

OMBUDSMAN PUNJAB

ANNUAL REPORT 2008



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



D.O.No.POP.1-786/2008
OFFICE OF THE
OMBUDSMAN PUNJAB
2-BANK ROAD, LAHORE

March 26, 2009

My dear Governor,

As per requirement of Section 28 of the Punjab Office of the Ombudsman Act, 1997, I place before you Annual Report of this office for the year 2008. Eversince the establishment of this office, this is the eleventh report and first of my incumbency as Ombudsman Punjab.

2. I also take the opportunity to acknowledge with thanks receipt of letter No.PSG-1/2008, dated 25.4.2008 from your predecessor, conveying his appreciation for the efforts of the Ombudsman's office in providing quick relief to the needy.

3. This report mainly accounts for activities of this office for only a part of the year 2008, because after completion of his statutory tenure, my predecessor, Mr. Abdur Rashid Khan left on 16.5.2008. The Ombudsman's office remained vacant thereafter for more than six months until I took over on 8.12.2008 to make the office functional again.

4. Currently, our priority is to clear the backlog and at the same time ensure that the new petitions filed are disposed of as expeditiously as possible. In the coming months, this office intends to:

- a) dispose of maximum number of complaints and barring some extremely complicated cases, reduce the time taken in finalizing investigation.
- b) redress the grievances within a reasonable time where maladministration is established after due inquiry.
- c) make the proceedings as inexpensive and transparent as possible and keep the complainant informed of the developments in his case.
- d) establish more regional offices in the province to meet with the requirements of the Punjab Local Government Ordinance, 2001.
- e) diagnose systemic problems in governance with a view to making recommendations for change.

With best regards,

Yours sincerely,

(KHALID MAHMOOD)

MR. SALMAN TASEER,
Governor of the Punjab,
Lahore.

PROFILE OF
MR. KHALID MAHMOOD
(OMBUDSMAN PUNJAB)



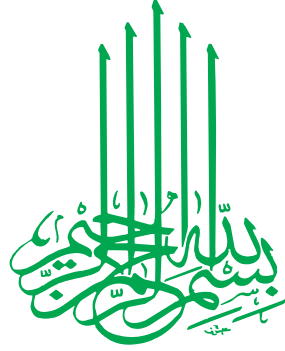
Mr. Khalid Mahmood was sworn in as the 5th Ombudsman for the Province of Punjab on 8th December, 2008. He holds Master's degrees in History and Political Science. He got a Law Degree from the Punjab University, Lahore and later did his L.L.M. from Harvard University, U.S.A.

After qualifying the CSS exam in 1967, Mr. Khalid Mahmood was placed in the tax group and retired as a Secretary to the Government of Pakistan in 2005. While in service, he held a number of important positions in the Federal Board of Revenue (FBR) and other Federal Government agencies. The positions held by him include Secretary (FBR), Commissioner of Income/Wealth Tax, Member Income Tax Appellate Tribunal, Finance Member, Water and Power Development Authority (WAPDA), Director, Kot Adu Power Company (KAPCO), Director Finance, Oil and Gas Development Company Limited (OGDCL), Director General, Civil Services Academy, Lahore and Principal, Pakistan Administrative Staff College, Lahore. His last appointment while in Government Service was as Chairman, Technical

Education and Vocational Training Authority (TEVTA) Punjab. On the basis of his experience of dealing with a variety of situations, he is well informed about the problems faced by citizens coming in contact with Government agencies.

His keen interest in sports particularly cricket, provided Mr. Khalid Mahmood opportunities to serve Pakistan Cricket Board (PCB) in various capacities: Honorary Secretary (1975-1976), Member PCB Council (1988-94), Manager of Pakistan Cricket Team touring England, South Africa and West Indies (1992-1993) and as Chairman PCB (1998-1999).

Mr. Khalid Mahmood is also a writer and a columnist. His report on "Corporatization and Restructuring of WAPDA" depicts the valuable experience gained by him while serving in WAPDA. Similarly, after visiting England as Manager of Pakistan Cricket Team, his publication "Eye of the Storm" was well received by the general public particularly cricket lovers in Pakistan. He contributed a series of columns for daily Nawa-i-Waqt, Lahore in 1997.



إِنَّ اللَّهَ يُأْمُرُ بِالْعَدْلِ وَالْإِحْسَانِ

(Para 14, Surah Nahal, Ayat 90)

اللہ تعالیٰ یقیناً انصاف اور بھلائی کا حکم دیتا ہے

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INTRODUCTION

Pages 1 – 3

INTRODUCTION

History

1. The concept of Ombudsman “Justitio Ombudsman” was first conceived in Sweden in 1809 as a Parliamentary supervisory official for civil affairs in Sweden to act as an authorized agency of the Parliament for maintaining a constant vigil over and scrutiny of the discharge of administrative and judicial functions by the government and other authorities. Due to positive results, this concept gained popularity and offices of Ombudsman were created in a number of countries. In Pakistan the desirability of establishment of the Office of Ombudsman was practically felt for a long time as it was particularly important due to the manner in which the bureaucracy in Pakistan dealt with the affairs of the common man. Although some visible efforts were made but those largely failed. The main reason for that failure was lack of political commitment. Office of the Ombudsman in Pakistan was, however, ultimately established at the Federal level through President’s Order I of 1983.

2. The Office of Ombudsman in the Province of Punjab was established through the Punjab Office of the Ombudsman Ordinance, 1996 on 3rd of September, 1996. It was followed by two other Ordinances

i.e. Punjab Ordinance IV of 1997 and Punjab Ordinance XIV of 1997. Finally, an Act was passed by the Provincial Assembly of Punjab in 1997 known as the Punjab Office of the Ombudsman Act, 1997.

3. Since its establishment, the following Ombudsmen have served in this institution:-

- 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 Ahmed Sipra
12.02.2000 to 11.02.2004
- iv) Mr. Abdur Rashid Khan, 17.05.2004
to 16.05.2008

4. Mr. Khalid Mehmood, present Ombudsman since 8.12.2008 is 5th in the office.

Role

5. In the modern world, public institutions are expected to ensure efficient delivery of services to the people by adhering to principles of justice and fair play. As such, issues pertaining to administrative abuse are also required to be addressed as vigorously as the area of fundamental rights enshrined in constitutions.

6. Administrative abuse affects the lives of hundreds and thousands of citizens who quite frequently come into contact

with bureaucracy and its many echelons. It is here that a poor and resourceless citizen finds himself in a situation where he is victim of an unbridled use of authority, misuse of power, inordinate delay or an act of indiscretion. For him to activate an agonizing process of seeking relief through the normal judicial channels becomes an impossible task. To alleviate his sufferings, he needs therefore an independent and effective forum (i.e. Ombudsman) for advocacy and intervention to reverse or correct the administrative wrong which had resulted in victimization or denial of his rights. Another factor which encourages him to approach the Ombudsman is the provision of a simple, inexpensive and prompt grievance handling mechanism.

Mandate assigned

7. The mandate assigned to the Ombudsman in the Punjab Office of the Ombudsman Act, 1997 is protection of 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.

Structure of the office

8. The Office of Ombudsman Punjab presently consists of four Offices, Head Office at Lahore and Regional Offices at Multan, Rawalpindi and Sargodha.

9. The territorial jurisdiction of Head Office includes the districts of Lahore, Shiekhupura, Kasur, Okara, Nankana Sahib, Gujranwala, Sialkot, Narowal, Gujrat, Hafizabad, Mandi Bahauddin, Faisalabad, Jhang, T.T. Singh, Bahawalnagar, Sahiwal and Pakpattan.

10. The territorial jurisdiction of Regional Office at Multan includes the districts of Multan, Khanewal, Lodhran, Vehari, D.G. Khan, Muzaffargarh, Rajanpur, Layyah, Bahawalpur, and Rahimyar Khan.

11. The territorial jurisdiction of the Regional Office at Rawalpindi includes the districts of Rawalpindi, Attock, Jhelum and Chakwal.

12. The territorial jurisdiction of the Regional Office at Sargodha includes the districts of Sargodha, Mianwali, Khushab and Bhakkar.

13. With the establishment of Regional Offices, not only the complainants but also the representatives of Government Departments have been relieved of inconvenience of coming to Lahore to pursue their cases.

14. Organizational charts of Head Office and the three Regional Offices are annexed.

Jurisdiction, functions and Powers of the Ombudsman

15. Under Section 9(1) of the Act, the Ombudsman on a complaint by any

aggrieved person, or 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 (suo moto), can undertake any investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees:

16. The Ombudsman, however, has no jurisdiction to investigate or inquire into the 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.

17. The Ombudsman can also not entertain for investigation any complaint by or on behalf of a public servant or

functionary concerning any matter relating to the Agency in which he is, or has been, working, in respect of any personal grievance relating to his service therein.

Maladministration

18. Maladministration as defined in Section 2(2) of the Act ibid 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.

CHAPTER-I

EXECUTIVE SUMMARY

Pages 4 – 9

EXECUTIVE SUMMARY

As per Section 28 of the Punjab Office of the Ombudsman Act 1997, the Ombudsman is required to submit an annual report to the Governor within three months covering activities of his office during the past calendar year.

2. Ever since the establishment of the Office of Ombudsman Punjab in September, 1996, this is the 12th report and 1st of the incumbency of the present Ombudsman.

3. In this report, an effort has been made to give an account of the working of this office in a frank and transparent manner. It contains an objective analysis of the all over governance including a reflection of efforts made by this Office in this direction. Unfortunately, after completion of statutory term of the former Ombudsman on 16.5.2008, this office remained vacant for more than six months. The present Ombudsman took over his office on 8.12.2008. The Head Office and the Regional offices, however, remained functional and receipt/investigation of complaints continued till 30.11.2008 whereafter tenure of the Investigating Officers and most of the staff also came to an end creating a deadlock in working of the office. After taking over by the present Ombudsman the office became functional again on 11.12.2008. This report, therefore,

mainly accounts for the activities of this office up to 16.5.2008.

4. The report consists of 10 Chapters:

5. Chapter I is the Executive Summary in which activities of this office during 2008 have been summarized.

6. Chapter II deals with the structure of this office including organogram of head office and three regional offices i.e. Multan, Rawalpindi and Sargodha. The territorial jurisdiction of Head Office includes the districts of Lahore, Shiekhpura, Kasur, Okara, Nankana Sahib, Gujranwala, Sialkot, Narowal, Gujrat, Hafizabad, Mandi Bahauddin, Faisalabad, Jhang, T.T. Singh, Bahawalnagar, Sahiwal and Pakpattan. The territorial jurisdiction of Regional Office at Multan includes the districts of Multan, Khanewal, Lodhran, Vehari, D.G. Khan, Muzaffargarh, Rajanpur, Layyah, Bahawalpur, and Rahimyar Khan. Regional Office at Rawalpindi deals with the complaints relating to the districts of Rawalpindi, Attock, Jhelum and Chakwal, whereas the districts of Sargodha, Mianwali, Khushab and Bhakkar fall within the jurisdiction of Regional Office Sargodha.

7. With the establishment of Regional Offices, not only the complainants but also the representatives of Government Departments have been relieved of inconvenience of coming to Lahore to pursue their cases.

8. Chapter III contains recommendations under two heads i.e. General-applicable to all the departments and Departments specific-relevant to the concerned departments. The concerned agencies are required to go through these minutely, take appropriate action to implement these recommendations in the larger public interest under intimation to this office.

9. As per procedure given in the Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005, complaints are received by the Registrar of this Office by hand, by post, through fax or by E mail. Every complaint is diarized in the Receipt Register and thereafter scrutinized to ensure that the complaint is maintainable and the requisite documents i.e. Affidavit, Photostat copy of the NIC and supporting documents, if any, are attached with the complaint. The complaints found not maintainable under the Act are rejected in limine, under intimation to the complainant. The complaints found

maintainable and supported by requisite documents are entered in the Complaint Register. A specific number and date is assigned to each complaint and is passed on to the concerned Investigating Officer for investigation. For statistical evaluation of the working of this Office, Chapter IV has been added which consists of statistical data of the complaints received, investigated and disposed of during the year.

10. As the Ombudsman helps the complainants for getting their grievances redressed where the ordinary means of redress are wholly ineffective, inadequate or unavailable and acts as an advocate for the complainants and a responsible critic of administrative misconduct, this institution has steadily gained popularity amongst the public who do not feel any hesitation to approach him for redressal of their grievances. The trust reposed by the public in Ombudsman Punjab is well proved by the number of complaints so far received by this office. Table I at page 39 of this chapter accounts for year wise receipt and disposal of complaints w.e.f. the year of establishment of this Office i.e. (from 30.9.1996 to 31.12.2008).

11. Most of the Provincial Government Departments particularly the Police, Education, Revenue, Local Govt. and Health Departments have the

maximum interaction with the common man who is generally the victim of highhandedness of these Departments. Table II at page 41 of this Chapter contains Department/Agency wise complaints which indicates that out of 8997 complaints received during the year, 1308 complaints were lodged against Police Department, 1249 against Education Department, 849 against Revenue Department and 617 against Local Govt. and Community Development Department.

12. To facilitate research scholars and readers, district-wise break up of complaints has been added in Table III at page 43.

13. Out of 8997 complaints received during the year, 3111 complaints were found non-maintainable. Break up of non-maintainable complaints is given in Table IV at Page 45.

14. Out of 5886 maintainable complaints, 2628 i.e. 45% were attributed to inattention, delay, negligence, inefficiency or ineptitude and 2398 i.e. 41% to administrative excesses, favoritism, arbitrary, unjust and biased decisions. The remaining 860 complaints pertained to corrupt practices. Break up of category wise maintainable complaints is given in Table V at Page 47.

15. As per provisions of Section 9(2) of the Act, Ombudsman Punjab has no jurisdiction in regard to determination of the terms and conditions of service of government servants. In view of this restraint, complaints purely pertaining to service matters i.e. postings, transfers, appointments [other than under Rule 17-A of the Punjab Civil Servants (appointment and conditions of service) Rules 1974], promotions, seniority and other allied matters were not entertained. Cognizance was, however, taken and relief was provided in cases where rights of the government servants/pensioners/their families were found withheld or kept pending unlawfully. Table VI of this Chapter at page 49 contains break up of such complaints.

16. Out of 11783 complaints processed during the year i.e. 8997 fresh receipts and 2786 carried forward, 5155 complaints were disposed of leaving behind a balance of 6628 to be carried forward to next year. Statistical analysis of such complaints is in Table VII at Page 51. The number of complaints carried forward during the year 2008 in comparison to preceding years is quite high because after completion of the tenure of former Ombudsman on 16.5.2008, the office of Ombudsman remained vacant up to 7.12.2008.

Therefore, no complaint (except a few limine cases) could be disposed of during the intervening period. Sincere efforts are being made to clear the back log.

17. Table VIII of this Chapter at page 53 contains break up of complaints decided wherein the grievance of the complainants was redressed and those in which views of agencies were upheld.

18. It has been experienced that Government Departments are generally averse to the orders of Ombudsman. There is a general tendency of Government officials to delay implementation of the orders of the Ombudsman. Statistical analysis of the cases where implementation of directions were delayed, has been added in Table IX & X at Pages 55 and 57.

19. Table XI at page 59 reflects month wise receipt and disposal of complaints during the year 2008.

20. Under section 32 of the Act *ibid*, 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. During the year under report, 340 representations were filed against the findings of the Ombudsman before the Governor. Department wise analysis in

this regard is provided in Table XII at Page 61.

21. In cases where directions issued in favour of complainants are not timely implemented by the Agencies, implementation petitions are filed. Table XIII at page 63 contains information about month wise receipt and disposal of implementation petitions during 2008.

22. Chapter V contains summaries of representative cases wherein after investigation, acts of maladministration were identified and findings/recommendations conveyed to the agencies for redressal of grievances of the complainants. These representative cases have been added with a view to apprise the reader with the nature of complaints received and disposed of by this office.

23. Annual Report 2007 was circulated to all Provincial administrative secretaries, heads of attached departments and heads of autonomous/semi autonomous bodies/special institutions. The report contained recommendations of general nature, applicable to all departments and departments specific recommendations. Section 11 of the Punjab Office of the Ombudsman Act, 1997 provides that concerned agency should submit report to the Ombudsman about the action taken by them for implementation of those

recommendations. Despite reminders for submission of implementation reports, response from agencies had not been so encouraging. Out of 15 agencies only 8 responded. A statement showing the recommendations made and report of the concerned agency in regard to implementation has been added in Chapter VI.

24. Chapter VII accounts for the press coverage which plays key role in creating the image of this office as a friend of the aggrieved. The role of press during the year remained positive. The news items and press reports appearing in the print media kept the public informed of the efforts made by the Ombudsman for redressal of their genuine grievances. For perusal of readers 26 selected news items have been included in this report at page 109 to 134. This coverage pertains to the period from January to May, 2008 whereafter the office of Ombudsman Punjab remained vacant for more than six months.

25. A copy of our Annual Report is sent to the judiciary, ministries, administrative secretaries, heads of attached departments, autonomous/semi autonomous bodies and senior government functionaries to keep them informed of the performance of this office during the year. Some of them, while acknowledging receipt also favour with their comments

and suggestions which are useful in improving our working. Chapter VIII contains some of those acknowledgements.

26. Chapter IX embodies impressions of the complainants. How the complainants view our performance, is of immense importance to us as feed back to further enhance efficiency and effectiveness of this office.

27. To apprise the reader of legal status of this office and complaint handling procedure framed under the Act, copies of the Punjab Office of the Ombudsman Act 1997, and the Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005 have been included in Chapter X.

Accountability

28. In order to maintain a constant vigil over and scrutiny of the discharge of day to day functions of the investigation officers, regular monthly review meetings were held and presided over by the Ombudsman. In these meetings, position with regard to disposal of complaints/implementation petitions and implementation of directions of each investigation officer was reviewed. Problems faced were identified and remedial measures were suggested.

29. For external accountability, under Section 28 of the Act *ibid*, each annual report of the Office of Ombudsman is placed before the Provincial Assembly. The report is also released for publication and copy thereof is supplied to the press for comments.

FUTURE PLANS

30. Regional Offices at Rawalpindi and Sargodha are presently housed in rented buildings. Efforts are under way to acquire plots and construct suitable buildings for the said offices.

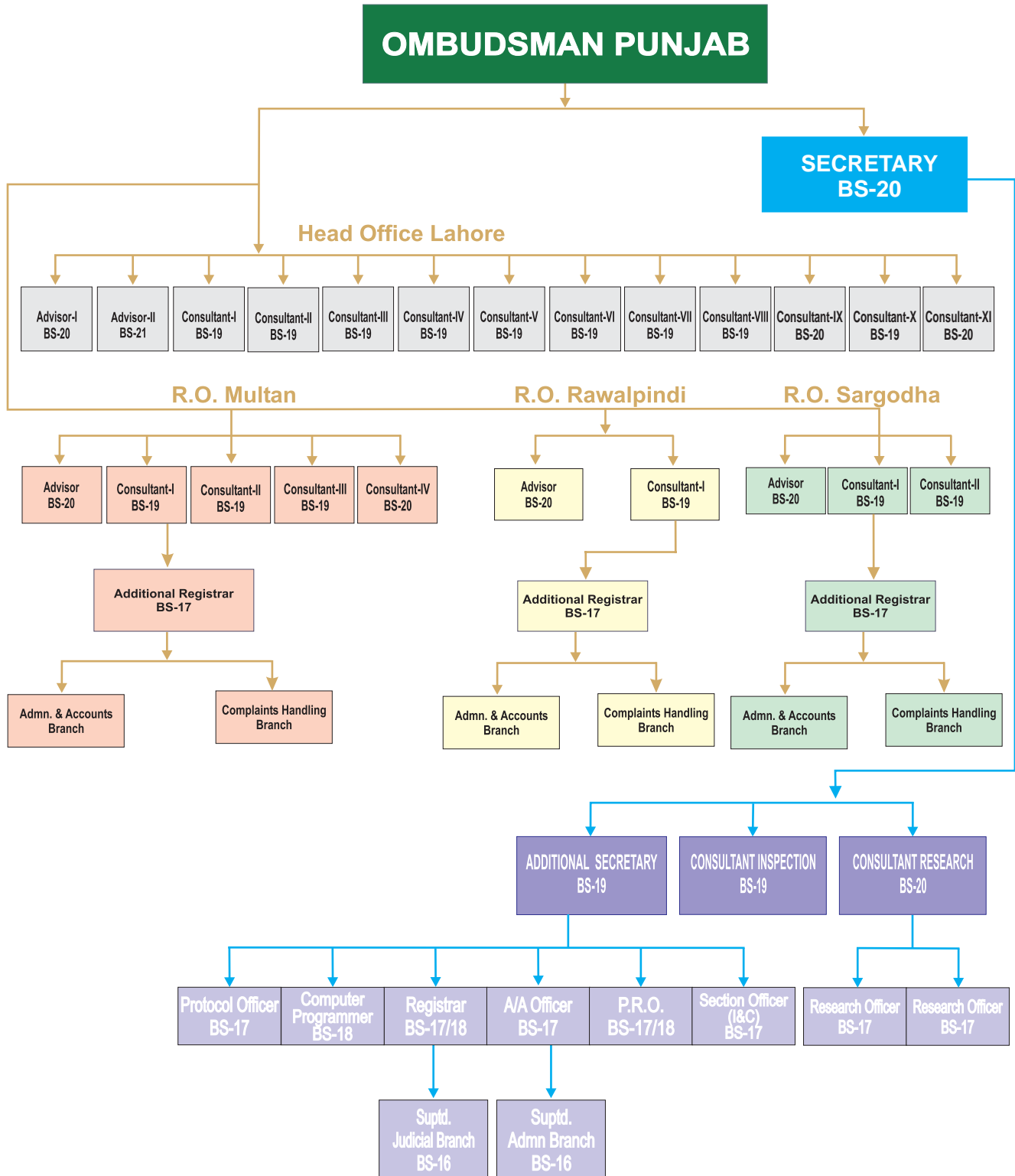
CHAPTER-II

ORGANIZATION OF THE OFFICE OF THE OMBUDSMAN PUNJAB

Page 10-12

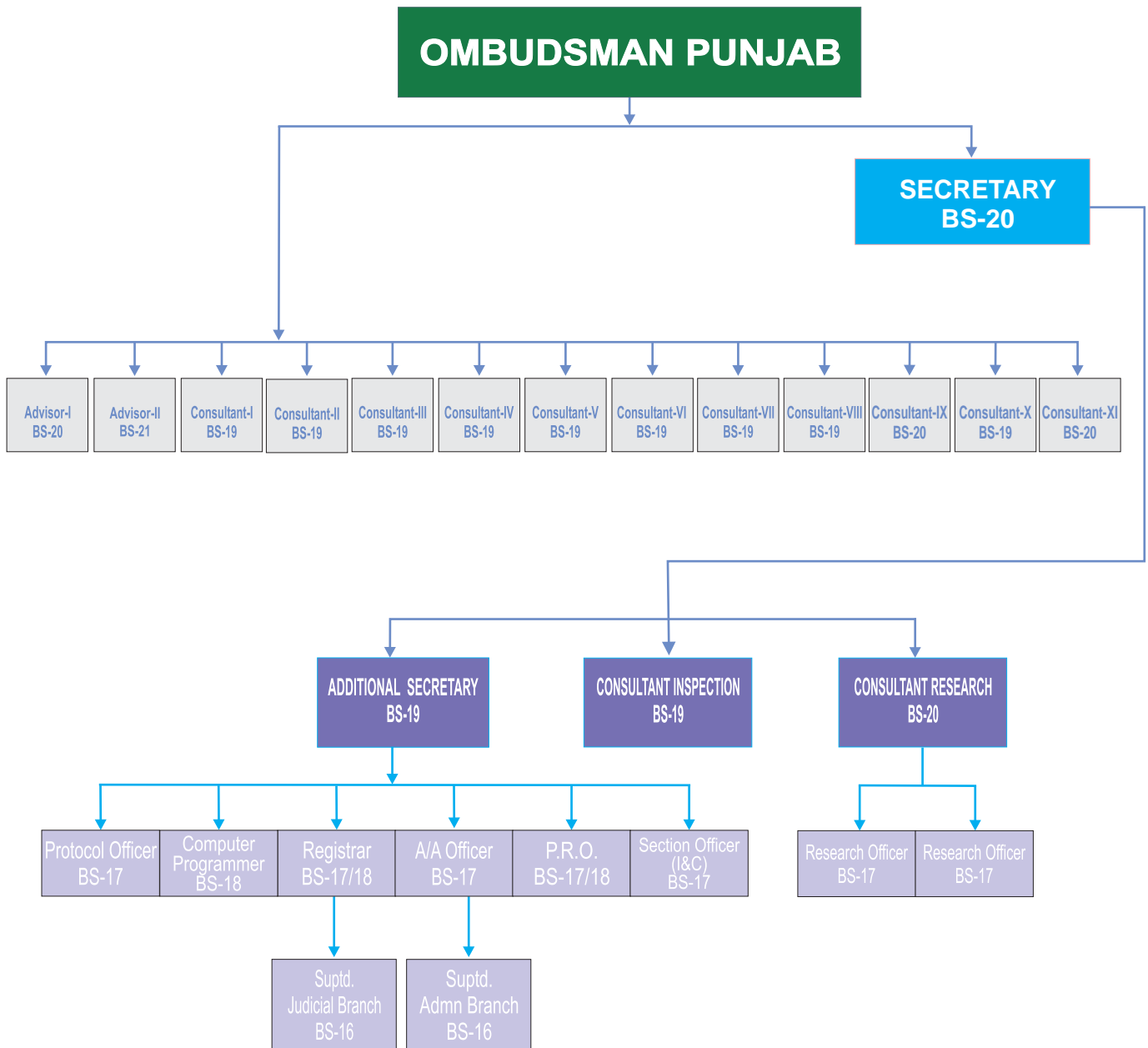
ORGANOGRAM

HEAD OFFICE & REGIONAL OFFICES



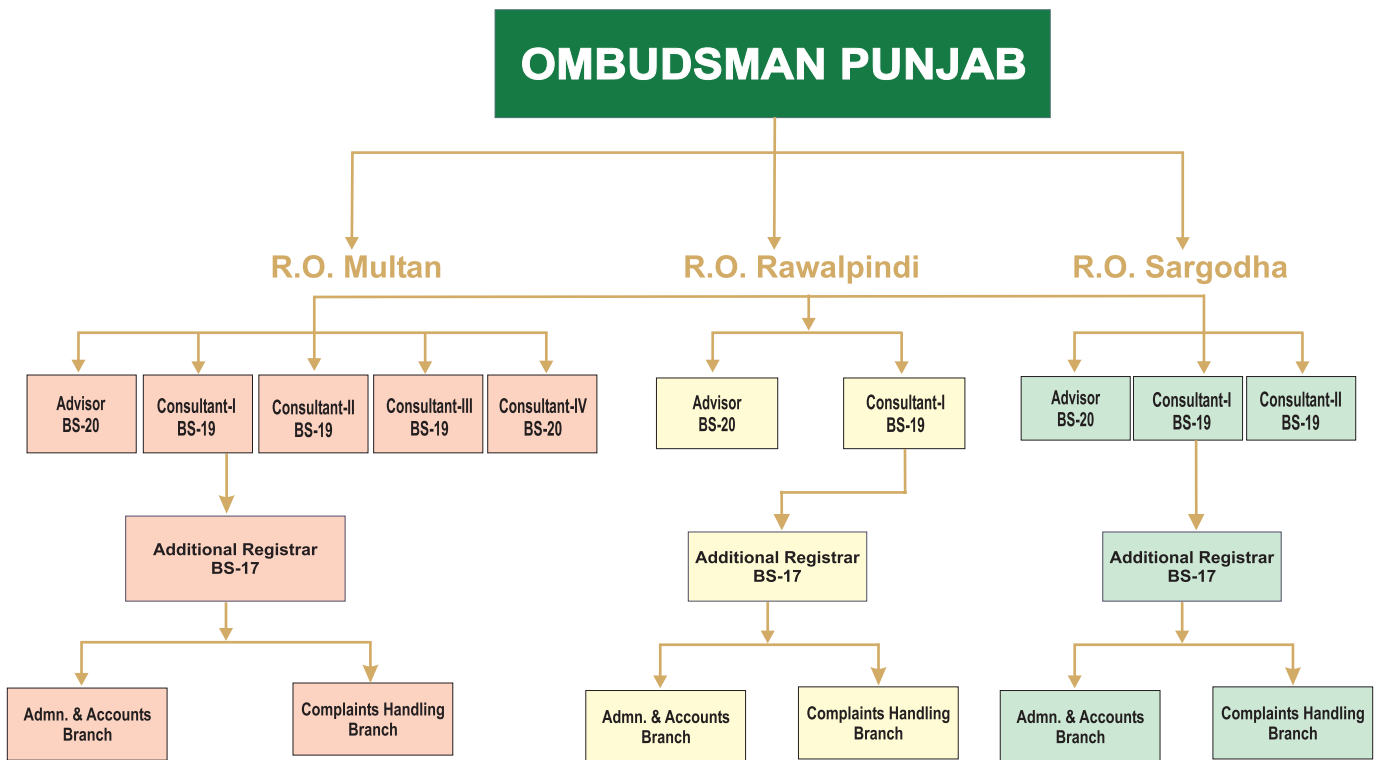
ORGANOGRAM

HEAD OFFICE



ORGANOGRAM

REGIONAL OFFICES



CHAPTER-III

RECOMMENDATIONS

Pages 13 – 38

GENERAL RECOMMENDATIONS

Indication of Reserved Quotas in Advertisements for Recruitment

This Office received a number of complaints claiming appointment against various reserved quotas i.e. 2% for the disabled, 5% for women and 20% for the children of serving/retired Govt. employees. During investigation, it usually transpired that the claims were the result of misunderstanding created by casual/thoughtless mention of the said reserved quotas in concluding lines of advertisements for recruitment.

In some complainants, disabled candidates claimed appointments against two or three vacancies of Junior Clerks. Obviously, when the total vacancies were two or three, no vacancy could fall to the share of disabled candidates because according to section 10 of The Disabled Persons (Employment and Rehabilitation) Ordinance 1981, 2% quota reserved for employment of disabled persons is required to be calculated on the basis of total number of persons employed by an organization and not on the basis of vacancies.

Similarly, according to para 12 of the Recruitment Policy 2004, the posts reserved for quotas are to be filled at the time of making general recruitment only.

It is, therefore, recommended that Government departments, while advertising vacancies should indicate category wise posts falling in each reserved quota and not in a general and casual way in the concluding part of an advertisement.

Grant of Financial Assistance in the event of In-service death of a Civil Servant.

This Office continues to receive complaints/applications regarding inordinate delay caused in payment of financial assistance to widows/bereaved families especially in cases of in-service death of "Non-Gazetted" Government employees. As per policy laid down in Finance Department's letter No.FDSR1/3-10/2004, dated 10.11.2004 in case of death of a class IV employee, lump sum payment (e.g. Rs.200,000/-) is to be made to the widow/bereaved family.

It was noted with concern that delay was invariably caused by the departments in payment of financial assistance to the claimants for one reason or the other. The usual explanation or excuse offered by the agencies was non availability of sufficient budget. It was further noted that such delay was not usually caused in payment of financial assistance in case of in-service death of senior Government officers.

In fact, grant of lump sum financial assistance to a bereaved family is like provision of first aid to a patient in critical position. Any delay caused in its payment defeats the very objective of the scheme which has been introduced for the welfare of Government employees.

To ensure timely payment of the referred assistance, it is recommended that in order to address the issue, all the departments should ask for sufficient funds in the annual budget for the purpose which should not be utilized or re-appropriated for any other objective.

It is further recommended that the departments should not complacently wait for submission of any formal application for the grant from the bereaved families. Issuance of death notification or provision of death certificate should be sufficient for immediate sanction of financial assistance to the widow/family of a civil servant expiring during service.

It is also recommended that the Government should fix maximum time limit of one or two months (after in service death of the civil servant), for disbursement of the assistance to a widow/bereaved family.

Simplification of Procedures

Rules, Regulations and Procedures are prescribed to facilitate disposal of Government business and delivery of

services to the public/employees of the Government. In a number of complaints, it has been highlighted that because of procedural bottlenecks and movement of papers from one table to the other, a lot of time and effort is wasted in addressing the need of the person concerned.

Incidentally, procedure involved in re-imburement of medical charges comprises 5 – 7 steps to be completed at different desks and at different stages. Many a time, the genuine patient suffers because of cumbersome procedure involved. In some cases, patients suffering from heart problems, blood pressure, diabetes and other such diseases are continuously required to take the prescribed medicines but the patient has each time to go through the same procedure for re-imburement of expenditures incurred on restoration of his health.

Another area of concern highlighted is delay in grant of retirement benefits. To process the case of pensionary benefits, NOC is often asked for from all the offices where the employee had served. Generally, in a service of average 35 years, an employee may have served at 15 to 25 locations which renders it extremely difficult to obtain such large number of NOCs at the time of retirement. There are other areas where difficulties are

felt because of cumbersome procedures. We are of the considered view that all administrative departments should analyze all such procedural matters and simplify those in the larger interest of the public.

Payments of Compensation of Acquired Land

Government Departments acquired private lands for execution of different development schemes. In a number of complaints it has been highlighted that assessment of compensation was defective and amount of compensation was not paid to the affected owners of land even after passage of many years. Thus the land owner's source of sustenance/existence was taken over by the departments and they were not timely compensated. To mitigate this problem, land acquisition collectors must follow the legal procedure in letter and spirit. The controlling authorities of land acquisition should evolve effective monitoring system for ensuring proper assessment of land compensation and its timely payment to the land owners.

Disparity in Opportunities

Complaints filed reflect that there is a clear divide in quality and quantity of services being delivered by the public sector institutions in urban and rural areas. Education, health, transport and sanitation are the major areas indicated by the

complainants. In schools and colleges of rural areas, adequate arrangements for teaching science subjects are not available. A good proportion of students fail to study subjects according to their aptitude & choice. Similarly, rural Health Centers and basic health centers do not provide medical services of the required level for want of necessary staff and equipment. Disparity in services being provided creates feeling of deprivation and helplessness in majority of the population of the Province. Government should address the issue by taking appropriate measures.

Access to Information

Ignorance of rules/regulations and procedures is the bane of the people at the hands of dealing officials in the public sector. At times, required information is denied to the applicants with malafide intention. This leads to corrupt practices giving undue leverage to the officials and more resourceful persons. Transparency in handling government business and dissemination of information to the public can reduce unfair practices. Officials often refuse to provide information on the pretext of confidentiality and secrecy even in matters of public nature. We are of the view that in a well informed society, chances of corrupt practices and maladministration are considerably lower

as compared to the one which is ill informed or not informed. The Federal Government has promulgated Freedom of Information Ordinance, 2002. To reduce opportunities leading to maladministration, nepotism etc. it is proposed that the:-

- a) Government of the Punjab may promulgate a law for freedom of information in line with the Federal Government, making it mandatory for the dealing officials to provide information other than classified one, when required by any person.
- b) Information/guidance counters may be established in all the departments. These be manned by officials well versed in matters pertaining to that set up. They may be assigned the responsibilities to provide free of cost proper information and guidance to all those who come to the counter for help/assistance.
- c) Each office should print brochures giving details about its activities, procedures and set up through which a person can deal in connection with his relevant matter. Such brochures should be provided free of cost to the persons asking for the same at the information/guidance counters.

Departmental Grievances Redressal System

In view of the nature and number of public grievances received in this Office, it is concluded that at the departmental level either a system of redressing specific complaints lodged by members of the public or even their own

employees does not exist or is not functioning properly. Each Department/Agency/Office must have a senior officer earmarked by designation to entertain public complaints, have those processed and provide written replies to the complainants within the shortest possible time.

Delay in Deciding Retirement on Completion of 25 Years of Service

Note 1 under Rule 3.5 of Punjab Civil Services Pension Rules provides:-

“Subject to the provisions of the Essential Services Maintenance Act, all Government servants shall have the right to retire on a retiring pension after completing 25 years qualifying service; provided that a Government servant who intends to retire before attaining the age of superannuation, shall, at least 3 months before the date on which he intends to retire, submit a written intimation to the authority which appointed him, indicating the date on which he intends to retire. Such an intimation, once submitted, shall be final; provided that if a Government

servant withdraws his application for voluntary retirement, or modifies the date of such retirement, before its acceptance by the competent authority, the application or the date of retirement shall be deemed to have been withdrawn or modified as the case may be.”

A number of complaints were received indicating that after submitting application to the competent authority seeking retirement on completion of 25 years, the case was not decided and the proposed date intimated for retirement lapsed. This created ancillary problems for the employee as well as the department. Under the quoted rule, a right has been vested in the employees of the Government to retire on completion of 25 years of service, which is being denied or delayed by different departments on different pretexts. The employees faced a number of financial, social and administrative problems which aggravated because of inaction on the part of the deciding competent authority.

Administrative heads of all the departments at relevant tiers should, therefore, take cognizance of the situation and ensure observance of the referred rule without discrimination, delay or inaction.

Delay in Notifying Retirement on Superannuation

Under section 12(1)(ii) of the Punjab Civil Servants Act, 1974 a civil servant retires from service on completion of 60th year of age. Notification is required to be issued by the concerned authority well before the date of retirement so that retirement benefits are granted immediately after retirement. In this regard Rule 5.2 of Punjab Civil Servants Pension Rules and instructions issued vide No. FDSR.III-4/01/77 dated 14.4.1997 require initiation of the case for grant of pension and retirement benefits, one year before the date of retirement. Instances have been reported where retirement notification was issued when the date of superannuation had already passed. Resultantly a government official overstayed in service creating another set of problems. The concerned authorities should, therefore, ensure timely notification of retirement of each employee falling within their respective jurisdiction.

Delay in Completion of Development Works

Works to develop new facilities and those pertaining to repair and maintenance of existing infrastructure are executed by the Engineering Departments. Different complaints received highlighted

problems caused by delay in completing works e.g.,

- a) Transport and passengers faced arduous travelling conditions because many roads under construction were either left incomplete or work remained suspended for a long duration after laying sub-base and base;
- b) Residents of different localities faced sanitation problems because of drains and sewerage lines left incomplete or were choked due to poor maintenance;
- c) Residents of different areas faced severe shortage of clean drinking water because of incomplete water supply schemes or non functioning of schemes resulting from disagreement about sources of meeting operational and maintenance costs;
- d) Students were denied benefits of properly finished/completed buildings because the work was abandoned halfway. A number of health facilities have been reportedly left incomplete and the investment made is deteriorating without providing any benefit to the people.

Investigation of complaints revealed that schemes remained

incomplete or were delayed because of many reasons. Some of these were:-

- a) Delay in completing formalities i.e. detailed cost estimates, approval of PC-1, administrative approval, technical sanction, tendering and award of contract etc.
- b) Inadequate funding, delayed releases, overstretched time schedules, carrying forward and revision of estimates.
- c) Improper and inadequate supervision by the engineers in-charge.

It has also been observed that PC-IVs of schemes are seldom submitted by the executing agencies. The Engineering Departments should carry out social audit of their performance. In the light of findings, P&D, Finance and Engineering Departments should devise ways and means for timely completion of works in the larger public interest.

Implementation of Recommendations

Since the establishment of this Office, 127,757 complaints were received and 121,129 were disposed of till 31.12.2008. On the basis of information gathered from those complaints, recommendations were included in our earlier Annual Reports with a view to improving governance in the larger interest of the people. This has nexus with

social development, poverty reduction and satisfaction of people about functioning of the government institutions. The Governor Punjab and the Chief Minister Punjab had directed government departments to implement recommendations contained in our report 2007. Those instructions were circulated to all the Secretaries by I&C Wing of S&GAD. Till the close of calendar year 2008, both General and Specific recommendations had been implemented only by a few departments. Our recommendations covered issues arising out of interaction between government offices and citizens affecting their rights. We still maintain that serious consideration and implementation of the recommendations would improve governance and enhance trust of people in the government. Prompt consideration and implementation of the recommendations is, therefore, reiterated.

Parity of Money in Delayed Payments

In a number of complaints common grievance voiced had been non payment/delay in payment of amounts that had become due e.g. pension, reimbursement of medical charges, final bills, securities and compensation of land acquired/taken over for development purposes. In many instances, delay stretched over more than a decade. Money has time value. With the passage of time,

its purchasing power may erode because of various economic factors, including inflation. Equity, justice and fair play demand that outstanding dues be paid to the concerned persons at par with the present day value, determined in accordance with the rate of inflation. It may not be out of place to mention that all government agencies, including utility services, impose late payment charges on amounts not paid within the specified period.

Non-Maintenance of Proper Service Record of Government Servants

- a) Complaints received in this Office show that the problems of incomplete and improper maintenance of service record of civil servants persist at a large scale. It is proposed that all officers incharge of maintenance of record must inspect the service record, particularly the service books bi-annually to ensure that these are maintained properly.
- b) It has also been frequently noticed that retirement orders are not issued in time with the result that some government servants continue to attend office and perform duties beyond the date of superannuation. The audit offices object to drawal of salary for that period, and insist on deduction of the amount from gratuity creating difficulties and hardship for the retiring government servants. Each office must therefore, maintain a list of officials due to retire in a calendar year and orders of their retirement be issued by the head of office well in time.
- c) Despite clear provision in the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974,

that the date of birth recorded at the time of entry in government service can not be changed, instances have come to notice where departmental officers, either on their own or on a representation from the officer/official concerned, took up the case for change of date of birth. This practice, being contrary to the rules, creates difficulties for the official whose date of birth is changed, because audit justifiably does not accept that change. Attention of all concerned is, therefore, drawn to the provision of the rules with the advice to follow it in letter and spirit.

Establishment of Internal Monitoring and Inspection System

In order to eradicate delay and to ensure timely action, each department should launch a standing checklist and

an effective internal monitoring and inspection system according to the business assigned to it in schedule II appended to rule 3 (3) of the Punjab Government Rules of Business, 1974. Monthly and Annual inspections envisaged in Secretariat Instructions notified by S&GAD, Government of the Punjab, be also conducted regularly. These inspections and monitoring of actions on pending references can curtail delay and ensure good governance.

In this process, inspection/monitoring of mega projects can be entrusted to Governor's Inspection Team.

ACCOUNTANT GENERAL, PUNJAB

Complaints received against Accountant General, Punjab and District Accounts Officers in the Province related to delay in fixation of pay, payment of pensionary dues and non transfer of G.P. Fund accumulations of Government employees on their transfer from one district to another. A number of complaints also pertained to delay in payment of G.P Fund on their retirement from service.

To alleviate sufferings of the concerned employees, Accountant General

Punjab should introduce an effective system to ensure timely payments to the employees.

In case of transfers, Accountant General Punjab and District Accounts Officers should issue an authenticated statement of G.P Fund accumulation to each employee on his transfer from one district to another, so that he may get the balance of G.P Fund incorporated in his G.P. Fund account to be maintained at the District Accounts Office of his new place of posting.

AGRICULTURE

Agriculture is the back-bone of national economy. This production sector of economic growth which reportedly has been facing a number of problems needs immediate attention of the government.

Scarcity of water for irrigating land is felt every year which has adversely affected not only area under cultivation but also per acre yield. A sizeable proportion of water is wasted because of kacha water channels. Different schemes were reported to be under implementation under the on-farm-water management scheme i.e. construction of pacca water courses and precision land leveling etc. It was observed that both the projects had been launched in the canal

irrigated areas where water supply was far cheaper than tubewell irrigated areas. The Government should, therefore, consider extending these facilities throughout the province, irrespective of the fact whether the area is irrigated by canal water or by tubewells.

For irrigation of barani areas, small dams schemes be strengthened. Similarly, to control water losses drip irrigation system be introduced in selected dry areas.

Pesticides, insecticides and herbicides are widely used to control different diseases of crops. Complaints indicated that most of the medicines available were in-effective for want of

quality which not only became an extra financial burden on the growers but also caused damage to crops. To overcome this menace, concrete steps be taken in a systematic way ensuring quality and appropriateness of medicines being made available in the market.

Modern farming is knowledge based whereas the growers in our country are generally not well informed about modern techniques of farming. The concerned field staff of Extension Wing of the Department, therefore, needs to be geared up for efficient

delivery of services to the farming community.

It is also a commonly known phenomenon that farm inputs are usually not available in appropriate quantity at the required time e.g. shortage of fertilizer, quality seeds, pesticides and insecticides is felt every year during the season when required. This being now a regular feature, adequate forward planning be done to avoid such frequent recurrences.

ANTI-CORRUPTION

During investigation of complaints received against the Department, it was noted that inquiries instituted against Government Servants under the Punjab Anti-Corruption Establishment Ordinance, 1961 and Punjab Anti-Corruption Establishment Rules, 1985, remained pending with the Inquiry Officers of the establishment for a very long period. During that process, original record pertaining to the inquiry was taken over by the A.C.E and was kept for indefinite period. With that practice, the employees under inquiry and the working of concerned organizations was badly affected. This situation, therefore, needs to be improved by fixing time limit for completion of inquiry and submission of

findings to the competent authority. Similarly, the record taken over should invariably be returned to the department concerned within the shortest possible time to be prescribed in the rules or made available on demand in urgency.

Director General, Anti-Corruption Establishment, Punjab, is empowered under Sub Rule (2) of Rule 19 of the Punjab Anti-Corruption Establishment Rules 1985, to call for the record of any inquiry case, suo moto or otherwise, pending with the Establishment for the purpose of satisfying himself as to the correctness or propriety of decision taken and pass such orders as may be deemed fit. Presently these powers are being sparingly used, but keeping in view its usefulness and to have an effective check on undue

delays and improper decisions, these powers should be exercised more

frequently wherever felt necessary or requested.

BENEVOLENT FUND BOARDS

Applications for grant-in-aid out of Benevolent Fund are submitted to the District Boards and Provincial Board by the concerned employees through their respective Departments. In a number of complaints it was noted that grant-in-aid was denied due to late submission of applications or non receipt of documents by the concerned Board. Investigations revealed that the applications had been submitted to the Controlling Officers of the Departments in time but the concerned officials failed to forward those applications to the concerned Boards before the closing date. Failure on the part of parent offices adversely affected the employees, students and widows of deceased employees in spite of no lapse on their part. This is a well established principle of natural Justice that no one should suffer for no lapse on his part.

Hardship of beneficiaries in such cases can, therefore, be avoided by reckoning the date of submission of application to the concerned parent Department as the relevant date of submission/receipt of application in the relevant Board. On the other hand, the delinquents in these cases should invariably be proceeded against by the respective competent authorities under The Punjab Employees Efficiency, Discipline and Accountability Act, 2006.

It has also been observed that in a number of cases, applications for grant-in-aid were rejected by the concerned BF Boards on flimsy grounds e.g. incomplete documentation etc. In this way students, widows and orphans suffered because of lack of knowledge. To avoid hardship to such applicants, B.F. Boards should afford an opportunity to the applicant to make up the deficiency in his application.

BOARDS OF INTERMEDIATE & SECONDARY EDUCATION

A number of complaints were received against high rates of fees charged by BISEs for provision of even minor services. The rates surged further upward in consequence of any delay in submission of an application by a candidate.

In this context it has been noticed that a nominal fee is charged by the Board for getting a minor error of spelling of name etc. corrected soon after issuance of the Roll No slip, but an extremely exaggerated fee of Rs. 4000/- is demanded for correction of the

same mistake after declaration of result of the examination.

During investigation of such complaints it was observed that fees to be charged by the Boards, had no co-relation with the cost of service being provided and it was demanded just for increasing income of the Boards.

It is recommended that the Boards should take stock of the situation and bring about reduction in the rates of various fees to relieve parents of the students of undue financial burden. Likewise, the Boards should not charge any amount for application forms for correction of any error etc and should provide all such forms free of cost.

It is further recommended that the Boards should simplify the procedure regarding correction of minor mistakes particularly in respect of spellings of names or surnames.

In a number of other complaints, it was alleged that the Boards had rejected applications for correction/change of date of birth arbitrarily, despite the fact that complete record demanded by Date of Birth Committee of the Board had been provided by the applicants. On perusal of orders of rejection of applications, it usually transpired that applications in that behalf were turned down by the Boards without indicating any reason. It was

observed that in those cases where the record demanded as proof had been provided by an applicant, rejection of his application without spelling out reasons was illegal. Moreover, rejection of an application arbitrarily also amounted to maladministration and misuse of discretionary powers.

It is, therefore, recommended that in all cases where the Boards are finally not satisfied with the evidence furnished by an applicant, the Chairmen of the Boards should pass speaking orders mentioning detailed reasons for rejection of application.

The Government has introduced Parts System of Matriculation examination. In pursuance of the scheme, the Boards have directed the schools (affiliated with the Boards) not to detain any student in class IX even if that student had not been able to get through in Matriculation part I examination. This Office received a number of complaints in which the students/parents had objected to the policy as the students in order to prepare better for the same class, themselves wanted to be detained in class IX. On investigation of those complaints, it was observed that in the past, managements of the schools had the option to promote or not to promote students depending on their result of class

IX examination. Compelling a student, who had not achieved good result in class IX, to study in class X and to appear in both parts at the end of two years, defeated the very objective of Parts System of examination. It was found reasonable that when a student or the management of a school was not willing for promotion to class X, he should not be compelled to study in class X.

It is recommended that the existing policy of Parts System of matriculation examination be modified and the Boards should not insist on compulsory promotion of all students to Class X who had failed in Part I examination.

In a number of complaints received from private candidates, it was alleged that BISEs had not issued them Matriculation or Intermediate certificates. The Boards in those cases usually maintained that certificates had been issued to the candidates at their given addresses. If the certificates had not been delivered, those

would have been received back in the office of the Board. In such cases, it was usually found difficult to confirm the veracity of conflicting claims because the post offices, as per their practice, had destroyed the record of registered mail after expiry of a certain period. It was also noticed that in some cases, the complainants had asked for original certificates after passage of years despite the fact that the original certificates had been dispatched to them.

In order to forestall claims regarding issuance of certificates, it is recommended that the Boards should clearly indicate maximum time limit/duration on the result cards issued to successful candidates, in which they could receive their Matriculation/ Intermediate certificates from the Boards. Similarly, time limit for submission of applications/claims for issuance of certificates be also indicated on the result cards.

BOARD OF REVENUE

Majority of complaints received against the Board pertained to the following issues:-

- Appeals in revenue matters were not decided timely by the concerned appellate authorities. Litigants, therefore, had to face ordeals of travelling, bearing

un-necessary expenditures and wastage of time.

- Copies of revenue record especially Fard Malkiat were not issued by the Patwaries who demanded illegal gratification for the same.
- Mutations of agricultural lands are permissible on oral

evidence. In many complaints it was alleged that the Patwaries and concerned Revenue Officers had mis-used their powers by transferring land of one person to the other through forgery. In some other cases, more valuable land had been exchanged with less valuable land. Such transactions not only affected the concerned land owners but also deprived Government of the duty received through registration of transfer deeds.

- Other issues highlighted in the complaints were delay in demarcation of land, correction of revenue record, grant of proprietary rights of land under various schemes of the Government and removal of encroachments from common established village rights of ways etc.

Board of Revenue should take stock of these issues and take policy decisions where required to solve the said problems of land owners.

COMMUNICATION & WORKS

The complaints received against the department mostly related to non-payment of outstanding bills of contractors. The main reason for non payment in majority of those cases was reported to be non-availability of funds. The Department should streamline their systems of awarding contracts in such a manner that payments against the work done are not delayed.

A number of other complaints were filed against the officials of the

department on account of alleged irregularities, corruption, use of sub-standard material and defective construction of roads and buildings. Although in a number of cases, the defective works were rectified with the intervention of this Office yet this aspect being of greater public importance, serious consideration is needed at the higher level to evolve a transparent mechanism to check and reduce such irregularities.

EDUCATION

It has been observed that despite legal requirement many private educational institutions do not get themselves registered with the Education Department. In order to ensure proper environment of education, buildings,

playgrounds for extra-curricular activities, qualified staff and Library/Laboratory facilities in private institutions are required to be checked by the concerned authorities of the department under the Promotion and

Regulation of the Private Educational Institutions Ordinance, 1984.

It is recommended that each EDO(Education) be duty bound to carry out complete survey of private schools within his jurisdiction and ensure registration and periodical inspections of those school according to law.

There is a common complaint of shortage of teaching staff in Government Schools especially in rural areas. It was indicated that the shortage was mostly in science subjects. It was also noted that due to amalgamation of schools, the number of teachers in some schools had increased than actually required which resulted in inefficiency and administrative problems in those institutions.

In this context, it has been observed that socio economic development of a nation depends on quality and productivity of skilled manpower. Science subjects in our country, which play key role in this direction, are taught in combinations in Pre-Engineering or Pre-Medical groups. Each subject, therefore, requires a separate teacher properly trained and educated in the relevant discipline. It has been brought to the notice of this office that in government schools, especially in suburban and rural areas, teachers of all science subjects are not available at a time

although sanctioned posts are there. This deficiency has adversely affected proper education in science group subjects and ultimate productivity of trained manpower.

It is, therefore, recommended that in the larger public interest, Education Department should arrange and provide qualified science teachers in the schools so that combinations of all science subjects are taught to the students.

The Department should also take up extensive exercise in regard to the number of teachers posted in a school vis-a-vis number of students studying there and shift surplus teachers to other schools which are deficient in teaching staff.

A number of retired teachers approached this office requesting for release of their pensionary dues. In many cases delay of years was noted. This shatters confidence of employees in their parent department. Reports from the department for delay in payment of pensionary dues generally indicated pending audit paras and enquiries etc. against the retired teachers whereas Punjab Civil Services Pension Rules and clarifications issued by the Government on the subject unambiguously provide guidelines to deal with such cases which include sanctioning of anticipatory pension upto 80%.

To alleviate sufferings of retired employees and families of deceased Government servants, Secretary Education should issue appropriate instructions to all pension sanctioning authorities to adhere to the provisions of Pension Rules and clarifications issued in that behalf without fail.

It was indicated in a number of complaints that in many schools, basic facilities like drinking water and lavatories were not available. Buildings of quite a good number of schools were in dangerous condition. Many schools under construction had been abandoned without completion whereas in many schools, especially of girls, boundary walls had not been provided. Secretary Education should take stock of the situation and bring those schools in full potential use.

Complaints were also received that there were schools in the rural areas where

the number of students was negligible. Those schools appeared to have been sanctioned on political grounds. To save the government exchequer from said wasteful expenditure, Secretary Education should arrange immediate survey of such schools and take necessary action for amalgamating them in nearby active schools.

Regular inspection of schools is necessary for efficient functioning of those institutions. District Education Coordinators in the department can play an effective role in this process. They can conduct regular inspections of schools and report the lapses/irregularities to the concerned District Officers for appropriate action. Such inspections shall also help the authorities in enforcement of discipline and improvement of educational standard.

EXCISE & TAXATION

Most of the complaints received against the department related to imposition of excessive property tax on the basis of incorrect valuation list. According to Rules 5&6 of Urban Immovable Property Tax Rules, 1958, each assessing authority is required to prepare a property register in Form P.T.I. for the concerned rating area and enter therein necessary particulars, separately for each unit of property. As per

practice in vogue, for up-dation of the said record and registration of newly constructed properties general survey is conducted by the department after every 5 years. Investigation of complaints revealed that the requisite survey was conducted by the lower staff of the department i.e. constable and the Inspector concerned who did not bother to ascertain actual fact about the property and made incorrect entries in

the record. On the direction given by this office, when site inspection of the property was made under section 9(c)(iii) of the Urban Immovable Property Tax Act, 1958, most of the entries were found to be incorrect and the concerned authorities agreed to incorporate necessary changes in their record and reduce the tax accordingly.

Similarly, according to section 4 of the Act *ibid*, self occupied residential houses owned by a retired government servants of the Federation or a Province is exempted from tax. Likewise, widows, disabled persons, minors (to the extent of their respective share) and owners of self occupied residential houses upto 5 marlas are also exempted from property tax.

It was observed with concern that despite repeated requests, requisite exemption was not granted to the said

owners and they were forced to approach this office for redressal of their grievances.

To address this issue, it is recommended that system of periodic survey be improved and exact data regarding each property be computerized. The disc should contain the building plans also. Discretionary powers about assessment, remission and exemption of property tax be curtailed to the minimum so that number of complaints against excessive and unjust assessment gets reduced.

Rationalization/reduction of tax on other properties be considered by expanding the tax-net and officers/officials involved in pilferage and embezzlement of Government revenues be proceeded against and enquiries pending against them be finalized on priority basis.

FINANCE

During investigation of complaints against the department, it was observed that on the death of a retired pensioner, pensionary benefits were transferred to the widow/widower. In case she/he remarried, pension payments were reportedly stopped. Finance Department vide circular letter No. FD/SR-III-4/54/83(B) dated 25th August, 1983, clarified that in case of death of the widow, family pension would be admissible to the sons, if any, until they attain the age of 21 years and unmarried

daughters, if any, until they are married or attained the age of 21 years, whichever earlier. On the other hand, position regarding transfer of family pension to sons/daughters on remarriage of a widow/widower being not clear, officials in the AG/DAO offices took varying decisions. Many instances were brought to the notice of this office that in those cases, children of the deceased pensioners/government servants suffered due to stoppage of pension.

To avoid hardship in such cases, it is recommended that a clarification be issued that where a widow/widower (beneficiary of pension) remarries, her/his pensionary benefits be transferred to eligible children of the deceased Government servant.

In a number of a complaints, it was alleged that inordinate delay had been caused by Finance Department in issuing sanction orders for provision of funds,

incurring expenditure and rendering advices sought by different departments in different cases which adversely affected the concerned persons.

To have an effective check on such delays, it is recommended that reasonable time limit be fixed for disposal of different categories of cases. An effective system be also evolved to monitor progress of such cases on monthly basis.

FOOD

Most of the complaints received against the department related to inordinate delay in payment of agreed fare to the contractors for carriage of wheat, non-payment of remuneration to seasonal workers and illegal disposal of wheat stock.

It is recommended that Food Department should devise a foolproof system of safe carriage/storage of wheat, timely payment to the contractors and proper employment of seasonal staff during procurement season.

FOREST

Forests play an important role in economic development and controlling environmental degradation. It is the basic source of energy for rural population and provides timber for buildings and furniture. From the complaints received against the department it has been observed that:-

- Road side plantation which provides shade and shelter to travellers and controls environmental degradation, is often removed for widening of roads but after completion of

the work, it is not replaced by new plantation. The department should ensure that in case of removal of trees, replacement is invariably made.

- Forests are often shown to catch fire by the concerned officers/officials to conceal theft/illegal cutting of trees FIRs are lodged against unknown persons to save timber mafia.
- Check posts constructed for watch and ward purposes are in dilapidated condition. The Watch and Ward Staff usually slips away from their duty

providing ample chances of theft of public property.

- Around the Forest bearing areas, fences were erected to restrict entry of grazing cattle. These have been damaged with the passage of time but no attention has been paid to its repair and maintenance.

To curb the evil, the department should ensure deterrent action against the

delinquents and take preventive measures to avoid loss of trees.

Shisham and keeker trees are reported to have a crucial problem. Shisham and keeker dieback disease has caused huge damage to these species. The department should carry out necessary research and come up with curative solution to control the epidemic.

HEALTH

Most of the complaints received against the department related to negligence of doctors/paramedical staff in performing their duties, non availability of medicines in Hospitals/Rural Health Centers/Basic Health Units, mal-practices in issuance of Medico Legal Certificates and inaction against quacks etc. In some cases it was alleged that drugs/medicines and articles used in procedures to save life were not available in the hospitals and patients were asked to supply the same. During investigation, it was observed that unnecessary delays in payments to suppliers often resulted in choking supply line to the hospitals causing hardships to the patients.

Following recommendations are made to improve the situation:-

- Medical Superintendent/ Incharge of the hospital be made answerable for indifferent attitude of

doctors/para medical staff and negligence in performance of their duties. Strict action be taken against the delinquents by the competent authorities under the Punjab Employees Efficiency, Discipline and Accountability Act, 2006.

- Regular supplies of medicines and articles for procedures particularly in emergency departments/wards be ensured in all the hospitals. Special attention be paid to the life saving drugs and articles.
- Despite the fact that budget allocations are made by the end of July each year, the concerned departmental authorities make purchases near the close of the financial year. Due to shortage of time, codal formalities are not completed as per requirement of the purchase manual. Payments to suppliers are, therefore, delayed. Such a situation also provides opportunities for corruption,

maladministration and mismanagement which ultimately adversely affects delivery of health services to patients.

- In some other cases, it was noted that the allocated budget could not be utilized appropriately during the financial year and it ultimately lapsed. This inaction on the part of concerned authorities amounts to denial of services to patients. The department must ensure that allocated budget is utilized meaningfully as per time schedule prescribed by the Government ensuring adequate and constant supply of medicines etc. to the patients. The officers surrendering budgets without any cogent reasons be proceeded against under the relevant rules for inefficiency.

- Medico Legal Certificate is an important evidence in criminal cases. Fake/fabricated certificates affect quality of decision in litigation. The department should devise an efficient system to ensure that Medico Legal Certificates are based only on actual facts.
- Quacks are responsible for spreading contagious diseases e.g. Hepatitis, Aids, Dengue Fever etc. Instead of providing care to the patients, they invariably prove a hazard for their health. They are found in business everywhere which indicates that enforcement staff of the department is not performing their duties properly. The department should curb the menace of quackery by utilizing manpower at its disposal and take strict action against the delinquents under the rules.

IRRIGATION & POWER

The complaints pertaining to I&P Department mainly indicated the following irregularities:-

- Violation of Warabandi
- Improper location and size of water outlets
- Theft of canal water
- Short supply of canal water at the tail caused by theft or improper maintenance of distribution system
- Illegal demolition of water courses

- Excessive assessment of Abyana by Canal Patwaries.
- Delay in deciding Taawan cases.

The said shortcomings reflected improper functioning of the concerned departmental authorities at supervisory level.

During investigation, it was noted with concern that field staff of the department while discharging their duties did not care much for the rules, regulations and procedures prescribed by the

Government and benefited the influentials at the cost of poor land owners and peasants.

It is recommended that the department should evolve and implement an effective monitoring system to curb corrupt practices. Any one found responsible for any irregularity be proceeded against under the relevant disciplinary rules.

The Department should also undertake an exercise to computerize Khasra Girdawari records to eliminate frequent manipulations by the field staff.

A number of other complaints related to maladministration committed in preparing "Dhal Bach" (statement of water

rate) for recovery of water rate. The entries of "Dhal Bach" were found incomplete and incorrect in as much as that the amount of water rate was not calculated according to the flat rate fixed by the Government. "Dhal Bach" is prepared by the Halqa Canal Patwari and is checked and signed by Deputy Collector and XEN concerned. It was noted that the said officers signed those statements in routine without checking the entries.

It is recommended that the working of Deputy Collector and XEN concerned should be supervised by Superintending Engineer concerned so that the landowners are not charged water rate in excess of the amount fixed by the Government.

L.D.A

As per policy, in a housing scheme of LDA in which private land is acquired and included in the scheme, 30% of the land of an owner is exempted as developed plot(s) in that scheme. During investigation of complaints against LDA, it was noted that delay or non-allocation of exempted plot(s) to the owners of acquired land was caused on the ground that the owners had not been able to get their names included in the original award list at the time of acquisition of land/launching of the scheme. This predicament mainly took place where the land was purchased

before inclusion in a housing scheme, but it was not timely mutated in the name of the purchaser. LDA did not accept the registered sale deed as sufficient evidence for the purpose of announcement of award and the owners were forced to get the award amended from Revenue Department. When the applicants approached the Revenue Department, they were told to approach LDA on the plea that revenue record of the area stood transferred to LDA.

It was observed with concern that LDA had apparently adopted that policy

just to shirk its legal responsibilities in allocation of exempted plots to genuine owners.

It is, therefore, recommended that LDA and Revenue Department should forge a forum for institutionalized coordination in this behalf and devise an

effective mechanism for the settlement of outstanding exemption claims on the basis of record of ownership of land. This step would help in settling many outstanding claims concerning allocation of exempted plots in LDA's housing schemes.

LOCAL GOVERNMENT & COMMUNITY DEVELOPMENT

While processing different complaints it was found that District Governments, TMAs and Union Councils were functioning independently of each other and of the Provincial Governments. Funds/budget were released to all the said three tiers directly and independently and the authority of the Provincial Government on the District Governments had diluted.

In many cases it was also observed that response from the District

Governments to the Government was either unnecessarily delayed or it was inadequate and improper. Resultantly, the desired delivery of services to the people could not be achieved as designed.

To cope with the situation, the department should take up an exercise to revise the system and re-activate vertical/hierarchal linkages between the said three tiers of District Government set up.

POLICE

Maintenance of law and order is a pre-requisite for smooth and peaceful running of a country. It mainly depends upon the law enforcing agencies who deal with people from all segments of society. In this process, police plays the most important role. During investigation of complaints received against police, it was noted that:-

- Staff at the Police Stations was generally reluctant to register FIRs which was a pre-requisite

for investigation in cognizable offences.

- Proper record of non-cognizable offences reported to the Police Stations, was not maintained, whereas under Section 155 of the Code of Criminal Procedure, those were required to be recorded in the 'Roznamcha Waaqiati' for further action. Similarly, copy of the FIR which was to be necessarily provided to the

complainant was not issued to him.

- It was also noted with concern that in cases of fraud, misappropriation, theft and illegal possession of the State land etc., where the Government Departments were complainants, the Police did not take due interest and least priority was attached to such cases with the result that the wrong doers mostly escaped without any punishment.
- Presently, performance of Investigating Officers is mostly gauged on the basis of arrest of accused and recoveries of case property. In criminal cases, conviction rate has gone down due to lacunas in the investigation left deliberately or due to in competency.
- Police Investigating Officers are generally not trained in modern techniques of investigation and often adopt third rate means involving physical torture which many a times cause deaths in Police custody or permanent damage to the physique of an accused. Public, therefore, has to suffer because of deviations from laid down laws, rules and procedures by the concerned police officers/ officials.
- Attitude of Police towards public is not friendly. Mistrust leads to repeated instances of manhandling and harsh dealing with the public.

In order to improve working of this Law Enforcing Agency and raise its image in public, it is recommended that:-

- Attitudinal changes in officers and other ranks be inculcated making them aware of human rights through appropriate in-service and pre-service training. They should, in fact, serve as guardians and protectors of public rights instead of violators.
- Performance Evaluation of Incharge Officers of Police Stations and Investigation should be linked with successes rate of criminal cases before the Judicial forums.
- Field staff is generally over-worked and often remains under pressure due to performance of multifarious duties which adversely affects their efficiency and attitude. Efforts be made to schedule their duties in such a way that unnecessary pressures are avoided.
- Police Officers dealing with investigations be given adequate training in modern techniques. Necessary logistic, equipment and other facilities be provided to enhance their operational capacity to cope with changing trends in crimes.

In addition to routine inspections of Police Stations, comprehensive annual technical inspection of each P.S. be carried out by an officer not below the rank of

S.P. For irregularities observed, action against the delinquents be initiated and proved wrong doers be suitably punished through adequate follow up

arrangements. Reports of annual inspections be consolidated and sent to the Incharge Officer of the concerned Range for his information and further action.

SERVICES AND GENERAL ADMINISTRATION

In connection with recruitment against Class-IV posts, this office received numerous complaints against award of inflated interview marks to favourite candidates who were either illiterate or less qualified by ignoring candidates with higher qualifications. In most of such cases, it was found that marks obtained by candidates possessing higher/better academic qualifications, were rendered meaningless as they were awarded only 10-12 marks in the interview in comparison to favourite illiterate or semi-literate candidates who were elevated in merit by awarding 30 or 35 out of 40 marks in the interview. When confronted with the allegations of favoritism, the agencies usually took the stance that award of interview marks was discretion of members of selection committees.

It was observed that award of unreasonably high/inflated marks to illiterate or semi-literate candidates in the interview for posts requiring no professional/vocational knowledge was nothing but misuse of discretion.

To limit such discretion and to ensure greater transparency/objectivity in the process of selection, it is recommended that either previous criteria of selection for recruitment against such posts enunciated in S&GAD letter No.SOR-III-6-3/73, dated 2.4.1975 wherein only 10 marks had been reserved for interview be restored or through an amendment in the recruitment policy 2004, existing 40 marks allocated for interview for appointment against class IV posts, be substantially reduced to minimize the chances of favoritism/misuse of discretion.

Services & General Administration Department, vide No. SOR-II(S&GAD)2-59/78 dated 19.4.03, had discontinued proforma promotion/ grant of notional promotion to retired civil servants. A number of complaints were received wherein the retired civil servants sought intervention of this office on the ground that before retirement they could not be promoted just on account of procedural bottlenecks.

During investigation of some complaints, it was observed that the

complainant had been cleared for promotion by the relevant Board/Committee subject to production of ACRs/completion of record. In most of such cases, it was observed the concerned authorities had not initiated/countersigned his ACRs. Yet in other cases the concerned civil servant through best efforts got the relevant record completed but submission of his case to the concerned Promotion Committee/Board was delayed and in the meanwhile the civil servant retired. In such situations, the juniors got promotion and the seniors who were in service at that time, retired subsequently and could not enjoy financial and status gains through promotion for no fault of theirs.

It is recommended that in order to avoid perpetual financial loss to such seniors, the Government should reconsider the said policy and make room for granting due financial benefits to the retired civil servants who could

not be promoted for no fault on their part.

In para-26 of the allotment policy dated 10.10.2002, notified by S&GAD, it has been laid down that on retirement or death of a gazetted Government Servant, his or her residence can be transferred in the name of his or her spouse serving in the equivalent or higher basic pay scale than required for allotment of the said residence. It has been observed that in a number of cases where the spouse or dependent of a retired/deceased Govt. officer was in lower pay scale than the entitlement of the allotted residence, was deprived of the benefit of Govt. accommodation. The family suffered even otherwise because of financial constraints. Therefore, to avoid hardship to such families, the Government should reconsider the policy and allot an alternate official residence according to entitlement of the spouse of the retired/deceased Government Servant provided he/she does not own a house in that city.

UNIVERSITIES.

In the complaints received against the universities following problems were highlighted:-

- Uniform policy for admission of students in different departments/faculties was not being followed.
- Complete transparency in admission procedure was not being observed. Taking benefit of lack of information to the selected candidates, below merit admissions were made.
- Some faculties/Departments of universities had quota reserved

for handicapped candidates whereas in other faculties such quota was not reserved which amounted to discrimination.

- Delay was invariably caused in issuance of degrees to successful candidates which adversely affected their employment or admission for higher studies.
- Yearly examination schedules were not properly announced for the knowledge and information of students/parents. Many a time those were changed arbitrarily causing hardship to the candidates.

To improve the situation, it is recommended that:-

- Universities should devise and adopt uniform admission policy, which should be properly advertised through print/electronic media for

general information of the students/parents.

- To avoid manipulation in grant of admissions, all steps in admission procedure should be made transparent and merit lists of successful candidates be advertised through press for information of candidates.
- Yearly examination schedule should be announced before commencement of the year and adhered to strictly. Any subsequent change, if inevitable, be adequately advertised.
- Degrees to successful candidates be issued simultaneously with the declaration of results. Universities should make foolproof arrangements for delivery of result cards/degrees/diplomas to the successful candidates. To achieve this objective, these important documents be either sent through “registered post-acknowledgment due” or by courier service with a view to ensuring delivery of such documents to the candidates concerned.

CHAPTER-IV

STATISTICAL ANALYSIS

	Pages
1. Year-wise Receipt and Disposal of Complaints (30.9.1996 to 31.12.2008)	39 - 40
2. Department / Agency-wise Break up of Complaints Received	41 - 42
3. District-wise Break up of Complaints Received	43 - 44
4. Non-maintainable Complaints Received	45 - 46
5. Nature of Maladministration Reflected in Maintainable Complaints	47 - 48
6. Complaints Pertaining to Maladministration in Service Matters	49 - 50
7. Disposal of Complaints	51 - 52
8. Break up of Complaints Decided after Investigation	53 - 54
9. Break up of Complaints Awaiting implementation of Directions	55 - 56
10. Department / Agency-wise Break up of Directions Awaiting Implementation	57 - 58
11. Month-wise Receipt & Disposal of Complaints	59 - 60
12. Department / Agency-wise Representations Decided by the Governor	61 - 62
13. Month-wise Receipt & Disposal of Implementation Petitions	63 - 64

TABLE-I

YEAR WISE RECEIPT AND DISPOSAL OF COMPLAINTS (30.9.1996 TO 31.12. 2008)

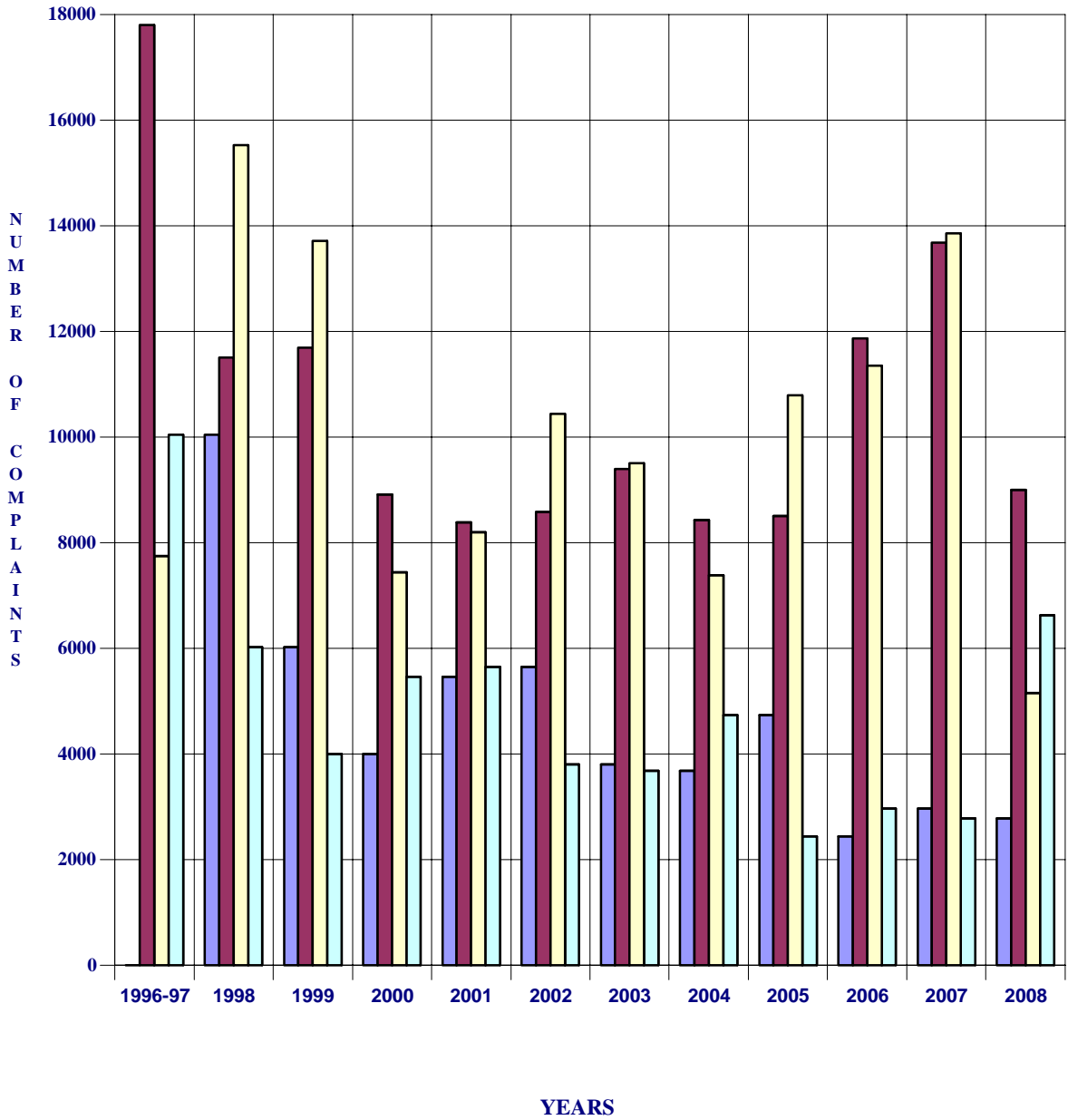
	1996-97	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Brought Forward	-	10,049	6,018	4,001	5,465	5,651	3,800	3,683	4,733	2,440	2,965	2,786
Receipt	17,801	11,501	11,696	8,909	8,385	8,586	9,392	8,434	8,503	11,872	13,681	8,997
Total Processed	17,801	21,550	17,714	12,910	13,850	14,237	13,192	12,117	13,236	14,312	16,646	11,783
Disposal	7,752	15,532	13,713	7,445	8,199	10,437	9,509	7,384	10,796	11,347	13,860	5,155
Carried Forward	10,049	6,018	4,001	5,465	5,651	3,800	3,683	4,733	2,440	2,965	2,786	6,628

Total Number of Complaints Received: 127,757

Total Number of Complaints Disposed of: 121,129

Carried Forward: 6,628

YEAR WISE
RECEIPT AND DISPOSAL OF COMPLAINTS
(30.9.1996 TO 31.12.2008)



Brought Forward
 Receipt
 Disposal
 Carried Forward

TABLE-II
DEPARTMENT/AGENCY WISE BREAK UP OF COMPLAINTS
RECEIVED DURING 2008

SR.NO	DEPARTMENT / AGENCY	COMPLAINTS	%AGE
1	Police	1308	16.22
2	Education	1249	15.49
3	Revenue Administrator	849	10.53
4	Local Govt. & Community Development	617	7.65
5	Health	479	5.94
6	Benevolent Fund Boards	400	4.96
7	Irrigation & Power	378	4.69
8	Accountant General Punjab	276	3.423
9	Communication & Works	242	3.00
10	Boards of Intermediate & Secondary Education	232	2.88
11	Universities	227	2.82
12	District Governments	195	2.42
13	Water & Sanitation Agencies	165	2.05
14	Agriculture	164	2.03
15	Excise & Taxation	162	2.01
16	Development Authorities	118	1.46
17	Housing, Urban Development & Public Health Engineering	95	1.18
18	Anti Corruption Establishment	93	1.15
19	Forestry, Wildlife & Fisheries	91	1.13
20	Home/Jails	67	0.83
21	Zakat & Ushr	57	0.71
22	Food	56	0.69
23	Bait-ul-Maal	54	0.67
24	Labour & Human Resource	52	0.64
25	TEVTA	51	0.63
26	Livestock & Dairy Development	47	0.58
27	Auqaf, Religious and Minority Affairs	43	0.53
28	Services & General Administration	42	0.52
29	Population Welfare	37	0.46
30	Cooperatives	32	0.40
31	Transport	30	0.37
32	PESSI	27	0.33
33	Industries	20	0.25
34	Punjab Public Service Commission	19	0.24
35	Social Welfare & Women Development	15	0.19
36	Punjab Board of Technical Education	11	0.14
37	Information, Culture & Youth Affairs	9	0.11
38	Environment Protection	8	0.10
39	Prosecution Department	8	0.10
40	Planning & Development	7	0.09
41	Punjab Small Industries Corporation	5	0.06
42	Mines & Minerals	5	0.06
43	Parks & Horticulture Authority	5	0.06
44	Law & Parliamentary Affairs	4	0.05
45	Finance	4	0.05
46	Tourism & Resort Development Department	2	0.02
47	Sports	2	0.02
48	Punjab Text Book Board	2	0.02
49	Printing Press	1	0.01
50	Management & Professional Development Department	1	0.01
	TOTAL	8,063	100

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

934

Grand Total**8,997**

DEPARTMENT/AGENCY WISE BREAK UP OF COMPLAINTS RECEIVED DURING 2008

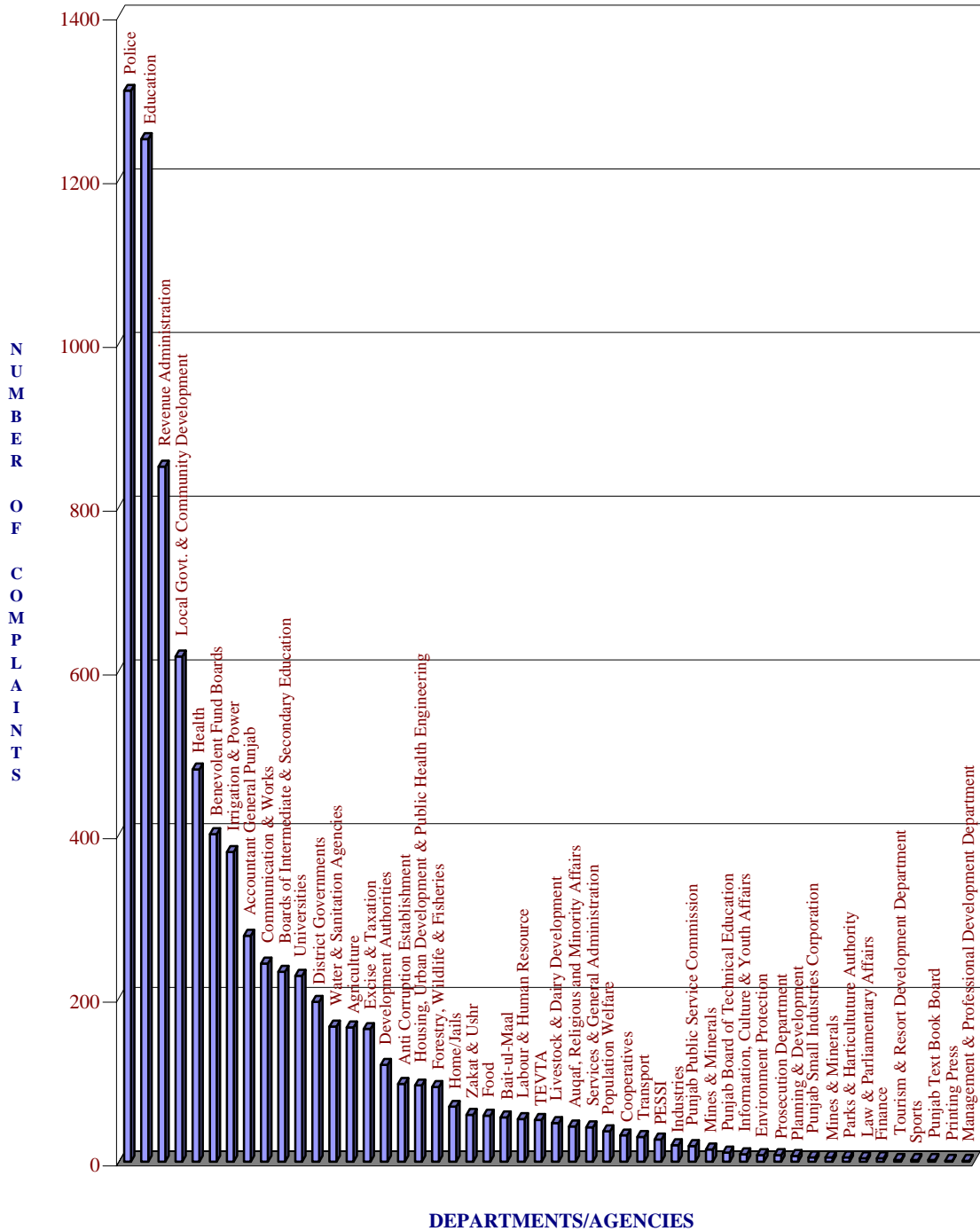


TABLE-III

DISTRICT WISE BREAK UP OF COMPLAINTS RECEIVED DURING 2008

SR.NO	DISTRICT	COMPLAINTS	%AGE
1	Lahore	1294	14.51
2	Faisalabad	569	6.38
3	Multan	552	6.19
4	Rahim Yar Khan	551	6.18
5	Sargodha	413	4.63
6	Bahawalnagar	365	4.09
7	Jhang	347	3.89
8	Khanewal	299	3.35
9	Gujranwala	292	3.27
10	Sheikhupura	269	3.02
11	Sialkot	265	2.97
12	Muzaffargarh	262	2.94
13	Rawalpindi	247	2.77
14	Dera Ghazi Khan	241	2.70
15	Okara	240	2.69
16	Kasur	218	2.44
17	Bahawalpur	216	2.42
18	Toba Tek Singh	215	2.41
19	Sahiwal	183	2.05
20	Khushab	163	1.83
21	Mianwali	161	1.81
22	Mandi Baha-ud-Din	161	1.81
23	Nankana Sahib	145	1.63
24	Gujrat	143	1.60
25	Vehari	135	1.51
26	Bhakkar	121	1.36
27	Hafizabad	119	1.33
28	Pakpattan	116	1.30
29	Rajanpur	99	1.11
30	Narowal	93	1.04
31	Lodhran	90	1.01
32	Jhelum	82	0.92
33	Layyah	72	0.81
34	Chakwal	71	0.80
35	Attock	70	0.78
36	From Other Provinces	36	0.40
37	From Abroad	4	0.04
TOTAL		8,919	100.00

Complaints where districts were not mentioned

78

Grand Total

8,997

DISTRICT WISE BREAK UP OF COMPLAINTS RECEIVED DURING 2008

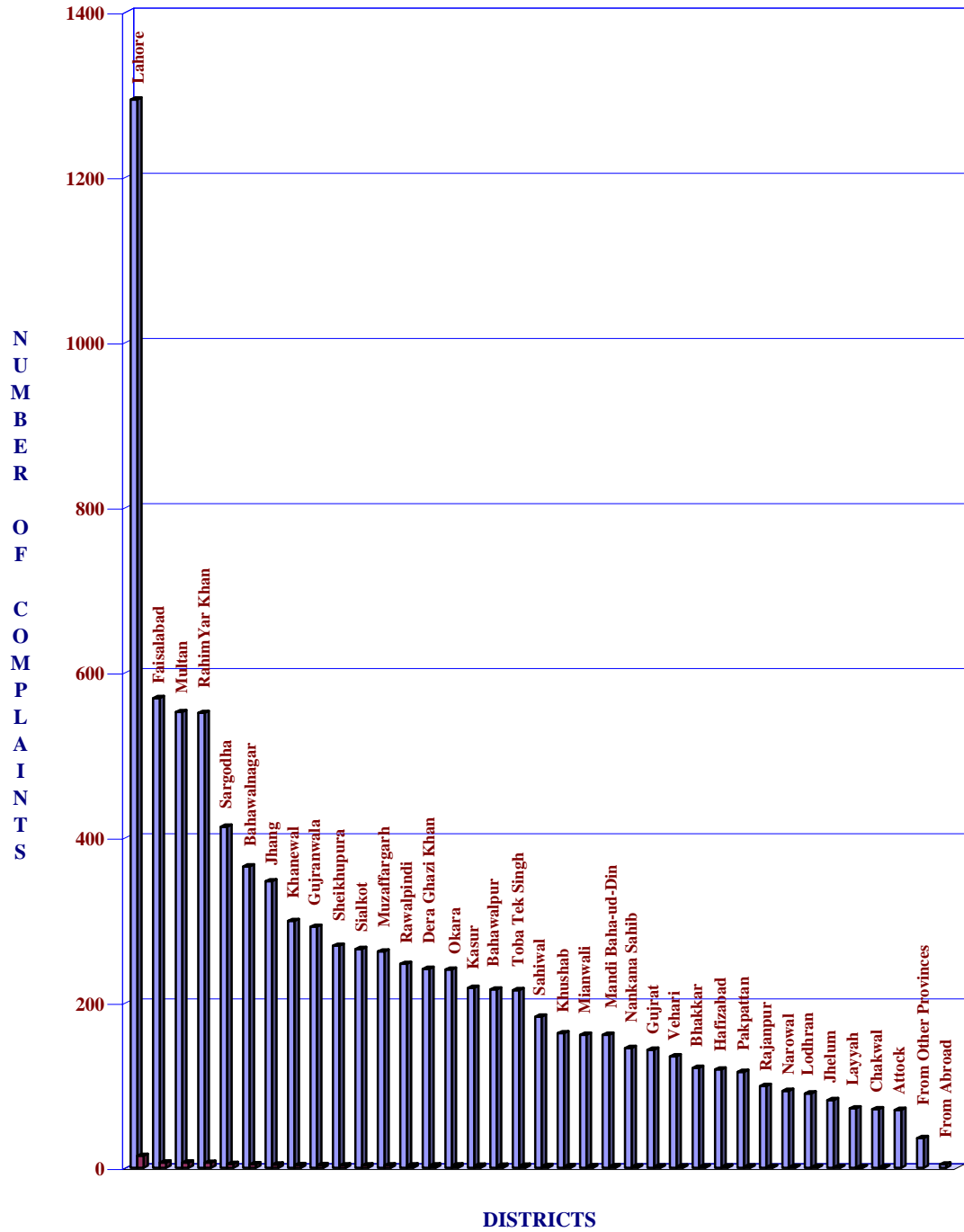
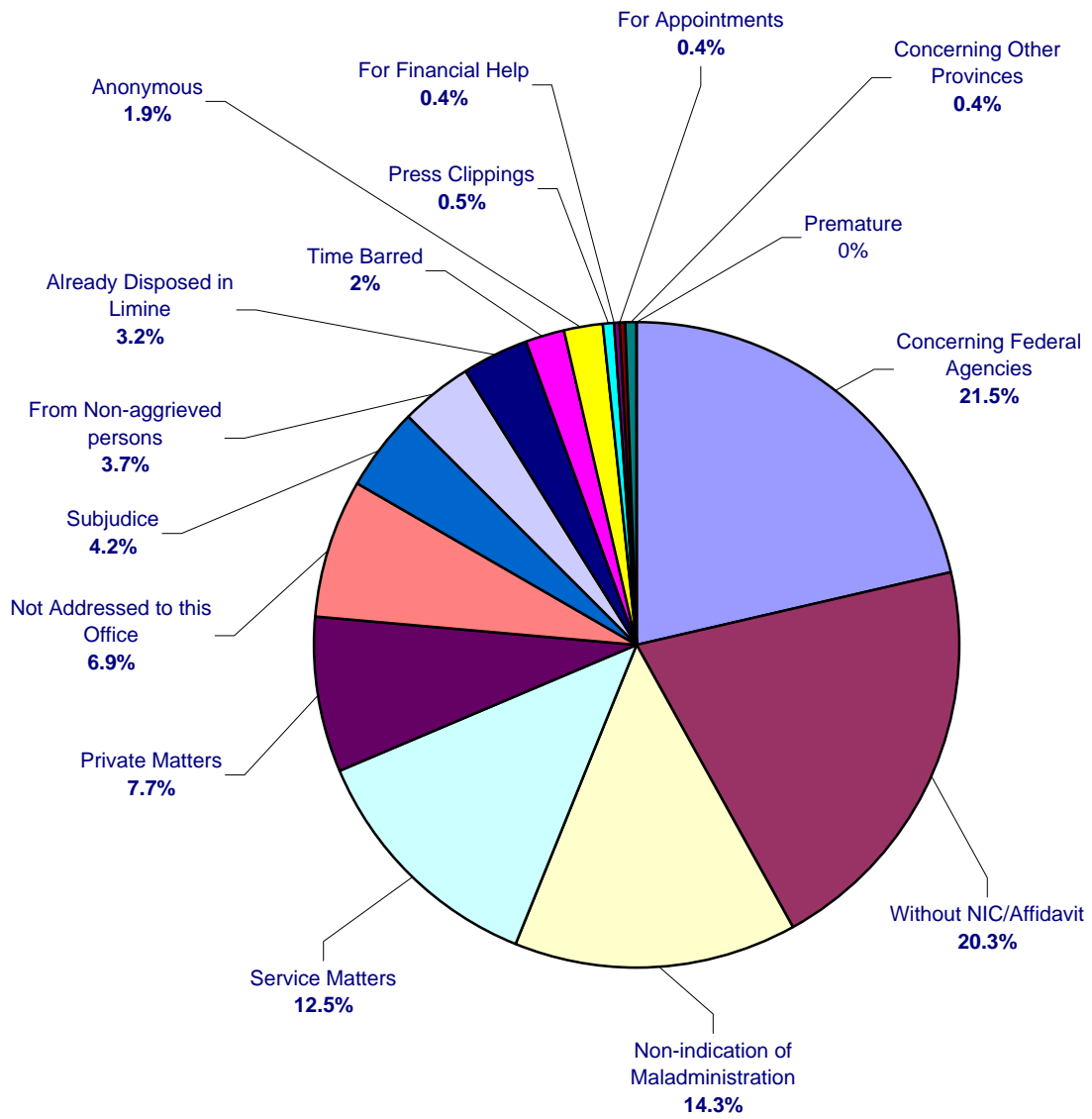


TABLE-IV

NON-MAINTAINABLE COMPLAINTS RECEIVED DURING 2008

CATEGORY	COMPLAINTS	%AGE
Concerning Federal Agencies	669	21.5
Without NIC/Affidavit	632	20.3
Non-indication of Maladministration	446	14.3
Service Matters	389	12.5
Private Matters	241	7.7
Not Addressed to this Office	215	6.9
Subjudice	130	4.2
From Non-aggrieved persons	116	3.7
Already Disposed in Limine	100	3.2
Time Barred	62	2.0
Anonymous	60	1.9
Press Clippings	15	0.5
For Financial Help	12	0.4
For Appointments	11	0.4
Concerning Other Provinces	11	0.4
Premature	2	0.1
TOTAL	3,111	100.0

**NON-MAINTAINABLE COMPLAINTS
RECEIVED DURING 2008**



TOTAL: 3,111

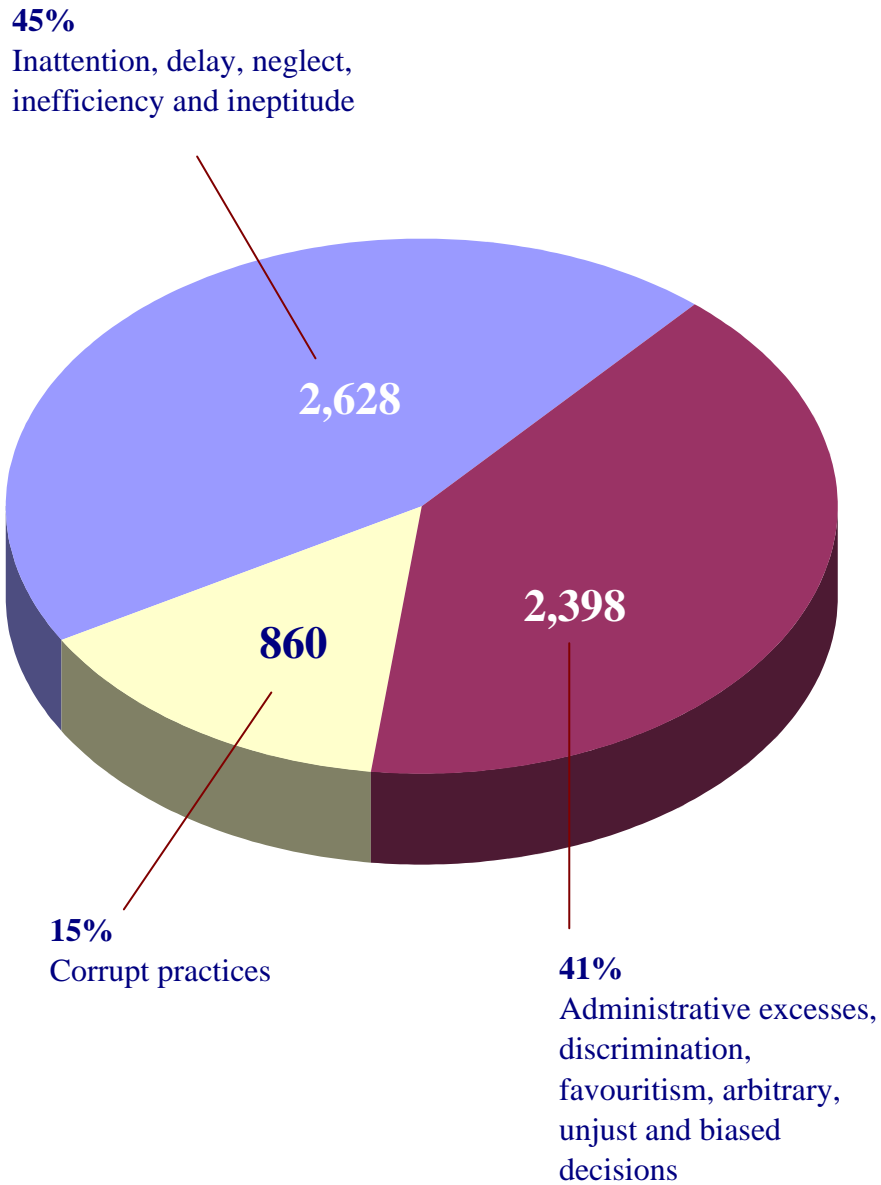
TABLE-V

NATURE OF MALADMINISTRATION REFLECTED IN MAINTAINABLE COMPLAINTS DURING 2008

SR. NO.	NATURE OF MALADMINISTRATION (ALLEGED)	COMPLAINTS	%AGE
1	Inattention, delay, neglect, inefficiency and ineptitude	2,628	45
2	Administrative excesses, discrimination, favouritism, arbitrary, unjust and biased decisions	2,398	41
3	Corrupt practices	860	15
TOTAL		5,886	100

Total Maintainable Complaints Received	5,886
Total Non-Maintainable Complaints Received	<u>3,111</u>
Total Complaints Received	8,997

NATURE OF MALADMINISTRATION
REFLECTED IN MAINTAINABLE COMPLAINTS
DURING 2008



TOTAL: 5,886

TABLE-VI
COMPLAINTS PERTAINING TO
MALADMINISTRATION IN SERVICE MATTERS
DURING 2008

SR. NO.	DESCRIPTION	COMPLAINTS
1	Pensionary and Other Retirement Benefits	392
2	Release/Fixation of Pay	208
3	Payment of pending bills	207
4	Appointment Under Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of service) Rules 1974	166
5	Family Pension	104
6	Benevolent Fund	76
7	Selection Grade/Promotion/Move-over	54
8	Misconduct	38
9	Grant of Increments	30
10	Appointment Against Quota for the Children of Employees (BS-1 to 5)	23
11	Appointment Against Quota for the Disabled	18
12	Completion of Service Book/Service Record	16
13	Issuance of Last Pay Certificate	8
14	Transfer of PPO	1
15	Finalization of Pending Delayed Enquiries	1
16	Annual Confidential Reports	1
TOTAL		1,343

COMPLAINTS PERTAINING TO MALADMINISTRATION IN SERVICE MATTERS

2008

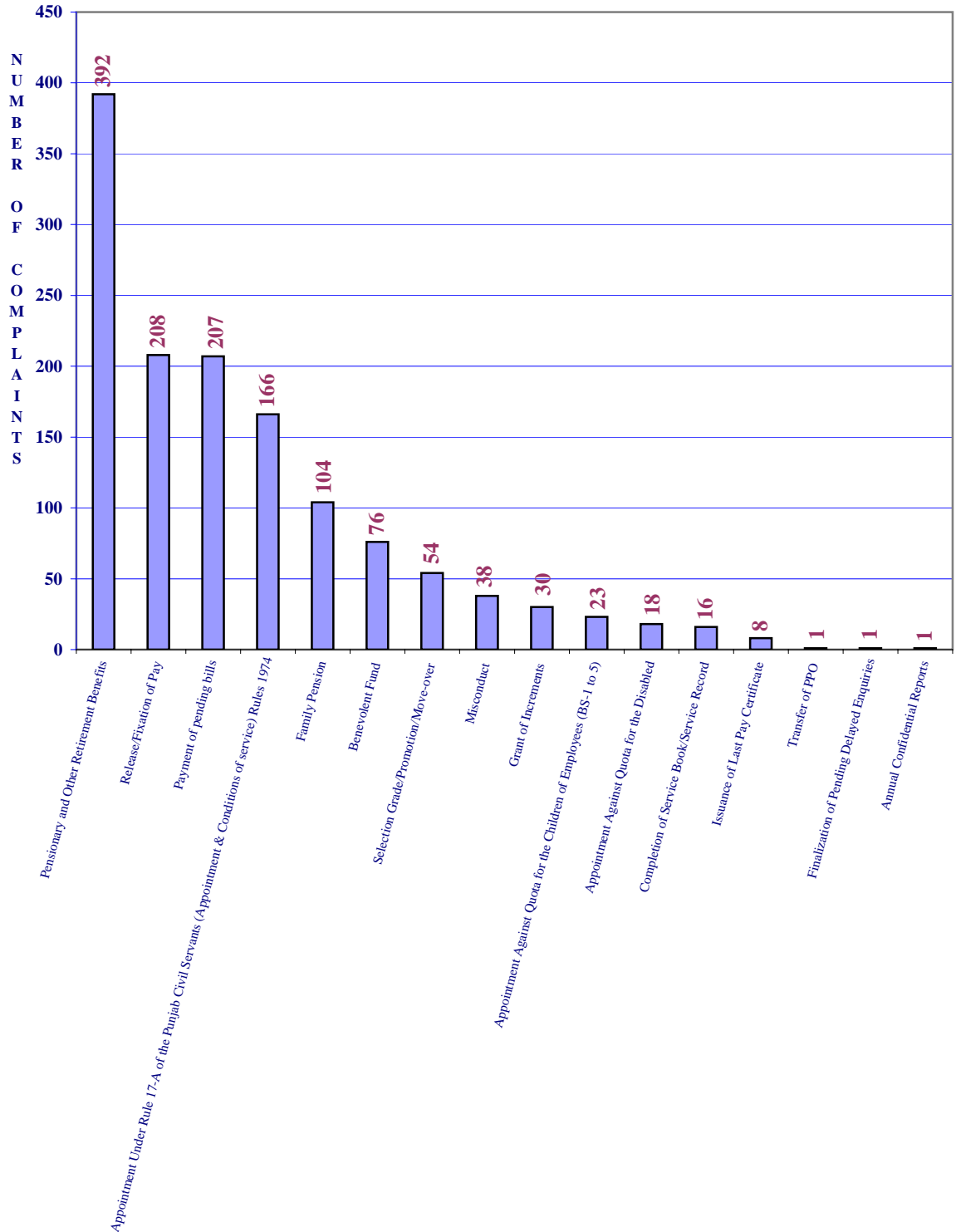


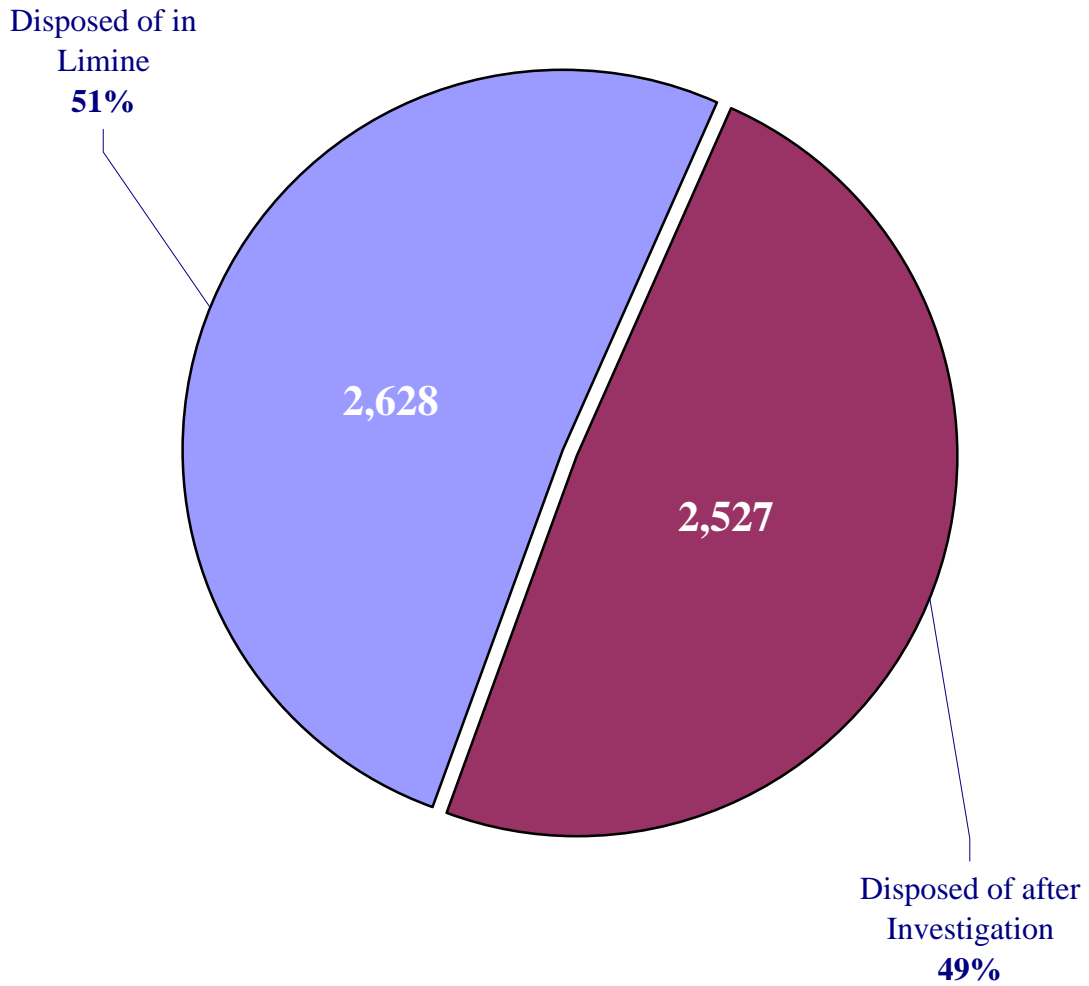
TABLE-VII

DISPOSAL OF COMPLAINTS DURING 2008

DESCRIPTION	COMPLAINTS	%AGE
Disposed of in Limine	2,628	51
Disposed of after Investigation (except cases where implementation of directions was pending)	2,527	49
TOTAL	5,155	100

Complaints brought forward	2,786
Complaints received	8,997
Total complaints processed	11,783
Total disposal of complaints	5,155
Carried Forward	6,628

DISPOSAL OF COMPLAINTS
DURING 2008



TOTAL: 5,155

TABLE-VIII

BREAK UP OF COMPLAINTS DECIDED

AFTER INVESTIGATION

DURING 2008

DESCRIPTION	COMPLAINTS	%AGE
Complaints wherein the grievance redressed	1,634	56
Complaints wherein views of the Agencies were upheld	893	31
Complaints wherein directions were issued but implementation was pending	386	13
TOTAL	2,913	100

**BREAK UP OF COMPLAINTS DECIDED
AFTER INVESTIGATION
DURING 2008**

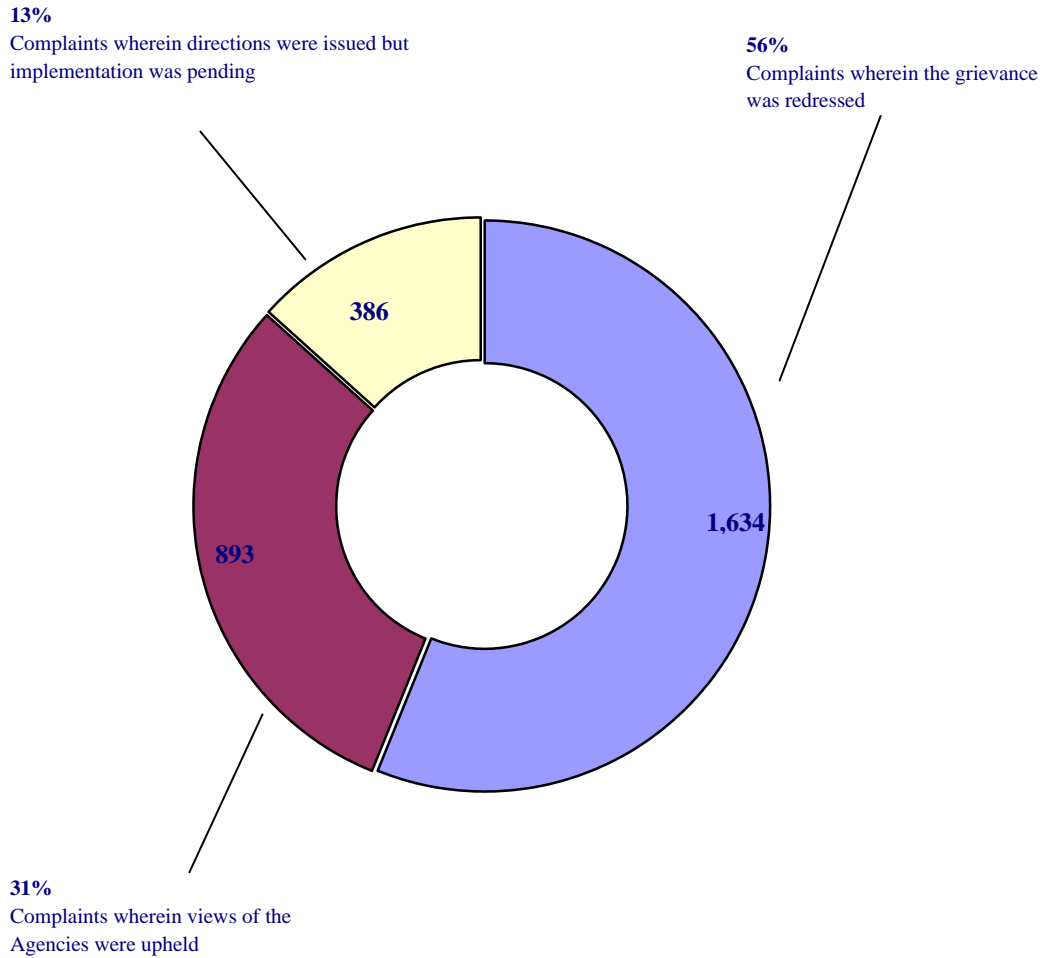


TABLE-IX

BREAK UP OF COMPLAINTS AWAITING IMPLEMENTATION OF DIRECTIONS DURING 2008

DESCRIPTION	COMPLAINTS
Directions pending implementation as on 31.12.2007	545
Fresh directions issued during 2008	789
Total directions processed	1,334
Directions implemented during 2008	948
Directions pending implementation as on 31.12.2008	386

**BREAK UP OF COMPLAINTS AWAITING
IMPLEMENTATION OF DIRECTIONS DURING
2008**

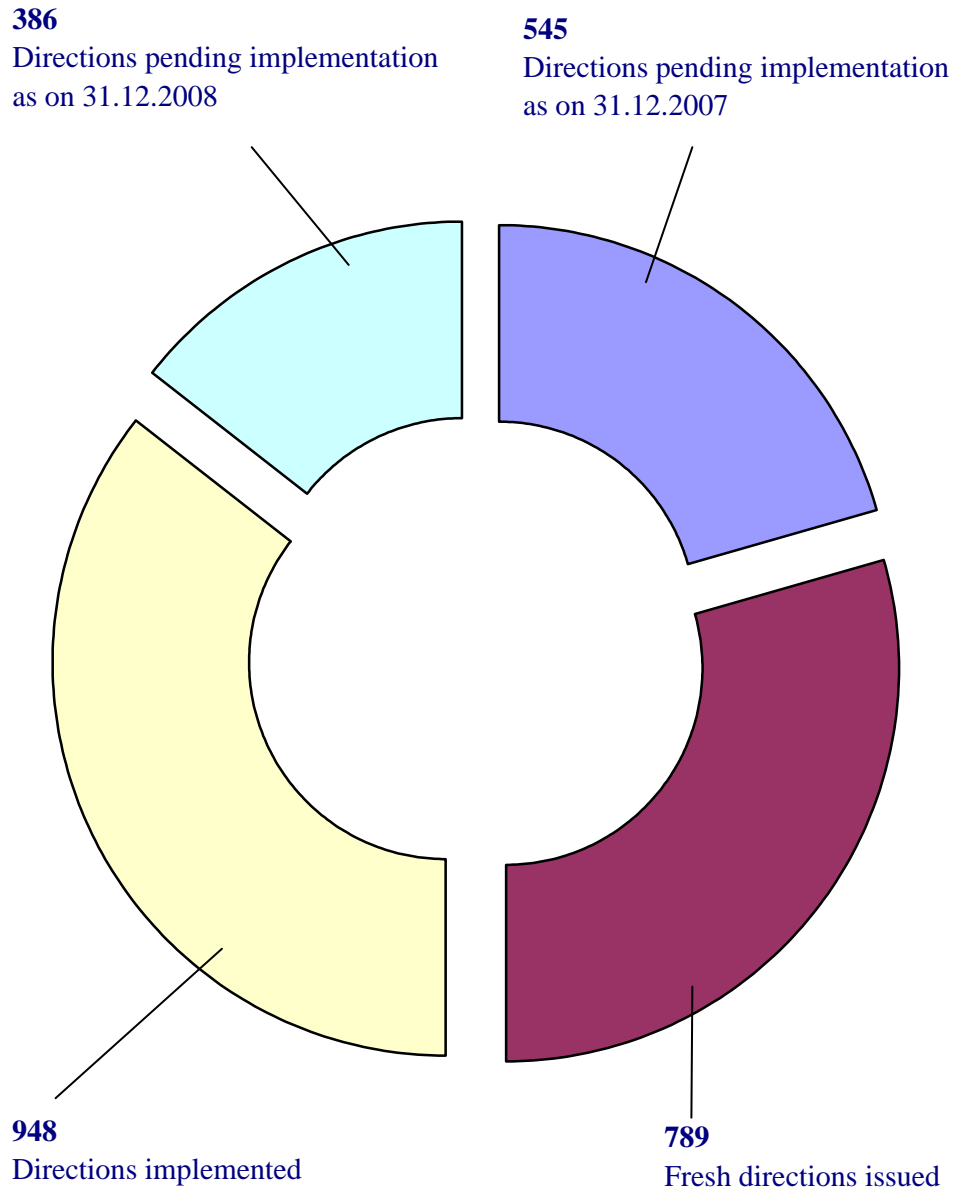


TABLE-X

DEPARTMENT/AGENCY WISE
BREAK UP OF DIRECTIONS AWAITING IMPLEMENTATION
DURING 2008

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	66			
2	Education	43	43			
3	Irrigation & Power	52	52			
4	Communication & Works	37	37			
5	Benevolent Fund	23	23			
6	Board of Revenue	21	21			
7	Health	26	26			
8	Others	118	118			
	TOTAL	386	386	0	0	0

No. of directions pending implementation for more than 6 months	386
No. of directions pending implementation for more than 4 months	0
No. of directions pending implementation for more than 3 months	0
No. of directions pending implementation for more than 2 months	0
TOTAL	386

DEPARTMENT/AGENCY WISE BREAK UP OF
DIRECTIONS AWAITING IMPLEMENTATION
AS ON 31.12.2008

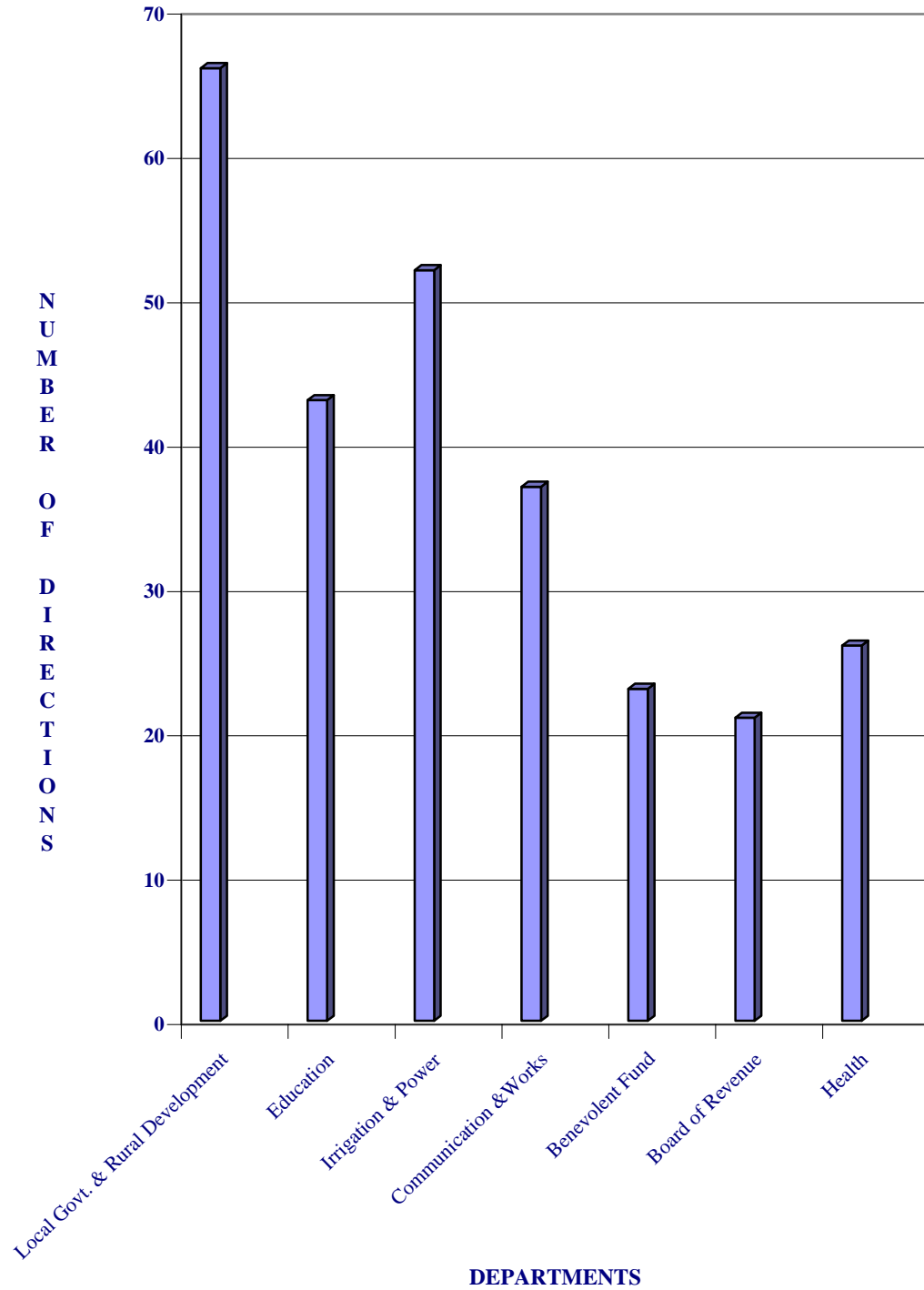


TABLE-XI

MONTH-WISE RECEIPT & DISPOSAL OF COMPLAINTS DURING 2008

MONTH	RECEIPT	DISPOSAL
JANUARY	943	1069
FEBRUARY	827	865
MARCH	946	904
APRIL	1114	1038
MAY	1085	699
JUNE	620	77
JULY	609	48
AUGUST	575	75
SEPTEMBER	633	63
OCTOBER	556	65
NOVEMBER	502	55
DECEMBER	587	197
TOTAL	8,997	5,155

Complaints Brought Forward	2,786
Complaints Received	8,997
Total Complaints Processed	11,783
Complaints Disposed of	5,155
Complaints Carried Forward	6,628

MONTH-WISE
RECEIPT & DISPOSAL OF COMPLAINTS
DURING 2008

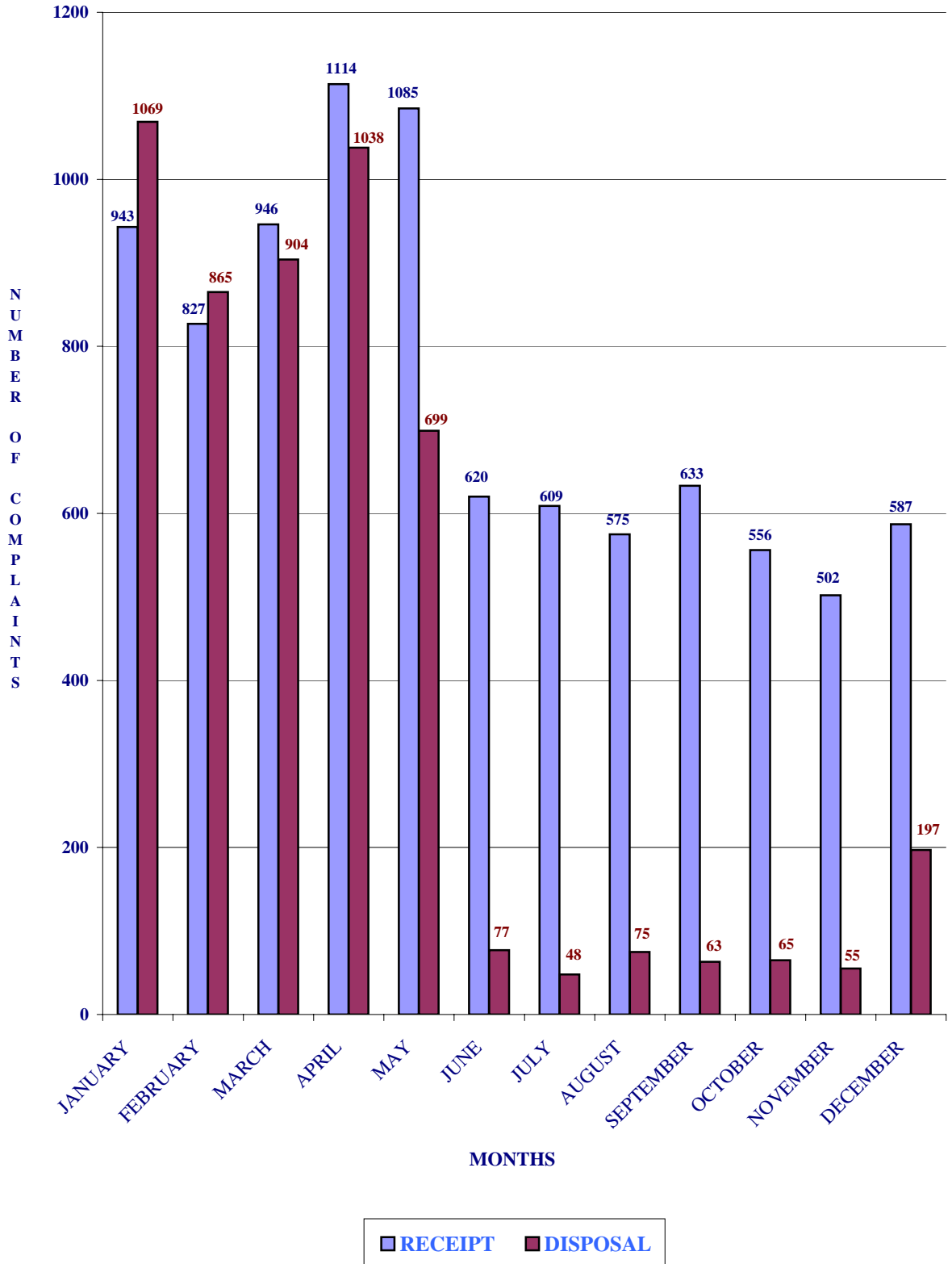
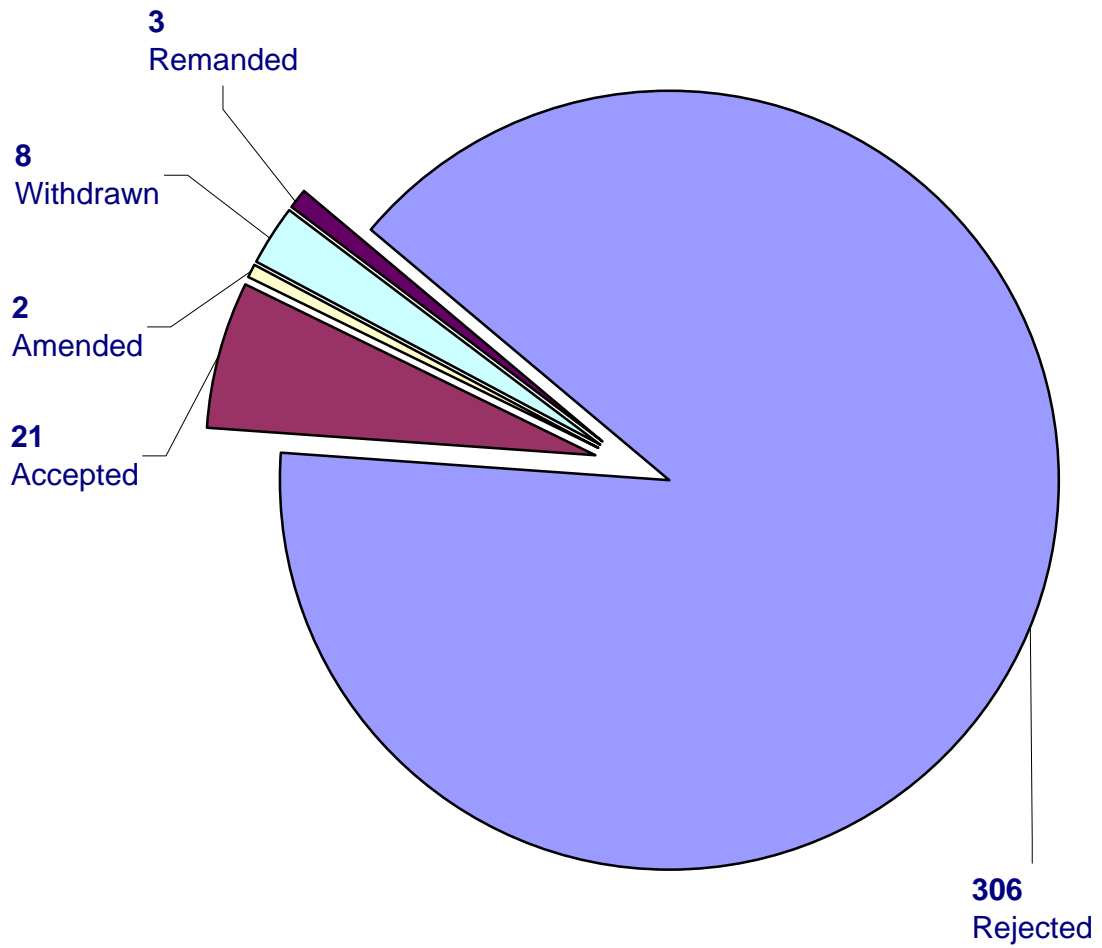


TABLE-XII
DEPARTMENT/AGENCY-WISE REPRESENTATIONS
DECIDED BY THE GOVERNOR
DURING 2008

SR. NO	DEPARTMENT/AGENCY	REPRESENTATIONS	REJECTED	ACCEPTED	AMENDED	WITHDRAWN	REMANDED
1	A.C.E	5	5				
2	Accountant General Punjab	11	11				
3	Agriculture	11	10			1	
4	Aquaf	1	1				
5	Bait-ul-Maal	2	2				
6	Benevolent Fund Board	7	4	3			
7	BISE's	11	9	2			
8	Board of Revenue	2	2				
9	Cholistan Dev. Authority	1	1				
10	Communication and Works	6	4	2			
11	DOR's/DCO's	52	47	3	1	1	
12	Education	65	63	1		1	
13	Excise & Taxation	2	2				
14	Food	1	1				
15	Forest	2	2				
16	Govt. College of University, Faisalabad.	1	1				
17	Health	23	18	4			1
18	Home	1	1				
19	HUD & PHE / PHATA	6	4	2			
20	Irrigation & Power	8	7				1
21	L&DD	1	1				
22	Labour	2	2				
23	Lahore Dev. Authority	6	3			3	
24	Law	1	1				
25	LG & CD	26	26				
26	Mines & Mineral	2	2				
27	Multan Dev. Authority	5	4	1			
28	P&D	2	2				
29	PESSI	5	5				
30	Police	36	34	1		1	
31	Population Welfare	1	1				
32	PPSC	2	2				
33	Principal, Govt. College of Technology Rasool, Mandi Bahauddin	1	1				
34	Prosecutor General Punjab.	1	1				
35	Punjab Small Industries Corporation	1	1				
36	Punjab Govt. Servants Housing Foundation.	1			1		
37	Punjab University	3	2	1			
38	Registrar, Cooperative Societies, Punjab.	2	2				
39	Sports	1	1				
40	TEVTA	1	1				
41	The Punjab Provincial Cooperative Bank Ltd	1	1				
42	Transport	2	2				
43	WASA	13	11	1			1
44	Zakat & Ushr	6	5			1	
	TOTAL	340	306	21	2	8	3

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



TOTAL : 340

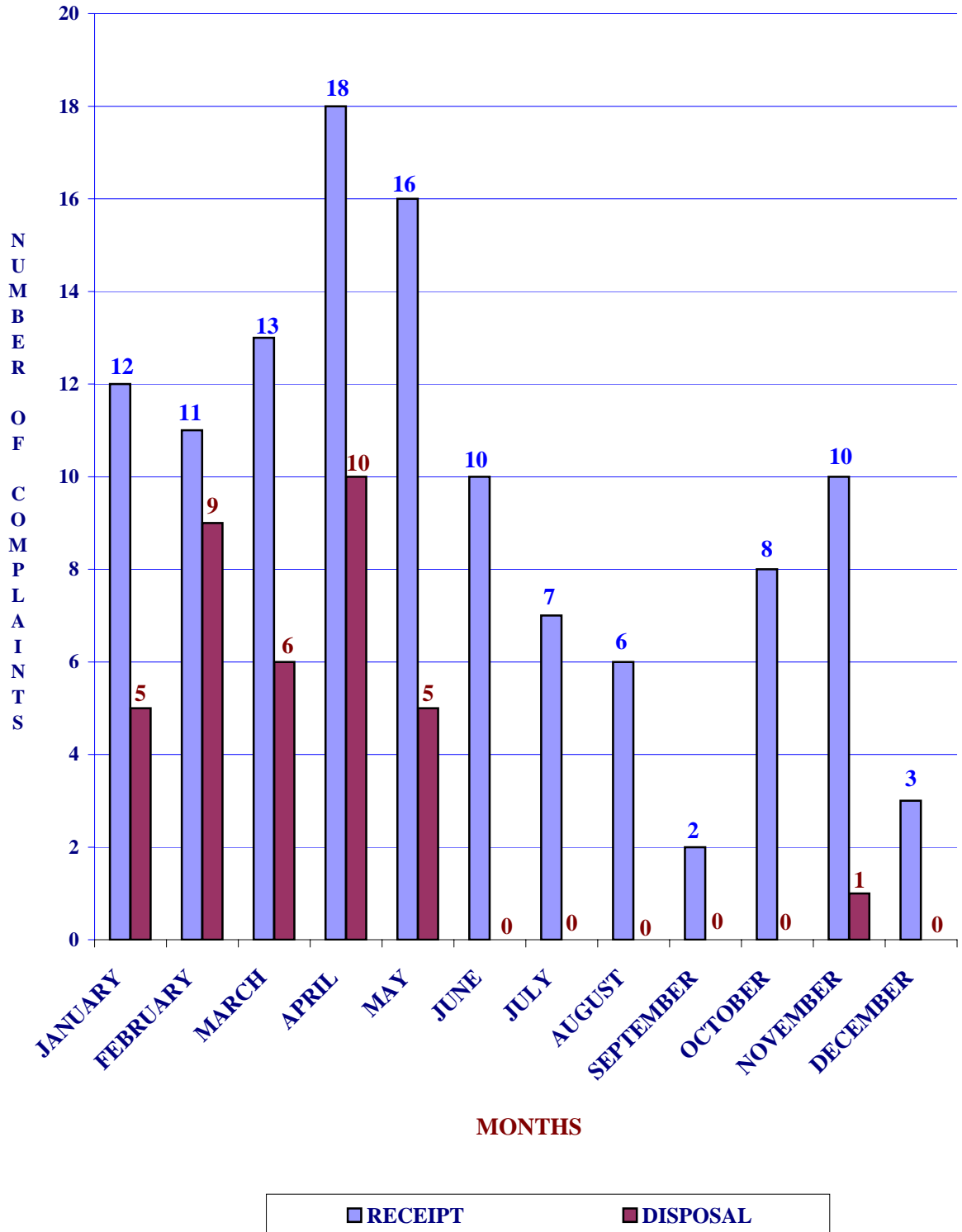
TABLE-XIII

MONTH-WISE RECEIPT AND DISPOSAL OF IMPLEMENTATION PETITIONS DURING 2008

MONTH	RECEIPT	DISPOSAL
JANUARY	12	5
FEBRUARY	11	9
MARCH	13	6
APRIL	18	10
MAY	16	5
JUNE	10	-
JULY	7	-
AUGUST	6	-
SEPTEMBER	2	-
OCTOBER	8	-
NOVEMBER	10	1
DECEMBER	3	-
TOTAL	116	36

Brought Forward	144
Received	116
Total Processed	260
Disposed of	36
Carried Forward	224

**MONTH-WISE RECEIPT AND DISPOSAL OF
IMPLEMENTATION PETITIONS
DURING 2008**



CHAPTER-V

REPRESENTATIVE CASES

Pages 65 – 97

ACCOUNTANT GENERAL PUNJAB

Subject: REQUEST FOR PAYMENT OF GP FUND.
Complaint No: R-766/9/07/Adv-323/9/07

Naheed Mumtaz Wd/o late DSP Framurz Mumtaz complained that her deceased husband retired from Police Department on 06.11.2004 but his GP Fund balance had not been paid. She requested for a direction to the concerned office for payment of GP fund balance of her deceased husband.

The matter was taken up with Accountant General Punjab, Lahore. He reported that requisite authority for payment of GP fund balance of the deceased DSP could not be issued because District Accounts Officer Attock,

Rawalpindi and Gujrat had not transferred GP fund balance of the deceased lying in their respective districts. Consequently, District Accounts Officers Attock, Rawalpindi and Gujrat were directed to transfer GP fund balance of the deceased to AG Punjab Lahore for issuance of requisite GP fund payment authority in favour of the complainant. On transfer of GP fund balance by the said offices to AG Punjab, GP fund payment authority amounting to Rs.67,907/- was issued in favour of the complainant.

On the intervention of this office, the complainant's grievance was redressed by the Agency after more than three years.

AGRICULTURE

Subject: REQUEST FOR PAYMENT OF SALARY FOR 14 MONTHS AND LOCATION OF SERVICE BOOK.
Complaint No. R-849/11/07/Con-199/07

Complainant Muhammad Javed Akhtar stated that he was appointed as Junior Clerk in Soil Conservation Wing of Agriculture Department, Rawalpindi on 22.05.1991. Vide orders dated 4.1.2006, he was granted Move-over by Agricultural Engineer Rawalpindi w.e.f. 1.12.2001. His request for payment of arrears was sent to Mechanical Engineering Work Shop Rawalpindi but

due to misplacement of his service book in that office, he could not be paid the said arrears of move over and also 14 months pay. The complainant requested that Director Soil Conservation Rawalpindi be directed to locate his service book and make payment of 14 months pay alongwith arrears.

During joint hearing of the case, the representative of the Agency intimated that service book of the complainant had been located and requisite payment of Rs.1,61,081/- (i.e. 14 months pay including arrears) had been

made. The complainant admitted receipt of the said amount.

On the directions of this office, the complainant's grievance was thus redressed by the Agency after more than three years.

Subject: REQUEST FOR PROVISION OF DIPLOMA OF TRACTOR OPERATOR.

Complaint No. R-894/12/07/Con-207/07

Complainant Sheikh Faisal Siraj stated that he passed Tractor Operator course from Government Agricultural Machinery Training School, Talagang in September 2007 under Roll No.43. He was told that requisite diploma would be provided after 15 days but till date he had not been provided the same. The complainant requested that the concerned

authorities be directed to issue him the requisite Diploma.

The matter was taken up with the Incharge, Government Technical Training Centre Talagang. He reported that Technical Training Centre Talagang was affiliated with Punjab Board of Technical Education Lahore, which had not issued necessary result notification. The matter was then taken up with the Board. Finally it was intimated by the Agency that the complainant had been declared successful by the Board of Technical Education, Lahore and the requisite certificate had been issued to him.

With the intervention of this office, the complainant's grievance was redressed.

BAIT-UL-MAAL

Subject: REQUEST FOR PAYMENT OF FINANCIAL ASSISTANCE.

Complaint No: R-48/02/08/Con-05/08

Complainant Babar Ali stated that he submitted an application to Provincial Bait-ul-Maal Lahore for grant of Financial Assistance but no action was taken in that regard. He then submitted an application to DCO Rawalpindi but to no avail. On submission of another application on the prescribed form to District Bait-ul-Maal Committee

Rawalpindi on 14.07.2007, he was intimated that due to dissolution of Bait-ul-Maal Committees, requisite financial assistance could not be paid. Therefore, he had to wait till reinstatement of the Committee. The complainant requested that District Bait-ul-Maal Committee, Rawalpindi be directed to pay him requisite Financial Assistance.

The matter was taken up with Secretary District Bait-ul-Maal Committee Rawalpindi who reported that

on reinstatement of the committee, the complainant had been paid Financial Assistance of Rs.3,000/-. The

complainant confirmed receipt of the said amount.

The complainant's grievance was thus got redressed by this office.

BENEVOLENT FUND BOARDS

Subject: REQUEST FOR PAYMENT OF FAREWELL GRANT.

Complaint No: R-886/12/07/Con-206/07

Complainant Muhammad Safdar Bhatti stated that he retired as Senior Science Teacher, Government High School B-Block Satellite Town Rawalpindi on 05.07.2005. His application for payment of farewell grant was forwarded by EDO(Education), Rawalpindi to Administrative Officer, Punjab Government Servants Benevolent Fund Board Lahore on 03.05.2006 but the requisite grant had not been paid to him. The complainant requested that Administrative Officer, Punjab Government Servants Benevolent Fund Board Lahore, be directed for payment.

The matter was taken up with Administrative Officer Punjab Government Servants Benevolent Fund Board Lahore. He reported that application of the complainant being incomplete, the grant could not be paid to him. The AO eventually reported that after removing objections, Cheque amounting to Rs.17,840/- had been issued to the complainant on 13.12.2007. The complainant confirmed receipt of the said amount.

With the intervention of this Office, the complainant was paid the requisite farewell grant.

BOARDS OF INTERMEDIATE & SECONDARY EDUCATION

Subject: CORRECTION OF NAMES IN THE RESULT CARD.

Complaint No. 208/1/08 Adv-II 10/08

Samina Mahmood Hussain Usmani complained that her daughter Tayyaba Usmani appeared as a regular student in Matriculation examination 2007 from Govt. High School Shad

Bagh, Lahore. While submitting admission form of her daughter, the school administration incorrectly mentioned the name of the candidate as "Tayyaba Usman", instead of "Tayyaba Usmani". Similarly, name of her father was indicated as "Mohammad Hassan Usman" instead of "Mahmood Hussain

Usmani". Her daughter noticed the errors on receipt of Roll No. Slip issued by BISE Lahore. She approached the Board for correction of those errors but she was asked to first deposit Rs. 500/-. The school administration also approached the Board for correction of the errors, but the Board did not correct the errors and repeated the same in the Result Card. Her daughter contacted the Board again for correction of the said errors but this time she was asked to deposit a fee of Rs.4000/-. The fee demanded by the Board was excessive and unjustified. She could not afford to pay that fee. Moreover, her daughter was not at fault, because the error had basically been committed by the school at the time of filling up of admission form. The complainant requested for a direction to the BISE Lahore to correct the errors of names in the Matriculation Result Card of her daughter without charging any fee.

BISE Lahore, when confronted with the complaint, stated that the complainant's daughter had applied for correction of mistakes of names on 15.5.2007. The Register of Admission and Discharge of the school was checked and there being a cutting in the entries, the school was asked to produce original National Identity Card (NIC) of the candidate's father. The school produced

the documents after declaration of the result. Therefore, Registration Branch of the Board could not correct the mistakes. The school was informed that corrections would be made in the record on payment of prescribed fee and on submission of a formal application by the candidate.

The school administration did not support the stance taken by the Board and contended that the school had timely paid fee of Rs.200/- for correction of minor mistakes of names and complete case for correction was sent to the Board on 15.5.2007 before declaration of the result. The Board asked for the Register of Admission and Discharge and original NIC of the candidate's father within one week. The requisite documents were produced to the Board within the time limit, but the Board did not correct the mistakes and closed the case while in identical cases of two other girl students, corrections had been made by the Board without charging any extra fee.

During hearing proceedings, the representative of the Board could not furnish any satisfactory reply to the query as to why the Board was demanding fee of Rs.4500/- when fee (Rs.200/-) for correction had been paid by the school before declaration of the result and why the case of complainant's daughter for correction had been closed

when the same had been initiated within the prescribed time limit.

It was observed that the complainant's daughter had approached the Board through her school for correction of referred mistakes immediately on receipt of Roll No Slip. The school Administration also paid the requisite fee of Rs.200/- to the Board. Original NIC of the candidate's father was also presented to the Board before declaration of result. The Board had closed the case of the complainant's daughter without any justification, whereas in identical cases of two other students of the same school (Sumbal d/o Rehan Waheed and Mubashara Rani d/o Mohammad Ashiq) corrections had been made by the Board without charging any extra fee. The Board had demanded payment of Rs.4500/- without any valid justification.

In the wake of narrated facts, the Board's demand for payment of further fee of Rs.4500/- by treating it as a case of belated application for correction of mistakes of names was held to be an act of maladministration. The Board was therefore, directed to correct the particulars/name of the complainant's daughter and the candidate's father without charging any further fee.

In compliance, the Agency informed that the direction of

Ombudsman Punjab had been complied with.

Subject: REQUEST FOR DECLARATION OF RESULT.

Complaint No. 611/2/08 Adv-II 31/08

Complainant, Adil Hussain Hanjra stated that he appeared in annual Matriculation examination 2007 as a private candidate from examination centre/Government High School Bhalekey, District Sheikhpura. When result of the examination was announced in the Result Gazette, the words "not eligible" were printed against his Roll No. On enquiry, he was informed that he had not deposited full admission dues with the Board. He, therefore, deposited an amount of Rs.400/- as per instructions of Finance Branch of the Board. He was then asked to get clearance from Tabulation Branch. He repeatedly contacted the officials of the branch, but to no avail. The complainant requested for a direction to BISE Lahore to declare his result without any further delay.

When confronted with contents of the complaint, the Agency reported that the complainant had not paid full admission fee at the time of submission of his admission form and got Roll No. slip with the connivance of some officials of the Board. He was asked to pay balance amount of dues before

commencement of examination (2007) but he did not pay any attention. Matriculation result was therefore declared considering him “not eligible”. He paid the dues (in Nov: 2007) much after declaration of the result whereas as per rules he was required to pay full dues before start of the examination.

During investigation, concerned stake holders were heard. The complainant contended that he had been issued Roll No. slip by the Board in normal way, which he received at his home address. He did not receive any notice/reminder from the Board regarding short payment of admission fee. When he came to know that some balance amount was yet to be paid, he quickly paid the same which was accepted by the Board. Therefore, his result could not be withheld.

The representative of BISE Lahore argued that before commencement of Matriculation examination 2007 the complainant had paid less amount as admission fee. Therefore as per rules, he was not eligible to appear in the examination. The Roll No. slip might have been issued to the complainant due to the negligence of some officials of the Board.

Perusal of record revealed that when the complainant submitted his admission form, he paid less amount as admission fee to the Board, despite that he

was not only issued Roll No. slip by the Board but was also allowed to sit in the examination and attempt all his papers. The complainant paid balance fee of Rs.400/- to the Board in November 2007 which was accepted. The Agency could not deny those facts. It was observed that in the presence of said admitted facts, the Board’s refusal to declare complainant’s result was an act of maladministration as defined in Section 2 (i) (b) & (c) of the Punjab Office of the Ombudsman Act 1997. The Board was therefore, directed to declare the complainant’s result without delay and demanding any further fee.

In compliance, BISE Lahore informed that direction of Ombudsman had been carried out and the complainant’s result had been declared without charging any further fee.

**Subject: REQUEST FOR
PAYMENT OF
COMPENSATION FOR
PERFORMANCE OF
EXAMINATION DUTY.**

Complaint No. R-08/01/08/Adv-07/08

Complainant Syed Imtiaz Hussain Shah Kazmi, Assistant, Government Girls College Kahuta stated that he performed extra duty during annual examination 2006 but he was not paid the required compensation. He requested that the concerned Authority i.e. BISE

Rawalpindi be directed for payment of requisite compensation.

The matter was taken up with Chairman BISE Rawalpindi who reported that the complainant had been

paid required compensation of Rs.2,256/- for extra duty during annual examination 2006.

On the direction of this office, the grievance of the complainant was thus redressed within 12 days.

BOARD OF REVENUE

Subject: RETURN OF THE AMOUNT OF ABIANA.
Complaint No: M/3111/11/07/C-II.

Mr. Nasir Hussain Lumberdar of Mauza Faiz Pur Bhattian complained that he handed over Rs.50,000/- as Abiana to halqa Patwari Muhammad Azam Baluch to deposit it in Government treasury, who misappropriated the same and refused to return to the complainant.

Deputy District Officer(Rev), Sadar, Multan reported on 22.3.2008, that Assistant Treasury Officer, Multan had confirmed that the requisite amount of Rs.50,232/- had been deposited in the treasury. Deputy District Officer (Revenue) Multan also intimated that the complainant had filed an affidavit that his grievance had been redressed. The grievance of the complainant was thus redressed on the intervention of this Office.

Subject: REQUEST FOR ENTRANCE OF MUTATION.
Complaint No: R-86/03/08/Con-13/08

Complainant Rafaqat Hussain in his complaint dated 03.03.2008 stated that he purchased a plot measuring 01

Kanal vide Registered Sale Deed No.2135 in Mauza Hayal Dhmaial Tehsil Rawalpindi on 13.02.2006. He produced photo copy of Registered Sale Deed and also deposited Mutation Fee with the Patwari who informed the complainant that Mutation No. 5448 had been sanctioned in his favour. When he asked for issuance of Fard Milkiat, the Patwari demanded Rs.10,000/- as illegal gratification. The complainant expressed his inability to pay that heavy amount to the Patwari.

The matter was taken up with the Deputy District Officer (Revenue) Rawalpindi. He reported that Mutation No.5448 vide Registered Sale Deed No.2135 was sanctioned on 17.03.2008. Deputy District Officer Revenue attached to his report copies of mutation and Fard milkiat with his report.

The complainant was summoned in this Office and copies of Mutation and Fard milkiat were handed over to him.

The complainant's grievance was thus got redressed within 16 days.

**Subject:REQUEST FOR ENTRANCE
OF INHERITANCE
MUTATION AND
ISSUANCE OF FARD OF
LAND SITUATED IN
VILLAGE MOOHRI
GHAZAN RAWALPINDI.**

Complaint No: R-873/11/07/Con-202/07

Complainant Mst. Farhat Naz in her complaint dated 29.11.2007 stated that she purchased House No.CB-780 measuring 5 Marlas from Mst. Noor Jan Wd/o Kamal Khan and other Co-sharer for a sum of Rs.2,80,000/- through Registered Sale Deed No.6343 dated 08.10.2004. She wanted to sell that house to another person and requested Shaukat Ali Patwari for issuance of the Fard Zameen who demanded Rs.10,000/- for issuance of Fard. On her refusal to give illegal gratification, the Patwari refused to issue Fard Zameen and stated that Mutation of inheritance through which

the house was purchased by the complainant had been cancelled. She requested that the concerned authority be directed for issuance of Fard milkiat .

The matter was taken up with Tehsildar, Rawalpindi. He reported that inheritance Mutation No.17177 of Village Moohri Ghazan Rawalpindi was entered on 17.12.2007 but due to non-appearance of concerned parties, it could not be sanctioned.

During joint hearing, Dy District Officer Rawalpindi submitted in writing that after sanction of inheritance the requisite Mutation Fard had been issued to the complainant. The representative of the complainant confirmed with thanks issuance of Fard milkiat.

With the intervention of this Office, the complainant's grievance was redressed.

EDUCATION

**Subject:REIMBURSEMENT OF
MEDICAL CHARGES.**

Complaint No. 179/1/07 CV-10/07

Ameer Abdullah Khan stated that he was a retired teacher of 70 years. His medical bill amounting to Rs.12,501/- was sent by DCO Bhakkar to Special Secretary (Schools) vide his letter No. 903 dated 06.05.2005 but despite repeated requests/visits of his son to the Department, requisite payment had not

been made. The complainant requested that his medical bill be got sanctioned and requisite payment be made enabling him to pay back the loans taken for purchase of medicines.

In his report dated 14.03.2007, Special Secretary (Schools) stated that scrutiny of the complaint revealed that the matter alleged in the complaint was conceivably the same which had been

agitated by the complainant in identical complaint in 2004. That complaint was investigated by the Office of Ombudsman Punjab and was eventually rejected vide order dated 26.8.2005. Special Secretary further stated that because present claim of the complainant is similar to his previous claim which was declined by the Ombudsman, the present complaint may also be rejected.

In order to know the factual position, Special Secretary (Schools) was directed to submit a comprehensive report in that behalf. In his revised report. Special Secretary Schools reported that the complainant's medical claim amounting to Rs.12,501/- was referred to Medical Superintendent, DHQ Hospital Bhakkar on 24.12.2005 for verification/authentication. Despite reminders, requisite verification had not been made. On receipt of necessary verification from the Medical Superintendent, reimbursement claim of the complainant would be processed and decided.

Subsequently, On persuasion by this office, Medical Superintendent, DHQ Bhakkar vide his letter dated 21.11.2007 intimated Special Secretary Education Punjab that requisite Medical claim of Ameer Abdullah Khan (complainant) had been checked and

found genuine. Accordingly, necessary sanction for reimbursement of the medical claim of the complainant amounting to Rs.12,501/- was issued by Secretary Education vide his order No. SO (S-III) 3-38/2005 dated 22.11.2007.

Dy. DEO (MEE) Tehsil Bhakkar, in his letter dated 17.1.2008 confirmed that requisite payment had been made to the complainant who acknowledged it through his letter dated 22.01.2008.

Grievance of the complainant was thus redressed.

**Subject: APPOINTMENT
AGAINST A CLASS-IV
POST UNDER RULE 17-A
OF THE PCS A&CS
RULES.**

Complaint No. 965/2/08 CV 8/08

Mr. Zahoor Hussain stated that he joined Education Department, Bhakkar on 24.05.1976. Due to loss of eye sight, he could not continue in service and was retired on Medical ground in Category A on 20.01.2002. As per Government policy, his son Mujahid Ali who attained 18 years of age in November 2007, could be appointed as Class-IV employee. He applied for appointment of his son on 03.01.2008 but his application was returned to him due to ban on appointments. EDO (Education) Bhakkar also directed Dy. DEO (M-EE) Mankera Malik Mukhtar Hussain to take necessary action as per policy, but the said

Dy. DEO did not redress his grievance and asked him to approach local politicians for getting his son appointed.

In his report dated 06.03.2008 Dy. DEO (M-EE) Tehsil Mankera stated that application of complainant's son Mujahid Ali was received from the office of EDO (Education) Bhakkar on 02.02.2008. After completion of codal formalities, the candidate was summoned for interview on 04.02.2008 and vide order No. 270 dated 21.02.2008 was appointed as Class-IV employee under rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules 1974.

Mr. Zahoor Hussain complainant confirmed in writing that his son had been appointed and his grievance had been redressed.

Subject: APPOINTMENT AGAINST QUOTA RESERVED FOR THE CHILDREN OF SERVING/RETIRED GOVERNMENT SERVANTS.

Complaint No. 667/2/07 CV 42/07

The complainant Muhammad Arif Bhatti stated that he was working as Class IV employee in Government High School Sheikhpura since 01.06.1975. Education Department advertised certain class IV vacancies for appointment on contract basis. His two sons namely Irfan Arif and Imran Arif applied for appointment under 20% quota reserved for the children of serving/retired Govt.

servants, but children of employees junior to him were given employment and his sons were ignored. He requested that his sons be appointed.

In his report dated 24.03.2007, DEO (SE) Sheikhpura admitted that complainant's two sons applied for appointment against the reserved 20% quota. As per policy, only one son of the complainant could be considered for appointment. His elder son Imran Arif was therefore, considered for appointment but as per merit list the complainant's son could obtain only 50 marks whereas the candidate who topped the list had obtained 89 marks and the last one got 69 marks.

After perusal of record and hearing both the parties, it was observed that the instructions contained in Services & General Administration Department letter No.SOR-IV (S&GAD) 9-1/2003 had been misunderstood. The restriction therein was that only one child of a government servant could avail the benefit of employment under the quota. There was no restriction on more than one child of a government servant applying for posts reserved under the quota. However, if one child of a government servant was selected, the other (s) were not entitled to avail the benefit.

It was also noticed that under notification No.SOR-III-1-22/90, dated 1.9.93, for selection to posts of Naib Qasid/Mali/Farash/Water Carrier/Chowkidar, length of service of the parent whose son was a candidate had to be the sole criterion for determining inter se merit of the applicants. Merit list in such cases was therefore, not to be prepared on the basis of qualification and marks in the interview. The decisive factor in such cases was eligibility of the applicant in terms of qualifications/ experience laid down in the respective service rules and length of service of the parent.

Accordingly, selection in the instant case had been made in disregard of the said notification. The agency was therefore held responsible for committing maladministration as defined in section 2 subsection (2) (i) (a) of the Punjab Office of the Ombudsman Act, 1997.

In the wake of narrated facts, EDO(Education) Sheikhpura was directed, to set aside the impugned selection after giving the affectees an opportunity of hearing and ascertaining their points of view. He was further directed to correctly work out number of posts falling in the quota and make appointments accordingly.

A copy of the order was also sent to Additional Chief Secretary S&GAD to re-circulate the subject instructions to all Administrative Secretaries, Heads of Attached Departments and District Coordination Officers for strict compliance.

In his report dated 11.1.2008, EDO (Education) Sheikhpura stated that in compliance with the direction of Ombudsman Punjab, fresh merit list of candidates was prepared according to criteria laid down in notification No.SOR-III-1-22/90 dated 1.9.1993 by considering length of the service of the parent of the candidates as the basis for selection. All the 15 candidates previously selected were called for personal hearing who availed the opportunity. According to fresh merit list, 13 candidates out of 15 already selected, came up to standard and were allowed to continue at their place of posting. Two of them i.e. Shahbaz Dost S.No.21 and Shehbaz Hussain S.No. 22 in the revised inter se merit list could not qualify. The respective authorities were therefore, directed to terminate their services. The quota was also worked out afresh whereby 18 posts instead of 15 fell to the quota. Therefore, these 5 posts were also filled in according to new

merit list. The complainant's son also got appointment on merit.

In his compliance report dated 11.1.2008, Secretary, Services & General Administration Department (Regulations Wing) stated that a letter dated 17.12.2007 had been addressed to all Administrative Secretaries, Heads of Attached Departments and DCOs to ensure that the criteria laid down in notification dated 1.9.1993 for selection of posts of Naib Qasids etc., falling under 20% quota for children of government servants was followed in letter and spirit by all concerned.

The grievance of the complainant was thus redressed.

Subject: APPOINTMENT UNDER RULE 17-A.

Complaint No. 7846/12/06 CV 409/06

Zakir Hussain Sukhaira stated that his father Barkat Ali Sukhaira while working as AEO Markaz Baseerpur Tehsil Depalpur died during service. He (complainant) appeared in type writing test but could not qualify because he could type 24 words per minute. He requested EDO (Education) Okara to permit him to reappear in the test but he declined. The complainant requested that either one grace mark be awarded to him or he be allowed to reappear in the test.

In his report dated 31.03.2007, EDO (Education) Okara stated that he had fixed typing test/interview of candidates on 14.03.2007 but due to some important official engagement in the field, he could not personally conduct the test on the said date. He had therefore, decided to conduct test/interview of the complainant along with other applicants afresh. The result of both the typing tests conducted by Shaukat Ali, Instructor, Govt. College of Commerce Okara under the supervision of the EDO (Education), Okara showed that in one test, the complainant's typing speed was 24 words per minute and in the 2nd test 30 words per minute.

On investigation, it was observed that the complainant had qualified the typing test. He also held the requisite academic qualification prescribed for appointment as Junior Clerk. He had been waiting for appointment for over two years. EDO (Education) Okara, was therefore, directed to issue appointment orders of the complainant and submit a report by 22.5.07.

EDO (Education), Okara filed a representation before Governor, Punjab against the said orders of the Ombudsman Punjab which was rejected by the Governor vide orders dated 18.12.2007.

The complainant was consequently appointed as Junior Clerk by EDO (Education), Okara vide order dated 22.01.2008 under rule 17-A. The complainant's grievance was thus redressed through intervention of this Office.

**Subject: APPOINTMENT AS ESE
IN GOVT. PRIMARY
SCHOOL NO. 2
MEHMOOD WALA.**

Complaint No. 355/1/07 CV 22/07

Mr. Ghulam Abbas stated that he had been appointed as Educator in Govt. Primary School, Gidrran Wali under quota reserved for disabled persons but his place of posting was at a far of place. In fact, he had applied for appointment in Govt. Elementary School, Mehmood Wala No.2 and should have been appointed in that school but Naib Nazim's brother had illegally been appointed in that school. The complainant requested that his grievance be got redressed.

DEO (M-EE) Bhakkar reported that the complainant Ghulam Abbas applied for appointment as ESE in Govt. Primary School, Gidrran Wali and Govt. Elementary School, Mehmood Wala No.2 under 2% quota reserved for the disabled persons. That School was situated in the Union Council of his domicile. The complainant was

appointed as ESE in Govt. Primary School, Gidrran Wali on merit under the said quota and he had resumed duty at the place of his posting. The merit list was displayed at conspicuous place of his office inviting objections from the candidates but the complainant did not file any objection against his selection/posting in Primary School, Gidrran Wali.

After hearing it was observed that the complainant appeared at Sr. No.3 of the merit list of disabled candidates. The first one Niaz Hussain Khan was stated to have been appointed under open merit. Number 2 was also appointed as ESE in 53/ML. According to para 8 of the Recruitment Policy dealing with recruitment of disabled persons, the selected disabled candidate was required to be given the right to choose a school for appointment and posts reserved for disabled persons were not available to other candidates. The said provision of the Policy was explicit and clear. In the instant case, even if the complainant had applied for two schools, he had the right of posting in the school of his choice. Thus EDO (Education) and DEO (M-EE) Bhakkar had committed mal-administration. The EDO was therefore, directed to decide the complainant's case strictly in accordance with the said

policy. If implementation of the policy affected any candidate, requisite action be taken after giving him an opportunity of personal hearing and ascertaining his point of view.

A representation against the said order was filed by Ehsan Ullah (affected candidate) before the Governor which was rejected vide order dated 4.03.2008.

Therefore, DEO (M-EE) Bhakkar vide his order dated 18.09.2007 posted Ghulam Abbas in Govt. Elementary School Mehmood Wala No.2 and Ehsan Ullah in Govt. Primary School, Gidrran Wali.

In his compliance report EDO (Education), Bhakkar stated that Ehsan Ullah had resumed duty in Govt. Primary School, Gidrran Wali and Ghulam Abbas complainant in Govt. Elementary School Mehmood Wala No.2.

Subject: PAYMENT OF ‘DEATH CLAIM’ OF LATE EJAZ MUHAMMAD SHAH.

Complaint No. 1658/3/08 CV 15/08

Mst. Kaneez Fatima stated that her husband Ejaz Muhammad Shah PTC teacher died during service on 26.11.2005. She submitted a petition through proper channel for payment of ‘death claim’ of her deceased husband which was submitted to Deputy Manager (Claims), State Life Insurance Corporation of Pakistan Lahore by DEO (M-EE) Bhakkar on 25.02.2006. After

lapse of one year, the Manager vide his letter dated 21.02.2007 demanded some documents which were provided by DEO (M-EE) Bhakkar to the Manager but despite repeated requests, payment had not been made. The complainant requested for a direction to State Life Insurance Corporation of Pakistan, Lahore for the requisite payment.

DEO (M-EE) Bhakkar reported that the case of the complainant was taken up with Dy. Manager (Claims), State Life Insurance Corporation of Pakistan, Lahore. It was received back requiring pension book of the complainant alongwith some other documents which were provided to the corporation on 24.04.2007.

The matter was accordingly taken up with the Corporation. DEO (M-EE) Bhakkar in his final report dated 16.04.2008 intimated that requisite cheques of group insurance issued by State Life Insurance Corporation of Pakistan had been delivered to Mst. Kaneez Fatima and Syed Ali Waseem Naqvi. Grievance of the complainant was redressed through the intervention of this Office.

Subject: APPOINTMENT AS ESE.
Complaint No. 7840/12/06 CV 404/06

Muhammad Boota complainant stated that he applied for appointment as

ESE in Govt. Boys Primary School Chak No. 405/J.B. According to the merit list, Shakila Latif daughter of Muhammad Latif, resident of the village was awarded 10 additional marks and was placed at S.No. 1 with 43.3 marks. Her appointment order was issued but she did not report for duty as she had already joined as ESE/Arts in Govt. Elementary School Chak No.405/JB. Against the resultant vacancy, appointment order of Shazia Ejaz who was at S.No.2 on the merit list and was not resident of Union Council No. 53 had been issued in contravention of recruitment policy. The complainant requested for revision of merit list according to Recruitment Policy and consequently his appointment against that post.

In his report dated 12.02.2007, EDO (Education) Toba Tek Singh stated that one post of ESE in Govt. Boys Primary School Chak No.405/JB was advertised. After completion of due formalities, merit list was prepared according to which Shakila Latif S.No. 1 was selected/appointed in that school. As she had joined another school, Abida Perveen who was at S.No.2 of the merit list, was appointed in her place. She had resumed duty in that school. As per policy, 10 additional marks had been awarded to Shakila Latif who was

resident of that village. In her presence, additional marks to candidates of Union Council could not be awarded. The complainant therefore had no merit.

On investigation it was observed that admittedly there was only one candidate of the village namely Shakila Latif who was given 10 additional marks and was selected/appointed in that school but she did not join as she had joined as ESE/Arts. Shazia Ejaz who was at S. No.2 of the merit list had also joined another school as ESE in village 756/GB. Abida Parveen S.No.3 of the merit list was appointed in the said school.

According to recruitment policy, if candidate of the village was not available in a selection, then 10 additional marks were to be awarded to candidates belonging to the same Union Council, Markaz/Police Station and Tehsil respectively. In the instant case, Shakila Latif resident of the village was selected but she did not join. In that situation as per policy, merit list had to be prepared afresh giving 10 additional marks to candidates belonging to the Union Council, Markaz/Police Station and Tehsil respectively and in not doing so, maladministration had been committed by the agency. EDO (Education)/DEO (M-EE) Toba Tek Singh were, therefore, directed to revise

the merit list as per Recruitment Policy and take further action in the light of the merit list thus prepared. However, in that process if an already appointed candidate was affected, he/she should be given an opportunity of hearing and his/her point of view be also ascertained before revision of the merit list.

Against the said order, a representation was filed by DEO (M-EE) Toba Tek Singh before the Governor Punjab which was rejected vide orders dated 25.02.2008.

In compliance, DEO (M-EE) Toba Tek Singh reported on 4.04.2008 that Mohammad Boota complainant had been appointed as ESE in Govt. Primary School Chak No.405/JB Tehsil & District Toba Tek Singh. The services of Mst. Abida Parveen previously appointed as ESE in this school were terminated.

Subject: REQUEST FOR RESTORATION OF APPOINTMENT ORDER.

Complaint No. R-80/2/08/Adv-51/08

Complainant Muhammad Shafique stated that his mother while serving as a Class-IV employee in Education Department died on 14.05.2007. As per Government Policy, he was appointed as peon under rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules 1974. He continued

upto 11.01.2007 when all of a sudden, his services were terminated without assigning any reason on 12.01.2008. The complainant requested that the concerned authorities of Education Department Jhelum be directed to restore his appointment order.

The matter was taken up with Deputy District Education Officer EE(W) Jhelum. She reported that initially the complainant was appointed by her order. Since she was not competent to appoint the complainant under rules 17-A, she requested DCO Jhelum for restoration of his appointment order. The DCO on her request restored appointment order of the complainant.

The complainant's grievance was thus redressed within 11 days.

Subject: REQUEST FOR ISSUANCE OF CT SANAD.

Complaint No. R-879/12/07/Adv-377/07

Complainant Aziz-ur-Rehman stated that he passed his CT examination in the year 1997 but till date he had not been issued the certificate. He requested that BISE Rawalpindi be directed for issuance of the requisite certificate.

The matter was taken up with Controller of Examinations, Board of Intermediate and Secondary Education,

Rawalpindi who reported that the complainant had been issued conditional result card because he had to clear some objections. Subsequently, on clearance of objections, the certificate was issued to the complainant.

On the direction of this office, complainant's grievance was thus redressed.

Subject: REQUEST FOR PAYMENT OF GROUP INSURANCE AND MONTHLY GRANT FROM BENEVOLENT FUND.

Complaint No. R-606/6/07/Adv-257/07

Complainant Naseem Akhtar Wd/o Abdul Aziz stated that her husband, while serving as PTC Teacher, died on 07.12.2002. Despite her best efforts during the last 5 years, she had not been paid Group Insurance and monthly grant out of Benevolent Fund. She requested that her grievance be got redressed.

The matter was taken up with Deputy General Manager (Claims) SLIC Lahore who reported that the death claim of late Abdul Aziz amounting to Rs.2,40,000/- had been paid to the complainant on 14.11.2007.

District Education Officer (MEE) Rawalpindi confirmed that death claim cheque for Rs.2,40,000/- had been handed over to the complainant on 01.12.2007.

As regards payment of financial Assistance, DCO, Rawalpindi informed that monthly grant from Benevolent Fund @ Rs.1,700/- per month had been sanctioned and payment to the complainant had started.

On the direction of this office both grievances of the complainant were redressed.

EXCISE & TAXATION

Subject: EXEMPTION FROM PROPERTY TAX.

Complaint No.7494/10/07 CR-290/-7

Complainant Nasim Ahmed Cheema stated that he retired from Livestock & Dairy Development Department, NWFP on 31.12.95. After his retirement, he shifted to his 10 marla house No.466-N Samanabad, Lahore. E&T Department had sent him a tax demand whereas he being a retired

government servant, was exempted from property tax. The complainant requested for redressal of his grievance.

Excise & Taxation Officer Zone 9 Lahore reported that as per PTI, property No.466-N Samanabad had been assessed under self use in the name of Nasim Ahmed Cheema (complainant) and annual tax of Rs.924/- had been levied on the property from 2002. Notice

(PT10) was issued to the owner regularly. He had paid tax up to 2005 but did not inform the department that he was a retired government servant.

A copy of Pension Payment Order of the complainant was supplied to the ETO on which exemption letter (from property tax) was issued to the complainant on 12.1.08. The grievance of the complainant was thus redressed.

Subject: EXEMPTION FROM PROPERTY TAX.

Complaint No.7758/10/07 CR-303/07.

Complainant Mirza Muhammad Riaz stated that he submitted petitions against incorrect assessment of property tax to Director E&T Lahore on 7.9.07 but no reply had been received by him in that behalf. Tax demand of Rs.1950/- for the session 2007-2008 issued against his property No.WVI-14-AS-46/A, Amin

Park Circle-II, Lahore was incorrect. The total area of his property was 5 marlas and government had exempted 5 marla residential houses from property tax. The complainant requested for withdrawal of impugned tax demand.

Subsequently, the rep. of the Agency finally reported that the property had been re-assessed on 22.4.08. Total area of the property was 5 marlas out of which 3 ½ marlas were in self commercial use of the owner. As per policy, requisite exemption for the residential area had been granted to the complainant whereas as per rules, tax of Rs.944/- PA had been assessed on the commercial area. The complainant agreed with the said re-assessment of tax and stated that his grievance stood redressed

FOOD

Subject: PAYMENT OF 6 MONTHS LEAVE ENCASHMENT AND MOVE OVER.

Complaint No: R-845/11/07/Con-198/07

Complainant Fazal-ur-Rehman stated that he retired as Chowkidar from Food Department Rawalpindi in December 2002. He was not paid 6 months leave encashment. His move over which was due in 1994-95 had also not been granted. He requested for a direction to Deputy Director Food,

Rawalpindi Division for payment of 6 months leave encashment and arrears of move over.

The matter was taken up with Deputy Director Food, Rawalpindi. He reported that, as per requirement of rule 17 of Revised Leave Rules 1981 the complainant had not completed 26 years service on retirement, therefore, he was not entitled to leave encashment. Regarding payment of arrears of move over, Deputy Director Food reported that

the complainant had been given move over w.e.f. 01.12.1997 and arrears had also been paid.

On the intervention of this office, the complainant's grievance was redressed by the Agency.

FORESTRY, WILD LIFE & FISHERIES

Subject: REQUEST FOR PAYMENT OF PENSION.

Complaint No: M/2523/09/07/C-II

Muhammad Iqbal retired Chowkidar of Forest Department, Rajanpur Forest Division complained that on attaining 60 years of age, he retired from service on 28.6.2006. He repeatedly requested EDO Agriculture and District Forest Officer, Rajanpur for payment of pensionary dues but his effort had not borne fruit. The complainant requested for a direction to the agency for payment of his pensionary dues.

The matter was taken up with the EDO (Agri) and Director B & A (Forests)

Punjab, Lahore. EDO(Agri.) reported that pension papers of the complainant were sent to District Accounts Officer, Rajanpur, who returned the same, with the observations that the case of the complainant related to the Forest Department and not to EDO Agriculture.

Subsequently, Director B&A (Forests) Punjab, Lahore finally referred the matter to Accountant General Punjab, Lahore for issuance of PPO. Accordingly, PPO No.239752 was issued in favour of complainant. With the intervention of this office, the official got his pensionary dues.

HEALTH

Subject: REFUND OF SECURITY DEPOSIT.

Complaint No.2259/04/07/ADV-I-99/07

Mr. Manzoor Ahmad stated that they were awarded contract of Surgical Block Pharmacy for the year 2004-2005 by M.S. Services Hospital, Lahore. They successfully completed the contract and made requisite payments. As they did not participate in the bid for the year 2005-2006 they approached M.S. Services

Hospital, Lahore for taking over possession of the pharmacy but neither the M.S. nor his representative came to take over the possession. They ultimately vacated the pharmacy on 17.10.2005 under intimation to M.S. and requested for refund of their security deposit. The M.S. in reply to their request intimated the complainant that competent authority had forfeited their security on account of removal of fixtures of the pharmacy and

causing loss to Government in the shape of contractual money for the period from 14.10.2005 to 31.10.2005. The complainant in response intimated the M.S. that neither any item from the Pharmacy had been removed nor any request was made to him to extend the contract. The new contractor was using the same furniture/fixtures which were handed over to them. The complainant requested for a direction to the agency for refund of security.

Principal Officer, Services Hospital, Lahore reported that annual contract of the Pharmacy of Main Surgical Block of Services Hospital, Lahore was awarded to the complainant. The contract was extended upto 31.10.2005. The extension in contract was to expire on 31.10.2005 but the contractor vacated the pharmacy on 17.10.2005 without handing over its possession to the hospital authority. He also removed fixtures of the pharmacy. The committee constituted probed into the matter and recommended that security of the contractor be forfeited as he had violated the terms and conditions of the contract and caused substantial loss to the hospital. On recommendations of the committee the competent authority forfeited the security

under intimation to the contractor on 24.12.2005.

After joint hearing of parties and taking into consideration the record, it was observed that forfeiture of complainant's security by M.S. Services Hospital, Lahore was illegal and fell within the ambit of maladministration. M.S. Services Hospital, Lahore was, therefore directed to refund the amount of security to the complainant and hold a fresh enquiry by associating the complainant for determination of any loss caused on account of any act or omission by the contractor. In case any loss was established, its value be assessed and the amount be recovered from him.

Medical Supdt. Services Hospital, finally reported that security deposit amounting to Rs.4,02,000/- had been refunded to the complainant vide cheque No.6403720 dated 14.12.2007. The complainant had also deposited an amount of Rs.72,000/- on account of damage/removal of articles/fixtures from the Pharmacy in PLA account of the hospital. The complainants' grievance was thus redressed by the Agency on the intervention of this office .

Subject: NON PAYMENT OF FINANCIAL ASSISTANCE TO THE MOTHER OF NAIB QASID KILLED BY DECOITS ON SHOWING RESISTANCE TO SAVE THE AMOUNT OF SALARY OF STAFF.

Complaint No.IMP No.4484/6/07/ ADV-I-8/07

Mst. Jannat Bibi stated that her son Muhammad Aftab (deceased), who was serving as Naib Qasid in THQ Hospital, Murree, while accompanying the Head Clerk after collecting salary of the staff of the hospital from the bank, was murdered on showing resistance to the dacoits on 03.10.1995. Health Department announced a sum of Rs.3.00 lac as grant to the family of the deceased but the same had not been paid.

Medical Superintendent, THQ Hospital, Murree, reported that he had already submitted the case to Government of Punjab, Health Department on 19.6.2001.

The matter was then taken up with Secretary Health Department, who reported that Health Department had not received any instructions from the competent authority in that regard. Moreover, they had no funds for payment of such grants.

Secretary Health was therefore, directed to submit a summary to Chief Minister Punjab for sanction of special grant to the family of the deceased Naib Qasid. Requisite summary was

accordingly submitted by Secretary Health Department through Finance Department.

On a notice from this office Addl. Secretary (Reg.) Govt. of Punjab, Finance Department vide his letter dated 05.12.2006 reported that summary submitted by the Health Department to the Chief Minister Punjab, through Finance Department had been received back after approval from the Chief Minister and passed on to Health Department for further action.

Subsequently, Secretary to the Government of Punjab, Health Department vide his order dated 5/6th July, 2007 accorded sanction of Rs.3,00,000/- (Rupees three lac) as financial assistance in favour of Mst. Jannat Bibi, mother of deceased Mr. Muhammad Aftab, Naib Qasid and requested the Finance Department to release the funds.

On a further reference from this office, Finance Department, released the said amount which was paid to the complainant by Medical Supdt. THQ Hospital, Murree through crossed cheque No. J-669226. The complainant's grievance was thus redressed on intervention of this office.

Subject: PAYMENT OF SALARY FOR THE PERIOD OF MATERNITY LEAVE.

Complaint No.7440/9/07/ADV-I-243/07

Mst. Nasreen Mahmood teacher stated that she submitted her bill of

maternity leave to District Accounts Office, Mianwali twice but he returned the same with the objection that as per rule 25 of the revised Leave Rules, 1981, extraordinary leave without pay (EOL) could not be converted into any other kind of leave retrospectively. The complainant pleaded that she had not applied for E.O.L. for the period from 3.11.2001 to 31.01.2002. In fact, she had applied for maternity leave for the said period which was erroneously granted to her without pay. Maternity leave was a special leave allowed to female civil servants for three times in entire service on full pay, and was not debit to leave account. Objection raised by D.A.O. Mianwali was, therefore, not valid. The complainant requested for a direction to D.A.O. Mianwali for passing her bill of maternity leave salary.

District Accounts Officer, Mianwali reported that the complainant was granted leave w.e.f. 3.11.2001 to 31.01.2002 without pay. It was subsequently converted into leave on full pay vide District Education Officer (WEE), Mianwali order dated 6.11.2006. Deputy District Education Officer (WEE), Mianwali submitted complainant's bill for the said period on 21.12.2006 which was returned with the observation that EOL once granted could

not be converted into any other kind of leave retrospectively. The said bill had been resubmitted without removing the objection.

The matter was discussed in detail with DAO Mianwali and representative of FD. It was observed that according to rule 13 of revised leave rules 1981, maternity leave on full pay outside leave account had been allowed to female Civil Servants to the extent of 90 days. Therefore, allowing him EOL for that period was an act of maladministration. On the direction of this Office, the bill was resubmitted on 19.10.2007 which was passed and payment was released.

The complainant confirmed through her statement that she had received the payment. The complainant's grievance was, thus redressed by the Agency.

Subject: FREE MEDICAL TREATMENT.

Complaint No.8979/11/07/ADV-I-279/07

Mr. Muhammad Imran stated that he was suffering from Hepatitis-C. On his request Chief Minister Punjab allowed him free medical treatment at Services Hospital, Lahore. Doctors of the said Hospital estimated the cost of his treatment at Rs. 3,22,956/-. Health Department after getting approval from the Finance Department and completion

of lengthy procedure issued necessary sanction for the said amount. Section Officer (B&A), Health Department sent audit copy of the said sanction order to Issue Branch on 4.8.2007, but Incharge Issue Branch, instead of issuing kept it pending for about two months. A.G. Punjab, due to non receipt of audit copy of the sanction order refused to release the funds. The complainant requested for a direction to the concerned agency for release of funds and legal action against the delinquent.

Deputy Accountant General Punjab, Lahore reported that the impugned sanction/release order had not reached their Office.

The matter was therefore taken up with the Health Department. The Audit copy which was pending with their issue branch was retrieved and sent to the A.G. Punjab. On receipt of the Audit copy, A.G. Punjab, vide his letter dated 17.12.2007 directed the Health Department to revise the Audit copy to the extent of "Special Drawing Account" instead of "personal ledger account." Accordingly, substituted audit copy of the sanction order was got authenticated by the Finance Department and sent to A.G. Punjab.

A.G. Punjab, Lahore then authorized Treasury Officer, Lahore for

transfer of Rs.3,22,956 in anticipation of provision of funds through supplementary grant during 2007-2008 in favour of the complainant for his free medical treatment at Services Hospital, Lahore.

Treasury Officer-I, Lahore reported that requisite funds amounting to Rs.3,22,956/- had been transferred in "Special Drawing Account" of SIMS/ Services Hospital, Lahore.

Thus complainant's grievance was redressed.

**Subject: ACTION AGAINST
QUACK DOCTOR.**
Complaint No.7123/09/07/ADV-I-233/07

The complainant Mr. Ghulam Rasul stated that he submitted an application to District Health Officer, Okara for taking action against a quack Muhammad Irshad who was running a Dental Clinic in Akhtarabad but no action was taken. He submitted another application to D.C.O. Okara who referred it to District Health Officer, Okara for taking legal action against the quack but again no action was taken. He then submitted applications to Director General Health and to Secretary, Health Department. They also issued directions for taking action against the quack but the Drug Inspector and Deputy District Health Officer being in league with the quack did not take the required action. On another petition, the Drug Inspector

and Deputy District Officer Health, Okara after spot inspection sealed the clinic on 7.10.2007 but the quack broke the seal and started working in the clinic. The complainant requested for a direction to the Health Department for taking strict legal action against the quack.

Drug Inspector, Tehsil Depalpur, Okara reported that on 6.10.2007 he alongwith Deputy District Officer Health, Tehsil Okara visited Dental Clinic of Muhammad Irshad at Adda Akhtarabad. The clinic was found locked. He provisionally sealed the locked premises so that the quack might not remove the medicines/drugs, if any from his clinic. On 8.10.2007 he again visited the site alongwith Deputy District Officer Health, Tehsil Okara. The shop was de-sealed in the presence of the

quack and inspected. No medicines/ drugs were found in the shop. Therefore, the premises/person could not be challaned or sealed under the Drug Act 1976. Certain instruments of dentistry were however found in the shop. Deputy District Officer Health was requested for suitable legal action against the quack under the Prevention of Allopathic System (Prevention of Misuse) Ordinance 1962.

Deputy District Officer Health, Okara, after undergoing due formalities, submitted challan against the quack in the court under the Prevention of Allopathic System (Prevention of Misuse) Ordinance 1962.

Requisite action against the quack therefore became possible with the intervention of this Office.

LAHORE DEVELOPMENT AUTHORITY

Subject: CORRECTION OF RECORD ABOUT PAYMENT OF INSTALLMENTS FOR ALLOTMENT OF PLOT BY LDA

Complaint No. R-831/10/07/Adv-351/07

Complainant Syed Anees Ahmed complained that he was allotted Plot No.0293B-H in LDA Avenue-I Scheme Lahore for which he deposited the required installments but 9th installment of Rs.54,000/- deposited by him was not

incorporated in the relevant record. When he contacted LDA authorities they gave no response. He requested that concerned authorities of LDA be directed to correct their record pertaining to payment of the said installment.

The matter was taken up with Director Estate Management LDA Avenue-I Housing Scheme Lahore who reported that due to error in computer, 9th installment paid by the complainant

(Rs.54,000/-) could not be incorporated against his account number. The record had however been corrected under intimation to the complainant.

On the direction of this office, the complainant's grievance was thus redressed.

LIVE STOCK AND DAIRY DEVELOPMENT

Subject: PAYMENT OF PENSION CONTRIBUTION, GP FUND AND PAY.

Complaint No. R-881/12/07/Adv-379/07

Complainant Anayat Ali stated that he was appointed as Veterinary Compounder in Kahuta Veterinary Hospital on 27.05.1991 and retired on 26.04.2006. He was not paid his pension, GP fund and salary for April 2006. He requested that the concerned authority may be directed for payment of his pension GP Fund and salary.

The matter was taken up with District Livestock Officer Rawalpindi who reported that retirement order of the

complainant was issued on 12.09.2007 and his pension contribution was deposited with EDO (F&P) Rawalpindi who had to pay pension and pay etc. to the complainant. Subsequently, EDO (F&P) reported that PPO had been issued to the complainant on 24.12.2007. His GP Fund case had also been submitted to DAO Rawalpindi. The complainant confirmed with thanks that his grievance had been redressed and he had been paid his pension, six month pay and GP Fund etc.

On the direction of this office, the complainant's grievance was redressed.

POLICE

Subject: REGISTRATION OF CASE

Complaint No. 1401/3/08 CV 51/08

Sheikh Iqbal Mahmood Anjum stated that he had submitted an application to D.P.O. Sialkot for registration of case against Abid Iqbal son of Muhammad Iqbal R/O Mohallah Shah Khakhi Wala Rang Pura Sialkot for issuance of a bogus Cheque. Despite lapse of one month the requisite criminal

case had not been registered. The complainant requested for a direction to police authorities for registration of the case against the accused.

D.P.O Sialkot reported that the complainant's application was marked to DSP/SDPO City Sialkot to probe into the matter. SHO Police Station Kotwali Sialkot reported through DSP/SDPO City Sialkot that case FIR No.132 dated

21.04.2008 u/s 489-F PPC had been registered against Mr. Abid Iqbal son of Muhammad Iqbal at Police Station Kotwali. The local police was striving hard to arrest the nominated accused.

With registration of case FIR No.132 dated 21.04.2008 u/s 489-F PPC against the accused, grievance of the complainant was redressed.

**Subject: ACTION FOR
CORRUPTION/HIGH
HANDEDNESS AGAINST
SUB INSPECTOR OF
POLICE.**

Complaint No. 7117/9/07 C-XI 316/07

It was complained that Liaqat Ali Bhatti and others trespassed complainant's shop and took away machinery worth Rs.1,00,000/-. FIR No. 638/06 was registered. Despite receipt of Rs.40,000/- illegal gratification by Rana Abad Ali SI stolen articles were not recovered. Rana Abad Ali, Sub Inspector Police Station Mangtanwala detained him in lock up of the Police Station for investigation in a fake murder case. Subsequently, he was released after payment of illegal gratification of Rs.40,000/-.

DPO Nankana Sahib reported that as per enquiry held by DSP Sangla Hill, the allegations had not proved and the S.I. was found innocent.

The complainant produced

evidence in support of his allegations. It was found that Rana Abad Ali SI accepted Rs.40,000/- as illegal gratification and kept the complainant in illegal custody. DPO Nankana Sahib was therefore, directed to proceed against Rana Abad Ali SI under the Punjab Employees Efficiency, Discipline and Accountability Act-2006 and Section 155 of Police Order 2002.

In compliance with the direction, DPO Nankana Sahib reported that Rana Abad Ali SI, (complained against) had been awarded penalty of forfeiture of two years service. FIR No. 12/08 was registered against the said Sub Inspector under Section 155 of Police Order-2002. Requisite report under Section 173 Cr.P.C in FIR No. 638/06 had also been submitted to the court of competent jurisdiction.

**Subject: RECOVERY OF STOLEN
TUBE-WELL.**

Complaint No. 6233/8/07 C-XI 223/07

Mr. Shabir Hussain tube-well operator, Farooq Abad, Sub Division, Sukheki, Tehsil and District Sheikhpura complained that tube-well No. 48-A belonging to Government of the Punjab was stolen by Bashir Ahmed and others. FIR No. 68/04 was registered against them. The investigating Officer Javed Akhtar SI, dishonestly declared the accused as innocent.

DPO Sheikhpura reported that the Tube-well worth Rs.35,000/- had been stolen but the accused persons nominated in FIR No. 68/04 were found innocent.

On scrutiny of record, it was observed that despite the fact that the FIR No. 68/04 was recorded on 17.02.2004, but even after more than three years, report under Section 173 Cr.P.C had not been submitted to the court of competent jurisdiction. DPO Sheikhpura was therefore directed to ensure that report under Section 173 Cr.P.C was submitted to the court without further delay and proper action was taken against the delinquents who had failed to submit the report in time.

In compliance with the direction, DPO Sheikhpura reported that report under Section 173 Cr.P.C was not submitted by Javed Akhtar SI. The delinquent had been awarded major punishment of forfeiture of one year's service vide order No. 876-80/PA dated 23.02.2008. The requisite report was also submitted to the Court.

**Subject: ACTION AGAINST
POLICE CONSTABLE
FOR HIGH
HANDEDNESS.**

Complaint No. 3579/5/07 C-XI 134/07

Mehboob Ali complainant alleged that for aerial firing, FIR No.

457/07 was registered at PS Shad Bagh. Shakeel Ahmed Constable who was deputed to produce accused persons before Muhammad Afzal Inspector, for the alleged firing got them released after getting illegal gratification. Muhammad Afzal Inspector, arrested complainant's brother for the alleged firing and under the pretext of body search, took away Rs.9000/- from his pocket. Muhammad Afzal Inspector and Muhammad Waris Constable subjected complainant's brother to physical torture as well and kept him in illegal custody. The Inspector finally released him after getting Rs.31,000/- as illegal gratification. The complainant requested for strict action against Muhammad Afzal Inspector, Shakeel Ahmed and Muhammad Waris Constables.

DIG (investigation) reported that SP (investigation) Lahore was deputed to hold an enquiry in the matter. During enquiry proceedings, the complainant stated that the amount given as illegal gratification had been returned to him. Therefore, he did not want to pursue his complaint. The allegation of torturing complainant's brother was, however, proved. Penalty of reduction in pay by two stages was awarded to Muhammad Warris constable whereas Muhammad Afzal Inspector was censured.

As the allegation of getting illegal gratification against the constable and Inspector had not been rebutted, Ombudsman Punjab directed Director General Anti-Corruption, Punjab Lahore to get a case registered against Muhammad Afzal Inspector and Muhammad Waris Constable, and to entrust the investigation to an honest and responsible officer. A copy of the direction was also endorsed to provincial police officer Lahore for revision of penalty of censure imposed on the Inspector.

DIG (Investigation) intimated that punishment of reduction in pay by two stages awarded to Waris Ali Constable was found to be in order. Penalty of censure imposed on Muhammad Afzal Inspector was revised and he was dismissed from service.

Subject: ILLEGAL DETENTION.

Complaint No. 3219/5/07 C-XI 123/07

The complainant stated that on 4.5.2007 at about 7:15 PM he went to the shop of his friend at Ghusia Chowk, Town Ship, Lahore and found Abdul Rauf, Tahir and others embroiled in quarrel brawling there. The complainant and his friends tried to stop the brawl but Muhammad Irfan Shaukat who was accompanying the brawlers fired at the complainant but missed the target. In the

meanwhile local police reached the spot. The complainant requested for arrest of Muhammad Irfan Shaukat but Muhammad Nazir SHO and Muhammad Idrees Qurashi SI instead of arresting the accused treated him with respect. The complainant was on the other hand arrested, kept in the lock up and released at 3:00 A.M. The complainant requested for action against Muhammad Nasir SHO and Muhammad Idrees Qurashi SI.

SSP (Operation) Lahore reported that a dispute of civil nature was pending between the complainant and the accused Muhammad Irfan Shaukat. The parties were summoned in the Police Station under Section 160 Cr.P.C where they compromised. The allegations were false and baseless.

On investigation, the allegations were found correct. SSP (Operation) Lahore was therefore directed to initiate departmental action against Muhammad Nasir SHO and Muhammad Idrees Qurashi SI.

SSP intimated that penalty of stoppage of one increment had been imposed upon Muhammad Idrees Qurashi SI and Muhammad Nasir Inspector.

Subject: DELAY IN PAYMENT OF PENSIONARY DUES.

Complaint No. 3961/6/07 C-XI 153/07

Asmat Ullah Khan Niazi alleged that on superannuation he retired from

service as DSP on 20.03.2006 but IG Police Punjab had not made payment of his pension/commutation, G.P. Fund, Leave Encashment and T.A./D.A. The complainant requested for payment of said dues.

DPO Nankan Sahib reported that for payment of pension and leave encashment, case of the complainant had been forwarded to IG Police Punjab Lahore on 20.3.2006. Payment of T.A./D.A. had been made. His case for payment of G.P. Fund was under process. Pension could not be paid to the complainant as a corruption case was pending against him in the National Accountability Bureau (NAB).

After due investigation, Provincial Police Officer was directed to pay 80% of pension to the complainant under Pension Rule 1.8 (a & b) of the Punjab Civil Services Pension Rules.

In compliance with the direction, Provincial Police Officer Punjab Lahore intimated that 80% of the pension had been sanctioned in favour of the complainant and payment of arrears had also been made. The grievance of the complainant was thus redressed.

SMALL INDUSTRIES CORPORATION

Subject: REQUEST FOR REFUND OF EXCESS AMOUNT.

Complaint No. R-764/9/07/Con-180/07

Complainant Ch. Muhammad Aslam

Subject: ARREST OF ACCUSED PERSONS.

Complaint No. 8483/11/07 C-XI 370/07

It was alleged that on 26.10.2007, Faqeer Hussain Chohan, Javid Chohan and others trespassed the house of Mst. Balquees (Complainant) and after threatening her and her daughter with dire consequences escaped with house holds. FIR No. 267/07 was got registered by the complainant but the accused had neither been arrested nor report under Section 173 Cr.P.C had been sent to the court. The complainant requested for redressal of her grievance.

DPO Nankana Sahib reported that the accused Faqeer Hussain and Javid Iqbal were arrested and sent to judicial lock up whereas Shabir Hussain was declared as proclaimed offender for whose arrest hectic efforts were being made.

DPO was directed to submit requisite report under Section 173 Cr.P.C to the court of competent jurisdiction and submit compliance report.

DPO complied with the direction and submitted requisite report under Section 173 Cr.P.C to the court of competent jurisdiction.

stated that he received loan of Rs.3,00,000/- from Punjab Small Industries Corporation Rawalpindi in the name of Ch. Brothers Bricks, Taja Bara

in 1992. Since the company was running in loss, he could not pay the required installments regularly. However he returned Rs.2,87,000/- to the Corporation against provisional receipts. Examination of his account, revealed that only Rs.1,87,000/- were shown deposited against his account, whereas the remaining payment was not accounted for by the recovery staff. Being a defaulter he was sent to jail for non-payment. Subsequently, on issuance of new policy by the government, some amount of his loan was remitted and he was released from jail. On the direction of PSIC Authorities he deposited an amount of Rs.3,60,000/- in the Bank which was in excess than due. The complainant requested that the excess amount paid be got refunded to him.

The matter was taken up with Deputy Director/District Development Office Punjab Small Industries Corporation Attock. He reported that the complainant obtained a loan of Rs.3,00,000/-. He was required to repay the loan as per schedule of payment intimated to him. The complainant did not deposit the required installments well in time. Till 28.02.2003, an arrears of Rs.8,25,944/- was shown outstanding

against him. In 2003, the complainant was given relief to the tune of Rs.2,87,469/- and directed to deposit the remaining amount of Rs.5,38,475/-. The complainant should produce original receipt so that his account could be settled.

Joint hearing of the case was arranged which was attended by Deputy Director, PSIC Attock and the complainant. Relevant record was examined. The representative of the Agency produced a statement showing that complainant had deposited Rs.6,00,600/- whereas Rs.5,38,475/- had been shown adjusted against his account. It was also noted that an amount of Rs.27,125/- had been charged from the complainant as departmental commission alongwith miscellaneous charges and an amount of Rs.35,000/- had been recovered over and above the amount due. The Agency was therefore directed to refund the excess amount of Rs.35,000/- to the complainant. The complainant finally confirmed that he had received the requisite amount of Rs.35,000/- from the department.

With the intervention of this office, the complainant's grievance was redressed by the Agency.

UNIVERSITY OF THE PUNJAB

Subject: PROVISION OF B.Ed DEGREE.

Complaint No. R-16/01/08/Adv-15/08

Complainant Ashiq Hussain in his complaint stated that he cleared his B.Ed examination from Punjab University on 18.08.1987. He had not been provided the degree till date. Instead, the University authorities directed him for payment of 1,000/- as fee for duplicate copy of degree. He alleged that since he was not provided the original degree, there was no justification in demanding Rs.1,000/- as fee for duplicate copy of the degree. The complainant requested that the concerned authorities be directed for issuance of B.Ed degree without any fee.

The matter was taken up with Controller of Examinations, of the University who reported that B.Ed degree had been provided to the complainant.

On the direction of this office, the complainant's grievance was redressed by the Agency after more than 20 years.

Subject: ISSUANCE OF RESULT CARD.

Complaint No. 7769/10/07 C-VIII 282/07

Muhammad Aslam complainant appeared in M.A. Islamic Studies Part-II Annual Examination 2004 of Punjab University and failed in paper-II. As per result intimation card he was declared

eligible to reappear in the said subject till Annual Examination 2007. He appeared in Annual Examination 2005 in paper-II, but the University withheld his result and did not issue the result card. The complainant requested that as the University had allowed him to reappear in the paper till Annual Examination 2007 and he had appeared in the examination in 2005, as per said direction of the University, his result be got declared.

Deputy Controller of Examinations University of the Punjab intimated that as per rules, the candidates were required to clear M.A. examination in four consecutive chances. The last chance available to the complainant to clear the compartment was Annual Examination 2004. In the result intimation card relied upon by the complainant it was clearly mentioned that errors and omissions excepted, it was a notice only.

During investigation, it was observed that while submitting admission form, the candidate had mentioned therein all particulars pertaining to the previous examinations and did not conceal anything. Notwithstanding that, the University failed to check his eligibility and

declared result of the complainant showing his eligibility to clear the compartment till Annual Examination 2007 and also allowed him to participate in Annual Examination 2005 to clear the compartment. It was, accordingly held that the Agency should accept responsibility instead of seeking shelter in the words “errors and omissions excepted” as those were invariably found printed on every result intimation card. Since the complainant had already taken part in Part-II Annual Examination 2005, telling him that his examination chances had exhausted in 2004 amounted to maladministration. The University was therefore directed to declare the complainant’s result and issue him result card.

In compliance, the University Authorities intimated that requisite result card had been issued to the complainant. With the intervention of this Office the grievance of the complainant was thus redressed by the agency after about 3 years.

Subject: REFUND OF DEDUCTED AMOUNT.

Complaint No. 7638/10/07 C-VIII 277/07

Mst. Rahat Sarfraz complained that her husband Dr. Sarfraz Ahmed, Associate Professor in the Department of Geology, University of the Punjab, died during service on 30.9.2002. On payment

of family pension an amount of Rs.25,000/- was deducted in lieu of some advances taken by her deceased husband for research work etc. She asked for refund of that amount, but of no avail. She requested that University Authorities be directed to refund the deducted amount.

Deputy Treasurer of the University reported that complainant’s deceased husband had taken an advance of Rs.25,000/- for research work which as per record remained unadjusted during his life. Therefore, that amount was deducted from pensionary dues of the deceased.

During investigation/perusal of the relevant record it transpired that Dr. Sarfraz Ahmed (complainant’s husband) had drawn the requisite advances of Rs.10,000/- in 1994 and Rs.15,000/- in 1996 but the University failed to take any action to adjust the said advance for about 6/8 years until his death in 2002. During the intervening period no direction/reminder was issued to the professor in that behalf. It was observed that as the deceased professor was no more in this world, factual position in regard to advances taken or adjustment thereof could not be ascertained. As such recovery of Rs.25,000/- from pensionary dues payable to the complainant was an

act of maladministration. The Treasurer of the University was therefore, directed to reconsider the case and take it up with the concerned Authority for waiver of the recovery and refund of deducted amount to the bereaved family.

In compliance, the Treasurer informed that the amount of Rs.25,000/- deducted from complainant's family pension had been refunded/paid vide Cheque dated 4.3.2008. The complainant's grievance was, thus redressed after more than 5 years.

CHAPTER-VI

IMPLEMENTATION OF RECOMMENDATIONS

Pages 98 – 108

**IMPLEMENTATION POSITION OF SPECIFIC RECOMMENDATIONS AS
CONTAINED IN OMBUDSMAN PUNJAB ANNUAL REPORT – 2007**

S.No	Department Specific Recommendations.	Report of the Department
1.	<p><u>ACCOUNTANT GENERAL PUNJAB</u></p> <p>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:-</p> <p>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,</p>	<p>i. a) Sanctions are properly noted and signed on the ledger cards without which no claim is processed for payment.</p> <p>b) Now payroll is processed through SAP R/3 and all subscriptions are regularly accounted for.</p> <p>c) No. G.P. Fund payment is processed without effecting the debit change so that all the changes get properly reflected in the personal account of subscriber and deduction and recovery of advance is properly ensured.</p> <p>d) Slips are issued regularly to the subscribers; if they find any discrepancy they should contact District Accounts Office to redress their grievances.</p> <p>e) As per Annexure-A of Manual of Standing Orders, the record of paid vouchers, Departmental sanctions, Form-10 and authorities issued are kept for three years which is a reasonable time. This is the responsibility of the concerned DDO of the Department to keep the said record of the employee permanently.</p>

<p>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.</p> <p>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.</p> <p>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</p>	<p>f) Ledger card is permanent record of A.G office, where subscriptions are posted from Broad Sheet and G.P. Fund schedules. In case of any controversy, it can be verified from the DDO concerned. Now SAP R/3 system has been introduced all over Punjab, and all the changes taking place are reflected in the monthly salary slip of the subscriber. In case of any irregularity, the subscriber should contact the Accounts Officer.</p> <p>ii. All index registers are properly maintained in Accounts Offices and are available. However, with the introduction of SAP R/3 all the subscribers have been allotted personal numbers and maintenance of index register is not required.</p> <p>iii. Updation of G.P. Fund historical data is under process. G.P. Fund record is being updated and fed into SAP R/3. All irregularities would therefore get</p>
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	<p>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.</p> <p>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.</p>	<p>settled/cleared before final payment.</p> <p>iv. All payments including final payment are made through Crossed Cheques. In case of Gazeted employee, Cheque is issued by name and in case of Non-Gazeted employee Cheque is issued in favour of DDO, who is responsible for disbursing the payment. Now all payments are being processed through SAP R/3 whereby payment would be directly sent to the Bank Account of the subscriber. Moreover, instructions have been issued again to the District Accounts Officers. It is also the responsibility of subscriber that he should have regular contact with Accounts Officer in this regard.</p>
2.	<p><u>EXCISE & TAXATION DEPARTMENT</u></p> <p>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</p>	<p>Chief Minister Punjab has constituted a Committee vide Notification No. SO (TAX) 3-109/87 (P-II) dated 15.08.2008 to give recommendations on various terms of references related to property Tax including differential of Property Tax assessment between the properties on rent and self-occupied. Committee has</p>

	<p>findings given in individual complaints and recommendations made in Annual Reports that this should be re-examined 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.</p>	<p>submitted its recommendations to the Chief Minister. Who has seen those recommendations and desired that Excise & Taxation Department should give presentation on the subject. As soon as recommendations are finalized, those would be implemented in letter and spirit.</p>
3.	<p><u>FORESTRY, WILDLIFE & FISHERIES</u></p> <p>i) 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.</p> <p>ii) 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,</p>	<p>i) Lease money is received at the eve of auction of fishing rights as per terms & condition of the lease. The department has sovereignty over all public water areas in the border areas of District Kasur, Okara & Sialkot, where interruption by Rangers and Army personnel had been noticed. The lessee in said Districts had to face some difficulties.</p> <p>ii) During drafting of terms & condition of lease for the year, 2008-09, term No. 9 had been laid down specifically wherein, execution of agreement deed had been mentioned as essential condition for issuance of fishing licence/permit. Agreement deed has been devised under Rule-18 of Punjab Fisheries Rules, 1965.</p>

	agreement should be executed on a proper legal document.	
4.	<p><u>FOOD DEPARTMENT</u></p> <p>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.</p>	<p>i) There are 44 functional sugar mills in Punjab which contribute Sugarcane (Dev) Cess at the prescribed rate notified by the Government. The cess funds so collected are utilized for the purposes laid down in rule 8 of the Sugarcane (Dev) Cess Rules, 1964. Since establishment of the office of Cane Commissioner Punjab, these funds are being utilized mostly for the construction of new roads and for their repair & Maintenance. The development schemes are being processed and recommended by District Sugarcane (Dev) Cess committees and approved by the Provincial Sugarcane (Dev) Cess committee constituted under the Chairmanship of District Coordination Officer. The Provincial Cess Committee since 2004 onward has so far convened 29 meetings wherein it has approved 485 development projects involving an amount of Rs. 2641.110 million. The District Governments are being pursued to furnish progress reports/information regarding those projects.</p>
5.	<p><u>IRRIGATION & POWER DEPARTMENT</u></p> <p>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</p>	<p>The text of Section 20-B of Canal and Drainage Act authorizes the Divisional Canal officer/Superintending Canal officer to stop supply of canal water temporarily/permanently. There is no need for any further modification.</p>

	<p>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.</p> <p>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.</p>	
6.	<p><u>PLANNING & DEVELOPMENT</u></p> <p>i) A number of complaints have been filed during the year under report 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 ask all the administrative departments to provide details of these schemes including the amount already</p>	<p>i) Details of all such schemes are being collected from the departments whereafter those schemes would be placed before the Provincial Scrutiny committee for clearance.</p>

<p>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.</p> <p>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.</p>	<p>ii) Chief Evaluation Officer has been directed to prepare action plan for timely evaluation of completed projects. However, other observations of Ombudsman will also be kept in view in handling such situations. Standard instructions also include salary and O&M budgets in PC-I for at least 6 months beyond completion of project to account for the time ensured in PC-IV preparation and final evaluation.</p>
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8.	<p><u>SERVICES & GENERAL ADMINISTRATION DEPARTMENT</u></p> <p>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.</p> <p>Section 12 of the Ordinance <i>ibid</i> 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.</p> <p>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%.</p> <p>In regard to the calculation of quota reserved for the</p>	<p>Necessary instructions regarding recruitment of disabled persons against 2% quota have been issued to all concerned with the request to ensure that while advertising vacant posts, the number of posts available against disable quota, should clearly be mentioned in the advertisement so that quota for disabled persons is distributed in such a manner that no one is deprived of his right.</p> <p>“Do”</p> <p>“Do”</p> <p>“Do”</p>
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<p>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:-</p> <p>“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”.</p> <p>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.</p> <p>As per para 3of 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</p>	<p>“Do”</p> <p>“Do”</p>
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	<p>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 persons in advertisements, the posts meant for recruitment of disabled persons are calculated and clearly indicated in the advertisement.</p> <p>A number of complaints have also been received in this Office wherein disabled persons have stressed 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.</p> <p>It has been observed that as per Para xiii of the instructions dated 15.4.2004, the departments while</p>	<p>“Do”</p> <p>“Do”</p>
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<p>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 likely 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.</p> <p>In order to resolve this issue, S&GAD may undertake an exercise in this behalf and issue instructions to the effect that the quota is distributed in such a manner that no one is deprived of his right.</p>	<p>“Do”</p>
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CHAPTER-VII

PRESS REPORTS

Pages 109 – 134

کراچی، لاہور، گوجرانوالہ، راولپنڈی، پشاور سے بیک وقت شائع ہونے والا قومی اخبار

لاہور روزنامہ



Daily DIN Lahore

شمارہ 253	جلد نمبر 12	22 ذی الحجہ 1428 ہجری 2 جنوری 2008ء، 19 پوہ 2064 ب، صفحات 16 قیمت 7 روپے
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مختص حکم پنجاب یونیورسٹی نے امیدوار کو پاپس لٹ کا رڈ جاری کر دیا

یونیورسٹی نے ایم اے، انگلش کی امیدوار عاصمہ نورین کو امتحان کے لئے نااہل قرار دیتے ہوئے اس کا رزلٹ روک لیا تھا

لاہور (وقائع نگار خصوصی) محنت پنجاب یونیورسٹی نے ایم اے، انگلش کی امیدوار کو پاس رزلٹ جاری کر دیا جسے قبل ازیں یونیورسٹی نے امتحان کے لئے نااہل قرار دیتے ہوئے روک لیا تھا۔ تھنیاات کے مطابق امیدوار عاصمہ نورین نے محنت سیکرٹریٹ کو اپنی شکایت

میں بتایا کہ وہ ایم اے انگلش پارٹ II سالانہ امتحان 2006 میں رول نمبر 003797 کے تحت دو مضامین کے پرچہ II اور IV کی کپیاں منٹ کیئر کرنے کے لئے شریک ہوئی۔ تاہم گزٹ نوٹیفیکیشن میں اس کا نتیجہ "R.L. Previous Part" شائع کیا گیا۔ یونیورسٹی سے رابطہ کرنے پر شکایت کنندہ کو سابقہ رزلٹ کارڈ مہیا

کرنے کے لئے کہا گیا۔ جب مذکورہ رزلٹ کارڈ پیش کیا گیا تو بتایا گیا کہ وہ سالانہ امتحان 2006 میں شرکت کی اہل نہیں تھی کیونکہ اس کا آخری چانس سالانہ امتحان 2004 بنتا تھا، لہذا رزلٹ کارڈ جاری نہیں ہو سکتا۔ اپنی تیشلی رپورٹ میں، کنٹرولر امتحانات، پنجاب یونیورسٹی بقیہ نمبر 9 صفحہ 15 پر

9

عاصمہ نورین

نے محنت سیکرٹریٹ کو آگاہ کیا کہ محنت پنجاب کی ہدایت کی روشنی میں شکایت کنندہ عاصمہ نورین کو سالانہ امتحان 2006، ایم اے انگلش پارٹ نوک پاس رزلٹ کارڈ جاری کر دیا گیا ہے۔

INTERNATIONAL

THE NEWS

Wednesday

January 9, 2008

Widow gets husband's pension on ombudsman's order

By Our Correspondent
LAHORE

ON the orders of Punjab Ombudsman Abdur Rashid Khan, Rs 442,294 pension dues were paid to a widow by Punjab Local Government Board, Lahore.

In addition, an inquiry has also been ordered by TEVTA authorities to fix responsibility regarding non-payment of the amount in time by the authorities of Government College of Commerce Sialkot, which resulted in lapse of the funds.

Earlier, Fatima Bibi had lodged a complaint with Mohtasib Secretariat that her husband, Rana Karamat Ali Naseem, who was employed as Deputy Chief Officer, Local Government Kasur, died on November 26, 2003.

Previously, he had served as junior clerk in Government College of Commerce Sialkot from 1975 to 1981, she added. The plaintiff maintained but the Punjab Local Government Board Lahore was not finalising her family pension case on the plea of non-payment of their share of the pension of her deceased husband by the Government College of Commerce Sialkot.

She stated that TEVTA Lahore had already sanctioned proportionate share of pension amounting to Rs 274,254 in favour of her

deceased husband vide an order on December 20, 2005.

The complainant requested for sanction and payment of family pension to her without further delay.

In its departmental response, Punjab Local Government Board Lahore informed the Mohtasib Secretariat that as soon as the Government College of Commerce Sialkot deposits Rs 274,254 as pension contribution of the complainant's deceased husband's share, the complainant's family pension case would be finalised.

Meanwhile, principal of the college informed that on receipt of TEVTA's sanction order on December 20, 2005, District Accounts Officer Sialkot was approached for issuance of requisite cheque, which could not be issued as the funds lapsed on June 30, 2006 on closure of the fiscal year.

On this, the TEVTA authorities again took up the matter with Finance department, Government of the Punjab, and, consequently, the requisite pension share of Rs 274,254 was sanctioned and placed at the disposal of Punjab Local Government Board Lahore.

Later, the Ombudsman observed that although the funds were sanctioned, yet the principal did not submit a proper bill to the DAO's Office as he was not well

versed with the procedure in this regard, which resulted in the lapsing of funds and delay in finalization of complainant's family pension case.

The Mohtasib, therefore, directed principal of the Government College of Commerce Sialkot to submit the bill to DAO Sialkot, get the cheque issued and forward the same to the Punjab Local Government Board Lahore for further action.

He also directed that the later department, on receipt of the pension share, should finalise the complainant's family pension case and pay pension dues to her without further delay.

The Mohtasib also directed the Secretary, TEVTA Lahore to find out who was responsible for this.

In its compliance report, Punjab Local Government Board Lahore has now informed the Mohtasib Secretariat that, on receipt of the requisite pension share, family pension in favour of the complainant has been approved and pension dues to the tune of Rs.442,294 has also been paid to her.

Furthermore, Manager (Legal) TEVTA Lahore has also reported that an inquiry is being held to fix responsibility for the lapse on the part of officers/officials of Government College of Commerce Sialkot.

The Sun

THURSDAY, JANUARY 17, 2008 MUHARRAM-UL-HARAM 07, 1429

Contractor paid dues after three years on ombudsman's orders

LAHORE: The Punjab Cooperative Consumer Society has made payment of outstanding bills amounting Rs 45,240, withheld for almost three years, to a contractor on the direction of Punjab Ombudsman.

Complainant Muhammad Jameel had submitted that on the orders of deputy Punjab Cooperative Societies registrar, he had supplied pullovers, which had been sold out by it, but even after passage of two years, the agency had not paid the outstanding amount of Rs 45,000 to him, and kept putting him off on one or the other pretext.

In the departmental response, Cooperative Societies deputy registrar informed the Mohtasib Secretariat that it was a practice that goods were purchased from different parties on credit or sale basis, and payments were made from the running sale/profit.

He asserted that business activities of the agency had been curtailed due to shortage of funds, and its daily expenses were being met from the sale of existing stock, and that further purchase had almost been stopped. Therefore, it had not been possible to pay the outstanding

amounts to the complainant, he said, adding that it was expected that payments might be made within three months.

Punjab Ombudsman Abdur Rashid Khan observed that the agency in its report of July 05, 2006 had submitted that the payment might be made within three months, but this had not been done even after three months. He directed that Punjab Cooperative Societies registrar to get payment of the amount due to the complainant, and a compliance report be sent to the Ombudsman Secretariat. -APP

FOUNDED BY QUAID-I-AZAM MOHAMMAD ALI JINNAH

DAWN

N.com Vol. LXII No. 22 Lahore, Muharram 13, 1429 Wednesday, January 23, 2008 24 PA

Water bill revised on orders of ombudsman

By Our Reporter

LAHORE, Jan 22: On the orders of Punjab Ombudsman Abdur Rashid Khan, Wasa has drastically reduced the water supply bill of a consumer and stopped one annual increment of its three officials, besides issuing warning to a deputy director (revenue) for dereliction of duty.

Complainant Yasmeen Khan said she deposited Rs2,208, inclusive of cost of water meter with Wasa/LDA account. A connection was provided at her house but the meter was not installed on the pretext that it was not available in stock. She received a bill of Rs1,837 and deposited it despite being on the higher side. The meter was not installed on her premises while her connection was cut off and she was sent an inflated bill of Rs57,110. She requested the ombudsman to order restoration of her connection and get the excessive bill rectified.

The Wasa deputy-director (revenue) said in his departmental response that the complainant had submitted an application for the restoration of water supply connection and installation of a meter in September 2001 and deposited reconnection fee and cost of meter in January 2002. Her

connection was restored and her application was marked to an official who had retired from service. The complainant never submitted any application for the correction of her bill nor paid it till her water supply was again disconnected in June 2006. Water bill on the basis of average consumption of 10,000 gallons per month had been corrected and reduced to Rs15,600 on receipt of a copy of the complaint from the Ombudsman Secretariat.

The ombudsman observed in his decision that it was gross maladministration on the part of Wasa that water meter was not installed despite the fact that its cost had been deposited. He directed the Wasa managing-director to arrange installation of water meter against payment of Rs5,000, allow her to deposit the bill in instalments and hold an inquiry to fix responsibility.

In its compliance report, Wasa informed the ombudsman that it had stopped annual increments of accounts assistant Muhammad Sadiq, assistant field inspector Mukhtar Ahmad and pipe fitter Muhammad Bashir for negligence. Water meter of the complainant had also been installed and a revised bill worth Rs1,480 sent to her.

انصاف

ایمان والو: اللہ کی خاطر انصاف کی گواہی دینے کیلئے ڈٹ جا کر (انقرن)

روزنامہ

لاہور

چیف ایڈیٹر: جنید سلیم

ABC CERTIFIED 042-6298100-3

لاہور اور راولپنڈی سے ہیک وقت شائع ہونے والا سنجیدہ حلقوں کا مقبول ترین اخبار

بدھ 30 جنوری 2008ء 17 گھنٹہ 2063 ب

صوبائی محتسب کے حکم پر کنڈیکٹر کو 15 سالہ رکے ہوئے واجبات مل گئے

چوہدری عاشق کو جوہر آباد سبزیوں اور پھلوں کی مارکیٹ تعمیر کرنے کے سلسلے میں واجبات کی ادائیگی نہیں کی گئی

لاہور (پ ر) محتسب پنجاب عبدالرشید خاں کے حکم پر ایک کنڈیکٹر کو پندرہ سال بعد اس کے روکے گئے واجبات ملنے پر 3,58,534 روپے کی ادائیگی کر دی گئی۔ تقصیلات کے مطابق، شکایت کنندہ چوہدری عاشق محبوب نے اپنی شکایت میں محتسب سیکرٹریٹ کو بتایا کہ مارکیٹ کئی جوہر آباد سے آئے جون 1993 کے دوران جوہر آباد میں سبزیوں اور پھلوں کی مارکیٹ تعمیر کرنے کے سلسلے میں واجبات کی ادائیگی نہیں کی۔ اسے ٹھکانہ جوہر میں ایڈمنسٹریٹر، مارکیٹ کئی، نے محتسب سیکرٹریٹ کو آگاہ کیا کہ شکایت کنندہ نے جون 1993 میں حکم کی جانب سے دیے گئے کام کی کاپی پیش کی تھی، جس کے مطابق اس کے پانچ رواں بلوں کی ادائیگی کر دی گئی۔ مارکیٹ کئی کی جانب سے پچھلے دور آخری بل کی تیاری کے بعد اسٹینڈ انجینئر، لائل پور گورنمنٹ، خوشاب نے ان بلوں کی تصدیق کی، جبکہ پروڈنشل گورنمنٹ نے 29 جون 1993 کے مطابق مارکیٹ کئی کے تمام ڈیپنٹ فنڈز جمعہ کے جانے کی وجہ سے شکایت کنندہ کو واپس لے جانے سے یہ واضح طور پر بیان کیا گیا تھا کہ اگر گورنمنٹ فنڈز تیار نہ کرتی تو شکایت کنندہ کو گھنٹے بھر کا منظور کی کے بعد پچھلے دور آخری بل کی وصولی بھی ہو چکی ہوتی۔ مارکیٹ کئی کے ایڈمنسٹریٹر نے رپورٹ دی کہ اس فنڈز کی بحالی کے لئے گورنمنٹ سے منظوری ہو چکی، جس کے بعد ادائیگی ضرور ہو جاتی چونکہ حکم کے بارے میں کسی قسم کا تھوڑا نہیں تھا۔ تاہم فنڈز کی بحالی کی بجائے محکمہ زراعت نے سات سال بعد کام مکمل ہونے کی تصدیق کے لئے ایک کھلی قائم کی۔ کھلی نے 20 نومبر 2000 کو کام کا معائنہ کیا اور بلڈنگ ریسیرچ کمیشن لاہور کی کوائٹی تصدیق کے مطابق، ٹھیکیدار کو لاہور کی کوائٹی تصدیق کے مطابق باہر دونوں

4,11,022 روپے کی ادائیگی کی منظوری دی۔ ٹھیکیدار کو یہ بھی ہدایت کی گئی کہ وہ اپنے ذیلی خرچ پر کسی بھی خانی کو دور کرے۔ اس سفارش کے نتیجے میں، کھیل شدہ کام کے نمونے 24 اکتوبر 2001 کو حاصل کئے گئے، باہر یوں کام کی کھیل کے نو سال بعد تصدیق کے لئے ریجنل لیڈر ٹری، ہائی وے سرکل سرگودھا بھیجے گئے، جس نے 20 مارچ 2002 کو نمونوں کی تصدیق کی رپورٹ دی۔ اس امر کا بھی مشاہدہ کیا گیا کہ کنڈیکٹر کا اپنے نمونے بلڈنگ ریسیرچ کمیشن کی بجائے ہائی وے لیڈر ٹری سرگودھا کو بھجوانے میں بھی کوئی عمل دخل نہیں تھا جس کے لئے شکایت کنندہ کو ذمہ دار قرار نہیں دیا جاسکتا، چونکہ اس ضمن میں ایک ایسے کام کے بارے میں، جو چودہ سال پہلے پایہ تکمیل کو پہنچ چکا تھا، گھنٹے کے افسران نے ہی روگردانی کی۔ محتسب نے مزید مشاہدہ کیا کہ دونوں پارٹیوں کو بہر حال معاہدے کے دائرہ کار کے اندر رہنا چاہیے اور اگر پروڈنٹل کے کھیل کے وقت کچھ خامیاں پائیں تھیں تو اس کے لئے انجینئر انچارج کے خلاف ایکشن لیا جانا چاہیے تھا، جو کہ اب بھی لیا جاسکتا ہے۔ تاہم محکمہ زراعت نے انجینئرنگ لاہور کی اس موقف کی بنا پر نہیں کی کہ نمونوں کی تصدیق اور پڑتال بلڈنگ ریسیرچ کمیشن، لاہور سے ہوئی چاہیے تھی۔ اپنے فیصلے میں، محتسب پنجاب عبدالرشید خاں نے مشاہدہ کیا کہ یہ بعض حکومتی اہلکاروں کی طرف سے قانون اور ٹرولر پولیس کے مطابق اپنی ذمہ داری کو سرانجام دینے میں کوتاہی کی مثال ہے، جو شہریوں کے لئے پریشانی کا سبب بنتی ہے۔ محتسب پنجاب نے 12 نومبر 2007 کو کنڈیکٹر زراعت کو ہدایت جاری کی کہ شکایت کنندہ کی حکم کے زیر اہتمام واجبات کی ادائیگی قانون، رولز اور گورنمنٹ کی ہدایات یا پھر ٹھیکیدار کے ساتھ کئے گئے معاہدے کے مطابق باہر دونوں کے اندر فوری طور پر کی جائے۔

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 4 بدھ 27 محرم الحرام 1429ھ 6 فروری 2008ء 25 ماہ 2064 ب صفحات 28 قیمت 7 روپے شمارہ 36

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سب انسپکٹر نے شہری کو بے جا تنگ کرنے پر معافی مانگ لی

سب انسپکٹر امجد علی شاہ نے ناصر عثمان گیلانی کی موجودگی میں اسکی موٹرسائیکل لے گیا

مختص پنجاب کے حکم پر مہتمم سٹی پولیس ڈویژن لاہور نے انکو ازری کرائی، سب انسپکٹر کو شوکا ز نوٹس

لاہور (پ ر) مختص پنجاب عبدالرشید خان کے حکم پر مہتمم سٹی پولیس ڈویژن لاہور نے ایک پولیس اہلکار کے خلاف انضباطی کارروائی کرتے ہوئے اسے شوکا ز نوٹس جاری کر دیا جبکہ سب انسپکٹر نے شکایت کنندہ کو بے جا تنگ کرنے پر اس سے معافی مانگ لی۔ تفصیلات کے مطابق شکایت کنندہ ناصر عثمان گیلانی نے اپنی شکایت میں مختص سیکرٹریٹ کو بتایا کہ وہ 4 جون 2007 کو ٹینک مارکیٹ شاہ عالم لاہور میں اپنی موٹرسائیکل بریکنگ لینے کے لئے گئے۔ سب انسپکٹر امجد علی شاہ پولیس اسٹیشن رنگ محل نے کانسٹیبل اللہ رکھا کے ساتھ موٹرسائیکل کو بنور دیکھا اور سٹارٹ کر کے لے جانے لگا تو شکایت کنندہ نے استفسار کیا کہ وہ اپنی موٹرسائیکل کے پاس کھڑے ہیں، سب انسپکٹر جواب دینے بغیر موٹرسائیکل لے جانے لگا تو موقع پر موجود کاندھارن نے بھی اسے روکا

امجد علی نے کسی کی نہ سنی اور موٹرسائیکل لے کر چلا گیا۔ بعد میں کانسٹیبل اللہ رکھا نے واضح کیا کہ شکایت کنندہ پولیس اسٹیشن پہنچ کر موٹرسائیکل کیلئے رابطہ کرے۔ شکایت کنندہ نے محرر پولیس اسٹیشن سے رابطہ کیا جنہوں نے کوئی تسلی بخش جواب نہ دیا اور کافی تنگ دود کے بعد شکایت کنندہ نے اپنی موٹرسائیکل واپس لی۔ اس طرح شکایت کنندہ کو بلا وجود و گھنٹہ مشکلات کا سامنا کرنا پڑا۔ شکایت کنندہ نے مختص سیکرٹریٹ سے درخواست کی تھی، انکو ازری کے بعد کانسٹیبل سٹی پولیس آفیسر لاہور نے مختص سیکرٹریٹ کو اب آگاہ کیا کہ سب انسپکٹر نے شکایت کنندہ سید محمد ناصر عثمان سے ان کے گھر جا کر معافی مانگ لی، مزید برآں مختص پنجاب کے حکم کی روشنی میں امجد علی شاہ کے خلاف محکمانہ کارروائی عمل میں لاتے ہوئے اس کو شوکا ز نوٹس جاری کر دیا گیا۔

The Nation

February 13, 2008

LAHORE, KARACHI, ISLAMABAD

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CITY

Punjab Ombudsman wants selection bodies to be fair

LAHORE (APP) - On the orders of Punjab Ombudsman the Literacy & Non Formal Basic Education Department reconstituted its selection committee for fresh interviews for posts in BS-1 to 10 for recruitment of Storekeeper in the office of EDO Literacy, Mianwali, besides cancelling the appointment order of an illegally selected candidate.

The complainant, Hafiz Sher Ahmed, submitted that he applied to the EDO Literacy for appointment as Telephone Operator but another undeserving candidate, Javed Iqbal, was illegally selected and appointed, although he had not even applied for the said post, he had applied for a storekeeper's post.

He requested Mohtasib Secre-

tariat to order a probe into the matter for redressal of his grievance.

EDO literacy Mianwali office informed that Javid Iqbal had applied for both the posts, and the District Recruitment Committee selected him for the post of telephone operator.

Punjab Ombudsman Abdur Rashid Khan observed that in any case the merit list shows that the complainant scored the highest score, so no objection could be taken to his appointment.

Investigation revealed that the EDO Afzal Hayat had selected his son Zahir Abbas as Storekeeper. He was only a matriculate, while seven of the 10 candidates had higher qualification, however, Zahir was given 30

marks in the interview, whereas the remaining candidates were given 8 to 12 marks.

The Ombudsman further observed that the EDO, the selected candidate's father, being the chairman of the Recruitment Committee was against all norms of transparency and equal opportunity for all applicants.

He decided that the selection for the post of storekeeper, the department should set up another committee to interview applicants.

He also directed that a copy also be sent to Secretary (Regulations), Services & General Administration Department to consider the matter and issue instructions to Interview Committees that an interested or related mem-

ber of the body should step down if a relative appears for interview.

Secretary Literacy & Non Formal Education Department has informed the Mohtasib Secretariat that a selection committee has been reconstituted at the district level for recruitment of the post of Storekeeper in the EDO Literacy office Mianwali, to hold fresh interviews of candidates, while the previous unfair appointment has been cancelled.

Meanwhile, the Regulations wing of Services & General Administration Department has intimated that instructions have been issued if a relative of any member of the selection body appears for interview as a candidate, the said officer should not participate in the meeting.

Pakistan OBSERVER

Eyes & Ears of Pakistan

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Wednesday, February 27, 2008 - Safar-ul-Muzaffar 19, 1429 AH

Man paid dues with compound interest on Ombudsman orders

RANA YASIF

LAHORE—On the orders of Punjab Ombudsman, a complainant has been paid by the Punjab Housing and Town Planning Agency (PHATA), Hafizabad, the amount deposited by him with compound interest, at the rate given to holders of Defence Saving Certificates since 1989.

According to the details, Shabbir Ahmad submitted a complaint in Mohtasib Secretariat that he had applied for allotment of one kanal plot, against government servants' quota in Government Colony, Hafizabad and had paid to the Agency Rs. 1,000 as deposit at call in March 1982 and Rs. 13,674 as 25 percent cost of plot in August, 1989.

However, in spite of receipt of money, the Agency had not allotted him plot out of government servants' quota. The complainant requested Mohtasib Secretariat that the plot be got allotted to him as per his right.

In its departmental response, Deputy Director PHATA, Hafizabad, informed Mohtasib Secretariat that the government changed the allotment policy in 1993, and had abolished all quotas, including that for government servants; therefore, the complainant could not be given a plot. In his rejoinder, the complainant reiterated his earlier stance.

In his decision, Punjab Ombudsman observed that the process started in 1982 i.e. 23 years back, and in 1986, i.e. 19 years back, it was decided to ask the applicants to deposit one fourth cost of the plot as earnest money, which the complainant deposited in 1989 i.e. 16 years back.

The Mohtasib noted that the department did not finalize the allotments, and in the meantime, government changed the allotment policy in 1993. It was observed that if the department was moving at a snail's pace, the policy could not have remained static. Therefore, The Mohtasib held that gross injustice had been done to the complainant.

He observed that since, no one kanal plot was available in the scheme, the minimum, which the Agency could do to atone for its gross mal-administration, was to return the money deposited by the complainant, with compound interest at the rate which, since 1989, had been paid to holders of defence saving certificates. The Mohtasib directed that this amount should be worked out and paid to the complainant at the earliest.

The Secretary, Housing Urban Development and Public Health Engineering (HUD and PHE) Department, submitted a representation before the Governor against the

order of the Ombudsman, which was rejected by the Governor and Punjab Ombudsman's order was upheld as fair and judicious.

In compliance report, Deputy Director PHATA, Hafizabad has now intimated Mohtasib Secretariat that the amounts of Rs. 1,000 as deposit at call, Rs. 13,647 as 25 percent cost of plot and Rs. 1,30,112 as compound interest, worked out on the amounts, had been paid to the complainant, in the light of directions issued by the Punjab Ombudsman.

Shabbir Ahmad, submitted that he had applied for allotment of one

kanal plot against government servants quota in Government Colony, Hafizabad and had paid Rs 1000 to the Agency as deposit in March 1982, and Rs 13,674 as 25 percent cost of plot in August, 1989.

However, the Agency had not allotted him any plot, and he requested Mohtasib Secretariat to help him get a plot as per his right.

In response, Deputy Director PHATA Hafizabad informed that the government changed the allotment policy in 1993 and abolished all quotas, therefore the complainant could not be given a plot.

INTERNATIONAL

THE NEWS

Wednesday

March 5, 2008

Student's birth record corrected after 14 years

**By Our Correspondent
LAHORE**

ON the orders of Punjab Ombudsman Abdur Rashid Khan, the Board of Intermediate and Secondary Education (BISE), Faisalabad, has corrected a wrong date of birth of a student after 14 years.

Muhammad Amin, in his complaint to the Mohtasib Secretariat said that the his date of birth i.e. Feb-29, 1979, written on the matriculation certificate, issued by BISE, Faisalabad, relating to matriculation examination 1994, was patently wrong, since the month of February in

the year 1979, being a non-leap year, had 28 days.

He applied to the board for correction of the date of his birth as Feb-28, 1979, but failed. He requested the Mohtasib Secretariat that the board be to correct his date of birth on his matriculation certificate.

In its departmental response, the BISE, Faisalabad, controller examinations informed the Mohtasib Secretariat that the board had recorded the same date of birth on the matriculation certificate as was written in the admission form by the student/complainant, irrespective of the fact whether such a

date existed in the said calendar year or not.

The board insisted that the date of birth wrote on the matriculation certificate could not be corrected, even if such a date did not exist in the calendar.

In his decision, the Punjab Ombudsman observed that the stance taken by the board was devoid of any rationale. Even if the candidate had inadvertently written Feb-29, 1979 as the date of his birth while submitting his admission form in 1994, that date was liable to be corrected as Feb-28, 1979 since Feb-29, 1979 did not exist in the calendar.

The Ombudsman Punjab observed that the board's reluctance to correct the date of birth, as per request made by the complainant, was an act of maladministration.

The Mohtasib Punjab directed the Faisalabad BISE to correct the date of birth on the matriculation certificate as per request of the complainant.

In its compliance report, the BISE, Faisalabad, controller examinations has informed the Mohtasib Secretariat that the complainant has now been issued certificate of matriculation containing corrected date of his birth.



Daily

AWAZ

LAHORE



جلد 10 شماره 324

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فون نمبر: 83-6367480 فیکس: 6309453 صفحات 8 قیمت 3 روپے

بانی گروپ: میر خلیل الرحمن

کہ وہ یونیورسٹی آف ایجوکیشن، لاہور میں ایم ایس سی، کیمسٹری پارٹ ون کے طالب علم ہیں۔ ان کے حق میں زکوٰۃ کے وظیفہ کی منظوری کے بعد ڈسٹرکٹ زکوٰۃ آفسر، لاہور نے 18,000 روپے کا چیک 24 مئی 2007ء کو ڈائریکٹر، ڈویژن آف سائنس اینڈ ٹیکنالوجی یونیورسٹی آف ایجوکیشن کو انہیں وظیفہ کی ادائیگی کیلئے ارسال کیا مگر متعلقہ چیک 30 جون 2007ء تک ٹریژری آفس، لاہور سے کلیئر نہیں کروایا جاسکا اور اس دوران فنڈز زائد المعیاد ہو گئے جس کے نتیجے میں ان کو وظائف کی رقم کی ادائیگی نہیں کی جاسکی۔

مختص پنجاب کے حکم پر ڈسٹرکٹ زکوٰۃ آفیسر نے 2 طلبہ کو وظائف کی رقم ادا کر دی

لاہور (پ ر) مختص پنجاب عبدالرشید خان کے حکم پر ڈسٹرکٹ زکوٰۃ آفیسر، لاہور نے ڈائریکٹر، ڈویژن آف سائنس اینڈ ٹیکنالوجی، یونیورسٹی آف ایجوکیشن، ٹاؤن شپ کیمپس، لاہور کے توسط سے دو طالب علموں کو 18,000 روپے کے وظائف کی رقم کیلئے نئے چیک جاری کر کے ادائیگی کر دی۔ محمد عرفان حیدر اور محمد یونس نے مختص سیکرٹریٹ کو بتایا

Daily Times LAHORE

Your Right to Know

Daily Times
Wednesday, March 19, 2008

Contractor paid security deposit on ombudsman's orders

Staff Report

LAHORE: On the orders of Ombudsman Abdur Rashid Khan, the Services Hospital medical superintendent has refunded a contractor Rs 402,000.

Manzoor Ahmad, on behalf of Medicine Super Store, submitted that his firm had successfully completed a contract of the Surgical Block Pharmacy. He said his firm vacated the pharmacy on October 17,

2005, and asked the medical superintendent to refund the security deposit. He said he was told that the security deposit had been forfeited for allegedly removing shelves of the pharmacy.

In a departmental response, Services Hospital informed the ombudsman that a committee investigated the matter and recommended that the security of the contractor should be forfeited for violating the terms and conditions of

the contract.

In his rejoinder, the complainant said that the allegations levelled against his company were baseless.

In his decision, the ombudsman observed that the committee formed to assess the damage and the medical superintendent did not issue a notice to the complainant about the forfeiture of his security.

The ombudsman directed that the security should be refunded and an enquiry should be

conducted to assess the cost of the shelves, which the contractor had allegedly removed from the pharmacy.

In its compliance report, Services Hospital informed the ombudsman that the security deposit, amounting to Rs 402,000, has been refunded to the complainant. The ombudsman was also told that the contractor had paid Rs 72,000 for damaging or removing shelves from the pharmacy.

DAILY EXPRESS



اسلام آباد کراچی لاہور پشاور ملتان فیصل آباد گوجرانوالہ سرگودھا راجھن پراخان سکھراو کوئٹہ سے بیک وقت شائع ہونے والا واحد قومی روزنامہ

جلد 8 شماره 35 ہفتہ 27 ربیع الاول 1429ھ، 5 اپریل 2008ء، 23 چیت 2064 ب، فون 7-5878700 صفحات 16 قیمت 7 روپے



SATURDAY, APRIL 5, 2008

مختب پنجاب کے حکم پر شکایت کنندہ کی میرٹ لسٹ کے مطابق تقرری

زمان نے درخواست دی کہ امیدوار کی تقرری منسوخ کر کے اہلیت پر میل موبلائز کی تقرری کی جائے

لاہور (بزنل رپورٹر) مختب پنجاب عبد الرشید خاں کے حکم پر ڈسٹرکٹ پاپولیشن و پلیننگ آفیسر میانوالی نے میرٹ لسٹ کے مطابق ایک شکایت کنندہ کی تقرری بطور میل موبلائز کر دی۔ اس سلسلے میں خان زمان نے مختب سیکرٹریٹ کو بتایا کہ اس نے یونین کونسل نمبر 33 پائی خیل ڈسٹرکٹ میانوالی میں بطور میل موبلائز تقرری کیلئے درخواست دی۔ اسامی کے اشتہار کے مطابق درخواست دہندہ کا یونین کونسل کا رہائشی ہونا ضروری تھا لیکن محکمے نے دوسرے امیدوار شفاء اللہ خان کی تقرری کر دی جس کا تعلق یو پی نمبر 33 سے نہیں تھا اور یہ تقرری مقامی رہائش کا نقلی سرٹیفکیٹ جمع کروا کر حاصل کی گئی تھی۔ شکایت کنندہ نے مختب سے درخواست کی تھی کہ دوسرے امیدوار کی تقرری کو منسوخ کر کے مطلوبہ اہلیت کی بنا پر اس اسامی کیلئے شکایت کنندہ کی تقرری بطور میل موبلائز کی جائے۔ اس پر ڈسٹرکٹ پاپولیشن و پلیننگ آفیسر میانوالی نے اس معاملے کی چھان بین کر کے شفاء اللہ خان کی تقرری کے احکامات واپس لے لئے اور خان زمان کی بطور میل موبلائز تقرری کر دی ہے۔

لاہور (بزنل رپورٹر) مختب پنجاب عبد الرشید خاں کے حکم پر ڈسٹرکٹ پاپولیشن و پلیننگ آفیسر میانوالی نے میرٹ لسٹ کے مطابق ایک شکایت کنندہ کی تقرری بطور میل موبلائز کر دی۔ اس سلسلے میں خان زمان نے مختب سیکرٹریٹ کو بتایا کہ اس نے یونین کونسل نمبر 33 پائی خیل ڈسٹرکٹ میانوالی میں بطور میل موبلائز تقرری کیلئے درخواست دی۔ اسامی کے اشتہار کے مطابق درخواست دہندہ کا یونین کونسل کا رہائشی ہونا ضروری تھا لیکن محکمے نے دوسرے امیدوار شفاء اللہ خان کی تقرری

DAWN LAHORE Sunday April 6, 2008

METROPOLITAN

Relief for 3,000 matric students

LAHORE, April 5: Students registered in the 9th class in 2005 will appear in the matriculation examination commencing from April 9 as regular students, the Punjab governor ruled on Saturday.

Upholding a decision of the Punjab Ombudsman over the same issue, Kahlid Maqbool rejected an appeal of the Board of Intermediate and Secondary Education, Lahore. The decision will benefit more than 3,000 students.

According to a spokesman of the Governor's House, the Lahore Board had, in 2005, announced to hold composite examination of 9th & 10th classes under which promotion of students of 9th class into 10th was compulsory so that after the completion of a period of two years, the students could appear in composite examination.

The parents of affected students had appealed to provincial ombudsman that their children were registered in 2005 while the schools kept the students in 9th class and did not promote them in 10th as a result of which they could not appear in composite examination in 2007.

After a gap of one year when

they tried to get admission forms as regular students, they were allowed to appear in the examination as private students instead of regular candidates. Upon this, schools of affected students lodged a complaint with the ombudsman, who, while giving decision allowed the students to appear as regular candidates.

The board filed a review appeal with the governor who also ruled in favour of students and directed the BISE to enforce its policies on a permanent basis. He also asked the heads of schools to liaise with the BISE in order to remain updated on change in policies.

In another case of similar nature, while giving a decision on the appeal of the Lahore Board against the decision of the ombudsman, the governor allowed those students of 9th class who were registered in 2006 and detained by their respective schools due to some reasons, to appear in the examination as regular candidates up to 2009. The governor also directed the board to allow these students to appear in the examination without charging any extra fee.

روزنامہ لاہور

آجکل

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بدھ 19 اپریل 2008ء

صوبائی محتسب کے حکم پر ریٹائرڈ آفیسر کو میڈیکل واجبات 2,20,200 روپے کی ادائیگی

لاہور: محتسب پنجاب عبدالرشید خاں کے حکم پر پنجاب و
وکیشنل میڈیکل ٹریڈنگ کونسل لاہور نے ایک شکایت کنندہ کو
اُس کے چار سالوں سے روکے گئے میڈیکل واجبات کی
رقم مبلغ 2,20,200 روپے کی ادائیگی کر دی۔ شکایت
کنندہ رفعت حیات ریٹائرڈ پی وی ٹی سی آفیسر نے صوبائی
محتسب سیکرٹریٹ کو بتایا کہ اُس کی 2003 میں بائی پاس
سرجری ہوئی اور اس نے علاج پر خرچ کئے گئے میڈیکل
واجبات کی ادائیگی کے لئے کلیم جمع کروا یا مگر درخواست
کے باوجود اُسے میڈیکل واجبات کی ادائیگی نہیں کی گئی۔
کیس کی تحقیقات کے دوران محتسب پنجاب نے
مشاہدہ کیا کہ شکایت کنندہ کی جانب سے میڈیکل کلیم جمع
کروانے کے بعد میجر (ایڈمنسٹریشن) پی وی ٹی سی،
نے بائی پاس سرجری کے اخراجات کے لئے
2,01,600 روپے کی منظوری دی جس کے بعد کیس
چیف اپریٹنگ آفیسر کو بھیجا گیا جو شکایت کنندہ کے کیس
میں مجاز اتھارٹی تھا لیکن ادائیگی کی منظوری نہیں دی گئی
۔ محکمے کی بد انتظامی کا نوٹس لیتے ہوئے محتسب پنجاب
نے پی وی ٹی سی کو ہدایت جاری کی کہ قوانین کے تحت
شکایت کنندہ کے میڈیکل چارجز کلیم کے بلوں کی
ضروری جانچ پڑتال کے بعد منظوری دی جائے۔ اپنی
تعمیلی رپورٹ میں پنجاب وکیشنل میڈیکل ٹریڈنگ کونسل
لاہور نے صوبائی محتسب سیکرٹریٹ کو آگاہ کیا ہے کہ
شکایت کنندہ کو مبلغ 2,20,200 روپے کے واجبات
کی ادائیگی کر دی گئی ہے۔ (جنرل رپورٹر)

لاہور: محتسب پنجاب عبدالرشید خاں کے حکم پر پنجاب و
وکیشنل میڈیکل ٹریڈنگ کونسل لاہور نے ایک شکایت کنندہ کو
اُس کے چار سالوں سے روکے گئے میڈیکل واجبات کی
رقم مبلغ 2,20,200 روپے کی ادائیگی کر دی۔ شکایت
کنندہ رفعت حیات ریٹائرڈ پی وی ٹی سی آفیسر نے صوبائی
محتسب سیکرٹریٹ کو بتایا کہ اُس کی 2003 میں بائی پاس
سرجری ہوئی اور اس نے علاج پر خرچ کئے گئے میڈیکل
واجبات کی ادائیگی کے لئے کلیم جمع کروا یا مگر درخواست
کے باوجود اُسے میڈیکل واجبات کی ادائیگی نہیں کی گئی۔
کیس کی تحقیقات کے دوران محتسب پنجاب نے
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کروانے کے بعد میجر (ایڈمنسٹریشن) پی وی ٹی سی،

مسلم نشاۃ ثانیہ کی آواز

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روزنامہ

ایڈیٹر انچیف: غلام اکبر

لاہور

اسلام آباد اور پشاور سے بھی شائع ہوتا ہے

5 روپے — صفحات 8

متحدہ عرب امارات: 1.50 درہم

جلد 5 جمعرات 3 ربیع الثانی 1429ھ 10 اپریل 2008ء 28 جیت 2065 ب شماره 187

Thursday 10th April 2008

مختب پنجاب نے شکایت کنندہ کو میڈیکل واجبات کی ادائیگی کر دی

رفعت حیات نے 2003ء میں محکمہ سے بائی پاس سرجری پر لگی 2 لاکھ رقم کا مطالبہ کیا تھا

لاہور (نمائندہ خصوصی) مختب پنجاب عبدالرشید خاں کے حکم پر پنجاب ووکیشنل نیکیکل ٹریڈنگ کونسل (پی وی ٹی سی)، لاہور نے ایک شکایت کنندہ کو اس کے چار سالوں سے روکے گئے میڈیکل واجبات کی رقم مبلغ 2,20,200 روپے کی ادائیگی کر دی۔ تفصیلات کے مطابق، شکایت کنندہ رفعت حیات ریٹائرڈ پی وی ٹی سی، آفیسر نے مختب سیکرٹریٹ کو بتایا کہ اس کی 2003ء میں بائی پاس سرجری ہوئی اور اس نے علاج پر خرچ کئے گئے میڈیکل واجبات کی ادائیگی کیلئے حکیم جمع کروایا۔ مگر تحریری اور زبانی درخواست کے باوجود اسے میڈیکل واجبات کی ادائیگی نہیں کی گئی۔ شکایت کنندہ نے مختب سیکرٹریٹ سے درخواست کی کہ اس کی میڈیکل حکیم کے واجبات کی جلد ادائیگی کیلئے محکمہ کو ہدایت جاری کی جائے۔ اپنے حکمانہ جواب میں، پنجاب ووکیشنل نیکیکل ٹریڈنگ کونسل، لاہور نے مختب سیکرٹریٹ کو آگاہ کیا کہ قوانین کے مطابق تمام پی وی ٹی سی ملازمین ہسپتال میں داخل ہونے اور ڈاؤن ڈور علاج کیلئے اپنی بنیادی تنخواہ کے 15% بلور میڈیکل الاؤنس کے حقدار ہیں جبکہ مفت علاج کیلئے بھی اجازت ہے بشرطیکہ کسی ماہر ڈاکٹر نے مرہمیں کو کرہ کے استحقاق کی صورت میں ہسپتال میں داخل

کرنے کی سفارش کی ہو۔ یہ امر درست ہے کہ شکایت کنندہ کی 2003ء میں بائی پاس سرجری ہوئی اور اس نے 215052 روپے کا حکیم جمع کروایا۔ محکمہ نے موقف اختیار کیا کہ شکایت کنندہ کا ہسپتال میں داخل ہونا کسی ایمر جنسی ضرورت کے تحت نہیں تھا جبکہ اس نے مجاز انتظامیہ کی منظوری حاصل کئے بغیر علاج کیلئے ایک مہینے ہسپتال کا انتخاب کیا۔ لہذا محکمہ نے باقی شکایت کنندہ کی درخواست کو خارج کرنے کی درخواست کی کہ شکایت کنندہ کی درخواست منظور کرنے کی صورت میں پی وی ٹی سی کیلئے اسی طرح کے مزید حکیمز مالی مشکلات کا سبب بنیں گے۔ ایس کی تحقیقات کے دوران مختب پنجاب نے مشاہدہ کیا کہ شکایت کنندہ کی جانب سے میڈیکل حکیم جمع کروانے کے بعد میڈیکل (ایڈمنسٹریشن) پی وی ٹی سی، نے بائی پاس سرجری کے اخراجات کے لئے 201600 روپے کی منظوری دی جس کے بعد کیس چیف ایگزیکٹو آفیسر کو بھیجا گیا جو شکایت کنندہ کے کیس میں مجاز اتھارٹی تھا لیکن ادائیگی کی منظوری نہیں دی گئی۔ حالانکہ پی وی ٹی سی کے متعلقہ ریڈر کے مطابق ہسپتال میں داخل ہونے کی صورت میں میڈیکل چارجز کی ادائیگی کی جانی چاہئے۔

زیادہ نامہ

راہور

وقت

صفحات 20، قیمت 7 روپے

بدھ 16 اپریل، 2008ء

جلد 68، شمارہ 69

مختسب کے حکم پر شہری کو 19 سال بعد پلاٹ الاٹ

لاہور (کورٹ رپورٹر) مختسب پنجاب عبدالرشید کے حکم پر ڈائریکٹر جنرل پنجاب ہاؤسنگ اینڈ ٹاؤن پلاننگ ایجنسی (پی ایچ اے ٹی اے) نے ایک شکایت کنندہ کو 19 سال بعد 10 مرلے کا پلاٹ الاٹ کر دیا۔ تفصیلات کے مطابق شکایت کنندہ بابر حیات نے مختسب سیکرٹریٹ کو بتایا کہ 1986ء میں اس کے نام صنعتی کارکنوں کے کوٹے سے سٹیٹ ہاؤسنگ اسکیم، جھنگ میں پلاٹ نمبر Z-45/8 مختص کیا گیا۔ بعد ازاں وہ 19 سال تک محکمہ ہاؤسنگ اینڈ فرینکل پلاننگ کے دفتر کے چکر لگاتا رہا۔ شکایت کنندہ نے بتایا کہ ملزور کرز کی آپس میں پتلاش کے باعث اس کی فائل سمیت دیگر ورکرز کی فائلیں ڈسٹرکٹ انارنی جھنگ کو ارسال کی گئیں جہاں یہ فائلیں گم ہو گئیں، جس کے نتیجے میں شکایت کنندہ کے پلاٹ کی الاٹمنٹ مسترد کر دی گئی۔ شکایت کنندہ نے مختسب سیکرٹریٹ سے درخواست کی کہ محکمے کو اس کے پلاٹ کی الاٹمنٹ کیلئے ہدایت جاری کی جائے۔ مختسب کی ہدایت پر اپنی تعمیلی رپورٹ میں، ڈپٹی ڈائریکٹر پی ایچ اے ٹی اے، جھنگ نے مختسب سیکرٹریٹ کو آگاہ کیا ہے کہ شکایت کنندہ بابر حیات کو جھنگ ترقیاتی سکیم میں 10 مرلے رقبے پر محیط پلاٹ نمبر Z-45/8 کی الاٹمنٹ کر دی گئی ہے۔

 باقاعدہ تصدیق شدہ اشاعت پاکستان کے ہر روز نامہ سے زیادہ
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 بانی..... میر خلیل الرحمن
 بھتہ 12 ربیع الثانی 1429ھ 19 اپریل 2008ء 7 بیساکہ 2065 ب
 نمبر 183
 جگہ 29
 SATURDAY APRIL 19, 2008

عدالتی خبریں

مختص پنجاب کو محکمہ تعلیم کے خلاف سب سے زیادہ شکایات موصول ہوئیں
 محکمہ پولیس، ریونیو، لوکل گورنمنٹ شکایات کے حوالے سے دوسرے، تیسرے نمبر پر رہے

مختص نے ایک لاکھ 15 ہزار 974 درخواستیں نمٹائیں، 07ء کی سالانہ رپورٹ

لاہور (خصوصی نامہ نگار) مختص پنجاب عبدالرشید خان نے دفتر مختص پنجاب کی سالانہ رپورٹ برائے 2007ء جاری کردی ہے جس کے مطابق اس سال محکمہ تعلیم کے خلاف سب سے زیادہ یعنی 2135 شکایات موصول ہوئیں جبکہ محکمہ پولیس 2049 شکایات، ریونیو اینڈ منسٹریشن 1329 اور لوکل گورنمنٹ اینڈ کمیونٹی ڈویلپمنٹ ڈیپارٹمنٹ 884 شکایات کے ساتھ بالترتیب دوسرے، تیسرے اور چوتھے نمبر پر رہے۔ سب سے زیادہ شکایات 1682 ضلع لاہور سے موصول ہوئیں جبکہ سب سے کم 61 شکایات ضلع انک سے موصول ہوئیں۔ رپورٹ کے مطابق دفتر مختص کے آغاز 30 ستمبر 1996ء سے 31 دسمبر 2007ء تک وصول کی گئی 37 صفحہ 6 بقیہ نمبر 37

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1,18,760 شکایات میں سے 1,15,974 شکایات نمٹادی گئیں جبکہ بچایا 2,786 شکایات آئندہ سال 2008ء میں منتقل ہوئیں 2007ء میں 13,681 ریکارڈ نئی شکایات موصول ہوئیں۔ کل 16,646 شکایات پر کارروائی کی گئی جن میں 13,681 نئی موصولہ شکایات اور 2,965 پچھلے سال سے زیر کارروائی تھیں۔ ان میں سے 13,860 ریکارڈ تعداد میں شکایات نمٹائی گئیں۔

The POST

THE TRUTH, AND NOTHING BUT

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Ombudsman Annual Report 2007

Education Department tops with 2,135 complaints, police second

STAFF REPORTER

LAHORE: The Punjab Ombudsman Abdur Rashid Khan released Annual Report 2007 here on Friday. According to report, the provincial ombudsman, in the preceding year, received 2135 complaints against the Education Department. Henceforth, the department topped the list that was compiled to gauge the number of complaints against the public departments.

Police Department was second with 2049 complaints. The Revenue Department with 1,329 complaints and Local Govt. & Community Development Department with 884 complaints were third and

fourth in the list.

The report revealed that the maximum numbers of complaints were filed from Lahore whereas minimum numbers of complaints were received from Attock.

The report said that a total 118,760 complaints were received, out of which 115,974 complaints were disposed of; the remaining 2,786 complaints were still pending.

A record number of 13860 complaints were disposed of in 2007, the report said.

According to the section 32 of the Punjab Office of the Ombudsman Act, 1997- any person aggrieved by a decision or order of the Ombudsman, can make a rep-

resentation to the Governor within 30 days of the decision or order.

The report said that 452 representations were decided by the Governor out of which 409 representations were rejected and the orders of Ombudsman Punjab were upheld. Only 25 representations (5.5% of the representation decided) were accepted and in 18 cases orders of the Ombudsman were amended.

In Annual Report 2007, recommendations for government departments have also been formulated for improving their performance on the basis of complaints received by the PO.

The report said the concerned departments were expected to take

appropriate steps on these recommendations.

The report added that the departments could consult the Ombudsman Office in case of any difficulty. It is worth mentioning here that the Annual Report is circulated to the heads of various government departments so as to seek their comments and suggestions.

The report said that the Ombudsman Office opened offices in Multan, Rawalpindi and Sargodha to facilitate the masses.

The report acknowledged the role of mass media in 2007. The news items kept the public informed on the efforts undertaken by the Ombudsman Office to facilitate the masses, the report said.

The Frontier Post

National daily published from Lahore, Peshawar & Quetta

★★★

web site: <http://thefrontierpost.com>

RABI-US-SANI 14, 1429 ----- MONDAY, APRIL 21, 2008

LAHORE ED

BISE Multan makes correction on Ombudsman's order

LAHORE (APP): Board of Intermediate and Secondary Education, Multan has issued revised roll number slip to a candidate for the Matric Exam 2008, enabling her to appear in Computers, instead of Home Economics, on the orders of Punjab Ombudsman Abdur Rashid Khan.

Sabihra Sedat had filed a complaint with Ombudsman Punjab Regional Office, Multan alleging that she had been studying Computers for full session of two years in

Government Girls High School, Shamsabad colony, Multan, and had also done the practicals regularly which was verified by the Computers Incharge.

However, on receiving the roll no. slip, she was shocked to see Home Economics instead of the subject of Computers.

The complainant requested for a direction to the Board authorities for correction of the subject as she had never studied the subject of Home

Economics in the school.

The Mohrasib Punjab in his decision held that the instant case was, in fact, a case of "correction" and not of change of subject.

He also observed that according to rule 6 of Chapter XVIII of the Board's Calendar, the particulars in the admission form were required to be compared with the particulars in the 'Registration Return' but the Board's functionaries failed to perform this duty.

LOCAL <http://www.nawaiwaqt.com.pk>
email: editor@nawaiwaqt.com.pk

مسلسل اشاعت کے 68 سال

WEDNESDAY APRIL 30 2008

DAILY
NAWA-I-WAQT
LAHORE

روزنامہ
نوائے وقت

لاہور کے بانی و مدیر جناب
ابو نعیم عثمانی لاہور

لاہور کلبھی زاوینہ می / اسم آباد اور ماٹان میں وقت شائع ہوتا ہے

جلد	68	فون نمبر	UAN 111-222-007 6302050-6367551-54
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مختب کے حکم پر سیکینکل بورڈ نے امیدوار کوری چیکنگ فیس واپس کر دی

نظر ثانی شدہ رزلٹ کارڈ جاری نہ ہونے سے کسی انسٹی ٹیوٹ میں داخلہ نہ لے سکا اور درخواست گزار

لاہور (دو قاعہ) مختب پنجاب عبدالرشید خاں کے حکم پر پنجاب بورڈ آف سیکینکل ایجوکیشن (بی بی ٹی ای) نے ایک شکایت کنندہ کے رزلٹ میں کمی لگائی پر مہذرت کا خط جاری کرنے کے علاوہ ری چیکنگ فیس بھی واپس کر دی۔ شکایت کنندہ علی رضا خان نے مختب سیکرٹریٹ کو بتایا کہ اس نے پنجاب بورڈ آف سیکینکل ایجوکیشن کے کامرس ڈپلومہ، پارٹ II کے پہلے سالانہ امتحان 2007ء میں شرکت کی اور اسے انگلش میں فیل قرار دیا گیا۔ اس نے اپنی جوابی کاپی کی ری چیکنگ کے لئے درخواست دی جس کے بعد اسے بورڈ کی جانب سے آگاہ کیا گیا کہ اس کے نمبر 76 کی بجائے بڑھا کر 78 کر دیے گئے ہیں۔ یہ اس کے لئے تیرا نکل تھا کیونکہ اس کے اگست 2007ء کے رزلٹ کارڈ کے مطابق انگلش میں حاصل کردہ نمبر 16/100 تھے۔ تاہم اسے نظر ثانی شدہ رزلٹ کارڈ جاری نہ کیا گیا اور وہ اپنی مرضی کے مطابق کسی انسٹی ٹیوٹ میں داخلہ حاصل نہیں کر سکا۔ شکایت کنندہ نے مختب سیکرٹریٹ سے درخواست کی کہ بورڈ کو اسے نظر ثانی شدہ رزلٹ کارڈ جاری کرنے کی ہدایت دینے کے علاوہ اس کے نقصان کی تلافی کے طور پر پانچ لاکھ روپے کی ادائیگی کی جائے کہ ایسے مرحلے میں بہت تاخیر کی وجہ سے مزید تعظیم جاری رکھنے کے لئے اس کے پاس اپنی مرضی کے مطابق کسی انسٹی ٹیوٹ میں داخلہ حاصل کرنے کا کوئی موقع نہیں ہے۔ مختب پنجاب نے مشاہدہ کیا کہ اس حقیقت سے انکار نہیں کیا جاسکتا کہ شکایت کنندہ کے رزلٹ میں بورڈ عین لفظی کامرکتب ہوا اور چہ اس کی بعد میں درجی کر دی گئی اس کے چٹس نظر شکایت کنندہ کے غلط رزلٹ کا اعلان اس کے لئے تکلیف کا باعث بنا۔

BUSINESS RECORDER

Simultaneously published from Lahore, Islamabad & Karachi

order.com

Editor-in-chief: M.A. Zuberi

Lahore,

Lahore, Wednesday 7 May 2008.

BISE told to issue a revised result card to candidate

RECORDER REPORT

LAHORE: The provincial Ombudsman has ordered the Board of Intermediate and Secondary Education (BISE) to issue a revised result card to a candidate named Tayyaba Usmani without charging any extra fee containing correct names of the candidate and her father.

Samina Mahmood Hussain Usmani argued that her daughter, Tayyaba, had passed her 2007 matriculation examination as a regular candidate from the Government Girls High School Shad Bagh.

The board had issued her result card in which the name of her daughter and her husband were incorrectly printed. The candidate pointed out these errors when she received roll number slip. The school administrator had also

requested the board to correct the mistake in their record before commencement of matriculation examination. The board promised to correct the errors in its record but did nothing tangible. Resultantly when the result card was issued, error of names was also repeated. When candidate requested the board for correction of result card, it demanded rupees 4500 taking the plea that the result of matriculation examination had since been declared and the request for correction was belated.

The Ombudsman said the board failed to furnish a satisfactory reply as to why it should charge a high fee to correct the errors just because the result had been issued when the board would have charged a fee of rupees 200 only for correction of the same mistake before declaration of the result.

DAILY
NAWA-I-WAQT
LAHORE

روزنامہ
نوائے وقت

لاہور کولہی زاد پبلسٹی / اسلام آباد اور ملتان سبک وقت شائع ہوتا ہے

ہفتہ 4 جمادی الاول 1429ھ، 10 مئی 2008ء، 27 بیساکھ 2065 ب (7 صفحہ 11)

چیف سیکرٹری پنجاب نے صوبائی محتسب کے احکامات پر عملدرآمد نہ کرنے کا نوٹس لے لیا

تمام صوبائی محکموں کے سربراہوں کو 30 روز میں محتسب کے احکامات پر عملدرآمد کرنے کی ہدایت

لاہور (پبلش رپورٹر) چیف سیکرٹری پنجاب جاوید محمود نے محکموں کی طرف سے صوبائی محتسب کے احکامات پر عملدرآمد نہ کرنے کا نوٹس لے لیا ہے اور تمام صوبائی محکموں کے سربراہوں کو ہدایات جاری کر دی ہیں کہ وہ

تیس روز کے اندر اندر محتسب کے احکامات پر عملدرآمد کریں۔ تفصیلات کے مطابق صوبائی محتسب پنجاب نے چیف سیکرٹری پنجاب کو لیٹر لکھا تھا کہ صوبائی محتسب آفس جب

صفحہ 7 پر بقیہ نمبر 14

صفحہ 2 بقیہ 14 چیف سیکرٹری

کسی کیس کے سلسلے میں محکموں سے جواب طلب کرتا ہے تو محکمے جو ابیات نہیں دیتے اور پھر جب جواب نہ دینے پر فیصلہ کر دیا جاتا ہے تو محکمے اس پر عملدرآمد پر سنجیدگی کا مظاہرہ نہیں کرتے، اعتراضات لگا دیتے ہیں جس پر چیف سیکرٹری پنجاب کی ہدایات کی روشنی میں محکمہ سروسز اینڈ جنرل ایڈمنسٹریشن ڈیپارٹمنٹ نے تمام صوبائی محکموں کے سربراہوں کو ہدایات جاری کی ہیں جس میں کہا گیا ہے کہ صوبائی محتسب آفس سے جو بھی رپورٹ طلب کی جائے گی اس کا فوری جواب دیا جائے اور اس کیلئے جو وقت مقرر ہوگا اس کے مطابق جواب دیا جائے۔ واضح رہے اس وقت پنجاب کے مختلف محکموں میں ساڑھے تین ہزار رپورٹیں جو صوبائی محتسب نے طلب کی ہیں، التواء کا شکار ہیں۔ احکامات میں فیصلوں پر عملدرآمد پر 30 دن مقرر کئے گئے ہیں اور عملدرآمد کے بعد صوبائی محتسب کو رپورٹ بھجوانے کی ہدایت بھی کی گئی ہے۔

(ممبر آل پاکستان نئوز پیپر سوسائٹی) SahafatIslamabad@gmail.com

ABC CERTIFIED

باقاعدہ تصدیق شدہ اشاعت - اسلام آباد لاہور اور مظفر آباد سے بیک وقت شائع ہوتا ہے

روزنامہ

THE DAILY SAHAFAT

لاہور

اسلام آباد مظفر آباد

صحافت

چیف ایڈیٹر
خوشنود علی خان

جلد 22 بدھ 28 مادی الاول 1429ھ 14 مئی 2008ء 30 ميساکہ 2065 ب قیمت 5 روپے شمارہ 286

CPL#123

مختصن پنجاب حکم پر کاوانی شکایت کنندہ طلب علم کو دگر کی مل گئی

ایک شکایت کنندہ طالب علم کو پاس رزلٹ کارڈ جاری کر دیا جسے رزلٹ گزٹ میں پہلے نا اہل (Not Eligible) قرار دیا گیا تھا

شکایت کنندہ نے بورڈ میں 400 روپے جمع کروائے جبکہ بورڈ اہلکاروں کے مطابق اُس نے داخلہ کے مکمل واجبات کی ادائیگی نہیں کی

لاہور (سٹاف رپورٹر) محاسب پنجاب عبدالرشید خاں کے حکم پر بورڈ آف انٹرمیڈیٹ اینڈ سیکنڈری ایجوکیشن (بی آئی ایس ای) لاہور نے ایک شکایت کنندہ طالب علم کو پاس رزلٹ کارڈ جاری کر دیا جسے رزلٹ گزٹ میں پہلے نا اہل (Not Eligible) قرار دیا گیا تھا۔ تفصیلات کے مطابق، شکایت کنندہ عادل حسین بھرا نے محاسب سیکرٹریٹ کو بتایا کہ اُس نے ڈسٹرکٹ شیٹو پورہ سے میٹرک کے سالانہ امتحان 2007 میں بطور پرائیویٹ امیدوار شرکت کی، لیکن اُس کے رزلٹ کا اعلان نہیں کیا گیا اور رزلٹ گزٹ میں اُس کے رول نمبر کے آگے نا اہل ("Not Eligible") پرنٹ کیا گیا۔ شکایت کنندہ نے اپنی شکایت میں مزید بیان کیا کہ اُس نے بورڈ میں 400 روپے جمع کروائے جبکہ بورڈ اہلکاروں کے مطابق اُس نے داخلہ کے مکمل واجبات کی ادائیگی نہیں کی۔ شکایت کنندہ نے محاسب سیکرٹریٹ سے درخواست کی کہ ایجنسی/بی آئی ایس ای، لاہور کو مزید تاخیر کے بغیر اُس کا

رزلٹ کارڈ جاری کرنے کی ہدایت کی جائے۔ اپنے حکمانہ جواب میں، بی آئی ایس ای، لاہور نے محاسب سیکرٹریٹ کو آگاہ کیا کہ شکایت کنندہ نے اپنا داخلہ فارم جمع کرواتے وقت مکمل داخلہ فیس کی ادائیگی نہیں کی تھی، لیکن اُس نے بورڈ کی جانب سے جاری کردہ ایجنسی رول نمبر سلسلہ حاصل کر لی جبکہ وہ میٹرک کے امتحان میں شامل ہونے کے لئے نا اہل ہی رہا۔ لہذا رزلٹ گزٹ میں اُس کے رول نمبر کے آگے نا اہل ("Not Eligible") کے الفاظ ظاہر پرنٹ کئے گئے۔ بورڈ نے یہ بھی واضح کیا کہ شکایت کنندہ نے داخلہ فیس کی بقایا رقم کی ادائیگی نومبر 2007 میں رزلٹ کے اعلان کے بعد کی، جبکہ اُسے چاہیے تھا کہ وہ دیرم میٹرک امتحان کے رزلٹ سے پہلے جمع کرواتا۔ اپنے فیصلے میں محاسب پنجاب نے مشاہدہ کیا کہ متعلقہ ایجنسی/بی آئی ایس ای، لاہور اس سوال کا جواب نہیں دے سکی کہ اگر شکایت کنندہ مکمل داخلہ فیس کی رقم کی ادائیگی کے بغیر امتحان میں شرکت کا اہل نہیں تھا تو اُسے رول نمبر سلسلہ

کیوں جاری کی گئی اور امتحان میں شرکت کی اجازت دی گئی۔ محاسب پنجاب نے اپنے فیصلے میں قرار دیا کہ محکمہ کا یہ طرز عمل کہ داخلہ فیس کی بقایا رقم کی ادائیگی کے باوجود اور رزلٹ کے اعلان کے بعد بھی شکایت کنندہ کا رزلٹ جاری نہ کرنا محکمہ کے داخلی نصاب کو ظاہر کرتا ہے جبکہ رزلٹ گزٹ میں رول نمبر سلسلہ کے آگے نا اہل ("Not Eligible") کے الفاظ پرنٹ کرنا یہ امتحانی کے زمرے میں آتا ہے۔ محاسب پنجاب نے بورڈ آف انٹرمیڈیٹ اینڈ سیکنڈری ایجوکیشن، لاہور کو ہدایت جاری کی کہ شکایت کنندہ طالب علم کے میٹرک کے سالانہ امتحان 2007 کے رزلٹ کا اعلان بلا تاخیر کیا جائے اپنی فیصلہ رپورٹ میں، بی آئی ایس ای، لاہور نے اب محاسب سیکرٹریٹ کو آگاہ کیا ہے کہ محاسب پنجاب کی ہدایات پر شکایت کنندہ طالب علم کو میٹرک کے سالانہ امتحان 2007 کا پاس رزلٹ کارڈ جاری کر دیا گیا ہے۔

CHAPTER-VIII

ACKNOWLEDGEMENTS / COMMENTS

Pages 135– 149



PSO TO MINISTER

No. 2-M/KA&NA/2008
Ministry of Kashmir Affairs & Northern Areas
ISLAMABAD

November 29, 2008

Subject:- ANNUAL REPORT, 2007.

I am in receipt of Annual Report, 2007 on behalf of Minister for Kashmir Affairs and Northern Areas. He appreciates for this compilation and thanks of Annual Report.

Yours sincerely,

(Muhammad Ashraf Sandhoo)

Ch. Naseer Ahmed,
Additional Secretary,
Ombudsman Punjab, 2-Bank Road,
LAHORE

Ph: 051-9263265
Fax: 051-9263266



No. F.3-16/2007-Coord
GOVERNMENT OF PAKISTAN
**MINISTRY OF SOCIAL WELFARE
AND SPECIAL EDUCATION**
Hanna Road, Opposite NORI Hospital, G-8/4,

Islamabad, the 1st January, 2009

SECRETARY

SUBJECT :- ANNUAL REPORT 2007.

My dear *Ch. Naseer Ahmad Sb*

Thank you for sharing with us a copy of the Ombudsman of Punjab's Annual Report for 2007.

2. I highly appreciate the Ombudsman's 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 behaviour of the public institutions and for redressal of public grievance.

3. Once again, thank you for sending the current report which may help us in improving our own organization.

With warm regards,

Yours sincerely,

(G.M. Sikander)

Ch. Naseer Ahmed,
Additional Secretary,
Office of the Ombudsman Punjab,
2-Bank Road,
Lahore.



Tariq M. Nadeem
Director General
NAB (R)
Rawal Road, Rawalpindi
 Ph: 051-9281111
 No. 1(1)/DG/NAB(R)/08/2003

26 Nov 2008

Chaudhary Naseer Ahmed
 Additional Secretary
 Office of the Ombudsman Punjab
 2-Bank Road
 Lahore

*My Dear Ch Naseer Ahmed
 السلام عليكم!*

It is thankfully acknowledged that a copy of annual report of the Office of Ombudsman Punjab for the year 2007 has been received in this Bureau.

The perusal of this report highlights a very fine performance of your organization over the last year. It demonstrates how your office has expanded on its mission with key priorities since its establishment. As that's just a sampling of what you have accomplished last year as you may have achieved even more, I am confident that you will build upon these successes in future. The chapters on general and specific recommendations really contain useful and effective measures to combat maladministration and corrupt practices. It proves the hard work, devotion and professional abilities of your team working on this task as well.

As we share some of our goals and objectives under the umbrella of awareness and prevention. Let me appreciate the opportunity of developing closer ties to extend our mutual efforts in raising public awareness about the value of accountability, transparency and a corruption free society. This will ultimately achieve our objective of prevention of corruption from Pakistan in a broad spectrum.

I wish you all the best and success to carry on the task with the same dignity and more commitment.

*Yours Sincerely,
 Tariq M. Nadeem*



No. 7158-60 /OMBUDSMAN/OS
OFFICE OF THE DISTRICT NAZIM
DISTRICT GOVERNMENT, SARGODHA.

Dated: 15th October, 2008

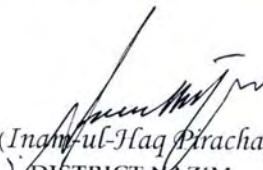
To

Ch. Naseer Ahmad,
 Additional Secretary,
 o/o Ombudsman Punjab,
 2 – Bank Road, Lahore.

Subject: - **ANNUAL REPORT 2007.**

Kindly refer to your office communication No. POP-S(I&C)3-2(AR-2007) dated 09.10.2008 on the above subject.

Thanks a lot for providing “**Annual Report – 2007**”. It is a very useful document which will contribute a lot to guide all tiers of District Government for improving service delivery. It is indeed my privilege to congratulate the office of “**Provincial Ombudsman**” for carving out such an excellent paper. The District Government, Sargodha is consuming all its energies to provide maximum relief to **Sargodhians**. It is assured that all possible cooperation will be extended to the office of **Provincial Ombudsman** in all the areas related to the District Government. All District Government Departments have been directed to ensure prompt response to the references received from your end.


 (Inam-ul-Haq Pirachia)
 DISTRICT NAZIM,
 SARGODHA.

C.C

1. The Advisor, Ombudsman Punjab, Regional Office, House No. 31, Street No. 102, Block “Z” near Awan Chowk, New Satellite Town, Sargodha.
2. The District Coordination Officer, Sargodha.



No.ZN (180)/ 2922
OFFICE OF THE ZILA NAZIM
MUZAFFARGARH
Dated: 16 /10/2008
Ph# 066-9200133 & Fax 9200134

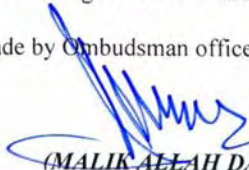
To

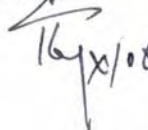
CH. Naseer Ahmad,
 Additional Secretary,
 Office of the Ombudsman Punjab,
 2- Bank Road, Lahore.

Subject: ANNUAL REPORT-2007.

Kindly refer to your D.O No. POP-S (I&C) 3-2/ (AR-2007) dated 09-10-2007 on the above subject.

2. The Undersigned has gone through the contents of Annual Report, 2007 and it has been observed that the grievances of public have been redressed through particular intervention of office of Ombudsman Punjab. The complainants seeking the assistance from your office have been provided justice & rights which were not given by the Departments without any legal, guanine and cogent reasons.
3. It would be an appropriate and remedial that the Officers depriving the complainants from their legal rights should have been given to task under the rules.
4. After all, the efforts and decisions made by Ombudsman office are well appreciated.


 (MALIK ALLAH DAD KHAR)
 ZILA NAZIM
 MUZAFFARGARH.


 16/10/08



Muhammad Ilyas Qamar
Additional Director (Admn)
National Accountability Bureau
(Balochistan) Quetta Cantt

Phone: 081-2845223 Fax: 081-2845220
 NAB (B)/DO/2008

Dated: 05th Jan 2009.

Mr. Ch Naseer Ahmed
 Additional Secretary
 Provincial Ombudsman
 Punjab

فائل و کاپی

I am directed to convey the gratitude of Director General, NAB Balochistan, for providing a copy of Ombudsman Punjab Annual Report 2007. The report endows a comprehensive insight in a well elaborating manner, on the process of redressal of grievances and provides a constructive guidance for alike institution. The report clearly reflects the coherent activities carried out throughout the year for the provision and restoration of justice through quick decisions. The Director General appreciates the worthy efforts of all those who have contributed towards this impressive publication.

This Bureau prays for success of all your present and future endeavours.

Yours sincerely,

[Handwritten signature]

From City Police Officer,
Faisalabad.

To Addl. Secretary,
Ombudsman Punjab,
2-Bank Road, Lahore.

No. 41324 Dated 06-11-08

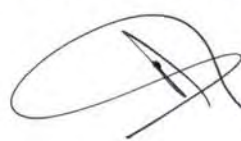
Sub: - ANNUAL REPORT - 2007.

MEMO.

Kindly refer to your office DO letter No. POP-S (I&C) 3-2 (AR-2007) dated 10.10.08, on the above-cited subject.

The Annual Report of the Ombudsman Punjab for the year 2007 is indeed a comprehensive document and gives a good account of the nature, sources and disposal of the complaints received in the office of the Ombudsman (Mohtasib) Punjab during the year 2007. Moreover, summaries of various public complaints given in the report will certainly help the government departments especially police in identifying and understanding the issues that hampered their performance. The report in its recommendations has rightly pointed out that free registration of FIRs and timely submission of challans can substantially improve the police working and significantly decrease the number of complaints against police. However, there is obviously room for improvement. The following steps seem to merit accommodation.

- 1) Mission statement of the office of Ombudsman Punjab may be given in the next report so that the readers may know the driving force behind the organization.
- 2) The readers may like to know about the problems that hinder the way to greater efficiency of the office of Ombudsman Punjab. It is, therefore, suggested that in the Annual Report 2008, the problems that are affecting the performance of the organization may be mentioned so that they may be solved in collaboration with the other government departments/agencies.
- 3) The performance of the office of Ombudsman Punjab in providing speedy justice against maladministration is commendable. However, the office of Ombudsman Punjab must have some future plans to enhance its working efficiency. Sharing of these future plans/vision/ targets with the other agencies engaged in public service would be a good addition to the upcoming annual report.


(AHMAD RAZA TAHIR)
PSP. PPM.
City Police Officer,

Phone No. (0546)502324.

From: District Police Officer,
MANDI BAHAUDDIN.

To: The Secretary,
Office of the Ombudsman Punjab,
2-Bank Road, LAHORE.

No. 1657 / J Dated. 24-10-08

Subject: ANNUAL REPORT 2007.

Memorandum:

Kindly refer to your office letter DO No. POP-S (I&C) 3-2/ (AR-2007), dated 07-10-2008 on the subject cited above.

It is respectfully submitted that the subject report has been thoroughly gone through by the undersigned. Recommendations made in the report pertaining to various Government Departments/Agencies are valuable and practicable. Various steps taken up by the office of ombudsman to provide a conducive working environment to the complainants is indeed commendable.


District Police Officer
Mandi Bahauddin



PUNJAB UNIVERSITY LIBRARY

University of the Punjab
Quaid-e-Azam Campus, Lahore.

CH. MUHAMMAD HANIF

M.A (Library & information Science)
Chief Librarian

The Ombudsman (Mohtasib) Punjab,
Government of the Punjab,
2-Bank Road, Lahore.

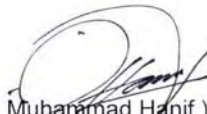
Subject: **Gift of Annual Report 2007**

Dear Sir,

Let me avail this opportunity to pay special thanks for sending the one copy of Annual Report 2007 to the Punjab University Library.

This report is a valuable addition to our collection and we are sure that teachers and students would benefit a lot from this gift.

Yours Sincerely,


(Ch. Muhammad Hanif)
Chief Librarian

E-mail: info@library.pu.edu.pk
info@library.edu.pk
Web Site: www.pulibrary.edu.pk

Tel : 042-9231126
042-9230863
Fax: 042-9230892



Dr. Muhmud Husain Library
UNIVERSITY OF KARACHI
KARACHI-75270 (Pakistan)

Phone : 9243182
9243131-7/ 2243
2486
Fax No : 9243218

Ref. No.

LB/B-1027

Dated *15-1-2009*

Mr. Hafiz Muhammad Yaqub
Section Officer (I & C)
Office of the Ombudsman Punjab,
2-Bank Road,
Lahore.

Sir,

We acknowledge with thanks the receipt a copy of the Annual Report of the Ombudsman Punjab for the year 2007".

We trust it is a valuable addition in our stock.

With regards,

Yours Sincerely,

S. Arjumand
Syeda Arjumand
Librarian



Allama Iqbal Open University

Central Library

No. 14-22/2008-lib/941

Date 02-12-2008

Hafiz Muhammad Yaqub,
Section Officer (I&C),
Office of the Ombudsman Punjab,
2-Bank Road, Lahore

Subject: **ACKNOWLEDGEMENT**

Dear Sir,

Please refer to your letter No.POP-S(I&C)3-2 (AR-2007) dated 26th November, 2008 donating a copy of the Annual Report of the office of the Ombudsman Punjab for the year 2007 to the Central Library, AIQU.

This letter is to express gratitude & acknowledge receipt of the Annual Report 2007. It is a valuable addition to our collection & would be of interest to the library users.

Looking forward to continued cooperation, thank you again.

Yours sincerely,


(Shah Farrukh)
Librarian

Fatima Jinnah Women University

THE MALL, RAWALPINDI

Tel: +92-51-9271167 Fax: +92-51-9271168 E-mail: fjwuv@comsats.net.pk

Prof. Dr. Saeeda Asadullah Khan
Vice Chancellor

Ref: FJWU/VC/2008/467

Dated: November 3, 2008

Mr. Ch. Naseer Ahmed
Additional Secretary
Office of the Ombudsman Punjab
2-Bank Road, Lahore

Subject: Annual Report-2007

Dear Mr. Ahmad,

With reference to your letter, dated: October 22, 2008 on the aforementioned subject. FJWU is very obliged for having a copy of the Annual Report- 2007, covering a comprehensive overview of institutional performance. It covers 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 2007. The efforts carried out and the decision taken by the office of Ombudsman, Punjab to resolve the problems of the citizens and to provide relief to the affected persons is a very positive and laudable achievement.

I highly appreciate your efforts in putting in place processes for providing justice to the needy and deserving citizens of Punjab and hope that this institution will continue to achieve its goal by sustaining this practice.

I wish, you all the best in your future endeavors.

Regards



Prof. Dr. Saeeda Asadullah Khan
Vice Chancellor

ABDUL WAHEED
M.T.S.(JS)(UK), MLSc.
M.A (Urdu, Pol.Sc), LLB.(Pb)
Chief Librarian



Ref. No: GCU (ML)11/07
Date: December 17, 2008

Hafiz Muhammad Ayub
Section Officer (I&C)
Ombudsman Punjab
2- Bank road, Lahore

Subject: - THANKS FROM GCU LIBRARY LAHORE

Dear Sir

Let me avail this opportunity to express thanks for forwarding a copy of the Annual Report 2007 Ombudsman Punjab Lahore to the GCU library Lahore. I am sure that the faculty and students would benefit a lot from this gift.

It is for your information that all previous reports publishing by your office since 2002 have been placed in the Periodical Section of the GCU Library for reference.

With best regards.

Yours sincerely



(Abdul Waheed)



NATIONAL INSTITUTE OF MANAGEMENT
(A constituent unit of National School of Public Policy)
Government of Pakistan
University Road, Karachi-75300

Tel: 9244061-5
Fax: 9244050-51
<http://www.nim-khi.edu.pk>
E-mail: nim@nim-khi.edu.pk
info@nim-khi.edu.pk

No. 16(5)2007-NIPA-Lib.

19th November 2008

Ch. Naseer Ahmed
Additional Secretary
Office of the Ombudsman Punjab
2-Bank Road
Lahore.

Sir,

I am directed to acknowledge with thanks for the receipt of "Annual Report, 2007". The publication is very useful addition to our library and will be helpful for the faculty members, participants of our courses and other library users.

We hope that we will remain on your priorities for the receipt of new publications in future.

With best regards.

Sincerely yours

(Mahjabeen)
Librarian



Phone: 9210805
 Fax : 9210810
 E-mail: lhrmuseum@wol.net.pk

~~LAHORE~~ MUSEUM
 Shakra-e-Quaid-e-Azam
 LAHORE - PAKISTAN

No-M-131-LM-08-1032
 Dated: 05.11.2008

Ch. Naseer Ahmad,
 Additional Secretary,
 Office of the Ombudsman Punjab,
 2-Bank Road, Lahore.

Subject:- **DONATION OF A REPORT 2007.**

We thankfully acknowledge the receipt of a report titled “Annual Report of the Ombudsman Punjab for the year 2007” for Lahore Museum Research and Reference Library. The report will be really a valuable addition for research scholars.

We also appreciate its free distribution to our Library.

Thanks.

(BASHIR AHMAD BHATTI)
 Sr. Librarian,
 Lahore Museum, Lahore.

CHAPTER-IX

IMPRESSIONS OF COMPLAINANTS

Pages 150– 182

مخبرہ منا صوبائی محنت و عملی رہنما سگروڈیا

منا بنگالی!

صوبائی رہنما کے حکم سے ایسے الفاظ نہیں ہیں جن سے ایک شکرہ اذکاروں

محال نہیں ہے کہ 1988 سے لے کر اب تک میرا فٹل میں فوٹو املوں سے اور فٹل معارف کے اور گھر بیٹھے حل کروا رہے ہیں جتنا آج کا شکرہ اذکاروں وہ کم ہے

اس سے نہ صرف میرا فٹل حل ہوا ہے بلکہ میرے محکم کے مختلف لوگوں نے یہ فٹل کو حل بھی ان سے کام لیا حل ہو گیا ہے وہ ہیں ان کے لئے دعاگو ہیں سب کو دعا ہے جو بقول رسال آتی ہیں اس میں ایک فٹل کے لئے فوٹو کال ہے جن میں سب کا انتقال درج ہے

عالیجاہ! شہزادوں کی سال نالیح اس یونین کو حل کرنے کا کام میں رہا ہے وہ ہیں جس کے میں زمین کا مالک تھا اس نے لے لیتے کوششیں کم ہے مگر کامیاب نہ ہو سکی۔ سزا نے لے لیتا سارا زور لگایا مگر منہ نہ رہا

اب یہ میرا اور میرے بچوں کے محکمہ کا فٹل حل ہو گیا ہے سب عام کے لئے دعاگو رہیں گے

الغرض

شیر حسین شاہ ولد محمد شاہ

سر در عالم (رہنما کالہ) تحصیل معلووال ضلع سگروڈیا

34401-0592559-7-03006036139

03457679933

نور محمد صاحب کونسلٹنٹ - I ماہ - حسب پنجاب کونسل آف ایجوکیشن

صاحب عالی -

مکتوب درج ذیل کے - کہ میں نے آپ کے پاس شکایت کی

1- 08/06/213 S-213/6/08 مہینہ 28 6/28 ڈگری کی تھی - جبکہ اس سے

پہلے میں لاہور جانا پڑتا تھا اور کافی مشکلات پیش آتی

تھیں جب سے کونسل آف ایجوکیشن لاہور میں آئی ہے - ہمیں اپنے

مکتوب داد رسی اور الٹا حل رہا ہے - جبکہ اس شکایت کے

متعلق میں ناراض تھا کہ یہ کام بڑا مشکل ہے - نیز یہ ان دفاتر

کے چیر لٹا لٹا کر کامیابی نہ ہو رہی تھی -

مگر صاحب - کہ میرا تازہ اور اعلیٰ الٹی ڈگری کا کام توڑا ہے

مجھے داد رسی حل کی جس کے نتیجے میں مجھے کام ہو گیا -

اور دعا ہے رہا ہے -

محمد عارف ولد میر محمد الوب

کنہ کمانڈ - 2 علیہ سرگودھا کالونی میں لاہور

محمد نواز تھوہ

ممبرت جناب سو بائی خوشبخت صاحب جناب و جناب آفس سٹور گودھا۔

صفا عالی

گزارش ہے کہ میں نے جناب کے عہد امت میں

مورخہ 12/8 کو آنا تھا۔ عدالت میں حاضر نہ ہوئی کی معافی جاتی ہوگی

صفا عالی

ڈسٹرکٹ آفیسر ایمر صاحب خوشاب نے مجھ

کو عید سے پہلے مبلغ ۱۰۰۰۰/- سے کم سے روایا ہے۔

جو کہ مجھے مل چکا ہے۔ ایک ٹک سے کم نہ کی انتہا میں سے تے مبلغ 27000/-

وصول کر چکا ہوں۔ اور مزید بتایا ملتا تھا عید نے پہلے سے

ڈسٹرکٹ آفیسر ایمر خوشاب سے وعدہ کیا ہے کہ عید کے بعد ادا کر

صفا عالی

میں اور میرے بچے جناب کو بہت دعا میں دیتے ہیں

(خوشی میں)

کہ مجھے عید پر جناب کے حکم سے مبلغ 10000/- سے کم سے عید اور عید پر

باقی لوگوں کی طرح عید کی خوشیوں میں شریک ہوں گے یہ جناب

کا مجھ پر بہت بڑا احسان ہے کہ میرے بچے بھی اپنی عید پر اپنی خوشی میں کریں

گے اور آپ کو بہت دعا دیں گے اور ڈسٹرکٹ آفیسر ایمر کو بھی کہیں گے

کہ عید سے ساتھ خود صل کر ملز میں آئے اور پورے خوشیوں کی کہ زیادہ

سے زیادہ رقم مجھے ملے، جناب کا شکریہ

مورخہ 12/8

صفا عالی

لہذا اتنا مال ملے عید الرحمن ساکن ڈیرہ تھرکانوالہ قریب 53/14

مبلغ خوشاب

حکف اقبال

محمد صبحہ جناب صاحبہ صاحبہ دجلہ آفس سرگودھا

جناب عالی

گذا دل ہے کہ میرے بیٹے محمد نرفا نے دول نمبر 30077 کی
میرٹھ سند مل گئی ہے جو 16/9 سے گورنمنٹ ہائی سکول
کہ المادے میں تھو وہ تب ملے گی جبہ سرگودھا بورڈ
کہ جسٹس اور دادا کے خات سے دیکھا 3 بیٹے لکرنے لہر اک سے
پہلے ایک سال 3 ماہ سکول کے ساتھ بیٹو ماسٹر فیلڈ ہیں رہے

کہ سند سرگودھا بورڈ سے نہیں آئی جبہ سرگودھا بورڈ نے
سند 24/1 کو دیا کہ تھو لہذا 12-12-12 کو سند ملے ہے جناب
میں تو وعدہ دیا ہے لہذا کسی کے ساتھ کوئی اختلاف نہیں ہے جناب
اک کہیں کہ انکو دیکھ کر بل 10 ذ خود نوٹس لیں تو جناب
کہ میرا نام ہو گیا

ڈاک خاتہ کا تصدیقی - بیٹو ماسٹر میں نے سند کی اور
بورڈ کا سرگودھا دلفا کہ نقل ادسال خد ہے ہے
373/9/08
عین جناب کو جناب کے اداس کا شکر گزار اور
آج کے عدد سے میرے بیٹے نے سند حاصل ہوئی

آج کا شکر ہے

محمد نرفا نے دول نمبر 30077 کے لدا مان اللہ خات
محمد سونے خیل ڈوب
ڈاک خاتہ کے نقل بیلاں ضلع میانوالی

۷۸۶

بزرگ جناب قسّم فیاض حسین صاحب کنستبل II
دفتر صوبائی محکمہ پنجاب - راجنیل افسر ملتان

شکایت نمبر ۵۶ / ۱۵۴۵ / ۵۷ / ۱۰
جناب محمد رفیق ولد فتح محمد - لہیو دھڑ نمبر ۱۰۶۵ - ب

جناب عالی -

حوالہ آپ کی ٹیٹل نمبری ۵۶ / ۱۵۴۹ / ۵۷ - ۵ / ۵۶

تاریخ: ۱۴ / ۰۶ / ۲۰۰۸
مقبول کنستبل صاحب مالہ -

(۱) اس بارے میں گزارش ہے کہ ۵۵۵ رقم باطل کی

جانب سے چلیے 6302 نمبر کی ادائیگی ہو چکی ہے۔

میں کی میں کھڑی کرنا ہوں -

(۲) میں جناب صوبائی محکمہ اور خصوصاً جناب والا کا شکریہ

گزار ہوں - آپ کی الفیاض پوری کے مفصلہ کی وجہ

سے میری حق سہی ہوئی ہے - میں سال ۱۹۹۴ سے حضور

سوں بہتہ تک سے میں اٹھ سکتا - میری شکریہ گزارنی

کے جذبات کا آپ اندازہ فرما سکتے ہیں - میں یہ وقت

آپ سے شکریہ عرض کر رہا ہوں -

۲۳ / ۰۶ / ۲۰۰۸

محمد رفیق ولد فتح محمد - سکندر علی گلشن آباد -

کوٹ صاحبہ - محفل و ضلع راجنیل

محمد رفیق

خدمتِ ضیاء احسان الحق مددِ کائنات II محنتِ علیٰ ریحانیہ
مدین

خدا تعالیٰ :-

گزارش ہے کہ مجھے سہری بیٹی رابعہ اقبال کے
دونوں بچوں کے بارے میں - سہرا اقبال ہے کہ سب کچھ آپ
کی اور آپ کے حکم کی وجہ سے جو 4 سالہ سہرا اقبال کا کہ سہری
مدد ہے - ڈگری میں تو نا امید ہو چکا تھا -
خدا تعالیٰ :- سہری بچوں سے اس حکم کے تمام افسر زار
فاصلہ کو سہرا آپ فوری شکر ہے کہ صحت ہیں - اور
عام مدد میں کے لئے ایک سادہ کا ملز پر بھی درخواست
پر اصرار دلا رہے ہیں - سہرا اقبال ہے کہ گورنمنٹ
کو بھی ایسے افسران کی حوصلہ افزائی کرنی چاہیے -
سہرا اقبال کے ایک ماہانہ بت شکر ہوں آج خدا آپ
کو زبردستی دے لے لہذا اپنی ضیاء سے اجر ملا رہا ہے -
آمین

السلامت

سہرا اقبال مدد سہریہ رابعہ اقبال مکان نمبر 17 اشفاق
کاتھوی جھاڑ پور

شکریہ نمبر M/2148/08/07

2007/08/07

خدمت خراب محمد اسماعیل خان صاحب کنٹریکٹ آف
صاحب پنجاب ایجنٹس پرائیویٹ لمیٹڈ

عنوان کنٹریکٹ نمبر : M/2944/10/12

خبر عالی سودا بہ کنٹریکٹس ہے کہ عدالت حضور کی
مساعمت سے من ساندہ کا دیرینہ ساندہ حل ہو گیا ہے
اور من ساندہ لا *Financial Assistance* کی رقم مبلغ

3 لاکھ روپے وصول کر کے صلہ اس کے ساندہ کی
ذمہ داری انتہائی مستور ہے۔ عدالت سے کہ
من ساندہ کی درخواست داخل دفتر فرمادی جائے
عین قرین انصاف ہوگا
Dated 17/3/08

الحاج احمد

مسافرہ سہیل بی بی محمد الطیف محمد (مستور)
سکنہ قید نمبر ① مقیم جنوبی ڈاکخانہ لاہور
تفیل ملتان اصلاح ملتان

بھنگا پور لاہور میں

خدمت فناب چوہدری نواز احمد کھن صاحب کانسٹیبل دفتر فناب محاسبہ پنجاب
2- شہر لاہور

عمومی شکایت نمبر 2422/08
حوالہ - فناب والا کے دفتر سے جاری نوٹس نمبر 1-93/08 سے مورخہ 26/1/08
اور اس کے جواب میں میری لکھی مورخہ 3/5/08

اسلام - مجھے فناب والا وسط کرتے ہوئے فونشی ہو رہی ہے۔ یہ ایک منسبت شدہ ایسے
بندوبست شدہ پنجاب لاہور جو گذشتہ پانچ ماہ سے میرے بیٹے محمد عرفان کا
تعلیمی وظیفہ بخار خواجہ دہانے دیا ہے تاکہ وہ مالدار تعلیمی وظیفہ کا عہدہ مورخہ
29/1/08 کو اپنا عہدہ جاری کر دے۔ جو نمبر 3-5-08 کو مل گیا ہے۔ اس نتیجہ کا سارا
امراز فناب محاسبہ پنجاب، ان کے آپ جیسے معزز افسران اور محکمہ کو جاتا ہے
جن کے رعب اور دیدہ سے مجھ جیسے ویدہ سائیکوں کا مسئلہ کھل سکتا ہے
ہو گیا ہے۔ میں تمہیں دل سے آپ سے لے لیا گیا ہے سے دعا گو ہوں۔ کہ وہ
آپ سے اور عظیم سے نوازے۔ اور آپ کو یہ نیک کام انجام دینے کا مزید
عزم بہت ادا کرے۔ آمین
اس نتیجہ سے فناب والا کو بھی اپنے دفتر کی کارروائی، انادیت اور بہتیت
کا بخوبی اندازہ ہو گا۔ یہ دفتر اور اس کے معزز افسران اور محکمہ کو گوں کے
مسائل بخوبی سے ادا کرنے میں کس قدر معادن و مددگار ہے۔
میں اس مدد سے آپ کا، فناب محاسبہ پنجاب و دیگر معزز افسران
و محکمہ کا شکریہ ادا کرتا ہوں

دعاؤ
میرزا محمد خان سید شہزاد (ریٹائرڈ)
موصوف العیاس آگوز - باغ و بہار روڈ
خانپور - ضلع رحیم یار خان

مورخہ 7-5-08

بیان از ان مقدم سید بیوہ عاشق حسین ذریعہ احوال
کند حملہ بر صافہ - کھوکھنہ - کھوکھنہ - کھوکھنہ

بیان کیا کہ میں نے ان روز ۱۵ اپریل ۲۰۰۸ء کو
۱,30,000 روپے (مبلغ ایک لاکھ تیس ہزار روپے) رزرو ڈاٹن
ڈسٹریکٹ ہسپتال، دیوبند میں عوامی کھوکھنہ کی حساب سے لاہور
موجودگی کو وہ مقدم رضائے اور وصول ہائی ہے۔ مبلغ 80,000 روپے
میں سے وصول کر کے لوں۔ دراصل مبلغ 10,000 روپے
دو لاکھ دس ہزار روپے (مبلغ) مگر وصول کر کے نہیں۔ میں اس
مبلغ کو عوامی حساب میں منسوخ کر کے لاہور میں
بیان صحت سے درج کر رہا ہے۔

السلام

مقدم سید بیوہ عاشق حسین

نمبر ۱۶۹۹/۰۸ - ۳۶/۰۸

د. س
۱۰/۵/۲۰۰۸
DDO (CR)
Pattoki



صحت سے

مقدم رضی اللہ تعالیٰ عنہ
دریافت کارنی پورہ
کھوکھنہ و صافہ
۱۰/۵/۲۰۰۸

(۷)

خدمت صبا ایڈوائز لاء - دفتر صوبائی محاسب ہمایا - لاہور

حضرت عالی،
حورماں، تدریس سے کہ BISE قوم ہمایا کے نری شکایت
مذکورہ درجہ شکایت نمبر 5110/10/08 کے مطابق ہر اسٹڈ
حل کرنے میں حرا میں دیر نہیں کی ہے۔ آپ کے فریڈ
کونسل سے جسے $12 \frac{1}{08}$ 16/08 کو 9 بجے دفتر حرا میں واقع
ہے۔ آپ کو اس کے بارے میں بتائی جاتی ہے۔
موضوع سے کہ میں اس کے ذریعے آپ کی جتنی ملنے
سے قبل کی گئی ہے کہ BISE سے اسٹڈ فوراً عمل
کرایا ہے۔ یہ سب آپ کی ہمایا، قوم ہمایا اور
ہے۔ BISE نے اسٹڈ حل کرنا ہوتا تو اس سے
حوالہ قبل ہی حل کر دیتا۔ لہذا اس کے حوالہ میں اسٹڈ
آپ کی طرف سے حل کیا گیا ہے۔

Sir عرفی ہے کہ جو محکمے کو اس کے نو اسٹڈ کے بارے میں
آپ ان سے اس کے طور پر جاننا چاہئے ہی حورماں
ماتیت۔ تاہم حلقہ حرا کو نو اسٹڈ درجہ
میں آپ کی قوم ہمایا اور ہمایا سے بہت سے شکایات
اور مضمونوں کی اطلاع دی گئی ہے اور اس کے بارے میں اس کے
نوٹوں میں زیادہ سے زیادہ تفتیش کے لئے نوٹس دیا گیا ہے

الدار
ناصر احمد ESI ولد شہزادہ فرغت 44 سٹریٹ، لاہور
5/12/08

بخدمت بنجاب محاسب سٹیٹ بینک
 ٹیرو سٹیٹسٹ ٹاؤن اعوان پٹی سکر وودھا۔
بنجاب عالی اے شہادت نمبر S-5114/08/CZ

گزارش ہے کہ میں نے جو درخواست لیڈر شہری ڈپارٹمنٹ کے خلاف
 برائے ایئر NOC دی تھی۔ اس پر محل در آمد ہو گیا ہے۔ لیکن
 ڈپارٹمنٹ نے ہمیں اطلاع دی ہے کہ ڈپارٹمنٹ متعلقہ کمیٹی نے ہماری
 درخواست پر NOC جاری کر دیا ہے۔ لہذا اب میری دادری
 ہو گئی ہے۔ لہذا میری دعا ہے کہ سکر وودھا میں جو دفتر قسب میں
 کا کھلا ہے جس سے میری دادری بھی ہو گئی ہے اور دو لاکھ دو سو
 کو بھی مانگ رہا ہے۔

شکر

العارضی
 محمد اویس زئی، راجستھان ٹاؤن
 131۔ سلمان ماٹرنی سکر وودھا۔
 Z

Date: 06-08-2008

بہت
صاحب موہانی محنت بجا۔
عہدہ روڈ - لاہور

از شرکت سی سی اینڈ پرائمر (P)
حک ۱۰۶ برائے ۱۰۳
R.B
ضلع مظفر آباد

بجواب شکایت نمبر 7535/۱۰/۰۷-۷

عنوائے - اظہار تشکر ۲۰۰۷/۰۷ - ۷۱

صاحب عالی!

ہناب! السلام سے آپ کی خدمت اندر سے اظہار تشکر
رہا ہے۔ آپ کی فلعانہ کامیابیوں کی وجہ سے مجھ
میں تبایا قابل موصول ہو گیا ہے۔

آپ کی کارروائی یقیناً قابل تحسین ہے۔

آپ کے ادارہ موجود ہم جیسے دور از کار ریٹائرڈ پرسنل (Personnel)
کیلئے توجیہ مسرت ہے۔ جب کوئی بھی ہمارا سامعہ اندر درکار
ہیں ہوتا تو آپ جیسے دیاندار اور فخلصہ افراد ہی ہمارا
مدد کرنے ہیں۔ خدا ان کی آگے گوارا عظیم عطا فرمائے۔ دین لہ
دنیائیں مسرف فرمائے۔ آمین

انسانی

شرکت سی سی اینڈ پرائمر ریٹائرڈ شکایت نمبر 7535/۱۰/۰۷-۷

حک ۱۰۶ برائے ۱۰۳ ضلع مظفر آباد
R.B

دست
۱۵-۰۸-۰۸

صاحب عالی
ماہرین

خدمت جناب صوبائی محاسب اعلیٰ پنجاب - لاہور -

جناب عالی !

خود بیانہ گزارش ہے کہ جناب کی خصوصی توجہ اور مہربانی سے مذکورہ مائنٹیننس اور جی پی فنڈ کا مسئلہ حل ہو گیا ہے۔
اشکر بحسب جناب (ج) اقبال کو مزید توثیق عطا فرمائے۔

اس دورانیہ میں سٹاف کا رویہ بہترین اور معیاری رہا۔ اور مذکورہ کو کسی قسم کی مشکل کا سامنا نہیں کرنا
۱۱/۲ -

رضوانہ

ریاض احمد ولد محمد شفیع ندوی ایم ایس آر
موضع ڈھلیوالی - بیڈرالم - سیالکوٹ -
صرف 9/4/08

ضاب محاسب پنجاب ۲ بندہ دود لاہور

ضاب عالی

گزارش سے ہے کہ درخواست 5175/07 سنہ 1977ء

میں نواب دین در فاضل محمد ریٹائر ہے۔ وی بی بی ایٹری سکول 88 ج

مقبول و ضلع فیصل آباد۔ اپنا لیا گیا جماعتی نمبر 2305 ہے۔ ضاب ڈپٹی ایجوکیشن آفیسر

مقبول فیصل آباد سے تاریخ 14/4/08 وصول کر لیا ہے۔ ادر کوئی لیا گیا ہے۔ میں آیا

ہے۔ حشر اریسوں۔ آپ نے میری پریشانی کا ازالہ کر دیا۔ عرصہ میں سال پریشان

رہا ہوں۔ آپ کا بے حد ممنون ہوں

آپ کا شکر گزار

نواب دین ریٹائر ہے وی بی بی ایٹری سکول 88 ج

مقبول و ضلع فیصل آباد

ننگاپتہ ٹریڈنگ کمپنی 11/11/1951-52

عنوان جس سرگرم رمضان بنام قلم اہلکار

ننگاپتہ عطاہاں بالا میں نے میرا جائیداد بھیجی گئی تھی
 میرا پیشہ کاروں میں سے محنت بیجااب رجسٹرڈ ہونے
 کی منگوا رہا ہے کہ جسے کسی اور کے لئے لکھنا اور
 میری دو اور سی سی پی کے لئے میری جائیداد سے دی جانے
 والی درخواست دیکھ کر دفتر کے سرکاری کاروں

عمر صفحہ بنیاز

فرویدہ جس سرگرم رمضان دفتر محمد رمضان سکنہ
 سرگرم رمضان
 سرگرم رمضان

محترم جناب ظہور الحق، انامٹ کنسٹنٹ IV مکان

شکایت نمبر M/3313/11/07
CIV/361/07

جناب عالی :-

میں نے اید درخواست آپ کے دفتر میں بائٹ ٹی۔ ایم۔ اے پیرخان پور
کا تحت لڑائی تھی۔ جس کا بائٹ آپ نے ٹی۔ ایم۔ اے پیرخان سے رپورٹ
طلب کیا اور کیس (P) میں ریٹائر لید ٹی۔ ایم۔ اے پیرخان نے
عورخ 05/04/08 جبکہ 648359 جاری ختیب نام سے لڑیا ہے۔
یہ صرف جناب والا دفتر پر آئی مداخلت کی وجہ سے ممکن ہو سکا
ورنہ پیرا یہ کام مزید عرصہ چار سال سے التوا کا شکار تھا۔
آپ کا اور آپ کے دفتر عمل کا بے حد شکور ہوں
اور جموں ہوں۔ جبکہ وصول کروا دیا ہے۔
اس طرح سے میری دلہا رہی ہوگی
نوازش

ظہور شہید گورنمنٹ کنٹرولنگ
3678/A نیشنل ٹاؤن "بی" بیابان پور
Alad Meind
Date: 07/04/08

جناب سید نہار علی شاہ صاحب ایڈوائزر

بحوالہ کمپینٹ نمبر ۵۸/۷۹۳/۵۱

میں آپکا تہہ دل سے مشکور ہوں۔ کہ آپ نے سیری بیجی کا سال ضائع ہونے سے بچایا۔ اور آپ ہی کی کوششوں سے سیری بیجی آج مبادیات کی بجائے کمپیوٹر کا پیپر دے رہی ہے۔ آپ جیسے لوگوں کی وجہ سے ہی ملک میں غریب لوگوں کا اعتماد بحال ہے۔ درنہ لوگ اپنے جائز حق کو وصول کرنے کے لیے ادھر سے ادھر پھرتے رہتے ہیں اور مایوس ہو جاتے ہیں۔

میں دل کی گہرائیوں سے آپکے لیے دعا گو ہوں۔ خدا آپکو اور محنت اصلی کے ادارے کو ملک میں بونہی سرگرم عمل رکھے۔

آپکا مشکور

والد جسیم گوہر

~~17/4/08~~
17/4/08

محترم جناب عبدالرشید خاں صاحب صوبائی محتسب پنجاب
السلام علیکم -

حوالہ شہادت نمبر 1403/3/08 بر خلاف محکمہ Fsd. - B.Fund
مجھے بیٹی شیماء عائشہ کا تعلیمی سکا لرشپ موصول ہو چکا ہے۔ آج کے دور
میں ایک اعلیٰ آفیسر سے تعلق کر دینا مفت فراہمی انصاف کی ناقابل یقین
مثال ہے۔ میں آپ کا، چوہدری نواز احمد کھن صاحب کا اور ادارے کے
تمام مندرجین کا تمہرے دل سے مشکور ہوں۔ میرے پاس شکریہ ادا کرنے
کے الفاظ نہیں ہیں کہ کس طرح شکریہ ادا کروں۔
آپ کے کیلئے دعا گو ہوں اللہ پاک آپ پر اپنی رحمت نازل فرمائے
دین و دنیا کی ترقی عطا فرمائے آپ کو ہر آزمائش سے محفوظ رکھے آمین۔
والسلام -
دعا گو -

محمد صدیق پیچیر -

2244/ڈی غنم محمد آباد فیصل آباد
موزن 29-4-08

محترم جناب صوبائی محتسب صاحب پنجاب 2- سٹیگ روڈ لاہور

عنوان :- بی اے کی ڈگری وصول پائی (پنجاب یونیورسٹی لاہور)

شکایت نمبر 9523/12/07

جناب عالی!

مذکورہ فرح دیبا ولد محمد افضل (درخواست ہندہ) نے بی اے کی ڈگری
بذریعہ ڈاک رجسٹری نمبر 567 مورخہ 26/8/08 کو وصول کر لی ہے
میں آپ کے تعاون کی نہایت شکور و ممنون ہوں

الحارثہ

فرح دیبا ولد محمد افضل

ساکن محلہ بہمال تترہ ہرچک

ضلع منڈی بہاؤالدین

خدمت صیاب قذیر حسین کا حقیر کیسٹنٹ VIII دفتر محتجب صیاب لاہور

complaint no - 9464/12-07

صیاب عالی

اللہ تعالیٰ آپ کو جزا دے اور اسے کھلا جائے اور انصاف فرمادیں پورا

آپ نے التماس سے کہ بندہ آپ سے کھانا کھاتا تھا وقت ریٹائرمنٹ کی رقم ملنے 166923/-
مادہ 88 میں ادا کیا گیا تھا آخر مجھ کو عادی تنخواہ 214000/- کی ادا ہو چکی ہے

اسے علاوہ 105/- سے رقم پیش بندہ 51094/- بھی ادا ہو گئی

عالمی آباد نامی وجہ سے وکیل کی سجاوٹوں میں تاخیر کی آپ
بچوں کو دعائیں دینا بہت سہولتوں کا

السلام

محمد کاظم ولد بیارل (ریٹائرڈ) بدھارا علی گڑھ اڈکارا
سائن محلہ ایوب نگر نزد سیریل سب سٹیٹ کالونی اور جوہی سٹا
اپنے خالص سٹیٹ پیال بورڈ علی اڈکارا دفتر نمبر 9464/12-07 complaint no

حال رہائش = آبپاشی اور پورے نزدیکی صوبی ریسٹ ہاؤس چورس پورے
% کو کوئی نہیں دیا گیا اور سٹیٹ اڈکارا

بخدمت جناب محمد افضل صاحب ایڈوائزر - II دفتر محنت اسلامی پنجاب لاہور


بجوالہ شکایت نمبر 333/08-A-II-4695/9/08-C.No-

جناب عالی!

مودبانہ گزارش ہے کہ مجھے آپ کو اطلاع کرتے ہوئے بڑی خوشی محسوس ہو رہی ہے کہ سنٹر نمبر 146 گورنمنٹ H/S چھوکر کلاں کے تمام امتحانی عملہ بشمول سپرنٹنڈنٹ، نگران اساتذہ، R-1 صاحب اور کلاں فور ملازم کو ہائر میٹریٹل امتحان 2008ء کا معاوضہ مورخہ 10/09/08 کو مل چکا ہے۔ یہ معاوضہ کلرک سنٹر گورنمنٹ اسلامیہ H/S لالہ در سے ا کے پیڈر ماسٹر صاحب نے بینک سے چیک کیش کروا کے دیا ہے۔

جناب والا! معاوضہ کاملنا آپ کی کوشش اور پیڑفلوں تعاون و ہر وقت کاروائی سے اور اللہ کی فریبانی سے ممکن ہوا ہے۔ میری دلی دعا ہے کہ اللہ آپ کو صحت و سلامتی دے اور ظالم عوام کی خدمت کا موقع دے۔ میں آپ کا اور دفتر محنت اسلامی پنجاب کا شکریہ گزار ہوں۔ آفریں میں یہ کہے بغیر نہیں رہ سکتا۔ "دفتر محنت اسلامی پنجاب زندہ باد پائندہ باد"

محمد یوسف SST گورنمنٹ جامعہ غوثیہ H/S لالہ در سے منسلک گرات


SST
Govt. Jamia Ghousia
School Lalamusa (Gujrat)
15-01-09

خدمتِ فہم صوبائی محاسب صوبہ پنجاب - لاہور۔

A:TT

فہم عالی۔

محوالہ: شکایت نمبر 1698/03/08 درجہ 25/03/08 بر خلد فہم لہم۔

حود بانہ نڈار سر سے یہ اللہ کے فضل و کرم سے
کے دفتر کی کوششوں اور جدوجہد سے جے ایف ایف ڈی کے سرکار
رہم (ضلع شیخوپورہ) کے پیدمیری 38461735 درجہ 21-6-2008

مالیاتی = 13624 سے ڈیڑھ ہزار چوسو چوبیس (مل لیا ہے۔ اور میرا تندرہ
میں (Settle) ہو لیا ہے۔

لہذا اس آپ کا بے حد شکر نڈار اور ممنون ہوں اللہ
تعالیٰ آپ اور اس کا خیر ادا ہے۔

زیادہ صراحت
شکر ہے
26/6/2008

الغرض
عبدالرشید
26/6/08

ناروق ٹھکانہ - ملے - کوریاں سوڈ -
کوالٹی گاہوں - نزد آرن مارکیٹ
متصل آباد

مجموعت جناب کنسلٹنٹ محنت بنیاب رجسٹرڈ آفیس راولپنڈی

جناب عالی!

مودبانہ گزارش ہے کہ میں نے ایک عدد

درخواست بابت دلائل جانے مزد اراضی موضع تحت بڑی فیصل ضلع

راولپنڈی دفتر محنت بنیاب میں دی تھی۔

جناب کی مہربانی کی وجہ سے میرا کام

بہت جلد ہو گیا ہے اور مجھے میرے مزد اراضی مل گئے ہیں۔ اب

میری دادرسی ہو گئی ہے۔ ~~مجھے~~ مزید کوئی شکایت نہ ہے لہذا

میری درخواست داخل دفتر کی جانے

طاہر نجیب

سائیکل گورنمنٹ سٹاٹوٹریٹ ڈائریکٹوریٹ ماڈل ٹاؤن

جنگ اسلام آباد

مجموعت جناب کنستبل صاحب محاسب پنجاب ریجنل آفس لاہور

جناب عالی

گزارش ہے کہ میں نے اپنی درخواست بابت دوائے جانے

مالی اعداد انزراں ضلعہ بینہ المال اولینڈہ صاحب کے دفتر

میں دی تھی جناب کے نوٹس پر سیکرٹری ضلعہ بینہ المال نے

مجھے اپنے دفتر میں بلا دیا اور آج مورخہ 2-02-09 کو ایک

نمبر 2000564228 مورخہ 08-01-08 مورخہ 17-01-08 مورخہ 3000/2 کے صبر کے

فوائے کیا۔

اب چونکہ میری داد میں میری بھائی کے اسٹے میری درخواست

ذرا دل دفتر فرماؤ جانے میں دفتر بڑا کام ہے وہ مشکور میں کہ

اسٹے تم مخلصہ میں میری داد میں کی گئی۔

بابر علی

09-02-2008

بابر علی ولد محمد حمید

مقام کلکتہ 236/ع حلقہ کمریم

لاہور

حضرت جناب محنت اعلیٰ جناب رحمتی صاحب سرگودھا

جناب عالی -

بنا بہ ادب سے گزارش ہو کہ بندہ نے مورخہ 5-5-16 کو

درخواست جناب سے رجحین دینے سرگودھا گزارا جس کا تہہ پہنچا 1385

ہے۔ جس میں زینت صاحبہ اور نیشا ندر کی درخواست کی گئی

لہذا عملہ اور مشورہ الوند سے میری زینت صاحبہ اور نیشا ندری

سہرا اور اب میری دلور سے مراد ہے آپ نے

سرگودھا میں رجحین زینت کو کراچی سرگودھا لے کر لیا

احسان سے بندہ نے نیشا ندر کی درخواست کو دیکھا ہے

لہذا اب میرا کس درخواست دینا ہے۔

آپ کی خدمت میں عرض

السلامت

محمد امجد علی صاحب کلاں - کلاں اٹک

محمد امجد علی صاحب کلاں - کلاں اٹک

خدمت جناب کنٹیننٹ محاسب پنجاب ریٹیل بزنس راڈ لہندہ

جناب عالی!

موردبانہ نزاہت ہے۔ کہ میں نے ایک درخواست محاسب پنجاب ریٹیل بزنس راڈ لہندہ میں نزاہت کی تھی۔ جس میں ذکر کیا کہ میں نے دفتر موٹر رجسٹریشن اتھارٹی راڈ لہندہ میں اپنی وٹز گاڑی کی رجسٹریشن کے لیے کاغذات مورفہ 5-16/16 کو جمع کر لیے۔ کافی سروس نزاہت کے باوجود مجھے گاڑی کے کاغذات کی رجسٹریشن نہیں مل سکی۔

آپ کے نوٹس کی وجہ سے مجھے گاڑی کی رجسٹریشن مل چکی ہے۔ اور میری دائرہ سیو کیلی ہے۔ میں آپ کا بہت شکریہ ادا کرتا ہوں۔

الحارث محمد خان

محمد علی خان ننگ ولد نثار محمد خان

میتہ - مکان نمبر 143، گلی/ محلہ لپشاو روڈ ڈولہ پور سٹیٹ لہندہ راڈ لہندہ

R-87/3/58-Com. 19/3/58

خدمت عوامی منتخب طلبہ لاهور

حنا علی

گذشتہ وقت میں نے شکایت نمبر 4464/08 محکمہ ایس ایم
اینڈ ٹینس ڈیوڑا کے خلاف درج کر دی تھی۔ حکمہ نمبر
Enclosure 2
میں ترمیم کر کے دوبارہ درج کروا کر تھا۔
میں ترمیم کر کے دوبارہ درج کروا کر تھا۔

میں نے درخواست کر لی ہے کہ اس میں ترمیم کی جائے
سہرا دانہ طریقہ سے سنا گیا۔ دفتر کے عملہ
کارروائی کے لئے polite اور Compliment دیا گیا ہے
کہ اس طرح عوام کی خدمت کے لئے اس میں ترمیم
کی جائے تاکہ وہ دینا ہو گا یہاں ہو گی۔

محمد شریف نام
شکایت نمبر 4464/08
ڈیوڑا

20/12/08

خدمت جناب صوبائی محاسب اعلیٰ پنجاب ،

عنوان : اظہار تشکر

جناب والا!

بنا ہے ادب سے عرض ہے کہ جسے سہ ماہیہ نمبر 6/2011/4

برائے حصول امانت جات پیشین (15/8) درخواست زیر سماعت میں

آج مورخہ 16/02/08 دفتر ایگزیکٹو سیکرٹری اسٹریٹجک سروسز،

ضلع خانیچہ آباد نیچے دوران عہدہ سیکریٹری مذکورہ امانت جات لیا گیا جات کی ادائیگی

کر دیا گیا ہے، جس پر میں دل کی اعانہ گہرائیوں سے آپ کا شکریہ ادا کرتا ہوں۔

جناب عالی!

دوران سماعت درخواست لیا گیا آپ کے دفتر میں جس طرح کا رویہ

میرے مشاہدہ میں آیا وہ شکایت کے مسئلہ میں آنے والے افسران اور ایڈمنسٹریٹو

کلک جات کے لیے عہدہ کے حیثیت رکھتا ہے۔ اور ایک دفتر حقداران کو حق

دلوانے میں جانفشانی، عرق ریزی اور کوشش سے نوازا گیا ہے۔ وہ ایک مثال

کی حیثیت رکھتا ہے۔

جناب والا!

میں مکرر آپ کا دل شکریہ ادا کرتا ہوں کہ آپ کی کوشش سے

مجھے مزاحمت لیں۔

اللہ اعلم
M. Hussain

مہر صدری ولد نوری علی خان

256/14 - مندر سر بٹے - سین بازار

خانیچہ آباد 16/02/08

کوالہ چھٹی مزی 1005 آء۔ او۔ ایسٹڈی طرف 55
08

مجموعہ صاحب دست صاحب و محفل انجمن ایسٹڈی

گذشتہ ہے، فروری میں ایک درخواست بڑے پیر پروفیسر آرڈر
پروفیسر کنڈلے کی طرف سے کی گئی تھی جو کہ حکمت صابری مرتبہ پروفیسر

2005 آئی کے دفتر ہزار درخواست دینے کے بعد آئی کے دفتر
موصول ہوئی۔ جو کہ حل کی گئی ہے۔ صاحب والا ایک اندازہ لگاس

میں نے اپنے فیصلے والوں نے جو کہ میں نے ~~میں نے~~ صاحب کو بتا دیا ہے

جاری مرتبہ پروفیسر کنڈلے سے منجھڑوں کا نام ہے، میں نے خیر ان کے لیے

سے درخواست کیا تھا۔ جب تک کہ میں نے صاحب کے والد کی طرف سے بھی

پروفیسر کنڈلے کی طرف سے ملا تھا۔ آپ کو نہ ملتا ہے۔ آپ سے فوری

کا میں نے ملا تھا۔ ~~میں نے~~ صاحب والا میں نے ایک سے ایک مندرجہ ذیل
میں نے ایک سے ایک درخواست کی جا رہی ہے۔

ع

ہیون افسر رٹائرڈ 557 پٹن
پروفیسر کنڈلے کی طرف سے
ایسٹڈی

بیان ازاں حاجی محمد رفیق ولد حاجی خان محل سکونہ محلہ المہر لئی مسجد فتح جنگ

ضلع اٹک

یہ کہ میں نے ایک درخواست دفتر یاد میں بابت ادا بجلی میٹروٹی ~~کے~~
 اٹک میں دی تھی اب جیاب نے ڈسٹ سے مجھے میٹروٹی کی رقم بذریعہ چیک نمبر 278612
 مورخہ 7-7-08 مبلغ 9,816/- روپے ادا کر دی ہے۔ اس طرح میری
 دادرسی ہو گئی ہے۔ میں جیاب کا یہ حد متجاوز ہون کہ اتنے کم نہ لے میں
 مجھے میٹروٹی کی رقم دوائی گئی۔

سینہ
 حاجی محمد رفیق 8-2-08-4-08
 محلہ المہر لئی مسجد فتح جنگ ضلع اٹک

Dated: 8-7-08

Complaint No. R-157/4/08. Ad. 91/4/08

CHAPTER-X

APPENDICES

	Pages
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EXTRAORDINARY ISSUE

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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 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.

1. Amended Vide the Punjab Office of the Ombudsman (Amendment) Act 2003 (Act III of 2003)
 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)

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.
- 2) The Ombudsman may be removed from office by the Government on the ground misconduct or of being incapable of properly performing the duties of his office by reason of physical or mental incapacity. The Government shall provide the Ombudsman a copy of charges before such an order.

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

- 3) If the Ombudsman makes a request under the proviso to 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.

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)

- (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 advisors, 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 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	C.R.	Consultant Research
A.C.E.	Anti Corruption Establishment	Cr.P.C	Criminal Procedure Code
A.G.	Accountant General	C.T.	Certificate of Teaching
ACR	Annual Confidential Report	Coop.	Cooperatives
ADO(R)	Assistant District Officer (Revenue)	D.A.O.	District Accounts Officer
ADP	Annual Development Programme	D.C.	Deputy Commissioner
ADV-I	Advisor-I	D.C.O.	Divisional Canal Officer
ADV-II	Advisor-II	DCO	District Coordination Officer
ASI	Assistant Sub Inspector	D.D.C.	District Development Committee
AWT	Army Welfare Trust	D.D.O.(A)	Deputy District Officer (Accounts)
B.A.	Bachelor of Arts	D.D.O.(C)	Deputy District Officer (Co-ordination)
B.F.	Benevolent Fund	D.E.O. (M-EE)	District Education Officer (Male- Elementary Education)
B.I.T.	Bachelor of Information Technology	D.E.O. (W-EE)	District Education Officer (Women- Elementary Education)
B.O.R.	Board of Revenue	D.E.O.(SE)	District Education Officer (Secondary Education)
B.P.S.	Basic Pay Scale	D.G	Director General
B.S.	Basic Scale	D.G. Khan	Dera Ghazi Khan
B.Sc.	Bachelor of Science	D.M.	District Magistrate
CCA	Culturable Commanded Area	D.O.(A)	District Officer (Accounts)
C&W	Communication & Works	D.O.(C)	District Officer (Co-ordination)
C-I	Consultant-I	D.O.(Coop)	District Officer (Cooperatives)
C-II	Consultant-II	D.O.(F&B)	District Officer(Finance & Budget)
C-III	Consultant-III	D.O.(Lab)	District Officer (Labour)
C-IV	Consultant-IV	D.O.(P)	District Officer (Planning)
C-V	Consultant-V	D.O.(R)	District Officer Revenue
C-VI	Consultant-VI	D.O.(SW)	District Officer (Social Welfare)
C-VII	Consultant-VII	D.P.E.	Director Physical Education
C-VIII	Consultant-VIII	D.P.O	District Police Officer
C-IX	Consultant-IX	D.S.P.	Deputy Superintendent of Police
C-X	Consultant-X	DDO (R)	Deputy District Officer (Revenue)
C.F.C.	Cooperative Finance Corporation	Dev.	Development
C.M.A.	Controller Military Accounts	Dy.	Deputy
C.O.	Care of	E&T	Excise & Taxation

E.D.O.(Agri)	Executive District Officer (Agri.)		Development
E.D.O.(CD)	Executive District Officer (Community Development)	Ltd.	Limited
E.D.O.(Edu)	Executive District Officer (Education)	M.A.	Master of Arts
E.D.O. (F&P/D)	Executive District Officer (Finance and Planning/Development)	M.C.B	Muslim Commercial Bank
E.D.O.(H)	Executive District Officer (Health)	M.D.	Managing Director
E.D.O.(IT)	Executive District Officer (Information Technology)	M.I.T.	Master of Information Technology
E.D.O.(Law)	Executive District Officer (Law)	M.V.Rules	Motor Vehicle Rules
E.D.O.(Lit)	Executive District Officer (Literacy)	MBA	Master of Business Administration
E.D.O.(R)	Executive District Officer (Revenue)	MCL	Metropolitan Corporation Lahore
E.O.B.I.	Employees Old-age Benefit Institution	MDA	Multan Development Authority
E.S.T.	Elementary School Teacher	N.A.B.	National Accountability Bureau
F.D.	Finance Department	N.B.P.	National Bank of Pakistan
F.I.R.	First Information Report	N.O.C.	No Objection Certificate
F.Sc.	Faculty of Science	N.W.F.P	North West Frontier Province
G.A.R.V.	Gross Annual Rental Value	NESPAK	National Engineering Services of Pakistan
G.B.	Gogera Branch	NGOs	Non-Governmental Organizations
G.M.	General Manager	NOVs	Non-Official Visitors
G.P. Fund	General Provident Fund	O.P.F.	Overseas Pakistanis Foundation
H&PP	Housing & Physical Planning	O.S.D.	Officer on Special Duty
H.B.F.C.	House Building Finance Corporation	P&D	Planning & Development
H.B.L.	Habib Bank Limited	P.B.F.	Punjab Benevolent Fund
HUD & PHE	Housing, Urban Development & Public Health Engineering	P.C.B.L.	Punjab Cooperative Board for Liquidation
I&P	Irrigation & Power	P.E.S.S.I.	Punjab Employees Social Security Institution
I.G.	Inspector General	P.H.A.	Parks & Horticulture Authority
I.R.U.D.P.	Integrated Rural Urban Development Programme	P.I.D.B.	Punjab Industrial Development Board
J.B.	Jhang Branch	P.I.T.B.	Punjab Information Technology Board
L&DD	Livestock & Dairy Development	P.L.D.	Pakistan Legal Decisions
L.P.R.	Leave Preparatory to Retirement	P.M.	Per Month
LDA	Lahore Development Authority	P.O.	Post Office
LG&RD	Local Government & Rural	P.P.C.	Pakistan Penal Code
		P.P.O.	Pension Payment Order
		P.P.S.C.	Punjab Public Service Commission
		P.S.	Police Station

P.T.C.	Primary Teaching Certificate	S.M.R.	Special Modarba Receipt
P.T.C.L.	Pakistan Telecommunication Corporation Limited	S.N.E.	Schedule of New Expenditure
PAD & SC	Punjab Agricultural Development and Supply Corporation	S.O.(P.C.)	Section Officer (Pay Commission)
Ph.D.	Doctor of Philosophy	S.P.	Superintendent of Police
Pt-I.	Part-I	S.S.P.	Senior Superintendent of Police
Pvt.	Private	S.V.Teach.	Senior Vernacular Teacher
R.D.A.	Rawalpindi Development Authority	T.A./D.A.	Traveling Allowance / Daily Allowance
R.T.A.	Regional Transport Authority	T.E.V.T.A.	Technical Education / Vocational Training Authority
R.Y. Khan	Rahim Yar Khan	T.T. Singh	Toba Tek Singh
R/O	Resident of	U.B.L.	United Bank Limited
Rft.	Running feet	U.C.C.	Upper Chenab Canal
Rtd.	Retired	W.E.F.	With effect from
S&GAD	Services and General Administration Department	W.W.F.	Workers Welfare Fund
S.C.A.R.P.	Salinity Control and Reclamation Project	WAPDA	Water and Power Development Authority
S.D.C.O	Sub Divisional Canal Officer	WASA	Water and Sanitation Agency
S.D.O.	Sub Divisional Officer	Wd/O	Widow of
S.E.	Secondary Education / Superintending Engineer	WMO	Woman Medical Officer
S.H.O.	Station House Officer	XEN	Executive Engineer
S.I.	Sub Inspector		