforcement and compliance on behalf of Director General, LDA to concerned Directors.</p> <p>iii) The instructions contained at para-3 of the Annual Report 2006 have been circulated for enforcement and compliance on behalf of Director General, LDA to</p>
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<p>under illegal occupation. Only those plots be allocated to lawful claimants which are in fact available on ground. At the same time the need for getting unlawfully occupied plots vacated, though very obvious, is also emphasized.</p> <p>iv) As per policy, a fixed number of plots are mortgaged with LDA by owners of private housing schemes as security for ensuring timely completion of development works in the relevant scheme. It has, however, been observed that mortgaged plots are got redeemed with the connivance of concerned functionaries with the result that the agency cannot ensure completion of development works from owners of private Schemes. It is recommended that strict action be taken against delinquent functionaries of LDA who facilitated redemption of mortgage plots particularly in Nawab Town, Raiwind Road and Azam Gardens Scheme.</p>	<p>concerned Directors.</p> <p>iv) Initially, the policy/rules of Private Housing Schemes were prepared and approved in 1996. After enforcement of this policy, all developers of private housing scheme were bound to mortgage plots against the surety of development works. Prior to this period, there were no rules and policy for getting plots mortgaged by the sponsors. However, as per record in cases where the agreement for mortgage of plots has been executed, the provisions of these agreements are enforced.</p> <p><u>Nawab Town</u> Nawab Town Housing Scheme was approved in 1980. The sponsors executed an agreement for mortgaging of plots with the LDA.</p> <p>Lt. Col. (R) Khalid Latif Bajwa in 1991 submitted complaints to Chief Minister, Punjab and others, regarding non-completion of development works and release of 75% of mortgaged plots illegally. Chief Minister's Inspection Team conducted a comprehensive enquiry in 1991. Later, the Chief Minister Punjab appointed Secretary HUD & PHE Department as authorized officer. The authorized officer pointed out that ex-CMP, Mr. Nazar Muhammad Sheikh and Dy. Director Town Planning, Mr. Shahid Akhtar Zaidi, were responsible for the release of 75% mortgaged plots. Both the said officers were punished in the light of the findings given by the authorized</p>
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		<p>officer.</p> <p><u>Azam Garden</u> Azam Garden Housing Scheme was approved in 1978. As prior to this period, there was no rules/policy of private housing schemes, therefore; the sponsors did not execute an agreement for mortgaging of plots. As such neither the plots were mortgaged or redeemed in this scheme nor any violation on this account took place.</p>
11	<p><u>LOCAL GOVERNMENT & COMMUNITY DEVELOPMENT DEPARTMENT</u></p> <p>i) Government has issued instructions vide letter NO.SO.IV(LG)1-10/2002, dated 14.4.2004 whereby it has been clarified that payment of salary and pension/gratuity is the first charge on the funds of the TMAs. The letter goes on to state that appropriate amount from development fund (other than that reserved for CCBs) may be reappropriated to pension fund. TMAs are still reluctant to act on these directions. Another equally distressing act of “maladministration” frequently noticed is non-payment of pension shares of retired employees by TMAs to District Governments to which they have been allocated after Devolution. It is recommended that LG&CD Department should take effective steps to ensure compliance of government letter dated 14.4.2004 and timely payment of pension to the retired employees of TMAs by paying their share of pension to District Governments.</p> <p>ii) The procedure for approval of building plans by local bodies requires simplification and proper monitoring to ensure approval of the plans by local</p>	<p>i) The Department has already issued instructions bearing No. SO.IV(LG)1-10/2002 dated 14.04.2004. All the TMAs in Punjab have been directed to ensure that complete pensionary emoluments may be promptly paid to retiring employees at the time of their retirements. According to said Government instructions, all TMAs are implementing the instructions in letter and spirit.</p> <p>ii) Under Item No. 27(6) of 6th Schedule of PLGO, 2001, a period of 45 days has been prescribed for the approval of the building plan, which shall be</p>

	bodies within the time frame fixed in their building by-laws.	reckoned from the date on which the concerned Local Government had received the complete report. This time frame is being observed by the concerned Department for sanctioning of the building plan. Moreover, draft model building bye-laws prepared with the assistance of urban unit have been circulated among the City District Governments which cater for the requirement.
12	<p><u>POLICE DEPARTMENT</u></p> <p>Besides reiterating recommendations made in earlier reports in respect of areas needing attention of the department, the following further recommendations are made to improve the working of Police and redressing grievances of general public:-</p> <p>i) A very common complaint against the Police is about delay in/or outright non-registration of FIRs in disregard of mandatory provisions of section 154 Cr. P.C. In cases where registration of FIR is delayed, a plea is taken that some preliminary investigation did not establish veracity of the complaint. There is no provision in law to hold any probe before registration of FIR. Provincial Police Officer must take strict notice of this and take all possible steps to ensure adherence to section 154 Cr. P.C. The problem has persisted and defied solution for too long. It needs to be handled firmly.</p> <p>ii) The complaints investigated in this Office indicate that there is an urgent need for extensive training of Investigating Officers in modern techniques and to equip them with the latest technological tools available for conduct of investigation. More often than not, the practice of 'nian or arbitration' to determine the guilt of an accused person is</p>	<p>i) In order to ensure that citizens do not face problems in exercising their right to get an FIR recorded, a number of FIR registration centres are being set up in five big cities of Punjab. These centres shall work under the charge of DSP (Legal). However, police under Police Rules (24.4) can examine the genuineness of a complaint and determine whether a cognizable offence is made out or otherwise by making an entry to this effect in the daily diary register being maintained at every police station as register No. 2 of the station.</p> <p>ii) a) Six weeks training course was introduced in Police Training School Chung, Lahore. Ten batches of 150 each have undergone this course up till now.</p> <p>b) This course has, however, been postponed temporarily because of training of officials of Punjab Highway Patrol and Wardens training. The same</p>

<p>resorted to. These methods have been disapproved by various authorities. Criminal practices have become complex and sophisticated and, therefore, properly equipping the Investigating Officers to track these cases is evident. The department must launch a comprehensive scheme to prepare a cadre of well educated, extensively trained and technically equipped Investigating Officers.</p> <p>iii) It has also been noticed that upon miscellaneous applications, police officers call complainants and persons complained against in the police station. This is done even in cases where no cognizable case has been registered by the police. The practice, apart from being against the law, tends to encourage corrupt practices. The Provincial Police Officer should instruct all DPOs that the police does not have any authority to entertain complaints except in accordance with sections 154 and 155 Cr.P.C, and that they should not undertake any extra legal steps.</p> <p>iv) A number of complaints have been lodged in this Office by aggrieved persons against police excesses. It has been noticed that in many cases DPOs ignore these complaints. There is no system to monitor the progress of the complaints marked for enquiry. DPOs remain unaware of the results of such marked complaints. DPOs must establish/strengthen complaints cells and regularly monitor progress of each case and streamline the system of receiving and disposing of complaints.</p>	<p>will start again on completion of their training.</p> <p>c) IOs have been directed to finalize investigation of cases as per Cr. P. C and Police Rules.</p> <p>iii) The observations recorded in this Para are correct to some extent. However, this allegation has been covered under Article 155 of the Police Orders, 2002, in which all the irregularities have been made cognizable offence against the police officer concerned, entailing punishment up to three years and with fine. Consequently, a number of cases have been registered against the police officers after the enforcement of this order w.e.f 14th August 2002. The registration of cases is in addition to the action on the disciplinary side under PEEDA Act-2006.</p> <p>iv) a) Inspector General of Police, Punjab vide Standing order No. 2 of 2002 established a Complaint Cell at Provincial level under supervision of Additional Inspector General of Police, Investigation Branch, Punjab, Lahore, Regional Complaint Cells at Regional levels under supervision of DIGs (now R.P.Os) of respective Regions and District Complaint Cell under supervision of D.P.Os of respective districts.</p> <p>b) An aggrieved person can submit his complaint at any relevant Complaint Cell at his convenience.</p> <p>c) From Provincial Complaints Cell, the complaint is sent to DPO for</p>
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		<p>redressal of grievances. The DPO takes action and sends his report.</p> <p>d) Like-wise, the Regional and District Complaints Cells submit monthly reports to Provincial Complaints Cell regarding complaints received there.</p> <p>e) In this way, a comprehensive system has been established and is functioning smoothly for solving the problems of aggrieved persons.</p> <p>f) Details of performance of Provincial Complaints Cell were provided.</p>
13	<p><u>PRISONS DEPARTMENT</u></p> <p>Most of the complaints received in this Office from prisoners pertain to corrupt practices and administrative excesses of jail staff. Allegations remain unsubstantiated because of the position in which the complainants are placed. However, from this it should not be construed that malaise is not there. In fact, the problem is serious and widespread. In order to curb these malpractices, senior officers may adopt system of frequent surprise inspections of prisons and give the prisoner's opportunity to voice their grievances in privacy. All serious complaints must be investigated thoroughly and effective action taken against wrong doers if there has to be any chance of improvement.</p>	<p>The complaints made by the prisoners are properly attended to by the Jail administration and a fully developed and comprehensive mechanism exists in the Pakistan Prisons Rules, 1978 for effective disposal of the complaints. A large number of official visitors including DCOs /District & Session Judges, DPOs, heads of different departments of the Universities, Research Scholars, MPAs, MNAs, Senators and Ministers frequently visit prisons to check the affairs of the Jail administration and redress any complaint. The District and Session Judges conduct regular monthly visits and submit report to the Chief Justice, Lahore High Court, Home Secretary Punjab and I.G. Prisons. Furthermore, a large number of NOV's have been appointed by the Home Department who pay regular visits to the prisons and report the problems faced by the prisoners and suggest measures for improvement/remedies. It is pertinent to mention that the majority of the prisoners confined in the jails are under trial prisoners who regularly appear in the courts where they can submit complaints, if any, to Civil Judges/Sessions Judges or the High Court as the case may be. Furthermore, the Supreme</p>

		<p>Court of Pakistan has frequently taken suo motu notices of any excesses on the part of jail administration reported in the press, which are then thoroughly investigated by the officers/agencies, even other than the Prisons Department and decisions are taken.</p> <p>Prisons Department is very much alive to its responsibility towards the rights of prisoners entrusted to the care and custody of the Jail administration. Stern action is always taken whenever any violation or default is proved against any of prison staff.</p> <p>All prisoners are allowed interview with their relatives and if there is any complaint, the friends /relatives can appear before any of the senior officers of the Department including the Superintendent of the Jail, DIG Prisons, I.G. Prisons or the Home Secretary, Government of the Punjab or in the concerned Court and even contact non-Governmental organizations or submit applications through post.</p> <p>A large number of Human Rights Organizations and Legal Aid Committees of the Bars and Non-Governmental Organizations have access to the prisoners and serve as watchdogs for any human rights violation, which is promptly reported and necessary action is taken. D.I.G. of Prisons and I.G. Prisons carry out frequent inspections, scheduled, and un-scheduled, to give the prisoners ample opportunity to voice their grievances. Any complaint received is thoroughly enquired into and wrong doers are strictly punished under the rules. Moreover, instructions have also been issued/measures taken to provide prompt redressal viz-a-viz complaints made by the prisoners or their friends or relatives.</p>
14	<p><u>REVENUE ADMINISTRATION</u></p> <p>i) With the passage of time, the</p>	<p>i) It is true that the levy known as ‘Land</p>

<p>nomenclature ‘Revenue’ used for the department and officers responsible basically for land administration has become irrelevant. The Board of Revenue or the revenue officers in the districts do not have any significant role in revenue matters. Perhaps the nomenclature can be changed to Land Administration Department or something else to indicate the core responsibilities of the department.</p> <p>ii) Under the devolution, whole time/exclusive officers (EDO/DO/DDO) have been provided to deal with matters concerning land administration. This should have enabled them to focus exclusively on proper maintenance of record and redressing public grievances. Judging from the complaints received in this Office, it cannot be concluded that this improvement has come about. Supervisory officers may pay attention not only to the importance of maintaining correct and up-to-date record of rights, but also to entry and timely decision of mutations, supply of copies of record to the applicants, expeditious action on applications for demarcation and early disposal of cases pending with revenue officers/revenue courts.</p>	<p>Revenue” stands abolished. However, “Land Revenue” is indicative of a historic continuity in terms of the establishment of various offices/tiers at the Tehsil, District, Division and Provincial level. Board of Revenue, Punjab, still collects billions of rupees as revenue in the shape of Agricultural Income Tax, Stamp duty, Registration fee, Mutation fee and “Abiana” etc. As such, the nomenclature of “Board of Revenue” and “Revenue Offices” do not need any change at this stage.</p> <p>ii) Secretary (Revenue) Administration has issued instructions to all concerned vide letter No. 2676-2007/1855/LR-II dated 24-11-2007 to pay due attention to the recommendations/directions of the Hon’ble Ombudsman.</p>
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CHAPTER-VI

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DAILY EXPRESS

روزنامہ ایکسپریس لاہور

اسلام آباد کراچی لاہور پشاور ملتان فیصل آباد گوجرانوالہ سرگودھا جیم پورہ راجستھان اور سکھر سے ایک وقت شائع ہونے والا واحد قومی روزنامہ
جلد 6، شمارہ 302 جمہرات 13 ذوالحجہ 1427ھ 4 جنوری 2007ء پوہ 2063 ب نمون 7-5878700 صفحات 16 قیمت 7 روپے

THURSDAY, JANUARY 4, 2007

CRIME & COURTS

ایکسپریس

مختصبہ حکم پر حکم تعلیم 5 سے گزشتہ برسوں کی وظائف کی رقم مستحق طلبوں کو ادا کر دی

میرٹس تیار کرنے کے بعد متعلقہ کالجوں کے پرنسپلوں کے توسط سے تمام طلباء کو وظیفے کی ساڑھے 8 لاکھ روپے کی ادائیگیاں کرویں، ڈی ای او کالج شیشوپورہ

سکارشپ برائے سال 2001-02 کے لئے مختص کردہ رقم کو خرچ نہ کرنے کی وجوہات کی پیمانہ میں کرنے اور وظیفے کے لئے فنڈ مختص نہ کرنے کے متعلق سختیات کرنے اور ذمہ داران کے خلاف کارروائی کرنے کے احکامات ڈائے۔ ایف ایف ایف رپورٹ میں، ڈسٹرکٹ ایجوکیشن آفیسر (کالج) شیشوپورہ نے مختص سکریٹریٹ کو اب آگاہ کیا ہے کہ ڈسٹرکٹ گورنمنٹ نے موجودہ مالی سال کے علاوہ پچھلے چار سالوں کے انٹرنل میرٹ سکارشپ کیلئے بھی فنڈ مختص کر دیئے ہیں، اور اس مقصد کے لئے خصوصی طور پر بنائی گئی کمیٹی نے اہل امیدواروں کی درخواستوں کی جانچ پڑتال کرنے کے بعد ان کی میرٹس تیار کرنے کے بعد متعلقہ کالجوں کے پرنسپلوں کے توسط سے تمام طلباء کو وظیفے کی کل رقم مبلغ 8,96,271 روپے کی ادائیگیاں کر دی گئیں ہیں۔

علموں نے استدعا کی کہ ڈی ای او شیشوپورہ کو انہیں مذکورہ دو سالوں کے میرٹس وظیفے کی رقم ادا کرنے کے احکامات جاری کئے جائیں۔ مختصبہ پنجاب نے مستحق طلبوں کو ان کا حق نہ دینے کے ضمن میں اس بدانتظامی کا سختی سے نوٹس لیتے ہوئے ڈسٹرکٹ ایجوکیشن آفیسر (کالج) شیشوپورہ کو ہدایت کی کہ وہ فوری طور پر مجاز حکام کو فنڈ ز مہیا کرنے کے لئے ایک جامع رپورٹ پیش کرے تاکہ پچھلے سالوں کے تمام مستحق طلباء کو وظیفے کی ادائیگی کی جاسکے۔ مختصبہ پنجاب نے اپنے فیصلے میں مشاہدہ کیا کہ انٹرنل میرٹ سکارشپ کا مسئلہ صرف تینوں درخواست گزاروں کا ہی نہیں بلکہ انتہائی نوعیت کا ہے، جس میں گزشتہ چار سالوں میں تمام مستحق طلباء کو وظیفے کی ادائیگی نہ کر کے متعلقہ حکام نے شدید بدانتظامی کا مظاہرہ کیا۔ مختصبہ پنجاب عبدالرشید خاں نے ڈسٹرکٹ گورنمنٹ شیشوپورہ کو میرٹ

لاہور (شاف رپورٹر) مختصبہ پنجاب عبدالرشید خاں کے حکم پر محکمہ تعلیم نے گزشتہ پانچ برسوں سے روکی ہوئی ساڑھے آٹھ لاکھ سے زائد فیصوں کی رقم مستحق طلبوں کو ادا کر دی۔ صوبائی مختصبہ نے یہ حکم شیشوپورہ کے رہائشی طالب علموں اعجاز علی، مختار احمد اور نعمان ذوالفقاری درخواست پر دیا جس میں کہا گیا کہ درخواستوں نے میرٹس کے سالانہ امتحانات منعقدہ بالترتیب 2001، 2002 اور 2003 میں نمایاں پوزیشن حاصل کی جس کی بنیاد پر انہوں نے ڈسٹرکٹ ایجوکیشن آفیسر (کالج) شیشوپورہ کو میرٹس وظیفے کے لئے درخواست دی لیکن متعدد بار دفتروں کے چکر لگانے کے باوجود محکمے نے ان کی درخواستوں پر کوئی کارروائی نہیں کی۔ محکمے کے مطابق فنڈز کے عدم تحیق کی وجہ سے انہیں گزشتہ سالوں کے وظیفوں کی ادائیگی نہیں کی جاسکتی۔ درخواست میں میں طالب



Daily **AWAZ** LAHORE

روزنامہ آواز لاہور

بانی گروپ میگزینل احسن

بدھ 10 جنوری 2007ء، 19 ذوالحجہ 1427ھ، 27 پوہ 2063 ب

فون نمبر 83-6367480-83 فیکس 6309453 صفحات 6 قیمت 3 روپے

جلد 9 شماره 262

مختص پنجاب کے حکم پر طالب علم کو
بی ٹیک کورس کے سالانہ امتحان میں
شرکت کی اجازت دے دی گئی

لاہور (آواز رپورٹ) مختص پنجاب عبدالرشید خان
کے حکم پر یونیورسٹی آف انجینئرنگ اینڈ ٹیکنالوجی (یو ای ٹی)
لاہور نے ایک طالب علم کو رجسٹریشن کارڈ جاری کر کے بی
ٹیک کورس کے سالانہ امتحان میں شرکت کرنے کی اجازت
دے دی۔ تفصیلات کے مطابق شکایت کنندہ عنایت الرحمن
نے مختص سیکرٹریٹ کو اپنی درخواست میں بتایا کہ انجینئرنگ

یونیورسٹی لاہور نے ایک کیمس کو مسترد کرتے ہوئے کہا کہ
ایسے امیدوار جنہوں نے ڈپلومہ امتحان دو حصوں میں پاس
کیا ہوان کے کل حاصل کردہ نمبروں میں سے 10 نمبر منہا
کر دیئے جاتے ہیں جبکہ شکایت کنندہ کے کل حاصل کردہ
نمبروں میں سے 10 نمبر نکلنے کے بعد وہ میرٹ پر پورا
نہیں اترتا لہذا وہ رجسٹریشن کے لئے اہل نہیں ہے اور نہ ہی
وہ سالانہ امتحان میں شرکت کر سکتا ہے۔ اپنے حکمانہ جواب
میں ریلوے روڈ کالج انتظامیہ نے کہا کہ یونیورسٹی نے کالج
کو داخلے کی پالیسی میں 10 نمبر منہا کرنے کی تبدیلی کے
متعلق آگاہ نہیں کیا اس لئے شکایت کنندہ کو پرانی پالیسی کے
تحت داخلہ دیا گیا۔

The Sun

Saturday, January 13, 2007 Zilhaj 22, 1427

Food Dept pays Rs 95,250 on Ombudsman's orders

LAHORE: On the orders of Punjab Ombudsman Abdur Rashid Khan, Khanewal Food Department on Friday paid Rs 95,250 to a complainant for sieving/upgrade of wheat.

Complainant Zulfiqar Ali stated that he did sieving/upgrade of wheat at Wheat Purchase Centre, Abdul Hakeem during wheat procurement scheme 2002-03 at the rate of Rs 6 per bag after approval of his quotations. However, payment of Rs 95,250, for upgrade of 15,875 bags of wheat was not made to him. The complainant requested Mohtasib Secretariat that Khanewal Food Department be directed to make the payment of the outstanding amount.

In his departmental response, Khanewal District Food Controller (DFC) informed the Mohtasib that it was correct that the complainant carried out the process of upgrade of wheat (export

quality) during Wheat Procurement Scheme 2002-03 at Wheat Purchase Centre, Abdul Hakim on quotation basis and he submitted his first bill of Rs 81,912 whose payment was made in the light of approval accorded by Multan division deputy director food.

The DFC reported further that Wheat Purchase Centre In charge Abdul Hakim sent the complainant's second bill of Rs 95,250 for upgrade of 15,875 bags of wheat, which was sent to Multan division deputy director food for approval who referred the case to Punjab director food for approval, but the case was still under process and the complainant would be made the requisite payment when approval would be granted.

Abdur Rashid Khan observed that it was clear mal-administration that the complainant of the authorities concerned. -APP

ہم آئے ہیں اللہ ہی کافی ہے اور وہی سب سے بہتر مَدَد کال ہے الْقَلْب

***** لاہور۔ اسلام آباد۔ کراچی۔ ملتان اور پشاور سے بیک وقت شائع ہونے والا سوشل ترین قومی اخبار 7576301-5

چیف ایڈیٹر: مجیب الرحمن شاہی

روزنامہ پاکستان

THE DAILY PAKISTAN LAHORE

ایڈیٹر: محمد مجیب شاہی

شمارہ 347

بدھ 26 ذی الحجہ 1427ھ 17 جنوری 2007ء 5 گھنٹہ 2063 صفحات 16 قیمت 7 روپے

جلد 17

477 راجہ نذیر سیال پبلیشرز WEDNESDAY JANUARY 17, 2007

فنانس ڈیپارٹمنٹ کے ملازمین کے واشنگ اور ڈریسنگ الاؤنس بحال، نوٹیفکیشن جاری

پے سکیل میں تبدیلی کے بعد ملازمین کے ماہانہ 150 روپے الاؤنس ختم کر دیے تھے، صوبائی محتسب

لاہور (خبر نگار) محتسب پنجاب عبدالرشید خاں کی ہدایت کی روشنی میں فنانس ڈیپارٹمنٹ نے واضح کیا ہے کہ ایسے تمام ملازمین کے روکے واشنگ الاؤنس اور ڈریسنگ الاؤنس بحال کر دیئے گئے ہیں جن کو بنیادی پے سکیل میں

تبدیلی سے پہلے دونوں الاؤنسوں کی ادائیگی جاری تھی مگر یکم جولائی 2005ء سے بنیادی پے سکیلوں میں تبدیلی کے بعد انہیں انٹریٹنگ الاؤنس لینے کا حق دار قرار نہیں دیا گیا تھا باقی صفحہ 6 بقیہ نمبر 4

4

بقیہ

- فنانس ڈیپارٹمنٹ نے محتسب سیکرٹریٹ کو آگاہ کیا ہے کہ یکم اگست 2005ء سے نائب قاصد، قاصد، دفتر یوں، چوکیداروں اور خاگردوں کو واشنگ الاؤنس اور ڈریسنگ الاؤنس کی بجائے مبلغ 150 روپے ماہانہ انٹریٹنگ الاؤنس دینے کا فیصلہ کیا گیا تھا۔ مگر اس کے علاوہ ایسے تمام ملازمین جن کو بنیادی پے سکیلوں میں تبدیلی سے پہلے واشنگ الاؤنس اور ڈریسنگ الاؤنس کی ادائیگی جاری تھی، پے سکیلوں میں تبدیلی کے بعد بھی دونوں الاؤنسز کے حق دار ہیں۔

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ABC CERTIFIED

باقاعدہ تصدیق شدہ اشاعت۔ لاہور اسلام آباد ملتان کراچی حیدرآباد پٹنہ اور سکھر اور مظفر آباد (آزاد کشمیر) سے شائع ہونیوالا قومی اخبار

چیف ایڈیٹر: ضیا شاہد

لاہور

Daily Khabrain

روزنامہ

ایڈیٹر: امتنان شاہد

جلد 16 بدھ 26 ذوالحجہ 1427ھ 17 جنوری 2007ء 2 ماگھ 2063 ب صفحہ 16 قیمت 7 روپے شمارہ 184

LOCAL Wednesday January 17, 2007 164



ملازمین کے روکے گئے واشنگ اور ڈریس الاؤنس بحال، ٹیفیکیشن جاری

پے سکیلوں میں تبدیلی کے بعد مکمل فنانس نے ملازمین کے ماہانہ 150 روپے الاؤنس ختم کر دیے تھے

لاہور (ٹائیوز) محنت پسند پنجاب عبدالرشید خان کی ہدایت کی روشنی میں فنانس ڈیپارٹمنٹ نے واضح کیا ہے کہ ایسے تمام ملازمین کے روکے گئے واشنگ الاؤنس اور ڈریس الاؤنس بحال کر دیئے گئے ہیں جن کو بنیادی پے سکیلوں میں تبدیلی سے پہلے دونوں الاؤنسوں کی ادائیگی کی جارہی تھی مگر یکم جولائی 2005ء سے بنیادی پے سکیلوں میں تبدیلی کے بعد

انہیں انٹر گرینڈ الاؤنس لینے کا حق دار قرار نہیں دیا گیا تھا۔ فنانس ڈیپارٹمنٹ نے محنت سیکرٹریٹ کو آگاہ کیا ہے کہ یکم اگست 2005ء سے نائب قاصد، قاصد، فزٹیوں، چوکیداروں اور خاکروہوں کو واشنگ الاؤنس اور ڈریسنگ الاؤنس کے بجائے ملنے والے 150 روپے ماہانہ انٹر گرینڈ الاؤنس دینے کا فیصلہ باقی صفحہ 4 بقیہ نمبر 67

بقیہ نمبر 67 // الاؤنس بحال

کیا گیا تھا مگر اس کے علاوہ ایسے تمام ملازمین جن کو بنیادی پے سکیلوں میں تبدیلی سے پہلے واشنگ الاؤنس اور ڈریسنگ الاؤنس ادائیگی کی جارہی تھی۔ پے سکیلوں میں تبدیلی کے بعد بھی دونوں الاؤنسز کے حق دار ہیں۔

ABC Certified

لاہور اسلام آباد اور راولپنڈی سے بیک وقت شائع ہونے والا کثیر الاشاعت مستند قومی اخبار

Daily JINNAH LAHORE

روزنامہ جینا

لاہور

چیف ایڈیٹر: زین ملک

جلد 3 ہفتہ 29 ذوالحجہ 1427ھ 20 جنوری 2007ء 8 ماگھ 2063 ب صفحات 28 قیمت 7 روپے شمارہ 18

http://www.dailyjinnah.com.pk

مختب نے طالبہ کو نرسنگ کالج سے 57500 روپے واپس دلوا دیئے

طالبہ نے پنجاب یونیورسٹی داخلہ ملنے پر نرسنگ کالج چھوڑ دیا پر نسل نے 50 ہزار جرمانہ وصول کرنے

کرنے کے علاوہ لاہور یونیورسٹی کا مطالبہ نہ کرنے اور ٹریننگ کے دوران وصول کئے گئے وظیفے کی رقم 41 ہزار 535 روپے ادا کرنے کا حکم دیا۔ شکایت کنندہ نے کہا کہ مجبوراً اس کی بیٹی نے 54 ہزار 500 روپے جرمانے اور وظیفہ 41 ہزار 535 روپے کی رقم کالج کو ادا کر دی۔ شکایت کنندہ نے مختب سیکرٹریٹ سے درخواست کی کہ ٹریننگ کالج کے پرنسپل کو اس کی بیٹی سے ناجائز طور پر وصول کئے گئے 54 ہزار 500 روپے اور لاہور یونیورسٹی کی سٹیجیو رٹی کی رقم 3 ہزار روپے واپس کرنے کے احکامات جاری کئے جائیں۔ اپنے محکمانہ جواب میں پرنسپل کالج آف نرسنگ علامہ اقبال میڈیکل لاہور نے مختب سیکرٹریٹ کو آگاہ کیا کہ ضمانت نامہ اور داخلہ پالیسی کی شرائط کے مطابق شکایت کنندہ کی بیٹی ٹریننگ کورس پورا کرنے کے بعد نرسنگ کے شعبے میں دو سال تک کام کرنے کی پابندی مگر اس نے ان شرائط کی خلاف ورزی کرتے ہوئے ٹریننگ مکمل نہیں لہذا اس سے 50 ہزار روپے جرمانہ کی رقم اور ٹریننگ کے دوران وصول کئے گئے وظیفے کی رقم درست طور پر واپس لی گئی۔

لاہور (نیوز رپورٹر) مختب پنجاب عبدالرشید خان کے حکم پر پرنسپل کالج آف نرسنگ علامہ اقبال میڈیکل کالج لاہور نے نرسنگ کورس کی ایک طالبہ سے ناجائز طور پر وصول کئے گئے 57 ہزار 500 روپے واپس کر دیئے گئے۔ تفصیلات کے مطابق شکایت کنندہ محمد عبداللہ نے مختب سیکرٹریٹ کو درخواست دی کہ اس کی بیٹی تنزیلا گلاب شہزادی نے سیشن 2004ء میں کالج آف نرسنگ علامہ اقبال میڈیکل کالج لاہور میں بی ایس سی نرسنگ کورس میں داخلہ لیا مگر تقریباً نو ماہ کی ٹریننگ کے بعد اس کی بیٹی نے پنجاب یونیورسٹی میں بی ایس سی آنرز میں داخلہ لے لیا جس کی وجہ سے اس نے نرسنگ کالج کے پرنسپل کو داخلہ پالیسی کے مطابق ٹریننگ مکمل نہ کرنے کی صورت میں ٹریننگ کے دوران وصول کی گئی وظیفے کی رقم 41 ہزار 535 روپے واپس کرنے کی آمادگی ظاہر کرتے ہوئے پرنسپل کو اس کی دستاویزات واپس کرنے کی درخواست کی۔ شکایت کنندہ نے الزام لگایا پرنسپل نے اس کی بیٹی کو ناجائز طور پر 50 ہزار روپے جرمانہ اور ہاسٹل فیس کی رقم 4500 روپے کالج کو ادا

INTERNATIONAL

THE NEWS

Payment made on Ombudsman's order

By Our Correspondent

ON the direction of Punjab Ombudsman, Abdur Rashid Khan, executive engineer, Provincial Highway Division Gujranwala has paid an amount of Rs. 89,545 to a contractor. The amount had been withheld without any valid reason.

The contractor Bashir Ahmed Mughal had lodged a complaint in Mohtasib Secretariat that he was assigned the work of special repair of Gujranwala-Alipur-Qadirabad Road for an estimated cost of Rs. 4,54,258, which was completed within the time limit given in the work order.

He stated that the final bill of Rs. 4,53,904 was presented to the executive engineer for sanction who, while making payment withheld an amount of Rs. 89,

545 on the ground that some excess payment was made to the previous contractor.

The complainant was assured that the withheld amount would be paid soon. However, despite many requests, the withheld amount was not paid.

During inquiry conducted by the Ombudsman, the executive engineer, Provincial Highway Division, Gujranwala, informed that previously the work of special repair of the road was assigned to another contractor who left the same incomplete and hence his contract was rescinded. The executive engineer further reported that the remaining work was assigned to the complainant which was completed by him and an amount of Rs. 3,22,694 was paid through first running bill and at the time of the payment

of second running bill of Rs. 1,13,210, an amount of Rs. 89,545 was withheld due to difference of rates quoted by the complainant and the technically sanctioned estimate.

In his decision, Punjab Ombudsman, Abdur Rashid Khan, observed that if some excess payment had been made to the previous contractor or there was some difference in the rates quoted by the complainant vis-à-vis those quoted by the previous contractor, which in any case were approved by the competent authority while assigning the work, therefore, withholding of Rs. 89,545 out of the total amount of bill payable to complainant was tantamount to maladministration.

He directed the Agency to pay the withheld amount to the complainant.

قسم ہے قلم کی اور جو کچھ لکھتے ہیں ، القرآن

فون 6280491-4/6304452
ٹیکسٹ 6280524-6/6304552

لاہور اسلام آباد و ملتان فرنیٹرفٹ اور لندن سے بیک وقت شائع ہونے والا پہلا اردو اخبار

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لاہور DAILY AUSAF LAHORE اوصاف چیف ایڈیٹر: منتاب خان

جلد: 9 بدھ 18 محرم الحرام 1428ھ 7 فروری 2007ء 23 گھنٹے 2063 بجے 16 تعدادی قیمت 5 روپے شماره: 190

فیملی ویلفیئر اسٹنٹ سرگودھا سکیل 5 کے ملازمین کو اپ گریڈ کرنے کے احکامات

صوبائی محتسب نے پاپولیشن ویلفیئر ڈیپارٹمنٹ کو ملازمین کو نئے پے سکیل کے تحت تنخواہ ادا کرنا حکم دیا

لاہور (نمائندہ خصوصی) محتسب پنجاب عبدالرشید خان کے حکم کی روشنی میں فنانس ڈیپارٹمنٹ نے ڈسٹرکٹ اکاؤنٹس آفیسر سرگودھا کو فیملی ویلفیئر اسٹنٹ (مرد اور خواتین) کی آسامیوں کو پے سکیل پانچ سے سات میں اپ گریڈ کرنے اور نئے سکیل کے مطابق تنخواہ ادا کرنے کے احکامات جاری کر دیے۔ تفصیلات کے مطابق شکایت کنندہ محمد الطاف اور دیگر نے محتسب سیکرٹریٹ کو درخواست دی کہ وہ پچھلے چوبیس سال سے پاپولیشن ویلفیئر ڈیپارٹمنٹ میں بطور فیملی ویلفیئر اسٹنٹ پے سکیل پانچ میں ملازمت کر رہے ہیں۔ منسٹری آف پاپولیشن ویلفیئر ڈویژن اسلام آباد اور پنجاب نے 435 مردوں اور اتنی ہی خواتین کی فیملی ویلفیئر اسٹنٹ کی آسامیوں کو پے سکیل سات میں اپ گریڈ کر دیا مگر ڈسٹرکٹ اکاؤنٹس آفیسر سرگودھا نے ابھی تک ان کی تنخواہ پے سکیل 7 کے مطابق ادا کرنی شروع نہیں کی۔ اپنے تھکمانہ جواب میں ڈسٹرکٹ اکاؤنٹس آفیسر سرگودھا (ڈی اے او) نے محتسب سیکرٹریٹ کو آگاہ کیا کہ فنانس ڈیپارٹمنٹ یا اے جی آفس

کی منظوری کے بعد ہی شکایت کنندگان کو نئے پے سکیل کے مطابق تنخواہ کی ادائیگی ممکن ہوگی۔ اپنے فیصلے میں محتسب پنجاب عبدالرشید خان نے مشاہدہ کیا کہ ان کی آسامیوں کی پے سکیل پانچ سے سات میں اپ گریڈ کرنے کے احکامات صدر پاکستان نے جاری کیے تھے۔ جبکہ ڈائریکٹر جنرل پاپولیشن ویلفیئر ڈیپارٹمنٹ لاہور نے آسامیوں کی اپ گریڈیشن کے لیے فنانس ڈیپارٹمنٹ سے رجوع نہیں کیا۔ محتسب پنجاب عبدالرشید نے ڈائریکٹر جنرل پاپولیشن ویلفیئر ڈیپارٹمنٹ لاہور کو نوٹدہ کر کے آسامیوں کو پے سکیل پانچ سے سات میں اپ گریڈیشن کے لیے فنانس ڈیپارٹمنٹ سے فوری طور پر رجوع کرنے کے احکامات جاری کیے۔ اپنی تعمیلی رپورٹ میں فنانس ڈیپارٹمنٹ حکومت پنجاب نے محتسب سیکرٹریٹ کو اب آگاہ کیا ہے کہ محتسب پنجاب کی ہدایت کے مطابق ڈسٹرکٹ اکاؤنٹس آفیسر سرگودھا کو شکایت کنندگان کو نئے پے سکیل کے مطابق تنخواہ ادا کرنے کے احکامات جاری کر دیئے گئے ہیں۔

Daily Times
LAHORE
Your Right to Know

Saturday

February 10, 2007

PHATA's deputy director subject to legal action

LAHORE: The secretary for Housing, Urban Development and Public Health Engineering Department, has taken action against a former deputy director and a sub-engineer of the Punjab Housing and Town Planning Agency (PHATA), Mianwali.

Muhammad Almas Khan, and his two work-charged colleagues at PHATA, Mianwali, had filed a complaint against the ex-deputy director, Younis Mughal, and sub-engineer, Muhammad Ehsan.

The complainants said they had been working at the three-marla area development scheme on PAF Road, Mianwali, but were not paid for 30 months. They requested intervention of the provincial ombudsman. PHATA's Mianwali deputy director informed the ombudsman that the complainants had been paid up to December 31, 2003 on time. Lack of funds had prevented subsequent payments, he added. The director general was asked for the allocation of additional funds to further pay the complainants, he added. **STAFF REPORT**

FOUNDED BY QUAID-I-AZAM MOHAMMAD ALI JINNAH

DAWN

<http://DAWN.com> Vol. LXI No. 56 Lahore, Safar 10, 1428 Wednesday February 28, 2007 30 PAGES

Constable's widow compensated

By Our Reporter

LAHORE, Feb 27: On the orders of the Punjab ombudsman, the Police Department has paid Rs300,000 financial assistance and Rs140,000 group insurance to the widow of a constable who died while on duty.

Nargis, widow of constable Muhammad Amin, filed an application with the ombudsman secretariat stating that her husband had died during service in Kasur, but the department did not pay financial assistance worth Rs300,000 and group insurance worth Rs140,000 to her despite a lapse of seven months.

When Nargis approached the Kasur district police officer, he said the financial assistance could not be paid because of non-availability of funds. He said senior police officials had been asked to arrange funds for the payment of financial assistance, and the State Life Insurance Corporation of Pakistan had been asked to ensure early payment of group insurance to the complainant.

The ombudsman directed the DPO to get the insurance claim settled and funds for financial assistance sanctioned within the shortest possible time.

The DPO has now informed the ombudsman secretariat that the widow had been paid the financial assistance and group insurance in compliance with the directions.

http://www.nawaiwaqt.com.pk.
email: editor@nawaiwaqt.com.pk

LOCAL

مسلسل اشاعت کے 66 سال

66 YEARS
23 MARCH 1947

روزنامہ
نوائے وقت
لاہور

لاہور کا پہلی زاد پڑوسی / اسلام آباد اور ملتان تک وقت شائع ہوتا ہے

جلد 66
صفحہ 16
شمارہ 342

17 مئی 1947ء
7 مارچ 2007ء
23 اپریل 2063ء

فون نمبرز
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قیمت 7 روپے

رجسٹرڈ نمبر ایمل
149

صحافت
16

WEDNESDAY MARCH 7 2007

قانون کی خلاف ورزی کرنے پر 3 پولیس اہلکاروں کیخلاف محکماتہ کارروائی شروع

نہ کوہا ہلکار شہری کی چوری ہونے والی موٹر سائیکل پر آمدگی کے بعد خود استعمال کرتے رہے، ملزم ہا کر دیئے

مستثرہ شخص نے محتسب پنجاب ملتان کو درخواست دی، تحقیقات کرنے پر اہلکار واقعہ میں ملوث پائے گئے

لاہور (خبر نگار خصوصی) محتسب پنجاب عبدالرشید، جن میں ایس ایچ او ایس ایس آئی اور محرر شامل ہیں کے خلاف محکماتہ کارروائی شروع کر دی۔ حکایت کنندہ محمد شعیب نے 8 اپریل 2007ء کو پولیس اہلکاروں

بقیہ 3 محکماتہ کارروائی

انٹرن ریباٹنگ چیک نمبر R-6/132 تحصیل ہمدون آباد، ڈسٹرکٹ بہاولپور نے اپنی حکایت میں محتسب پنجاب، ریٹیل ایس ملتان کو بتایا کہ اس نے ڈسٹری کے دوران اپنی بیٹی کے لئے ایک موٹر سائیکل کی ایک آئی آر قلم لپی ایس بی ڈالا میں درج کردہ لیکن موٹر سائیکل نہ تھی۔ اس دوران حکایت کنندہ کو معلوم ہوا کہ نصیب احمد ایس آئی، قلم قائم پورے چوری ہونے والی موٹر سائیکل پانچاب کر لی ہے اور طرمان کو قادر کر لیا ہے لیکن اسے ایس آئی نے موٹر سائیکل کی برآمدگی ظاہر کرنے کے بعد طرمان کو ہا کر دیا اور موٹر سائیکل اس کے ذمے استعمال میں ہے۔ حکایت کنندہ نے اسے ایس آئی سے رابطہ کیا لیکن اس نے موٹر سائیکل کی پانچابی سے انکار کیا۔ جس کے بعد حکایت کنندہ نے دوسرے پولیس قلم لپی ایس بی ڈالا کے ذریعہ قائم پور کی پولیس سے رابطہ کیا تو اسے ایس آئی محمد بٹیر نے موٹر سائیکل کی برآمدگی بیٹیاہ لوگوں پر ڈال دی۔ بعد میں حکایت کنندہ نے موٹر سائیکل تو سرکاری پر حاصل کر لی مگر اس وقت تک اسکی موٹر سائیکل ہاتھ میں استعمال ہوئی۔ اپنی تیلی رپورٹ میں ڈسٹرکٹ پولیس آفیسر بہاولپور نے محتسب سیکرٹریٹ کو ایس آئی کے خلاف انچوائزی کے بعد نوٹس میٹا اسٹیکو، نصیب احمد ایس آئی اور محمد ارشد بیٹہ کا سٹیل (محرر) ایس قلم پور قلم کو پولیس آفیسر آرزو کی خلاف ورزی کا مرتکب پایا لیکن کے خلاف محتسب پنجاب کے حکم کی روشنی میں اب محکماتہ کارروائی شروع کر دی گئی ہے۔

POST

THE TRUTH, AND NOTHING BUT

Wednesday, March 14, 2007 - Safar 24, 1428

Widow receives payment on ombudsman's order

STAFF REPORTER

LAHORE: On the orders of Ombudsman Punjab Abdur Rashid Khan, Finance Department has made a payment of Rs 400,000/- as financial assistance to a widow, whose husband died during government service.

Mst Parveen Bibi, widow of Khalid Mahmood of District Sargodha, submitted a complaint before the Ombudsman Secretariat that her husband, who had been working as Sub-Engineer (BS-11) in the office of Assistant Director Local Government (AD LG) Sargodha, died on 30 March

2005. However, she had not been provided financial assistance despite repeated efforts. She requested Mohtasib Secretariat that AD LG Sargodha, DG Local Government & Rural Development (LG & RD) Punjab and Finance department may be directed to do so.

In his decision, Ombudsman Punjab Abdur Rashid Khan observed that the complainant's husband had died almost two years back but the case under discussion was reported to have been sent by the LG&RD Department, vide its No. SO Admn I (LG) 1-76/05 dated 10th November 2006 to the Section Officer (DG) Finance

department. The Ombudsman observed that in 2004 Government of the Punjab took the decision of providing financial assistance to the family of a civil servant dying while in service. However, he noted that a number of complaints had been received by his office mentioning delay and other official complications which negates the basic objective of this positive decision. The Secretaries of Finance and LG & RD departments were directed to ensure the sanctioning of financial assistance and placing it at the disposal of DAO Sargodha without any further delay for an early release to the complainant.

ایمان والو: اللہ کی خاطر انصاف کی کوئی دینے کیلئے ڈٹ جلیا کرو (مذکورہ)

روزنامہ

لاہور

انصاف

چیف ایڈیٹر: جنید سلیم

لاہور اور راولپنڈی سے بیک وقت شائع ہونے والا سنجیدہ حلقوں کا مقبول ترین اخبار

28 مارچ 2007ء، 14 پیٹ 2063 ب

042-7027375-7 ABC CERTIFIED

محکمہ جنگلات کے اہلکار کی خلاف جعلی درخواست دینے پر شکایت کنندہ کو جرمانہ

مختص پنجاب کے حکم پر وزیر خان شکایت کنندہ نے منظور احمد فاریسٹ بلاک آفیسر کو جرمانہ ادا کر دیا

ہارون آباد ڈسٹرکٹ بہاولنگر نے مختص سیکرٹریٹ کو اب آگاہ کیا ہے اس نے شکایت کنندہ وزیر خان نے کی رقم مبلغ ایک ہزار روپے وصول کرنی ہے۔

لاہور (سٹاف رپورٹر) مختص پنجاب عبد الرشید خاں کے حکم پر نکلے جنگلات کے اہلکار کے خلاف جعلی اور بوگس درخواست دینے پر ایک شکایت کنندہ نے جرمانے کی رقم متعلقہ اہلکار کو ادا کر دی تفصیلات کے مطابق شکایت کنندہ وزیر خان رہائشی چک نمبر R-170/7 چکی والا تحصیل فورٹ عباس، ڈسٹرکٹ بہاولنگر نے اپنی شکایت میں مختص سیکرٹریٹ کو بتایا کہ منظور احمد، بلاک نمبر آفیسر ہارون آباد رینج ڈسٹرکٹ بہاولنگر نے جنگل کے درختوں کی کٹائی سے گورنمنٹ کو 7,60,000 روپے کا نقصان پہنچایا ڈویژنل فاریسٹ آفیسر، بہاولنگر کی اس رپورٹ کے پیش نظر دفتر مختص پنجاب ایکٹ 1997 کے تحت شکایت کنندہ وزیر خان کو اظہار وجوہ کا نوٹس جاری کیا گیا جس میں کہا گیا کہ کیوں نہ اسے منظور احمد فاریسٹ بلاک آفیسر کے خلاف جعلی اور بوگس درخواست درج کرانے کی پاداش میں مبلغ ایک ہزار روپے بطور معاوضہ مذکورہ اہلکار کو ادا کرنے کا حکم دیا جائے اپنی تعمیلی رپورٹ میں، منظور احمد بلاک آفیسر

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 روزنامہ
 THE DAILY JANG LAHORE
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 جنگ لاہور
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 فون 83-6367480
 SATURDAY MARCH 31, 2007
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 جملہ 28

روزنامہ جنگ لاہور

ہفتہ 11 ربیع الاول 1428ھ 31 مارچ 2007ء

صوبائی محتسب کا مستحسن فیصلہ

صوبائی محتسب پنجاب کی خصوصی ہدایت پر ثانوی تعلیمی بورڈ نے امتحانی پرچوں کی دوبارہ پڑتال کے سلسلے میں بورڈ کے کلینڈر کی دفعہ 11 کی شق نمبر 4 میں ترمیم کر کے امیدوار کو ری چیکنگ کے دوران پرچہ دیکھنے کا حق دے دیا ہے۔ اس سے پہلے کسی بھی امیدوار کو پرچہ کی ری چیکنگ کے لئے فیس ادا کرنے کے باوجود یہ حق حاصل نہیں تھا کہ وہ ری چیکنگ کے دوران خود پرچہ دیکھ سکے اور یہ جان سکے کہ اس کے جن جوابات کو محتسب نے درست قرار دے کر نمبر دیئے ہیں ان نمبروں کا فوٹل بھی درست ہے یا نہیں اور یہ کہ ان نمبروں میں کوئی ردوبدل تو نہیں کیا گیا اس ترمیم کے تحت بورڈ کا نمائندہ طالب علم کی مکمل تسلی کرانے کا بھی پابند ہوگا۔ ثانوی تعلیمی بورڈ میں پرچوں کی مارکنگ کے حوالے سے طلبہ کی شکایات میں اضافہ ہو رہا تھا لیکن ری چیکنگ کی فیس جمع کرانے کے باوجود متعلقہ طالب علم کو پرچہ دیکھنے اور نمبروں کے متعلق فوٹل کا جائزہ لینے کا حق حاصل نہیں تھا اس سے بورڈ کے بعض بدعنوان ملازمین کی حوصلہ افزائی ہوتی تھی مارکنگ میں کئی بدعنوانیاں سامنے آتی رہی ہیں اس حوالے سے صوبائی محتسب کے فیصلے سے طلبہ و طالبات کی دادرسی ہو سکے گی اور وہ ری چیکنگ کے عمل کا خود مشاہدہ کر سکیں گے۔



مختب پنجاب عبدالرشید کے حکم پر کمپیوٹر آپریٹر کی دو سالہ تنخواہ کی ادائیگی

فخر احمد نے کنٹریکٹ کی بنیاد پر 24 مارچ 2005ء کو بطور آپریٹر ملازمت اختیار کی

وہ 24 مارچ 2005ء سے لیکر اب کام کرتا رہا مگر ٹی ایم اے نے ابھی تک ادائیگی نہیں کی

لاہور (نمائندہ خصوصی) مختب پنجاب عبدالرشید خان کے حکم پر تحصیل میونسپل آفیسر، (ٹی ایم او) تاندلیانوالہ نے ایک کمپیوٹر آپریٹر کی دو سال سے روکی گئی تنخواہ مبلغ ایک لاکھ گیارہ ہزار دو سو ستر روپے کی ادائیگی کر دی۔ تفصیلات کے مطابق شکایت کنندہ فخر احمد رہائشی ممتاز آباد، تاندلیانوالہ، ڈسٹرکٹ فیصل آباد نے مختب سیکرٹریٹ کو اپنی شکایت میں بتایا کہ اس نے کنٹریکٹ کی بنیاد پر 24 مارچ 2005ء کو بطور کمپیوٹر آپریٹر ٹی ایم اے تاندلیانوالہ میں ملازمت حاصل کی۔ اس نے بتایا کہ وہ اپنی حاضری رپورٹ 24 مارچ 2005ء سے لیکر اب تک وہاں کام کرتا رہا ہے مگر ٹی ایم اے نے ابھی تک اس کی تنخواہ کی ادائیگی نہیں کی۔ شکایت کنندہ نے مختب سیکرٹریٹ سے درخواست کی کہ ٹی ایم او تاندلیانوالہ کو اس کی روکی گئی تنخواہ کی ادائیگی کے احکامات جاری کئے جائیں۔ مختب سیکرٹریٹ کو اب آگاہ کیا گیا کہ محکمہ لوکل گورنمنٹ اینڈ رورل ڈویلپمنٹ، حکومت پنجاب نے پچھلی تاریخوں سے ایک کمپیوٹر آپریٹر کی پوسٹ کی باقاعدہ منظوری دیدی ہے جبکہ ٹی ایم او تاندلیانوالہ کی تفصیلی رپورٹ کے مطابق شکایت کنندہ کو اس کی تنخواہ کے واجبات کی رقم مبلغ ایک لاکھ گیارہ ہزار دو سو ستر روپے کی ادائیگی کر دی گئی ہے۔

The Nation

Wednesday, April 18, 2007

LAHORE, KARACHI, ISLAMABAD

24 Pages Regd. No. B/LRL-150 Vol.

Use of substandard material

Ombudsman orders action against contractor

OUR STAFF REPORTER

LAHORE - On the orders of Punjab Ombudsman Abdul Rashid Khan, Communication and Works (C&W) Department has approved action against the officials responsible for endorsing substandard work and releasing payments to a contractor for construction of a defective road in Toba Tek Singh.

Muhammad Qasim Bhatti, vice president, Press Club Pir Mahal, TTS filed a complaint before the ombudsman that Provincial Highways Faisalabad Circle had allotted a contract to Ramzan Shah for the construction of road. It was alleged that the contractor used highly defective material in the construction of the said road.

In its compliance report, C&W department has informed ombudsman that a team from Road Research & Material Testing Institute was deputed to visit the

site, conduct quality assurance tests and ascertain the facts.

The evaluation report was examined in the C&W department and the competent authority has approved action under the Punjab Employees Efficiency, Discipline and Accountability Act 2006 against the officials responsible for accepting substandard work and releasing payments to the contractor for the defective work. They include Abdul Ghafoor, XEN (R), Fateh Muhammad, Wattoo, SDO, Muhammad Nawaz SDO, Tahir Haleem, sub engineer, Khalid Mahmood, sub engineer.

National Herald TRIBUNE

The Harbinger of Change NHT Rawalpindi

Thursday, May 10, 2007,

Editor-in-Chief, Ghulam Akbar **NHT** Rawalpindi / Islamabad

NHT

Retired teacher at last gets GPF

LAHORE, May 9: On the orders of Punjab Ombudsman, District Accounts Officer (DAO) Sialkot, has made the payment of General Provident Fund (GPF) amounting Rs 253,854 to a retired PTC teacher, earlier denied to her on the ground that

payment had already been made to her namesake teacher in 1987.

The retired teacher Parveen Akhtar filed a complaint that she had regularly subscribed to her GPF during 31 years of her service, but when she retired in September 2004, she was informed by the office of DAO that GPF payment could not be made to her, as the payment out of the same account had been

made to another lady teacher of the same name and parentage in December 1987, who had died.

The complainant requested Mohtasib Secretariat that orders be issued to concerned office for her dues.

The DAO Sialkot office reported that the final payment of Rs 7,265 out of said GPF account (II/SLK/EDU/9186) had been made on 14-12-1987 to the family of deceased lady teacher, Parveen d/o Bashir Ahmad, through AEO (WEE) Daska. Therefore, the complainant's request could not be entertained and that the matter warranted investigation by the Education Department.

Punjab Ombudsman Abdur Rashid Khan observed that as per

service record, the complainant remained posted at Pasrur till retirement in September 2004, while the other Parveen Akhtar joined and served as PTC teacher in a primary school in Markaz Pasrur. The latter was transferred to Daska in 1986, and died in 1987. He observed that an error was committed by the office of DAO Sialkot when final payment of GPF was made to her family after her death in 1987 out of GPF account 9186, instead of GPF account 11607. The DAO office Sialkot, in the course of the hearing of the case, admitted that this had happened owing to a mistake, and on the Ombudsman's directive, made the said GPF payment of Rs 253,854 in favour of the complainant. -APP

FOUNDED BY QUAID-I-AZAM MOHAMMAD ALI JINNAH

DAWN

<http://DAWN.com> Vol. LXI No. 132 Lahore, Rabi-us-Sani 28, 1428 Wednesday, May 16, 2007 24 PAGES

Action against livestock official

By Our Reporter

LAHORE, May 15: On the orders of the Punjab ombudsman, the livestock and dairy development department has initiated disciplinary proceedings against the Pakpattan district livestock officer under the Punjab Employees Efficiency, Discipline and Accountability Act, 2006, for violating the recruitment policy and depriving two eligible candidates of their rightful appointment.

Complainant Hasan Mustafa submitted that he applied for appointment as veterinary assistant against two posts falling in the provincial and four in district quotas in response to a newspaper ad in 2006 and was placed at No 1 in both the quotas after interviews.

The ombudsman, however, ordered appointment of Abdul Majid, the candidate at No 2, on the basis of his complaint. The district officer did not appoint even the No 2 candidate and advertised both the posts once again. He again applied and was placed at No 1 in the list but was denied appointment.

In its departmental response, the DO submitted that the complainant was placed at No.1 in the provincial quota, but since the candidates were the same for both quotas, he waited for the outcome of district quota. Since there was a ban on recruitments on district council side, no appointments were made against provincial quota also and the posts were re-advertised. In the meantime, orders of the ombudsman were

received in the case of Abdul Majid, who was at No.2 in the merit list of the provincial quota. He had not made the appointment of the candidate at No.2 because he had filed a representation against the orders of the ombudsman before the Punjab governor which was pending.

The ombudsman held the DO responsible for maladministration because he denied appointment to the complainants at No.1 and 2 in the merit list despite availability of posts in the provincial quota without any justification. The representation filed against the directions for appointment of Abdul Majid had also been rejected by the governor. There was no justification for withholding the appointments pending the decision about the district council quota because independent selection processes had been completed for both quotas.

The ombudsman directed the DO to appoint the complainant and the candidate at No.2 in the merit list against the posts in the provincial quota and ordered the Punjab livestock secretary to hold a thorough inquiry into the case regarding maladministration and proceed against the district livestock officer.

In his compliance report, the secretary has informed the ombudsman that appointment orders of both the selected candidates had been issued and disciplinary proceedings initiated against the DO.

باقاعدہ تصدیق شد اشاعت پاکستان کے ہر روز نامہ سے زیادہ

ABC
CERTIFIED

THE DAILY JANG LAHORE * * *

روزنامہ جنگ

بانی..... میر خلیل الرحمن

صفحہ 20 قیمت سات روپے

رجسٹرڈ
پبلشنگ
159
فون 83-83-6367480

بدھ 6 جمادی الاول 1428ھ 23 مئی 2007ء 10 جینہ 2064 ب

جملہ 28 نمبر 216

WEDNESDAY MAY 23, 2007

مختب پنجاب کے حکم پر تحصیل میونسپل
ایڈمنسٹریشن احمد پور سیال نے بیوہ کو
3 لاکھ کی مالی امداد کی ادائیگی کر دی

لاہور، جھنگ (خصوصی نامہ نگار، نمائندہ جنگ) مختب پنجاب عبدالرشید خان کے حکم پر تحصیل میونسپل ایڈمنسٹریشن (ٹی ایم اے) احمد پور سیال نے ایک بیوہ کو اس کی مالی امداد کی رقم مبلغ تین لاکھ روپے کی ادائیگی کر دی۔ شکایت کنندہ زاہدہ پروین رہائشی احمد پور سیال ڈسٹرکٹ جھنگ نے اپنی شکایت میں مختب سیکرٹریٹ کو آگاہ کیا کہ اس کا شوہر مختار حسین سیکرٹری یوسی دوران سروس 2 مارچ 2005ء کو انتقال کر گیا جس کے بعد شکایت کنندہ بیوہ نے گورنمنٹ پالیسی کے مطابق تحصیل ناظم شوگر کوٹ سے خاندان کی تین لاکھ روپے کی مالی امداد کے لئے رابطہ کیا لیکن ٹی ایم اے نے واجبات کی ادائیگی سے انکار کر دیا۔ اپنے فیصلے میں مختب پنجاب نے ٹی ایم او ٹی ایم اے احمد پور سیال ڈسٹرکٹ جھنگ کو شکایت کنندہ کی مالی امداد کی رقم تین لاکھ روپے کی ادائیگی کے لئے ہدایت جاری کیں اور ٹی ایم اے احمد پور سیال ٹی ایم اے شوگر کوٹ سے اس کے حصے کی رقم 162000 روپے کی ادائیگی کے لئے بھی ہدایت کی۔ تعمیلی رپورٹ میں ٹی ایم اے ٹی ایم او احمد پور سیال نے مختب سیکرٹریٹ کو آگاہ کیا کہ بیوہ زاہدہ پروین کو مالی امداد کی رقم مبلغ تین لاکھ روپے کی ادائیگی کر دی گئی ہے۔

INTERNATIONAL

THE NEWS

Wednesday

May 30, 2007

CITY NEWS 19

OMBUDSMAN'S ORDERS

DSP apologises to driver over licence

**By Our Correspondent
LAHORE**

ON the orders of Punjab Ombudsman Abdur Rashid Khan, DSP Traffic Police, Faisalabad, has submitted a written apology to a bus driver whose driving licence had illegally been taken away from him.

Bus driver Muhammad Aslam Khan had submitted that Faisalabad Traffic Police took his driving licence into possession for verification during the 'Traffic Week'.

The complainant stated he was employed as a driver in a private transport company in Faisalabad at that time. He visited the Traffic Police Office a number of times to inquire about his driving licence but, each time, he was sent back on the pretext that his licence had been sent to the licensing authority, Mianwali, for verification.

The aggrieved driver himself went to the office of Traffic Police, Mianwali, and was shocked to learn that his licence had not even been received there. After being tired of the attitude of Traffic Police, the complainant moved application before the Office Incharge, Traffic Police and senior Police officers, Faisalabad, but nothing was done. The complainant requested the Mohtasib Secretariat that direction be issued to Faisalabad Traffic Police for releasing his driving licence.

In its departmental response, the then SP Traffic, Faisalabad, informed Mohtasib Secretariat that the driving licence of the complainant was cancelled on July 05, 2006 because the Issuing Authority had held that it fell in the category of Heavy Transport Vehicle (HTV) only whereas the licence itself had an entry of Heavy Transport Vehicle & Public Service Vehicle.

category Heavy Transport Vehicle/Public Service Vehicle (HTV/PSV) and was genuine.

In his decision, Punjab Ombudsman observed that Licensing Authority, Mianwali, had intimated that complainant's licence was genuine, therefore, subsequent verification by SP Traffic, Faisalabad, was not necessary.

Moreover, on confirmation of the Licensing Authority, Mianwali which had been received on July 18, 2006, no action was taken by the office of SP (Traffic), Faisalabad, to restore the licence which had been cancelled on July 05, 2006.

The ombudsman observed that the explanation, given by the agency that the complainant was being contacted to advise him to file an appeal, is totally unacceptable because an unfair decision had been taken on an incorrect report made by Licensing Authority, Mianwali, as nothing should have stopped Superintendent of Police (Traffic), Faisalabad, from restoring the licence when a clear confirmation had been received from Mianwali that the licence was genuine.

The result of all this was that the complainant had to approach Ombudsman Office in December 2006 for redressal of his grievance. The Ombudsman noted that since the licence had been restored, a lenient view is taken and it is directed that a letter of unconditional apology be written to the complainant for the hardship caused to him on account of incorrect report by the Licensing Authority and inaction on the part of Traffic Police Office, Faisalabad, even after it was confirmed that it was an HTV/PSV licence.

In its compliance report, DSP Traffic Police, Faisalabad, has now

DAILY EXPRESS



اسلام آباد کراچی لاہور پشاور ملتان فیصل آباد گوجرانوالہ سرگودھا جیمہ یاخان اور سکھر سے بیک وقت شائع ہونے والا واحد قومی روزنامہ

جلد 5 شمارہ 287 بدھ 20 جمادی الاول 1428ھ 6 جون 2007ء 24 جیتہ 2064 ب فون 76-6782371 صفحات 16 قیمت 7 روپے

زکریا یونیورسٹی نے 2 سال بعد ٹیچر کو ادائیگی کر دی

ماچھیوال کے ٹیچر محمد نعیم نے 2005ء میں ایم اے کے امتحانات میں بطور نگران کام کیا

یونیورسٹی انتظامیہ نے غلطی سے چیک ساہیوال کے ٹیچر کو بھیج دیا جو اس نے کیش کر لیا

محمد نعیم کی درخواست پر صوبائی محتسب عبدالرشید خان نے اسے رقم دلادی

ملتان (ماہر نگار خصوصی) محتسب پنجاب عبدالرشید خان کے حکم پر بہاء الدین زکریا یونیورسٹی ملتان نے ایک سکول ٹیچر کو دو سال بعد بطور نگران امتحانات ایم اے ایم ایس سی کے معاوضے کی ادائیگی کر دی تفصیلات کے مطابق محمد نعیم ٹیچر گورنمنٹ ہائی سکول 557 ای بی ماچھیوال ضلع وہاڑی نے اپنی شکایت میں رجسٹر آف محتسب سیکرٹریٹ ملتان کو آگاہ کیا کہ اس نے بطور نگران امتحانات ایم اے ایم ایس سی زیر انتظام بہاء الدین زکریا یونیورسٹی ملتان منعقدہ جون 2005ء بورے والا سینٹر میں کام کیا لیکن اسے ابھی تک معاوضے کی ادائیگی نہیں کی گئی شکایت کنندہ نے بتایا کہ یونیورسٹی انتظامیہ سے رابطہ کیا تو معلوم ہوا کہ چیک رجسٹری کے تحت بھیج دیا گیا ہے چھ ماہ بعد شکایت کنندہ نے محتسب سیکرٹریٹ سے درخواست کی کہ یونیورسٹی انتظامیہ کو اس کے واجبات کی ادائیگی کے لئے ہدایات جاری کی جائیں اپنے جھگڑا جواب میں بہاء الدین زکریا یونیورسٹی ملتان نے محتسب سیکرٹریٹ کو آگاہ کیا کہ ٹائپ کی غلطی کی وجہ سے چیک ماچھیوال کی بجائے ساہیوال بھیج دیا گیا ہے ایک دوسرے ہم نام ٹیچر نے

کیش کروا لیا یونیورسٹی نے موقف اختیار کیا کہ جس ٹیچر نے چیک کیش کروا لیا ہے اس سے رقم کی واپسی کے بعد شکایت کنندہ کو رقم کی ادائیگی کر دی جائے گی اپنے فیصلے میں محتسب پنجاب عبدالرشید خان نے یونیورسٹی کے اس عمل کا سختی سے نوٹس لیتے ہوئے کہا کہ غلطی یونیورسٹی کے اپنے ملازم سے سرزد ہوئی مگر شکایت کنندہ ٹیچر کو دو سال کے عرصے تک اپنے ذمہ دہیے گئے کام کو سرانجام دینے کے بعد بھی رقم کی وصولی کے لئے طویل انتظار اور مشکلات کا سامنا کرنا پڑا جبکہ شکایت کنندہ ٹیچر کے معاوضے کی ادائیگی کو دوسرے ٹیچر سے رقم کی واپسی سے مشروط کرنا ایک غیر منصفانہ اور غیر قانونی فعل ہے جو شدید عدالت انتظامی کے زمرے میں آتا ہے محتسب پنجاب نے بہاء الدین زکریا یونیورسٹی ملتان کو ہدایات جاری کیں کہ شکایات کنندہ کو پندرہ دن کے اندر اس کے معاوضے کی ادائیگی کی جائے اپنی نقلی رپورٹ میں بہاء الدین زکریا یونیورسٹی ملتان نے اب محتسب سیکرٹریٹ کو آگاہ کیا کہ شکایت کنندہ محمد نعیم ٹیچر گورنمنٹ ہائی سکول ماچھیوال ڈسٹرکٹ وہاڑی کو معاوضہ کی مطلوبہ رقم کا چیک جاری کر دیا گیا ہے۔

pk

POST

The

THE TRUTH, AND NOTHING BUT

Wednesday, August 1, 2007 · Rajab 16, 1428

DPO pays rent on ombudsman's orders

STAFF REPORTER

LAHORE: On the orders of Punjab Ombudsman Abdur Rashid Khan, the DPO Jhelum paid a sum of Rs. 167,700 as rent of privately owned shops occupied by Police Station Chotala Jhelum. Complainant Ch Abbas Ali rented out his 15 shops located at Sanghoi Tehsil & District Jhelum to the Police department for the establishment of PS Chotala at monthly rent of Rs 430 per shop, but the local police neither paid the rent nor vacated shops. The complainant requested the Mohtasib Secretariat that his grievance be redressed. In its departmental response, the DPO Jhelum conceded that the said shops were taken on rent by the SHO vide a written agreement, but could not be occupied due to inundation and as such, the claim of the complainant was unfounded.

DAILY
NAWA-I-WAQT
MULTAN

روزنامہ
نوائے وقت

بانی و نصابی محکمہ
ایڈیٹر جنرل جناب
ملتان

ملتان، کراچی، راولپنڈی، اسلام آباد اور لاہور سے ہر ایک وقت شائع ہوتا ہے

8.8.2007

محکمہ تعلیم میں لیب ایجاد کی آسامیوں
میں معذوروں کا 2 فیصد کوٹہ مختص
صوبائی منتخب کے حکم پر محکمہ
10 آسامیاں مشترکہ کر دیں
پرائیکٹ ڈائریکٹر کو 17 درخواستیں موصول

ذریعہ نایابان (بیورو رپورٹ) منتخب پنجاب معذور
نہیں کے حکم پر محکمہ تعلیم نے معذور افراد کی بھرتی کے
لئے حکومت کے منظور شدہ بانی 10 فیصد 59

کوٹے کے مطابق لیب ایجاد کی آسامیوں مختص کرتے
ہوئے انہیں مشترکہ کر دیے۔ تھیں ان کے مطابق ذریعہ نایابان
کے ایک معذور شخص رضوان عیسیٰ نے اپنی شکایت میں
منتخب سیکرٹریٹ کو بتایا کہ پرائیکٹ ڈائریکٹر آئی ٹی کیمپوز
سائنس نیچر اینڈ کمپیوٹر لیب پرائیکٹ پنجاب لاہور نے اپنے
قانون میں سے ایک بھی معذور شخص کی بھرتی نہیں کی جبکہ
قانون کے مطابق تمام اداروں میں حکومت کی طرف سے
معذور افراد کی بھرتی کے لئے دو فیصد کوٹہ مخصوص کیا گیا ہے۔
شکایت کنندہ نے منتخب سیکرٹریٹ سے درخواست کی کہ
معذور افراد کے کوٹے میں اس کی تفریق کے لئے محتاط دیکھ کر
پر لیا جائے۔ جواب میں پرائیکٹ
ڈائریکٹر آئی ٹی کیمپوز سائنس نے منتخب سیکرٹریٹ کو آگاہ
کیا کہ معذور افراد کے لئے مخصوص کوٹہ طے کرنا ہوتا ہے
اور چونکہ ذریعہ نایابان میں کمپیوٹر لیب ایجاد کی محدود
آسامیاں تھیں لہذا اس کوٹہ میں کوئی آسامی نہیں رکھی گئی۔
اسیے فیصلے میں منتخب پنجاب نے مشاہدہ کیا کہ ملازمت اور
بھرتی آرڈیننس 1981 کے سیکشن 10 کے مطابق تمام حکومتی
اداروں میں معذور افراد کی بھرتی کی کل تعداد کے دو فیصد آسامیوں پر
معذور افراد کو بھرتی کرنے کی پابندی ہے اور اس ضمن میں
حکومت پنجاب نے تمام ایجنسیوں کو تاکید کی ہے کہ وہ اپنی کل
Cadre strength کے مطابق دو فیصد آسامیوں پر کل
معذور افراد کی بھرتی کو یقینی بنائیں اور اس ضمن میں مطلوبہ
آسامیوں کی تعداد کا تعین کر کے اپنی صوابدہ کے مطابق
متعلقہ آسامیوں کو مشترکہ کرنے کے بعد معذور افراد کی
بھرتی پر تفریق کریں۔ منتخب پنجاب نے فرار دیا کہ
سیکرٹری تعلیم حکومت پنجاب اور پرائیکٹ ڈائریکٹر کان
آسامیوں کو پر کرے وقت متذکرہ فیصلہ دو فیصد کوٹہ کے
مطابق معذور افراد کو بھرتی سے محروم رکھنے کے ذریعے میں
آتا ہے۔ منتخب نے سیکرٹری محکمہ تعلیم حکومت پنجاب اور
پرائیکٹ ڈائریکٹر آئی ٹی کیمپوز سائنس نیچر اینڈ ایجاد اینڈ
کمپیوٹر لیب پرائیکٹ حکومت پنجاب کو دعوت کی کہ وہ متذکرہ
آسامیوں میں سے معذور افراد کے لئے مختص کوٹہ کے مطابق
تعداد کا تعین کر کے ان پر وجہ قانون کے مطابق بھرتی کریں
اور اس ضمن میں مملکت آئی ڈی رپورٹ دفتر منتخب پنجاب کو
ارسال کریں۔ اپنی رپورٹ میں محکمہ تعلیم حکومت پنجاب نے

اب منتخب سیکرٹریٹ کو آگاہ کیا ہے کہ اب پرائیکٹ میں لیب
ایجاد کی 515 آسامیوں میں سے معذور افراد کے کوٹہ کی
مختص دس آسامیوں کے لئے پرائیکٹ ڈائریکٹر آئی ٹی
کیمپوز سائنس کی جانب سے قومی ایجنڈات میں معذور افراد کی
آسامیاں مشترکہ کر دی گئی ہیں جبکہ اس ضمن میں پرائیکٹ
ڈائریکٹر کو 17 درخواستیں موصول ہوئی ہیں۔

The Nation

6, 2007

LAHORE, KARACHI, ISLAMABAD

24 Pages Regd. No. B/LRL-150 Vol. 1

The Nation | Thursday, August 16, 2007

PHATA refunds Rs 1.42 million to two citizens

OUR STAFF REPORTER

LAHORE - On the orders of Punjab Ombudsman Abdur Rashid Khan, Punjab Housing and Town Planning Agency (PHATA), Faisalabad, has made payment of over Rs 1.42 million to two citizens who were charged excess fee for commercialisation of their plot.

Complainants Muhammad Saleem and Muhammad Naeem, submitted that during the year 2000, Deputy Director, PHATA, Faisalabad had charged excess fee of over Rs 2.107 million instead of Rs 684,734, for commercialisation of a plot in Peoples Colony Faisalabad by applying different rate of commercialisation fee applicable to their area.

The complainants quoted commercialisation of adjacent

plot where PHATA had similarly charged excess fee, but on the orders of ombudsman, as later upheld by the Punjab Governor, the excess fee in that case was refunded to the owners.

In his decision, ombudsman observed that the situation of complainants' plot was not different from a plot that fee was refunded earlier.

ABC CERTIFIED

باناغہ تصدیق شدہ شاعت ملتان لاہور اسلام آباد کوئٹہ پشاور کراچی حیدرآباد لاہور مظفر آباد (آراکھسیر) شائع ہونیوالا قومی اخبار

جیت ایشیہ: ضیاء شاہ

ملتان

Daily Khabrain

روزنامہ

ایشیہ: انتہا شاہ

جمعرات 2 شعبان المعظم 1428ھ 16 اگست 2007ء یکم محرم 1429ھ

5 روپے

خبریں

اگر ڈی میں

POST

دو روپے 12

زیا اخبار

سڑکی میں

خبروں

پنڈاس میں

خبروں

مختص پنجاہ کے حکم پر شکایت کنندگان کو
وصول شدہ اضافی کمرشل ٹریڈنگ فیس واپس کرنی
+ ملتان (پ ر) مختص پنجاہ عبدالرشید خان کے حکم
باقی صفحہ 10 بقیہ نمبر 15

بقیہ نمبر 15 // فیس واپس

پنجاہ ہاؤسنگ اینڈ ٹاؤن پلاننگ ایجنسی (پی ایچ اے ٹی اے) فیصل آباد نے شکایت کنندگان کو ایک پلاٹ کی وصول کی گئی اضافی کمرشل ٹریڈنگ فیس 14 لاکھ 22 ہزار 859 روپے کی ادائیگی کر دی۔ شکایت کنندگان ایم ایس محمد سلیم اینڈ محمد نعیم سنز، حاجی مرزا محمد حسین پیپلز کالونی فیصل آباد نے اپنی شکایت میں مختص سیکرٹریٹ کو بتایا کہ دوران سال 2000ء ڈیپٹی ڈائریکٹر پی ایچ اے ٹی اے نے فیصل آباد نے کمرشل ٹریڈنگ فیس کے مختلف ریٹ ان کے علاقے، کھلی میں نافذ العمل کرتے ہوئے 6,84,734 روپے کے بجائے 21,07,593 روپے پیپلز کالونی فیصل آباد ایک پلاٹ کی کمرشل ٹریڈنگ فیس کی مد میں وصول کیے اور پیپلز کالونی فیصل آباد میں ان سے ملحقہ پلاٹ نمبر 330 پی سے پی ایچ اے ٹی اے نے ان کے پلاٹ جتنی ہی اضافی کمرشل ٹریڈنگ فیس وصول کی تھی۔

وزنامہ لاہور وقت

جلد 67، شماره 237 جمعرات 27 ستمبر، 2007ء صفحات 20، قیمت 8 روپے۔ تعارفی قیمت 5 روپے

25 سال بعد پولیس اہلکار کی بیوہ کو پنشن مل گئی

لاہور (کورٹ رپورٹر) صوبائی محتسب کے حکم پر محکمہ پولیس کے اہلکار کی بیوہ کو 25 سال بعد فیملی پنشن کے 81 ہزار 340 روپے کی ادائیگی کر دی گئی۔ تفصیلات کے مطابق خانیوال کی رحمت بی بی نے محتسب سیکرٹریٹ کے ریجنل آفس میں درخواست دائر کی کہ اس کا شوہر محکمہ پولیس میں ملازم تھا دوران ڈیوٹی 3 دسمبر 1971 کو فوت ہو گیا جس کے بعد شکایت کنندہ فیملی پنشن نیشنل بینک غلہ منڈی براچی خانیوال سے 1982ء تک وصول کرتی رہی۔ خاتون نے کہا کہ اس کی پنشن بک گھر کی منتقلی کے دوران گم ہو گئی جس کی رپورٹ متعلقہ تھانہ میں درج کرادی گئی اور ڈسٹرکٹ اکاؤنٹ آفس میں متبادل پنشن بک کیلئے درخواست دی گئی جس پر کارروائی نہ ہوئی۔ مذکورہ محکمہ سے مایوسی کے بعد درخواست گزار نے صوبائی محتسب سے استدعا کی کہ ذمہ داران کو متبادل پنشن بک جاری کرنے کے احکامات جاری کئے جائیں جبکہ ڈسٹرکٹ اکاؤنٹ افسر نے اپنے حکمانہ جواب میں موقف اختیار کیا کہ شکایت کنندہ کا شوہر پے آرڈر نمبر 135726 کے تحت پنشن حاصل کر چکا تھا۔ صوبائی محتسب عبدالرشید خان نے اے جی پنجاب سے معاملہ کی وضاحت طلب کی اور تمام مطلوبہ کاغذات حاصل کرنے کے بعد اے جی آفس کے نمائندے کو حکم دیا کہ شکایت کنندہ کو جلد از جلد انصاف فراہم کرنے کے احکامات جاری کئے جائیں۔ اپنی رپورٹ میں اکاؤنٹنٹ جنرل پنجاب نے محتسب سیکرٹریٹ کو آگاہ کیا ہے کہ فیملی پنشن کے واجبات ادا کر دیئے گئے ہیں۔

The Nation

Friday, September 28, 2007

Ombudsman directs VC to amend refund law

OUR STAFF REPORTER

LAHORE— The Punjab ombudsman Abdul Rashid Khan has directed vice chancellor Punjab University to amend rule regarding rechecking to allow a candidate to refund his entire deposited fee in case it is proved after rechecking of answer book that a mistake is found on the part of university.

The ombudsman has also sought report from VC till November 12 in this regard observing that charging fee in respect of cases wherein some mistake

is detected on the part of university at the time of rechecking amounts to mal-administration of university. The ombudsman took action on the complainant of law student Muhammad Waseem Elahi who said that he appeared in LLB part-III annual examination 2004. He said he applied for rechecking of his papers II and V and deposited requisite fee of Rs.1800. He said after few days university officials informed him that his answer book has been rechecked and in paper-V his marks gave been increased from 28 to 38.

The POST

THE TRUTH, AND NOTHING BUT

Wednesday, October 3, 2007 - Ramadan 20, 1428

of Newspapers

Published from

STAFF REPORTER

LAHORE: On the orders of Punjab Ombudsman Abdur Rashid Khan, EDO Health Mianwali has made payment of wages amounting to Rs. 123,750 after two years to spray-men who were engaged in Mianwali district on daily wage basis.

Inayatullah Khan, resident of Mianwali district submitted a complaint in Mohlisab Secretariat stating that he, along with 18 other spraymen, was engaged on daily wages for doing spray by District Officer (Health), Mianwali. They performed their

duties as such from 10-07-2005 to 23-09-2005 in three different squads in Tehsils Isakhel, Mianwali and Piplan. However, they had not been paid their wages for that period, despite assurance given by E.D.O. (Health). The complainant requested Mohlisab Secretariat that a directive be issued to respondent agency for making payment of the outstanding amount to all the Spray-men.

In its departmental response, Executive District Officer (E.D.O.) Health, Mianwali reported that he approached D.C.O. Mianwali for providing budget to the tune of Rs.

123,750 for making payment to the Spray-men, but budget grant was not provided. Then he requested Director General, Health Services, Punjab, Lahore to arrange funds for this purpose but funds were not provided either on the excuse that payment of daily wages to Spray-men was the responsibility of District Government.

On Punjab Ombudsman's instructions, the matter was further pursued with E.D.O. (Health), Mianwali who then reported that, according to the decision made by DCO Mianwali in the meeting held on 11-11-2006, the

case had been forwarded to E.D.O. (F&P), Mianwali for providing funds, amounting to Rs. 1,23,750, and payment would be made to Spray-men on receipt of funds from EDO (F&P), Mianwali.

The Ombudsman held that since the respondent agency had admitted the liability of payment of wages to the complainant and other Spray men from 10-07-2005 to 23-09-2005 i.e. the period they performed their duty, therefore, E.D.O. (Health), Mianwali should make payment of daily wages to all the Spray-men without delay, by arranging funds from District Gov-

ernment, Mianwali along with a compliance report sent to Ombudsman's Secretariat.

Unprecedented funds for health sector, says Iqbal: Punjab Health Minister Ch Muhammad Iqbal has said that government is introducing implementable reforms in health sector to regenerate the existing resources for the provision of better healthcare facilities to the masses. He said that unprecedented funds had been allocated to the comparatively less developed areas, especially to the districts of southern Punjab, for the completion of mega projects.

Spray-men get wages after two years

The Frontier Post

National daily published from Peshawar, Quetta & Lahore

web site: <http://thefrontierpost.com>

Regd. No. 237

SHAWAL 5, 1428 ----- THURSDAY, OCTOBER 18, 2007

12

Degrees issued on direction of Ombudsman

F.P Report

LAHORE: On the direction of Ombudsman Punjab, Abdur Rashid Khan, University of Education, Lahore, has taken action for issuance of degrees of sessions 2002-2003 to 2004-2005 to eligible candidates.

According to the details, complainant Ms. Shagufta Rashid, who had passed B. Ed. examination in 2003, lodged a complaint in Mohtasib Secretariat in February 2007 that B. Ed. degree had not been issued to her despite many requests.

The matter was taken up with Controller of Examinations, University of Education who informed that as per their record, the complainant had not applied for issuance of degree. It was,

however, intimated that printing of degrees of various programmes w.e.f. 2002-2003 onward was under process and as soon as the degrees were printed, these would be issued/awarded to the graduates concerned.

It was further intimated that the reason for not issuing the degrees was late approval of designs of degrees of various programmes by the competent forum i.e. the Syndicate which had approved the same in January 2006.

In his decision, Punjab Ombudsman Abdur Rashid Khan, noted with concern that though the Education University was established in 2002, yet degrees to the successful candidates had not been awarded so far.

Therefore, taking notice of

long time taken in getting designs of degrees approved which caused inordinate delay in issuance thereof to the eligible candidates, Ombudsman Punjab directed University of Education to ensure awarding of degrees in respect of all completed programmes up to 2005 to the candidates concerned without further delay.

In its compliance report, University of Education has now intimated Mohtasib Secretariat that besides sending the complainant's degree to her college for delivering it to her, degrees of all completed programmes up to 2005 were ready and were being sent to all constituent and affiliated colleges of University of Education for awarding to the students concerned.

BUSINESS RECORDER

Simultaneously published from Lahore, Islamabad & Karachi

Editor-in-chief: M.A. Zuberi

Wednesday 10 October 2007

BISE restores original marks on Ombudsman's order

LAHORE: Board of Intermediate and Secondary Education (BISE), Lahore, on the orders of Punjab Ombudsman Abdur Rashid Khan, has restored the marks originally given to a candidate by the sub-examiner, which had earlier been reduced by the head examiner.

According to a news release, complainant Mirza Abdul Rashid submitted that his daughter Rahima Rashid, who obtained 857/1100 marks in F.Sc (2006) from BISE Lahore got her paper/Biology part II re-checked and found that the head examiner had reduced marks awarded by the sub-examiner in the paper on the ground that the candidate had been guilty of act of over-writing while ticking various options in

the objective part of the paper.

The complainant took the plea that the reduction of marks by the head examiner and endorsement of that reduction by the board was illegal. He requested Mohtasib Secretariat that reduction of 23 numbers by head examiner be declared as illegal, so that her daughter could get admission to institutions of higher education.

Punjab Ombudsman after thorough investigation directed BISE to restore the marks originally given by sub examiner.

The BISE, Lahore, submitted a representation before the Governor against the aforesaid order of the Ombudsman, which was rejected by the Governor and the Ombudsman's order was upheld.—APP

FOUNDED BY QUAID-I-AZAM MOHAMMAD ALI JINNAH

DAWN

http://DAWN.com Vol. LXI No. 291 Lahore, Shawwal 11, 1428 Wednesday, October 24, 2007 24 PAGES

METROPOLITAN 19

Widow gets financial assistance

By Our Reporter

LAHORE, Oct 23: The Punjab Finance Department has granted Rs800,000 financial assistance, being withheld for the last three years, to a professor's widow on the orders of the provincial ombudsman.

Nusrat Ishtiaq submitted to Ombudsman Abdul Rashid Khan her husband Prof Ishtiaq Husain died during service in January 2004. She applied for financial assistance and the education secretary sent her application to the finance secretary, but she had not been granted assistance so far.

In his response, the finance secretary said Prof Husain died in January 2004, whereas the Finance Department's order regarding financial assistance was applicable to civil servants who died on or after Nov 10, 2004. He said Prof Husain's widow could not be granted financial assistance on the basis of precedents cited by her.

The ombudsman observed there was no ambiguity in the Finance Department's letter dated Nov 10, 2004 that said the Administrative Department/Appointing Authority had been advised that "all cases initiated by or under process in the Administrative Department may be disposed accordingly". He said

the letter made it clear the assistance authorised by it by virtue of its para 3 also extended to people whose cases had been initiated or were under process. Obviously, no case of financial assistance on account of death of an in-service employee, who died on Nov 10, 2004, could have been initiated or have been under process in the department on Nov 10, 2004. He said these cases would certainly be in respect of government servants who may have died before this date, adding the para 3 of the letter was meant to cover cases in which deaths had already occurred and cases for financial assistance had been initiated.

The ombudsman also said there was no ambiguity that the case of Prof Husain's widow had been initiated by the Administrative Department at the time the letter was issued. He said this case should have been decided in terms of para 3 of the letter, adding subsequent deletion of para 3 of the letter through a notification on June 1, 2006 could not have retrospective effect.

Later, the special secretary for higher education presented the ombudsman's order to the governor, who upheld the order.

مسلم نشاۃ ثانیہ کی آواز

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روزنامہ ع

لاہور

ایڈیٹر انچیف: غلام اکبر

اسلام آباد اور پشاور سے بھی شائع ہوتا ہے

قیمت 3 روپے

متحدہ عرب امارات: 1.50 روپے

جلد نمبر 5

بدھ 25 شوال المکرم 1428ھ 07 نومبر 2007ء کا تک 2062 ب

شمارہ نمبر 36

WEDNESDAY NOVEMBER 7th, 2007

غفلت برتنے پر خوشاب کے سینئر آڈیٹر کی سالانہ انکریمنٹس روک دی گئی

فنانس ڈیپارٹمنٹ نے محراب علی شاہ اور ظفر اقبال قریشی کی خلاف انضباطی کارروائی شروع کر دی

لاہور (تماسدہ خصوصی) محاسب پنجاب عبدالرشید خاں کے حکم پر، ڈسٹرکٹ اکاؤنٹس آفس خوشاب کے ایک سینئر آڈیٹر (Auditor) کی سرکاری کام میں غفلت کی وجہ سے سزا کے طور پر دو سال تک کی سالانہ انکریمنٹس روک دی گئیں، جبکہ فنانس ڈیپارٹمنٹ نے میان محراب علی شاہ اسٹنٹ اکاؤنٹس، دفتر خزانہ لاہور اور ظفر اقبال قریشی، ڈسٹرکٹ اکاؤنٹس آفس خوشاب کے خلاف پیڈ ایکٹ 2006 کے تحت انضباطی کارروائی شروع کر دی۔ محاسب پنجاب نے سیکرٹری فنانس اور اے جی پنجاب کو ہدایات جاری کیں کہ وہ ڈسٹرکٹ اکاؤنٹس آفس خوشاب کے خلاف پنجاب ایمپلائز ایسوسی ایشن، ڈسپلن اور اکاؤنٹنگ ایکٹ 2006 کے تحت نااہلی، غیر ذمہ دارانہ طرز عمل، غفلت اور تنخواہوں کے تعین کے کس کو مستعمل طریقے سے عمل نہ کرنے

پر، سینئر آڈیٹر محمد اسلم کے خلاف غفلت، نااہلی برتنے اور ٹریننگ پر جانے سے پہلے شکایت کنندگان کی سرویس بکس کو مناسب طریقہ کار سے ڈی اے اور خوشاب، کے حوالے نہ کرنے کی وجہ سے تو این آر او کے مطابق کارروائی کی جائے، جسکی تعمیلی رپورٹ ایک ماہ کے اندر محاسب سیکرٹریٹ کو بھیجوائی جائے۔ اپنی تعمیلی رپورٹ میں، اکاؤنٹس جنرل پنجاب، لاہور نے اب محاسب سیکرٹریٹ کو آگاہ کیا ہے، کہ محاسب پنجاب کی ہدایات کے مطابق سینئر آڈیٹر محمد اسلم، ڈسٹرکٹ اکاؤنٹس آفس خوشاب، کی سزا کے طور پر دو سال تک کی سالانہ انکریمنٹس روک لی گئی ہیں، جبکہ فنانس ڈیپارٹمنٹ نے میان محراب علی شاہ، اسٹنٹ اکاؤنٹس، دفتر خزانہ لاہور اور ظفر اقبال قریشی، ڈسٹرکٹ اکاؤنٹس آفس خوشاب کے خلاف پیڈ ایکٹ 2006 کے تحت انضباطی کارروائی شروع کر دی ہے۔

INTERNATIONAL THE NEWS

Wednesday
November 14, 2007

The News International, Wednesday, November 14, 2007

BISEs change rules for corrections

By Our Correspondent

LAHORE: On the order of Punjab Ombudsman Abdur Rashid Khan, the Boards of Intermediate and Secondary Education in the province have rationalised the rules regarding corrections. The father's name of the applicants besides substantially reducing the fees, 43 to 60 per cent less than that of charged previously, fixed for this purpose as well as other corrections.

The Ombudsman took notice of rules about change/correction in date of birth/father's name recorded on the matriculation certificate and also of high fees being charged by the Board of In-

termediate and Secondary Education, Sargodha, in this regard on the complaint of Ahsan Ali Khan lodged in August 2006.

Ahsan Ali Khan submitted a complaint with the Muzirisib Secretary, Sargodha, regarding correction in 2006 of BISE, Sargodha, as a regular candidate. In the admission form, his father's name was inadvertently mentioned as Muhammad Ahsan instead of Ahsan Ali Khan. On contacting the office of the board, the Ombudsman advised that a civil court's decree would be required for the requisite change. In addition to this, the applicant would have to deposit an amount of Rs

provision for furnishing a decree birth record maintained by the municipal body concerned. However, in respect of request for change of father's name, it may not be possible to rectify the mistake in the manner as mentioned above, the condition of production of a decree issued by a civil court of competent jurisdiction could be imposed. The Ombudsman directed that the present rate of fees for correction of birth/change in father's name which are Rs.1,750 within 2 years, Rs.4,000 within 5 years, and Rs.6,000 within 10 years and Rs.10,000 after 10 years of passing the matriculation examination should be reduced. Since the fees were not only excessive but also unjustified and, therefore, he di-

rected the Chairman, BISE, Sargodha, to consider the above matters further and submit his recommendations to the Chairman of Punjab Boards. The Chairman for taking a decision based on justice which should be applicable to all the Boards. In his compliance report, Secretary, BISE, Sargodha, has now advised that as per the present rules, father's name of a candidate would now be corrected on receipt of a civil court's decree accompanied by necessary documents such as an affidavit, but certificate of an affidavit is not necessary but also Nikahnama and advertisement in

the press while production of a decree of civil court would not be required in such cases.

As for the direction about rationalising the fees, in his compliance report, the Chairman of Punjab Boards Committee of Chairmen, has stated that on receipt of clearance of competent authority/Education Department, all the Boards in Punjab have now fixed uniform rates for corrections. In case of a candidate his/her date of birth or father's name.

On the orders of Punjab Ombudsman, the new fees for the students are now 43 pc to 60 pc less than the fees charged previously.

★ ★ آجا کر کے جاواں گا میں جگ تے بول پنجابی دا گھر گھر و جدا لوک سنن گے اک دن ڈھول پنجابی دا ★ ★

E-mail: new_post@nexlinx.pk Website: www.punjabunion.com

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لہور، گوجرانوالہ، سرگودھا تے بہاولپور توں اکو ویلے چھینن والا کلا پنجابی اخبار

DAILY
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LAHORE

روزانہ
جین بگور کٹر
مڈاقبالٹ
لہور

عاطف ایجنٹ برٹ
جنیف ایڈیٹر

جلد نمبر 9 بدھ 3 ذیقعدہ 1428ھ، 14 نومبر 2007ء، 29 کاتک 2064 ب، مل 3 رپے شمارہ نمبر 35

پنجاب دے تمام بورڈ آف انٹرمیڈیٹ

نے ولدیت ریکارڈ وچ درستی

لہور (سٹی رپورٹر) محنتب پنجاب عبدالرشید خاں دے مستحکم تے صوبہ پنجاب دے تمام بورڈ آف انٹرمیڈیٹ اینڈ سیکنڈری ایجوکیشن بی آئی ایس ای نے طالب علموں دی ولدیت نوں بورڈ دے ریکارڈ وچ درستی کرن دے روز وچ تبدیلی دے علاوہ ایس مقصد لئی وصول کیتی جان والی فیس وچ خاطر خواہ کمی کردتی اے جس توہن سابقہ وصول کیتی جان والی فیس دے تناسب وچ 60 توں 43 فیصد تیک دی کمی واقع ہوئی اے محنتب پنجاب نے میٹرک سرٹیفکیٹ دے ریکارڈ وچ تریخ پیدائش تے ولدیت دے تو انمین وچ درستی کرن تے ایس کم لئی مقرر کردہ فیسوں دانوئس شکایت کنندہ الطاف احمد ولوں دائر کیتی جان والی درخواست تے لیا۔

The Frontier Post

City

On Ombudsmans order pensions recovered from PSIC

F.P Report

LAHORE: On the orders of Punjab Ombudsman Abdur Rashid Khan, Punjab Small Industries Corporation, PSIC, has allowed pensionary dues, not only to a widow complainant, but also to the remaining six other employees, who had either expired or retired from the service but were reported to have not given the option for pension.

According to the details, Mst. Naseem Akhtar submitted a complaint in Mohtasib Secretariat that her husband, Nazar Muhammad, Director (Accounts), Punjab Small Industries Corporation (PSIC), Sargodha Region, expired on 23-10-2005, during Leave Preparatory Retirement (LPR). During his lifetime, he had opted for pension instead of gratuity, in the event of his retirement. The PISC authorities, in the light of his application, placed the matter before the Board of Members on 20-03-2006. The Board approved cases of 56

employees, including her late husband, on humanitarian grounds vide order dated 21-04-2006. However, now the PSIC authorities were reluctant to implement the decision of Board of Members, in respect of her late husband, due to unknown reasons. A fresh order was passed on 11-09-2006 regarding 49 employees, excluding the name of complainant's deceased husband. The widow complainant requested Mohtasib Secretariat that Managing Director, PSIC, Lahore, be directed to implement the orders passed by the Board of Members on 21-04-2006.

In its departmental response, Director Administration, PSIC, Lahore, informed Mohtasib Secretariat that in 1980, PSIC, introduced pension scheme for its employees and sought option from them, till 15-05-1980 which date was subsequently extended to 15-07-1980, but the complainant's husband did not exercise his option. In a meeting held on 01-11-1986, PSIC Board of

Members again extended the date for exercising the option by another three months. The last date was 07-04-1986, but even then late Nazar Muhammad, the complainant's husband, did not exercise this option. The PSIC Board of Members allowed the left over serving employees to opt for pension in its 64th meeting held on 20-03-2006. In accordance with the decision, the PSIC issued notification on 16-06-2006 to exercise/revise option under the said notification. But as late Nazar Muhammad had expired on 28-10-2005, he could not exercise option under the said notification. In this way, he was entitled to only other benefits as per rules.

In her rejoinder, the widow refuted the report of the Agency and contended that in the 64th meeting of PSIC, Board of Members, dated 20-03-06, the request of 56 officials, including her late husband, was accepted for pensionary benefit scheme on humanitarian grounds.

FOUNDED BY QUAID-I-AZAM MOHAMMAD ALI JINNAH

DAWN

N.com Vol. LXI No. 333 Lahore, Ziq'a'd 24, 1428 Wednesday, December 5, 2007 30 PA

GPF withheld for 19 years released

LAHORE, Dec 4: The accountant general (AG) has paid the withheld Government Provident Fund (GPF) of a former laboratory attendant of the College of Veterinary and Animal Sciences, Lahore, with interest after 19 years on the orders of the Punjab ombudsman, says a handout.

Complainant Muhammad Yousaf Sial submitted that he served as laboratory attendant in Animal Nutrition Section of College for Veterinary and Animal Sciences from 1968 and his services were regularised in 1969. Later, his services were transferred to the University of Agriculture, Faisalabad. The concerned official of the AG Office prepared a bill of Rs40,000 with up to date interest when he applied for final payment but the accounts officer issued the final payment authority for only Rs480.

In his departmental response, deputy accountant general reported that the complainant served under the government of Punjab in College for Veterinary and Animal Sciences and subscribed towards the GPF from 1969 to 1976. He discontinued contributing towards the fund without applying for final payment of the amount lying in his account within six months after being transferred to University of Agriculture. He could, therefore, be paid interest for only six months instead of date of retirement under the rules.

In his rejoinder, the complainant stated that office of accountant general did not inform him about closing of his GPF or the withdrawal of his balance after he joined the University of Agriculture.

The ombudsman ordered pay-

ment of GPF with up to date interest because he had been transferred to the University of Agriculture vide a notification issued by the Punjab governor stating that the entire balance of his GPF Account before the date of transfer shall be transferred to the University of Agriculture. The accountant general also endorsed a copy of the notification issued in this regard.

The ombudsman pointed out that transfer of the complainant's entire balance in his GPF Account under the said notification was to be made automatically by the office of accountant general to the University of Agriculture soon after June 29, 1988 i.e. the date the said notification was issued without any formal application from him. The ombudsman held that if the office of accountant general had not taken action to transfer the complainant's balance in his GPF Account to University of Agriculture soon after June 29, 1988, that was not the complainant's fault, nor can the complainant be made to suffer for that and in such circumstances he was entitled to up to date interest.

The accountant general submitted a representation before the governor against the aforesaid order of the ombudsman, which was rejected by the governor and the ombudsman's order was upheld as being fair and judicious.

In its compliance report, accounts officer at the office of accountant general has informed Mohtasib Secretariat that ombudsman's orders have been implemented and revised authority for Rs44,619 with up to date interest has been issued to the complainant.

POST

THE TRUTH, AND NOTHING BUT

Newspapers

Wednesday, December 26, 2007 Zilhaj 15, 1428

Published from L

WASA takes action against staffers on ombudsman's orders

STAFF REPORTER

LAHORE: On the orders of Punjab Ombudsman Abdur Rashid Khan, WASA took action against three Recovery Field Inspectors and stopped their one annual increment, besides recovered 50 per cent amount of outstanding bills, which were not recovered on account of negligence of duty.

A complainant Shaukat Mahmood submitted an application in Mohtasib Secretariat that WASA sent him water bill of Rs 16,980 for July and August, 2006 and another water bill of Rs 18,270 for November and December, 2006.

He requested Mohtasib Secretariat that relevant functionaries of WASA/LDA be directed to stop recovery of illegal water bill from him. In its departmental response,

WASA/LDA Deputy Director (Revenue) informed Mohtasib Secretariat that water connection was obtained for the premises by previous owner of property. No amount was deposited after March 28, 2000 and water bill accumulated to Rs 18,267 till December 31, 2006. The complainant's water connection was disconnected due to non payment on April 10, 2006.

The Department maintained that the un-lawful restoration of water connection was verified on January 25, 2007, and as the complainant had unlawfully restored water connection of his premises, a challan, under section 33/34 of LDA Act, was sent in the court of Special Magistrate, WASA.

The Mohtasib observed that the complainant purchased

the property on July 05, 2005 without obtaining any clearance certificate from WASA, and also did not inform the respondent Agency, of which he had to face all these difficulties.

The Ombudsman pointed out, that the functionaries of the Agency, who did not recover outstanding bills from the previous owner and allowed the amount to accumulate were equally responsible for neglect of their duty. Therefore, Ombudsman Punjab directed the agency that 50 percent of the arrears should be recovered from the complainant, whereas the remaining amount of outstanding bills should be recovered from the functionaries of WASA/LDA, who did not make the requisite recovery from the previous owner.

CHAPTER-VII

ACKNOWLEDGEMENTS



No. 7(3)/WMS/Coord/2007.
 WAFAQI MOHTASIB (OMBUDSMAN)
 Zero Point, Islamabad, Pakistan
 Phone (92-51) 925-2256 Fax (92-51) 925-2058
 e-mail: ombudsman@mohtasib.gov.pk

Islamabad, the 30th August, 2007.

Subject: ANNUAL REPORT FOR THE YEAR 2006

My dear

Rashid

Thank you for sharing a copy of the Ombudsman of Punjab's Annual Report for 2006.

I found the report very informative as it offers a comprehensive overview of institutional performance. The high rate of disposal of complaints, resulting in a low number of pending complaints, is particularly impressive. Also, as is evident from the rising number of complaints filed, it appears that the public is reposing increasing confidence in the office of the Ombudsman of Punjab.

May I offer a few suggestions that could contribute to further improving the report?

- a. **Including more detailed information** on the steps taken to improve the way the institution works and the plans for the future. Currently, this information is presented in the executive Summary but there isn't much detail in the main body of the report.
- b. **Offering analysis of the statistics** which are included in the report. Informative as the Statistics chapter is, greater value could be added to the report by using the data available to analyze trends in maladministration and systemic issues, as well as the institution's performance.
- c. **Greater disclosure** on aspects of performance such as the number of complaints where relief was provided, turnaround time for handling of complaints and benchmarks for performance of Investigating Officers.

Once again, thank you for sharing the current report with us. There are many aspects in it that will help us in improving our own annual report.

Best wishes

Yours sincerely,

Javed Sadiq Malik

Javed Sadiq Malik

Mr. Abdur Rashid Khan,
 Ombudsman of Punjab,
 Lahore.



No. POS/P.S/2007
Dated: 24th August, 2007

(By U.M.S)

K. Yousuf Jamal
Ombudsman, Sindh
(Pakistan)

Re: ANNUAL REPORT FOR THE YEAR 2006

My dear

Khaw Salim

This is to acknowledge with thanks the receipt of captioned report, sent with your letter dated August, 18th, 2007.

I have gone through the Report and found it an excellent publication, particularly useful for the guidance of institutions like ours. Congratulations.

With regards,

Yours sincerely,

(K. Yousuf Jamal)

Mr. Abdur Rashid Khan,
Ombudsman Punjab,
Lahore.



Major General Qasim Qureshi
 National Accountability Bureau, Punjab
 5-Club Road, GOR-1, Lahore
 Telephone Number. 042-9200120
 5(-81)/Dir A&P/01/NAB-P

20 October 2007

Chaudhry Naseer Ahmed
 Additional Secretary
 Office of the Ombudsman Punjab
 2-Bank Road
 Lahore.

My dear Chaudhry Naseer Sahib,

والسلام

I thank you for forwarding a copy of the Annual Report-2006 of the Office of Ombudsman Punjab.

It is indeed satisfying to learn that record number of complaints were received by the Office of Ombudsman Punjab in 2006. It is more gratifying to learn that the grievances of the common people are being redressed in a streamlined and transparent manner. Moreover, the concerned Government Departments are being encouraged to undertake remedial measures through systemic improvements.

The Report also reveals that ten percent of the complaints were related to corruption / corrupt practices. However, the Report does not indicate the details including the nature of corruption in the Government Departments. We will appreciate if complaints relating to corrupt practices, that fall within the ambit of NAO are referred to NAB.

With best regards,

Yours sincerely



Colonel Farooq Ashraf
National Accountability Bureau (Balochistan)
Quetta Cantonment
Phone : Civil: 081-9202528 – Military: 2506
PF/22173/DO/555

16 Sep 07

Mr Ch Naseer Ahmed
Additional Secretary
Provincial Ombudsman
Punjab

My dear Ch Naseer Ahmed

اسلام علیہ السلام

I am directed to convey the thanks of Director General National Accountability Bureau (Balochistan) for sending a copy of Ombudsman Punjab Annual Report 2006. The Report provides a comprehensive insight on the process of redressal of grievances. The contents of the report are manifestation of provision and restoration of justice through quick decisions. The Director General appreciates the thankful gesture and commends the worthy efforts in compilation of report.

Please also convey his appreciation to all those who have contributed towards this splendid publication.

Director General wishes you resounding success in all your present and future endeavour.

With profound regards

Yours 'sincerely

Farooq



**GOVERNOR'S SECRETARIAT,
NWFP, PESHAWAR.**

D.O No.SO(E)1-17/GS/07
August 31, 2007

Subject:- **ANNUAL REPORT 2006.**

Dear

Kindly refer to your D.O letter No.SMP(Annual Report-2006) dated 11.08.2007 on the subject noted above.

Thank you indeed for sending me the Ombudsman's Punjab Annual Report 2006. I have gone through the report and found the same to be very incisive and useful. Indeed, it is a great achievement on the part of ombudsman's Office, Punjab.

I would however, like to suggest that if a copy of the report is printed in Urdu, it shall enable the Common Man to study it enabling him to know about the role which is being played by the Ombudsman. Publishing the report in Urdu and circulating it amongst departments/autonomous bodies shall improve their efficiency also.

I am sending a copy of your report to our Ombudsman in the province, which I am sure will have a positive impact on their working as well.

With regards,


(Azmat Hanif Orakzai)
Secretary to Governor NWFP

Ch: Naseer Ahmad,
Additional Secretary,
Office of the Ombudsman Punjab,
2-Bank Road, **Lahore.**

DR. NASIM HASAN SHAH
Chief Justice of Pakistan (Retd)
PRESIDENT
ANJUMAN HIMAYAT-I-ISLAM

58-D-I, Gulberg III
Lahore – Pakistan
Phone: 5752902
Fax No 92-42-5712637

August 27, 2007

Ch. Naseer Ahmed
Additional Secretary
Office of the Ombudsman Punjab
2 Bank Road
Lahore.

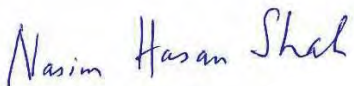
Dear Ch. Naseer Ahmad

Thank you very much for your letter dated 13th August 2007 along with a copy of the Annual Report of the Office of the Ombudsman Punjab for the year 2006.

I am studying the Report and will be happy to send you my suggestions/recommendations wherever deemed necessary.

With best regards

Yours sincerely,


(Nasim Hasan Shah)

No.3/1/D-18/2007-
 Government of Pakistan,
 Ministry of Defence,
 Rawalpindi, the 8th September, 2007.

Syed Turab Haider Zaidi,
 Joint Secretary,
 Ph:-9271439

Subject:- ANNUAL REPORT - 2006

Dear Ch. Naseer Ahmad

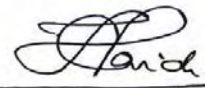
سید توراب
 ہاڈر زایدی

Thank you very much indeed for providing a copy of Annual Report – 2006 of the Office of the Ombudsman Punjab, Lahore.

2. The report has been gone through meticulously. We congratulate the Office of the Punjab Ombudsman on completion of decade of its existence. It is also commendable that the Office has disposed off record number of complaints in year 2006 and provided requisite relief to the aggrieved petitioners which would definitely assure the credibility of the office of the Punjab Ombudsman beside improving the working of the provincial departments and bringing a positive change. You would appreciate that the cases and recommendations of the report are restricted to the departments under the Punjab Government. Nevertheless, these will be useful for various organizations under the Federal Government. Ministry of Defence does not come into focus of the report directly. Therefore, we have no comments to field.

With deepest regards,

Yours sincerely,



(SYED TURAB HAIDER ZAIDI)

Ch. Naseer Ahmad,
 Additional Secretary,
 Office of the Ombudsman Punjab,
 2-Bank Road,
Lahore

OFFICE OF THE DISTRICT & SESSIONS JUDGE, VEHARI.

To,

Dear

Mr.Abdul Rasheed Khan Sahib

Many thanks for sending 10th Annual Report of the Punjab Ombudsman for the year 2006.

I must confess that it is not just a report but a depiction of devotion and commitment to the assignment.

A marvelous and commendable effort on part of the Head of Institution and team, as well.

Yours Sincerely,



(ARSHAD JAVED MIR)
District & Sessions Judge,
Vehari.

Fatima Jinnah Women University

THE MALL, RAWALPINDI

Tel: 051-9271167 Fax: 92-51-9271168 E-mail: fjwu@meganet.com.pk

Ref. No: FJWU/VC/2007/205

Dated: August 15, 2007

Mr. Ch. Naseer Ahmed
Additional Secretary
Office of the Ombudsman Punjab
2-Bank Road, Lahore.

Subject: Annual Report – 2006

Dear Mr. Naseer,

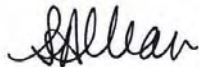
With reference to your letter, dated: August 10, 2007 on the aforementioned subject. FJWU is very obliged for having a copy of the Annual Report – 2006, covering in detail all the major activities of your prestigious organization in a very systematic manner.

I congratulate you on presenting the comprehensive accomplishments of Ombudsman during the year 2006. The report is indeed a complete exposition of the remarkable and noteworthy achievements of your organization. The efforts made and the decisions taken by the office of Ombudsman Punjab to solve the public problems and to provide relief to the affected persons really deserves commendation.

I highly appreciate your efforts in providing justice to the needy and deserving citizens of Punjab and hope that this institution will continue to achieve its goal of providing quick relief to the general public against any unrestrained behavior of the public institutions and for redressal of public grievances. I wish you all the best to carry on the task with the same dignity and more commitment.

Any comment forthcoming would be sent to the office concerned.

Regards,



Prof. Dr. Saeeda Asadullah Khan
Vice Chancellor

Tele. Off: 9211751
9212266



MINISTER

No. PS/MIN./Food/11-1218
**GOVERNMENT OF THE PUNJAB
FOOD DEPARTMENT**

Dated. 26-9-2007 .

My dear Naseer Sahib.

Assalam-o-Alaikum.

Thank you very much for sending me a copy of the Annual Report of the office of Ombudsman Punjab for the year 2006. It is indeed a useful document which provides information about the nature/number of complaints received, processed and disposed off. I indeed appreciate the efforts of the Department.

With regards.

Yours sincerely,

(HUSSAIN JAHANIA GARDEZI)

CH. NASEER AHMED,
Additional Secretary, office of the
Ombudsman Punjab, 2-Bank Road,
L a h o r e.

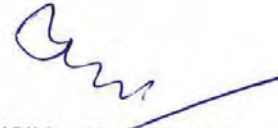
No. 1703.

**OFFICE OF THE
DISTRICT COORDINATION OFFICER
RAHIMYARKHAN.**

Dated 30-8- /2007Subject: ANNUAL REPORT-2006.

My Dear

Thank your for forwarding a copy of the 10th Annual Report, for the year, 2006 of the office of the Provincial Ombudsman, Punjab. It contains details of all the major activities in a very systematic manner. The efforts carried out and the decisions taken by the office of the Ombudsman, Punjab to resolve the problems of the citizens and to provide them relief have been appreciated by the general public. The lower formations of District Government Rahimyarkhan have been directed to ensure implementation of the directions/decisions received from the office of the Provincial Mohtasib, Punjab. The recommendations contained in the report have been noted for implementation. The office of Ombudsman is indeed discharging its responsibilities in the public interest with great commitment.



(Syed Iftikhar Hussain Shah)
District Coordination Officer
Rahimyarkhan.

Ch. Naseer Ahmed
Additional Secretary,
Office of the Ombudsman Punjab,
Lahore.

No. 8297-98 /Ombudsman/OS

OFFICE OF THE DISTRICT NAZIM
DISTRICT GOVERNMENT, SARGODHA.

Dated: 20th August 2007

To

Ch. Naseer Ahmad,
 Additional Secretary o/o ~~Ombudsman Punjab~~
 2 – Bank Road, Lahore.

Subject: - **ANNUAL REPORT – 2006.**

Kindly refer to your letter No. SMP (Annual Report–2006), dated 10.8.2007 on the above subject.

I am thankful for the “**Annual Report–2006**”. The statistical analysis provided therein will help a lot to the District Government Sargodha to improve its “**Governance**”. The office of **Provincial Ombudsman** is congratulated for producing such an excellent document. We are making all possible efforts to resolve the public problems and to improve the service delivery by the District Government Departments. It is also assured that all possible cooperation will be extended to the office of Provincial Ombudsman Punjab Lahore for accomplishment of all such matters relating to District Government Sargodha. All the District Government Departments are once again being directed to ensure prompt response to the references received from your office.

(Signature)
(INAM-UL-HAQ PIRACHA)
 District Nazim,
 Sargodha.

C.C

sargodha

The District Coordination Officer, for information and necessary action.



CHAIRMAN

Office : 9230143
 Phones : Fax : 9230144
 Res. : 9230145

BOARD OF INTERMEDIATE AND
 SECONDARY EDUCATION, SARGODHA

No. 1389-.....PS/CH

Dated...27.8.07.....

Dear Sir,

Thank you for sending a copy of Annual Report of the office of the Ombudsman Punjab for the year 2006. It is beyond any doubt that efforts made by the "Ombudsman" Punjab in providing speedy justice to the needy and deserving citizens of the Punjab really merit commendation. Thousands of aggrieved persons have been given relief by the orders of the Ombudsman during the year 2006. It could be possible only by voluminous job done by you and other Officers of your Office for which they deserve appreciations.

I am sure that similar kind of speedy and high standard justice / relief will continue to be provided in the current year for which I am praying that Almighty Allah may give you long life and courage to carry on the public services.

With best regards.

Yours sincerely,

PROF. DR. MUHAMMAD AFZAL RABRANI,
 CHAIRMAN.

Rao Abdul Rashid Khan,
 Ombudsman, Punjab,
 2- Bank Road,
Lahore.



**Commandant
Police College, Sihala**

D.O.No. 12733/PC

Dated 27/8/2007

My dear *Ch Naseer Ahmed.*

The receipt of the 10th Annual Report, 2006 of Ombudsman Punjab is acknowledged with thanks.

It is heartening to note that out of 11,872 complaints received by this Institution 11347 have been disposed off during the year. The disposal ratio calculates as 95.57% which is great achievement. This is also great service to the people affected by acts of unfair decisions & maladministration.

Adherence to section 154 Cr.PC, Training of Investigating Officers in modern techniques and technology, non interference of Police in Civil matters and devising system of monitoring of complaints and their outcome are very effective and appreciable recommendations made in this report for the improvement of Police working. These recommendations will go a long way in policy implementation, target monitoring and identifying out come of Police performance.

I wish you success and of all your colleagues who fight against the menace of maladministration and corrupt practices.

Yours sincerely,

(Abdul Majeed) PSP

Ch. Naseer Ahmed,
Additional Secretary,
Ombudsman Punjab,
2-Bank Road, Lahore

CHAPTER-VIII

IMPRESSIONS OF COMPLAINANTS

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

محترم ذابیل صدہ اترام جو پیریں نور از احمد ٹھکن صاحب کونسلٹ ۲ دفتر صوبائی صاحب لہور

عنوان د۔ جواب شکایت نمبر ۱۱۱/۱۱۰۶/۱۱۱ مورخ ۸ ۱/۷ برخلاف حکمہ بنا دلتھ فنڈ لہور

جناب عالی!

نایاب لطیف دفتر فہم لطیف انرا سوڈنٹ ڈائر آف نارحسی سال چہارم سرگودھا یونیورسٹی آف سرگودھا مندرجہ بالا عنوان کے سلسلہ میں حسب ذیل جواب عرض خدمت ہے۔

۱۔ یہ کہراپہ دستخطیڈ آفیسر صاحب بہبود فنڈ سے چیک نمبری 26 33 39

مورخ ۱۹ ۳/۲۰۰۷ مبلغ ۱۶۰۰۰/- روپیہ تیلی ذلیف سال ۰۵-۲۰۰۴ مجھے وصول ہے چکانہ۔

۲۔ چیک نمبری 37 55 78 مورخ 21 ۳/۲۰۰۷ مبلغ ۱۶۰۰۰/- (سکرٹری) 16۰۰۰/- برائے تیلی ذلیف سال ۰۶-۲۰۰۵ بھی مجھے مل چکانہ۔

سر۔ جناب عالی! نایاب لبت آپ جناب لہوری ہمنون اور شکر گزار ہے کہ آپ جناب نے ذرا سی ڈی پی لیکر سرگودھا یونیورسٹی کے ذریعہ مجھے دو سال ماڈرن ہاوی کر دیا ہے۔ اللہ نے اجازت نہ آپ کو لمبی عمر اور صحت عطا کرے۔ آپ کیلئے کو ساناں پیدا کرے اور آپ کو دین دنیوں میں بکھڑے۔ آپ ہی آل اولاد کو ترقی دے۔ درجہات بلند کرے۔ آپ کو بہت شکر ہے۔ خدا فرمائے اچھے دربارہ بیکر بارہ بہت شکر دعا ہے آپ کو بہت شکر ہے۔ خدا فرمائے اچھے

Nayyab Lalip نایاب لطیف دفتر فہم لطیف انرا سوڈنٹ ڈائر آف نارحسی - سرگودھا یونیورسٹی سرگودھا - ۲۷/۱۱/۰۷

جذرت صباب غزرت ماب هويا ثي محمد ابلي صاب پنجاب لاهور

ضباب عالی

گذشتہ سے لر بندہ نے بی ایڈ کی ویسٹیشن کے بارے میں
آپ کو درخواست دے رکھی تھی۔ میں کا ڈاکٹری ^{16/6/2016}

اور شکایت نمبر 452/08 ہے۔ میں آپ کا بہت زیادہ شکر
گزار ہوں کہ آپ نے ان کی کوششوں سے میری بی ایڈ کی
ویسٹیشن حل کر دی ہے۔ میں آپ کا تاحیات
شکر گزار رہوں گا۔

آپ کی بیٹ میر مانی کہ میری داد رکھی ہوئی ہے
ساری عمر آپ کے سے ڈاگوا رہوں گا۔
لا تھایس نورز سات

11/11/2016

الحارث

بی ایڈ صاب و لاہور گزرت صاب

موضع سید علی شاہ

مجلس سید علی شاہ

سرگرمی و لاڈ محمد بلال (مقوم)

قاسم روڈ، بسا دل ٹک

صفحہ 24، جنوری، 2007ء

خدمت جناب ایم اقبال نامر صاحب کنسٹنٹ - 9
 ڈیپارٹمنٹ چیف ایگزیکٹو صاحب حکومت پنجاب لاسیور

موضوع: اطلاع بابت تقرری بطور جوئیئر ملکر

جناب عالی! عرض ہے کہ ذریعہ سے ایک قومی ادارت اور تبدیلیاں آ رہی ہیں جو میٹر ملکر برخلاف پراسیکوٹور جنرل صاحب حکومت پنجاب لاسیور آپ سے میں گزارش کی ہے جس کا نمبر 7855/12/06 ہے

یہ کہ اس کے ضمن میں تحریر خدمت ہے کہ آپ کی خدمت میں درخواست کر رہے کہ لیبرسٹ 23¹²/₀₆ کو فدی کا اندرونی لیا گیا اور ہدف 13⁰¹/₀₇ کو فدی کی حافی بطور میٹر ملکر، ملکہ پراسیکوٹور جنرل حکومت پنجاب، لاسیور ہو گئی۔
 (کئی حکم تقرری و لائن حافی بطور ملکہ ہے)

یہ کہ فدی آپ کا نہایت مشکور ہے اور یہ لکھتے ہی ٹری ڈسٹی جوئیئر ہو رہی ہے کہ فدی نے پاکستان میں آپ کا واہ ادارہ ہی ایسا دیکھا ہے جو اتنی دلچسپی اور حوام کے خدایں اتنی تیزی اور نگرانی مندر کے ایسی خدمات فراہم کر رہا ہے یہ کہ آخر میں آپ کا اعلان اور ٹری ادارت ہے اور تاہم فدی آئیو، آئیو ایل خانہ کو دعائیں دیتا رہے گا اور اس قسم کی اداروں کو ہر طور پر پور پور سہارا دے گا۔

لوار
 24⁰¹/₀₇ تحریر صورت

ذریعہ غلام محمد سرگرمی و لاڈ محمد بلال (مقوم) سکشن نمبر 22، قاسم روڈ
 لنگ سروس روڈ نزد فزرائی پبلک سکول تحصیل رفیع مین ڈارنگ
 فون نمبر 6334-7004037

حضرت سادات پر ہیں اور ان کے گھون گھولتے

استقامت کے لیے

مشرق پر تھے اور گذشتہ چند ماہ آپ کی دولت میں درخواست کی اور آپ نے
اکتوبر 28ء کے وقت آپ نے لاہور مجھے اور میرے بیٹے حافظ طیب
کو بلا کر جو میرا بی بی تھے اس میں شکر یہ ادا میں کر سکتی
ہیں فائدے بے حد ہیں ضرور سائنس سے اللہ تعالیٰ اپنے نیک بندوں
کو اپنے حفظ و امان میں رکھے جو کہ میرے بیٹے فرشتہ سیرت انسان ثابت
ہونے میں۔

آج جو دفتر اسٹیشننگ ہاؤس ہے اور کے دفتر حافظ محمد طیب کو
الحمد خان نے بیچیں ہیں اور آج اس کا قیمت دیا ہے شکر اللہ
آج میں نے ارادہ کر لیا ہے کچھ اور رقم جمع کر کے میں بھی مگر وہی سعادت
حاصل کرونگی انشاء اللہ

میرے بیٹے آپ بھی دعا کریں

اسیے رحم دل آفرین بیمار سے مردوں پر ہمیشہ اس میں میرے بھائی بن کر ثابت کر دیا
میں نیک ماں کے بیٹے رحم دل بن کے بھائی نیک اولاد کے والوں میں
فدا بیمار سے مردوں پر سایہ سلامت آلو

دنیا میں کوئی تو نیلے تو دکھ درد میں سسکے اور ریاضت دے

فدا آپ کو بیمار سے مکتبہ رشید صاحب کو اپنے حفظ و امان میں کچھ اس میں تم انہی

یہ رقم میری ہوتی ہے آپ کی کوڑا تھی یا کرم فرماؤں گی

میرے پاس سوئے اللہ تعالیٰ کے اور رسول کے سوا کوئی شمارش نہ تھی

یہ وہ صورت فریب ہوئی تھی

یہ اللہ تعالیٰ کا کرم ہے

کینز افسر بیرون ملک اور ماہی

نقد والہ

خدمت صواب رائے نذیر احمد صاحب انسٹیٹیوٹ ہومیو پاتی محنت بہار

صواب عالی 2897/06-2

مورد بائڈنگ ڈارٹس ہے کہ میں نے اب عدد انسٹیٹیوٹ خلاف پریسنگ 26
 مکیلیٹیٹ 2897 میں میں 170000 کی ادائیگی کو عالم پریسنگ 26
 کی طرف سے ہومیو پاتی اس کی بابت محنت صاحب و دروست دی گئی
 صواب رائے نذیر احمد صاحب کی انسٹیٹیوٹ اور محنت بھارت
 اور خصمانہ طریقہ کار کی بدولت چھ مہینے تک۔ جس خاصیت
 رائے نذیر احمد صاحب اور ہومیو پاتی محنت پنجاب کی انسٹیٹیوٹ سٹارڈ اپروں

اس محنت اور کوشش کے عظیم کی بدولت ادارے پر عوام کا
 اعتماد انسٹیٹیوٹ دھندلے ہو گیا ہے۔ لیونکہ اس سے میرا یہی مسئلہ
 حل ہو اور عوام نے بھی میرے ہیں۔ اس کے لیے میں دوبارہ سٹارڈ اپروں

میں

نذیر احمد صاحب
 SF. 18
 شاندار
 23
 7

AC&C Akhtar Chaudhary & Co.
GOVERNMENT CONTRACTOR

Distt. Sheikhupura

Ref. No. AC/07/G

5-3-07

خدمت ضاب صوبائی قحب ضاب 2 ٹیکٹ روڈ - لاہور

ضاب عالی -

السلامتیکم۔ ضاب میں اپنی خدمت میں تحسین پیش کرنا میں اور شکر یہ کہجی اد کرتا ہوں
 کہ مجھ نا پزیر کو ایکے انصاف اور مدد کی وجہ سے مبلغ 16 ہزار 5 سو 13 روپے کی ادائیگی ہوئی۔

اسی اصن کارکردگی اور امداد اور حق میں یہ میں نے ایک اخبار کو مطلع کیا تھا اور اس

اخبار نے خبر بھی شائع کی۔ جس کا عنوان تھا - "صوبائی قحب کے حکم پر کنٹرولنگ کوہل کی ادائیگی ممکن ہوئی"

اخبار کی کٹنگ ارسال خدمت ہے۔ ایہ میں اپنی خوش و خوش رکھیں اور خبر بہت سے ایہ ہم
 غریبوں کی مدد کریں اور مزید کریں۔ شکریہ۔

دعا ہے
 دعا ہے

افتر صوبائی
 اکھتر چوہدری
 Akhtar Chaudhary

خدمت خراب فیاض حسین صاحب کنسلٹنٹ - 1 دفتر خراب قصبہ پنجاب
بجٹل آفس 709 خانیوال روڈ - ملتان

عنوان - شکایت نمبر M2073/06 برخلاف اکاؤنٹس آفس ضلع بہاول پور

خدا عالی

گزارش ہے کہ آپ کی کارروائی سے یہ سچی بی

فہم کی رقم مجھے مل گئی ہے۔ دس سال سے رکی ہوئی رقم آپ کی وجہ سے

مل چکی ہے۔ اس رقم پر 7/06 سے 12/06 تک صرف چھ ماہ کا منافع باقی

رہ گیا ہے۔ جس کی وجہ اکاؤنٹس آفس ضلع بہاول پور نے گورنمنٹ کی طرف سے

07-2006 کا منافع ریٹ نہ آنا لکھا ہے۔ اختتامی لیٹر جس میں اس رقم

کا ذکر ہے۔ اس درخواست کے ساتھ شامل ہے۔ میں ایک دفعہ پھر خراب

قصبہ پنجاب اور آپ کا شکر گزار ہوں

الحاضر

فقیر محمد راسی بیٹا سردار بیٹا سردار

گلی نمبر 2 - دارڈ نمبر 15 - غریب محلہ - حال پور

Ramraj
17-03-07

مخانب۔ شیخ محمد اسحاق ٹھیکیدار کی ملکی ریلوے روڈ گجرات

مخانب۔ جناب سپرنٹنڈنٹ جیل گجرات

مخبران = ادائیگی بابت پرانے بنایا جاتے مبلغ / 844667 روپے

اس ضمن میں گزارش ہے کہ جناب محمد فاروق سپرنٹنڈنٹ

کنسٹنٹ VI دفتر محاسب پنجاب لاہور کے حکم سے مجھے تمام پرانے بنایا جاتے کی ادائیگی کی ہو چکی ہے جس کے نتیجے میں آپ کا بابت دستور ہوں

اللہ تعالیٰ آپ کو اور جناب محمد فاروق سپرنٹنڈنٹ سرفروش رکھے (آمین)

جناب عالی حیرا آٹھ فیصد سود کا مطالبہ تھا لیکن میں ۵ فیصد سود

میں لینا چاہتا ہوں کیونکہ مجھے حیرا حق مل گیا ہے۔ میری تمام

جائز ادائیگی ہو چکی ہے لہذا میں ۵ فیصد سود نہیں لوں گا۔

جناب ان میں نوازش ہوگی۔

محمد اسحاق ٹھیکیدار
ملکی ریلوے روڈ گجرات

محمد اسحاق
30/3/2007

Attest
SUPERINTENDENT
DISTRICT JAIL GUJRAT
30/3

خدمت جناب محمد سید اعلیٰ پنجاب مدظلہ

جناب عالی

گذشتہ شش ماہ میں کینز بی بی بیوروہ کھنڈیہ صاحبہ نے
 جو کہ دورانِ سروکس فوجت ہو گیا تھا آپکی باعد
 شکور ہوں کہ آپکی حکیم کے تحت مجھے ڈاکٹر
 نہ ہو سکا کہ آپکی سروگد معا سے مبلغ بیسٹا
 کا پیسٹ مل گیا ہے یہ آپکی بہت مشور ہو
 اور اللہ تعالیٰ سے دعا کی جوں کہ آپکی
 سہارا کوئی کی مدد کرنے کا اس دینا اور
 آخرت میں ہے اہم عطا فرماتے

شاکر انکھٹا

کینز بی بی بیوروہ محمد رمضان صاحبہ/دفتری
 ساکن جھٹ لا بھیا نوالہ ڈاکٹر گناہ بھیر
 تحصیل بھولال ضلع سرگودھا


محترم جناب صوبائی محتسب لاہور
(جناب عدیر صین مہر کنسٹبل ایف اے)
جناب عالی

حوالہ لیس/مکتوب نمبر 6747/11/06

میں نہایت خوش اور شکر کے ساتھ آپ کو
بتانا چاہتا ہوں کہ میرا Medical Reimbursement
کالیں جو کہ عرصہ تین سال سے سرپرہ ہیلتھ کے
دفتر میں پڑا تھا، اب میں چکر لگا لگا کر تنگ
لگتا تھا۔ وہ آپ کی توجہ، دلچسپی اور عنایت
سے منظور ہو گیا ہے۔ اب میں اس لیے بھی زیادہ
صحتوں پر توجہ دے سکتا ہوں۔ اہل الصاف لکھنے عدالت کا ایک
بھی چکر لگایا تھا۔ اب میری دلچسپی اور توجہ
مل گیا ہے۔ اللہ کہے کہ تمام عدالتوں میں ایسا ہی
صل کا ہے۔ اگر ایسا ہو جائے تو پر آدمی محفوظ بھی ہوگا
لہذا خوش رہیے۔ میں آپ کا ایک دفعہ پر شکر یہ ادارہ ہوں۔

بشر میں شاہ

سید اختر
اے ڈائنیشن سب ڈویژن ہلر


11/4/07

خدمت جناب صوبائی محاسب اعلیٰ صاحب پنجاب، 2 بنگ روڈ لاہور

جناب عالی!

گزارش سے یہ بندہ کی درخواست پر آپ کے حکم
کے مطابق تحصیل سیول سروس اڈمنسٹریشن دیپارٹمنٹ پورے مکمل طور پر عمل
کرتے ہوئے گلی کی خدمت کروادی ہے۔ اور گلی میں سیوریج سٹیشن
بچھادی گئی ہے۔ اس کے لیے بندہ آپ کا از حد مشکور ہے۔
شکریہ!

10-04-05

عبدالوہاب خان ولد عبدالغفار خان سکتہ محلہ دریں نزد گورنمنٹ ٹریننگ ہائی سکول

بھیر پور۔ ضلع اوکاڑہ

Awarab

Mr. Qadeer Hussain Consultant-VIII,
Office of the Ombudsman,
Punjab, 2-Bank Road,
Lahore.

Subject: COMPLAINT NO.8276/12/06

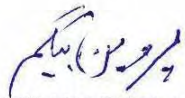
Sir,

First of all I would like to thank your Department as it made possible the payment of death grant of Rs.300,000/- of my Husband.

Alhamd-o-Lillah I have received the payment of death grant amounting to Rs.300,000 and I acknowledge the receipt of payment amounting to Rs.300,000/- in cash.

In the end I pray for your honour and Department to give you the courage to help the victims more strongly.

Thanks.


(PERVEEN BEGUM)
St. No.7, House No.6,
Bagh Munshi Ladha
Katcha Ravi Road,
Lahore

مخبرت جناب Consultant صاحب محاسب جناب Regional Off. راولپنڈی

جناب عالی

لڈا ریش ہے کہ میں نے ایسا درخواست کیا ہے درج ذیل

حصہ ٹی 838، $\frac{838}{2}$ اور $\frac{838}{4}$ واقعہ جاہان مری اس دفتر میں دی گئی

اب جناب عالی ہر ایک پر متعلقہ بٹوارہ نے عمارت کا بنیاد کار کیا اور دست

لڈے عمارت نام لکھ کر دی ہے جس میں سے میں متعلقہ میں

اور میں اس کے دفتر کا مستحضر ہوں کہ آئی ایم جی میں اس درخواست

میں عمل ہوا اور میری ادارہ کی طرف

شہد
محمد طارق
خالد محمد طارق قوی المنزہ اسلام آباد

مرفوعہ 21.04.2007

Chaudhry Salamat Ali,
Advisor-I
Office of the Ombudsman Punjab,
2 Bank Road, Lahore.

SUBJECT: THANK YOU

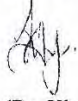
Ref: Complaint No: 8176/12/06 Adv-1/378/06 dated 23/12/06.

Sir,

The Office of the Medical Superintendent, Mayo Hospital handed over the cheque to me on 23.04.07. I received the confirmation of the transfer of the amount in my bank account on 27.04.07.

I am extremely grateful for your efforts. It took me nine long years to get back what was duly mine. I am happy that I stood by my commitment not to use unfair means. The speed with which the case was dealt was impressive and the manner in which whole matter was handled has enhanced my confidence in Judiciary.

Yours respectfully,



(Dr. Khadija Irfan Khawaja)
651-B, Faisal Town, Lahore.

1.5.

Ref. Your letter dated 11-5-07 received on 17/5/07.

Sir, The current letter [↑] states that I have not confirmed the report and receipt of cheque. Above is the copy of the letter I sent you on 28-04-07 by ordinary mail confirming the receipt of cheque & transfer of amount in my account. The channel of ordinary mail was used to save time, as I was directed to respond by 28-04-07. It seems that the letter has been lost in ~~a~~ mail and has not reached your office. This is for your information only.
Thank you

Dr. Khadija Irfan Khawaja
18/5/07

بخدمت جناب محنتی پنجاب لاہور
جناب عالی!

عنوان = داد ری میرا ظہار تشکر شکایت بجز

تقدیرش ہے کہ حضورم بالا میرے تحت میرا ایک کیس یہ مسلمہ تھا یا اجرت۔ پی قند کی
ادائگی میں تاخیر نے ڈسٹرکٹ انکوائریس آفیسر کو دبا کے خلاف آرپ کی معزز عدالت میں
زیور سماعت تھا۔ انوکھی ٹیشن نے میری درخواست جناب جو عدلیہ عدالت میں طے سے دیا اور
فرض ستاس اور ماہر قانون کے حوالے کی گئی جنھوں نے حدودہ جملہ انکشاف اور ریورس کے اڈیٹیشن
مکمل کر کے 05-10-12 کو فیصلہ میرے حق میں کر دیا۔ اس پر ایجنسی نے نظر ثانی کی اپریل کی وک 06-08-05
کو خارج کر دی گئی۔ ایجنسی نے جناب نورتر پنجاب کو اپریل کی۔ یہ اپریل 06-05-07 کو خارج ہو گئی۔
متعلقہ ایجنسی نے میرے تباہیجات کا ادائیگی کر دی ہے۔

جناب عالی! میں اس داد میں پر پنجاب محنتی پنجاب اور ان کے علمہ کا طردیم شکر گزار ہوں۔ آرپ کی عدالت
اس ذمہ داری میں میرے جیسے کم مایہ اور بے کس افراد کے لئے روشتی کا ایک ایسا جتنا ہے جہاں بلا قوت
انصاف کا حکم دیا ہے۔ پاکستان کی دیگر عدالتوں کے برعکس اس عدالت کا نظام نہایت ہی سہل، پیرلٹیشن
اور آرام دہ ہے۔ دیگر عدالتوں میں ساٹلان کو صحیح سے ٹیکر اختتام عدالت تک نہایت تکلف دہ حالات
میں ہی گنتوں کا ٹھکانہ اور پٹریا ہے جب کہ آرپ کی عدالت میں ساٹلان کے لئے بھٹنے کا خاطر آرام دہ
نشیست موجود ہیں۔ گرمی سے بچانے کے لئے ٹیکے کام کر دیے ہیں۔ تمام پراسسز زیادہ سے زیادہ وہ نقطے
میں مکمل ہو جاتا ہے اور ساٹلان کو اصل (فینڈاڈا) رقت سے بچ جاتے ہیں۔ ایسے (شہوانی) کا طریقہ کار
شمالی ہے۔ دونوں فریقوں کو باعزت طریقہ سے آرام دہ نشیستوں پر بٹھا کر کیسوں اور سماعت کی جاتی ہے۔
ساٹلان کو دیکھوں کی ایسا کہ کمر فیس کی ادائیگی سے مکمل نجات حاصل ہے۔ ان سہولتوں نے آرپ کی
عدالت کو ایک شمالی عدالت کا درجہ عطا کیا ہے۔ بلاشبہ پاکستان کی ساری عدالتوں میں اس عدالت جیسی
ہو جائیں تو پاکستان میں انصاف کا حصول کوئی مسئلہ ہی نہ رہے۔

جناب عالی! اگر شاہی کے اس بے رحمانہ دور میں آرپ کا ادارہ کم مایہ اور جیو عدالت میں کیلئے
ایک نعمت بجز مزہ قہہ ہے۔ اللہ تعالیٰ اس ادارہ کو اس کے سربراہ کو اور اس کے تمام علمہ کو خوشحرم
دکھو اور زمینوں کی متبادل میں بے مثال ترقی عطا کرے۔ اگر شاہی کے ستائے ہوتے سلازمین کی
جیو دسٹیں آسائے ساتھیوں۔

دعاؤ

محمد حسن بیگ ماسٹر (ریٹائرڈ) اور کنٹکٹ نامی اسکول، فافان پورہ لاہور
20-6-07
محمد ناصر (میرا) صفحہ سرورہا
محمد ناصر (میرا) صفحہ سرورہا

بیمزمت جناب صُریائی محاسب لہجاب و بینڈ اور لہجوں

جناب عالی

گزارش ہے کہ بیڑہ کی والہ دوران ڈیڑھی ماون میر نپیل ریڈیٹریٹ

میں بطور خاکروہیم وفاتے پائلے مقرر جینی کا جگہ پر بیڑہ ماحق

بنتا ہے میں نے محکمہ والوں کو کافی درخواستیں نڈاریں لیکیں

انہوں نے میری بات نہ سنی تو پھر میں نے جناب کے

دفتر میں درخواست گزار میں چونکہ ضیاء الرحمن صاحب

کنسلٹنٹ کے پاس میرا کیس دگا اور کیس ۱۱/۰۷/۲۰۰۷

میں ضیاء الرحمن صاحب نے پھر ملاوت دیوادی ہے

اس لیے میں آپ کا بہت بہت شکرا ہوں

اور آپ کے بچوں کو بہر دعائیں دیتا رہوں گا

محمد

جمال مسیح ولد بخش مسیح بستی عسائیان لہجوری

ضلع ضلع آباد



Date 9/1/07

DAWN ENTERPRISES

56/S, NEW MULTAN.

Ref. No. _____

Date 07-07-07

جناب سید بہادر شاہ صاحب
ایڈوائزر محاسب پنجاب ریجنل آفس ملتان

عنوان :- شکایت نمبر M/1637/07 فہر خالق

جناب عالی! مذکورہ نے جناب کی عدالت میں مرٹیل ٹورنٹ
کامچ برائے عوامین شوروکوٹ سٹی کے خلاف مبلغ 1434/ روپے
کی ادائیگی کیلئے درخواست دی تھی۔
اس ضمن میں عرض ہے کہ جناب کی وساطت سے مرٹیل
مذکورہ کامچ نے مذکورہ کی رقم مبلغ 1434/ روپے کی ادائیگی بذریعہ
ڈرامنٹ کر دی ہے۔ اور یہ رقم مذکورہ کے اکاؤنٹ میں جمع
ہو چکی ہے۔ مذکورہ کی ادائیگی مورخہ 06-07-07 ہو گئی ہے۔
جناب عالی! جناب کی وساطت سے مذکورہ 3 سال سے
ڈوبی ہوئی رقم وصول ہو گئی ہے۔ مذکورہ آپ کا تہہ دل
سے مشکور ہے۔
چونکہ مذکورہ کی وادارسی ہو گئی ہے۔ لہذا استدعا ہے
مذکورہ کی درخواست داخل وقت زود عا دیں۔
مناہ کا شکر ہے۔

فہر خالق ولد فہر سلیمان
ڈان انڈسٹریلز 56/S ملتان

فہر خالق

07-07-07

مخدت جناب مہربانی محاسب الملای ایجنٹل آفس مہتان
 سہما سہلی اقبال بیوہ محمد اقبال نیواری دوم موضعہ نواب پور تحصیل مہتان
 جناب ملالی : السلام علیکم

گزاشت ہے کہ میں سہلی اقبال بیوہ محمد اقبال نیواری دوم نے
 آپ کے دفتر خدا میں مورخہ 22/3/07ء کو درخواست جمع کرائی تھی۔ جس کا 07/4/07
 نمبر لاکھ ہوا تھا۔ اس درخواست میں میں نے مالی امداد جو کہ دوران سروس فٹ ہو
 جانے والے ملازمین کی بیواؤں کو ملتی ہے کا ذکر کیا تھا۔ اور میں نے ان اداروں کے
 خلاف کاروائی کرنے کی درخواست کی تھی۔

- 1۔ ڈپٹی ڈسٹرکٹ آفیسر ایوینو مہتان صدر
- 2۔ ایگزیکٹو ڈسٹرکٹ آفیسر فنانس اینڈ بلڈنگ مہتان
- 3۔ سیکرٹری بحرو آف ایوینو پنجاب لاہور

آپ کی مہربانی کہ آپ نے ان اداروں کے خلاف کاروائی فرمائی جس کے بددلت مجھے
 مالی امداد مورخہ 30/6/07ء کو مبلغ تین لاکھ 300,000/- روپے مل گئے ہیں۔ اب میری
 آپ سے درخواست ہے کہ میری دی گئی درخواست مورخہ 22/3/07ء پر مزید کاروائی نہ کریں۔
 بلکہ داخل دفتر فرمادیں میں جناب کی شکایت ہوگی۔ اور میں آپ سے سب کا
 شکریہ ادا کرتی ہوں۔ اور اللہ تعالیٰ کی یہ سگڑا ہوں۔ کہ جس نے آپ کو وسیلے
 سے صبر و صبر فرمائی۔ اور ایک بار پھر آپ اور اس ادارے میں کام کرنے والے تمام
 حضرات عافیت کی سگڑا ہوں۔

غیر
 سہلی اقبال بیوہ محمد اقبال
 معرفت کا کا دکانڈار ہستی طارق آباد گلی ۱۱ طرف مبارک دوئم مہتان
 سلام

مورخہ 12/07/07

عزت مآب جاب محمد علی صاحب لاسور

جانب

حمایت ادب سے انہیں تڑپ رہے تھے اور کہیں رہنے
 میں سوشل سیکورٹی کے ٹنڈر واجب الادا تھا۔ بندہ نے جاب والد
 کو درخواست تڑپ تھی جیسا کہ تھا کہ مجھے پورا بل ادا نہیں ہو رہا ہے

تو عین خدمت میں جاب کے حکم کے مطابق آج مورخہ $\frac{7}{07}$ 17 بجوں
 10-20 بجے مجھے سوشل سیکورٹی کے بل ادا کر دیا۔

جاب والد کے اس احسانِ عظیم کا تہ دل سے شکر گزار ہوں
 اور ایک عزیز اور بے شمارہ ورکر ہونے کی حیثیت سے دعا گو ہوں
 کہ خداوندِ جاب کے رشتہ میں بلندی و عطا فرمائی جاب کی اور جاب کے بچوں
 کی عمر دراز ہوں۔ خداوندِ عالم جاب کو جو پریشانی سے دور رکھے، آمین
 بصورت دیگر مریلی کہیں بھی بے منت نہ ہوں اور میری کوئی ستوائی نہ ہوں۔

دعا گو

صفا حسین در محمد رضا 05 ایلین فیکو شوگر ملز دریا مظاہر

دعا گو

حضرت جناب فیاض حسین کا کنسلٹنٹ؟ جو بائیکاٹ ہے نہی۔
آئین ملتان

جناب۔ عالی!


گزارش ہے کہ سوال نے چیمبر فنڈ سے امداد لکھنے کے حکم کے
خلاف دفتر نیو امین کے کامیاب نمبر (958/09/07) گزارا گیا ہے۔

جناب۔ والد کی حقوق و سقوت اور ہر بات سے سوال کہ چیمبر فنڈ
سے چیک حوالہ ہو گیا ہے۔ شکایت لکھنے کی شکایت کا ازالہ
کر دیا گیا ہے۔ مہربانی فرمائے شکایت تہا ملخص دفتر کی جاری

صفحہ 24-27

الکھن

دولت حسین ریٹائرڈ کانسٹیبل سڈنہ محلہ رحمان پورہ، لہجہ سیو جی ایل
گٹ نمبر 10، شرد ڈسپوزل سہقانہ سٹیٹل ماڈرنا، ملتان


24/7/07

خدمت جناب احسان الحق صاحب رجنل آفس مورانی محاسب پنجاب ملتان

جناب عالی۔

موردیانہ گزارش ہے کہ میں سائل کی شکایت نمبر ۱۲۶۲/۵۵/۵۶
 آپ کے پاس زیر سماعت تھی اس ضمن میں عرض ہے
 میں سائل کے نام انتقال درج و منظور ہو چکا ہے
 اور مجھے میری زمین واپس مل گئی ہے جس
 سے میری حق رسی ہو گئی ہے۔

میں سائل آپ جناب کا قصور دل سے شکریہ ادا ہے
 کہ آپ جناب کی کامیابیوں سے میرا حق مجھے مل گیا
 اب میں اپنی درخواست پرنوئی کارروائی نہیں کرنا
 چاہتا لہذا میری درخواست داخل دفتر فرمادی
 جانے مجھے کوئی اعتراض نہ ہے۔

العاقر

غلام جیلندر

31-7-006

محرمیت جناب صوبائی محاسب اعلیٰ صواب لاہور۔ پاکستان

جناب عالی!

نہایت ادب سے گزارش ہے کہ جناب کی بوساطت سے بندہ کاسی۔ بی کا
زلٹ کارڈ موصول ہو چکا ہے جو کہ ایک عظیم کا زامہ ہے۔ بندہ کو جناب کی
ایمانداری کی وجہ سے حق کیساتھ انصاف بلا ہے۔ بندہ دل کی گہرائیوں
سے ضاب کا اور لوری ٹیم کا شکر گزار اور ہمیشہ احسان مند رہے گا۔
بندہ نے اپنے تمام دوستوں کو اور دیگر لوگوں کو یہ واقعہ بتایا ہے کہ دیکھو
آج بھی عادل انسان موجود ہیں۔ دوست احباب کہہ رہے تھے کہ ہم بھی
انصاف کے لیے رجوع کریں گے۔

ایک بار پھر سی۔ بی زلٹ کارڈ مہیا کروانے پر جناب کا بہت بہت شکریہ
بندہ ہمیشہ جناب کو اور لوری ٹیم کو دعائیں دیتا رہے گا۔

عین نوازش

العارف

SM

04-08-2007

سید عثمان حسین شاہ ولید غلام مصطفیٰ شاہ

مقام وڈاک خانہ ٹونا تحصیل و ضلع نارووال

نوٹ: سی۔ بی زلٹ کارڈ کی نوٹو کاپی ساتھ منسلک ہے۔

عزت کاب ضیاب صوبائی محنت صاحب محنت سیکرٹریٹ پنجاب لاہور

ضیاب عالی -

بجملہ دائری بلڈنگ/کنڈکٹوریٹ 7-7-7 اور 15426، 7-8-7 اور 208 نورمہ 7-8-13
 خود بانہ گذر رہی ہے۔ کہ میں ضیاب کی بہت مشکور اور ممنون ہوں۔ جن کی مہربانی شققت
 کی بدولت میرا مسئلہ حل ہو گیا ہے۔ ضیاب کے فائل پر ولسا کے ذریعہ حکام نے
 اس مسئلہ کے حل کے لئے فوری طور پر رابطہ کیا۔ ضیاب عدلیہ کے دفتریں کی خودی
 میں ولسا کے متعلقہ حکام نے اس مسئلہ کے فوری حل کے لئے بھرپور تعاون کیا۔ ولسا والوں
 نے یانی کا دیکھا نہیں بھجوا دیا۔ جو کہ 24/7/77 واداکر دیا گیا۔ اس کے فوری اجراء ولسا والوں
 نے میرا مسئلہ ختم کر دیا۔ ضیاب عالی اس مسئلہ کے حل کے لئے صاحب جویدری رضی صاحب
 الین دسی او اور دیگر محکمہ نے بھرپور تعاون کر کے ایک اعلیٰ مثال عام کی اور نرس شناسی
 کا بھرپور دھابہ کیا۔ میں ولسا کے انیسر صاحبان اور متعلقہ محکمہ کو اس مسئلہ کے فوری
 حل کے لئے فرائض طے میں پیش کرتی ہوں۔ جنہوں نے صوبائی محنت صاحب کے حکم
 پر فوری طور پر عمل کیا۔ میں ایک دفعہ پھر ضیاب صوبائی محنت صاحب کا شکریہ
 ادا کرتی ہوں۔ لہذا محنت صاحب کا ادارہ ایک عام آدمی کے مسائل کے حل کے لئے فوری
 اقدام سے الفاتحہ ہے۔ صلی جی بھی تعریف کی جائے کہ ضیاب
 عالی میری خود بانہ گذر رہی ہے۔ کہ میری درخواست پر مسئلہ حل ہونے کی وجہ سے
 نرسنگ کاروبار روک دی جائے۔ اور اسے داخل دفتر کر دیا جائے۔ ضیاب کی
 بہت مہربانی ہوگی

شکریہ

الفاتحہ

Balqis Jamila

بلقیس جمیلہ زوجہ مندرم صاحبہ المعطفائی ننگر شمس آباد جامعہ روز شہرہ ٹاؤن

لاہور

خدمت جناب محاسب کا پنجاب لاہور

جناب عالی

گزارش ہے کہ معائنہ (ظفر اقبال ٹریڈ سٹیج)

اور سیم آخری) کو محکمہ ایل ڈی کا اے سے ہمیں الٹا
کئے گئے۔ پلاٹ D-275 جو برٹان سیم لاہور

کی موقع پر پیمائش و قبضہ اور چھٹی جگہ کو
کا یہ لغات ہے مل گیا ہے اور کارروائی تکمیل کی
جسے لگایا ہے۔ شکر یہ کہ سالہ

الذ

ظفر اقبال ٹریڈ

مؤرخہ 22/8/2007

Zafar Jafar Qureshi

99 - Upper Mall
Scheme, Lahore

فون دفتر 480838
سہاڻ 485566

میسرز چیچہ وطنی پرو لیم سروس

جی ٹی روڈ نزد لاری اڈہ چیچہ وطنی

پرو پرائیٹرز:-

بیوہ شیخ برکت علی

تاریخ 13-9-07

عزیزت صاحبہ صوبائی شہاب

صاحبہ عالی

تقریباً ۱۰ سالہ اور جو فیصلہ کن اور وطنی اور
بہاریات ملے ۱۹۸۶ء تک صوبائی شہادت، حکم
۱۳۰۱ء تقریباً ۱۰ سالہ صوبائی شہادت اور ۱۲.۹
صوبائی شہادت اور ۱۳۰۱ء تقریباً ۱۰ سالہ
صوبائی شہادت اور ۱۳۰۱ء تقریباً ۱۰ سالہ

سیدہ شمیم اختر بیوہ شیخ برکت علی صاحبہ
۱۳-۹-۰۷
شمیم اختر بیوہ

محترم جناب سید بہادر شاہ صاحب صوبائی محاسب اعلیٰ ملتان لاہور ملتان

عنوان - شکریہ نامہ -
حوالہ شکایت نمبر/187/11

جناب عالی

سائل آپ جناب کے محکمہ کے گوشے سے اپنے
چھوٹے چھوٹے ہیں بیانیوں کیلئے روزی روٹی
کرنے کے قابل ہو گیا ہے۔ میں آپ کا یہ احسان
تعمیرات بھلا سکوں گا۔ میں نے سید بہادر شاہ
صاحب کو انتہائی بہادر اور ڈراؤنرز پایا ہے۔

ایک دفعہ پھر میں اس محکمہ کا اور خصوصاً سید
بہادر صاحب کا اتہ دل سے شکریہ گزار ہوں۔

العارفین - 3-10-07

سید اقبال - 187/11

کاروباری - مکان نمبر 3 اعلیٰ ج میں W

نیو ملتان

متعلقہ ہذا۔ ممبرانہ جو تلو تلو تلو
فیلو فیلو

قابل ذی وقار جناب قدیر حسین قیصر کنسلٹنٹ-VIII

دفتر محتسب پنجاب-2۔ بینک روڈ لاہور

السلام علیکم!

جناب! میں نے اپنے رزلٹ کارڈ کے حوالے سے شکایت نمبر C-3651/5/07 آپکو ارسال کی تھی۔ اور اللہ کے فضل سے میں آپ کا تہ دل سے مشکور ہوں کہ آپ نے مجھے یہ رزلٹ کارڈ ارسال کر کے میرے مستقبل میں نئی اُمید وابستہ کر دی ہے میں آپکو جلد اطلاع اس لیے نہ کر سکا کہ میری والدہ کا شوگر کی وجہ سے ٹانگ کا آپریشن ہوا اور اس سلسلے میں اُن کی ٹانگ کٹوانی پڑ گئی اس پریشانی کی وجہ سے میں معذرت خواہ ہوں کہ میں آپکو جلد اطلاع نہ دے سکا۔

والسلام

اُلفت حسین ولد فضل حسین

محلہ اسلام پورہ لالہ موسیٰ

محرمیت طبیب صوبائی محکمہ () لکھ کنسلٹ (۱۱) صاحب

صناب عالی

گزارش ہے کہ میں نے محکمہ LDA کے خلاف ایک درخواستیں جس کا
نمبر ۱۱۱۹۱۰۶/۱۱/۱۱ ہے پیش کی تھی۔ اس درخواست کے جواب
میں صبا نے ذرا شنوار میں میرے حق میں ضبطہ دیا تھا۔
اس ضبطہ کو کھلی جا رہا ہے۔ لہذا میں نے LDA نے میرے
بلاٹ کا نقشہ منظور کر کے بھیج دے دیا۔

اس ضبطہ نے صبا نے محکمہ کے کچھ افسران کے خلاف
محکمہ کارروائی کا حکم دیا تھا۔ جس کی انکوڑوں LDA
جوڈیشنل مجسٹریٹ صاحب کے پاس ہے۔

میں نے جوڈیشنل مجسٹریٹ صاحب کو اپنا بیان دے
دیا ہے۔ اور اس سلسلے میں طریقہ کار کی کارروائی میں
رہنا چاہتا۔ لہذا میرا فریڈم سے داخل دستہ
ہے۔

میرا

آپ کا مخلص

محمد امجد
محمد امجد

خدمتِ صاحبِ کتب و رسائل، جامعہ اسلامیہ، صوبائی کتب خانہ، لاہور

حوالہ نمبر: 2663/9/1

صاحبِ عالیہ گزارش یہ کہ =

کل فروری 20/11/2007ء ڈسٹرکٹ اکاؤنٹی آف صوبائی کتب خانہ لاہور کی قلمی نمبری
 No. veh/ Pension/ 174/269 کی مساطحت سے تھے جسٹا نوے 938 باسٹ
 سنشن ماہ جون 2007ء کی تھی وصول ہو چکی ہے۔ فروری 2007ء کی قلمی نمبری سے
 شکر گزار ہے کہ اچھے صاحب نے ذاتی چٹھی لکھ کر اپنے قلمی نمبری سے
 کچھ وقت نکال کر مجلسِ مہرہ میں میری مدد اور میری داد دے کر فرمائی
 میان میں یہ بات بھی برآمد کرنا چاہتی تھی کہ پورے پاکستان میں میرے
 صوبائی اور وفاقی کتب خانے دو اور ایسے ہیں جو کہ عوام کو فوری
 القاف مینا کرتے ہیں۔ علیٰ گاہ مجھے مس دہتر سے مزید کوئی شکایت
 نہ ہے اور یہی مزید قلمی کارروائی کرنا چاہتا ہے۔
 فروری 2007ء میں صاحب اور آپ نے ملاحظت عملی شکر گزار ہے
 خداوند تعالیٰ آپ سے ایماندار مجلس اور محنتی لوگوں کو اعلیٰ حد تک اور
 ایسی عمر گزارنے کی دعا ہے

عابدہ انور
 Dated. 21-11-07

عابدہ انور
 MNR-12052
 No. 366-1-9784496-4
 لاہور - ضلع وھارڈ کا

CHAPTER-IX

**POLICIES/RULES GOT
REVIEWED/REITERATED/CLARIFIED**

POLICIES/RULES GOT REVIEWED/REITERATED/CLARIFIED

1. Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974

i.) During investigation of some complaints, it was observed that under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) rules, 1974, one of the unemployed children/wife/widow of a civil servant who dies while in serviced or is declared invalidated/incapacitated is required to be provided job against posts in BS 1-5 in the department in which the deceased government servant was working without observance of formalities prescribed under the rules/procedure provided such child is otherwise, eligible for the post. Regarding appointment against posts in BS-6 & above, the concerned child/wife/widow is given 10 additional marks in the aggregate by the Public Service Commission or by the appropriate Selection Board or Committee provided he/she otherwise, qualifies in the test/examination and/or interview for those posts.

ii.) As the government had generally shifted from regular mode of appointment to the contract mode and as per contract Appointment Policy issued by the Government of Punjab in that behalf on 29.12.04, appointments on contract basis could be made on a pay package other than the Basic pay Scales and the Education Department had started making recruitment against the posts of Educators against pay package other than Basic Pay Scales, a question arose as to how the provisions of Rule

17-A ibid which are peculiar to National Pay Scales, would be made applicable to such posts. The matter was therefore, taken up with the Regulations Wing of S&GAD for a clarification as to how 10 additional marks would be given to the candidates eligible for the same under Rule 17-A ibid if recruitment was made on the basis of a pay package. The matter was considered in the Regulations Wing which in its U.O.No. DS(O&M)5-3/2004/Contract/Ombd.Pb. dated 9/12th May 2007 clarified that the requisite 10 additional marks could be awarded to the eligible candidates under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rule 1974 irrespective of the fact whether the posts were to be filled on the basis of pay scale or against a pay package.

iii.) During investigation of complaints received in this Office, it was also observed that in a number of cases where the deceased/ invalidated/ incapacitated civil servant had more than one wife, each having children eligible for appointment under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules 1974, all of them approached the respective appointing authorities for appointment of their children in preference to the other. Similarly, the widow/wife also wanted to get appointment in preference to the other. As the rules ibid on this count were silent and no clarification in that behalf had been issued by S&GAD, the Competent Authorities were feeling it extremely difficult to decide as to whom

they should prefer for appointment. Therefore, for the guidance of the respective competent authorities, the matter was referred to Regulations Wing of S&GAD for examination and issuance of clear cut instructions in that behalf. The Regulations Wing, S&GAD vide their circular letter No.SOR-III(S&GAD)2-10/2007, dated 22.10.2007 issued the following clarification in that behalf:-

- i) In case there are two wives of a deceased civil servant, the first wife or her children (Ist family) are entitled to get employment under Rule 17-A. If no one from the first wife and her children (Ist family) applies for the job, the right of appointment shall be available to the second wife or her children (second family).
- ii) The concerned Appointing Authority shall satisfy himself about the number of families, family members and eligibility of the applicants for the post.
- iv.) In some cases, the complainants agitated that as per Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules 1974, they are eligible for employment against posts in BS 1-5 on regular basis because the said rules envisage appointment on regular basis and not on contract whereas the respective authorities had given them employment on contract basis. In order to sort out the issue, a reference was made to S&GAD who vide their letter No.SO(W-I)5-7/97, dated 14th September, 2007 issued the following clarification:-

As per amendment made in the Contract Appointment Policy vide circular letter dated 5.8.2006, provision of rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules 1974 and the relevant instructions/ guidelines issued in this behalf from time to time shall be applicable mutatis mutandis for employment in BS-01 to BS-05, of one of the un-employed children, wife/widow of a civil servant who dies while in service or is declared invalidated/ incapacitated, under the policy. Furthermore, the nature of employment so provided shall be dependent on the mode of recruitment viz contract or regular, as may be decided by the government in respect of a particular post.

- v) Government of the Punjab vide their notification No.FD-FC-32-7/2007, dated 10.9.07 upgraded the posts of Clerks to BS-7 w.e.f. 1.7.07. It was observed that under rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules 1974, the facility of wives/widows of deceased/ invalidated/ incapacitated civil servants was available against posts up to BS-5 which included posts of Junior clerks as being in BS-5 and with the referred upgradation of the posts of Junior Clerks, the said facility had ceased to be available to them. Therefore, a reference was made by this Office to the Regulations Wing for consideration. If it was decided that the posts of Junior Clerks should remain available for appointment under Rule 17-

A *ibid*, appropriate amendment in the rules be made.

The matter was considered by the Regulations Wing, S&GAD and vide notification No.SOR-III(S&GAD)2-10/06, dated 5.1.2008, the following amendment was notified in Rule 17-A:-

In rule 17-A, in the proviso, after the words and figures “BS-1 to 5”, the words “and the posts of Junior Clerks (BS-7)” shall be inserted.

vi) An ex-Defence personnel filed a complaint in this Office that he should be given appointment as Junior Clerk under rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Services) Rules 1974, as his father who was a school teacher, had died during service. During investigation, it transpired that the complainant’s father who was a school teacher, died in an accident during service on 6.7.1964. The complainant served in Pakistan Army from 6.5.85 to 26.3.03 and was in receipt of pension from there. A question arose as to whether the complainant who was in receipt of pension from Pakistan Army could be considered unemployed for the purpose of Rule 17-A as the facility under the referred rule was available only to an unemployed child/wife/widow of a government servant who had died while in service. For clarification, the matter was referred to the Regulations Wing of S&GAD. They clarified that Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) rule 1974, being measure of benevolence aimed at providing subsistence to a bereaved family otherwise eligible for the

prescribed posts. Therefore, a pensioner was not eligible for appointment under Rule 17-A *ibid*.

2 Maternity Leave to Female Educators

On investigation of certain complaints relating to Schools Wing of Education Department, it was observed that as per Annexure D-I of Recruitment Policy, 2005-06 for recruitment of Educators in Government schools on contract basis notified by Education Department, Government of the Punjab vide No/SO(S-IV)2-34/2005, dated 29.12.05, 90 days maternity leave without pay was allowed whereas in Para 7(b) of the Guidelines for fixing terms & conditions of contract appointment appended to Contract Appointment Policy of the Government of Punjab notified by S&GAD vide No.DS(O&M)5-3/04/Contract(MF), dated 29.12.04, 90 days maternity leave with pay once in the tenure of 5 years had been allowed. The referred Recruitment Policy of the Education Department being violative of the Contract Appointment Policy, Education Department was directed to resolve the issue so that all government employees are treated alike.

In compliance, Special Secretary (Schools) vide his letter No.SO(SE-IV)2-34/2006(CRC)(Ombuds), dated 12.3.08 reported that a meeting on the subject was held in the office of Secretary S&GAD on 17.7.07 in which it was decided to make the said Recruitment Policy of the Education Department consistent with the Contract Appointment Policy dated 29.12.04 of the Government of Punjab. Accordingly,

with the approval of CM Punjab, maternity leave with pay once in the contract period of 5 years for female Educators had been agreed.

**3. Correction in Date of Birth/
Father's Name/Reduction of Fee**

It was complained that on a request for correction of his father's name, the Board of Intermediate and Secondary Education Sargodha, demanded decree of a civil court for the requisite change. In addition, the applicant would have to deposit an amount of Rs.1,700/- as fee for the change required in father's name in the record.

During investigation of the case it was observed that so far as change of date of birth of a student was concerned, the rules of the Board provided that necessary decision would be taken by the competent committee after perusing the school record or that of the municipal body concerned. The mandatory provision for furnishing a decree issued by a civil court in respect of request for change in father's name, therefore, required rationalization because both the matters could be resolved with the help of the record maintained in the school where the student concerned had been studying. It was also noted that the fee being charged for the purpose was also excessive.

A direction was issued to BISE Sargodha that if a mistake in the date of birth of a student or in his/her father's name mentioned in the Matriculation Certificate was found, in the first stance the same be got rectified with the help of

school record or registration of date of birth record maintained by municipal body concerned. However, in cases where it might not be possible to rectify the mistake in the said manner, the condition of production of a decree issued by a civil court of competent jurisdiction could be imposed. It was further observed that the rates of fees for correction of date of birth/change in father's name i.e. Rs.1,750/- within 2 years, Rs.4,000/- within 5 years, Rs.6,000/- within 10 years and Rs.10,000/- after 10 years of passing the matriculation examination fixed by the Board were not only excessive but unjustified. Chairman, Board of Intermediate and Secondary Education Sargodha was, therefore, directed to consider the said matter further and submit his recommendations to Chairman, Punjab Boards Committee of Chairmen for taking a decision based on justice and fair play which should be applicable to all the Boards.

In compliance, an amendment was made in the rules whereby father's name of a candidate can now be corrected on the recommendations of the competent committee on receipt of an application accompanied by necessary documents i.e. an affidavit, birth certificate, father's Nikahnama and advertisement in the press etc. and not on the decree of a civil court.

Regarding rationalization of fees, following uniform (reduced) rates for change/correction in date of birth or father's name have been approved for all the BISEs in Punjab:-

	Previous Fee	Reduced Fee
i) Within two years of passing of Matriculation Examination,	1750	Rs.1,000
ii) Within 5 years,	4000	Rs.2,000
iii) Within 10 years,	6000	Rs.3,000
iv) After 10 years,	10,000	Rs.4,000

4. Transparency in Selection Process

During investigation of some complaints, it was observed that in some cases, the selection committee had preferred certain candidates having lower qualifications over the ones having higher qualifications by giving them higher marks in the interview. It transpired that those candidates were blood relations of chairman/members of the selection committee. This practice being prejudicial to the norms of transparency, Secretary (Regulations) S&GAD was ahead to examine the matter and issue necessary guidelines so that the process remains transparent and above suspicion.

In compliance, Secretary (Regulations) S&GAD vide circular letter No.SOR-IV(S&GAD) 10-1/2003, dated 11.10.06 addressed to all concerned stated that instances had come to the notice of the government where certain officers attended as chairman or as a member, meetings of the selection committees while their blood relations were candidates for a post. Such an act was not only prejudicial to the norms of transparency but also cast aspersion on the conduct of the concerned officers, and is tantamount to nepotism, favouritism

and wilful abuse of office under rule 26 of the Punjab Government Servants (Conduct) Rules, 1966. Therefore, in order to ensure merit and transparency in selection, in case a relative of the chairman or members of the selection/recruitment committee is to appear for interview as a candidate, the said officer should not participate in the meeting of the selection committee and for alternate arrangements, orders of the next higher authority be sought.

5. Criterian for Fixation of Merit in Selection of Posts Under 20% Quota Reserved for Children of Government Servants

In a complaint, it was alleged that during selection against class-IV posts in Education Department, the requisite selection criteria laid down for recruitment against 20% quota reserved for children of serving/retired civil servants in BS 1-5 had not been adhered to and children of those employees had been selected in preference to his son who were junior to the complainant.

During investigation of the complaint, it was observed that as per S&GAD Notification No.SOR-III-1-22/90, dated 1.9.1993, 20% vacancies in the cadre of Junior Clerk, Driver, Naib Qasid, Mali, Farrash, Water Carrier and Chowkidar in all Government Departments stand reserved for the children of such Government servants in BS 1-5 who are either still serving in the respective Department/cadre or had retired from the said Department/cadre in BS 1-5 according to the following criteria:-

Nomenclature of Post	Criteria for selection
Junior Clerk (BS-5)	All the posts of Junior Clerks falling in this quota will be filled strictly on merit as per recruitment policy in vogue.
Driver (BS-4)	Only those candidates who possess valid driving licence shall be eligible for the post of Driver. All eligible candidates shall be Administered a driving test by the respective Departmental Selection Committee. Those performing better would be selected.
Naib Qasid/ Mali/ Farrash/ Water Carrier/	The length of service of the parent whose son is a candidate shall be the sole criteria for determining interse merit of the application.

Merit lists of candidates against the referred 20% vacancies advertised by various departments were not being prepared in accordance with the said criteria which being violative of the said notification of S&GAD amounted to maladministration as defined in section 2(2)(i)(a) of the Punjab Office of the Ombudsman Act, 1997. Accordingly Additional Chief Secretary Punjab,

S&GAD was asked to recirculate the provisions of the notification dated 1.9.1993 to all Administrative Secretaries, Heads of

Attached Departments and District Coordination Officers for compliance.

In response, Regulations Wing of the S&GAD vide their letter No.SORIII(S&GAD) 3-12/2007, dated 17.12.2007 while reiterating the instructions contained in their referred notification dated 1.9.1993 directed all concerned to ensure that the criteria laid down in the said notification for selection of posts of Naib Qasid etc. falling under 20% quota for children of government servants is followed in letter and spirit by all concerned.

6. Grant of Pension to the Retiring /Retired Government Servants Who Were Over-Age at the Time of Recruitment

During investigation of a number of complaints it was observed that grant of pension to retiring/retired Government servants was still being denied/delayed on the plea that appointment of the concerned civil servant was irregular because at the time of appointment he was overage and requisite relaxation in upper age limit had not been obtained from the competent authority.

Such objection is not maintainable because Finance Department, Government of the Punjab in their letter No. SO(W-II)5-9/76 dated 12.6.76, had already decided that this objection should not be raised at the time of retirement of Government servants and their pension cases be finalized within a reasonable time.

On a reference from this office, the Finance Department vide their letter

No. FD SR III/4-119/07 dated 24.10.07 has reiterated that in case of government servants, who at the time of recruitment were overage and were recruited by the Appointing Authorities without obtaining the sanction of the Competent Authority, the objection with regard to age should not be raised by the Accountant General Punjab /District Accounts Officers at the time of retirement of such Government servants, so that their pension cases are finalized within a reasonable time.

7. Grant of Pension to the Retiring Government Servants Against Whom Audit Paras are Pending.

Pension cases were being withheld/ delayed on account of Audit

paras pending against retiring government servants whereas FD in their letter No.FD(M-Rec)/2-18/2001(Advice) dated 19-11-01, has already decided that in cases where Audit paras are pending against the retiring government servants, their pension may not be withheld and undertaking on stamp paper be obtained from the retiring govt. servant that in case recovery is established at any stage then he will be liable to pay the amount of recovery.

On persuasion from this office, the said instructions were reiterated by the Finance Department vide their letter No. FD (M-Rec) 2- 18/2001(Advice) dated 14.12.2006.

CHAPTER-X

APPENDICES

EXTRAORDINARY ISSUE

REGISTERED NO. L-7532

The Punjab Gazette

PUBLISHED BY AUTHORITY

LAHORE TUESDAY JULY 01, 1997

PROVINCIAL ASSEMBLY OF THE PUNJAB
NOTIFICATION
JUNE 30, 1997

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

THE PUNJAB OFFICE OF THE OMBUDSMAN ACT 1997
Act X of 1997

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

An

Act

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

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

It is hereby enacted as follows:-

1. **Short title, extent and commencement**

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

2. Definitions

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

- 1) **“Agency”** means a Department, Commission or office of the Provincial Government or a statutory corporation or other institution established or controlled by the Provincial Government but does not include the High Court and courts working under the supervision and control of the High Court, and the Provincial Assembly of the Punjab and its Secretariat.
- 2) **“maladministration”** includes:-
 - i) a decision, process, recommendation, act or omission or commission which:-
 - a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bonafide and for valid reasons; or
 - b) is perverse, arbitrary or unreasonable, unjust biased, oppressive, or discriminatory ; or
 - c) is based on irrelevant grounds ; or
 - d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and
 - ii) neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities;
- 3) **“Office”** means the office of the Ombudsman;
- 4) **“Ombudsman”** means the Ombudsman for the Province of Punjab appointed under section 3;
- 5) **“Prescribed”** means prescribed by rules made under this Act;
- 6) **“Public servant”** means a public servant as defined in section 21 of the Pakistan Penal Code 1860, and includes a Minister, Advisor, Parliamentary Secretary and the Chief Executive, Director or other officer or employee or member of an Agency ; and
- 7) **“Staff”** means any employee or commissioner of the Office and includes co-opted members of the staff, consultants, advisors, bailiffs, liaison officers and experts.

3. Appointment of Ombudsman

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

1. Amended Vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003)

Governor in the form set out in the First Schedule to this Act.

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

4. **Tenure of the Ombudsman**

- 1) The Ombudsman shall hold office for a period of four ^{*2} years and shall not be eligible for any extension of tenure or for re-appointment as Ombudsman under any circumstances: Provided that a sitting Judge of the High Court working as Ombudsman may be called back by the competent authority before expiry of his tenure. ^{*3}
- 2) The Ombudsman may resign his office by writing under his hand addressed to the Governor.

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

- 1) The Ombudsman shall not
 - a) hold any other office of profit in the service of Pakistan; or
 - b) occupy any other position carrying the right to remuneration for the rendering of services.
- 2) The Ombudsman, *not being a sitting Judge of the High Court* ^{*4} shall not hold any office of profit in the service of Pakistan ^{*5} before the expiration of two years after he has ceased to hold that office nor shall he be eligible during the tenure of office and for a period of two years thereafter for election as a member of Parliament or a Provincial Assembly or any local body or take part in any political activity.

6. **Terms and conditions of service and remuneration of Ombudsman**

- 1) The Ombudsman shall be entitled to such salary, allowances and privileges and other terms and conditions of service as the Government may determine and these terms shall not be varied during the term of office of an Ombudsman.

The Ombudsman may be removed from office by the Government on the ground misconduct or of being incapable of properly performing the duties of his office by reason of physical or mental incapacity. The Government shall provide the Ombudsman a copy of charges before such an order.

2. Amended Vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003)

3. Amended Vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003)

4. Amended Vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003)

5. Amended Vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003)

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

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

7. **Acting Ombudsman**

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

8. **Appointment and terms and conditions of service of staff**

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

9. **Jurisdiction, functions and powers of the Ombudsman**

- 1) The Ombudsman may on a complaint by any aggrieved person, on a reference by the Government or the Provincial Assembly, or on a motion of the Supreme Court or the High Court made during the course of any proceedings before it or of his own motion, undertake any investigation

into any allegation of maladministration on the part of any Agency or any of its officers or employees:

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

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

10. **Procedure and evidence**

- 1) A complaint shall be made on solemn affirmation or oath and in writing addressed to the Ombudsman by the person aggrieved or, in the case of his death, by the legal representative and may be lodged in person at the Office or handed over to the Ombudsman in person or sent by any other means of communication to the Office.
- 2) No anonymous or pseudonymous complaints shall be entertained.
- 3) A complaint shall be made not later than three months from the day on which the person aggrieved first had the notice of the matter alleged in the complaint, but the Ombudsman may conduct, any investigation pursuant to a complaint which is not within time if he considers that there are special circumstances which made it proper for him to do so.
- 4) Where the Ombudsman proposes to conduct an investigation he shall issue to the principal officer of the Agency concerned, and to any other person who is alleged in the complaint to have taken or authorized the action complained of, a notice calling upon him to meet the allegations contained in the complaint, including rebuttal:

"Provided that the Ombudsman may proceed with the investigation if no response to the notice is received by him from such principal officer or

other person within thirty days of the receipt of the notice or within such longer period as may have been allowed by the Ombudsman."

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

11. **Recommendations for implementation**

- 1) If, after having considered a matter on his own motion, or on a complaint or on a reference by the Government or the Provincial Assembly, or on a motion by the Supreme Court or the High Court, as the case may be, the Ombudsman is of the opinion that the matter considered amounts to maladministration, he shall communicate his finding to the Agency concerned:
 - a) to consider the matter further;
 - b) to modify or cancel the decision, process, recommendation, act or omission;

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

12. **Defiance of recommendations**

- 1) If there is a ‘Defiance of recommendations’ by any public servant in any Agency with regard to the implementation of a recommendation given by the Ombudsman, the Ombudsman may refer the matter to the Government which may, in its discretion, direct the Agency to implement the recommendation and inform the Ombudsman accordingly.
- 2) In each instance of “Defiance of Recommendations” a report by the Ombudsman shall become a part of the personal file or character roll of the public servant primarily responsible for the defiance;
Provided that the public servant concerned had been granted an opportunity to be heard in the matter.

13. **Reference by Ombudsman**

Where, during or after an inspection or an investigation, the Ombudsman is satisfied that any person is guilty of any allegations as referred to in subsection (1) of

section 9, the Ombudsman may refer the case to the concerned authority for appropriate corrective or disciplinary action, or both and the said authority shall inform the Ombudsman within thirty days of the receipt of reference of the action taken. If no information is received within this period, the Ombudsman may bring the matter to the notice of the Government for such action as he may deem fit.

14. Powers of the Ombudsman

- 1) The Ombudsman shall, for the purposes of this Act have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908, in respect of the following matters, namely:-
 - a) summoning and enforcing the attendance of any person and examining him on oath ;
 - b) compelling the production of documents;
 - c) receiving evidence on affidavits; and
 - d) issuing commission for the examination of witnesses.
- 2) The Ombudsman shall have the power to require any person to furnish information on such points or matters as, in the opinion of the Ombudsman, may be useful for, or relevant to, the subject-matter of any inspection or investigation.
- 3) The powers referred to in subsection (1) may be exercised by the Ombudsman or any person authorized in writing by the Ombudsman in this behalf while carrying out an inspection or investigation under the provisions of this Act.
- 4) Where the Ombudsman finds the complaint referred to in sub-section (1) section 9 to be false, frivolous or vexatious, he may award reasonable compensation to the Agency, public servant or other functionary against whom the complaint was made; and the amount of such compensation shall be recoverable from the complainant as arrears of land revenue:
 Provided that the award of compensation under this subsection shall not debar the aggrieved person from seeking any other remedy.
- 5) If any Agency, public or other functionary fails to comply with a direction of the Ombudsman, he may, in addition to taking other actions under this Act, refer the matter to the appropriate authority for taking disciplinary action against the person who disregarded the direction of the Ombudsman.
- 6) If the Ombudsman has reason to believe that any public servant or other functionary has acted in a manner warranting criminal or disciplinary proceedings against him, he may refer the matter to the appropriate authority for necessary action to be taken within the time specified by the Ombudsman.

- 7) The staff and the nominees of the Office may be commissioned by the Ombudsman to administer oaths for the purposes of this Act and to attest various affidavits, affirmations or declarations which shall be admitted in evidence in all proceedings under this Act without proof of the signature or seal or official character of such person.

15. Power to enter and search any premises

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

16. Power to punish for contempt

- 1) The Ombudsman shall have the same powers, *mutatis mutandis*, as the High Court has to punish any person for its contempt who:-
- a) abuses, interferes with, impedes, imperils, or obstructs the process of the Ombudsman in any way or disobeys any order of the Ombudsman;
 - b) scandalises the Ombudsman or otherwise does anything which tends to bring the Ombudsman, his staff or nominees or any person authorised by the Ombudsman in relation to his office, into hatred, ridicule or contempt.
 - c) does anything which tends to prejudice the determination of a matter pending before the Ombudsman; or
 - d) does any other thing which, by any other law, constitutes contempt of Court.

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

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

17. **Inspection Team**

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

18. **Standing Committees, etc.**

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

19. **Delegation of powers**

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

20. **Appointment of advisers, etc.**

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

21. **Authorization of functionaries, etc.**

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

22. Award of costs and compensation and refund of amounts

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

23. Assistance and advice to Ombudsman

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

24. Conduct of business

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

25. Requirement of affidavits

- 1) The Ombudsman may require any complainant or any party connected or concerned with a complaint, or with any inquiry or reference to submit affidavits attested or notarized before any competent authority in that behalf within the time prescribed by the Ombudsman or his staff.

- 2) The Ombudsman may take evidence without technicalities and may also require complainants or witnesses to take lie detection tests to examine their veracity and credibility and draw such inferences that are reasonable in all circumstances of the case especially when a person refuses, without reasonable justification, to submit to such tests.

26. **Remuneration of advisors consultants, etc.**

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

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

27. **Ombudsman and staff to be public servants**

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

28. **Annual and other reports**

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

29. **Bar of jurisdiction**

No Court or other authority shall have jurisdiction

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

30. Immunity

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

31. Reference by the Government

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

32. Representation to Governor

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

33. Informal resolution of disputes

- 1) Notwithstanding anything contained in this Act, the Ombudsman and a member of the staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.
- 2) The Ombudsman may appoint for purposes of liaison counselors, whether honorary or otherwise, at local level on such terms and conditions as the Ombudsman may deem proper.

34. Service of process

- 1) For the purposes of this Act, a written process or communication from the Office shall be deemed to have been duly served upon a respondent or any other person by, inter alia, any one or more of the following methods, namely :-
 - i) by service in person through any employee of the Office or by any special process-server appointed in the name of the Ombudsman by any authorized staff of the Office, or any other person authorised in this behalf;
 - ii) by depositing in any mail box posting in any Post Office a postage prepaid copy of the process, or any other document under certificate of posting or by registered post acknowledgment due to

the last known address of the respondent or person concerned in the record of the Office, in which case service shall be deemed to have been affected ten days after the aforesaid mailing;

- iii) by a police officer or any employee or nominee of the Office leaving the process or document at the last known address, abode, or place of business of the respondent or person concerned and if no one is available at the aforementioned address, premises or place, by affixing a copy of the process or other document to the main entrance of such address; and
 - iv) by publishing the process or document through any newspaper and sending a copy thereof to the respondent or the person concerned through ordinary mail, in which case service shall be deemed to have been effected on the day of the publication of the newspaper.
- 2) In all matters involving service the burden of proof shall be upon a respondent to credibly demonstrate by assigning sufficient cause that he, in fact, had absolutely no knowledge of the process, and that he actually acted in good faith.
 - 3) Whenever a document or process from the office is mailed, the envelope or the package shall clearly bear the legend that it is from the Office.

35. Expenditure to be charged on Provincial Consolidated Fund

The remuneration payable to the Ombudsman and the administrative expenses of the Office, including the remuneration payable to staff, nominees and grantees, shall be an expenditure charged upon the Provincial Consolidated Fund.

36. Rules

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

37. Act to override other laws

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

38. Removal of difficulties

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

39. Repeal

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

FIRST SCHEDULE

[see section 3(3)]

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

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

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

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

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

May Allah Almighty help and guide me (Ameen)

SECOND SCHEDULE

[see section 8(4)]

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

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

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

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

May Allah Almighty help and guide me (Ameen)



OMBUDSMAN

**OMBUDSMAN FOR THE PROVINCE OF PUNJAB
(REGISTRATION, INVESTIGATION AND DISPOSAL OF
COMPLAINTS) REGULATIONS, 2005**

**OFFICE OF THE OMBUDSMAN PUNJAB,
LAHORE**

OFFICE OF THE OMBUDSMAN PUNJAB
LAHORE
NOTIFICATION

No. (Registrar) 1-21/2004

Dated Lahore the January 31, 2005

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

CHAPTER-I

INTRODUCTION

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

(2) They shall come into force at once.

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

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

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

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

CHAPTER-II

PROCEDURE FOR REGISTRATION OF COMPLAINTS

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

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

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

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

- (a) the allegations contained in the complaint are correct and true to the best of knowledge and belief of the complainant;
- (b) previously no complaint on the subject was filed at the Head Office or any Regional Office;

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

4. Examination by the Registrar.— The Registrar shall, on receipt of the complaint from the Registry—

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

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

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

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

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

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

6. Suo Moto Cognizance.— (1) Whenever suo moto cognizance of maladministration is taken by the Ombudsman, he may issue to the principal officer or any other officer of the Agency a notice incorporating brief facts and circumstances or send a copy of the written material which, in his opinion, appears to have caused

maladministration and call upon him to meet the allegations contained therein and to submit a detailed report.

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

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

CHAPTER-III

PROCEDURE FOR INVESTIGATION

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

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

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

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

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

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

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

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

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

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

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

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

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

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

10. Rejoinder.— (1) Where the Investigation Officer is satisfied that, in the light of the report of the Agency, any clarification in respect of the allegations contained in the complaint is required from the complainant, he shall call upon the complainant to submit

a rejoinder within a specified time not exceeding thirty days, or such further period not exceeding 20 days as may be extended by the Investigation Officer.

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

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

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

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

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

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

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

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

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

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

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

13. Inspections.— (1) Where an inspection of a place, or site, or the examination of any record is necessary, the Investigation Officer himself or any official authorized by

him shall, with the approval of the Ombudsman, and after due intimation to the Agency proceed for the inspection of the spot or, as the case may be, examination of the record.

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

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

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

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

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

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

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

CHAPTER-IV

PROCEDURE FOR DISPOSAL OF COMPLAINTS

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

- (a) the subject matter of the complaint does not fall within the purview of the Act; or
- (b) no case of maladministration is prima facie made out; or
- (c) the Agency is not at fault as a particular procedure has to be adopted or formalities have to be followed by the complainant for redress of his grievance; or
- (d) the complainant fails to furnish the required information or supply relevant documents, or fails to attend hearings, despite notices and it is not possible to decide the complaint on the basis of the available record; or

- (e) the relief had already been provided before the complaint was lodged and the complainant confirms the redress of his grievance or he is informed of the same through registered post; or
- (f) the complainant and the representative of the Agency agree to a proposition consequent whereof grievance is redressed without any proof of maladministration; or
- (g) the complainant without any reasonable ground or justification continues to press his allegations but the Agency is not guilty of maladministration; or
- (h) where findings for redress of grievance have been given and the directions contained therein have been complied with or a representation has been filed to the Governor under section 32 of the Act; or
- (i) where representation under section 32 of the Act is rejected or the findings have been modified, and the original or the modified findings, as the case may be, have been complied with; or
- (j) the subject matter of the complaint was subjudice before a court of competent jurisdiction on the date of receipt of the complaint, reference or motion; or
- (k) the complaint by or on behalf of a public servant or functionary concerns matters relating to the Agency in which he is or has been, working, in respect of personal grievance relating to his service therein; or
- (l) the subject matter of the complaint is the same which has already been disposed of by findings in an earlier complaint; or
- (m) the subject matter of the complaint has already been adjudicated upon by a Court or Tribunal of competent jurisdiction; or
- (n) the complaint had been made by a person who is not an aggrieved person; or
- (o) the complaint was anonymous or pseudonymous.

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

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

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

(4) On submission of draft findings, the Ombudsman may pass orders/decision, make such changes in the draft findings as he considers necessary in the light of the

investigation done, ask the Investigation Officer to redraft the findings or to carry out further investigation as indicated.

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

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

19. Completion of Findings and consignment of files to Record.— (1) After the findings are signed by the Ombudsman:-

- (a) all drafts shall be destroyed by the Investigation Officer;
- (b) the copies of the Findings shall be authenticated by the Investigation Officer and despatched to the complainant and the Agency.

(2) With the approval of the Ombudsman, important findings may be circulated amongst Investigation Officers for information and selected cases may be sent to the Public Relations Section at the Head Office for publication.

(3) Where a complaint is closed or rejected it shall be consigned to the record room within 14 days of the closure or rejection.

(4) Where any findings have been communicated to the Agency under sub-section (1) of section 11, the file shall be retained by the Investigation Officer and consigned to record room only after confirmation of implementation of the recommendation has been received from the Agency or the Complainant.

(5) The Investigation Officer shall send one copy of the findings in the specified form in duplicate to the Computer Section at the Head Office for updating the record and place the other copy on the relevant file which should then be consigned to the record room.

(6) Where any person is aggrieved by a decision or order of the Ombudsman and intends to file a representation to the Governor under section 32 of the Act, the file may be consigned to record room within 14 days of the confirmation of representation having been filed.

(7) Where a representation to the Governor made under section 32 of the Act is rejected or the findings are modified, the file shall be taken out from the record room for making an entry about the decision of the Governor and shall be consigned to the record room within 14 days of the confirmation of implementation of the original or modified findings.

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

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

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

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

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

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

22. Correction of errors, mistakes, misrepresentation, etc.— (1) Where through any typographical error, mistake or misrepresentation by the complainant or the Agency, an incorrect figure, fact or position is reflected in the findings and directions of the Ombudsman, the Investigation Officer shall, after giving notice to the complainant and the Agency and providing them an opportunity of being heard, submit the case with draft findings to the Ombudsman in specified form for consequential rectification or modification of the original findings and directions.

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

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

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

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

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

CHAPTER-V

MISCELLANEOUS

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

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

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

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

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

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

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

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

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

27. List of Principal Officers of the Agencies and their nominees.— (1) The Registrar at the Head Office and the Additional Registrar/Assistant Registrars at the Regional Offices shall maintain a list of principal officers of Agencies.

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

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

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

- (a) registration number of the complaint;
- (b) date of registration of the complaint;
- (c) complainant's name;
- (d) name of the Agency complained against;
- (e) brief subject of the complaint;
- (f) whether the file contains correspondence or noting or both;
- (g) date of disposal of complaint; and
- (h) date of consignment to record.

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

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

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

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

SCHEDULE

[see regulation 3 (2)]

**TERRITORIAL JURISDICTION OF
HEAD OFFICE AND REGIONAL OFFICES**

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

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OMBUDSMAN FOR THE PROVINCE OF PUNJAB

LIST OF ABBREVIATIONS

ABAD	Agency for Barani Area Development	D.D.C.	District Development Committee
A.C.E.	Anti Corruption Establishment	D.D.O.(A)	Deputy District Officer (Accounts)
A.G.	Accountant General	D.D.O.(C)	Deputy District Officer (Co-ordination)
ACR	Annual Confidential Report	D.E.O.	District Education Officer
ADO(R)	Assistant District Officer (Revenue)	(M-EE)	(Male- Elementary Education)
ADP	Annual Development Programme	D.E.O.	District Education Officer
ADV-I	Advisor-I	(W-EE)	(Women- Elementary Education)
ADV-II	Advisor-II	D.E.O.(SE)	District Education Officer (Secondary Education)
ASI	Assistant Sub Inspector		
AWT	Army Welfare Trust	D.G	Director General
B.A.	Bachelor of Arts	D.G. Khan	Dera Ghazi Khan
B.F.	Benevolent Fund	D.M.	District Magistrate
B.I.T.	Bachelor of Information Technology	D.O.(A)	District Officer (Accounts)
B.O.R.	Board of Revenue	D.O.(C)	District Officer (Co-ordination)
B.P.S.	Basic Pay Scale	D.O.(Coop)	District Officer (Cooperatives)
B.S.	Basic Scale	D.O.(F&B)	District Officer (Finance & Budget)
B.Sc.	Bachelor of Science	D.O.(Lab)	District Officer (Labour)
CCA	Culturable Commanded Area	D.O.(P)	District Officer (Planning)
C&W	Communication & Works	D.O.(R)	District Officer Revenue
C-I	Consultant-I	D.O.(SW)	District Officer (Social Welfare)
C-II	Consultant-II	D.P.E.	Director Physical Education
C-III	Consultant-III	D.P.O	District Police Officer
C-IV	Consultant-IV	D.S.P.	Deputy Superintendent of Police
C-V	Consultant-V	DDO (R)	Deputy District Officer (Revenue)
C-VI	Consultant-VI	Dev.	Development
C-VII	Consultant-VII	Dy.	Deputy
C-VIII	Consultant-VIII	E&T	Excise & Taxation
C-IX	Consultant-IX	E.D.O.(Agri)	Executive District Officer (Agri.)
C-X	Consultant-X	E.D.O.(CD)	Executive District Officer (Community Development)
C.F.C.	Cooperative Finance Corporation	E.D.O.(Edu)	Executive District Officer (Education)
C.M.A.	Controller Military Accounts	E.D.O.	Executive District Officer (Finance and Planning/Development)
C.O.	Care of	(F&P/D)	
C.R.	Consultant Research	E.D.O.(H)	Executive District Officer (Health)
Cr.P.C	Criminal Procedure Code	E.D.O.(IT)	Executive District Officer (Information Technology)
C.T.	Certificate of Teaching		
Coop.	Cooperatives	E.D.O.(Law)	Executive District Officer (Law)
D.A.O.	District Accounts Officer	E.D.O.(Lit)	Executive District Officer (Literacy)
D.C.	Deputy Commissioner	E.D.O.(R)	Executive District Officer (Revenue)
D.C.O.	Divisional Canal Officer	E.O.B.I.	Employees Old-age Benefit Institution
DCO	District Coordination Officer		

E.S.T.	Elementary School Teacher		Liquidation
F.D.	Finance Department	P.E.S.S.I.	Punjab Employees Social Security Institution
F.I.R.	First Information Report		
F.Sc.	Faculty of Science	P.H.A.	Parks & Horticulture Authority
G.A.R.V.	Gross Annual Rental Value	P.I.D.B.	Punjab Industrial Development Board
G.B.	Gogera Branch		
G.M.	General Manager	P.I.T.B.	Punjab Information Technology Board
G.P. Fund	General Provident Fund		
H&PP	Housing & Physical Planning	P.L.D.	Pakistan Legal Decisions
H.B.F.C.	House Building Finance Corporation	P.M.	Per Month
H.B.L.	Habib Bank Limited	P.O.	Post Office
HUD & PHE	Housing, Urban Development & Public Health Engineering	P.P.C.	Pakistan Penal Code
		P.P.O.	Pension Payment Order
I&P	Irrigation & Power	P.P.S.C.	Punjab Public Service Commission
I.G.	Inspector General	P.S.	Police Station
I.R.U.D.P.	Integrated Rural Urban Development Programme	P.T.C.	Primary Teaching Certificate
		P.T.C.L.	Pakistan Telecommunication Corporation Limited
J.B.	Jhang Branch		
L&DD	Livestock & Dairy Development	PAD & SC	Punjab Agricultural Development and Supply Corporation
L.P.R.	Leave Preparatory to Retirement		
LDA	Lahore Development Authority	Ph.D.	Doctor of Philosophy
LG&RD	Local Government & Rural Development	Pt-I.	Part-I
		Pvt.	Private
Ltd.	Limited	R.D.A.	Rawalpindi Development Authority
M.A.	Master of Arts	R.T.A.	Regional Transport Authority
M.C.B	Muslim Commercial Bank	R.Y. Khan	Rahim Yar Khan
M.D.	Managing Director	R/O	Resident of
M.I.T.	Master of Information Technology	Rft.	Running feet
M.V.Rules	Motor Vehicle Rules	Rtd.	Retired
MBA	Master of Business Administration	S&GAD	Services and General Administration Department
MCL	Metropolitan Corporation Lahore		
MDA	Multan Development Authority	S.C.A.R.P.	Salinity Control and Reclamation Project
N.A.B.	National Accountability Bureau		
N.B.P.	National Bank of Pakistan	S.D.C.O	Sub Divisional Canal Officer
N.O.C.	No Objection Certificate	S.D.O.	Sub Divisional Officer
N.W.F.P	North West Frontier Province	S.E.	Secondary Education / Superintending Engineer
NESPAK	National Engineering Services of Pakistan		
NGOs	Non-Governmental Organizations	S.H.O.	Station House Officer
NOVs	Non-Official Visitors	S.I.	Sub Inspector
O.P.F.	Overseas Pakistanis Foundation	S.M.R.	Special Modarba Receipt
O.S.D.	Officer on Special Duty	S.N.E.	Schedule of New Expenditure
P&D	Planning & Development	S.O.(P.C.)	Section Officer (Pay Commission)
P.B.F.	Punjab Benevolent Fund	S.P.	Superintendent of Police
P.C.B.L.	Punjab Cooperative Board for	S.S.P.	Senior Superintendent of Police
		S.V.Teach.	Senior VernacularTeacher

T.A./D.A.	Traveling Allowance / Daily Allowance	W.E.F.	With effect from
T.E.V.T.A.	Technical Education / Vocational Training Authority	W.W.F.	Workers Welfare Fund
T.T. Singh	Toba Tek Singh	WAPDA	Water and Power Development Authority
U.B.L.	United Bank Limited	WASA	Water and Sanitation Agency
U.C.C.	Upper Chenab Canal	Wd/O	Widow of
		WMO	Woman Medical Officer
		XEN	Executive Engineer

IMMEDIATE

**UO No. DS(O&M)5-3/2004/Contract/Ombd-Pb
GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMINISTRATION
DEPARTMENT
(O&M WING)**

Dated Lahore, the 9th May, 2007

To

The Consultant Research,
Office of Provincial Ombudsman Punjab
2-Bank Road, Lahore.

**Subject: APPOINTMENT UNDER RULE 17-A OF THE PUNJAB CIVIL
SERVANTS (APPOINTMENT & CONDITIONS OF SERVICE)
RULES, 1974.**

I am directed to refer to Ombudsman's letter No. OMBUDSMAN PB/4-4/2006-CR dated 19.03.2007 and 25.4.2007, on the subject noted above and to inform in this regard as under:-

- i) Most of the Contract Appointments made under rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974 in BS-1 to 5 are made with reference to pay scales as such lower grade posts are not professional or skilled posts. Hence, there is no confusion at all in this regard;
- ii) As regards award of 10 additional marks in respect of posts in BS-6 and above, it is observed that the posts which are in BS-6 and above are distinct from the posts in Basic Scale-1 and 5 and there is no confusion at all in their respect either the said posts are filled on the basis of pay scale or against a pay package.


Deputy Secretary (O&M)



No.SOR-III(S&GAD)2-10/2007
GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMINISTRATION
DEPARTMENT (REGULATIONS WING)

Dated Lahore the 22nd October, 2007

To

1. The Principal Secretary to Governor Punjab.
2. The Principal Secretary to Chief Minister, Punjab.
3. Senior Member Board of Revenue, Punjab.
4. All Administrative Secretaries to Government of the Punjab.
5. The Registrar, Lahore High Court, Lahore.
6. All Heads of Attached Departments in the Punjab.
7. All Regional Heads of Departments in the Punjab.
8. All Heads of Autonomous/Semi Autonomous Bodies in the Punjab.
9. The Registrar, Punjab Services Tribunal, Lahore.
10. The Secretary, Provincial Ombudsman, Punjab.
11. All District Nazims in the Punjab.
12. The Secretary, Punjab Public Service Commission, Lahore.
13. All District Coordination Officers in the Punjab.
14. The Secretary, TEVTA, Lahore.

SUBJECT: APPOINTMENT UNDER RULE 17-A OF THE PUNJAB CIVIL SERVANTS (APPOINTMENT AND CONDITIONS OF SERVICE) RULES, 1974-CLARIFICATION REGARDING PROVISION OF JOB TO WIFE/CHILDREN IN CASE DECEASED EMPLOYEE HAD TWO OR MORE WIVES

Sir,

I am directed to invite your kind attention to Rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974, which reads as under:

"17-A. Notwithstanding anything contained in any rule to the contrary, whenever a civil servant dies while in service or is declared invalidated/incapacitated for further service, one of his unemployed children or his widow/wife may be employed by the Appointing Authority against a post to be filled under rules 16 and 17 for which he/she possesses the prescribed qualification and experience and such child or the widow/wife may be given 10 additional marks in the aggregate by the Public Service Commission or by the appropriate Selection Board or Committee provided he/she otherwise qualifies in the test/examination and/or interview for posts in BS-6 and above.

Provided further that one child or widow/wife of a government servant who dies while in service or is declared invalidated/incapacitated for further service shall be provided a job against posts in BS-1 to 5 in the department in which the deceased Government servant was working, without observance of formalities prescribed under the rules/procedure. Provided such child or the widow/wife is otherwise eligible for the post."

2. A question has arisen that where a deceased civil servant had more than one wife and the family does not agree on the point as to which of the two wives or their children are to be considered for appointment under the said rule.

3. The matter has been examined and it is clarified that:
- (i) In case there are two wives of a deceased civil servant, the first wife or her children (1st family) are entitled to get employment under Rule 17-A. If no one from the first wife and her children (1st family) applies for the job, the right of appointment shall be available to the second wife or her children (second family).
 - (ii) The concerned Appointing Authority shall satisfy himself about the number of families, family members and eligibility of the applicant for the post.
4. The above clarification may be brought to the notice of all concerned for their information and strict compliance please.



(SHAHNAZ NAWAZ)
ADDL. SECRETARY (REGULATIONS)

NO & DATE EVEN

A copy is forwarded for information and necessary action to:

1. All Additional Secretaries/Deputy Secretaries & Section Officers in S&GAD.
2. The Private Secretaries to Chief Secretary/Additional Chief Secretary/ Secretary(Services)/Secretary (I&C)/Secretary Regulations and Secretary Archives, S&GAD.

(SHAHNAZ NAWAZ)
ADDL. SECRETARY (REGULATIONS)

TO BE SUBSTITUTED FOR THE LETTER BEARING THE SAME NO. & DATE

No. SO(W-1)5-7/97
GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMN. DEPARTMENT

(WELFARE-I SECTION)

Dated Lahore, the 14th September, 2007

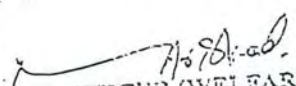
To,

1. The Office of the Ombudsman Punjab,
2-Bank Road, Lahore.
2. All Administrative Secretaries,
Government of the Punjab,
Civil Secretariat, Lahore.
3. All District Coordination Officers in the Punjab

Subject:- OMBUDSMAN PUNJAB ANNUAL REPORT 2005

In partial modification of this office letter of even number dated 28th July, 2007, the wording at sub para 2 (viii), which reads as "employment on regular basis in BS-01 to BS-05, for one of the un-employed children, wife / widow of a civil servant who dies while in service" may kindly be read as follows:-

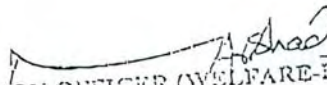
As per amendment made in the Contract Appointment Policy vide circular letter dated 5.8.2006, provision of rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974 and the relevant instructions/guidelines issued in this behalf from time to time shall be applicable mutatis mutandis for employment in BS-01 to BS-05, of one of the un-employed children, wife / widow of a civil servant who dies while in service or is declared invalidated / in-capacitated, under the policy. Furthermore, the nature of employment so provided shall be dependent on the mode of recruitment viz contract or regular, as may be decided by the government in respect of a particular post.


SECTION OFFICER (WELFARE-I)

No. SO(W-1)5-7/97

Dated: 10.09.2007

A copy is forwarded for similar action to Section Officer (I&C), office of Ombudsman Punjab Lahore in continuation of this office letter / Endst. of even No. dated 28.07.2007.


SECTION OFFICER (WELFARE-I)



**GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMINISTRATION
DEPARTMENT
(REGULATIONS WING)**

Dated Lahore the 5th January 2008

NOTIFICATION

No SOR-III (S&GAD)2-10/2006. In exercise of the powers conferred upon him under section 23 of the Punjab Civil Servants Act, 1974 (VIII of 1974), the Governor of the Punjab is pleased to direct that in the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974, the following further amendment shall be made:

AMENDMENT

In the said rules, in rule 17-A, in the proviso, after the words and figures "BS-1 to 5", the words "and the posts of junior clerks (BS-7)" shall be inserted.

BY THE ORDERS OF THE GOVERNOR OF THE PUNJAB

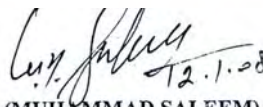
**NAGUIB ULLAH MALIK
ADDITIONAL CHIEF SECRETARY**

NO.SOR-III(S&GAD)2-10/2006

Dated Lahore, the 12th January 2008

A copy is forwarded for information and necessary action to:

1. The Principal Secretary to Governor of the Punjab.
2. The Principal Secretary to Chief Minister, Punjab.
3. The Senior Member, Board of Revenue, Punjab.
4. The Chairman, Planning & Development Board, Punjab, Lahore.
5. The Chairman, Chief Minister's Inspection Team, Punjab, Lahore.
6. The Registrar, Lahore High Court, Lahore.
7. All Administrative Secretaries to Government of the Punjab.
8. The Inspector General of Police, Punjab/Provincial Police Officer.
9. All Heads of the Attached Departments in the Punjab.
10. The Secretary, Provincial Assembly, Punjab.
11. The Secretary, Office of the Provincial Ombudsman, Punjab
12. The Secretary, Punjab Public Service Commission.
13. The Registrar, Punjab Service Tribunal, Lahore.
14. All District Coordination Officers in the Punjab.
15. The System Analyst (O&M), S&GA Department.
16. P.S to Chief Secretary, Punjab, Lahore.
17. P.S to Additional Chief Secretary, Punjab, Lahore.
18. P.S to Secretary (Services) and Regulations Wing, S&GAD.
19. All Additional Secretaries/Deputy Secretaries in S&GA Department.
20. The Superintendent, Government Printing Press, Punjab Lahore with the request to publish this notification in official gazette and supply 20 printed copies thereof to the undersigned.


 (MUHAMMAD SALEEM)
 SECTION OFFICER(R-III)



No.SOR-III(S&GAD)2-23/2003(P)
 GOVERNMENT OF THE PUNJAB
 SERVICE & GENERAL ADMINISTRATION
 DEPARTMENT
 (REGULATIONS WING)
 Dated Lahore the 20th March, 2006

To

The Consultant-IX,
 Office of the Provincial Ombudsman,
 Punjab.

SUBJECT:- COMPLAINT NO-3544/2005 FILED BY MR. MUHAMMAD IFTIKHAR

Kindly refer to your letter No.286/OP/2005 dated 01-03-2006 on the subject noted above.

2. The case has been examined and the Regulations Wing observes that the complainant is enjoying pension from the Pakistan Army after a service of 18 years. It will be appreciated that Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974 is measure of benevolence aimed at providing subsistence to a bereaved family by way of providing employment to an "unemployed" wife or child otherwise eligible for the prescribed posts. Hence Mr. Muhammad Iftikhar, being "Pensioner" does not fall within the ambit of the said provision by any stretch of interpretation and thus not eligible for appointment under Rule 17-A ibid.


 (KASHIF MANZOOR)
 SECTION OFFICER (R-III)

NO.S.O.(SE-IV)2-34/2006(CRC)(Ombuds)
GOVERNMENT OF THE PUNJAB
EDUCATION DEPARTMENT
(SCHOOLS WING)



Dated Lahore the 12th March, 2008.

To

The Consultant-V,
O/O the Ombudsman Punjab,
Lahore.

Subject:- COMPLAINT NO.6376/10/2006/C-V. 310/2006 FILED BY REHANA YASMIN.

Kindly reference f even number and date 24.07.2007 on the subject noted above.

2. It is submitted that in continuation of interim report vide No. S.O. (S-IV) 2-34/2006(CRC)(Ombudsman) dated 10.09.2007 a summary has been approved by Chief Minister for Maternity Leave with pay once in the contract period of 5 years for female Educators. It will be implemented in next incoming recruitment.

UNDER SECRETARY(S-IV)



No. SOR-IV (S&GAD)10-1/2003,
GOVERNMENT OF THE PUNJAB
SERVICES & GENERAL ADMINISTRATION
DEPARTMENT (REGULATIONS WING)

Dated Lahore, the 11th October 2006

To

1. All Provincial Ministers, Punjab.
2. The Senior Member, Board of Revenue, Punjab.
3. The Additional Chief Secretary, Punjab.
4. All the Administrative Secretaries in the Punjab.
5. The Provincial Police Officer, Punjab.
6. All District Nazims in the Punjab.
7. All District Coordination Officers in the Punjab.
8. All Heads of Attached Departments in the Punjab.
9. The Secretary, Punjab Public Service Commission, Lahore.
10. The Registrar, Punjab Service Tribunal, Lahore.
11. The Chairman, Chief Minister's Inspection Team, Lahore.
12. The Accountant General, Punjab, Lahore.
13. All District Accounts Officers in the Punjab.

Subject: **RECRUITMENT POLICY 2004.**

I am directed to refer to the subject cited above and to state that instances have come to the notice of the Government where certain officers attended as chairman or as a member, meetings of the Selection Committees while their blood relations were candidates for a post. Needless to say that such an act is not only prejudicial to the norms of transparency and casts aspersion on the conduct of the concerned officers, but also tantamount to nepotism, favouritism and wilful abuse of office under rule 26 of the Punjab Government Servants (Conduct) Rules, 1966.

2. Therefore, in order to ensure merit and transparency, in case a relative of the chairman or a member of the Selection/Recruitment Committee is to appear for interview as a candidate, the said officer should not participate in the meeting of the Selection Committee and for alternative arrangements orders of the next higher authority may be sought.

3. You are requested to kindly bring the aforesaid instructions into the notice of all concerned for strict compliance.

(DR. MUHAMMAD SALEH TAHIR)
ADDITIONAL SECRETARY (REG)

NO. & DATE EVEN.

A copy is forwarded for information to the Consultant-III, office of the Ombudsman Punjab, Lahore with reference to his letter No. C-III/3128/06 dated 13.09.2006.

(DR. MUHAMMAD SALEH TAHIR)
ADDITIONAL SECRETARY (REG)

GOVERNMENT OF THE PUNJAB
SERVICES GENERAL ADMINISTRATION AND
INFORMATION DEPARTMENT.

NOTIFICATION.

The 1st September, 1993.

NO. 30R-III-1-22/90. In exercise of the powers conferred on him by section 23 of the Punjab Civil Servants Act, 1974 (VIII of 1974), the Governor of the Punjab is pleased to direct that notwithstanding anything contained to the contrary in any other rules, 20% vacancies in the cadre of Junior Clerk, Driver, Naib Qasid, Mali, Farrash, Water carrier and Chowkidar in all Government Departments shall stand reserved for the children of such Government servants in BS-1-5, who are either still serving in the respective Department/cadre or had retired from the said Department/cadre in BS-1-5. The eligibility criteria for selection to the reserved posts would be as follows:-

Nomenclature of post.

Criteria for selection.

Junior Clerk (BS-5).

All the posts of Junior Clerks falling in this quota will be filled strictly on merit as per recruitment policy in vogue.

Driver (BS-4).

Only those candidates who possess valid driving licence shall be eligible for the post of Driver. All eligible candidates shall be administered a driving test by the respective Departmental Selection Committee. Those performing better would be selected.

Naib Qasid/Mali/
Farrash/Water
Carrier/Chowkidar
(BS-1).

The length of service of the parent whose son is a candidate shall be the sole criteria for determining interse merit of the applications.

If none is available for appointment against the reserved quota, those posts shall be filled up through direct recruitment on the basis of open merit.

BY ORDER OF THE GOVERNOR OF THE PUNJAB

JIWAN KHAN.

ADDITIONAL CHIEF SECRETARY.

.....P/2.



No.SOR-III(S&GAD)3-12/2007
 GOVERNMENT OF THE PUNJAB
 SERVICES & GENERAL ADMINISTRATION
 DEPARTMENT
 (REGULATIONS WING)
 Dated Lahore the 17th December, 2007

To

1. The Principal Secretary to Governor of the Punjab.
2. The Principal Secretary to Chief Minister, Punjab.
3. All Administrative Secretaries to Government of the Punjab.
4. The Registrar, Lahore High Court, Lahore.
5. The Secretary, Provincial Ombudsman, Punjab.
6. All Heads of the Attached Departments in the Punjab.
7. All Regional Head of Departments in the Punjab.
8. All Heads of Autonomous/Semi Autonomous Bodies in the Punjab.
9. The Registrar, Punjab Service Tribunal, Lahore.
10. The Secretary, Punjab Public Service Commission, Lahore.
11. All District Coordination Officers in the Punjab.
12. The Secretary, TEVTA, Lahore.

SUBJECT: **APPOINTMENT AS CLASS-IV STAFF-COMPLAINT SUBMITTED BEFORE THE PROVINCIAL OMBUDSMAN**

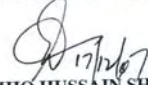
Sir,

I am directed to state that 20% vacancies in the cadre of Junior Clerk, Driver, Naib Qasid, Mali, Farrash, Water carrier and Chowkidar in all Government Departments stand reserved vide notification dated 01-09-1993 (**copy enclosed**) for the children of such government servants in BS-1-5 who are either still serving in the respective Departments/cadre or had retired from the said department /cadre in BS-1-5. Through the above referred notification, the eligibility criteria for selection for the reserved posts has also been prescribed.

2. The Honourable Provincial Ombudsman vide order dated 03-12-2007 has noticed that criteria laid down in the above referred notification for selection of posts of Naib Qasids, etc., falling under 20% quota for the children of government servant is not being followed meticulously.

3. I am to request you to kindly ensure that the criteria laid down in the above said notification dated 01-09-1993 for selection of the posts of Naib Qasids etc., falling under 20% quota for children of government servant is followed in letter and spirit by all concerned.

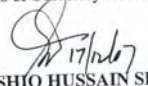
Yours obedient servant,


 (SYED ASHIQ HUSSAIN SHAH)
 DEPUTY SECRETARY(REG)

No & Date Even

A copy is forwarded for information and necessary action to:

1. All the Additional Secretaries/Deputy Secretaries & Section Officers in S&GAD.
2. The Private Secretaries to Chief Secretary/Additional Chief Secretary/ Secretary(Services)/Secretary (I&C)/Secretary Regulations & Secretary Archives, S&GAD.


 (SYED ASHIQ HUSSAIN SHAH)
 DEPUTY SECRETARY(REG)

NO.FD.SR-III/4-119/07
GOVERNMENT OF THE PUNJAB
FINANCE DEPARTMENT
Dated Lahore, the 24th October, 2007

From:

Mr. Sohail Ahmad,
 Finance Secretary.

To

1. All Administrative Secretaries to Government of the Punjab.
2. The Principal Secretary to Governor, Punjab, Lahore.
3. The Military Secretary to Governor, Punjab, Lahore.
4. The Principal Secretary to Chief Minister, Punjab, Lahore.
5. All Heads of Attached Departments in the Punjab.
6. All District Nazims in the Punjab.
7. All District Co-ordination Officers in the Punjab.
8. The Secretary, Provincial Assembly, Punjab, Lahore.
9. The Secretary, Punjab Public Service Commission, Lahore.
10. The Registrar, Lahore High Court, Lahore.
11. All District and Sessions Judges in the Punjab.
12. The Director General, Audit & Accounts(Works), Lahore.
13. The Director General, Audit, Punjab, Lahore.
14. The Chief Pilot, VIP Flight, Lahore.

Subject:

GRANT OF PENSION TO THE RETIRING / RETIRED GOVERNMENT SERVANTS WHO WERE OVER-AGE AT THE TIME OF RECRUITMENT

Sir,

I am directed to refer to the above-mentioned subject and to state that it has come to the notice of the Provincial Pension Cases Disposal Committee that some Government servants, who were over-age at the time of recruitment, were recruited by the appointing authorities without obtaining the sanction of the competent authority. The Accountant General did not raise any objection at that time and passed their pay bills although that would have been the proper stage at which an objection could have been raised. Such an objection after the retirement of such Government servants leads to great delay in the finalization of their papers. It has, therefore, been decided that no objection may be raised by the Accountant General Punjab / District Accounts Officers at the time of retirement of such Government servants, so that their pension cases are finalized within a reasonable time.

Your obedient servant,

M Ahmad
 (MUZAFFAR AHMAD)
 ADDL: FINANCE SECRETARY (REG)

NO. & DATE EVEN

A copy is forwarded for information to the Additional Secretary Ombudsman Punjab with reference to his letter No. Registrar1-3/2007, dated 20-10-2007.

M Sharif Naadeem
 (MUHAMMAD SHARIF NADEEM)
 SECTION OFFICER (SR-III)

NO. & DATE EVEN

A copy is forwarded for information and necessary action to: -

1. The Accountant General Punjab, Lahore.
2. All District Accounts Officers in the Punjab.

No. FD(M-Rec) 2-18/2001 (Advice)
GOVERNMENT OF THE PUNJAB
FINANCE DEPARTMENT

Dated Lahore the 14th December, 2006.

From

Azmat Ali Ranjha,
 Finance Secretary,
 Government of the Punjab.

To

1. All the Administrative Secretaries,
 Government of the Punjab.
2. All the District Coordination Officers in the Punjab.
3. All the Heads of the Attached Departments.
4. The Registrar,
 Lahore High Court, Lahore.
5. The Chairman,
 Punjab Service Tribunal.
6. The Chairman,
 Chief Minister's Inspection Team.
7. The Chairman,
 Punjab Public Service Commission.

Subject: - GRANT OF NO DEMAND CERTIFICATE (NDC) TO RETIRING GOVERNMENT SERVANTS INVOLVED IN MISAPPROPRIATION/EMBEZZLEMENT & IRREGULARITIES.

Sir,

I am directed to invite your kind attention to the instructions as contained in this department letter No. even, dated 19th November, 2001, which interalia provide the guide-lines to the departments that the government losses pointed out in the audit paras should be finalised well before the retirement of the employee concerned and where any audit para was pending against a retiring government servant, the pension for such employee should not be withheld; instead an undertaking on the stamp paper may be obtained from the retiring government servant that in case the recovery was established at any stage against him then he would be liable to pay the amount of recovery.

2. The Provincial Ombudsman, Punjab, in his Annual Report, 2005, has observed that in a large number of cases, gratuity/pension was withheld where some audit paras were pending against a retiring government servant, in disregard of the instructions as mentioned above. Resultantly, a number of retiring government servants or their families could not get their pensionary benefits, in time.

3. I am, therefore, directed to request you to ensure that gratuity/pension may not be withheld merely on the ground that some audit para was pending against a retiring government servant. I am, to reiterate further that in case any audit para is pending against a retiring civil servant, the pension/gratuity for such employee may not be withheld; instead an undertaking on stamp paper may be obtained from the civil servant that in case the recovery is established at any stage against him, he will be liable to pay the amount of recovery.

4. Needless to mention, government losses as pointed out in the audit paras/audit observations should be finalised in time, well before the retirement of the civil servant concerned.


 (RAO Nawaz)

Director (Monitoring)

NO. & DATE EVEN:

A copy is forwarded for information and necessary action to: -

1. The Accountant General, Punjab, Lahore.
2. The Director General (Civil) Audit, Punjab, Lahore.
3. The Director General (Works), Audit, Punjab, Lahore.
4. The Director General (District Government) Audit, Punjab, 4-ALyton Road, Lahore.
5. The Director General (Commercial) Audit, Punjab, Lahore.
6. The Director General (Works Accounts), Punjab, Lahore.
7. The Provincial Director, Local Fund Audit, Punjab, 6-Begum Road, Lahore.
8. All District Accounts Officers in the Punjab / Treasury Officer, Lahore.


 (RAO Nawaz)

Director (Monitoring)

بد انتظامی / بد عنوانی کے ازالے کیلئے دفتر منتخب پنجاب سے رجوع کرنے کا طریقہ

جن اداروں میں بد انتظامی / بد عنوانی کے بارے میں شکایت کی جاسکتی ہیں

حکومت پنجاب کا کوئی محکمہ، کمیشن، وائزر، قانون کے تحت قائم کردہ کارپوریشن، یا اس کا قائم کردہ یا زیر کنٹرول کوئی ادارہ۔

جن اداروں کے بارے میں شکایات نہیں کی جاسکتی

عدالت عالیہ اور اس کے ماتحت اس کی زیر نگرانی اور زیر کنٹرول قائم عدالتیں، پنجاب اسمبلی اور اس کا سپیکر شپ، وفاقی حکومت اور اس کے تحت کام کرنے والے ادارے، افواج پاکستان اور خارجہ۔

کہ دور کے بارے میں شکایات نہیں کی جاسکتی ہیں

شکایت متعلقہ ادارہ میں بد انتظامی کے بارے میں جوں جوں بد انتظامی میں مندرجہ ذیل امور شامل ہیں:-

- (الف) ایسے فیصلے بطریق کار، سفارش، عمل، (Commission) یا فراڈ (Omission) کی کارروائیاں
- (ب) جو قانون، قواعد و ضوابط کے خلاف یا سلبہ و امت یا غیر حادہ سے ہٹ کر ہوں، اس لئے اس صورت کے کہ وہ ٹیکہ لگتی ہو یا جائز (Valid) ہو۔ یا
- (ج) جو کھلا (Perverse)، آمرانہ، غیر منصفانہ یعنی تعصب، ظالمانہ یا انتہائی سلوک والی ہوں۔ یا
- (د) جن کی بنیاد غیر متعلقہ امور پر ہو۔ یا
- (ه) جن میں اختیارات کا استعمال یا اس کا عدم استعمال یا اس کے استعمال سے اظہار، بد عنوانی اور نامناسب محرکات مثلاً رشوت ستانی، جانبداری، طرفداری، خوشگوروی یا انتظامی زیادتی پر مبنی ہو۔ اور
- (و) جہاں انکس اور مدعا علیہ کی ادائیگی میں غلطی، عدم توجہ، تاخیر، عدم کارکردگی، تاخیر یا اسو ذمیت کا اظہار ہوتا ہو۔

شکایت درخواست دہنہ اور اس کے ازالے کے طریقہ کار

حکومت پنجاب کے کسی محکمہ کی بد انتظامی (قانون میں درج استثناء کے علاوہ) سے متاثرہ شخص یا اس کی وفات کی صورت میں اس کا جائز وارث، سادہ کلام پر تحریری شکایت اور درخواست منتخب پنجاب کے رجسٹرڈ اسٹیشنر، ججز اور کے وائزر میں ذاتی طور پر دائر کر سکتا ہے یا دیگر کسی ذریعہ ازخیم ڈاک، E-Mail بھیج سکتا ہے۔
منتخب پنجاب 2۔ بینک روڈ لاہور۔

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(صدر وائزر لاہور میں اصطلاح لاہور، قصور، شیخوپورہ، مظاہر صاحب، اوکاڑہ، کوٹہ انوار، منڈی بہاؤ ولدین، گجرات، حافظ آباد، ساہیوال، تارووال، فیصل آباد، جھنگ، ٹوبہ ٹیک سنگھ، ساہیوال، پاکپتن، بہاولنگر کے ایچ ای او ایں کے دفتر سے متعلقہ بد انتظامی کی شکایات وصول کی جاتی ہیں۔)
منتخب پنجاب ٹی بلاک نزد ملتان، ڈی جے کہار وال، ملتان

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(علاقائی وائزر ملتان میں اصطلاح ملتان، قانہال، ڈی ڈی، لوہراں، بہاولپور، رحیم یار خاں، ڈیرہ غازی خان، مظفر گڑھ، لیہ اور راجن پور کے ایچ ای او ایں کے دفتر سے متعلقہ بد انتظامی کی شکایات وصول کی جاتی ہیں۔)
منتخب پنجاب B-232 خادم حسین روڈ اٹک، ملٹی سٹیٹ بینک آف پاکستان، راولپنڈی۔

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(علاقائی وائزر راولپنڈی میں اصطلاح ایک، راولپنڈی، پکوال اور جہلم کے ایچ ای او ایں کے دفتر سے متعلقہ بد انتظامی کی شکایات وصول کی جاتی ہیں۔)
منتخب پنجاب مکان نمبر 31 جلی نمبر 102 بلاک ADS-Z (نئی سٹیٹ بینک) ڈی ایو ائی ایم اے، سرگودھا

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(علاقائی وائزر سرگودھا میں اصطلاح سرگودھا، میانوالی، خوشاب اور بہار کے ایچ ای او ایں کے دفتر سے متعلقہ بد انتظامی کی شکایات وصول کی جاتی ہیں۔)
درخواست شکایت اور ای او ایں کے ایچ ای او اں کے دفتر سے متعلقہ بد انتظامی کی شکایات وصول کی جاتی ہیں۔
تاریخ ضروری بیان کیجئے جب آپ کو اس کا نام دیا۔
شکایت اس تاریخ سے 3 ماہ کے اندر دائر کی جانی چاہئے جس تاریخ کو شکایت کنندہ اس واقعہ، جس سے وہ متاثر ہوا، سے آگاہ ہوا (خصوصی حالت میں اس معیار میں اضافہ کیا جاسکتا ہے۔ جس کے لئے درخواست میں وجوہات بیان کرنا ضروری ہیں۔)
درخواست کے ساتھ اپنے قومی شناختی کارڈ کی نقل اور ایک حلیہ بیان کرنا ضروری ہے۔ حلیہ بیان اتھ کوشٹریبل سکیل 17 کے کسی ایجنٹ سے تصدیق کرائیے۔ حلیہ بیان ہر گزٹ کرنا ضروری نہیں ہے اور سادہ کلام پر تحریر کیا جاسکتا ہے۔ درخواست دائر کرتے وقت یا اس کے بعد کسی مرحلہ کوئی فیس نہیں لی جاتی۔

طریقہ کار

وصول ہونے پر درخواست کا اندراج ایک خاص نمبر کے تحت کیا جاتا ہے۔ درخواست کی کاپی متعلقہ محکمہ اور اس کے مجاز ایجنٹ کو بھیجی جاتی ہے۔ اس کا وصول ہونے والا جواب شکایت کنندہ کو بھیجا جاتا ہے تاکہ وہ اپنا جواب یا جواب دہ کرے۔ شکایت کنندہ کو کارروائی سے متعلق پیش رفت سے آگاہ رکھا جاتا ہے اگر حالات و واقعات کی تشریح اور شکایت کیلئے ضروری صورت شکایت کنندہ کو پہلے سے مقرر کردہ تاریخ سے تمام شکایتیں پیش ہونے کی اطلاع ذریعہ ڈاک دی جاتی ہے۔ فیصلہ کی نقل متعلقہ ادارے کے مجاز ایجنٹ کو بھیجی جاتی ہے۔
عدالت عالیہ اور شکایت کنندہ کو بغرض اطلاع بھیجی جاتی ہے۔
مزید معلومات کے لئے فون نمبر 042-9211780 پر رابطہ کر سکتے ہیں۔