



Annual Report 2025



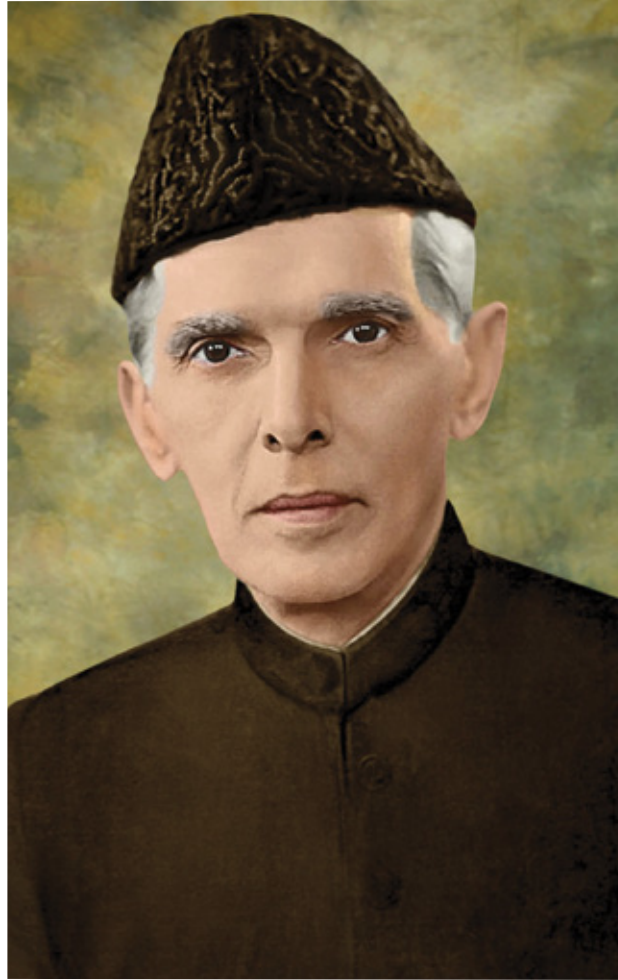
INSPIRING THE FUTURE

“Building on Our Success, Innovating for the Future,
and Making a Difference”





إِنَّ اللَّهَ يَأْمُرُ بِالْعَدْلِ وَالْإِحْسَانِ
اللہ تعالیٰ یقیناً انصاف اور بھلائی کا حکم دیتا ہے



Quaid-e-Azam Muhammad Ali Jinnah
Founder of Pakistan



Sardar Saleem Haider Khan
Governor Punjab



Ayesha Hamid
Ombudsman Punjab



No. (Reg)7-1/2025

Office of the Ombudsman, Punjab

Prof. Ashfaq Ali Khan Road, Lahore

Dated:

Honourable Governor Punjab

It is my honour to present to you the 29th Annual Report of this institution, as required under Section 28(1) of the Punjab Office of the Ombudsman Act, 1997. This report, being the second during my incumbency as the 9th Ombudsman for the Province of Punjab, reflects our continued commitment to administrative justice and will be placed before the Provincial Assembly of Punjab in accordance with Section 28(4) of the Act.

An unprecedented expansion in both the scale and scope of operations marked the year 2025. A total of 73,718 complaints were processed, including 70,086 fresh, reflecting increased public trust and accessibility. Despite this surge, 51,464 complaints were successfully disposed of, while 22,254 cases remain under process for early resolution. Our interventions resulted in monetary relief of Rs. 2,333.31 million, while 33,017 Kanals of state land, valued at approximately Rs. 2,937.04 million, were retrieved from illegal occupants, reinforcing the rule of law.

A significant milestone achieved during the year was the ISO 9001:2015 certification of the Complaint Management Information System (CMIS), demonstrating our commitment to internationally recognized standards of quality, transparency, and efficiency in complaint handling and service delivery.

The Office expanded its outreach through the Awami Khidmat Mobile Van Programme, deploying five mobile units to remote areas to facilitate on-the-spot complaint registration. This was complemented by a comprehensive province-wide awareness campaign, including sessions in universities, district administrations, and chambers of commerce, significantly enhancing public engagement.



On the international front, Pakistan achieved a historic milestone by hosting the IOI Asian Regional Meeting and International Conference in Lahore for the first time, strengthening institutional collaboration and bringing global recognition to Pakistan's Ombudsman institution.

Capacity building remained a key focus, with targeted training of field officers during district visits on draft order writing, legal requirements, typing efficiency, and effective use of CMIS, ensuring improved standardization and institutional performance. Concurrently, continued efforts in digital transformation, complaint tracking, and service delivery enhancement further strengthened transparency, accountability, and responsiveness.

I acknowledge with gratitude the continued support of your good office, which is vital for the independent and effective discharge of our mandate. We remain committed to further strengthening our institutional capacity and welcome constructive guidance to better serve the people of Punjab.

With profound regards,

Sardar Saleem Haider Khan,
Honourable Governor of Punjab,
Governor's Secretariat, Lahore. .

Yours sincerely.

(AYESHA HAMID)

Profile Ombudsman Punjab

Ms. Ayesha Hamid was sworn in as the 9th Ombudsman for the Province of Punjab on 9th October, 2024. By assuming this Office, she made history as the first woman to hold this esteemed position. Ms. Hamid had a distinguished career as a practising lawyer and served as the head of one of Pakistan's oldest and most reputable law firms, Hamid Law Associates. She holds a B.Sc. in Economics from the London School of Economics.



Ms. Hamid graduated with a law degree from Punjab University in 1996, joined the legal fraternity, and became an Advocate of the High Court in 2008 and the Supreme Court in 2016. She has prosecuted several constitutional cases of national importance, many of which have been reported in law journals. She is a Member of the Supreme Court Bar Association, Lahore High Court Bar Association, Punjab Bar Association and Islamabad High Court Bar Association. Beyond her legal practice, Ms. Hamid has collaborated with government ministries, public sector organizations, and prominent local and international corporate entities. Her wealth of experience and dedication to justice continue to shape her vision as the Ombudsman of Punjab, ensuring fairness and accountability in the public sector. Ms. Hamid, an accomplished legal professional, has represented government and private organizations on key constitutional, tax, and arbitration matters, as well as major infrastructure projects. She specializes in banking, intellectual property, environmental law, civil litigation, and NAB-related cases.

Dedicated to public welfare, she has undertaken numerous pro bono cases and supported organizations such as the Punjab Girl Guides Association. Her diverse experience and commitment to justice equip her to address public concerns effectively, aligning with her mandate as Ombudsman of Punjab.

Her leadership extends beyond national borders. On 7 July 2025, Ms. Hamid became the first Pakistani woman elected as Regional Director (Asia) of the International Ombudsman Institute (IOI). Shortly after, on 19 August 2025, she achieved another historic milestone by being elected as the First Vice President of the IOI Executive Committee, a first not only for Pakistan but also for the Asian Region.

These achievements mark Ms. Hamid as a trailblazer, showcasing Pakistan's growing leadership in the global ombudsman fraternity and strengthening the role of women in international governance.



Message of the Ombudsman Punjab

It is with a profound sense of responsibility and dedication to public service that I present the Annual Report 2025. This report provides a comprehensive account of the institution's performance and reflects our continued commitment to delivering efficient, transparent, and cost-free administrative justice to the people of Punjab.

Operating under the legal framework of the Punjab Office of the Ombudsman Act, 1997, the institution continues to serve as a robust mechanism against maladministration, negligence, and corrupt practices within provincial departments. Our core mission remains to ensure that every aggrieved citizen has a voice and access to timely redressal. To enhance accessibility, multiple complaint channels have been streamlined, including online submissions through our website and mobile application, as well as email, post, helpline 1050 and in-person visits. Additionally, the Mobile Outreach Van initiative has been strengthened to facilitate complaint registration in remote and underserved areas.

Integrity, impartiality, and professionalism remain the guiding principles of our work. In the year 2025, targeted capacity-building initiatives were undertaken, including hands-on training programmes for staff focusing on quality order writing, effective drafting, and the use of the Complaint Management Information System (CMIS). These efforts aim to ensure consistency, efficiency, and excellence in service delivery. We remain committed to treating every complainant with compassion, dignity, and fairness, while ensuring that our decisions are effectively implemented by the concerned departments.

The milestones achieved during the year, including the resolution of over 51,464 complaints and the recovery of significant public assets, are a testament to the dedication and professionalism of our officers and staff. I also extend my sincere appreciation to the departments of the Government of Punjab for their cooperation in enabling the effective discharge of our mandate.

In line with our commitment to transparency and accountability, this report is being shared with all relevant stakeholders and made publicly available through our official website. It serves not only as a record of performance but also as a guide for citizens on how to access and benefit from our services. Feedback and comments from readers, complainants, and the general public are welcomed and highly valued to further enhance the service delivery of the Office of the Ombudsman, Punjab.

Ombudsman Punjab
(AYESHA HAMID)



Head Office Advisors/Consultants And
Officers With the Ombudsman Punjab



Ombudsman Punjab with Head Office Officers

Former Ombudsmen of the Province of Punjab



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



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



Mr. Justice (R) Sajjad Ahmed Sipra
[Late] 12.02.2000 to 11.02.2004



Mr. Abdur Rashid Khan
17.05.2004 to 16.05.2008



Mr. Khalid Mahmood
08.12.2008 to 07.12.2012



Mr. Javed Mahmood [Late]
13.03.2013 to 01.06.2016



Mr. Najam Saeed [Late]
21.07.2016 to 18.06.2020



Maj [R] Azam Suleman Khan
01.07.2020 to 30.06.2024



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OFFICE OF THE OMBUDSMAN PUNJAB

Chapter 01

In the Province of Punjab, the Ombudsman's Office came into existence on 30th September, 1996 through The Punjab Office of the Ombudsman Ordinance, 1996 (Ordinance No. XI of 1996) for the purpose of protecting 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 for suppression of corrupt practices.

The Punjab Office of the Ombudsman Act, 1997 (hereinafter the 'Act, 1997') was promulgated on 30th June, 1997. The Ombudsman is a quasi-judicial forum where aggrieved persons can lodge complaints against government agencies regarding maladministration and corrupt practices. In addition to the Head Office in Lahore there are currently 39 regional offices of the Ombudsman Punjab where these complaints can be filed with as many as 45 Regional Advisors. The Advisor with whom the complaint is registered then begins an investigation of the complaint which process allows both the complainant and the government agency to file their written submissions/reports/rejoinders as well as supporting documents and allows all parties to be heard in person. This process culminates in a decision of the Ombudsman. We do not charge for the services provided to the complainants and where possible minimise the need for the complainant to attend our offices in person to ensure that the complainant does not have to take time off from work to pursue the complaint or incur any cost. The Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005 were framed and notified on 31.01.2005 in order to streamline the complaint handling procedures and to ensure consistency and uniformity in the treatment of complaints.

Initially the Office of the Ombudsman Punjab was established at Lahore. The first Regional Office was established at Multan in 2004, the second Regional Office was established in 2006 at Rawalpindi & the third Regional Office was established in 2007 at Sargodha. In May 2014 the Office of the Ombudsman Punjab established Regional Offices in 36 districts of the Punjab Province. In 2024 the Government of Punjab notified 5 additional districts and on 15 March 2025 this Office established an office in Murree and on 26th May 2025 this Office established an office in Kot Addu and on 1st January 2025 this Office established an office in Talagang. The new districts of Wazirabad and Taunsa are presently being looked after by adjoining regional offices.

During the last 29 years the Office of the Ombudsman has served the people of Punjab tirelessly and sought to provide relief to as many people as possible. We are proud to be able to say that the number of complaints received and disposed of during the period 1996 to 2025, given below, speak to the success of the Ombudsman's Office: -

Summary of Complaints

1996/97 to 2025

Total Fresh
Receipts:

519,436

Average: 17,915/ year

Total
Disposed:

497,282

Average: 17,148/ year

Disposal
Rate

95.72%

Conduct of Business:

Conduct of Business: The Ombudsman may, on receiving a complaint by an aggrieved person, a reference by the Government or the Provincial Assembly, 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 except when the matter in question is subjudice before a court of competent jurisdiction on the date of receipt of that complaint or when the said matter relates to the external affairs of Pakistan or the same relates to the Defense of Pakistan or any part thereof, or to the Military, Naval and Air Forces of Pakistan. (Ref. Section 9 of the Act, 1997).

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. (Ref. Section 32 of the Act, 1997).

Bar of Jurisdiction and Immunity:

No court or other authority shall have jurisdiction

- i) to question the validity of any action taken, or intended be taken, or order made, or anything done or purporting to have been taken, made or done under this Act; or
- i) 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.

Moreover, no suit, prosecution or other legal proceeding shall lie against the Ombudsman, his staff, inspection team, nominees, members of a standing or advisory committee or any person authorized by the Ombudsman for anything which is in good faith done or intended to be done under this Act. (Ref. Section 29 & 30 of the Act, 1997).

Office of the Chief Provincial Commissioner for Children:

In order to address the issues and complaints lodged by and on behalf of children, a Children Complaint Office (CCO) was established in May, 2009 under the aegis of Ombudsman Punjab with the technical & financial support of UNICEF. Later it was renamed 'Office of the Chief Provincial Commissioner for Children' (OCPCC). This office has been striving to safeguard Child Rights through advocacy, investigation, mass awareness campaigns etc. The scope and mandate of OCPCC was enhanced in line with the provisions of the United Nations Convention for Rights of the Children (UNCRC) as well as the Child Rights framework as articulated in the Constitution of Islamic Republic of Pakistan.

National and International Collaboration:

The Office of Ombudsman Punjab collaborates with national and international organizations of ombudsmen in order to benefit from the best practices prevalent in the Ombudsman Institutions around the world. Office of the Ombudsman Punjab is a member of the following national and international organizations: -

- i) Forum of Pakistan Ombudsmen (FPO)
- ii) Asian Ombudsman Association (AOA)
- iii) International Ombudsmen Institute (IOI)
- iv) Organisation of Islamic Cooperation Ombudsman Association (OICOA)
- v) European Ombudsman Institute (EOI)

STATISTICAL ANALYSIS OF DATA

Chapter 02

Fresh Receipt of Complaints in 2025

The Office of the Ombudsman Punjab achieved a landmark milestone by receiving the highest ever number of complaints from people across Punjab through its Website, Mobile App, its dedicated Helpline 1050, through email & mail and in person. The Advisors and staff of the Office of Ombudsman Punjab rose to the challenge and disposed of the largest number of complaints in our 29-year history.

The data regarding complaints received, processed and decided by the Office of Ombudsman Punjab is analysed each year and is presented in this Annual Report. Analysis of the data pertaining to the year 2025 shows that: -

Complaints from 2024
Brought Forward

3632

Total Complaints Disposed of in 2025

51464

Total Complaints Processed in 2025

73718

Total Complaints Pending in 2025

22254

Fresh Complaints Received in 2025

70086

Financial Relief to Complainants & Benefit to Public Exchequer

In 2025, the Office of Ombudsman Punjab provided Financial and Monetary Relief to Complainants to the extent of Rs. 2333.31 million. The Office of Ombudsman Punjab retrieved state land from illegal occupants measuring 33017 Kanals which was valued at Rs. 2937.04 million

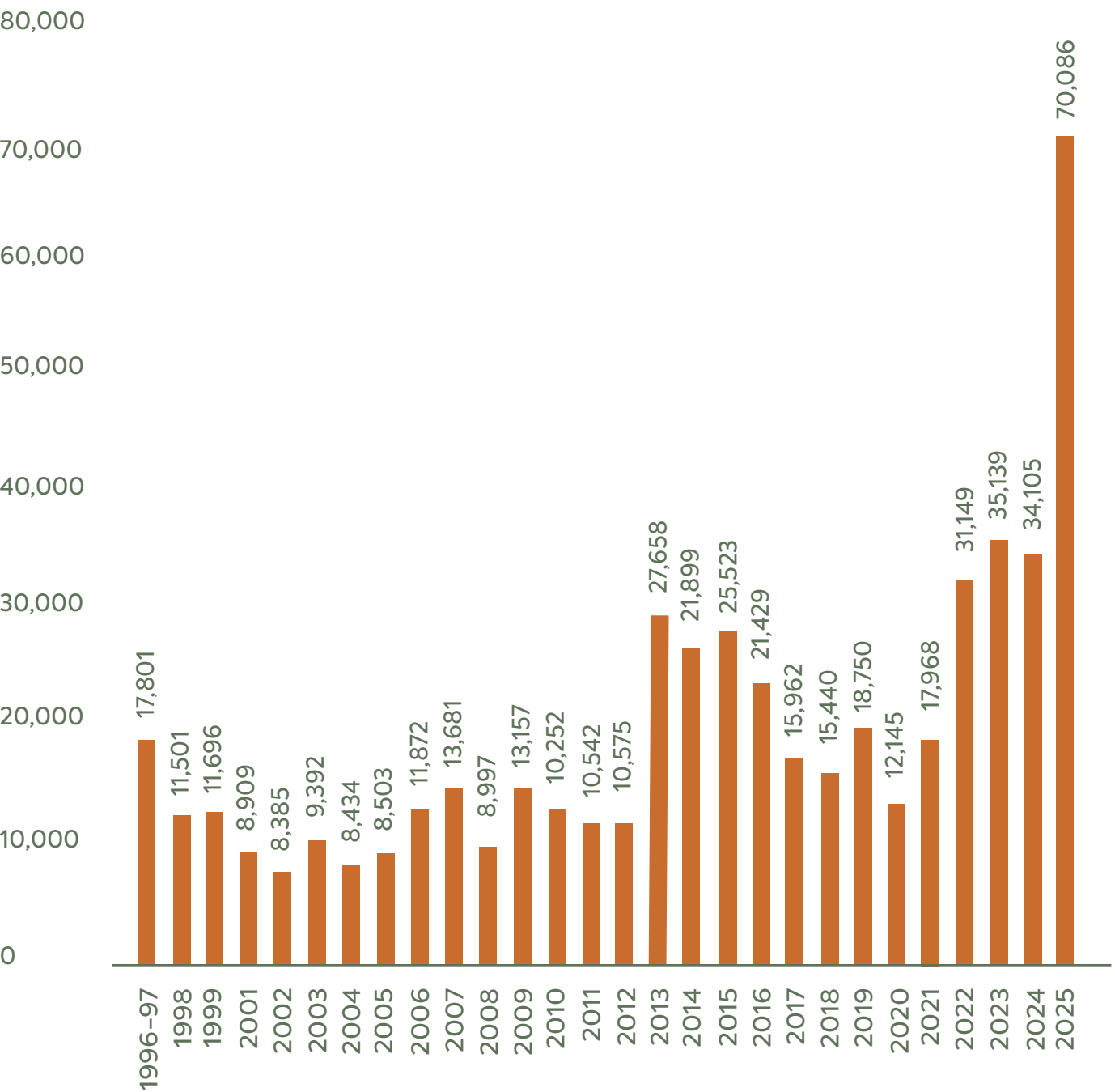
Total Relief/Benefits in Monetary Terms

Rs. 5270.35 million

Category wise breakup of Financial Relief afforded during 2025

1	Family Pension	Rs. 75.01 million
2	Financial Assistance	Rs. 92.19 million
3	Scholarship Grants	Rs. 27.30 million
4	Outstanding Payments	Rs. 258.40 million
5	Benevolent Fund	Rs. 2.02 million
6	Payment of Arrears of Service	Rs. 135.12 million
7	Contractual Dues	Rs. 476.31 million
8	Funeral Grants	Rs. 13.20 million
9	Marriage Grants	Rs. 37.32 million
10	Leave Encashment	Rs. 10.41 million
11	Group Insurance	Rs. 5.04 millio
12	Appointment under 17-A	17
13	Creation of OSD Posts & Salary	Rs. 17.21 million
14	Payment for Acquired Land	Rs. 32.04 million
15	G.P Fund & Gratuity	Rs. 46.19 million

Year-Wise Summary of Fresh Receipts

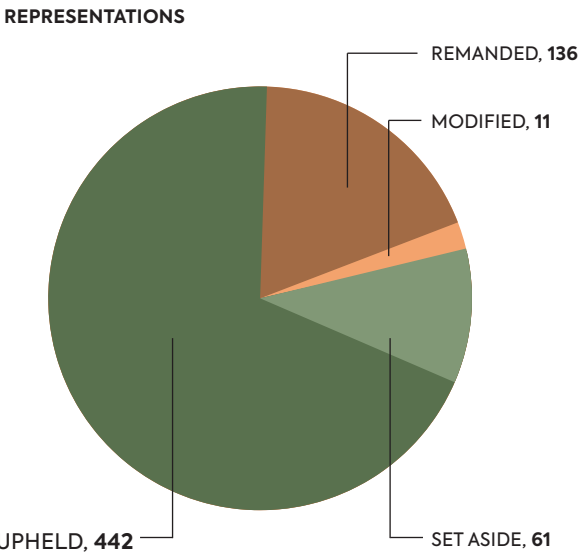


Representations decided by the Honourable Governor Punjab during 2025

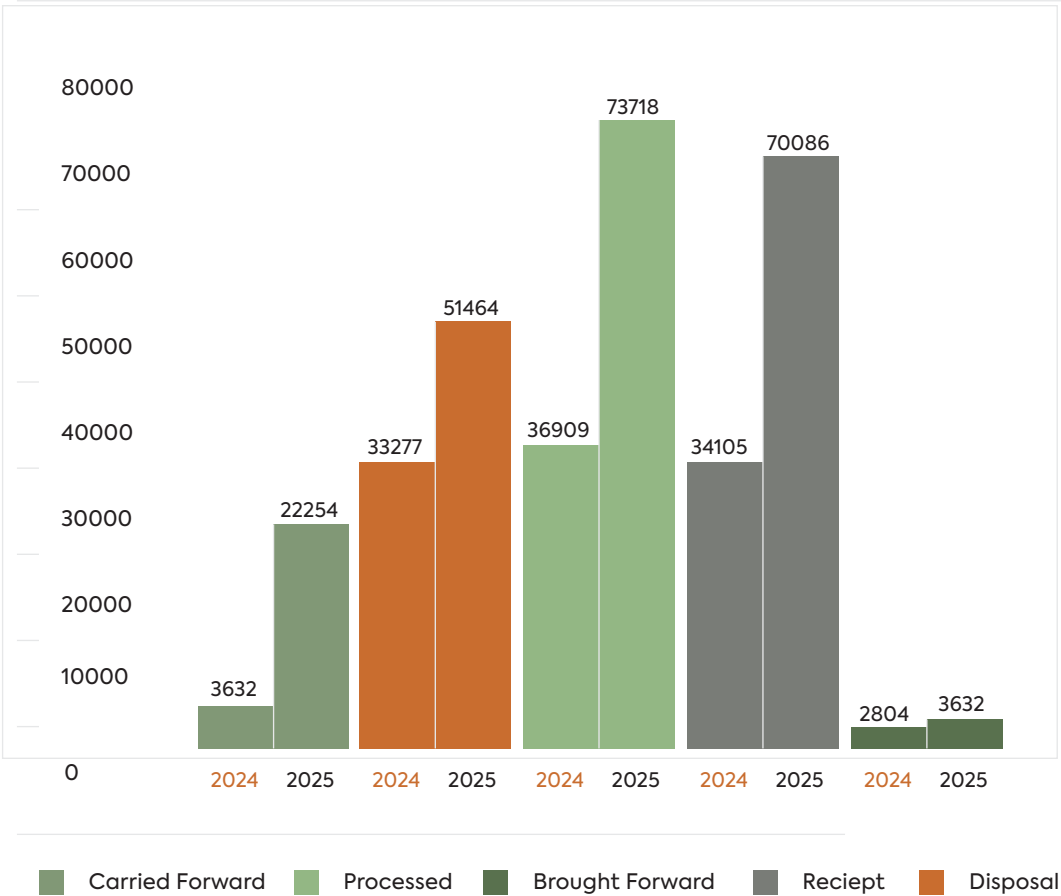
The decisions of the Ombudsman Punjab may be challenged by filing a representation before the Honourable Governor Punjab as per Section 32 of the Punjab Office of the Ombudsman Act, 1997.

In 2025 a total of 650 representations were decided by the Honorable Governor Punjab detailed as shown in the diagram on the right.

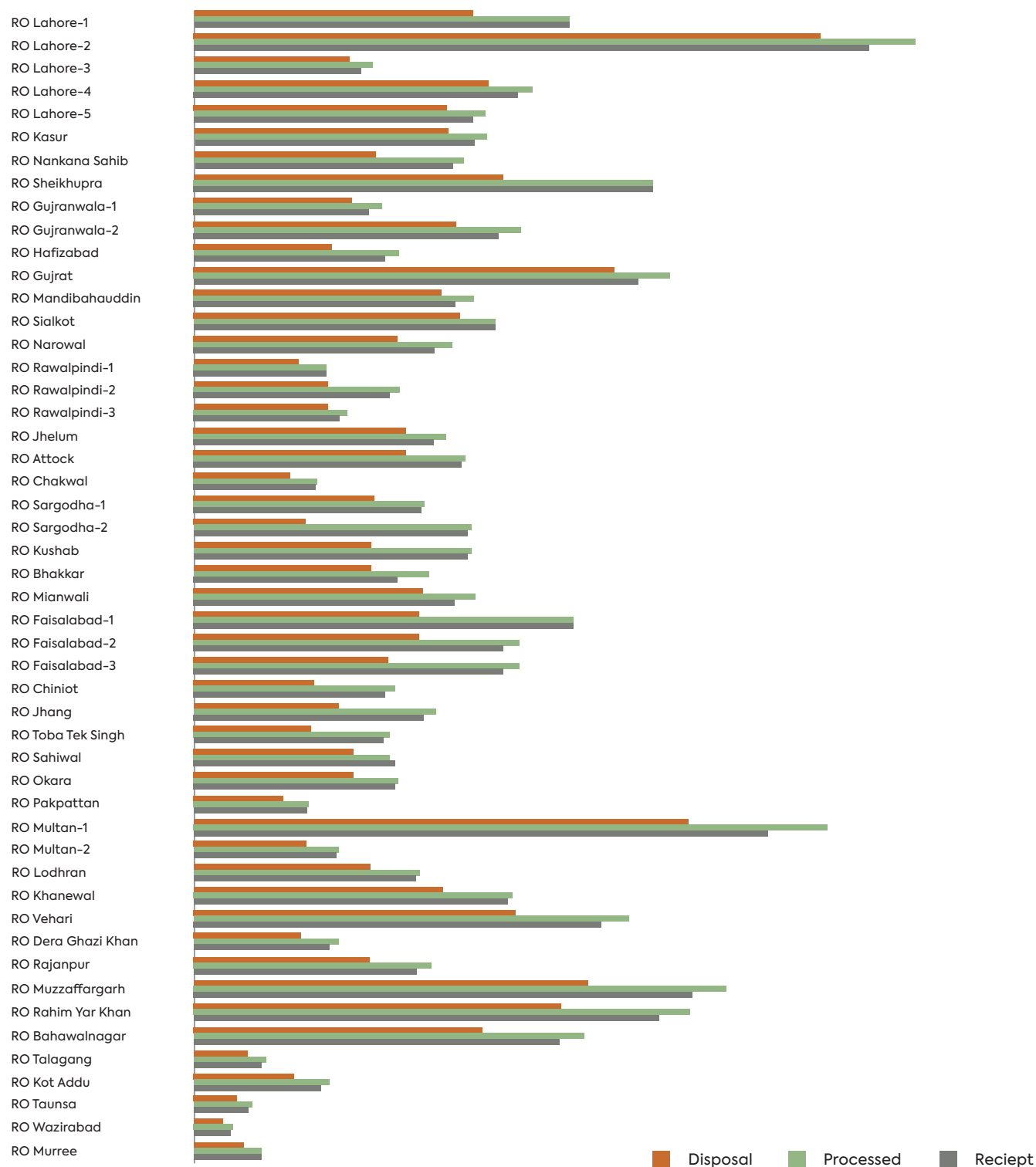
Analysis of Representations decided by the Honourable Governor Punjab



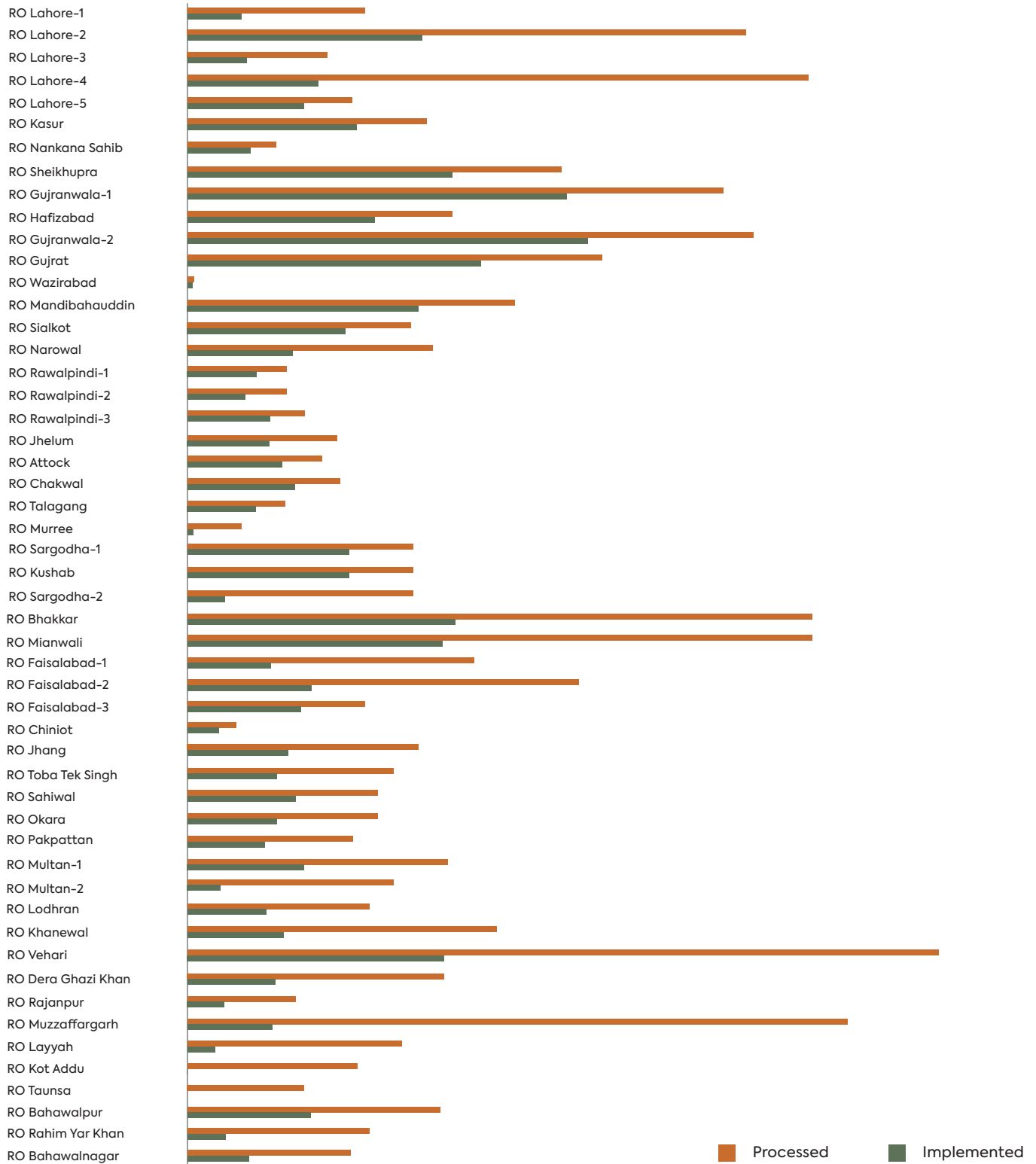
Receipt and Disposal of Complaints, Comparison



Regional Office wise complaints (Receipts, Processed and Disposal)



Regional Office wise Direction/Implementation cases



INTERNATIONAL ENGAGEMENT

INTERNATIONAL OMBUDSMAN SUMMIT – 2024 (HONG KONG)

Chapter 03



International Ombudsman Summit 2024 held in Hong Kong

The Office of the Ombudsman of Hong Kong hosted the International Ombudsman Summit 2024 from 2nd to 4th December, 2024. Ombudsman Punjab, Ms. Ayesha Hamid, represented the Office of the Ombudsman Punjab at this prestigious event. The event also marked the 35th Anniversary of the establishment of the Hong Kong Ombudsman Office.

The Chief Secretary for Administration, Mr. Chan Kwok-ki; the Director General of International Cooperation Department, National Commission of Supervision, Mr. Cai Wei; Deputy Commissioner of the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Hong Kong Special Administrative Region, Mr. Fang Jianming; and the Ombudsman of Hong Kong Special Administrative Region, China, Mr. Jack Chan, officiated at the Summit. In his welcoming remarks, Mr Jack Chan noted, "The Summit offers the best occasion for bringing together ombudsmen and institutions from around the world, local, the Mainland and international professionals and academia. It also provides the best opportunity for Hong Kong to demonstrate our distinctive advantage of having strong support from the motherland and close connection with the world under 'one country, two systems'".

The Summit provided a platform for Ombudsmen of different jurisdictions and systems, dispute resolution organisations, professionals and academics from all around the globe to exchange insights and share experiences and best practices. It also enabled meaningful discussions about the evolving challenges faced by the Ombudsman systems and institutions as well as in-depth deliberations on future developments in the field.

PARTICIPATION OF OMBUDSMAN PUNJAB IN THE 4TH ORGANIZATION OF ISLAMIC COOPERATION OMBUDSMAN ASSOCIATION (OICOA) GENERAL ASSEMBLY, TEHRAN, IRAN



4th General Assembly of the OICOA, held in Tehran, Iran, – May, 2025

The Office of the Ombudsman Punjab continued to strengthen its global engagements, with the participation of Ms. Ayesha Hamid, Honourable Ombudsman Punjab, at the 4th General Assembly of the Organisation of Islamic Cooperation Ombudsman Association (OICOA), held in Tehran, Iran, from May 13th to 14th, 2025. The forum brought together Ombudsman institutions from across the Muslim world, representing diverse OIC member states spanning Asia, Africa, and the Middle East, to deliberate on enhancing administrative justice and enhancing public service delivery.

Addressing the Assembly of OICOA, Ms. Ayesha Hamid highlighted Punjab's progress in developing a technology-enabled grievance redressal system, which has significantly expanded access to justice and made complaint resolution more efficient. She reaffirmed the institution's commitment to aligning with international best practices in administrative justice, accountability, and good governance, while underscoring the importance of collaboration among OIC member institutions.



She elucidated the instances of effective grievance redressal by citing case studies and real-time examples. The assembly also served as a platform for mutual learning and exchange of best practices, where Ombudsman Punjab's contribution reflected the institution's evolving role as a regional leader in setting examples of accessible grievance redressal and citizen empowerment. Participation in such international fora amplifies the Ombudsman Office's voice within the global ombudsman community.

This engagement in Iran marked a significant milestone by accentuating the Office of the Ombudsman Punjab's role in promoting innovation and inclusivity in public service while deepening its collaboration with OICOA and member states in pursuit of justice and good governance across the Muslim world.

26TH ASIAN OMBUDSMAN ASSOCIATION MEETING IN NANJING, CHINA



18th General Assembly of the Asian Ombudsman Association – Nanjing, China on September 2025

The Honourable Ombudsman Punjab also represented Pakistan at the 26th Meeting of the Board of Directors (BOD) and the 18th General Assembly (GA) of the Asian Ombudsman Association (AOA), which was held in Nanjing, China, from 9th to 10th September 2025, hosted by the Chinese National Commission of Supervision. The event brought together Ombudsmen and experts from across Asia to provide a dynamic platform to deliberate on common challenges, institutional cooperation, and strategies for citizen-centric governance.

The proceedings commenced with a review of the Association's governance framework, consideration of organisational priorities, and evaluation of future opportunities for collaboration. Later, the 18th General Assembly convened all member states to assess their annual performance and reaffirm their commitments to accountability and good governance. The Honourable Ombudsman Punjab spoke on the theme of 'Stronger Ombudsmanship for better livelihood' emphasizing the core role of ombudsman institutions in fostering accountability and addressing maladministration, which directly impacts people's livelihoods, rights, and trust in government. Furthermore, she stated that the Office of the Ombudsman Punjab has extended its reach through initiatives like the Mobile Outreach Program and 24/7 Helpline, utilizing digital technologies to increase the registration of complaints and ensure timely resolution. Highlighting significant achievements, the Ombudsman Punjab also shared the recovery of Rs. 2.20 billion in government



land, scholarships for deserving students, and grants to vulnerable groups. Additionally, she highlighted that the office of the Ombudsman Punjab recently attained ISO 9001:2015 certification for its Quality Management Systems. She concluded by reaffirming the ombudsman's duty to restore trust in justice and accountability.

In addition, the AOA also hosted a high-level Workshop on "Effective Ombudsmanship for People's Livelihood." The delegates exchanged perspectives on critical themes like the role of Ombudsman institutions in promoting better livelihoods, the importance of public oversight and whistle-blower protection, and the significance of fostering a clean business environment as a foundation for achieving the Sustainable Development Goals (SDGs). The Honourable Ombudsman Punjab actively participated in the proceedings, sharing Pakistan's experience in grievance redressal, systemic reforms, and citizen empowerment.

This participation reinforced Pakistan's growing recognition as a leading voice in the international Ombudsman community. By engaging in constructive dialogue and experience-sharing, the Ombudsman Punjab highlighted the institution's provincial and national contributions to transparency, accountability, and effective governance, and her presence in Nanjing advanced Pakistan's profile within the global ombudsman fraternity.



PUBLIC PROTECTOR SOUTH AFRICA'S (PPSA) 30TH ANNIVERSARY INTERNATIONAL CONFERENCE CAPE TOWN, SOUTH AFRICA



Left to right: Mr. Luis Gabriel Franceschi, Assistant Secretary General of the Commonwealth, Mr. Andries Carl Nel, Deputy Minister for Justice and Constitutional Development, Mr. Matamela Cyril Ramaphosa, President of South Africa, Ms. Nompilo Kholeka Gcaleka, Public Protector of South Africa and Ms. Ayesha Hamid, Ombudsman Punjab, Pakistan

The Office of the Ombudsman Punjab was invited by the Public Protector of South Africa (PPSA) to attend the International Conference, held in Cape Town. The Public Protector South Africa convened an International Conference to commemorate 30 years of its existence under the theme “30 years of Strengthening Constitutional Democracy – a transformative journey” from 13th to 16th October, 2025. The primary objectives of the International Conference were to affirm the strength, resolve and resilience of South Africa’s chapter 9 constitutional institutions.

The Office of the Ombudsman Punjab was represented by the Ombudsman Punjab, Ms. Ayesha Hamid, First Vice President IOI and IOI Asian Regional Director. The conference was aimed at bringing together governance and accountability institutions from the International Ombudsman Institute (IOI), the African Ombudsman and Mediators’ Association (AOMA), the BRICS formation, the Commonwealth Group of Nations, the Group of 20 (G20) of the European Union and other strategic international partners.

The conference focused on how the PPSA has grown in the past 30 years and encountered a litany of challenges. However, through sheer institutional resilience and resolve, it has recalibrated itself and has managed to maintain its key strategic role in South Africa's democratic ecosystem and continues to play an important role in enforcing the democratic values of good governance, the rule of law and quality of life. During her speech, the Ombudsman Punjab showcased the Complaint Management Information System (CMIS) developed by the Office of the Ombudsman Punjab which received notable appreciation, with participating institutions expressing keen interest in adopting and replicating the system within their own offices.



Ayesha Hamid, Ombudsman Punjab, 1st Vice President IOI and IOI Asian Regional Director delivering her speech at the Public Protector South Africa's 30th Anniversary International Conference

PROBLEMS OF HUMAN RIGHTS PROTECTION: EXCHANGE OF BEST PRACTICES OF OMBUDSMEN, MOSCOW, RUSSIA



IX International Scientific-Practical Conference held in Moscow, Russia

The IX International Scientific-Practical Conference on “Problems of Human Rights Protection: Exchange of Best Practices of Ombudsman” was held in Moscow, Russia from 21st to 25th October, 2025. The Office of the Ombudsman Punjab was honoured to participate in the conference as it focused on “Human Rights Protection in the Context of Digitalization of Society.”

The conference highlighted the role of Ombudsman Institutions in addressing digital-era challenges. Ombudsmen, mediators and heads of national human rights institutions from around the world, international organizations, competent representatives of government agencies dealing with the digitalization of society, as well as representatives of expert and scientific communities were part of the event.

Ombudsman Punjab, Ms. Ayesha Hamid, First Vice President IOI and IOI Asian Regional Director spoke on the theme “Human Rights Protection in the Context of Digitalization of Society.” The Honourable Ombudsman emphasized the critical intersection of human rights and digitalization,

acknowledging the opportunities and challenges posed by technology. As technology becomes integral to daily life, Ombudsman institutions must adapt to protect citizens' rights in the digital realm, addressing issues such as data misuse, digital service delays, and lack of online redressal mechanisms. The Office of the Ombudsman Punjab has embraced technological solutions, including ISO 9001:2015 certification, a 24/7 helpline, and outreach programmes to enhance transparency and complaint redressal. The office is also dedicated to protecting the rights of minorities, women, and children, and bridging the digital divide in rural areas. The Ombudsman Punjab called for regional and global collaboration to strengthen digital accountability, ensuring that justice, fairness, and equality are upheld both online and offline in the digital age.

The participation of the Office of the Ombudsman Punjab reaffirmed its commitment to advancing transparency, accountability, and effective human rights protection in a rapidly evolving digital landscape.



Ombudsman Punjab, Ms. Ayesha Hamid, sharing her remarks at the IX International Scientific-Practical Conference held in Moscow, Russia



EUROPEAN OMBUDSMAN INSTITUTE (EOI) GENERAL ASSEMBLY 2025, NOVI SAD, SERBIA

The European Ombudsman Institute (EOI) was established in 1996 with the aim of promoting the work of ombudsmen and fostering cooperation between ombudsman institutions across Europe and beyond. The Institute serves as a key platform for ombudsman offices to share knowledge, exchange best practices, and collaborate on common issues related to good governance, transparency, and accountability. With a growing membership, the EOI currently has 89 members from 46 states (Europe, Asia and Africa) from around the world. Its primary function is to strengthen the ombudsman system globally, ensuring that citizens' rights are protected and public administration remains open and accountable. The Office of the Ombudsman Punjab proudly became a member of the EOI on April 24th, 2025, marking a significant step in its global engagement and its dedication to promoting fairness and justice.

The office was honoured to participate in the EOI General Assembly 2025, held in Novi Sad, Serbia, on October 28, 2025. This occasion was especially significant as it marked the office's debut as a member of the EOI General Assembly, underscoring its growing commitment to global ombudsman cooperation. The event not only highlighted the office's expanding role on the international stage but also reflected its dedication to upholding the principles of transparency, accountability, and citizen rights. Through its participation, the Office of the Ombudsman Punjab demonstrated its commitment to international collaboration, sharing insights and learning from other leading ombudsman institutions worldwide.

The President, Prof. Dr. Dragon Milkov, opened the session and established a quorum. He presented activities since the previous General Assembly which took place in 2021. The Secretary General's presentation focused on the activities that took place after 2023. The financial reports for the years 2021-2025 (as of September) were also reviewed.

Ms. Ayesha Hamid, Ombudsman Punjab, Pakistan; First Vice President IOI and IOI Asian Regional Director, delivered a presentation highlighting the office's mandate to address maladministration and provide accessible justice to citizens, especially those in rural and remote areas. She underscored key achievements such as a high complaint resolution rate, recovery of public funds and land, financial relief to deserving individuals, and outreach initiatives like mobile complaint vans

and a 24/7 helpline to ensure inclusivity. Her speech also stressed institutional reform and excellence through international certifications, including ISO 9001:2015 and ongoing efforts toward ISO 27001, portraying the Ombudsman as a transparent, efficient, and citizen-focused institution committed to good governance and public service delivery. She also emphasized the office's remarkable 97% complaint resolution rate, reaffirming its commitment to transparency, accountability, and service excellence.

The closing remarks were presented by the President. He also thanked all the members for their participation.



Conference room from the EOI General Assembly 2025 being held in Novi Sad, Serbia. Distinguished participants include:

- Prof. Dr. Dragomir Milkov, President EOI
- Jurg Trachsel, Vice President EOI
- Nina Karpachova, Vice President EOI
- Wolfgang Schlöb, Vice President EOI
- Ayesha Hamid, First Vice President IOI

INTERNATIONAL WEBINARS STRENGTHENING IMPLEMENTATION: ENSURING EFFECTIVE EXECUTION OF THE OMBUDSMAN'S RECOMMENDATIONS

The Office of the Ombudsman Punjab continued its focus on the effective execution of recommendations by highlighting best practices for strengthening implementation mechanisms. Emphasis was placed on structured follow-up systems, including institutional tracking of recommendations to ensure timely compliance by concerned departments. In line with this commitment to institutional learning and international collaboration, the IOI Board also decided to continue the long-standing webinar cooperation with the African Ombudsman Research Centre on July 15th, 2025, reinforcing knowledge-sharing and capacity building among Ombudsman institutions globally.

The Office of the Ombudsman Punjab was represented by Dr. Nasir Jamal Pasha, Advisor (Health Service Monitoring), who delivered the presentation and shared practical insights on translating Ombudsman decisions into tangible administrative outcomes. During the Webinar, strategies to overcome institutional resistance were discussed, supported by a case study where Ombudsman recommendations resulted in meaningful policy-level change.

This engagement reflects the institution's continued commitment to strengthening accountability, improving service delivery, and ensuring that Ombudsman interventions lead to sustainable governance reforms.



Dr. Nasir Jamal Pasha during the Webinar hosted by the African Ombudsman Research Wing.



Zoom meeting view of the Webinar

OMBUDSMAN PUNJAB STRENGTHENS CAPACITY BUILDING THROUGH INTERNATIONAL TRAINING WITH FEDERAL OMBUDSMAN BELGIUM

The Office of the Ombudsman Punjab conducted a virtual training session in collaboration with the Federal Ombudsman Institution of Belgium on November 5th, 2025, aimed at facilitating its officers and staff with international best practices, complaint-handling methods, and operational procedures adopted in Belgium.

Ms. Greet van Gool, Director at the Federal Ombudsman of Belgium, conducted an extensive session briefing about their institution's mandate, complaint processing framework, and strategies to engage citizens. Senior advisors and officers from the Office of the Ombudsman Punjab were part of the session. The session concluded with an extensive Q&A session that helped our staff gain a deeper understanding of the international framework.

The collaboration marks another step toward developing a more responsive, citizen-centric, and globally aligned system of administrative justice in Punjab.



INTERNATIONAL INTERNSHIP PROGRAMME 2026

The Office of the Ombudsman Punjab has launched an exclusive initiative for young professionals from International Ombudsman Institute (IOI) member institutions across the globe: The International Internship Programme. This initiative is a significant step towards expanding Pakistan's role in the global Ombudsman network and capacity-building partnerships.



The International Internship Programme offers immersive exposure to the Ombudsman Punjab's institutional framework, with structured engagement on complaint hearings, case registration, and assessment protocols. An integral component of the programme is the opportunity to get first-hand insights into the ISO 9001:2015 Certified Complaint Management Information System. Moreover, the participants will interact with Ombudsman specialists, legal consultants, advisors, and field investigators, fostering international knowledge and peer learning.

The Office of the Ombudsman Punjab will provide accommodation, local travel, cultural visits, and a certificate of completion, while participants cover international airfare and personal expenses.

The International Internship Programme aims to strengthen international relations and promote the exchange of best practices in the rapidly changing landscape of public service governance. The Office of the Ombudsman Punjab reaffirms its commitment to advancing institutional excellence, international collaboration, and person-centred governance.

IOI: A Global Framework Guiding Oversight Excellence

Chapter 04

The International Ombudsman Institute (IOI), established in 1978 is the only global body exclusively dedicated to Ombudsman institutions, and provides a unified platform for enhancing professionalism and institutional strength to its member institutions across six regional chapters. The IOI has 238 members from over 100 countries. The IOI supports its members through training, research, and targeted regional funding. Its guiding principles of independence, objectivity, and fairness serve as international benchmarks for institutions committed to accountable governance.

Punjab Ombudsman Office in Line with IOI's Vision

The Office of the Ombudsman Punjab mirrors IOI's vision.

The institution works in line with the standards set by the IOI in letter and spirit, upholding principles of fairness, independence, and accessibility. As oversight bodies around the world step up to tackle administrative excesses and systemic barriers, the Ombudsman Punjab has kept pace with global expectations—adopting best practices, strengthening institutional capacity, and pushing the boundaries of public service delivery to new heights.

International Leadership and Influence

The year 2025 marked an extraordinary expansion of Pakistan's global footprint in the Ombudsman community. On 7th July 2025 Ms. Ayesha Hamid was elected unopposed as Asian Regional Director of the IOI—a remarkable achievement because she became the first Pakistani woman to serve on the Asian Board of the IOI.

ANNEX I – ELECTION RESULTS (IOI Asian Regional Director)

Invitations

- 16 opened (76.2%)
- 5 unopened (23.8%)
- 0 bounced (0%)

16 clicked through (76.2%)

0 opted out (0%)



Responses

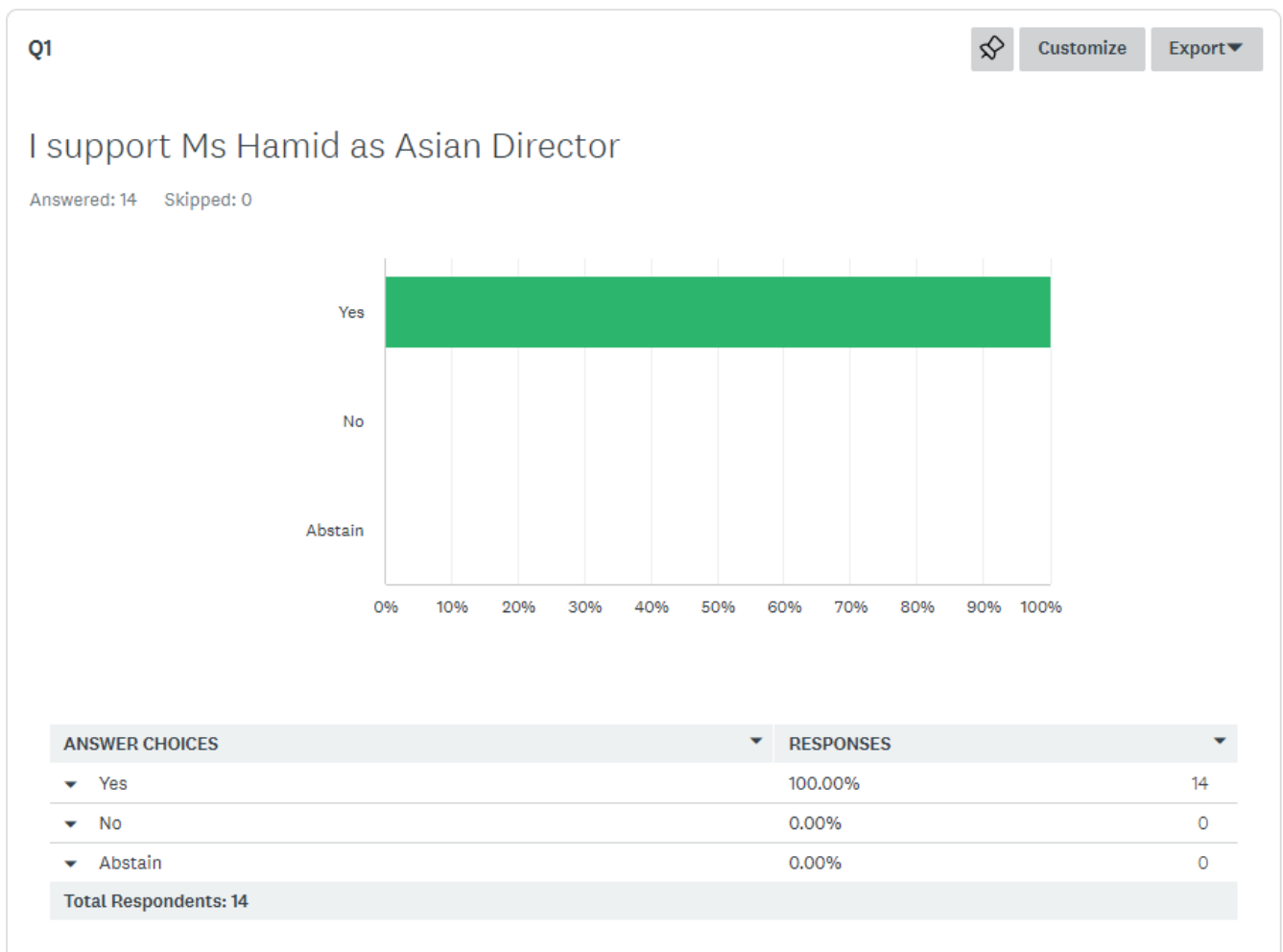
- 14 opened (100%)
- 0 partial (0%)



Annex I – Election Results: Ms. Ayesha Hamid was elected as IOI Asian Regional Director with unanimous support, receiving 100% of the votes cast.

On 19th August 2025 she was elected Second Vice-President of the IOI: this time she became not only the first Pakistani woman to join the world/main Board of the IOI but the first Pakistani to ever serve on the Board. Subsequently Ms. Ayesha Hamid became the First Vice-President of the IOI, a testament to her professionalism and the trust she commands internationally. These achievements speak volumes about the recognition by members of the IOI of Punjab's commitment to transparency, justice, and institutional excellence.

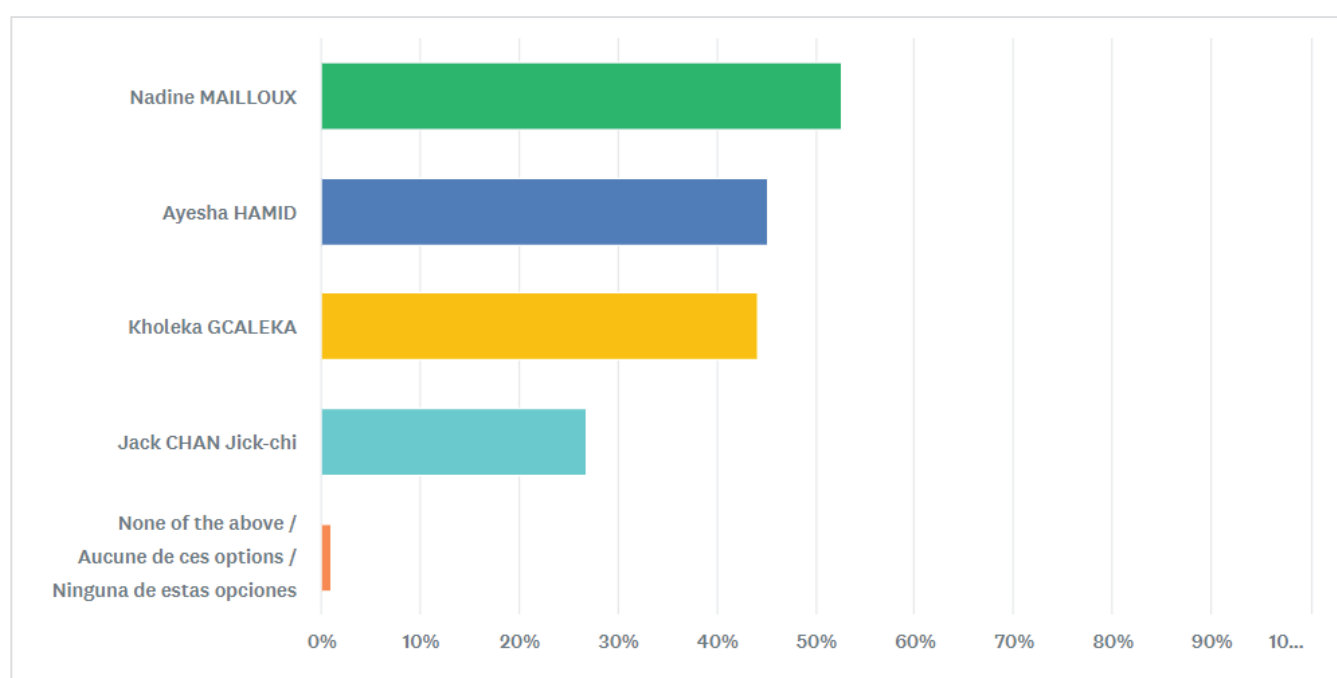
Annex – Election Results: Ms. Ayesha Hamid was elected as IOI Second Vice President, securing the second-highest number of votes.



Election results – IOI Asian Regional Director

ANNEX I – ELECTION RESULTS (IOI Second Vice President)

Answer Choices ↓	Percentage ↓	Responses ↓
● Nadine MAILLOUX	52.69%	49
● Ayesha HAMID	45.16%	42
● Kholeka GCALEKA	44.09%	41
● Jack CHAN Jick-chi	26.88%	25
● None of the above / Aucune de ces options / Ninguna de estas opciones	1.08%	1



Election results – IOI Second Vice President

Hosting the First-Ever IOI Regional Meeting in Pakistan



IOI Asian Regional Meeting & International Conference at Pearl Continental, Lahore, October 2025 Opening Ceremony



Ms. Ayesha Hamid, Ombudsman Punjab, with Mr. Ejaz Ahmad Qureshi, Federal Ombudsman and Mr. Kaiser Saleem, Secretary, Office of the Ombudsman Punjab

Lahore proudly hosted the IOI Regional Meeting and International Conference 2025 from 7-9 October, the first such event ever held in Pakistan. Led by Honourable Ombudsman Punjab and IOI First Vice-President Ms. Ayesha Hamid, the conference gathered delegates from Asia, Europe, Africa, and the Pacific—including Macao, Bahrain, Japan, South Africa, Austria, Indonesia, Papua New Guinea, Gibraltar and the Kyrgyz Republic.



IOI Asian Regional Meeting & International Conference at Pearl Continental, Lahore, October 2025



IOI delegates during the address by Ms. Ayesha Hamid, Ombudsman Punjab at the IOI Asian Regional Meeting 2025.



Opening moments at the IOI Asian Regional Meeting 2025



Post IOI Asian Regional Meeting & International Conference group photo at Peal Continental, Lahore



Mr. Kaiser Saleerm, Secretary Office of the Ombudsman Punjab
with Mr. Rashed Isa Mohamed Isa Salmeen, Supervisor Complaints Affairs



Ms. Ghada Hameed Habib, Ombudswoman at the Interior Ministry by Royal Decree
with Mr. Asif Mahmood Jah, Federal Tax Ombudsman

Discussions centred on improving governance, strengthening the rule of law, and making administrative justice more accessible. Delegates exchanged best practices, reflected on global challenges, and explored ways to bring Ombudsman institutions closer to the people.

The event also showcased Lahore's rich cultural heritage—from the Lahore Fort and Wazir Khan Mosque to Wagah Border—allowing participants to fully take in the city's history, hospitality, and cuisine. Many described the conference as a defining experience that brought diverse cultures together under the shared goal of public accountability.



IOI delegates at Aitchison College, Lahore



IOI delegates visit Faqir Khaana Museum, Lahore



IOI Delegates at Wahga Border, Lahore



IOI Delegates at Wazir Khan Mosque, Lahore



Delegates arriving at Badshahi Mosque, Lahore, for cultural exploration



Group photo during the visit to Badshahi Mosque, Lahore



Delegates pose for a group photo amid the streets of Lahore



Highlights from the opening ceremony of the IOI Asian Regional Meeting 2025



Mr. Muhammad Omer Saeed, Deputy Director A&T, serving as Master of Ceremonies at the opening of the IOI Asian Regional Meeting 2025



Mr. Bernhard Achitz, Member of the Austrian Ombudsman Board and Secretary General of the IOI with Ms. Ulrike Mag. Grieshofer, IOI Executive Director, Head of General Secretariat



A moment captured of delegates admiring the architectural beauty of Lahore



Delegates of IOI exploring the historic Shahi Hammam, Lahore

A Local Institution with a Global Spirit

The alignment between the IOI's global mission and the mandate of the Ombudsman Punjab is unmistakable. With strong legal authority, institutional independence, and a commitment to fair governance, the Office stands as a practical embodiment of international standards. Its achievements this year—from global leadership roles to ISO 9001:2015 certification, international conferences, and outreach expansion—demonstrate how international principles can be translated into meaningful local action. The Office of the Ombudsman Punjab continues to raise the bar, keeping citizens at the heart of its mission and ensuring that accountability remains a cornerstone of governance in the province.



Delegates at IOI Opening Ceremony, Pearl Continental Lahore



Advisors - Head Office Lahore, Office of the Ombudsman Punjab with
Mr. Bobby Hamzar Rafinus, Vice Chairman of the Ombudsman of the Republic of Indonesia (ORI)



Delegation from Macao following the Opening Ceremony of the IOI Asian Regional Meeting 2025



IOI delegates being welcomed at Aitchison College, Lahore.



Delegation from Papua New Guinea with Office of the Ombudsman Punjab Officers



IOI delegates enjoying lunch



Ms. Abeera Tanveer, Assistant Director Research with Mr. Abbas Khan,
Principal Policy Advisor, Ombudsperson Khyber Pakhtunkhwa



Ms. Wendy Marie Cumming and Ms. Sarah De Jesus El Haitali
- Public Service Ombudsman, Gibraltar with Mr. Sabir Kabir



Mr. Faisal Butt, Compliance Officer with Mr. Bobby Hamzar Rafinus, Vice Chairman of the Ombudsman of Indonesia and Mr. Gunawan Irwin Siallagan, Head of International Partnership, Ombudsman of Indonesia



Mr. Virgilio Da Silva Guterres, Chief Ombudsman of Ombudsman for Human Right and Justice (PDHJ) Timor-Leste with Mr. Vasco Manuel De Sousa E Brito Lopes, Advisor, Commission Against Corruption, Macao

IOI ASIAN REGIONAL MEETING & INTERNATIONAL CONFERENCE 2025

Chapter 05

The Office of the Ombudsman Punjab achieved a historic institutional milestone by successfully hosting the IOI Asian Regional Meeting and International Conference 2025, marking the first time Pakistan hosted an IOI Asian Regional Meeting and the 10th gathering of the IOI Asian Region. The event brought together a distinguished assembly of Ombudsmen, Ombudspersons, senior public officials, jurists, and governance experts from across Asia, Europe, and the Pacific, reaffirming a shared commitment to strengthening the rule of law, accountability, and access to justice. Held in Lahore from 7th to 10th October 2025, the Conference served as a high-level platform for dialogue, experience-sharing, and regional cooperation, while projecting Punjab as a capable, professional, and culturally rich host of major international governance forums.



The commencement of the IOI Asian Regional Conference at Pearl Continental Hotel, Lahore

Opening ceremony and institutional context

The Conference formally commenced on the evening of 7th October 2025 with an Opening Ceremony in Lahore, reflecting the historical significance and administrative stature of the host city. The proceedings highlighted Lahore's enduring role as a center of governance, intellectual exchange, and cultural heritage. The inaugural session was led by Honorable Ms. Ayesha Hamid, Ombudsman Punjab, First Vice President of the International Ombudsman Institute (IOI), and Regional Director, IOI (Asian Region). In her welcome remarks, she emphasized the evolving role of Ombudsman institutions as essential pillars of democratic governance and guardians of citizens' rights. Ms. Ayesha Hamid outlined the transformation of the Office of the Ombudsman Punjab into a modern, citizen-centric institution. She highlighted key initiatives including the establishment of 39

regional offices across Punjab to ensure decentralization and access to justice; the implementation of a robust Complaint Management Information System (CMIS) for transparent and timely grievance redressal; the introduction of mobile complaint vans and outreach programmes to reach marginalized communities; and the achievement of ISO 9001 certification, aligning institutional processes with internationally recognized quality management standards. She underscored that the Conference was not merely ceremonial, but a reaffirmation of shared values—fairness, transparency, accountability, and responsiveness.



Ms. Ayesha Hamid, Honourable Ombudsman Punjab, with delegates during the opening ceremony of the IOI Asian Regional Conference 2025

Address by the Federal Ombudsman of Pakistan

The Opening Ceremony also featured an address by Honorable Mr. Ejaz Ahmad Qureshi, Federal Ombudsman (Wafaqi Mohtasib) of Pakistan. Drawing upon his extensive career in public administration, governance, and diplomacy, he reflected on the expanding responsibilities of Ombudsman institutions in complex administrative environments. He emphasized institutional independence, credibility, and the effective implementation of Ombudsman recommendations, highlighting improvements in complaint disposal and public confidence under his leadership.



H.E. Mr. Ejaz Ahmad Qureshi addressing the delegations during opening ceremony of the IOI Asian Regional Conference 2025

IOI Asian Regional Meeting 2025



IOI delegates at the opening ceremony of the IOI Asian Regional Meeting 2025 & International Conference

On 8th October 2025, the IOI Asian Regional Meeting was convened at the Pearl Continental Hotel, Lahore. This formal, closed-door session was chaired by Mr. Somsak Suwansujarit, IOI Asian Regional President and Chief Ombudsman of Thailand, who participated virtually. Voting members from Bahrain, Indonesia, Japan, Macao SAR, Pakistan, the Philippines, and Timor-Leste participated, alongside non-voting members, regional advisors, the Asian Secretariat, and observers from the IOI General Secretariat, including Mr. Bernhard Achitz, Secretary General of the IOI. The meeting reviewed key regional and global developments, including updates from the IOI Board of Directors, the IOI Strategic Plan 2024–2028, regional subsidy mechanisms, training initiatives, and the significance of UN General Assembly Resolution A/RES/79/177, affirming the role of Ombudsman institutions in promoting human rights and good governance.

Members discussed institutional sustainability, Asian regional operations (2021–2025), committee progress, and endorsed future initiatives such as the Sharing Best Practices Project 2026. The meeting concluded with farewell remarks marking the completion of Mr. Suwansujarit's tenure as Asian Regional President.



Highlights from the IOI Asian Regional Meeting 2025



Moments before the IOI Asian Regional Meeting 2025 & International Conference opening ceremony



Ms. Ayesha Hamid, Ombudsman Punjab, with Aizhamal Abdykadyr Kyzy, Leading Specialist Ombudsman of the Kyrgyz Republic and Ms. Ulrike Mag. Grieshofer, IOI Executive Director, Head of General Secretariat



IOI Delegates from Macao with Mr. Nadeem Hassan Gohar, Registrar-II and Mr. Muhammad Hamza Khan, Stenographer



Mr. Abbas Khan, Principal Policy Advisor, Ombudsperson KPK with members of IOI General Secretariat



Group photograph of officers of the Office of the Ombudsman Punjab, at the IOI Asian Regional Meeting



Noor Ul Ain Zafar, Deputy Director, I&C in conversation with IOI Delegation from Philippines



Mr. Sami Ullah, Advisor (F&P)/(ITID) with Ms. Ghada Hameed Habib, Ombudswoman at the Interior Ministry of Bahrain by Royal Decree



Delegates arrive at Pearl Continental, Lahore for the IOI Asian Regional Meeting & International Conference



Mr. Muhammad Omer Saeed, Deputy Director A&T, is welcoming delegates at the Pearl Continental Hotel, Lahore, for the IOI Asian Regional Meeting 2025

Keynote addresses, International and National Contributions



Ms. Ayesha Hamid, Ombudsman Punjab, during her opening remarks at the IOI Asian Regional Meeting 2025

The formal sessions of the International Conference were defined by high-level discourse and the exchange of pioneering practices. The keynote addresses set a powerful thematic foundation for the proceedings.

Honorable Ms. Ayesha Hamid, Ombudsman Punjab, First Vice President IOI & Regional Director (Asia), framed the event by highlighting the evolution of Ombudsman institutions into indispensable pillars of democratic governance. She presented the Punjab Ombudsman's transformation as a case study, detailing its decentralization through 39 regional offices, its digital leap via the Complaint Management Information System (CMIS), proactive outreach to marginalized communities, and its commitment to international standards evidenced by ISO 9001 certification.

Honorable Mr. Ejaz Ahmad Qureshi, Federal Ombudsman (Wafaqi Mohtasib) of Pakistan, built upon this by reflecting on the expanding mandate of Ombudsman offices in complex administrative landscapes. He emphasized that institutional credibility and public trust are fundamentally tied to independence and the effective implementation of Ombudsman recommendations.

These keynotes paved the way for a rich series of contributions from across the globe. International leaders shared diverse institutional models and challenges: Mr. Aydin Safikhanli, Commissioner for Human Rights (Ombudsman) of Azerbaijan, focused on enhancing accessibility through citizen-friendly procedures. Ms. Aizhamal Abdykadyr kyzy, Ombudsman of the Kyrgyz Republic, emphasized protective mechanisms for vulnerable groups and preventive oversight. Mr. Bobby Hamzar Rafinus, Ombudsman of Indonesia, outlined a systemic approach to accountability through administrative evaluations. Mr. Daisuke Otsuki, Deputy Ombudsman of Japan, elaborated on Japan's

meticulous, evidence-based administrative review process that prioritizes procedural fairness. Mr. Vasco Manuel de Sousa e Brito Lopes, Ombudsman of Macao SAR, China, discussed the critical balance between administrative efficiency and safeguarding citizens' rights. Mr. Virgílio da Silva Guterres, Provedor for Human Rights and Justice of Timor-Leste, addressed the institution's vital role in post-conflict democratic consolidation and human rights protection. Mr. Richard Pagen, Chief Ombudsman of Papua New Guinea, provided insights into overcoming geographic and resource constraints through innovation and strengthened outreach.

The national perspective from Pakistan was articulated with equal depth. Ms. Fauzia Viqar, Federal Ombudsperson for Protection Against Harassment, detailed the mechanisms and legal frameworks for promoting gender justice and safe workplaces. Dr. Asif Mahmood Jah, Federal Tax Ombudsman, explained his office's role in ensuring fairness, transparency, and building trust within the tax administration system. Mr. Mumtaz Ali Shah, Federal Insurance Ombudsman, highlighted specialized accountability and consumer protection within the financial services sector. A comprehensive synthesis was provided by Mr. Muhammad Abbas Khan, Principal Advisor & Focal Person (Donors Coordination and Development), Ombudsperson Secretariat Khyber Pakhtunkhwa. His substantive presentation on "Strengthening the Rule of Law" positioned the Ombudsman as a people-centred, non-adversarial justice mechanism, intricately linking women's empowerment, access to justice for the marginalized, institutional capacity-building, and strategic donor coordination with overarching UN and international human rights frameworks.

Cultural engagement and institutional diplomacy



IOI Delegates' experience — Aitchison College, Lahore

Beyond formal sessions, the Conference featured an extensive programme of cultural engagement and institutional diplomacy. Delegates participated in heritage visits to the Lahore Museum, Faqir Khana Museum, Aitchison College, Bamba Collection, Badshahi Mosque, Wazir Khan Mosque, Shahi Hammam, Lahore Fort, and the Walled City of Lahore, offering deep insight into Lahore’s historical, cultural, and educational legacy. These immersive tours were highly appreciated by the delegates and dignitaries, who expressed profound admiration for Lahore’s centuries-old heritage as a cradle of Mughal architecture, Sikh empire history, and colonial-era academia. The visit to Aitchison College—founded in 1886 and one of the subcontinent’s most prestigious institutions—showcased its majestic colonial buildings and role in educating generations of leaders. At the Faqir Khana Museum, delegates marveled at one of South Asia’s finest private collections of Mughal, Sikh, and colonial artifacts, reflecting the city’s layered artistic patronage.

The visit to Aitchison College was significantly enhanced by Ms. Faaria Rehman, the Founding Director of the Advancement Office at Aitchison College, who is widely recognized for her contributions to institutional leadership, strategic development, and heritage preservation. She personally conducted a detailed and insightful tour of Aitchison College where her thoughtful narration of its historical, architectural, and cultural significance greatly enriched the delegates’ understanding of Pakistan’s educational heritage and left a lasting impression on the international participants. Social engagements included a Dinner and Cultural Evening at Bastion Café, Lahore Fort, accompanied by traditional live performance by Jaggu Khan a renowned Tabla artist as well as a formal dinner hosted by the Honorable Governor of Punjab at the Governor’s House, further strengthening goodwill and institutional bonds among delegates.



Ms. Faaria Rehman Salahuddin, Director of Advancements at Aitchison College, addressing IOI delegates during their visit



IOI delegates from the Philippines and Bahrain exploring the Princess Bamba Collection, Lahore Fort



IOI delegates experiencing Lahore's heritage at Delhi Gate



IOI delegates and Officers of the Ombudsman Punjab enjoy a memorable group moment at Badshahi Mosque, Lahore



IOI delegates from Macao exploring the architectural beauty of the Fakir Khana Museum



Ms. Wendy Marie Cumming, Public Services Ombudsman, with Mr. Rashed Isa Mohamed Isa Salmeen, Supervisor Complaints Affairs, during their cultural exploration of Lahore



Exploring culture, stories, and heritage in the streets of Androon Lahore



IOI delegates experiencing the Wagah Border ceremony, Lahore, Pakistan



Officers of the Ombudsman Punjab with delegates from Papua New Guinea



Ms. Ghada Hameed Habib, Ombudswoman at the Interior Ministry by Royal Decree, with officers from the Ombudsman, Bahrain, at Fort Road Food Street, Lahore



Officers of the Ombudsman Punjab with IOI delegates



IOI Delegates and Officers from the Office of the Ombudsman Punjab during their visit to Shahi Hammam, Lahore



Traditional performance by renowned tabla player Jaggu Khan during the post-IOI Conference dinner at Bastion Café, Lahore

Overall Impact

The successful hosting of the IOI Asian Regional Meeting & International Conference 2025 firmly positioned the Office of the Ombudsman Punjab as a leading institution in regional and international Ombudsman cooperation. The event effectively balanced formal governance deliberations with rich international dialogue and cultural diplomacy, reinforcing the Ombudsman's role as a guardian of fairness, accountability, and the rule of law. The institutional partnerships, professional exchanges, and shared commitments forged in Lahore will continue to resonate across the IOI community in the years to come. We can proudly say, Lahore Pakistan left a golden mark on everyone's heart.



Mr. Kaiser Saleem, Secretary, Office of the Ombudsman Punjab, welcoming guests at the Governor House Dinner, Lahore



A moment from the Governor House, Lahore, during the concluding dinner of the IOI Asian Regional Meeting 2025 & International Conference



Closing ceremony of the IOI Asian Regional Meeting & International Conference 2025 at Governor House - Lahore, Pakistan

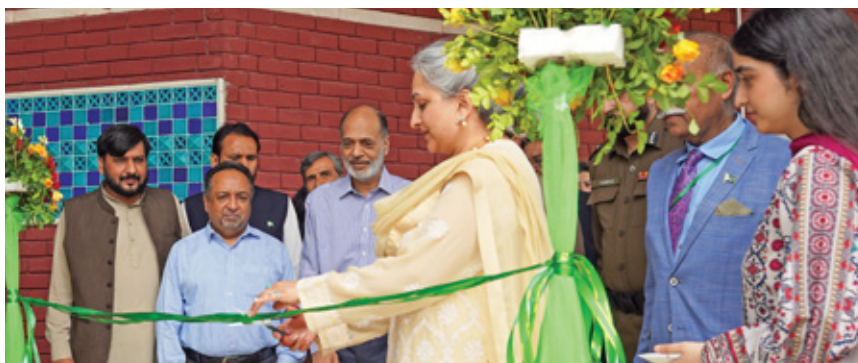
Awami Khidmat Programme & Mobile Outreach Complaint Vans (MOCVs)

Chapter 06



1. Introduction

The Institution of the Ombudsman Punjab is mandated to promote administrative accountability by addressing issues of maladministration in public sector departments and agencies. At the time of its inception, the institution operated through a single office at Lahore and was responsible for processing complaints originating from across the entire province. Over the years, it has evolved into a robust, province-wide network, with fully functional regional offices established in 39 districts of Punjab, with Wazirabad and Taunsa managed by adjoining Regional offices. As a result, complaints are now received and processed locally, bringing the Ombudsman's services closer to the doorsteps of aggrieved citizens and ensuring more accessible, efficient, and people-centred grievance redressal.



Ms. Ayesha Hamid, Ombudsman Punjab, inaugurating the Awami Khidmat Programme, officially launched on 18th August 2025

To expand public access to justice and enhance citizen facilitation across the province, Mr. Kaiser Saleem, Secretary Ombudsman Punjab envisioned the idea of Awami Khidmat Programme which was formally launched on 18th August, 2025 by Ms. Ayesha Hamid, Ombudsman Punjab, as a central component of this initiative, the Mobile Outreach Complaints Van (MOCV) Project was introduced initially at Reginal Office, Multan to serve communities of South Punjab.

This programme reflects a paradigm shift from institution-based access to people-centric access, ensuring that the Ombudsman's services reach disadvantaged, remote, and marginalized populations.



Mr. Muhammad Saleem, Mr. Amir Khattak, Mr. Ali Akbar & Mr. Tanvir Iqbal, Advisors from Regional Offices at the inauguration of the Awaami Khidmat Programme and South Punjab Media Wing, Regional Office Multan – August 2025



Mr. Nasim Nawaz, Advisor (Headquarter) at the inauguration of the Awaami Khidmat Programme (August 2025), presenting a souvenir to Mr. Ali Akbar Advisor, Regional office Rahim Yar Khan

2. Expansion of the Programme



Following the successful rollout in South Punjab, the project was expanded to three additional divisions—Faisalabad, Sargodha, and Lahore. Vans in these divisions operate under the supervision

of dedicated officers designated as Incharges MOCVs, ensuring operational oversight and adherence to the programme's standards which is further overseen by the Advisors of those Divisions / Districts.

With multiple vans now functional across the province, the initiative has significantly broadened the Ombudsman's outreach footprint and strengthened its service delivery mechanisms.



Mr. Muhammad Saleem during Awami Khidmat Van visit, Sargodha



Mr. Mian Muhammad Mohsin, Awami Khidmat Van, Faisalabad Visit

3.1. Field Coverage



Mr. Ahmed Mustajab Karamat, Awaami Khidmat Van at Kahna Hospital – Lahore



Public awareness initiative under the Awaami Khidmat Programme

Each MOCV functions as a mobile complaint-collection and facilitation unit, visiting:

- Remote rural belts
- Underdeveloped localities
- Marginalized communities
- Areas with limited access to administrative forums

The vans are equipped with complaint-handling staff, laptops, scanners, printers, internet devices, backup power, and awareness material, enabling on-site registration and documentation of complaints.

3.2 Priority Disposal Mechanism

Complaints collected by MOCVs are processed on a priority basis, ensuring expedited scrutiny, swift communication with agencies, and timely follow-up. This mechanism underscores the Ombudsman's commitment to fairness, efficiency, and citizen facilitation.



Mr. Faisal Butt, Awaami Khidmat Van at Sargodha - September 2025



Awaami Khidmat Programme Awareness drive at Faisalabad - September 2025

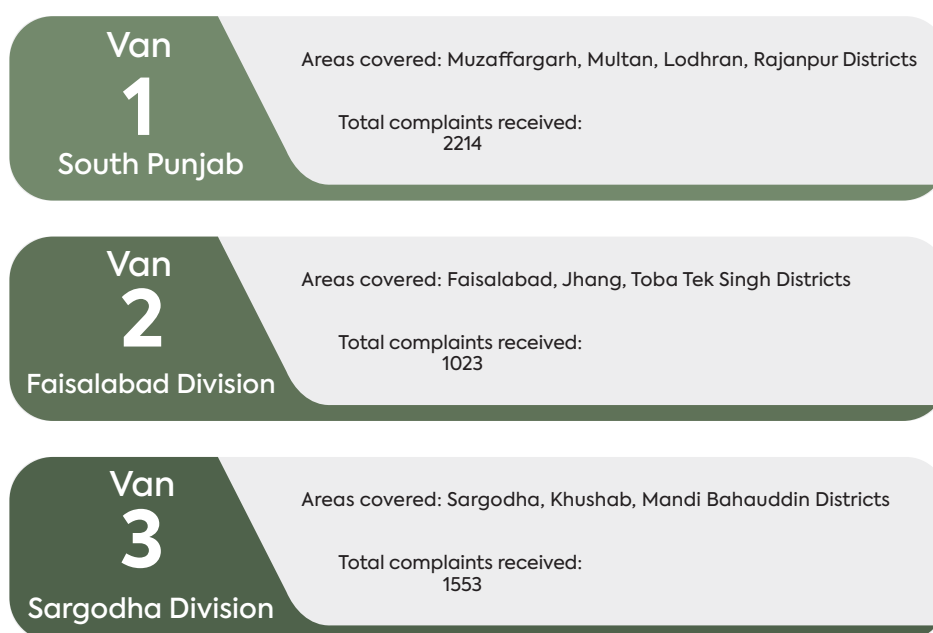


Awaami Khidmat Van reaching out to the public in Lahore with officers of the Ombudsman Punjab.

4. Data and Performance (2025)

During the year 2025, the Mobile Outreach Vans collectively registered 4790 complaints, of which were processed on priority basis. Further details are as under:-

4.1. Division-wise and Van-wise Performance



4.2 Cumulative Summary

Indicator	Total
Complaints Received	4790
Complaints Disposed Of	224

The data reflects a strong public response within a short operational period, particularly highlighting the high volume of grievances emerging from rural and underserved areas.

5. Analysis and Impact

5.1. High Public Engagement

Receiving around 5,000 complaints within a few months confirms:

- Visibility of the outreach programme
- Trust reposed by the public in the Ombudsman's institution
- Unmet need for accessible grievance redressal forums

5.2. Rural and Marginalized Community Reach

The majority of complaints originate from remote districts, demonstrating that the programme succeeded in reaching populations previously excluded from formal administrative mechanisms.

6. Challenges Observed

The first phase of implementation highlighted a few operational challenges:

- High complaint load relative to staff strength
- Need of dedicated staff ready to work away from office environment
- Requirement of state of the art logistics

These challenges have informed refinements in training, logistics planning, and coordination mechanisms.

7. Way Forward

To strengthen and expand the Awami Khidmat Programme, the Office intends to:

- Scale MOCV operations across remaining divisions
- Increase frequency of field visits to far flung area
- Deploy more dedicated staff and technical support
- Strengthen agency coordination to improve disposal rates
- Introduce digital dashboards for real-time monitoring
- Launch targeted awareness campaigns for women and persons with disabilities

8. Conclusion

The **Awami Khidmat Programme**, anchored by the Mobile Outreach Complaints Vans, represents a transformative step in citizen-centric governance. By physically reaching the doorstep of the underserved, the Ombudsman Punjab has ensured that administrative justice is not confined to urban centers but is available to every citizen, regardless of geography or socio-economic status.

With thousands of complaints received in a short span, the programme has demonstrated both its necessity and its potential. As it evolves, it is poised to become a permanent and powerful pillar of public facilitation in Punjab.

Office of the Chief Provincial Commissioner for Children (CPCC)

Chapter 07

The Office of the Chief Provincial Commissioner for Children (OCPCC) is an initiative of the Office of the Ombudsman, Punjab, aimed at protecting and promoting the rights of children across Punjab. The office was first established in 2009 as 'Children Complaint Office' with the support of UNICEF, and then upgraded in 2013 to its present form, showcasing the Punjab Government's commitment to child welfare. Over time, the OCPCC has expanded its outreach to all 39 Regional Offices of Punjab, thus ensuring that children in every corner of the province have access to a fair and responsive redressal mechanism.

Functioning through the learned advisors and consultants of the Office of the Ombudsman Punjab, the OCPCC provides an institutional platform for addressing complaints made by or on behalf of children. This mechanism ensures that the grievances are heard and resolved with due care and sensitivity. The Office's mandate aligns closely with the principles enshrined in the United Nations Convention on the Rights of the Child (UNCRC) and the Constitution of the Islamic Republic of Pakistan, emphasising the protection, welfare, and participation of children in all matters affecting them.

Through its sustained efforts, the OCPCC strives to ensure that the province's laws, policies, and administrative frameworks remain consistent with international and constitutional obligations toward children's rights, thereby fostering a safer and more equitable environment for every child in Punjab.

Roles and Functions

The OCPCC performs a wide range of functions designed to safeguard, promote, and advance the rights and welfare of children in Punjab. Its mandate extends from policy review and legal reforms to direct investigation and advocacy, which ensures that every child enjoys protection, justice, and dignity. The major roles and functions of the OCPCC include the following:

- Reviewing and recommending improvements to existing laws and safeguards related to children's rights, particularly in cases where government agencies or institutions fail to uphold their obligations.

- Addressing violations of children's rights by examining reported cases and recommending appropriate legal action against individuals responsible for abuse or exploitation.
- Investigating factors that hinder the realisation of children's rights, including those arising from terrorism, violence, natural disasters, domestic abuse, HIV/AIDS, trafficking, maltreatment, exploitation, pornography, and prostitution.
- Promoting and conducting research on children's rights to produce evidence-based knowledge that supports policymaking and strengthens institutional frameworks.
- Raising public awareness regarding child protection and welfare through media campaigns, community outreach, and seminars. These initiatives aim to sensitise citizens, parents, and other relevant stakeholders about the rights of children and the importance of safeguarding them from harm.
- Inspecting facilities for children, including juvenile homes, and government-run centres for treatment, reform, or protection. The Office monitors the conditions and management of these facilities to ensure that they operate in accordance with national and international child protection standards, and advocates for necessary improvements where required.
- Investigating complaints related to:
 - Deprivation or violation of children's rights
 - Failure to implement child protection and development laws
 - Non-compliance with policies, guidelines, or instructions aimed at promoting children's welfare. In such cases, the OCPCC engages with relevant authorities to ensure accountability and corrective action.
- Conducting formal investigations upon receiving complaints from children, their guardians, or concerned individuals. Each complaint is handled with due diligence and confidentiality to ensure that affected children receive timely redress and that systemic issues are addressed to prevent recurrence.

Awareness Campaigns

The Office of the Chief Provincial Commissioner for Children has undertaken several awareness initiatives to promote understanding of child rights and available protection mechanisms across Punjab.

Social Media Campaigns on Facebook and Instagram

The Office actively utilises social media platforms to reach a wider audience, particularly youth and parents, through informative posts and messages. These campaigns aim to raise awareness about child protection laws, reporting mechanisms, and the role of the Ombudsman Punjab in safeguarding children's rights.



Distribution of Pamphlets

Informative pamphlets are distributed to spread awareness about children's rights, the functioning of OCPCC, and how citizens can report cases of abuse or exploitation. These materials are designed in simple language to ensure accessibility for all segments of society.

Complaint Lodging Platforms

The following platforms are available for lodging complaints by the general public;

- i) Through post or by hand at any Office of the Ombudsman Punjab in the province.
- ii) Through online portals, which include;



Email

obd.cpcc@ombudsmanpunjab.gov.pk



Mobile App

OPMIS Mobile Application



Twitter (x)

[@obd.cpcc@ombudsmanpunjab.gov.pk](https://twitter.com/obd.cpcc)



Facebook

www.facebook.com/obd.punjab/



Website

www.ombudsmanpunjab.gov.pk

Complaints Status

Detail of the complaints for the year 2025 is as follows;

Brought Forward	Fresh Complaints	Total Processed	Total Disposed	Total Pendency
40	227	267	260	7

Activities during 2025

The OCPCC carried out several activities during 2025, whose highlights are as follows;



Mr. Arif Anwar Baloch heads Consultative Meeting on the Development of the Implementation Plan for the Child Protection Framework

ISO 9001:2015 Quality Management Systems Certification

Chapter 08

Overview

The achievement of the ISO 9001:2015 Quality Management Systems (QMS) Certification by the Office of the Ombudsman Punjab is a landmark accomplishment that signifies a formal commitment to international standards of quality, efficiency, and citizen focus in public service delivery. The Office of the Ombudsman Punjab is the first Ombudsman Institution in Pakistan which has successfully achieved the ISO 9001:2015 Quality Management System Certification for the Head Office, Research & Development Wing and 38 Regional Offices across the Punjab.

SGS United Kingdom Limited, the certification body, along with the United Kingdom Accreditation Service (UKAS) and the International Accreditation Forum (IAF), granted the ISO 9001:2015 Quality Management Systems Certification for the operations of the Office of the Ombudsman Punjab. This certification is not just an award; it is a testament to a fundamental transformation by using the means of Information & Communication Technology (ICT) to get the outcomes of effective and efficient e-governance in public sector institutions.

Confirmation of certificate	
Office of the Ombudsman Punjab	
has been approved by SGS United Kingdom Limited to the following standard(s):	
Quality Management Systems ISO 9001:2015	
Certificate number	PK25/00000138
Type	Management System
Standards	ISO 9001:2015 (Quality Management Systems)
Scope of certification	No scope of certification declared
Main site addresses (1)	Professor Ashfaq Ali Khan Road, Lahore, Punjab, Pakistan., Pakistan
Last updated	08/21/2025
QR code	
Certified by	 SGS United Kingdom Limited

Scope

Scope of the ISO 9001:2015 QMS Certification in the Office of the Ombudsman Punjab is; 'Delivery of complaint management services through Information and Communication Technology (ICT) using Ombudsman Punjab Management Information System (OPMIS) for addressing and resolving grievances related to maladministration by provincial departments, agencies, and public sector entities within Punjab, in accordance with the Punjab Office of the Ombudsman Act, 1997'.

Core Principles

ISO 9001:2015 is the world's most recognized QMS standard. For the Office of the Ombudsman Punjab, it provides a structured framework to ensure that its services are consistent, reliable, and continuously improved. The core principles demonstrated by this achievement include:

- **Citizen Focus (Complainant-Centric Service)**
The entire system is explicitly designed around the needs of the citizens (complainants). This means processes are streamlined to ensure complaints are handled fairly, promptly, and effectively.
- **Process-Driven Approach**
The office has mapped and standardized its key operational processes from complaint registration, examination and investigation to resolution and feedback through advanced Enterprise Resource Planning (ERP) system developed in-house with name of Ombudsman Punjab Management Information System (OPMIS). This reduces variability, minimizes errors, and ensures every case is handled with the same level of diligence.
- **Evidence-Based Decision Making**
Decisions are based on data and authentic system generated records. The Office monitors performance metrics (Complaint resolution time, Key Performance Indicators, citizen/complainant satisfaction etc) to identify trends, bottlenecks, and opportunities for improvement.
- **Continuous Improvement**
The ISO 9001:2015 QMS mandates a continuous cycle of regular audits, management reviews, and corrective actions. This ensures that the Office remains proactive, consistently seeking ways to enhance service delivery for the citizens of Punjab.
- **Leadership and Commitment**
Achieving certification required a top-down commitment from the Ombudsman and senior leadership, demonstrating that quality is a strategic priority for the organization's present and future growth.
- **Key Benefits and Impacts Through the ISO 9001:2015 QMS Certification**
Following are the key benefits resulting from the ISO 9001:2015 QMS Certification achieved by the Office of the Ombudsman Punjab.



- Increased Trust and Credibility**
 The international certification provides independent third-party verification that the Office of the Ombudsman Punjab operates its core functions through OPMIS in accordance with globally accepted standards.
- Greater Consistency and Fairness**
 Standardized processes ensure that complainants, regardless of their location or background, receive the same quality of service and access to justice at the doorstep.
- Effective & Efficient Resolution**
 Streamlined workflows and a focus on efficiency reduce grievances processing through the effective use of Information & Communication Technology frameworks.
- Enhanced Transparency and Accountability**
 The Quality Management System requires clear documentation and record-keeping, making the institution's operations more transparent and accountable to the public.
- A Culture of Service Excellence**
 It fosters an institutional culture where every staff member is aligned towards the common goal of delivering exceptional service to the public.

In a nutshell, the ISO 9001:2015 QMS Certification marks the Office of the Ombudsman Punjab's evolution from a traditional grievance redressal body to a modern, professional, and quality-driven institution. It is a powerful signal to the citizens of Punjab that their grievances are handled with the utmost seriousness, professionalism, and a commitment to justice and continuous improvement. This achievement sets a new benchmark for excellence in public service across Punjab.

Celebration of the Successful Achievement of ISO 9001:2015 QMS Certification

The successful achievement of the ISO 9001:2015 QMS Certification was celebrated with great enthusiasm across the Head Office, R&D Wing, and all Regional Offices of the Ombudsman Punjab. The celebrations marked a moment of pride and collective accomplishment, recognizing the dedicated efforts of all officers and staff who contributed to meeting international quality standards. During the events, the importance of maintaining and further strengthening the certified quality management practices was emphasized, reinforcing the continuous commitment to excellence, transparency, and citizen-focused service delivery. The achievement not only reflected institutional efficiency but also inspired renewed motivation among employees to uphold the values of professionalism and continuous improvement in every facet of the organization's operations.

Ceremony at the Head Office

The central ceremony was held at the Head Office where the event was graced by the Chief Secretary Punjab, Mr. Zahid Akhtar Zaman. Senior officials, advisors and directors attended the occasion, highlighting the significance of this milestone for the Office of the Ombudsman, Punjab.

In his address, the Chief Secretary appreciated the Ombudsman Punjab's initiative in adopting international quality standards and emphasized the role of ICT-based systems in ensuring efficient, transparent, and responsive public service delivery. The Ombudsman Punjab, in her remarks, acknowledged the collective efforts of all officers and staff who made this achievement possible through dedication and adherence to continuous improvement.



Chief Secretary Punjab, Mr. Zahid Akhtar Zaman, expressing his remarks on the ISO 9001:2015 Certification



Hon'ble Ombudsman Punjab receiving the ISO 9001:2015 shield from the SGS representative



Secretary Ombudsman Punjab receiving the ISO 9001:2015 shield from the SGS representative

Ceremonies at the Research & Development Wing and Regional Offices

Certificate celebration ceremonies were also organized at the Research & Development Wing and all Regional Offices across Punjab. These ceremonies served as an opportunity to honour the teamwork, commitment, and contributions of regional staff in implementing and sustaining the ISO 9001:2015 Quality Management System.

Ceremony at R&D Wing

Each regional office reaffirmed its pledge to uphold quality principles, maintain standardized complaint-handling procedures, and ensure citizen satisfaction at every level of service. Glimpses from few of the Regional Offices are as follows;

Ceremony at Regional Office Lahore



Mr. Javed Akbar Bhatti, Advisor (LH-1) hosting the ISO 9001:2015 Celebration at Regional Office, Lahore



Dr. Aamer Ahmad (PAS), Advisor (LH-4) receiving ISO Certification at Regional Office, Lahore

Ceremony at Regional Office, Rawalpindi



Mr. Ehsan Tufail, Advisor Rawalpindi-II, hosting ISO Celebration event at Regional Office, Rawalpindi

Ceremony at Regional Office, Hafizabad



Mr. Fazal Abbas, Consultant Regional Office Hafizabad, hosting ISO Celebration event at Regional Office Hafizabad

Ceremony at Regional Office, Gujrat & Wazirabad



Mr. Muhammad Rafiq, Consultant Regional Office Gujrat hosting ISO Celebration event

Ceremony at the Regional Office, Rahim Yar Khan and Rajanpur



Mr. Ali Akbar, Advisor Regional Office Rahim Yar Khan, hosting the ISO Certification celebration event

Ceremony at Regional Office, Bahawalnagar



Mr. Imtiaz Nazir, Advisor hosting ISO Celebration event at Regional Office, Bahawalnagar

Ceremony at the Regional Office, Chakwal



Mr. Akbar Hayat, Consultant Regional Office Chakwal, hosting ISO celebration event at Regional Office Chakwal

Ceremony at the Regional Office, Multan



Mr. Mehmood Javed Bhatti, Consultant Regional Office Multan, hosting ISO celebration event at Regional Office Multan

Ceremony at the Regional Office, DG Khan



M. Saleem, Consultant Regional Office DG Khan, hosting the ISO celebration event at Regional Office DG Khan

Ceremony at the Regional Office, Faisalabad



Muhammad Nawaz Khan Arbi, Advisor Faisalabad-III and Aslam Hayat Sial, Consultant Faisalabad-I, attending ISO Celebration event at Regional Office, Faisalabad

Ceremony at the Regional Office, Sahiwal



Mr. Shaukat Ali, Advisor Regional Office Sahiwal, presenting at the ISO celebration event at Regional Office, Sahiwal

Ceremony at the Regional Office, Sheikhupura



MPA PP-139, Rana Tahir Iqbal delivering a speech at ISO Celebration event at Regional Office Sheikhupura



MPA PP-139, Rana Tahir Iqbal with Malik Muhammad Aslam, Advisor Regional Office Sheikhupura



PUBLIC ACCOUNTABILITY IN THE SPOTLIGHT: MEDIA REFLECTIONS 2025

Chapter 09

Throughout 2025, the Office of the Ombudsman Punjab remained firmly committed to strengthening public accountability, improving service delivery, and ensuring accessible justice for citizens across the province. The year's work—spanning grievance redressal, institutional reform, public outreach, and administrative oversight—was widely reflected in national and regional media, highlighting the Office's role as an independent and trusted guardian of public rights.

Media coverage during the year captured the Ombudsman's interventions across a broad range of public interest issues. Reports on citizen relief measures, including resolution of long-pending complaints related to scholarships, pensions, grants, and financial entitlements, underscored the Office's focus on timely and effective redress. These stories reflected the human impact of administrative justice, where institutional action translated into tangible relief for individuals and families.

Press releases and news reports also highlighted the Office's role in safeguarding public assets. Actions taken against illegal occupation and maladministration led to the recovery of state land and the restoration of public properties, reinforcing the principle that public resources must be protected for collective benefit. Media attention to these interventions strengthened public awareness and reinforced accountability at the local level.

Urban service improvements featured prominently in media coverage throughout the year. Reports on the repair of roads, restoration of streetlights, rehabilitation of parks, improvement of drainage systems, and removal of encroachments demonstrated the Ombudsman's role in translating complaints into visible improvements in municipal services.

The media also documented the Office's expanding public outreach. Coverage of Sunwai sessions, awareness seminars, and mobile outreach initiatives under the Awami Khidmat Program, particularly in remote and underserved areas.

Collectively, the press coverage presented in the following pages offers a chronological reflection of the Office's work during 2025. These clippings serve as an independent record of how citizen concerns, when addressed through principled oversight, contribute to better governance and strengthened public confidence across Punjab.

Intervention of the Honourable Ombudsman Punjab resulted in financial relief of Rs. 101.3 million for 211 applicants

211 get financial relief on ombudsman's order

Our correspondent

LAHORE

ON the orders of Punjab ombudsman, a financial relief of over Rs101.3 million has been given to 211 applicants through prompt resolutions of complaints.

Under the directives of the ombudsman, 27 applicants received Rs72.7 million in pending dues; 58 applicants were granted Rs15.4 million as marriage grants; 99 applicants obtained Rs7.716 million in educational scholarships; 9 applicants were provided Rs4.08 million in death and

farewell grants; 13 applicants received Rs1.914 million in GP fund and financial relief; and 5 applicants were paid Rs2.213 million in monthly financial assistance and pension dues.

The applicants expressed heartfelt gratitude to the ombudsman for timely justice and immediate relief, appreciating the services rendered. The office of Punjab ombudsman remains committed to the swift resolution of public grievances and the protection of their rights, ensuring timely and effective justice for citizens.

مختص پنجاب: 211 سالکین کو 10 کروڑ 13 لاکھ کارلیف
27 درخواست گزاروں کو بقایا جات کی مد میں 7 کروڑ 27 لاکھ روپے کی ادائیگی کی گئی
58 کو میرج گرانٹ کے ایک کروڑ 54 لاکھ، 99 کو 77 لاکھ کے تعلیمی وظائف دیے گئے
 لاہور (اپنے سٹاف رپورٹر سے) مختص پنجاب کے احکامات پر 27 درخواست گزاروں کو بقایا جات کی مد میں 7 کروڑ 27 لاکھ روپے، 58 درخواست گزاروں کو میرج گرانٹ کی مد میں ایک کروڑ 54 لاکھ روپے، 99 درخواست گزاروں کو تعلیمی وظائف کی مد میں 77 لاکھ 16 ہزار، 9 درخواست گزاروں کو ڈسٹھ گرانٹ اور الوداعی گرانٹ کی مد میں 40 لاکھ 80 ہزار، 13 درخواست گزاروں کو جی پی فنڈ اور مالی ریلیف کی مد میں 19 لاکھ 14 ہزار روپے جبکہ 5 درخواست گزاروں کو ماہانہ مالی امداد اور پیشہ کی واجبات کی مد میں 22 لاکھ 13 ہزار روپے کی ادائیگی کی گئی۔

The News

18 March 2025

Express News

18 March 2025

Allocation of Rs. 13.5 million approved for restoration of Johar Town cemetery on Ombudsman's orders

Ombudsman Punjab's efforts lead to cemetery restoration

OUR STAFF REPORTER
LAHORE

A significant public issue has been resolved due to the special efforts of the Ombudsman of Punjab, with a substantial sum of 13.5 million rupees allocated for the purpose. This amount has been utilized to establish an efficient drainage system, construct pathways, and ensure adequate lighting in the cemetery, effectively addressing the severe difficulties faced by the public. According to details, Muhammad Musa expressed deep concern over the deteriorating condition of the cemetery located in Johar Town and submitted a request to the Ombudsman Punjab, demanding immediate corrective measures. He pointed out that there was no proper sewage system in the cemetery, leading to water accumulation in graves during rainfall, which posed a risk of disrespect to the deceased. Additionally, he highlighted the illegal activities of the land mafia, which was involved in unauthorized construction and land encroachment. In his appeal, citizens urged immediate intervention to safeguard the final resting place of their loved ones. In response, the Ombudsman Punjab

took swift action and directed the concerned authorities to address the issue. As a result, 13.5 million rupees were allocated to provide essential facilities in the cemetery. Under these measures, a modern drainage system was installed to prevent water accumulation during rainfall, ensuring that burials could take place without hindrance. Similarly, pedestrian pathways were constructed, making it easier for people attending funerals. Additionally, adequate lighting arrangements have been made for nighttime visits. Moreover, following special directives from the Ombudsman, strict action was taken against the land mafia. Encroached land, which had been illegally occupied for years, was reclaimed, ensuring the protection of public interest. Steps are also being taken to prevent future illegal occupations. Public circles have highly appreciated the performance of the Ombudsman of Punjab, considering it a positive step towards resolving a critical issue. A representative of the Ombudsman's office stated that such public welfare initiatives will continue and that every issue causing distress to citizens will be addressed effectively.

A substantial sum of Rs 13.5 million allocated for the purpose

مختص پنجاب: 1 کروڑ 35 لاکھ روپے سے قبرستان میں بنیادی سہولیات فراہم
عوام کو درپیش شدید مشکلات کا خاتمہ، شہریوں نے مختص سے فوری اصلاحی اقدامات کا مطالبہ کیا تھا
لاہور (نیوز رپورٹر) محمد موسیٰ نے جوہر ٹاؤن میں واقع قبرستان کی خستہ حالی پر شدید تشویش کا اظہار کرتے ہوئے درخواست گزاری جس میں مختص پنجاب سے فوری اصلاحی اقدامات کا مطالبہ کیا۔ ان کا کہنا تھا کہ قبرستان میں سیوریج کا کوئی مناسب انتظام موجود نہیں، جس کے باعث بارشوں کے دوران پانی قبروں میں جمع ہو جاتا ہے، جس سے مسموں کی بے حرمتی کا خدشہ ہے۔ مزید برآں، قبرستان میں قبضہ، مافیا سرگرم ہے جو غیر قانونی قبضہ اور زمین پر قبضے میں ملوث ہے۔ درخواست میں شہریوں کی

Naw-i-Waqt

08 April 2025

The Nation

08 April 2025

Release of Rs. 83.6 million in pending dues ensured for 152 citizens through Ombudsman Punjab's intervention

Rs83.6m pending dues paid to 152 citizens on orders of Punjab Ombudsman

OUR STAFF REPORTER
LAHORE

As a result of the timely and effective actions taken by the Office of the Ombudsman Punjab, a total of Rs83.6 million in pending dues have been paid to 152 citizens across the province. These dues included educational scholarships, marriage grants, farewell grants, death grants, arrears, leave encashment, family pensions, group insurance, GP fund, financial relief, and cases related to excise and taxation. Various citizens had approached the Office of the Ombudsman Punjab regarding non-payment of their dues. The Ombudsman immediately directed the concerned departments to take action, resulting in the following disbursements, pay-

ment of Rs15.408 million to 49 applicants under educational scholarships, Rs10.83 million to 25 applicants under marriage grants, Rs5.1 million to 5 applicants under death grants, Rs1.09 million to 7 applicants under farewell grants, Rs33.428 million to 37 applicants under arrears, Rs5.285 million to 5 applicants under GP fund, Rs17.663 million to 8 applicants under financial relief, Rs0.708 million to 3 applicants under excise and taxation, Rs0.681 million to 3 applicants under leave encashment, Rs1.725 million to 6 applicants under family pensions, and Rs46,000/- to 1 applicant under group insurance. The Office of the Ombudsman Punjab reaffirmed its commitment to protecting citizens' rights and resolving their issues promptly.

محاسب پنجاب نے 152 شہریوں کو
8 کروڑ روپے کی ادائیگی کرا دی
لاہور (جنرل رپورٹر) دفتر محاسب پنجاب کی
بروقت اور مؤثر کارروائیوں کے نتیجے میں صوبہ بھر کے
152 شہریوں کو ان کے 8 کروڑ 36 لاکھ روپے
مالیت کے زیر التواء واجبات ادا کر دیے گئے ہیں۔

Jang News

23 April 2025

The Nation

23 April 2025

Fines amounting to Rs. 600,000 imposed on hotels and restaurants for regulatory violations

Punjab Ombudsman takes action against overpricing

The Punjab Ombudsman's Office has taken swift action on public complaints and initiated effective measures against those involved in the sale of overpriced, substandard, and harmful food items across the province. The Office of the Punjab Ombudsman directed that the action be taken after inspections and on-site verification of facts in various cities and regions.

During the operations, carried out by the Price Control Magistrates and the officials of Punjab Food Authority, on the directions of the Punjab Ombudsman, the prices and quality of daily-use items such as chicken, fish, meat, milk, eggs, cooking oil, beverages, and fried foods were thoroughly examined. Violations of fixed prices and the sale of low-quality products were observed at multiple locations. In response, substantial fines were imposed. So far, fines to the tune of Rs.600,000 have been levied.

Additionally, strict action was taken against hotels and restaurants for poor hygiene and the provision of unsafe food. Fines were also imposed in places where environmental pollution and unacceptable cleanliness conditions were found.

According to the spokesperson of the Punjab Ombudsman's Office, the objective of these actions is to ensure the availability of safe, high-quality, and fairly priced food items for citizens. The Punjab Ombudsman directed that a zero-tolerance policy be strictly enforced against overpricing, adulteration, and the sale of substandard goods, and that such actions continue in the future.

These prompt and effective measures have been appreciated at the public level, and complainants have expressed gratitude to the Punjab Ombudsman's Office for acting swiftly on their requests, resulting in the immediate resolution of public issues. **NEWS DESK**

پنجاب میں گرانفروشی و ناقص اشیاء کی فروخت پر چھ لاکھ روپے جرمانہ

مختص پنجاب کے مؤثر اقدامات، پرائس کنٹرول اور فوڈ اتھارٹی نے متعدد مقامات پر کارروائیاں کیں

عوامی شکایات پر فوری ایکشن، صفائی کی خرابی اور مہنگائی پر کئی ریسلورٹس کو جرمانے، توجہ ان مختص پنجاب

لاہور (آن لائن) پنجاب کے مختلف اضلاع میں گرانفروشی، سرکاری نرخوں کی خلاف ورزی، اور ناقص اشیاء کی فروخت کے خلاف دفتر مختص پنجاب کی ہدایات پر مؤثر کارروائیاں عمل میں لائی



دلی عوامی شکایات پر فوری طور پر کی گئیں، جن کے دوران زائد قیمتوں، معیشت اور ناقص اشیاء کی فروخت کے معاملات پر تفصیلی انسپکشن کی گئی۔ ان کارروائیوں میں پرائس کنٹرول مجسٹریٹس اور پنجاب فوڈ اتھارٹی کے دفتر نے بھرپور کردار ادا کیا۔ کارروائی کے دوران روزمرہ استعمال کی اشیاء جن میں مرغی، مچھلی، گوشت، دودھ، انڈے، کوکٹ آئل، مشروبات اور کئی دوسری اشیاء شامل ہیں، ان کی قیمتوں اور معیار کا معائنہ کیا گیا۔

Jinnah

24 April 2025

Daily Times

24 April 2025

Honourable Ombudsman conducted visits to districts across South Punjab to enhance public grievance redressal mechanisms

Ombudsman conducts detailed visit to various districts of South Punjab

SPECIAL CORRESPONDENT LAHORE

The Ombudsman Punjab recently conducted detailed visits to the offices in Multan, Khanewal, Dera Ghazi Khan, Bahawalpur, Lodhran, Rahim Yar Khan, Rajanpur, and Vehari districts of South Punjab to review the resolution of public complaints and the performance of the offices. During the visits, the Ombudsman met with the staff, heard pending applications, and personally gathered information about the problems and complaints from the citizens. The complainants expressed complete satisfaction with the free and timely justice provided by the Ombudsman Punjab. They thanked the institution and referred to it as a "people's court for the poor." While speaking to the complainants at the offices, the Ombudsman emphasized that their top priority is the prompt and effective redressal of public grievances. Every official must perform their duties with honesty, diligence, and a spirit of public service. Appreciating the performance of the staff, the Ombudsman urged them to continue working with even greater dedication and hard work to resolve public issues. According to sources, these detailed visits by the Ombudsman Punjab are having a positive impact on the institution's performance. Public circles are highly appreciating these efforts, and there is a growing expectation that these visits will further improve the system of public grievance redressal in South Punjab, ensuring citizens receive swift access to justice.

Improvement in public grievance redressal process, citizens express satisfaction

محکمہ پنجاب کا دورہ جنوبی پنجاب، عملی کارکردگی کا جائزہ، سائلین کی شکایات سنیں

لاہور (خصوصی نمائندہ) محکمہ پنجاب نے جنوبی پنجاب میں عوامی شکایات کے ازالے اور صفحہ 4 بقیہ نمبر 11

بقیہ	دورہ	11
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دفاتر کی کارکردگی کا جائزہ لینے کیلئے حالیہ دنوں میں ملتان، خانیوال، ڈی جی خان، بہاولپور، لودھراں، رحیم یار خان، راجن پور اور وہاڑی کے دفاتر کا تفصیلی دورہ کیا، دفاتر میں عملے سے ملاقاتیں کیں، سائلین سے براہ راست ان کے مسائل بارے معلومات حاصل کیں۔

The Nation

06 May 2025

Jang News

06 May 2025

Pending dues of Rs. 1.73 million released to deceased teacher's family, daughter secured government employment

Punjab Ombudsman ensures payment of pending financial dues to teacher's family

OUR STAFF REPORTER
LAHORE

Effective intervention by the Punjab Ombudsman has resulted in the disbursement of outstanding dues Rs.17,39,000/- to the family of the late Musarrat Nazir, a teacher at Government Girls Primary School, Shamsabad, who passed away on April 27,

2023. As per the Ombudsman's orders, her daughter, Tahzeeb Fatima, has also been appointed to OSD post. In her complaint, Tahzeeb Fatima stated that despite her mother's passing away, the Education Department had failed to release the pending dues. She also mentioned that an OSD position had initially been approved for her father, Muhammad Raza, who also

passed away on December 19, 2023. As the unmarried daughter and sole legal heir, Tahzeeb was eligible for the appointment, which was finalized upon the Ombudsman's directive.

Additionally, the Punjab Ombudsman took effective action on other complaints filed under Rule 17-A, resulting in the appointment of 11 individuals to government positions. These

individuals had long been deprived of their rightful employment, which was finally granted following compliance with the Ombudsman's instructions. In three similar cases, pending financial dues of 2533000 rupees were also paid through OSD appointments. Affected individuals have expressed their gratitude to the Punjab Ombudsman for the timely delivery of justice.

The Nation

17 May 2025

مختب پنجاب کی کارروائی: مرحومہ نیچر کے زیر التواء واجبات کی ادائیگی، بیٹی کی او ایس ڈی پوسٹ پر تقرری

لاہور (نیوز رپورٹر) مختب پنجاب کی مؤثر کارروائی کے نتیجے میں گورنمنٹ گرلز پرائمری سکول شمس آباد کی مرحومہ استاد مسرت نذیر (وفات: 27 اپریل 2023) کے زیر التواء واجبات 17 لاکھ 39 ہزار روپے کی ادائیگی ممکن ہوئی جبکہ ان کی بیٹی تہذیب فاطمہ کو او ایس ڈی پوسٹ پر تعینات کر دیا گیا۔ تہذیب فاطمہ نے شکایت میں موقوف اختیار کیا کہ ان کی والدہ کے انتقال کے بعد محکمہ تعلیم واجبات ادا نہیں کر رہا تھا جبکہ او ایس ڈی کی منظوری پہلے ان کے والد محمد رضا کیلئے دی گئی تھی، مگر وہ بھی 19 دسمبر 2023 کو وفات پا گئے۔ چونکہ تہذیب فاطمہ غیر شادی شدہ ہیں، اس لیے وہ والدین کی واحد وارث ہیں۔ مختب پنجاب کے حکم پر نہ صرف ان کی والدہ کے تمام بقایا حات ادا کیے گئے بلکہ او ایس ڈی پر ان کی تعیناتی کا عمل بھی مکمل کیا گیا۔

Nawa-e-Waqt

17 May 2025

Timely intervention by Honourable Ombudsman Punjab provided Rs.40.958 million relief to citizens in WASA complaints

Ombudsman provides relief to citizens

By Our Staff Reporter

LAHORE: The Punjab ombudsman has provided relief to 36 citizens amounting to Rs40.958 million in complaints filed for correction in Wasa bills and property areas as well as clearance of sewerage lines in different districts of the province.

According to the Punjab ombudsman office, 18 Wasa complainants were provided relief amounting to Rs1.377m. The complainants had approached the ombudsman for correction in their bills and property areas.

On mediation, the ombudsman redressed 12 complaints regarding clearance of sewerage lines at a cost of Rs13.9m. On a complaint, the area of land measuring 31 kanals worth Rs14.5m was corrected in Nankana Sahib, while repair work on a park in Lahore was completed at a cost of Rs2.635m.

Moreover, a sum of Rs600,000 was spent on de-silting of a drain in Nawabpur, Sargodha, on ombudsman's orders. Three drinking water supply lines were completed after incurring an amount of Rs7.946m.

36 شہریوں کو دفتر محتسب پنجاب کی ہدایات پر فوری ریلیف فراہم

بلوں کی درستی، نکاسی آب اور راشی معاملات مل، 4 کروڑ 9 لاکھ 58 ہزار روپے مالیت کے مسائل کا ازالہ

لاہور (خصوصی رپورٹر) دفتر صوبائی محتسب 36 شہریوں کو ان کی شکایات پر 4 کروڑ 9 لاکھ 58 ہزار روپے مالیت کے مسائل کا ریلیف فراہم کر دیا گیا۔ ان میں صوبے کے مختلف اضلاع سے تعلق رکھنے والے 9 بقیہ نمبر 9

بقیہ	ریلیف	9
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شکایات کا تعلق واسا بلوں میں غلطیوں، جائیداد کے رقبے کی درستی، نکاسی آب کے نظام کی خرابی اور دیگر بنیادی سہولیات سے تھا۔ ترجمان دفتر محتسب کے مطابق، واسا سے متعلق 18 شہریوں کی شکایات پر کارروائی کرتے ہوئے مجموعی طور پر 13 لاکھ 77 ہزار روپے کا ریلیف فراہم کیا گیا۔ شکایات میں بلوں کی تصحیح اور ہلاک کی درست پیمائش شامل تھی، جن پر شفاف انداز میں عمل درآمد کر دیا گیا۔ عوامی سہولیات کی فراہمی کے تحت ایک پارک کی مرمت کا کام مکمل کیا گیا، جس پر 26 لاکھ 35 ہزار روپے لاگت آئی، جبکہ تین واٹر سپلائی لائنوں کی تعمیر پر 79 لاکھ 46 ہزار روپے خرچ کیے گئے۔

Dawn

12 June 2025

Jang News

12 June 2025

Recovery of 300 kanals of state land worth Rs. 499 million achieved through Honourable Ombudsman Punjab's directions

300 kanals of state land worth Rs499m retrieved

LAHORE. (Staff Reporter): On the directions of the Ombudsman Punjab, 300 kanals of valuable state land valued Rs499.3 million retrieved from encroachers during an operation. The action was taken on public complaints, regarding encroached state land, received in Regional Offices of the Ombudsman Punjab, from time to time. The retrieval of encroached state land and demolition of illegal construction, made on the state land, has been lauded by the general public. Citizens have thanked the Ombudsman Punjab for taking decisive action against land grabbers and ensuring the protection of public property.



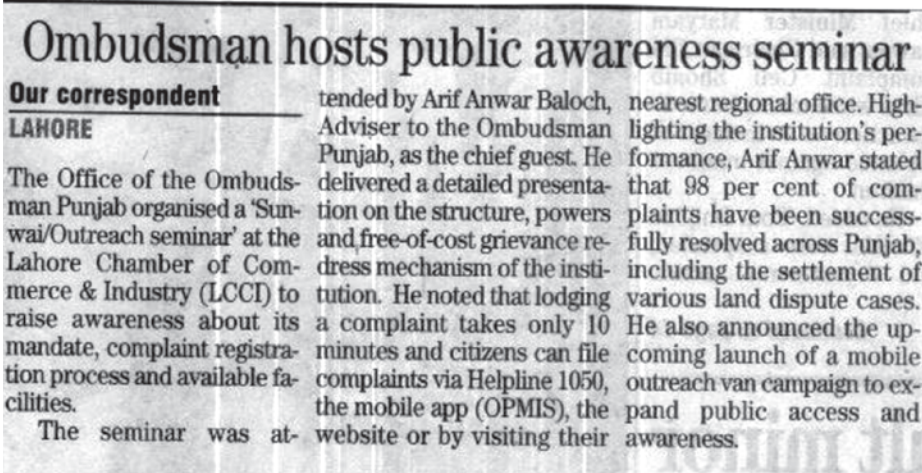
Express News

16 June 2025

The Nation

16 June 2025

‘Sunwai’ Outreach Seminar on complaint redressal held at Lahore Chamber of Commerce & Industry



The News

1 August 2025



Jang News

1 August 2025

Rehabilitation of fire-affected Pace Plaza completed within 60 days on Ombudsman's directions

Ombudsman orders rehabilitation of fire-ravaged Pace Plaza within 60 days

OUR STAFF REPORTER
LAHORE

In a major breakthrough for affected traders and small business owners, the Office of the Ombudsman Punjab has directed the immediate rehabilitation of the fire-damaged Pace Plaza in Gulberg, Lahore — nearly two and a half years after a catastrophic blaze gutted more than 400 shops and 100 stalls on March 13, 2022. Acting on multiple complaints filed by citizens and traders frustrated over prolonged delays, the Ombudsman's office launched an inquiry and took swift action to address the concerns. The complaints highlighted the commercial paralysis caused by the fire and the absence of progress toward restoring the once-bustling shopping complex.

In response, technical experts were commissioned to evaluate the structural integrity of the plaza. Their assessment confirmed that the building remained structurally sound and safe for restoration. Despite these findings, the plaza owners reportedly resisted initiating rehabilitation efforts.

To ensure impartiality and technical accuracy, the Ombudsman formed an eight-member committee led by the Chief Engineer of the Lahore Development Authority (LDA). The committee's independent assessment reaffirmed that the plaza was fit for reuse and could be restored without risk. Following the committee's conclusive report, the Ombudsman ordered the Commissioner Lahore to implement the recommended restoration measures within a strict 60-day deadline. An appeal filed by the plaza's owners to the Governor of Punjab was dismissed, thereby reinforcing the Ombudsman's authority and affirming the order's legality.



Express News

05 August 2025

The Nation

05 August 2025

Honourable Ombudsman Punjab Ayesha Hamid elected as vice-president of the International Ombudsman Institute

Ombudsman makes it to IOI

LAHORE: The Punjab ombudsman has been elected as the second vice-president of the International Ombudsman Institute (IOI), becoming the first Pakistani ombudsman ever to hold this prestigious global office.

As per a release, the election marks a significant milestone not only for the province but also for the country, as it positions Pakistan to play a more influential role in shaping international discourse on governance, accountability, and citizen-centric administration.

Headquartered in Vienna, Austria, IOI is the world's leading organisation of independent ombudsman institutions, representing more than 200 offices across the globe. The Punjab ombudsman's elevation to its leadership underscores Pakistan's rising profile in global governance and institutional reforms.

Dawn

21 August 2025

Punjab Ombudsman elected IOI 2nd VP

Our correspondent

LAHORE

In a historic achievement for Pakistan, the Ombudsman Punjab has been elected as the second vice-president of the International Ombudsman Institute (IOI), becoming the first Pakistani Ombudsman ever to hold this prestigious office.

This unique achievement puts Pakistan in a position to play a more influential role in shaping international discourse on governance, accountability, and citizen-centric administration.

With this appointment, the Ombudsman Punjab will be in a strong position to promote dialogue, foster cooperation, and influence decision-making on governance challenges affecting multiple countries. Officials said the election reflects both a professional triumph for the Ombudsman and a matter of pride for the people of Punjab, credited to a consistent commitment to transparency, justice, and public service.

Headquartered in Vienna, Austria, the International Ombudsman Institute is the world's leading organisation of independent Ombudsman institutions, representing more than 200 offices across the globe. The Ombudsman Punjab's elevation to this role underscores Pakistan's rising profile in global governance and institutional reforms.

The News

21 August 2025

Honourable Ombudsman Punjab Ayesha Hamid elected as second vice-president of the International Ombudsman Institute

صوبائی محتسب لاہور انٹرنیشنل امبڈز مین انسٹیٹیوٹ کی دوسری نائب صدر منتخب

لاہور (خصوصی رپورٹر) صوبائی محتسب عائشہ حامد انٹرنیشنل امبڈز مین انسٹیٹیوٹ کی دوسری نائب صدر منتخب ہو گئیں، اس عہدہ پر منتخب ہونیوالی وہ پہلی پاکستانی محتسب اعلیٰ ہیں۔ محتسب پنجاب کو یہ کامیابی عوامی خدمت، شفافیت اور محنت کو مشن بنانے کی بدولت ملی، ویانا (آسٹریا) میں قائم انٹرنیشنل انسٹیٹیوٹ دنیا بھر کے 200 سے زائد آزاد محتسب اداروں کی نمائندگی کرتا ہے، صوبائی محتسب اعلیٰ کے اس انتخاب کو پاکستان کی دنیا بھر میں اچھی حکمرانی، انصاف کی بروقت فراہمی اور عوامی اداروں کی کارکردگی سے متعلق پالیسیوں اور فیصلوں میں اپنا کردار ادا کرنے کا موقع ملے گا۔

Jang News

24 August 2025

محتسب پنجاب عائشہ حامد انٹرنیشنل امبڈز مین انسٹیٹیوٹ کی نائب صدر منتخب

لاہور (خبرنگار) پاکستان کیلئے ایک تاریخی اعزاز محتسب پنجاب عائشہ حامد کو انٹرنیشنل امبڈز مین انسٹیٹیوٹ (آئی او آئی) کی دوسری نائب صدر منتخب کر لیا گیا۔ اس عہدے پر منتخب ہونیوالی وہ پہلی پاکستانی محتسب ہیں۔ اس انتخاب کو پاکستان کے عالمی سطح پر بڑھتے ہوئے کردار اور گورنس، شفافیت اور عوامی خدمت کے نظام پر اعتماد کا اظہار قرار دیا جا رہا ہے۔ پنجاب کی محتسب کے انتخاب سے پاکستان کو دنیا بھر میں اچھی حکمرانی، انصاف اور عوامی اداروں کی کارکردگی سے متعلق پالیسیوں اور فیصلوں میں اپنا کردار ادا کرنے کا موقع ملے گا۔

Nawa-e-Waqt

24 August 2025

Awami Khidmat Programme and Media Outreach Wing inaugurated at Multan Office to serve South Punjab

Punjab Ombudsman launches Awami Khidmat programme

OUR STAFF REPORTER LAHORE

The provincial ombudsman inaugurated the Awami Khidmat Programme and the Media Outreach Wing for South Punjab at a ceremony held at the Ombudsman's Regional Office in Multan on Monday. The event was attended by Additional IG South Punjab Muhammad Kamran Khan, Commissioner Amir Kareem Khan, senior advisors Nasim Nawaz, Arif Anwar Baloch, and Nasir Jamal Pasha, Secretary Ombudsman Punjab Qaiser Saleem, Deputy Commissioner Multan, along with advisors from South Punjab and members of the outreach and media teams, said a media release issued here. Addressing the ceremony, the Punjab ombudsman announced the launch of a Mobile Van Outreach Campaign under the Awami Khidmat Programme. The specially equipped mobile van will provide complaint redressal services in remote areas across 13 districts of South Punjab. The existing Helpline 1050 has also been integrated into this campaign to further enhance accessibility. In response to a query by the commissioner, the Ombudsman explained that the newly established Media Outreach Wing will conduct awareness campaigns in Urdu, Saraiki, and Punjabi throughout South Punjab. The Wing will ensure timely responses, record and analyze public feedback, and collaborate with local media and other stakeholders to maximize outreach. The Punjab Ombudsman emphasized that such initiatives are aimed at ensuring the provision of free, accessible, and timely justice for people of South Punjab.

عوامی خدمت پروگرام، میڈیا آؤٹ ریچ افتتاح کی تقریب

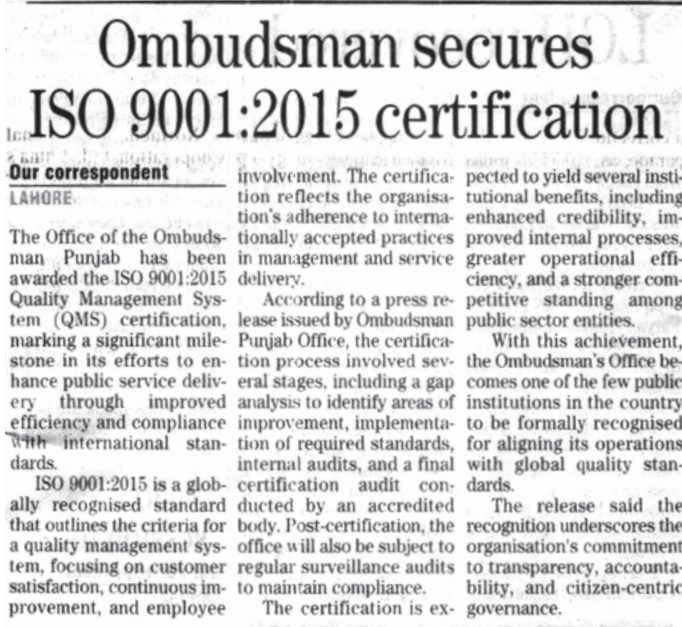
ایڈیشنل آئی جی ساؤتھ پنجاب محمد کامران خان نے عوامی سروس ڈیلیوری کو ایک سنگ میل قرار دیا

لاہور (کریم رپورٹر) صوبائی محتسب پنجاب نے جنوبی پنجاب کے لیے عوامی خدمت پروگرام اور میڈیا آؤٹ ریچ ونگ کا افتتاح کیا۔ اس تقریب میں ایڈیشنل آئی جی پنجاب محمد کامران خان، سیکرٹری محتسب پنجاب قیصر سلیم، کمشنر ملتان عامر کریم خان، سینئر ایڈوائزر نسیم نواز، عارف انور بلوچ، ناصر جمال پاشا اور ڈپٹی کمشنر ملتان کے علاوہ جنوبی پنجاب کے ایڈوائزرز اور آؤٹ ریچ ونگ بھی موجود تھے۔ ایڈیشنل آئی جی ساؤتھ پنجاب محمد کامران خان نے نئے دفتر کے افتتاح کے موقع پر دعا کرواتے ہوئے اسے عوامی سروس ڈیلیوری میں ایک سنگ میل قرار دیا۔

Khabrain
26 August 2025

The Nation
26 August 2025

Ombudsman Punjab secures ISO 9001:2015 Certification for Quality Management Systems



The News

04 September 2025



City 42

06 September 2025

Ombudsman ensures Rs 8.868m relief on public complaints against WASA

The Office of the Ombudsman Punjab provided cumulative relief of Rs 8.868 million to citizens by taking prompt action on public complaints filed against various Water and Sanitation Agencies (WASA) across the province.

According to a spokesperson, the Ombudsman's office received 44 complaints of different nature against WASA authorities. After thorough investigation, effective orders were issued to address the grievances of the complainants.

In cases relating to billing discrepancies, citizens were granted relief amounting to Rs 3.182 million. Similarly, repair, restoration, and cleaning work of sewerage lines was executed at a cost of Rs 1.86 million, providing substantial facilitation to residents of the affected areas.

Furthermore, action on miscellaneous complaints against WASA authorities resulted in direct relief worth Rs 3.826 million. INP

مختب پنجاب کا واسا کیخلاف شکایات پر عوام کو ریلیف
مختلف نوعیت کی 44 شکایات پر مکمل چھان بین کے بعد موثر احکامات جاری
مجموعی طور پر 88 لاکھ 68 ہزار کا ریلیف فراہم، شکایت کنندگان کا اظہار تشکر
لاہور (اپنے رپورٹر سے) دفتر صوبائی مختب نے واسا افسران کیخلاف موصول ہونے والی عوامی شکایات پر بروقت کارروائی کرتے ہوئے

25
بقیہ
اقتدار فیروز سے متعلق مختلف نوعیت کی 44 شکایات موصول ہوئیں جن پر مکمل چھان بین کے بعد موثر احکامات جاری کئے گئے۔ بولوں کی کارروائی سے متعلق شکایات پر شہریوں کو 31 لاکھ 82 ہزار روپے کا ریلیف دیا گیا۔ سیوریج لائنوں کی مرمت، بحالی اور صفائی کے ضمن میں 18 لاکھ 60 ہزار روپے کی لاگت سے اقدامات کئے گئے جن سے متعلقہ علاقوں کے مہینوں کو نمایاں سہولت میسر آئی۔ واسا افسران کیخلاف دیگر مختلف شکایات پر کارروائی کے نتیجے میں شہریوں کو 38 لاکھ 23 ہزار روپے کا برلوراسٹ ریلیف فراہم کیا گیا۔ شکایت کنندگان نے مسائل کے بروقت ازالے اور موثر کارروائی پر دفتر صوبائی مختب پنجاب کا شکریہ ادا کیا۔

Daily Times

07 October 2025

Mashriq

07 October 2025

Office of the Ombudsman Punjab successfully hosted IOI Regional Meeting and International Conference 2005

Ombudsman's international conference held in city

By Our Staff Reporter

LAHORE: The regional meeting and international conference

2025 of the International Ombudsman Institute (IOI) was held here on Friday in collaboration with the Punjab ombudsman.

The meeting and conference brought together delegates from Macao, Bahrain, Timor-Leste, Japan, Azerbaijan, South Africa, Austria, Gibraltar, Indonesia, the Kyrgyz Republic, and Papua New Guinea.

The participants engaged in discussions on promoting good-governance, enhancing transparency, ensuring adherence to the rule of law, protecting rights of the people and rectifying injustices done to a person through the effective role of the ombudsman offices.

It was the first-ever such conference held in Pakistan, and during the

meeting, issues directly affecting the people at gross-root levels were discussed at length. The delegates exchanged their experiences, through formal and informal interactions, towards making ombudsman offices more effective.

The conference opened with the theme "Strengthening the Rule of Law through Ombudsman Institutions."

Various sessions were held including "Making the Rule of Law Accessible: The Ombudsman as a Bridge between People and Government" and "Ensuring Accountability and Good Governance in Public Administration".

The delegates visited historical places like the Lahore Fort, Badshahi

Mosque, Wazir Khan Mosque, Shah Hamam and Faqir Khana Museum and witnessed the flag-lowering ceremony at the Wagah Border.

The delegates expressed deep appreciation for bringing together people of diverse cultures and backgrounds, contributing to a meaningful change in the lives of many.

Dawn

11 October 2025

پہلی آئی او آئی ایشین ریجنل میٹنگ، بین الاقوامی کانفرنس کا کامیاب انعقاد

کی جن میں مکاؤ، بحرین، تیمور لیسٹ، جاپان، آذربائیجان، جنوبی افریقہ، آسٹریا، جرمنی، انڈونیشیا، کرغیزستان، پاپوا نیو گنی شامل ہیں۔ اجلاس کے دوران مختلف ممالک کے نمائندوں نے اپنے اپنے اداروں میں گڈ گورننس، شفافیت، احتساب اور قانون کی بالادستی کے فروغ کیلئے کیے گئے اقدامات کا تبادلہ کیا۔

لاہور (نیوز رپورٹر) انٹرنیشنل اومبڈز مین انسٹیٹیوٹ ایشین ریجنل میٹنگ اور بین الاقوامی محتسب کانفرنس 2025 کے سلسلے میں ایک تاریخی عالمی اجلاس لاہور میں ہوا، جس کی صدارت محتسب پنجاب اور آئی او آئی کی نائب صدر عائشہ حامد نے کی۔ اجلاس میں دنیا کے مختلف خطوں سے آئے ہوئے معزز نمائندگان اور نمائندگان نے شرکت

Nawa-e-Waqt

11 October 2025

International engagements of Ombudsman Punjab featured in an article published in The News on Sunday

December 7, 2025

The News on Sunday, Lahore

Bridging governance and humanity

The International Ombudsman Conference in Lahore spotlighted Pakistan's growing role in advancing fairness, accountability and human rights

By Rana Shahid

Lahore hosted the International Ombudsman Institute Regional Meeting and International Conference 2025 from October 7 to 9. Ayeshah Hamid, the Ombudsman Punjab, is a vice president of the IOI. This was the first time Pakistan was hosting the high-level global gathering of ombudsman institutions.

The next session, 'Ensuring Accountability in Public Administration', was about ethics and transparency. The Helpline 1050 and the Complaint Management System.

A live demonstration illustrated how technology is being used to promote transparency, efficiency and the timely redress of grievances. The delegates praised the Punjab's initiatives as a model of digital governance and citizen-oriented service delivery. A meeting with Ayeshah Hamid underlined the



Timor-Leste, Japan, Azerbaijan, South Africa, Austria, Gibraltar, Indonesia, the Kyrgyz Republic and Papua New Guinea shared experiences and explored new ways of strengthening the ombudsman's role as a guardian of fairness and accountability. The conference was a shared reflection on justice and governance — values that transcend geographical and political boundaries.

The event also showcased Pakistan's achievements in public service reform. IOI delegates from Timor-Leste, Indonesia, the Philippines and Azerbaijan visited the Ombudsman Punjab Head Office, where they were briefed on its

flag-borne ceremony at Wagha Border. Some of the delegates said for them Lahore's hospitality was as memorable as the conference itself. One of the participants described the city as a place that doesn't just host its guests but also embraces them.

The conference, thus, became a model of how cultural diplomacy complements institutional cooperation, creating friendships that endure beyond official platforms. Pakistan on the global ombudsman map.

The Punjab ombudsman's engagement with the global extended beyond the 10th International Conference on Human Rights Protection, themed, 'Human Rights Protection in the Digital Age'. The digital age can be safeguarded by rights to privacy and information.

The Ombudsman Punjab also represented Pakistan at the Public Protector South Africa's 30th Anniversary and 25th Board of Directors Meeting of the Asian Ombudsman Association in Nanjing, China. Under the theme 'Effective Ombudsmanhood for People's Lives', they also carried with them the language of a city that speaks the language of both history and innovation for citizens' welfare across Asia.

The Ombudsman Punjab also represented Pakistan at the 97th session of the European Ombudsman Assembly 2025 in North Sea, Serbia, on October 28, marking the first such participation as a full member. Representing Pakistan, Ayeshah Hamid highlighted the office's 97 per cent online resolution rate and its transparency@pnp.gov.pk.com

The writer is media coordinator at the office of the Punjab Ombudsman. He can be reached at transparency@pnp.gov.pk.com

A live demonstration illustrated how technology is being used to promote transparency, efficiency and the timely redress of grievances. The delegates praised the Punjab's initiatives as a model of digital governance and citizen-centred service delivery.

The News On Sunday
07 December 2025



لاہور چیمبر / سیمینار	3 42 PM lahorenewsHD
مختب پنجاب کے زیر اہتمام لاہور چیمبر آف کامرس میں سیمینار کا انعقاد	3 42 PM JULY 31
سیمینار کا مقصد ادارے کے دائرہ کار اور دستیاب سہولیات سے آگاہی فراہم کرنا تھا	3 42 PM JULY 31
عوامی سہولت کیلئے جلد موبائل آؤٹ ریج وین مہم کا آغاز کیا جائیگا، عارف انور	3 42 PM 31°C
پنجاب بھر میں 98 فیصد شکایات کا کامیابی سے ازالہ کیا جا چکا ہے، عارف انور	3 42 PM THURSDAY
سیمینار میں صدر چیمبر میاں ابوذر شاد، فردوس ثار، شاہد نذیر اور دیگر کی شرکت	3 42 PM 05 مئی

دفتر مختب پنجاب کے زیر اہتمام لاہور چیمبر میں ”سنوائی سیمینار“ کا انعقاد	CITY C42
سیمینار کا مقصد ادارے کے دائرہ کار، شکایات کے اندراج کے طریقہ کار سے آگاہی فراہم کرنا تھا	CITY C42
ایڈوائزر مختب پنجاب عارف انور بلوچ نے شکایات کے ازالہ کے طریقہ کار پر بریفنگ دی	CITY C4
پنجاب بھر میں 98 فیصد شکایات کا کامیابی سے ازالہ کیا جا چکا، ایڈوائزر مختب پنجاب	CITY C42
عوامی سہولت کیلئے جلد موبائل آؤٹ ریج وین مہم کے آغاز کا اعلان بھی کیا گیا، عارف انور	CITY C42
شاہد نذیر چودھری، نائب صدر لاہور چیمبر اور ممتاز کاروباری شخصیات کی بھی شرکت	CITY C42
سیمینار میں صدر لاہور چیمبر میاں ابوذر شاد، ایگزیکٹو کمیٹی کی رکن فردوس ثار کی شرکت	CITY C42

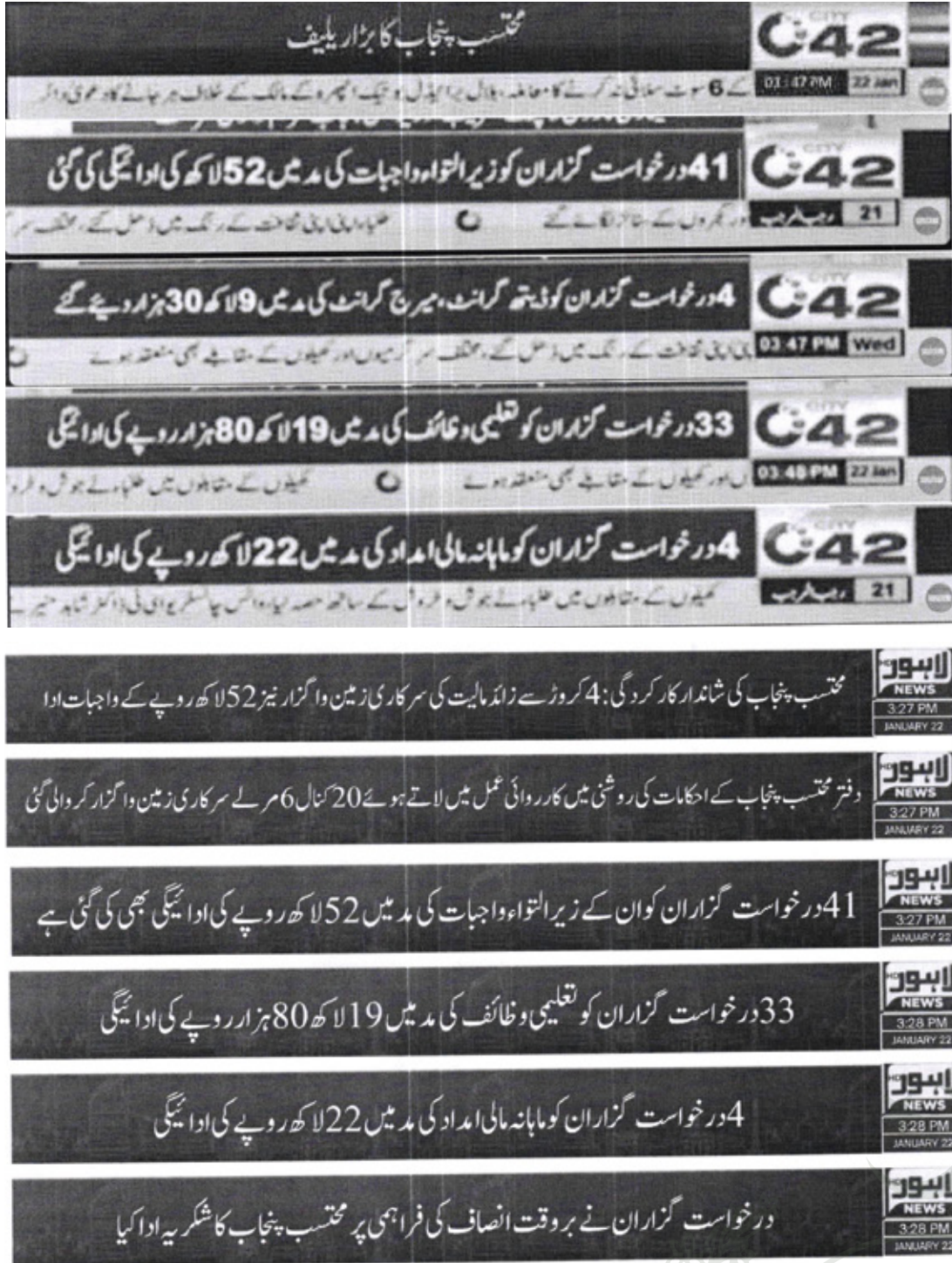
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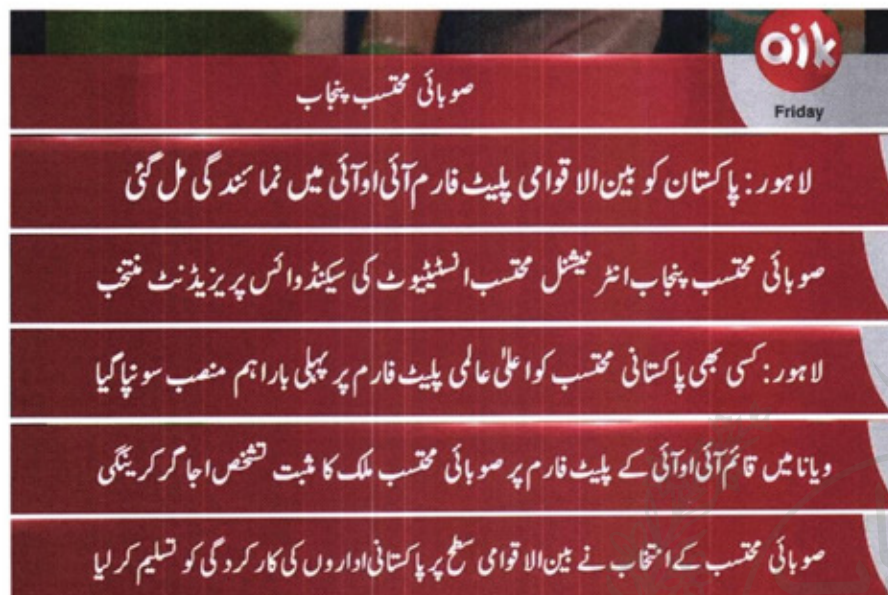
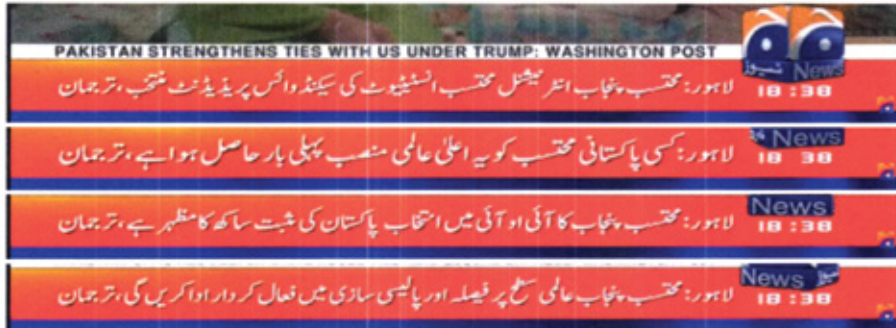
پیس پلازہ آتشزدگی، محتسب پنجاب کی مداخلت سے متاثرہ دکانداروں کی امیدیں بحال	NEWS Mon 04-Aug 02:40 PM
لاہور: پیس پلازہ میں 13 مارچ 2022 کو آتشزدگی کا ایک افسوسناک واقعہ پیش آیا	NEWS Mon 04-Aug 02:40 PM
لاہور: آتشزدگی کے واقعے میں 400 دکانیں اور 100 اسٹالز مکمل طور پر تباہ ہو گئے	NEWS Mon 04-Aug 02:40 PM
لاہور: محتسب پنجاب نے متاثرہ شہریوں اور دکانداروں کی شکایات پر فوری کارروائی کی	NEWS Mon 04-Aug 02:40 PM
لاہور: عمارت کے معائنہ کے بعد ماہرین نے تصدیق کی کہ پلازہ بحالی کیلئے محفوظ ہے	NEWS Mon 04-Aug 02:40 PM
محتسب پنجاب نے چیف انجینئر ایل ڈی اے کی سربراہی میں 8 رکنی کمیٹی تشکیل دی	NEWS Mon 04-Aug 02:40 PM
لاہور: کمیٹی نے توثیق کی کہ عمارت کو محفوظ طریقے سے دوبارہ استعمال کیا جاسکتا ہے	NEWS Mon 04-Aug 02:40 PM
محتسب پنجاب کی کمشنر لاہور کو 60 دن میں کمیٹی کی سفارشات پر عمل یقینی بنانے کی ہدایات	NEWS Mon 04-Aug 02:40 PM
گورنر پنجاب نے بھی پلازہ ماکان کی اپیل مسترد کرتے ہوئے محتسب کا فیصلہ برقرار رکھا	NEWS Mon 04-Aug 02:40 PM

پیس پلازہ میں 13 مارچ 2022 کو آتشزدگی کا واقعہ پیش آیا تھا	لاہور HD
پیس پلازہ میں آتشزدگی کے باعث 400 سے زائد دکانیں، 100 سٹالز اکھ ہوئے تھے	لاہور HD
دکانداروں کی شکایات اور محتسب پنجاب کی مداخلت پر 8 رکنی کمیٹی تشکیل دی گئی	لاہور HD
چیف انجینئر ایل ڈی اے کی سربراہی میں 8 رکنی کمیٹی نے دن رات کام کیا	لاہور HD
ماہرین نے تکنیکی معائنے کے بعد پیس پلازہ کی بحالی کیلئے اسے محفوظ قرار دیا	لاہور HD
محتسب پنجاب کی ہدایت پر سیکڑوں دکانداروں کا کاروبار بحالی ہوا	لاہور HD
پیس پلازہ میں آتشزدگی سے متاثرہ دکانداروں کا محتسب پنجاب سے اظہار شکر	لاہور HD
متاثرہ دکانداروں نے بروقت انصاف پر محتسب پنجاب کا شکریہ ادا کیا	لاہور HD

روہی ROHI

صوبائی محتسب پنجاب کا عوامی خدمت پروگرام کا افتتاح	
ملتان ریجنل آفس میں میڈیا آؤٹ ریج ونگ جنوبی پنجاب قائم	
تقریب میں ایڈیشنل آئی جی ساو تھ پنجاب، کمشنر ملتان و دیگر افسران شریک	
عوامی شکایات کے حل کیلئے موبائل وین آؤٹ ریج مہم کا آغاز	
جدید سہولیات سے آراستہ موبائل وین 13 اضلاع میں عوامی خدمت کرے گی	
ہیلپ لائن 1050 اور آگاہی مہم بھی پروگرام میں شامل	
میڈیا آؤٹ ریج ونگ اردو، سرائیکی اور پنجابی زبانوں میں کام کرے گا	
عوامی آراء ریکارڈ ہوں گی، تجزیہ کر کے فوری اقدامات کیے جائیں گے	
صوبائی محتسب: عوام کو بروقت اور مؤثر انصاف فراہم کریں گے	
صوبائی محتسب پنجاب نے عوامی خدمت پروگرام کا افتتاح کر دیا	
عوامی شکایات کے حل کیلئے موبائل وین آؤٹ ریج مہم کا آغاز	
جدید سہولیات سے آراستہ موبائل وین 13 اضلاع میں عوامی خدمت کرے گی	
ہیلپ لائن 1050 اور آگاہی مہم بھی پروگرام میں شامل	
میڈیا آؤٹ ریج ونگ اردو، سرائیکی اور پنجابی زبانوں میں کام کرے گا	
عوامی آراء ریکارڈ ہوں گی، تجزیہ کر کے فوری اقدامات کیے جائیں گے	
عوام کو بروقت اور مؤثر انصاف فراہم کریں گے، صوبائی محتسب	



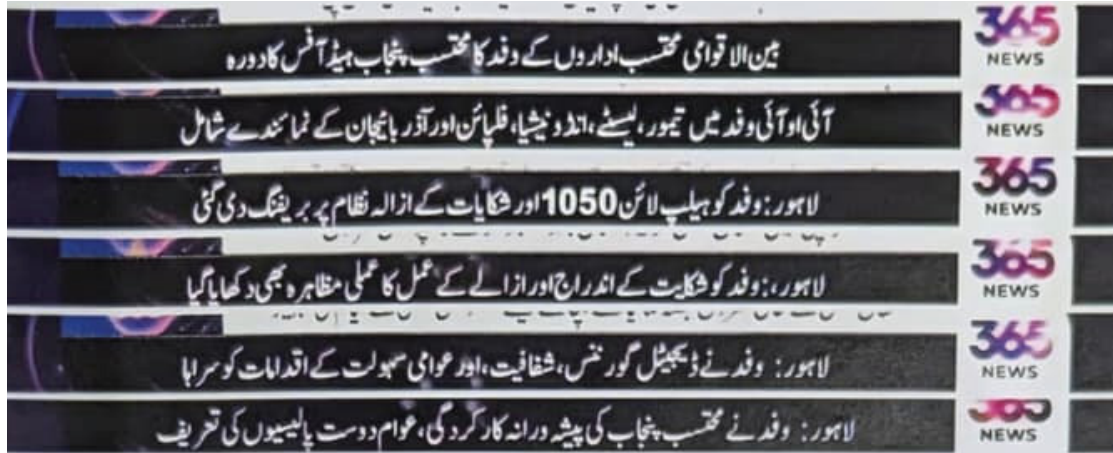
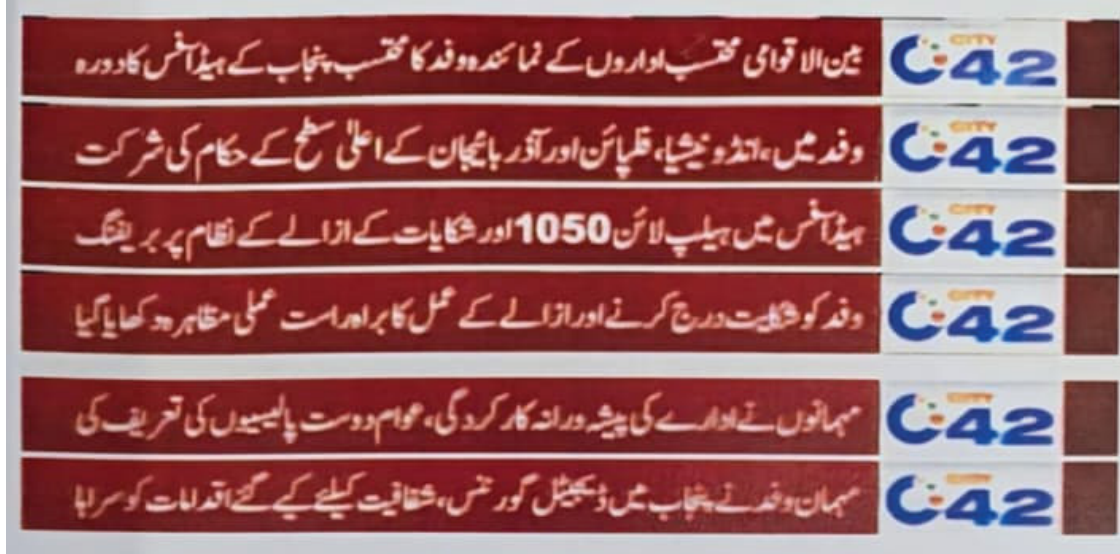


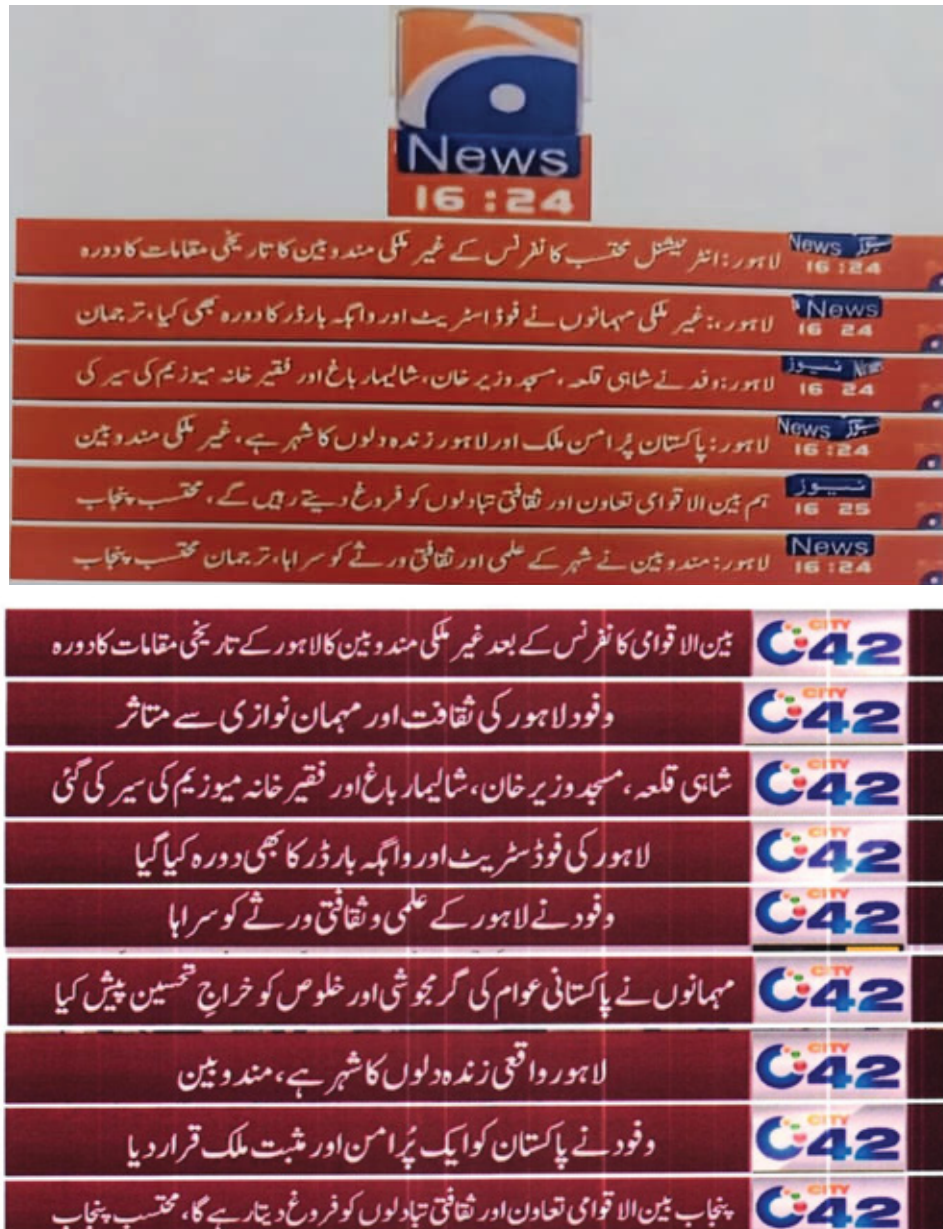




	مختص پنجاب / اعزازی تقریب 8:23 PM TUESDAY
مختص پنجاب کو آئی ایس او سرٹیفیکیشن کے اعزاز میں تقریب کا انعقاد	8:23 PM 24 C
چیف سیکرٹری پنجاب زاہد اختر زمان کی بطور مہمان خصوصی شرکت	8:23 PM
سیکرٹری مختص پنجاب قیصر سلیم، مشیران سمیت دیگر بھی شریک	8:23 PM 9
آئی ایس او سرٹیفیکیشن عوامی خدمت کے تسلسل کا عملی ثبوت ہے، زاہد اختر زمان	8:23 PM lahorenews.tv
آئی ایس او سرٹیفیکیشن ادارے کی کاوشوں اور عوامی خدمت کے عزم کا مظہر ہے، مختص پنجاب	8:23 PM lahorenewsHD
رواں سال اب تک 33 ہزار سے زائد شکایات کا ازالہ کیا گیا، مختص پنجاب	8:23 PM
ملنے والی شکایات کے حل کی شرح 98 فیصد رہی، مختص پنجاب	8:23 PM lahorenews.tv
15 دفاتر بشمول ہیڈ آفس کو سولر انرجی پر منتقل کیا گیا، مختص پنجاب	8:23 PM lahorenewsHD
38 دفاتر، ہیڈ آفس اور ریسرچ ونگ آئی ایس او سرٹیفائیڈ ہیں، مختص پنجاب	8:23 PM SEPTEMBER 02
ریجنل ڈائریکٹر ایس جی ایس علی اختر نے مختص پنجاب کو آئی ایس او سرٹیفیکیٹ پیش کیا	8:23 PM
مختص پنجاب کی جانب سے چیف سیکرٹری پنجاب کو سوونیر بھی دیا گیا	8:23 PM TUESDAY







 04 20 PM	دفتر محتسب پنجاب کی جانب سے عالمی تربیتی میٹنگ کا انعقاد	
	..سیلیم کے وفاقی محتسب ادارے کے تعاون سے میٹنگ کا انعقاد کیا گیا	
	دفتر محتسب پنجاب کے مشیران، افسران، مختلف شعبوں کے افسروں کی شرکت	
	ڈائریکٹر سیلیم دفتر محتسب گریٹ وین گول کی جانب سے ادارے کی ورکنگ پر بریفنگ	
	..سیلیم کے وفاقی محتسب ادارے کے کام کے طریقہ کار، عملی اقدامات پر تبادلہ خیال	
	شکایات کے اندراج و تفتیشی عمل، فیصلوں کے طریقہ کار، عالمی تعاون پر بریفنگ دی گئی	
	سیشن کے دوران شرکانے عملی اور طریقہ کار کے حوالے سے افسران سے سوالات کئے	
	تربیتی میٹنگ ادارے کی کارکردگی، شفافیت کی جانب سے اہم قدم ہے، ترجمان محتسب پنجاب	
	دفتر محتسب پنجاب کا معیار کی بہتری کیلئے ایسے عالمی تعاون کو مستقبل میں جاری رکھنے کا عزم	
	دفتر محتسب پنجاب کی جانب سے عالمی تربیتی میٹنگ کا انعقاد	
	..سیلیم کے وفاقی محتسب ادارے کے تعاون سے میٹنگ کا انعقاد کیا گیا	
	دفتر محتسب پنجاب کے مشیران، افسران، مختلف شعبوں کے افسروں کی شرکت	
	ڈائریکٹر سیلیم دفتر محتسب گریٹ وین گول کی جانب سے ادارے کی ورکنگ پر بریفنگ	
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	تربیتی میٹنگ ادارے کی کارکردگی، شفافیت کی جانب سے اہم قدم ہے، ترجمان محتسب پنجاب	
	دفتر محتسب پنجاب کا معیار کی بہتری کیلئے ایسے عالمی تعاون کو مستقبل میں جاری رکھنے کا عزم	

Video Clips



Achievement of ISO 9001:2015 Certification featured on Lahore Rang News on September 2, 2025



Achievement of ISO 9001:2015 Certification broadcast on 365 News on September 2, 2025





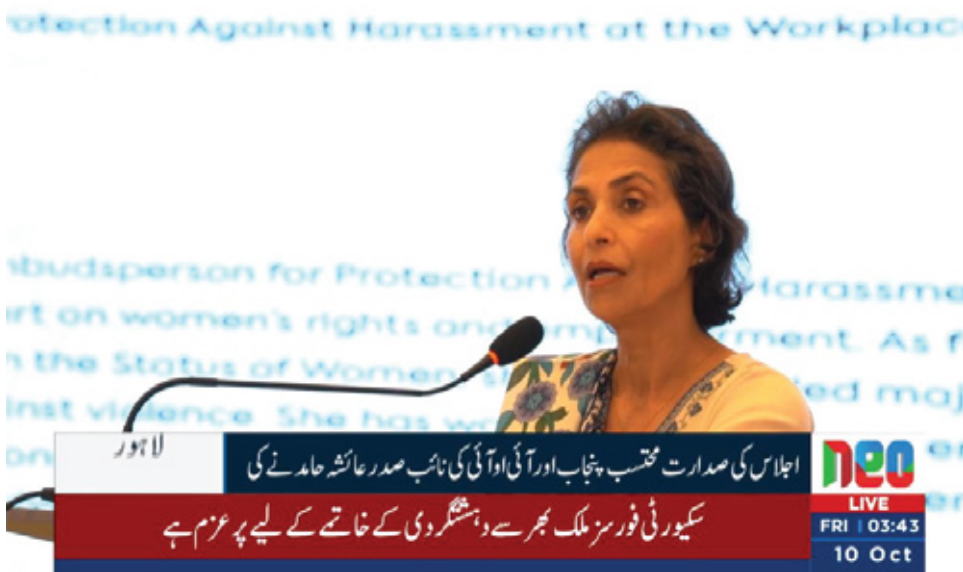
Achievement of ISO 9001:2015 Certification highlighted on Koh-e-Noor News on September 2, 2025



Achievement of ISO 9001:2015 Certification focussed on Public News on September 2, 2025



Express News video featured the successful conduct of IOI Asian Regional Meeting and International Conference



Neo TV video highlighted the successful conduct of IOI Regional Meeting and International Conference



Lahore Rang video drew public attention to IOI delegates' visit to the Office, lauding Helpline 1050 for redressal of complaints



Koh-e-Noor News video spotlighted IOI delegates' visit to the Office, lauding Helpline 1050 for redressal of complaints



365 News Channel video highlighted IOI delegates' visit to historical places of Lahore



Lahore Rang News video broadcast IOI delegates' visit to historical places of Lahore

Social Media

Chapter

10

COMMUNICATIONS AND OUTREACH



During 2025, the Office of the Ombudsman Punjab undertook extensive communication and outreach initiatives to enhance visibility, citizen engagement, and institutional credibility. Efforts focused on ensuring consistent messaging, unified branding, and accessibility of information across all platforms – reinforcing the Offices’ commitment to transparency and citizen-centered service delivery.





Mr. Kaiser Saleem, Secretary, Office of the Ombudsman Punjab, with staff at the ISO 9001:2015 certification celebration.



ISO 9001:2015 certification celebration at Head Office with Advisors Mr. Nasir Jamal Pasha and Mr. Nasim Nawaz.

Institutional Revamp

A unified brand guideline was developed and implemented across all initiatives to ensure visual consistency and professional presentation. This standardization strengthened the Office's institutional identity, improved public perception, and reinforced its credibility across all communication platforms.

صوبائی محتسب آپ کی آواز

Helpline 1050

ombudsmanpunjab.gov.pk



Expansion of Digital Outreach Through Social Media Platforms

Introduction of New Social Media Platforms

While the Office of the Ombudsman Punjab already maintained a presence on various digital and social media platforms, the introduction of official accounts on TikTok and LinkedIn marked a significant expansion of its outreach strategy. These platforms were established to complement existing channels and to engage audiences that were not being effectively reached through traditional or previously used platforms.

TikTok: Broadening Reach and Improving Public Awareness

The launch of the official TikTok account enabled the Office to connect with a wider segment of the population, particularly everyday content viewers who predominantly consume information through short-form video content in local and regional languages. This platform proved especially effective in reaching the intended audience at the grassroots level, where language relevance and accessible content are key. Through awareness-focused and simplified informational content, TikTok enhanced public understanding of the role, functions, and complaint resolution mechanisms of the Office, making the institution more accessible to the general public.

A short video showcasing the Lahore Head Office of the Office of the Ombudsman Punjab gained viral reach on the platform. The video highlighted the Office's active presence and accessibility, reinforcing public awareness through authentic, first-hand visuals.

Helpline Outreach Content – Tiktok



Engagement Metrics Overview – Tiktok viral post

Metric	Result
Likes	12.6K
Comments	303
Saves	1,685
Views	334.8K



LinkedIn: Strengthening Professional and International Engagement

The establishment of the official LinkedIn page provided a dedicated space for formal communication and professional engagement. This platform is utilized to share official updates, institutional initiatives, achievements, and reports with government stakeholders, professionals, and an international audience. LinkedIn has enhanced the Office's professional image and institutional credibility by offering a structured and authoritative channel for the dissemination of official information.

Sunwai Campaign

 Helpline **1050**

ombudsmanpunjab.gov.pk



آپ کی
سنوائی

آج ہی رابطہ کریں

‘Aap Ki Sunwai’ key visual adapted for social media covers.

The “Aap Ki Sunwai” campaign was the key outreach initiative aimed at educating citizens about the grievance redressal process and encouraging engagement through Helpline 1050. The campaign simplified complaint registration procedures and strengthened public confidence in the Office’s services.



Plans were developed to relaunch Sunwai with an expanded focus on all available avenues for accessing justice. Posts and problems–solution-oriented testimonials were conceptualized to explain the Office’s operations and guide citizens on how to seek assistance.



Dedicated helpline staff assisting a citizen at the Head Office, Office of the Ombudsman Punjab.



Dedicated Helpline 1050 staff assisting citizens over the phone.

To enhance public awareness and accessibility of Helpline 1050, the Office implemented a focused social media strategy that positioned the helpline as a reliable and approachable point of contact for citizens. Dedicated posts and visually engaging artworks were designed to prominently feature the helpline number, ensuring immediate recognition and encouraging citizens to reach out. Messaging was simplified and citizen-friendly, providing clear guidance on complaint registration, follow-up procedures, and issue resolution.

In addition to static posts, short informational videos featuring advisors and consultants were produced to address frequently asked questions. These videos helped humanize the helpline, build public trust, and reduce hesitation among citizens when contacting the service. The content was optimized for social media engagement, with formats tailored to reach diverse audiences across official channels.



Mr. Mehmood Javed Bhatti, Advisor at Regional Office Multan, featured in social media video shorts addressing FAQs.



Advisor Ehsan Tufail from Rawalpindi & Attock Regional Offices featured in social media FAQ videos.



Mr. Akbar Hayat, Advisor, engaging citizens via informative social media videos across Rawalpindi, Chakwal & Talagang.



Advisor Khalid Mehmood from Regional Office Rawalpindi on the office's efforts to ensure public hearings of cases.

Through these efforts, the social media campaign strengthened digital communication, increased visibility, and encouraged higher citizen engagement. Ultimately, these initiatives contributed to greater public trust in Helpline 1050 as a dependable and solution-oriented service, while driving call generation and promoting a culture of responsive governance.

Additionally, efforts by District offices to raise awareness, highlight transparency, and showcase public hearings (sunwai) of cases were also effectively presented through digital platforms.



Advisor Mr. Syed Mubashir Hussain overseeing a case hearing at Regional Office Nankana Sahib.



Case hearing in progress under the supervision of Dr. Khalid Hussain, Consultant RO Mianwali & Bhakkar



Public Awareness Podcast of the Office of the Ombudsman Punjab with Mr. Mahmood Javed Bhatti, Advisor.



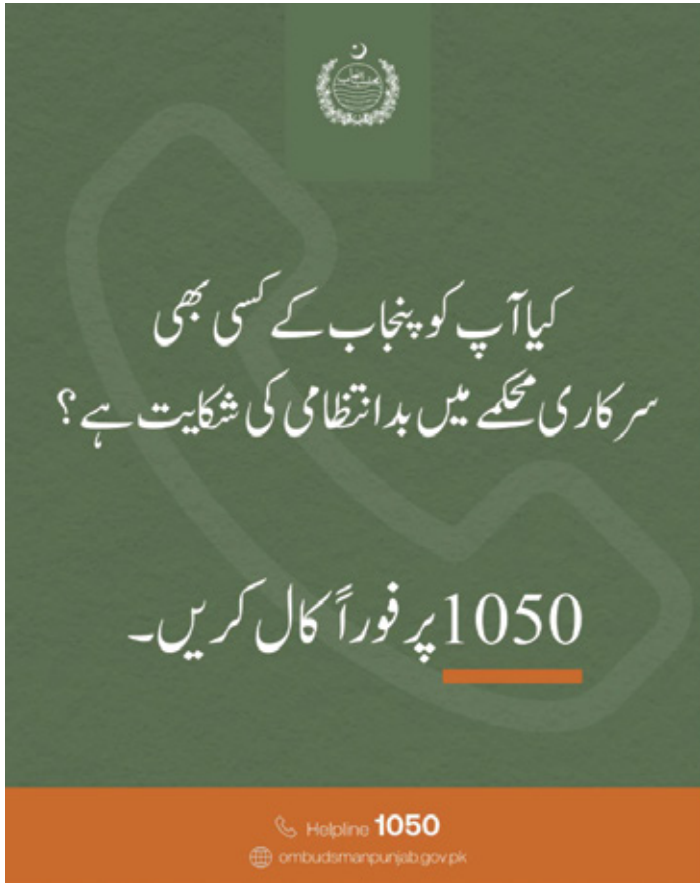
Mr. Ali Akbar, Advisor Regional Office Rajanpur, during an awareness seminar promoting the services of the Office of the Ombudsman Punjab.

Top performing Helpline Focused posts:



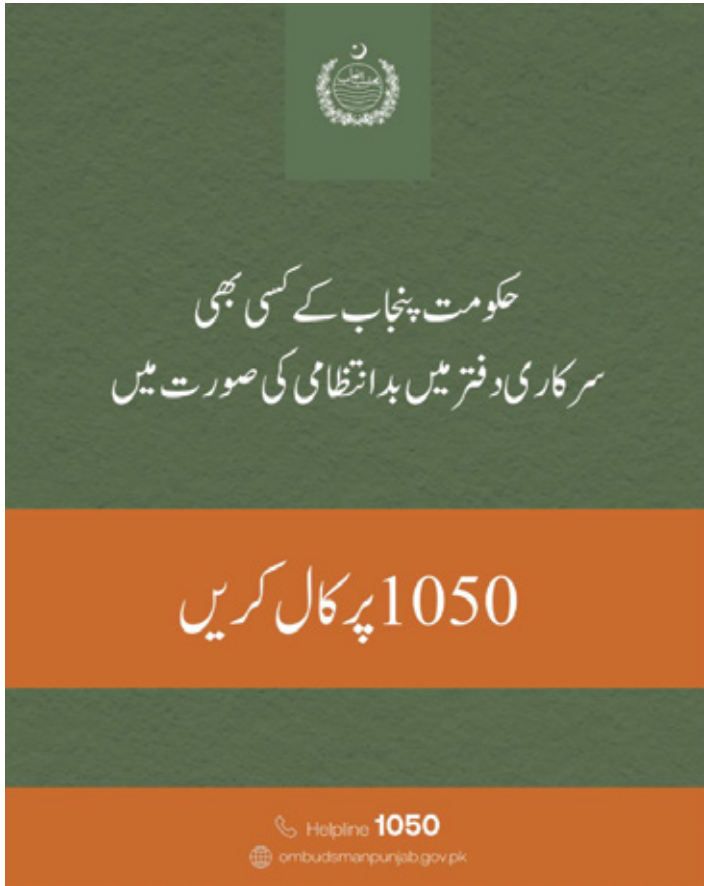
Visual Assets From Helpline Awareness Post – Instagram

Metric	Facebook	Facebook
Views	683,593	4,565
Reach	456,336	3,900
Interactions	6,940	710



Visual Assets From Helpline Awareness Post – Instagram

Metric	Facebook	Facebook
Views	386,861	11,198
Reach	249,700	12,659
Interactions	9,567	984



Visual Assets From Helpline Awareness Post – Instagram

Metric	Facebook	Facebook
Views	425,346	1,449
Reach	269,600	63,085
Interactions	17,773	58

Sunwai Outreach Seminars

Under the Sunwai campaign, five outreach seminars were conducted across Punjab to promote awareness of citizens' rights and provide on-the-spot facilitation. The seminars were held in collaboration with chambers of commerce, civic organizations, and community partners.

Concept notes, event visuals, attendee materials, and seminar documentation were developed and executed to ensure effective implementation and post-event engagement.



Documentary case presentation at Rawalpindi Chamber of Commerce & Industry to inform and engage citizens.



Mr. Mehmood Javed Bhatti, Advisor Regional Office Multan, at the Sunwai seminar at Women Chamber of Commerce & Industry Multan.



Advisor Mr. Arif Anwar Baloch at the Sunwai seminar, promoting citizen engagement at Lahore Chamber of Commerce & Industry



Mr. Ehsan Tufail at the conclusion of the Sunwai Awareness Seminar at Rawalpindi Chamber of Commerce & Industry.



Advisor Mr. Arif Anwar Baloch at the Sunwai Seminar - Interloop pvt ltd.

Summary of Sunwai Outreach Activities

Total Seminars	Participants	Complaints / Queries Addressed	Contacts Collected
5	120+	10+	70+

The seminars strengthened citizen participation, enhanced understanding of grievance mechanisms, and demonstrated that the Office's services were accessible, responsive, and transparent.

Mukaalma Campaign

Mukaalma – Real stories. Real change. Justice in action.

The Mukaalma initiative highlighted real-life stories of justice, resilience, and institutional accountability. Through testimonial videos and short documentaries, the campaign showcased how the Office's interventions brought meaningful relief to citizens. By sharing such cases, Mukaalma increased public awareness that the Office's role extends beyond complaint registration - to ensuring justice and accountability through lawful and timely intervention.

The campaign specifically aimed to spotlight cases that resonate deeply with the general public - issues of everyday importance that reflect both the challenges citizens face and the tangible difference the Office of the Ombudsman Punjab makes in their resolution.



Consultant Ms. Asifa Gull reviewing cases
- later showcased on digital platforms



Ch. Mumtaz Ahmad Dev, Consultant Regional Office
Sargodha-1, during case hearing proceedings.



Mr. Ashfaq Ahmad Rana, Advisor Jhelum, with citizens
following the successful resolution of a case.

Impact and Message

Through Mukaalma, the Office of the Ombudsman Punjab reaffirmed its commitment to accessible justice, citizen empowerment, and institutional accountability. Each story underscored that timely action and lawful intervention can transform individual grievances into collective progress—building public trust in governance.

A curated collection of authentic testimonials, shot specifically for social media consumption - optimized for vertical formats, short attention spans, and high engagement across.

Amplifying Citizen Voices:



Justice for Maria

The Office of the Ombudsman Punjab highlighted the case of Maria Gill, widow of a contract-based employee regularized under the Punjab Regularization Policy 2021, to demonstrate its commitment to securing justice for citizens.

To showcase this achievement and inspire public confidence, the case was presented on social media through a short documentary-style video that captured the proceedings in real time.

A second video was produced to demonstrate progress and resolution, making the process transparent and relatable. By sharing Maria's journey, the Office not only celebrated a tangible success but also reinforced its mission to advocate for citizen rights, highlighting the real-world impact of responsive governance.



Maria Gill case being reviewed at Regional Office Lahore I - Screenshots from the Short Documentary broadcast on Social Media Channels



Instagram Post Showcasing the Documentary on Maria Gill's Case

Liberty Pace Shopping Mall

In its efforts to ensure citizen welfare and institutional accountability, the Office of the Ombudsman Punjab has actively intervened to restore business activity at Liberty Pace Shopping Mall in Lahore, where over 400 shops and 100+ stalls had been shut down due to safety concerns, affecting hundreds of families.



(Instagram Post Showcasing the Documentary on PACE Case)

To present this achievement to the public and highlight institutional accountability, the case was documented in a short video documentary. The video showcased the investigation, decision-making process, and restoration efforts, reinforcing the Office's commitment to justice that safeguards citizen rights and restores livelihoods. Sharing this on social media amplified public awareness, demonstrating the Ombudsman Punjab's role in proactive governance and its tangible impact on communities.

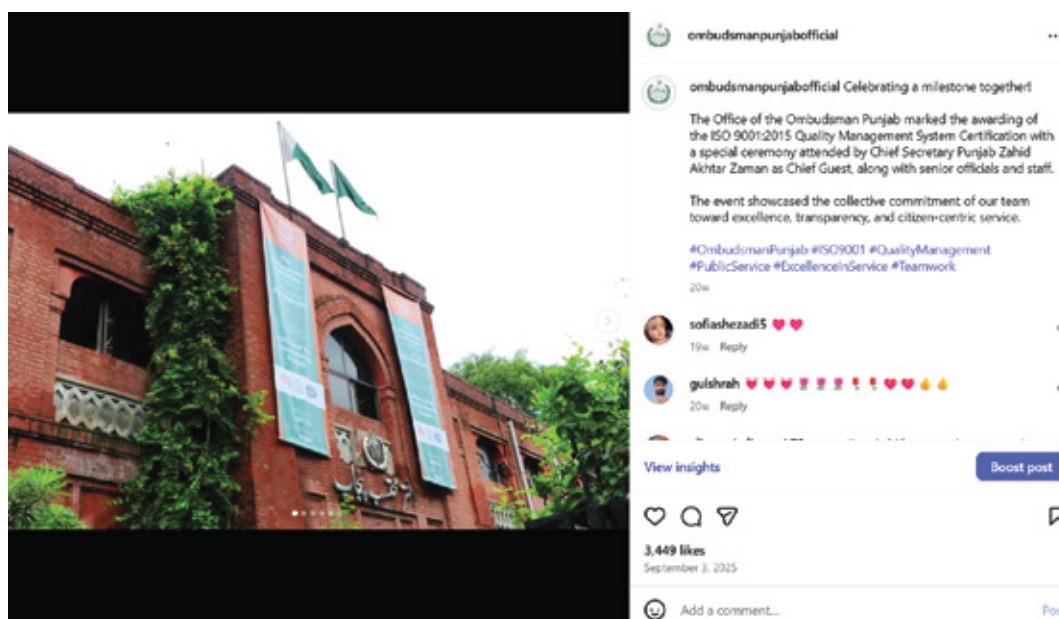
Institutional Achievements and Communication Support



ISO 9001:2015 Quality Management System Certification



Instagram Visual Showcasing Quality Management Systems Certification



Visual from the Carousel Post Sharing Highlights on Instagram



Additional Slides from the Instagram Carousel Post

Documenting Sustainability

The Office implemented initiatives promoting sustainability and rights-based awareness as part of its broader commitment to responsible governance.

Activities included:

- Tree plantation drives at head and district offices.
- Awareness campaigns on women's and children's rights as essential to good governance.

All campaigns were visually represented and widely shared through institutional communication channels to reinforce inclusivity and social responsibility.

Women's Rights

From Complaint to Change – Justice for Every Woman

Nasreen Akhtar, a resident of Lahore, faced an unlawful transfer of property due to administrative irregularities, which threatened her ownership rights.

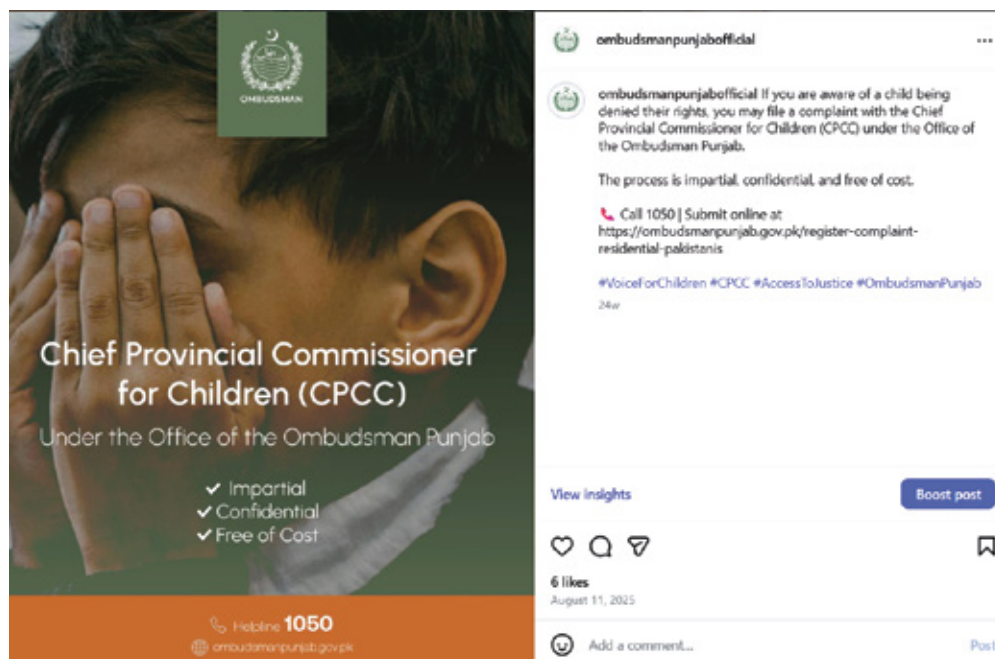
The case was documented in a short social media video to highlight the resolution process, ensuring transparency and public awareness. By showcasing Nasreen's journey, the Office not only celebrated a tangible success but also reinforced its commitment to safeguarding women's rights, promoting accountability, and delivering timely justice.



Visual from the Short Documentary Post on Instagram

Child Rights

These interventions were showcased on social media, highlighting transparency, timely action, and the real-world impact of responsive governance.



Visual from the design post on Instagram

IOI Asian Regional Meeting – Creative Collateral and Communications

The Office led comprehensive preparations for the IOI Asian Regional Meeting, ensuring cohesive branding, event readiness, and communication flow.

In addition, digital and outreach communications provided a behind-the-scenes look at the meticulous preparations for the IOI International Conference. This included coverage of internal team visits, venue inspections, and planning sessions, giving stakeholders and participants an exclusive glimpse into the effort and coordination that went into creating a seamless and engaging event experience. These updates not only built anticipation but also reinforced the Office's commitment to transparency, collaboration, and excellence in event management.



Ombudsman Punjab, Madam Ayesha Hamid, overseeing final preparations with officers of the Office of the Ombudsman Punjab.



Ms. Sidra Arshad and Mr. Omer Saeed, Deputy Directors, strategizing the execution of the IOI International Conference 2025.



Mr. Sami Ullah, Advisor F&P/I&D, in discussion with Ms. Dur-e-Shahwar, Director A&F, and Ms. Noor-ul-Ain Zafar, Deputy Director I & C, on planning the IOI International Conference 2025.



Event setup planning in progress with Ms. Rabia Aamir, Consultant Media, and the event planner.



Social Media Post Highlighting Pakistan Hosting IOI 2025



Social Media Carousel Post Highlighting IOI 2025 Day 2



Screenshot Capturing Key Moments
from the IOI Asian Regional Meeting Round-up Video – Instagram

Performance Achievements

As a result of these extensive outreach and engagement efforts, the Office achieved significant growth and impact across major social media platforms:

Platform	Views (Total)	Content Interactions	Followers Gained
Facebook	31.2 Million	340.3 K	38,000 +
Instagram	2.1 Million	83.7 K	
TikTok (launched July 2025)	524 K (Post Views)	–	

The strong performance on these platforms highlights the effectiveness of the Office's digital-first outreach strategy, increasing both awareness and accessibility for citizens across Punjab.

RESEARCH AND DEVELOPMENT WING

Chapter 11

1. Introduction and Legal Mandate

The Research and Development (R&D) Wing was established on 1 July 2023 as the analytical and evidence-generating arm of the Office of the Ombudsman Punjab. Its creation gives operational effect to Section 9(3) of the Punjab Office of the Ombudsman Act, 1997, which empowers the Ombudsman “to arrange for studies to be made or research to be conducted for carrying out the objectives of this Act and, in particular, for ascertaining the root causes of corrupt practices and injustice, and to recommend appropriate steps for their eradication.”

Guided by this legislative mandate, the Wing undertakes thematic research, diagnostic assessments and field-based inquiries across government departments to identify systemic weaknesses that contribute to maladministration. Through rigorous analysis, interdepartmental engagement and structured follow-up, the Wing supports the Ombudsman’s objective of enhancing administrative justice and strengthening citizen-centred service delivery in Punjab.

Since its inception, the Wing has evolved into a central repository of institutional learning, sectoral insight and reform-oriented analysis. Its work contributes significantly to improving public administration through the identification of recurring issues, formulation of evidence-based recommendations and sustained engagement with implementing departments.

2. Institutional Functions and Core Responsibilities

2.1. Core Mandate and Scope of Work

The R&D Wing performs a set of interconnected functions designed to diagnose administrative inefficiencies, analyse service-delivery gaps and recommend practical, evidence-based reforms. Its responsibilities include formulating research questions, designing and conducting studies, collecting and verifying data through field engagement and preparing reports that present clear findings and actionable recommendations.

2.2. Field-Based Inquiry and Grounded Assessment

Field inquiry constitutes a central feature of the Wing's methodology. Engagement with departments, district administrations and frontline personnel ensures that assessments reflect operational realities rather than theoretical assumptions. Research teams conduct site visits, review documentation, interview stakeholders and triangulate evidence to ensure accuracy and depth. The findings of each study are formally communicated to the relevant authorities for consideration and implementation.

2.2. Follow-Up, Accountability and Implementation Tracking

Structured follow-up is a defining characteristic of the Wing's mandate. Through meetings with departmental leadership, progress reviews and compliance tracking, the Wing monitors the adoption of recommendations and identifies constraints requiring further support. This sustained engagement strengthens accountability mechanisms, deepens departmental understanding of systemic issues and contributes to a more responsive and transparent public service culture.

3. Regular Research Studies

Regular studies constitute the core of the Wing's annual workplan. These studies originate from three primary sources: recurring themes reported through public complaints, emerging governance issues warranting timely administrative attention and directives issued by the Honourable Ombudsman.

During 2025, the Wing completed twenty-one studies across sectors such as health, education, environment, excise and taxation, housing, irrigation, policing and service delivery institutions. Each study analysed institutional frameworks, examined operational challenges and proposed practical reforms tailored to departmental capacities. The research conducted during the year reflects a commitment to producing high-quality analysis grounded in field realities, with the objective of improving public service systems and facilitating citizens more effectively.

4. Special Assignments

Special assignments entrusted by the Honourable Ombudsman address areas of significant public concern or matters requiring immediate institutional attention. These assignments complement the Wing's annual workplan and strengthen the Office's capacity to respond to emerging governance challenges.

4.1. Assessment of the Zewar-e-Taleem Programme: Challenges in Beneficiary Verification and Disbursement

The Wing undertook a detailed assessment of the Zewar-e-Taleem Programme across sixteen districts to examine the accuracy of beneficiary identification, stipend disbursement timelines and monitoring mechanisms. Field visits and district-level consultations revealed inconsistencies in attendance verification, delays in financial disbursement and uneven adherence to operational procedures.

The Wing recommended standardising verification protocols and enhancing digital attendance.

4.2. Identifying Inefficiencies in Certificate Issuance by Boards of Intermediate and Secondary Education (BISEs)

Responding to a significant volume of citizen complaints, the Wing conducted an assessment of certificate issuance procedures across BISEs. The study identified outdated manual records, fragmented archival systems and inconsistent timelines for the issuance of duplicate certificates, result cards and verifications.

Recommendations included digitising archival records, standardising processing timelines across all boards, expanding facilitation counters, improving public guidance materials and introducing online appointment scheduling to reduce congestion and delays.

4.3. Critical Appraisal of the E-Abiana Digital Revenue Collection System

The E-Abiana digital system represents a major reform initiative aimed at improving transparency in revenue collection. The Wing conducted a critical appraisal of its technical performance, user experience and field-level adoption.

Findings indicated gaps in farmer awareness, inconsistent utilisation of the system across districts, limited technical training for field officials and functional issues within the application interface. Recommendations focused on improving user education, strengthening coordination between the Irrigation Department and PITB, adding functionality to address farmer grievances and stabilising backend system performance.

4.4. Analytical Review of International Ombudsman Institute's Best Practice Paper: "Outreach Practices from Ombudsman Around the World"

The Wing prepared an analytical review of the IOI Best Practice Paper on outreach, highlighting international models of citizen communication, public awareness and grievance facilitation. The analysis identified several approaches suitable for adaptation in Punjab, including decentralised outreach units, mobile grievance desks, academic partnerships and structured awareness campaigns.

In light of the recommendations contained in this review, the Honourable Ombudsman approved the establishment of a mobile van initiative for the specific purpose of extending grievance redressal services to underserved and remote areas of South Punjab. The initiative has since facilitated access for a significant number of individuals who were previously unable to approach any institutional forum. Through direct field engagement, the mobile vans have created substantial awareness regarding the mandate and role of the Office of the Ombudsman Punjab and have contributed to a marked increase in the number of complaints received during field visits. The Office of Ombudsman Punjab expanded the programme after the initial success of the first mobile van and procured and launched 3 further mobile vans. There are now currently 4 vans which constantly tour remote areas of different districts in order to raise awareness of the work of the the Office of Ombudsman Punjab and also to provide our services to the complainants at their doorstep. During 2025 the 4 mobile vans registered almost 5000 complaints.



On 15th September 2025, the Awami Khidmat Van commenced its journey with the first day's visit to Dunyapur, Lodhran, covering the areas of Adda Puniya Bangla, Jalla Arain, and Makhdoom Ali.

5. Strengthening Institutional Capacity through Partnerships

5.1. Strategic Rationale for MOUs

To enhance analytical capability and access to specialised expertise, the Wing formalised partnerships with the National School of Public Policy (NSPP), the University of the Punjab (PU) and the Information Technology University (ITU). These MOUs provide a structured framework for collaboration in research, data sharing, academic consultation and professional development.

5.2. Joint Activities and Knowledge Exchange

Following the signing ceremonies, each partnership facilitated expert interactions, peer review sessions and joint knowledge initiatives. Through these collaborations, the Wing gained access to academic expertise, research datasets and sectoral insights that strengthened the quality and credibility of its work.

5.3. Institutional Significance

These partnerships connect the Wing with contemporary governance debates, technological developments and academic networks. They reinforce the Wing's role as a knowledge-driven institutional actor contributing to public sector improvement in Punjab.



MOU Signing Ceremony, University of the Punjab and R&D Wing, 3 March 2025



MOU Signing Ceremony, National School of Public Policy and R&D Wing, 12 March 2025



MOU Signing Ceremony, Information Technology University and R&D Wing, 2 February 2025

6. Capacity Building and Professional Development

6.1. Internal Learning and Skills Development

A series of internal training sessions were conducted to improve research methodologies, enhance field inquiry approaches and strengthen analytical techniques. These sessions supported peer learning and promoted consistency in research outputs.

6.2. External Engagements and Specialist Inputs

Under the MOU with the Information Technology University, a senior faculty member delivered a session on the use of Artificial Intelligence in research and data analysis. Additionally, the Civil Services Academy invited the Wing to brief senior officials of the Higher Education Commission on systemic challenges in higher education governance.



Presentation of a Bouquet to an ITU Faculty Member following a Lecture on "Use of AI in Research", March 2025



Workshop on Higher Education Challenges through the Lens of the Punjab Mohtasib (Civil Services Academy, 26 September 2025)

6.3. Internship Programme

The Wing continued its structured internship programme, providing young researchers with exposure to applied governance research, data analysis and policy evaluation. This initiative supports both institutional capacity development and the professional grooming of future public policy practitioners.

7. Implementation Efforts and Follow-Up Mechanism

7.1. Structured Departmental Engagement

Upon completion of each study, the Wing engages with the relevant departments through structured follow-up meetings. These discussions clarify findings, address implementation constraints and establish feasible reform actions.

7.2. Monitoring Compliance and Supporting Reform Adoption

The follow-up mechanism serves as a vital monitoring tool, enabling the Wing to assess progress, identify challenges and guide departments in adopting recommended reforms. This process strengthens accountability and reinforces the Office's commitment to sustained administrative improvement.

8. Success Stories

8.1. Reforming the One Window Cell of the Lahore Development Authority (LDA)

8.1.1. Background and Rationale

The One Window Cell (OWC) of the Lahore Development Authority serves as a primary interface for land-related services. Persistent public complaints regarding delays, complex procedures and inadequate facilitation prompted the Wing to undertake a comprehensive evaluation of the OWC.

8.1.2. Key Findings

The assessment identified procedural fragmentation, prolonged processing times, infrastructure shortcomings, limited public guidance and inconsistent deployment of digital services. These challenges collectively affected service efficiency and citizen satisfaction.

8.1.3. Engagement with LDA

The findings were presented in March 2025 to the Minister, Secretary and senior officials of the Housing Urban Development and Public Health Engineering Department and LDA. A focal person was appointed to coordinate reforms, and LDA later submitted a written response outlining proposed corrective measures.

8.1.4. Verified Improvements

A follow-up study in August 2025 confirmed substantial improvements, including reduced waiting times, enhanced facilitation counters, clearer signage, expanded digital support services, upgraded infrastructure and improved workflow management. These reforms demonstrate the impact of evidence-based administrative intervention and highlight the OWC as a model of how structured research and coordinated departmental action can transform service delivery.



Meeting with Minister and Secretary (HUD & PHED) and LDA Representatives



Meeting with Director OWC- LDA

8.2. Adult Literacy Centres in Rajanpur and Rahim Yar Khan

8.2.1. Background and Purpose of the Assessment

Adult literacy remains a longstanding development challenge in several districts of South Punjab, where limited access to formal education has resulted in generational cycles of illiteracy. The Adult Literacy Centres (ALCs) established by the Literacy and Non-Formal Basic Education Department are an important initiative aimed at equipping adults, particularly women and marginalised groups, with foundational literacy and numeracy skills.

Recognising the significance of this programme for social empowerment and local development, the Research and Development Wing undertook a comprehensive field-based assessment of ALCs in

Rajanpur and Rahim Yar Khan from 14 to 17 October 2025. The purpose of the study was to examine the operational status of centres, assess instructional quality, understand learner progress and identify systemic or logistical constraints affecting programme effectiveness. A total of twenty-two centres were visited, including several operating within district jails. This offered insight into both community-based and correctional learning environments.

8.2.2 Methodology and Scope of Inquiry

The assessment followed a mixed-method approach to ensure a balanced understanding of programme delivery.

- a) **Structured Observation**
Research teams observed teaching sessions, reviewed instructional content and examined the physical condition of learning spaces.
- b) **Interviews and Interactions**
Learners, instructors and Literacy Mobilisers were interviewed to understand learning progress, challenges and community perceptions.
- c) **Review of Documentation**
Attendance registers, learning material, progress sheets and monitoring documents were examined for consistency and completeness.
- d) **Field Verification**
The Wing conducted independent verification of enrolment claims, learner progress and class regularity through random sampling and spot checks.
- e) **Jail-Based Centres Inquiry**
Special consideration was given to centres functioning inside correctional facilities to assess their constraints, security procedures and rehabilitative impact.

This triangulated methodology ensured that findings were grounded in observed realities rather than administrative assumptions.

8.2.3. Key Findings and Field Observations

- a) **Centre Functionality and Instruction Quality**
Most centres were operational and maintained regular instruction despite limited resources. Instructors demonstrated strong commitment and an encouraging teaching attitude. Many supplemented the prescribed curriculum with additional materials such as handmade flashcards, sentence-writing exercises and numeric worksheets to support slower learners.

Physical environments varied. Some centres lacked ventilation or adequate lighting, although this did not reduce learner attendance, which remained consistent across most locations.

b) Evidence of Learner Progress

The assessment recorded measurable improvements in literacy and numeracy, including:

- recognition of Urdu alphabets
- reading of short words and simple sentences
- improvement in handwriting and composition
- correct identification of numbers
- ability to sign names instead of using thumb impressions
- reading basic instructions such as on medicine labels or utility bills

For first-generation learners, especially women, these achievements represented significant personal empowerment.



Centre, Fazalpur ALC



Centre- Katchi Abadi, Haji Pur



Centre, Chak Lasa Pur



Centre, Basti Mir Alam

- c) **Human Stories Demonstrating Social Transformation**
Several narratives illustrated the programme's broader social impact.



Centre - Jampur ALC

- **Intergenerational Learning**
In one centre, a teacher's elderly mother attended classes alongside other learners. This reflected the potential of the programme to break long-standing cycles of illiteracy within families.
- **Women Reclaiming Agency**
Learners expressed new confidence in reading mobile messages, understanding school circulars, interpreting signage and helping children with homework.
- **Community Acceptance and Support**
Community elders and local shopkeepers described visible changes in behaviour, confidence and independence among learners who had previously remained excluded from educational pathways.
- **Motivation within Correctional Facilities**
Learners in jail-based centres described literacy classes as a constructive and rehabilitative activity that improved well-being and provided a sense of purpose.



These accounts highlight that the programme generates benefits extending far beyond academic performance.

8.2.4. Operational Challenges Identified

Despite promising outcomes, several systemic constraints hinder the programme's full potential.

- a) **Delayed Honouraria**
Instructors reported significant delays in the payment of honouraria. This affected morale, created uncertainty and in some cases impacted class regularity.
- b) **Limited Monitoring Support**
Literacy Mobilisers lacked adequate facilitation for field mobility, which reduced their ability to perform regular oversight and provide timely support to instructors.
- c) **Absence of Functional Literacy Modules**
Although basic literacy was being achieved, the curriculum did not include functional, livelihood-oriented skills such as budgeting, practical numeracy or basic digital literacy. Learners expressed interest in knowledge that could be applied directly to daily activities.
- d) **Inadequate Centre Coverage**
The number of centres in both districts was insufficient relative to the size of the adult population requiring support, leaving remote localities underserved.
- e) **Variability in Record Keeping**
Attendance and progress records were maintained inconsistently across centres, complicating verification at the district level.





Centre- RYK, UC-District Jail

8.2.5. Conclusion

The assessment demonstrates that ALCs in Rajanpur and Rahim Yar Khan are producing meaningful educational and social outcomes despite limited resources. Instructors have established supportive learning environments, and learners have shown measurable improvements in literacy, confidence and independence. Human stories from the field highlight the programme's ability to influence household dynamics, empower women and strengthen intergenerational learning.

With targeted administrative reforms and adequate departmental support, the ALC initiative has the potential to evolve into a flagship programme for adult education and human development in Punjab.



SELECTED ORDERS OF THE HONOURABLE GOVERNOR PUNJAB

Chapter 12

As provided in Section 32 of the Punjab Office of the Ombudsman Act, 1997, a person aggrieved by a decision or order of the Ombudsman may, within thirty days of such decision or order, submit a representation to the Honourable Governor. The Honourable Governor Punjab may pass such order on the representation as deemed appropriate.

Some important orders of the Honourable Governor Punjab were circulated among the Advisors/Consultants of this Office for their guidance and to ensure uniformity in the processing and investigation of complaints.

The following important orders passed by the Honourable Governor Punjab are reproduced in this chapter for the information of readers.



GOVERNOR PUNJAB

ORDER

Mr. Muhammad Rizwan, S/o Ghulam Hussain, R/o Lahore (Representationist)	VS	Chief Executive Officer (CEO), District Education Authority (DEA), Khushab (Respondent)
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No. SO(Omb-II)GS/281/2025

This Order will dispose off the representation of Mr. Muhammad Rizwan, S/o Ghulam Hussain, R/o Lahore, preferred under Section 32 of The Punjab Office of the Ombudsman Act, 1997, against the Order of the Ombudsman Punjab dated 28.03.2025, passed in Complaint NOs.POP25LH10003552 and POP25LH30003530.

2. Brief facts of the case are that Mr. Muhammad Rizwan, R/o Lahore (Representationist), lodged a complaint before the Ombudsman Punjab, stating that he applied for five (05) posts of School Teacher Interns (STIs) in District Khushab. The Representationist alleged that despite fulfilling requisite merit criteria and being short listed, securing first position for three posts and second position for the remaining two, he was unjustifiably rejected during interview process. He further submitted that he approached the relevant authorities for redressal, but to no avail. The Representationist, therefore, requested the Ombudsman Punjab that the Chief Executive Officer (CEO), District Education Authority (DEA), Khushab (Respondent Agency) may be directed to ensure that recruitment process of School Teacher Interns (STIs) be conducted transparently on merit.

3. The representative of the Chief Executive Officer (CEO), District Education Authority (DEA), Khushab (Respondent Agency), submitted a report to the Ombudsman Punjab, stating that Government of the Punjab, School Education Department launched School Teacher Internship Program 2024 and interested candidates applied for various teaching cadres through an online portal. It was further reported that merit of the candidates was calculated by the online portal based on their academic records. In response, Mr. Muhammad Rizwan (Representationist) applied against posts of EST (Science) and EST (Computer Science) at Government Elementary School No.1 Pail and Government High School Padhar, respectively, located at District Khushab. The Representationist was interviewed by a committee on 03.02.2025 and 04.02.2025, and was awarded five (05) marks out of five for both posts. The Respondent Agency further reported that the Representationist's allegations regarding irregularities in recruitment process of School Teacher Interns (STIs) had already been got probed through the District Education Officer (SE), Khushab. However, these allegations could not be proved or substantiated.

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(Signature)
Secretary (Omb-II)
Governor's Secretariat, Punjab,
Lahore.

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GOVERNOR PUNJAB

4. The Ombudsman Punjab observed vide order dated 28.03.2025 that the recruitment process of School Teacher Interns (STIs) was not completed, and therefore, objections raised by the Representationist were premature at this stage. It was further observed that despite issuance of notices and telephonic reminders, the Representationist did not tender his rejoinder. In view of the foregoing, the Ombudsman Punjab disposed off the instant complaint under Regulation 17 (d) of the Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005.

5. Mr. Muhammad Rizwan (Representationist), feeling aggrieved by the Ombudsman Punjab's Order, filed the instant representation, reiterating his previous stance. He stated, inter alia, that glaring irregularities were committed during recruitment process of School Teacher Interns (STIs) in District Khushab, and requested that the matter be investigated through an impartial committee. He further sought redressal of alleged discrimination meted out to him during the recruitment process.

6. I have gone through the record of the case including the written reply / comments of the Respondent Agency and the rejoinder filed by the Representationist. It has been noted that the Chief Executive Officer (CEO), District Education Authority (DEA), Khushab (Respondent Agency), while furnishing comments / written reply vide letter dated 22.07.2025, argued that the seat for which the Representationist applied was EST (Science), while the complainant holds a Master's degree in Pak Studies. Nevertheless, the Representationist was given maximum marks in interview by the committee. The Respondent Agency further contended that, in accordance with eligibility criteria outlined in School Teacher Internship Program, 2024, issued by Government of the Punjab, School Education Department vide letter dated 31.01.2025, only the candidates having relevant subject background were entitled for selection. Hence, the Representationist's appointment was rejected under School Teacher Internship Program, 2024, on the ground of having an irrelevant academic qualification. Upon perusal of available record, this Appellate Authority noted that the learned Ombudsman Punjab disposed off the complaint of the Representationist under Regulation 17 (d) of the Ombudsman for the Province of Punjab (Registration, Investigation and Disposal of Complaints) Regulations, 2005, reproduced as under:-

"17. Completion of Investigation- The investigation of a complaint shall, with the approval of the Ombudsman, be closed when it is found that-

(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;"

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Secretary
Governor's Secretariat, Punjab
Lahore

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GOVERNOR PUNJAB

7. Considering the failure of Mr. Muhammad Rizwan (Representationist) to submit a rejoinder during ongoing investigation proceedings before the Ombudsman Punjab, subsequent completion of recruitment process of School Teacher Interns (STIs), and appointment of eligible candidates to the respective posts, as well as counter arguments presented by the Chief Executive Officer (CEO), District Education Authority (DEA), Khushab (Respondent Agency), this Appellate Authority is of the considered view that learned Ombudsman Punjab has rightly disposed off the complaint of the Representationist. Consequently, the impugned Order of the Ombudsman Punjab does not warrant inference by this Appellate Authority.

8. For what has been stated above, the instant representation is disposed off and the impugned decision of the Ombudsman Punjab dated 28.03.2025 is upheld in the aforementioned terms. Parties to the case be informed accordingly.


(SARDAR SALEEM HAIDER KHAN)
GOVERNOR PUNJAB

Dated Lahore 08 DEC 2025

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Section Officer (OMB.II)
Governor's Secretariat, Punjab,
Lahore.



GOVERNOR PUNJAB

ORDER

Chief Executive Officer (CEO), District Education Authority (DEA), Bhakkar.	VS	1. Ms. Asmat Bibi, 2. Mr. Rajab Ali Hasnain, 3. Ms. Nagina Afzal, R/o Bhakkar.
(Representationist)		(Respondents)

No. SO(OMB-II)GS/82, 83 & 84/2024

This Order will dispose of three separate representations of Chief Executive Officer (CEO), District Education Authority (DEA), Bhakkar, preferred under Section 32 of the Punjab Office of the Ombudsman Act, 1997, against the Order of the Ombudsman Punjab dated 31.01.2024, 31.01.2024 & 30.01.2024, passed in Complaint Nos. POP23BHK0018561, POP23BHK0019136 and POP23BHK0019534 respectively. Keeping in view the similar nature of subject matter involved, all the representations are being disposed of through a single joint order.

2. Brief facts of the case are that Ms. Asmat Bibi (Respondent No.1), Mr. Rajab Ali Hasnain (Respondent No.2) and Ms. Nagina Afzal (Respondent No.3), filed three separate complaints before the Ombudsman that they submitted applications for appointment under Rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974 but no action was taken by the Representationist Agency. They requested the Ombudsman to pass directions to the Representationist Agency for their appointment under Rule 17-A of the Rules *ibid*.

3. Chief Executive Officer (CEO), District Education Authority (DEA), Bhakkar (Representationist Agency), reported to the Ombudsman Punjab that the similar nature representations are pending before the appellate forum under Section 32 of the Punjab Office of the Ombudsman Act, 1997 and further necessary action in the matter will be taken on decision of the same.

4. The Ombudsman noted in his decisions that the matter of appointment under Rule 17-A against the posts reserved for various quotas has already been decided in another complaint No. POP22BHK0012910 which was also maintained by the Appellate Authority / Governor Punjab vide letter No. SO(OMB-II)GS/447/2022 dated 10.04.2023 wherein, the stance of the Representationist Agency was denied. The Ombudsman, therefore, under Section 11 of the Punjab Office of the Ombudsman Act, 1997 directed the Chief Executive Officer (CEO), District Education Authority (DEA), Bhakkar to ensure appointment of the Respondents under Rule 17-A of the Rules *ibid* as per their eligibility criteria against the available posts and submit implementation report within a period of thirty (30) days. The complaint was disposed of by the Ombudsman, accordingly.

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Section Officer (OMB-II)
Governor's Secretariat, Punjab,
Lahore.

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GOVERNOR PUNJAB

5. Chief Executive Officer (CEO), District Education Authority (DEA), Bhakkar (Representationist), feeling aggrieved by the orders of the Ombudsman, has filed three separate representations, reiterating the Agency's previous stance and, inter alia, stating that the Secretary, Government of the Punjab, School Education Department, Lahore sought guidance from Services & General Administration Department (S&GAD), Regulations Wing, Lahore vide letter No.SO(SE-III)7-83/2016 dated 08.01.2019 regarding the appointment under Rule 17-A of the Rules ibid against various reserved quotas and the Section Officer (R-III), S&GAD, Regulations Wing, Lahore vide letter No.SOR-III(S&GAD)2-5/17(P) dated 24.01.2019 replied that appointment under Rule 17-A can only be made against the post to be filled in by initial recruitment. Appointment under the said Rule cannot be made against the posts reserved for women / minority quota. He has contended that presently only six (06) posts of Junior Clerk against open merit quota are lying vacant which are right of the public for recruitment as Junior Clerk against open merit, women quota, disabled quota and minority quota whenever advertised. He has requested to set aside the impugned Order of the Ombudsman in the best interest of justice.

6. I have gone through the record of the case including written replies / comments of the Respondent No.1 & 3 and rejoinders of the Representationist Agency. The Respondent No.2 was directed to submit his reply / comments vide letter No.SO(OMB-II)GS/83/2024 dated 28.02.2024 and subsequent reminders dated 18.03.2024 and 08.04.2024 but he failed to submit the same. Perusal of the available record reveals that the instant matter pertains to the appointment of the Representationist under Rule 17-A. It is pertinent to mention here that a clarification was sought on the subject matter and as per advice furnished by the Regulations Wing, Services & General Administration Department vide No.SOR-III(S&GAD)8-2/2023 dated 06.12.2023, appointment under Rule 17-A is to be made against the posts meant for initial recruitment. The same cannot be made against any post meant for reserved quotas i.e; Women Quota, Minority Quota, Disabled Quota etc. Moreover, the posts against various quotas are to be calculated against the total sanctioned strength of a cadre and shall be filled in only during initial recruitment. Hence, stance of the Respondent Agency seems tenable to the extent that the Representationist cannot be appointed against the posts available for various reserved quotas.

7. Perusal of the available record reveals that the Representationist Agency has contended before this appellate forum that eighteen (18) posts of Junior Clerk (Reserved against various quotas) had already been filled under Rule 17-A of the Rules ibid in violation of Rules and presently only fourteen (14) posts of Junior Clerk under various quotas are lying vacant, detail of which is as below:

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Sr. No.	Detail of Post	Sanctioned Posts	Filled Posts	Vacant Posts
1.	Open Merit / Rule 17-A Posts	115	133	-18
2.	In-service Promotion Quota @ 20%	38	37	01
3.	Disable Quota @ 3%	06	06	--
4.	Minority Quota @ 5%	08	--	04
5.	Women Quota @ 15%	23	--	09
Total		190	176	14

It is to be noted that since no post against open merit is available in the Representationist Agency, therefore, the Respondents could not be appointed against the posts reserved for other quotas. It is also to be noted that the Government of the Punjab, Services and General Administration Department (Regulations Wing), Lahore vide its Notification No.SOR-III(S&GAD)2-60/2024 dated 24.07.2024 had omitted the provision of Rule 17-A from the Punjab Civil Servants (Appointment and Conditions of Service) Rules, 1974. However, this notification has been implemented with immediate effect and does not enjoy retrospective effect. Therefore, omission of Rule 17-A will not prejudice the rights of parties that accrued under Rule 17-A before 24.07.2024 and facility of provision of employment under Rule 17-A will continue to exist for legal heirs of those who died while in service or declared invalidated / incapacitated for further service before 24.07.2024. Similar matter has also been decided by the Hon'ble Lahore High Court, Multan Bench, Multan in writ petition No.13444/2024 titled as 'Syed Noor-ul-Hadi Shah Versus Government of Punjab, etc.' which states as under:

"7. ...In terms of Rule 17-A, ibid, specified triggering event is the occasion when civil servant dies during service or is declared invalidated / incapacitated. This requires no elaboration. If Civil servant had died or declared invalidated / incapacitated before the Notification dated 24.07.2024, and any of his unemployed children or widow had expressed willingness to invoke / seek benefit of Rule 17-A, omission of Rule 17-A would not prejudice the right to be considered for appointment, subject to fulfilling limitations and conditions provided. Hypothetically speaking, if a civil servant had died on 23.07.2024, could right to be considered be denied without affording / extending reasonable time for demonstrating the intent of an heir to invoke Rule 17-A. Such denial would be unreasonable and otherwise not sustainable in the context of doctrine of 'locus poenitentiae'. In brief, happening of a triggering event in terms of Rule 17-A of the Rules, 1974, if had happened before omission of Rule 17-A, ibid, took effect, would extend right to be considered..."

8. In view of above narration, it is clear that through impugned order respondent(s) had attempted to give retrospective effect to Notification dated 24.07.2024, which interpretation is preposterous, misdirected and manifest erred

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 Lahore.

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reading / interpretation of the Notification, not even intended by the policymaker / rule-making authority. Hence, impugned order is not sustainable in law.

9. This petition is allowed and impugned order is set-aside. It is pertinent to observe that this order shall not be construed as an order directing appointment of the petitioner, but simplicitor an illustrative and interpretative reading of the Notification dated 24.07.2024 in the context of its prospective effect / application. Petitioner's right to be considered for appointment in terms of Rule 17-A would be examined, considered and decided on the basis of facts and circumstances existing / involved."

Moreover, the similar directions have been passed by the Hon'ble Lahore High Court, Lahore in another judgment vide writ petition No.62298/2024 titled as 'Syed Muhammad Ali Raza Shah Versus Govt. of Punjab, etc.'

8. Keeping in view the aforementioned facts of the case, the relevant provisions of Rule 17-A of the Punjab Civil Servants (Appointment & Conditions of Service) Rules, 1974 and the advice tendered by the Regulations Wing, S&GAD dated 06.12.2023, it can safely be deduced that the Representationist Agency has rightly denied appointment of the Respondents against the available posts reserved against various quotas. The observation of the Ombudsman regarding appointment under Rule 17-A against the posts reserved for various quotas does not hold water. Under these circumstances, the Chief Executive Officer (CEO), District Education Authority (DEA), Bhakkar is directed to appoint the Respondents under Rule 17-A against the open merit posts in BS-01 to BS-11 as per their entitlement / eligibility criteria as prescribed in Rule 17-A of the Rules ibid as and when these posts fall vacant. He is further directed to prepare a list of candidates waiting for appointment under Rule 17-A in a chronological order as per their date of submission of applications and ensure that the eligible candidates, including the Respondents are appointed against the available posts under the relevant law / rules on first-come-first-serve basis. Hence, the Order of the Ombudsman Punjab warrants partial modification.

9. For what has been stated above, these representations stands disposed of and the Orders of the Ombudsman Punjab are modified in aforementioned terms. Parties to the cases be informed, accordingly.

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Lahore 04.02.2025

[Signature]
Section Officer (OMB.II)
Governor's Secretariat, Punjab,
Lahore.

[Signature]
SARDAR SALBEM HAIDER
GOVERNOR PUNJAB



GOVERNOR PUNJAB

ORDER

Syed Salman Haider, Building Inspector and other concerned officers of Municipal Corporation, Bahawalpur (Representationists)	VS	1. The Secretary, Government of the Punjab, Local Government & Community Development Department 2. Mr. Zia-ur-Rehman R/o Bahawalpur (Respondents)
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No. SO(Omb-II)GS/321/2024

This Order will dispose off the joint representation of Syed Salman Haider, Building Inspector and other concerned officers of Municipal Corporation, Bahawalpur, preferred under Section 32 of the Punjab Office of the Ombudsman Act, 1997, against Order of the Ombudsman Punjab dated 06.06.2024, passed in Complaint No.POP24BWP0004868.

2. Brief facts of the case are that Mr. Zia-ur-Rehman, resident of Bahawalpur (Respondent No.2), lodged a complaint before the Ombudsman Punjab, alleging that Mst. Shamshad Begum, wife of Muhammad Afzal Khan, residing at Faisal Colony East, Mouza Karna Bahawalpur, was carrying out the illegal construction of a commercial girls' hostel within a residential area, in collusion with officers and officials of the Municipal Corporation, Bahawalpur. The Respondent No.2 requested the Ombudsman Punjab to halt the illegal construction of the commercial building / girls' hostel in the residential locality and, inter alia, to initiate disciplinary proceedings against the delinquent officers and officials of the Municipal Corporation, Bahawalpur.

3. The Municipal Corporation, Bahawalpur submitted a report to the Ombudsman Punjab, stating that the building plan for the disputed girls' hostel owned by Mst. Shamshad Begum, wife of Muhammad Afzal Khan, was placed before the District Planning & Design Committee (DPDC) in its meeting held on 01.02.2024 as Agenda Item No.50. The District Planning and Design Committee (DPDC), after deliberation, approved the building plan for the disputed girls hostel in Khata No.64/65, Khatooni No.114 to 115, measuring 03-Marlas, situated at Faisal Colony East, near Gul-e-Elahi Mosque, Mouza Karna, Bahawalpur under Section 4(viii)(b) of the Punjab Local Government Land Use Plan (Classification, Reclassification and Redevelopment) Rules, 2020. Additionally, a challan amounting to Rs.482,002/- was issued for the conversion fee.

4. The Ombudsman Punjab observed that, prima facie, the complaint lodged by Mr. Zia-ur-Rehman (Respondent No.2) was based on factual grounds. It was noted that the building of the disputed girls' hostel had already been constructed on 5^{1/2} Marlas before the submission of the building plan. Subsequently, the concerned Building Inspector of the Municipal Corporation, Bahawalpur, by concealing material facts, facilitated the approval of change of land use from the District Planning & Design Committee

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(Signature)
 Secretary (Omb-II)
 Governor's Secretariat, Punjab,
 Lahore.



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(DPDC), thereby demonstrating maladministration on his part. Given these circumstances, it cannot be ruled out that the concerned Building Inspector acted with malafide intent, possibly influenced by bribery and illegal monetary benefits from the owner of the disputed girls' hostel. The Ombudsman Punjab, therefore, under Section 11(2) of The Punjab Office of the Ombudsman Act, 1997, directed the Secretary, Government of the Punjab, Local Government and Community Development, to initiate disciplinary proceedings against the Building Inspector and other officers of the Municipal Corporation, Bahawalpur, under the provisions of the Punjab Employees Efficiency, Discipline and Accountability (PEEDA) Act, 2006, for misrepresentation and concealment of facts before the District Planning & Design Committee (DPDC).

5. Syed Salman Haider, Building Inspector, along with other concerned officers of the Municipal Corporation, Bahawalpur (Representationists), feeling aggrieved by the order of the Ombudsman Punjab, has filed the instant joint representation, reiterating their previous stance. The Representationists have contended, inter alia, that the Ombudsman Punjab, while passing the impugned Order, glossed over the fact that Mr. Zia-ur-Rehman (Respondent No.2) had originally lodged the complaint against the Chief Officer, Municipal Corporation, Bahawalpur. He argued that the Ombudsman Punjab neither summoned nor issued any notice to the concerned Building Inspector during the inquiry proceedings. According to him, he had been condemned unheard. Furthermore, Syed Salman Haider, Building Inspector, asserted that the Ombudsman Punjab unjustly placed the maximum responsibility on him in the impugned order dated 06.06.2024, which is contrary to the norms of justice. In view of the above, he has requested that the impugned order be set aside.

6. At the very outset, the question of limitation needs to be addressed under the Limitation Act, 1908. In this regard, it is noted that the Representationists submitted representation against the Ombudsman's Order dated 06.06.2024, which was received in this Secretariat on 15.07.2024. The said representation comprised a separate application regarding condonation of delay under Section 5 of the Limitation Act, 1908. The Representationists averred that they have received impugned Order of the Ombudsman on 20.06.2024 through registered post. The argument of the Representationists seems plausible to that score as nothing contrary is available on record to prove otherwise. Hence, the request of the Representationist regarding condonation of delay in the instant matter is allowed within the scope of Section 5 of the Limitation Act, 1908.

7. Record of the case has been perused including written reply/ comments of the Respondents and rejoinder filed by the Representationist. Furthermore, both the Representationists and the Respondent No.2 were afforded an opportunity of personal hearing on 18.06.2025 to substantiate their respective stances. The said hearing was attended by Mr. Zia-ur-Rehman (Respondent No.2) and the Representationists did not attend on the basis of their medical issues but later on sent a representative. From scrutiny of the available record, it reveals that Mst. Shamshad Begum submitted a commercial

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building plan of a private Hostel, measuring an area of three (03) marlas 136 Sqft on 22.01.2024. She also submitted a residential building plan for the same premises, measuring area 1042 Sqft (3.85 marlas) on 22.01.2024. The land use change permission of three (03) marlas 136 Sqft was granted by the District Planning and Design Committee (DPDC) in its meeting held on 02.02.2024, but formal sanction of building plan by the Municipal Corporation Bahawalpur was not accorded due to certain objections in the light of the prevailing building Bye-laws. Subsequently, Mst. Shamshad Begum, the owner of the subject property, unlawfully annexed and merged the residential house with the existing hostel building without obtaining the requisite permission or approval. She began operating her approximately seven (07) marlas property as a commercial Girls Hostel without any formal sanction or approved building plan from the Municipal Corporation Bahawalpur. As a result, multiple notices were served to Mst. Shamshad Begum by the concerned Building Inspector, directing her to submit and seek approval for the commercial building plan of the said private hostel. However, upon her continued failure to comply with the notices, the concerned Building/Enforcement Inspector proceeded to seal the premises in accordance with the provisions of Section 178 of the Punjab Local Government Act, 2022. Aggrieved by the sealing proceedings, the owner Mst. Shamshad Begum filed a Writ Petition No.5413/2024 titled "Shamshad Begum Vs. Provincial Ombudsman Punjab, etc." before the Hon'ble Lahore High Court Bahawalpur Bench. The Hon'ble Court disposed of the aforementioned Writ Petition with the direction to the Chief Officer Municipal Corporation Bahawalpur as under:-

"Petitioner is directed to approach respondent No.6 and plead her grievance within three days of passing of this order. Respondent No.6 will decide the matter within a period of one week thereafter, through written order, explaining reason for sealing of premises."

8. In compliance with the above directions, the Chief Officer, Municipal Corporation, Bahawalpur, afforded a personal hearing to the representative of Mst. Shamshad Begum on 19.07.2024. However, after examining the record and considering the arguments and submissions of the petitioner's representative, the Chief Officer rejected the request for de-sealing the hostel premises vide order dated 20.07.2024. The rejection was based on the grounds that the petitioner must first obtain approval of the commercial building plan for the entire area being used as a hostel, i.e., seven (07) marlas, and ensure the provision of the requisite parking space in accordance with the building byelaws of the Municipal Corporation Bahawalpur. Feeling aggrieved by the order dated 20.07.2024, Mst. Shamshad Begum again filed a Writ Petition No.5873/2024 before the Lahore High Court Bahawalpur Bench, Bahawalpur assailing the order dated 20.07.2024 passed by the Chief Officer, Municipal Corporation, Bahawalpur. The Hon'ble Lahore High Court Bahawalpur Bench, Bahawalpur through order dated 23.09.2024 had directed the functionaries of Municipal Corporation Bahawalpur to de-seal the said property / hostel and facilitate the petitioner in getting approval of the remaining four (04) marla hostel building. The operative part of the judgment of the Lahore High Court Bahawalpur Bench, Bahawalpur is reproduced as under:-

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Governor's Secretariat, Punjab,
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"Sequel of above discussion is that petition in hand is allowed, impugned order is set aside and the action taken by respondents qua sealing of subject property is declared illegal and without any lawful justification, as consequence whereof, respondents are directed to de-seal the subject property, immediately. Concerned authorities, however, will be at liberty to proceed in the matter strictly in accordance with the law by exploring the possibility of ex post facto approval on the request of petitioner pending before them as per rules, procedure & law applicable on the subject."

9. Notwithstanding the foregoing discussion, this Appellate Authority observes that the District Planning and Design Committee (DPDC), in its meeting held on 02.02.2024, granted land-use change permission for only three (03) marlas, despite the hostel building had already been constructed on approximately 07 marlas of land. This discrepancy demonstrates a clear failure on the part of Building Inspector of the Municipal Corporation, Bahawalpur, to exercise due diligence in preventing the unlawful operation of a girls' hostel in a residential area. A perusal of the record further reveals that the Municipal Corporation, Bahawalpur, issued Notice No. 1324 on 07.05.2024 to the owner of the said girls' hostel—only after Mr. Zia-ur-Rehman (Respondent No. 2) lodged a complaint before the Ombudsman Punjab on 20.03.2024. This delayed action underscores a lack of proactive enforcement. Consequently, Syed Salman Haider, Building Inspector, along with other concerned officers of the Municipal Corporation, Bahawalpur (Representationists), cannot be absolved of their statutory duty to safeguard public interest and prevent unauthorized commercial activities within residential zones under their jurisdiction. Needless to say, their failure to act promptly and effectively constitutes negligence in discharging their official responsibilities. Accordingly, this Appellate Authority is of the considered view that the learned Ombudsman Punjab has rightly adjudicated the instant matter. The contention of the Representationists—that the impugned order was passed in a hasty and unsubstantiated manner, without due appreciation of the facts on record—does not appear to be convincing. It is pertinent to note that the Representationists have failed to point out any material irregularity or procedural infirmity in the impugned order passed by the learned Ombudsman Punjab. In light of the foregoing, the instant joint representation is devoid of merit, and the impugned order passed by the Ombudsman Punjab warrants no interference by this Appellate Authority.

10. For what has been stated above, the instant joint representation is disposed off and the impugned Orders passed by the Ombudsman Punjab is upheld in aforementioned terms. Parties to the case be informed, accordingly.

Lahore 26 AUG 2025

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 Seal of Ombudsman (CMB-II)
 Governor's Office, Punjab,
 Lahore.

SARDAR SALEEM HAIDER
 GOVERNOR PUNJAB

SIGNIFICANT DECISIONS BY THE OFFICE OF THE OMBUDSMAN PUNJAB

Chapter 13

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25MBD0009012

شکایت نمبر:

MAR 26, 2025

تاریخ رجسٹریشن:

بزرگہ آن لائن

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

اقبال بیگ، سکنہ ڈاکخانہ رسول، تحصیل و ضلع منڈی بہاوالدین

درخواست دہندہ:

03436069360

ڈویژنل آفیسر ہیڈ ورکس سب ڈویژن رسول منڈی بہاوالدین۔

ایجنسی کا نام:

آصفہ گل، کنسلٹنٹ || RO MANDI BAHAUDDIN

تحقیقاتی آفیسر:

سرکاری رقبہ کو داغدار کروائے جانے کی استدعا

عنوان:

شکایت:

درخواست گزار نے بیان کیا کہ وہ موضع رسول کارہائشی ہے۔ دریائے جہلم میں بیلہ چنگس تا رسول مقام پر دریا کے دونوں اطراف بیشمار قیمتی زرعی رقبہ پر باثر افراد کا عرصہ دراز سے ناجائز قبضہ ہے اور یہ قبضہ محکمہ انہار کے افسران کی ملی بھگت سے قائم ہے اور تقریباً عرصہ پندرہ سال سے دو سو ایکڑ

ارضی پر ناجائز قابضین کی جانب سے گندم کی فصل کاشت کی جارہی ہے جس سے سالانہ لاکھوں روپے کی آمدن ہوتی ہے لیکن سرکاری خزانے کو عرصہ دراز سے ٹیکس ادا کیا جا رہا ہے اور نہ ٹھیکہ جمع کروایا جا رہا ہے۔ سائل نے ایگزیکٹو انجینئر منڈی بہاء الدین کو ناجائز قابضین سے مذکورہ رقبہ واگزار کروانے کے لیے متعدد درخواستیں گزائیں لیکن شنوائی نہ ہوئی ہے۔ درخواست دہندہ نے دفتر ہذا سے مذکورہ رقبہ واگزار کرانے کے لیے استدعا کی ہے۔

رپورٹ ابجمنی:

ڈویژنل آفیسر ہیڈ ورکس سب ڈویژن رسول منڈی بہاء الدین کی موصولہ رپورٹ نمبری 92 مورخہ 10.04.2025 کے مطابق رسول بیراج کے تالاب کا رقبہ زرعی اور غیر زرعی دونوں قسم کی زمین پر مشتمل ہے۔ یہ زمین رسول بیراج کے تالاب کو ترقی دینے کے لیے حاصل کی گئی تھی۔ سال 2003ء تک، قابل کاشت رقبہ کو زرعی مقاصد کے لیے نیلام کیا جاتا رہا۔ لیکن 2003ء میں مذکورہ رقبہ کو، بذریعہ نوٹیفیکیشن نمبری SO(REV)I&P12-54/2002 مورخہ 06.11.2002 کو محکمہ جنگلی حیات کے حوالے کر دیا گیا تاکہ اسے جنگلی حیات کے لیے محفوظ علاقے کے طور پر ترقی دی جاسکے تو اس پالیسی سے دستبرداری کے بعد مذکورہ محکمہ نے تالاب ایریا کی بابت نئی پالیسی کا اطلاق بذریعہ نوٹیفیکیشن نمبر SO(REV)/EIRR/12-70/15 مورخہ 24.06.2015 کیا کہ رقبہ کو زرعی مقاصد کے لیے نیلام کیا جائے گا۔ اس پالیسی کے تحت اشتہارات مختلف تواریخ 18.12.2015، 16.02.2016 اور 19.04.2016 کو شائع کیے گئے تاکہ زمین کی نیلامی کی جاسکے۔ افتخار احمد ولد علی محمد، CNIC نمبر 34402-3581648-3 نے بیلا آرکیو لنک کے لیے بولی دی۔ اس کی بولی کے علاوہ کسی کسان نے زمینوں میں دلچسپی ظاہر نہیں کی۔ رسول (ضلع منڈی بہاء الدین)، کوٹیرہ (ضلع جہلم) اور چنگس (ضلع گجرات) کے دیہات میں باقی زمینوں کی نیلامی کے لیے متعلقہ ڈپٹی کمشنرز سے نئے کرایہ داری کے شیڈول کے تعین کے لیے رابطہ کیا گیا تاکہ نیلامی کامیاب بنائی جاسکے۔ مورخہ 11.03.2025 کو اسسٹنٹ کمشنر منڈی بہاء الدین کو ارسال کردہ مراسلہ نمبر 6/1 کی روشنی میں موضع چنگس میں سرکاری اراضی کی واگزاری کے لیے کارروائی کی گئی۔ سروے کے دوران انکشاف ہوا کہ تقریباً 10 ایکڑ سرکاری اراضی کو غیر قانونی طور پر موضع چنگس کے مکینوں نے کاشت کر رکھا ہے، حسب ضابطہ کارروائی کرتے ہوئے ناجائز قابضین کو نوٹس جاری کیے گئے تو انہوں نے اس زمین کو اپنی ملکیت ظاہر کرنا شروع کر دیا۔ تاہم معاملہ کو شفاف اور مذکورہ رقبہ کا دوبارہ کرایہ جانچنے کے لیے محکمہ مال کو مراسلہ بھیجا گیا ہے کہ وہ زمین کی پیمائش اور حد بندی کے لیے اپنی خدمات فراہم کرے تاکہ غیر قانونی قبضے کو ختم کر کے زمین کو سرکاری ریکارڈ کے مطابق واپس حاصل کیا جاسکے۔

جواب الجواب:

3. درخواست گزار نے بالا محکمہ پر جواب الجواب پیش نہ کیا۔

کارروائی سماعت:

مشترکہ سماعت کی کارروائی مورخہ 23.05.2025 میں فریقین حاضر آئے۔ دوران سماعت نمائندہ ابجمنی نے وضاحت کی کہ ناجائز قابضین کے خلاف حسب ضابطہ کارروائی عمل میں لائی گئی ہے اور 175 ایکڑ تالابی رقبہ، جس کی مالیت مبلغ -/1,750,000,000 (ایک ارب پچھتر کروڑ) روپے بنتی ہے، واگزار کروایا گیا ہے۔ مزید برآں، پالیسی نوٹیفیکیشن نمبر SO(REV)/EIRR/12-70/15 (تالاب ایریا) مورخہ 24.06.2015 کے تحت، مذکورہ اراضی کی نیلامی کا عمل شروع کر دیا گیا ہے۔ باقاعدہ قانونی کارروائی مکمل ہونے کے بعد زمین نیلام کر دی جائے گی۔ شکایت کنندہ حاضر آیا اور بیان کیا کہ دفتر ہذا کی مداخلت کے نتیجے میں محکمہ نے کارروائی کرتے ہوئے ناجائز قابضین سے رقبہ واگزار کروایا ہے اور وہ شکایت کے ازالہ پر تہہ دل سے دفتر ہذا کا ممنون ہے۔ مورخہ 25.08.2025 کو دفتر محتسب پنجاب سے درخواست دہندہ سے بذریعہ موبائل فون رابطہ کیا گیا جس پر اس نے اپنے مذکورہ بیان

کی تصدیق کی۔

نتائج:

پیش آمدہ حقائق اور بعد از سماعت فریقین سے عیاں ہوا ہے کہ درخواست دہندہ کی جانب سے سرکاری رقبہ واگزار کروانے کے لیے دفتر ہذا میں درخواست گزاری گئی۔ ایجنسی رپورٹ اور کارروائی سماعت ملاحظہ ہوئی۔ دوران سماعت نمائندہ ایجنسی نے بیان کیا کہ ناجائز قابضین کے خلاف حسب ضابطہ کارروائی کرتے ہوئے 175 ایکڑ رقبہ جس کی مالیت مبلغ -/1,750,000,000 (ایک ارب پچھتر کروڑ) روپے بنتی ہے، واگزار کروا لیا گیا ہے جس کی تصدیق درخواست گزار نے دوران سماعت کی ہے۔ اندریں حالات شکایت کا ازالہ ہو چکا ہے۔ لہذا شکایت ہذا محتسب برائے صوبہ پنجاب (اندرج، تفتیش اور تصفیہ شکایات) قواعد مجریہ، 2005ء کے قاعدہ 9 (1) کے تحت بصیغہ داورسی نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد

محتسب پنجاب

15 Sep, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25RW10019027

شکایت نمبر:

JUNE 04, 2025

تاریخ رجسٹریشن:

بذریعہ ڈاک

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

محمد امتیاز ولد مقصود علی، ساکن موضع نندنہ منگراں تحصیل کلر سیداں ضلع راولپنڈی

درخواست دہندہ:

03075292392

اسسٹنٹ کمشنر، تحصیل کلر سیداں ضلع راولپنڈی

ایجنسی کا نام:

چوہدری خالد محمود، کنسلٹنٹ || RO RAWALPINDI (RWP-1)

تحقیقاتی آفیسر:

تجاوزات ہٹائے جانے کی استدعا

عنوان:

شکایت:

شکایت کنندہ نے بذریعہ درخواست بیان کیا کہ موضع نندنہ منگراں تحصیل کلر سیداں کے خسرہ نمبر 2679 غیر ممکن راستہ پر قائم تجاوز کو ہٹائے جانے کی بابت ایک درخواست اسسٹنٹ کمشنر کلر سیداں کو دی گئی جو گرداور حلقہ کو برائے قانونی کارروائی بھجوائی گئی۔ گرداور حلقہ مذکورہ خسرہ نمبر سے غیر قانونی تجاوز ہٹانے سے ٹال مٹول سے کام لے رہا ہے۔ شکایت میں مزید تحریر کیا کہ یہ تجاوز بذریعہ نشاندہی مورخہ 06.03.2014 کو ثابت ہوا ہے جس پر اسسٹنٹ کمشنر کلر سیداں، ایڈیشنل ڈپٹی کمشنر، ایڈیشنل کمشنر (ریونیو) راولپنڈی، ممبر بورڈ آف ریونیو پنجاب لاہور اور سول عدالتوں میں بھی سماعت ہوتی رہی مگر اس نشاندہی و تجاوز کی رپورٹ کے خلاف تمام پولیس خارج ہونے سے نشاندہی رپورٹ مورخہ 06.03.2014 حتمی حیثیت اختیار کر چکی ہے۔ استدعا کی گئی کہ خسرہ نمبر 2679 پر قائم تجاوز ہٹا کر راستہ بحال کروا کر دوسری کی جائے۔

رپورٹ ایجنسی:

اسسٹنٹ کمشنر تحصیل کلر سیدیاں کی جانب سے بروئے مراسمہ مورخہ 30.06.2025 ریونیو فیلڈ سٹاف کی رپورٹ موصول ہوئی۔ جس کے مطابق رپورٹ خسره نمبر 2679 غیر ممکن راستہ موضع نندنہ منگراں کے وارنٹ دخل کی کارروائی مورخہ 27.06.2025 کو شکایت کنندہ و اہلیان دیہہ کی موجودگی میں لائی گئی ہے۔ خسره نمبر 2679/1 موقع پر دیوار کنکریٹ شدہ تعمیر پائی گئی جو تنویر نامی شخص کی ہے وہ بیانی ہے کہ وہ از خود اس دیوار کو اکھاڑ دے گا۔ باقی خسره نمبران 2679/2، 2679/3، 2679/4 موقع پر خالی ہیں جس کا تجاوز ختم کروایا گیا ہے۔ جبکہ خسره نمبران 2679/5، 2679/6، 2679/7 اور 2679/8 موقع پر خالی ہیں کوئی تجاوز نہ ہے۔ شکایت کنندہ وارنٹ دخل کی کارروائی سے مطمئن ہے۔

جواب الجواب:

رپورٹ ایجنسی کی نقل بغرض جواب الجواب شکایت کنندہ کو بھجوائی گئی جس کے جواب میں شکایت کنندہ نے رپورٹ ایجنسی کو مسترد کرتے ہوئے تحریر کیا کہ بوقت کارروائی دخل مسمی تنویر نے کنکریٹ دیوار از خود گرانے کی یقین دہانی کروائی تھی اب وہ مذکورہ دیوار گرانے سے انکاری ہے۔ لہذا تجاوز کردہ رقبہ پر تعمیر کنکریٹ دیوار ہٹوا کر دوسری کی جائے۔

کارروائی سماعت:

فریقین کو بغرض مشترکہ سماعت طلب کیا گیا جس میں شکایت کنندہ اور ایجنسی کی جانب سے شاہد محمود گرداور حلقہ پیش ہوئے جنہیں سماعت کیا گیا۔ شکایت کنندہ نے اپنا سابقہ موقف بحال رکھا جس پر نمائندہ ایجنسی نے سرکاری راستہ پر کنکریٹ کی دیوار ہٹوانے کے لیے چند یوم کی مہلت کی استدعا کی جو دے دی گئی۔ بعد ازاں اسسٹنٹ کمشنر کلر سیدیاں کی جانب سے بروئے چٹھی مورخہ 04.08.2025 مطلع کیا گیا کہ معاملہ ہذا میں عدنان رشید نامی شخص کی جانب سے دخل کی کارروائی کے حوالے سے متفرق درخواست موصول ہوئی ہے جس پر اسسٹنٹ کمشنر نے تین گرداوروں پر مشتمل ایک کمیٹی تشکیل دے دی ہے جنہیں ہدایت کی گئی ہے کہ وہ معاملہ ہذا کا مطابق قانون جائزہ لیتے ہوئے دخل کی کارروائی مکمل کریں۔

اسسٹنٹ کمشنر تحصیل کلر سیدیاں کی جانب سے جدید رپورٹ مورخہ 03.09.2025 موصول ہوئی کہ تشکیل کردہ کمیٹی کی جانب سے حسب ضابطہ کارروائی عمل میں لاتے ہوئے خسره نمبر 2679 غیر ممکن راستہ پر قائم تجاوزات شکایت کنندہ و اہلیان دیہہ کی موجودگی میں ہٹا دیا ہے۔ مذکورہ تجاوز ہٹائے جانے پر شکایت کنندہ نے بھی اپنا تحریری بیان قلمبند کروایا کہ دخل کی کارروائی مکمل ہو چکی ہے جس پر وہ اب مطمئن ہے۔

ایجنسی کی جانب سے خسره نمبر 2679 غیر ممکن راستہ رقبہ تعدادی 12 کنال 5 مرلے رقبہ واگزار کروایا گیا ہے جس کی بازاری قیمت مبلغ-300,000/ (تین لاکھ) روپے فی مرلہ ہے یوں واگزار کروائے گئے رقبہ کی کل قیمت مبلغ-73,500,000/ (سات کروڑ پینتیس لاکھ) روپے بنتی ہے۔

نتائج:

شکایت کنندہ نے موضع نندنہ منگراں تحصیل کلر سیدیاں ضلع راولپنڈی کے خسره نمبر 2679 غیر ممکن راستہ پر قائم تجاوزات ہٹائے جانے کی بابت دفتر ہذا سے رجوع کیا۔ دفتر ہذا کی مداخلت پر ایجنسی کی جانب سے تین گرداوروں پر مشتمل کمیٹی تشکیل دی گئی جنہوں نے شکایت کنندہ اور اہلیان دیہہ کی موجودگی میں دخل کی کارروائی عمل میں لاتے ہوئے سرکاری راستہ سے قائم تجاوزات کو ختم کروا کر راستہ واگزار کروا لیا ہے۔ شکایت کنندہ نے بھی دخل کی کارروائی مکمل ہونے پر اطمینان کا اظہار کیا ہے۔ دفتر ہذا کی مداخلت سے واگزار کروایا گیا سرکاری راستہ 12 کنال 5 مرلے بنتا ہے جس کی بازاری

قیمت مبلغ- /300,000 (تین لاکھ) روپے فی مرلہ ہے اور کل قیمت مبلغ/73,500,000 (سات کروڑ پینتیس لاکھ) روپے بنتی ہے۔ اندریں حالات شکایت ہذا محتسب برائے صوبہ پنجاب (اندراج، تفتیش اور تصفیہ شکایات) قواعد مجریہ 2005ء کے قاعدہ 9 کی شق (1) کے تحت بصیغہ وادری نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد
محتسب پنجاب
04 Nov, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25BWP0019649

شکایت نمبر:

JUNE 11, 2025

تاریخ رجسٹریشن:

بذریعہ موبائل

اندرراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

تسلیم عباس، سکنہ محلہ محمود خان، موضع محراب والہ ڈاکخانہ خاس تحصیل احمدپور شرقیہ، ضلع بہاولپور

درخواست دہندہ:

03072211055

اسسٹنٹ کمشنر، تحصیل احمدپور شرقیہ ضلع بہاولپور

ابجہنی کا نام:

ندیم سرور، ایڈوائزر || RO BAHAWALPUR

تحقیقاتی آفیسر:

سرکاری رقبہ واگزار کروائے جانے کی استدعا

عنوان:

شکایت:

شکایت کنندہ کی درخواست کے مطابق وہ موضع محراب والہ، تحصیل احمدپور شرقیہ کا مستقل سکونت و رہائشی ہے۔ الزام علیہان مختیار سومرو ولد اللہ دتہ، کاشان سومرو ولد فیاض سومرو، بلال سومرو ولد غلام محمد سومرو نے سرکاری اراضی رقبہ تعدادی تقریباً دو مربع واقع موضع محراب والہ، تحصیل احمدپور شرقیہ پر ناجائز قبضہ کیا ہوا ہے جس پر انہوں نے کھجور کا باغ اور کپاس کی فصل ناجائز طور پر کاشت کی ہوئی ہے۔ محکمہ مال کے عملہ نے الزام علیہان کے ساتھ ساز باز کی ہوئی ہے۔ اس بابت متعدد بار اسسٹنٹ کمشنر، احمدپور شرقیہ کو درخواستیں گزاریں لیکن کوئی شنوائی نہ ہوئی۔ شکایت کنندہ نے استدعا کی ہے کہ الزام علیہان سے سرکاری اراضی واگزار کروائی جائے۔

رپورٹ ایجنسی:

اسسٹنٹ کمشنر تحصیل احمد پور شرقیہ کی رپورٹ مورخہ 29.07.2025 کے مطابق موضع محراب والہ رقبہ تعدادی 21 کنال ملکیت صوبائی حکومت ناجائز قابضین کاشان ولد فیاض احمد قوم سومرو، محمد بلال ولد غلام حسین قوم سومرو سے واگزار کرا کر فصل کاشتہ نمبردار محمد عابد کی سپرداری میں دے دیا گیا ہے۔

جواب الجواب:

شکایت کنندہ کے جواب الجواب کے مطابق رپورٹ ایجنسی سراسر جھوٹی اور حقائق کے برعکس ہے۔ موقع پر الزام علیہان سے کوئی رقبہ واپس نہیں لیا گیا اور نہ ہی آج تک ان کی فصل بحق سرکار ضبط کی گئی۔ محکمہ مال کا عملہ خفیہ طور پر الزام علیہان سے سرکاری اراضی کی آمدنی سے حصہ لے رہا ہے۔ محض کاغذی کارروائی کی حد تک رقبہ واگزار کروایا گیا ہے لیکن حقیقت میں ایک انچ رقبہ بھی واگزار نہیں کروایا گیا ہے۔ استدعا کی گئی کہ الزام علیہان سے سرکاری رقبہ واگزار کروایا جائے۔

کارروائی سماعت:

مورخہ 02.09.2025 کو فریقین کو مشترکہ سماعت کے لیے طلب کیا گیا۔ شکایت کنندہ حاضر آیا۔ ایجنسی کی طرف سے قربان حسین حلقہ پٹواری مع ریکارڈ حاضر ہوا جس نے ریٹ روزنامہ و واقعاتی رقبہ تعدادی 21 کنال کی نقل پیش کی اور اصل روزنامہ بھی پیش کیا۔ شکایت کنندہ نے محکمہ مال کی طرف سے کی گئی کارروائی پر اطمینان کا اظہار کیا۔ پٹواری حلقہ نے آگاہ کیا کہ واگزار کروائے گئے رقبہ کی شیڈول ریٹ کے مطابق قیمت مبلغ 2,900,000 (انتیس لاکھ) روپے فی کنال ہے جس کی کل مالیت مبلغ -/60,900,000 (چھ کروڑ نو لاکھ) روپے بنتی ہے۔ شکایت کنندہ نے ایک تحریری بیان داخل کیا جس کے مطابق اس کے نشاندہی کردہ رقبہ تعدادی 21 کنال ملکیتی صوبائی حکومت کو ناجائز قابضین سے واگزار کروایا گیا ہے۔ اس طرح سے اس کی شکایت کا ازالہ ہو گیا ہے۔

نتیجہ:

اسسٹنٹ کمشنر تحصیل احمد پور شرقیہ ضلع بہاولپور کی رپورٹ کے مطابق رقبہ تعدادی 21 کنال ملکیتی صوبائی حکومت ناجائز قابضین سے واگزار کروا کر فصل کاشتہ نمبردار دیہہ ہذا کی سپرداری میں دے دیے گئے ہیں جو ریٹ روزنامہ و واقعاتی میں درج کر دی گئی ہے۔ واگزار شدہ رقبہ تعدادی 21 کنال کی بازاری قیمت مبلغ -/60,900,000 (چھ کروڑ نو لاکھ) روپے بنتی ہے۔ درخواست دہندہ مذکورہ کارروائی سے مطمئن ہے۔ اندریں حالات شکایت ہذا محتسب برائے صوبہ پنجاب (اندرج، تفتیش و تصفیہ شکایات) قواعد مجریہ 2005ء کے قاعدہ 9 کی شق (1) کے تحت بصیغہ دادرسی نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد

محتسب پنجاب

17 Sep, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP24RJP0021997

شکایت نمبر:

DEC 05, 2024

تاریخ رجسٹریشن:

بذات خود/لاخود

اندر راج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

راو محمد افضل، ٹھیری کالونی، تحصیل و ضلع راجن پور

درخواست دہندہ:

03336448530

اسسٹنٹ کمشنر، ضلع راجن پور

ایجنسی کا نام:

علی اکبر، ایڈوائزر || RO RAJANPUR

تحقیقاتی آفیسر:

درخواست برائے واگزار کردائے جانے سرکاری اراضی موضع چک شیر پورہ

عنوان:

شکایت:

شکایت کنندہ کے مطابق موضع چک شیر پورہ، راجن پور میں صوبائی گورنمنٹ کی اراضی موجود ہے، جس کی مالیت کروڑوں روپے میں ہے، جس پر الزام علیہان ریاض جونہی، احمد جونہی، منتظر شاہ، زیب شاہ، مرید شلوانی، اللہ بخش ڈاٹا اور اصغر شلوانی نے ناجائز قبضہ کر کے اراضی فروخت کر چکے ہیں، لہذا اس نے دفتر ہذا سے استدعا کی کہ معاملہ زیر بحث میں متعلقہ حکام ایجنسی کو ہدایت فرمائیں کہ وہ الزام علیہان کے خلاف قانونی کارروائی عمل میں لاتے ہوئے سرکاری اراضی موضع چک شیر پورہ، راجن پور واگزار کروائیں۔

رپورٹ ایجنسی:

اسسٹنٹ کمشنر، راجن پور کی جانب سے موصولہ رپورٹ مورخہ 13.12.2024 کے مطابق تحصیلدار سے رپورٹ طلب کی گئی۔ بروئے ریکارڈ قبل ازیں میں مورخہ 29.04.2024 کو دیہہ ہذا میں سالم کاشتہ رقبہ بذریعہ امداد پولیس واگزار کروایا گیا تھا اور ناجائز قابضین کے خلاف مسل تاوان مرتب کر کے رقم تاوان وصول شدہ خزانہ سرکار میں بھی داخل کروا دی گئی ہے اور واگزار شدہ رقبہ و قرق شدہ فصلات کے خلاف ورزی کرنے والے افراد پر حسب

رپورٹ ایجنسی:

حسب ضابطہ ایف آئی آر تھانہ سٹی، راجن پور میں درج کروا دی گئی تھی۔ مورخہ 10.12.2024 کو دوبارہ موقعہ ملاحظہ کیا گیا اور ناجائز قابضین کو رقبہ واگزار کرنے کیلئے کہا گیا، جس پر ناجائز قابضین لڑائی جھگڑا پر آمادہ ہو گئے اور موقع پر درخواست گزار رانا محمد افضل اور محمد احمد ولد میاں عبدالستار جونیہ ناجائز کاشتکاران کا آپس میں توں تکرار و جھگڑا شروع ہو گیا اور ایک دوسرے کو سنگین قسم کی دھمکیاں دینے لگے، جس پر کارروائی وارنٹ قبضہ روک دی گئی۔ بغرض امداد پولیس واگزار کروائے جانے رقبہ آفیسران بالا کو حسب ضابطہ تحریر کر دیا گیا ہے۔ اس وقت ناجائز کاشتکاران/تاوان گزاران نے دوبارہ فصل ربیع کاشت کر رکھی ہے، جن کی گردآوری مطابق موقع کے بعد مسل تاوان مرتب کر دی جائے۔

جواب الجواب:

شکایت کنندہ کی جانب سے موصولہ تحریری جواب الجواب مورخہ 20.12.2024 میں مؤقف اختیار کیا گیا کہ محکمہ مال نے دیدہ دانستہ کوئی فصل قرق نہیں کی ہے بلکہ علاقہ کے لوگوں کو ہر کارروائی پر آگاہ کرتے رہے ہیں جو کہ بددیانتی کے زمرہ میں آتی ہے۔

کارروائی سماعت:

مشترکہ سماعت کے لئے مورخہ 29.08.2025 کو شکایت کنندہ مع دیگر سائیلان پیش ہوئے، جبکہ حمزہ حمید حلقہ پٹواری حاضر آئے۔ نمائندہ ایجنسی نے بیان کیا کہ ملکیتی صوبائی حکومت دھندی سٹیٹ موضع چک شیر پور، تحصیل و ضلع راجن پور کا کاشتہ رقبہ 280 ایکڑ مقبوضہ ناجائز قابضین واگزار کروا لیا گیا ہے، جس کی مالیت بمطابق بازاری ریٹ مبلغ -/150,000 (ایک لاکھ پچاس ہزار) روپے فی ایکڑ کے حساب سے مبلغ -/4,20,00,000 (چار کروڑ بیس لاکھ) روپے بنتی ہے۔ مزید برآں کاشتہ رقبہ میں سے قرق شدہ فصلات چوری کنندگان کے خلاف ایف آئی آر نمبر 517/24 تھانہ صدر، راجن پور درج کروا دی گئی ہے۔ مزید برآں دوران سماعت شکایت کنندہ نے بذریعہ تحریری جواب مورخہ 29.08.2025 کو مطلع کیا کہ ایجنسی کی جانب سے اس کا مسئلہ حل کر دیا گیا ہے۔

نتائج:

مشترکہ سماعت کے لئے مورخہ 29.08.2025 کو شکایت کنندہ مع دیگر سائیلان پیش ہوئے، جبکہ حمزہ حمید حلقہ پٹواری حاضر آئے۔ نمائندہ ایجنسی نے بیان کیا کہ ملکیتی صوبائی حکومت دھندی سٹیٹ موضع چک شیر پور، تحصیل و ضلع راجن پور کا کاشتہ رقبہ 280 ایکڑ مقبوضہ ناجائز قابضین واگزار کروا لیا گیا ہے، جس کی مالیت بمطابق بازاری ریٹ مبلغ -/150,000 (ایک لاکھ پچاس ہزار) روپے فی ایکڑ کے حساب سے مبلغ -/4,20,00,000 (چار کروڑ بیس لاکھ) روپے بنتی ہے۔ مزید برآں کاشتہ رقبہ میں سے قرق شدہ فصلات چوری کنندگان کے خلاف ایف آئی آر نمبر 517/24 تھانہ صدر، راجن پور درج کروا دی گئی ہے۔ مزید برآں دوران سماعت شکایت کنندہ نے بذریعہ تحریری جواب مورخہ 29.08.2025 کو مطلع کیا کہ ایجنسی کی جانب سے اس کا مسئلہ حل کر دیا گیا ہے۔



عائشہ حامد

مختب پنجاب

04 Nov, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25LH50008678

شکایت نمبر:

MAR 25, 2025

تاریخ رجسٹریشن:

بذات خود/از خود

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

وحید الرضا، HOECHST PAKISTAN LTD، پلاٹ نمبر 23، سیکٹر نمبر 22،
کورنگی انڈسٹریل ایریا، ضلع کراچی/سکنہ اپارٹمنٹ نمبر 9-سی، بلڈنگ نمبر 4، سیکٹر جے،
عسکری 5، ملیر کینٹ، تحصیل ملیر ضلع کراچی

درخواست دہندہ:

03004026374

- (i) سیکرٹری محکمہ سپیشلائزڈ ہیلتھ کیئر اینڈ میڈیکل ایجوکیشن ڈیپارٹمنٹ، حکومت پنجاب لاہور
(ii) میڈیکل سپرنٹنڈنٹ، گورنمنٹ سردار بیگم ٹیچنگ ہسپتال، سیالکوٹ

ابجہنی کا نام:

ڈاکٹر عامر احمد، کنسلٹنٹ || RO LAHORE (LH-5)

تحقیقاتی آفیسر:

واجبات دلوائے جانے کی استدعا

عنوان:

شکایت:

شکایت کنندہ، وحید الرضا، نے شکایت گزاری کہ ان کی کمپنی میسرز Hoechst Pakistan Ltd نے مالی سال 2023-24 میں گورنمنٹ سردار بیگم ٹیچنگ ہسپتال، سیالکوٹ کی جانب سے باضابطہ متفرق سپلائی آرڈر موصول ہونے پر ادویات مبلغ -/22,209,772 روپے اندر میعاد فراہم کیں۔ فراہم کردہ ادویات کے واجبات کی ادائیگی کی بابت متعدد بار تحریری طور پر اعلیٰ حکام سے رجوع کیا گیا لیکن کوئی شنوائی نہ ہوئی۔

2- شکایت کنندہ نے بذریعہ شکایت ہذا میڈیکل سپرنٹنڈنٹ، گورنمنٹ سردار بیگم ٹیچنگ ہسپتال، سیالکوٹ کو زیر التواء واجبات جلد ادا کئے جانے کی بابت حکم جاری کرنے کی استدعا کی ہے۔

رپورٹ ایجنسی:

میڈیکل سپرنٹنڈنٹ، گورنمنٹ سردار بیگم ٹیچنگ ہسپتال، سیالکوٹ کی جانب سے بذریعہ مراسلہ مورخہ 29.04.2025 رپورٹ پیش ہوئی۔ جس میں بیان کیا گیا کہ محکمہ خزانہ نے زیر التواء واجبات کی ادائیگی کے لیے فنڈز جاری کر دیئے ہیں۔ مزید یہ کہ سیکرٹری، محکمہ سپیشلائزڈ ہیلتھ کیئر اینڈ میڈیکل لہجورکیشن ڈیپارٹمنٹ، لاہور کی جانب سے زیر التواء واجبات کی ادائیگی کی ہدایت کر دی گئی ہے۔ اور شکایت کنندہ کی کمپنی کو ادائیگی بمطابق قانون جلد ہی کر دی جائے گی۔

جواب الجواب:

محکمہ رپورٹ کی نقل شکایت کنندہ کو بغرض جواب الجواب ارسال کی گئی۔ شکایت کنندہ نے جواب الجواب مورخہ 17.05.2025 کو جمع کروایا۔ جس میں شکایت کے مندرجات کو دہراتے ہوئے بیان کیا کہ محکمہ کو جلد از جلد ادائیگی کرنے کی ہدایت جاری کی جائے۔

نتائج:

شکایت، ایجنسی رپورٹ اور دیگر پیش کردہ ریکارڈ و دستاویزات کے مطالعہ سے عیاں ہے کہ شکایت کنندہ کی کمپنی مالی سال 2023-24 میں گورنمنٹ سردار بیگم ٹیچنگ ہسپتال، سیالکوٹ کی جانب سے باضابطہ سہائی آرڈر موصول ہونے پر ادویات رقم مبلغ -/22,209,772 روپے اندر میعاد فراہم کیں۔ ایجنسی کی جانب سے موقف اپنایا گیا ہے کہ محکمہ خزانہ کی جانب سے فنڈز جاری کئے جا چکے ہیں، جلد ہی شکایت کنندہ کی کمپنی کو ادائیگی کر دی جائے گی۔

درج بالا حالات و واقعات سے اخذ کیا جاتا ہے کہ باضابطہ سہائی آرڈر موصول ہونے پر ادویات بروقت فراہم کرنا کمپنی کی ذمہ داری تھی جبکہ مطلوبہ ادویات کی فراہمی پر بروقت ادائیگی ہسپتال انتظامیہ کی اخلاقی و قانونی ذمہ داری بنتی ہے جس کو پورا کرنے میں وہ مکمل ناکام ثابت ہوئی ہے۔ مطلوبہ بجٹ کی فراہمی کو یقینی بنانا خرید کردہ ہسپتال کا اندرونی معاملہ ہے جس سے ادویات فراہم کرنے والی کمپنی کا کوئی تعلق نہیں ہے۔ اس ضمن میں ہسپتال کے متعلقہ منتظمین کی توجہ مندرجہ ذیل پنجاب فنانشل رولز (جلد اول) کی شق (5)-(a) 2.10-(3)-(b) 2.10- اور 17.5 کی طرف مرکوز کروائی جاتی ہے جن سے واضح ہے کہ تمام ادائیگیاں بروقت کی جائیں اور ایک مالی سال کے واجبات اگلے مالی سال میں منتقل نہ کیے جائیں:-

2.10(a)(5)

No authority should sanction any expenditure, which is likely to involve at later date expenditure beyond its own powers of sanction.

2.10(b)(3)

That all charges incurred are drawn and paid at once and are not held up for want of funds and allowed to stand over to be paid from the grant of another year; that money indisputably payable is not left unpaid: and that all inevitable payments are ascertained and liquidated at the earliest possible date;

17.5

No orders involving additional expenditure in the ensuing financial year can be issued after 15th February, vide paragraph 1.14 of the Punjab Budget Manual (Fifth Edition).

مزید یہ کہ ایجنسی کی جانب سے سپلائی آرڈر جاری کرنا اور غیر متنازعہ واجبات کی ادائیگی کو عرصہ دراز تک زیر التواء رکھنا متذکرہ بالا پنجاب فنانشل رولز اور درج ذیل پنجاب پروکیورمنٹ رولز (2014) کے قواعد 8 اور 62 کی صریحاً خلاف ورزی ہے اور ہسپتال انتظامیہ کی نااہلی کا منہ بولتا ثبوت ہے جو کہ بدانتظامی کے زمرہ میں آتا ہے۔

8.

A procuring agency shall, within one month from the commencement of a financial year, devise annual planning for all proposed procurements with the object of realistically determining the requirements of the procuring agency, within its available resources, delivery time or completion date and benefits that are likely to accrue to the procuring agency in future.

62.

A procuring agency shall make prompt payments to the contractor against the invoice or running bill on satisfactory performance within the time given in the conditions of the contract which shall not exceed thirty days.

اندریں حالات، میڈیکل سپرنٹنڈنٹ، گورنمنٹ سردار بیگم ٹیچنگ ہسپتال، سیالکوٹ کو دفتر محتسب پنجاب ایکٹ مجریہ، 1997ء کی دفعہ 11 کے تحت ہدایت کی جاتی ہے کہ بمطابق قواعد و ضوابط اندر معاد 45 یوم شکایت کنندہ کمپنی کے زیر التواء واجبات کی رقم مبلغ -/22,209,772 روپے کی ادائیگی کو یقینی بناتے ہوئے دفتر ہذا کو بذریعہ تعمیلی رپورٹ مطلع کریں۔ شکایت ہذا درج ہدایت کے ساتھ نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد
محتسب پنجاب

11 July, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25LH50014641

شکایت نمبر:

MAY 10, 2025

تاریخ رجسٹریشن:

بذات خود/لاخود

اندر راج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

مرزا خالد حسن ولد مرزا محمد حسن، ساکن-216 لے مسلم ٹاؤن، لاہور

درخواست دہندہ:

03008075796

میڈیکل سپرنٹنڈنٹ، بہاولپور وکٹوریہ ہسپتال، بہاولپور

ابجہنی کا نام:

ڈاکٹر عامر احمد، ایڈوائزر || RO LAHORE (LH-5)

تحقیقاتی آفیسر:

واجبات دلوائے جانے کی استدعا

عنوان:

شکایت:

شکایت کنندہ نے شکایت گزاری کہ اس کی کمپنی میسرز "بروکس فارما" نے بہاول وکٹوریہ ہسپتال، بہاولپور کی جانب سے باضابطہ سپلائی آرڈر موصول ہونے پر ادویات مبلغ -/19,684,625 روپے اندر میعاد فراہم کیں۔ فراہم کردہ ادویات کے واجبات کی ادائیگی موصول نہ ہوئی۔ اس بابت متعلقہ حکام سے متعدد بار رجوع کیا لیکن کوئی شنوائی نہ ہوئی۔

2۔ شکایت کنندہ نے شکایت ہذا میں میڈیکل سپرنٹنڈنٹ، بہاول وکٹوریہ ہسپتال، بہاولپور کو واجبات کی ادائیگی جلد کروائے جانے کی بابت حکم جاری کرنے کی استدعا کی۔

رپورٹ ایجنسی:

میدیکل سپرنٹنڈنٹ، بہاول وکٹوریہ ہسپتال، بہاولپور کی جانب سے بذریعہ مراسلہ نمبر BVH/655 مورخہ 02.07.2025 رپورٹ پیش ہوئی۔ جس میں بیان کیا گیا کہ شکایت کنندہ کو مبلغ -/10,744,632 روپے پہلے ہی ادا کئے جا چکے ہیں اور بعد ازاں دفتر ہذا میں رجوع کرنے سے رقم مبلغ -/9,200,555 روپے بھی ادا کی جا چکی ہے۔ شکایت کنندہ کے تمام واجب الادا بقایاجات کل رقم مبلغ -/19,945,187 روپے ادا کی جا چکی ہے اور مزید کوئی رقم واجب الادا نہ ہے۔

جواب الجواب:

محکمہ رپورٹ کی نقل شکایت کنندہ کو بغرض جواب الجواب ارسال کی گئی۔ شکایت کنندہ نے تحریری جواب الجواب مورخہ 26.08.2025 جمع کروایا۔ جس میں بیان کیا کہ ایجنسی کی جانب سے مذکورہ کمپنی کو تمام زیر التواء واجبات کی ادائیگی کر دی گئی ہے۔ جس پر وہ دفتر ہذا کا بے حد مشکور ہے۔

نتائج:

شکایت، ایجنسی رپورٹ اور پیش کردہ ریکارڈ و دستاویزات کے ملاحظہ سے عیاں ہے کہ دفتر ہذا کی مداخلت سے ایجنسی کی جانب سے شکایت کنندہ کی کمپنی کو تمام زیر التواء واجبات رقم مبلغ -/19,945,187 روپے کی ادائیگی کر دی گئی ہے جس کی تصدیق شکایت کنندہ نے بذریعہ تحریر کی ہے۔ لہذا شکایت ہذا، محتسب برائے صوبہ پنجاب (اندرج، تفتیش اور تصفیہ شکایات) قواعد مجریہ، 2005ء کے قاعدہ (19) کے تحت بصیغہ دادرسی نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد

محتسب پنجاب

19 Oct, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25MLT0006645

شکایت نمبر:

MAR 07, 2025

تاریخ رجسٹریشن:

بذات خود/لاخود

اندرراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

شیخ وسیم الحق، سکنہ بانسوں ولی گلی، احمد آباد حضوری بلغ روڈ، ضلع ملتان

درخواست دہندہ:

03018632804

ڈپٹی ٹریژر (پریچیز) بہاء الدین زکریا یونیورسٹی، ضلع ملتان

ابجہنی کا نام:

محمود جاوید بھٹی، ایڈوائزر || RO MULTAN

تحقیقاتی آفیسر:

استدعا برائے ادائیگی زیر التوا بل

عنوان:

شکایت:

شکایت کنندہ نے بہاء الدین زکریا یونیورسٹی، ملتان کی بدانتظامی اجاگر کرتے ہوئے درخواست گزاری کہ وہ ایک گورنمنٹ کنٹریکٹر ہے اور احمد کنٹریکٹر فرم کا مالک ہے۔ اس نے بذریعہ سپلائی آرڈر نمبر PS/ 10 مورخہ 11-11-2024 بہاء الدین زکریا یونیورسٹی، ملتان مطلوبہ سامان یونیورسٹی انتظامیہ کو فراہم کر دیا۔ اس سامان کی انسپکشن رپورٹ بھی مورخہ 27-12-2024 کو مرتب کر لی گئی۔ جس کے بعد اس نے اپنا بل مبلغ 21,582,464/- روپے بھی جمع کروادیا لیکن اسے ادائیگی نہ کی گئی۔ اس نے عرصہ چار ماہ میں اس بابت متعدد بار فاضل وائس چانسلر، بہاء الدین زکریا یونیورسٹی، ملتان کو درخواست گزاری ہے۔ اس کے کل بل مبلغ 21,582,464/- روپے کی ادائیگی زیر التوا ہے۔ شکایت کنندہ نے دفتر ہذا سے استدعا کی ہے کہ ٹریژر، بہاء الدین زکریا یونیورسٹی، ملتان کو ہدایت کی جائے کہ اسے جلد از جلد متذکرہ بالا ادائیگی کی جائے۔

رپورٹ ابجَنسی:

ڈپٹی ٹریشر (پریچیز)، بہاء الدین زکریا یونیورسٹی، ملتان نے اپنی رپورٹ نمبری PS 1155 مورخہ 21-03-2025 میں تحریر کیا کہ میسرز احمد کنٹرولنگ نے اپنا بل مورخہ 27-12-2024 کو جمع کروایا۔ فرم کی جانب سے مکمل مطلوبہ سامان مورخہ 30-12-2024 کو فراہم کیا گیا اور اس کے بل کو مورخہ 31-12-2024 کو بعد از معائنہ متعلقہ سیکشن کو برائے ادائیگی ارسال کر دیا گیا۔ لیکن مورخہ 01-01-2025 سے ٹریشر، بہاء الدین زکریا یونیورسٹی، ملتان کی عدم تعیناتی کے باعث شکایت کنندہ کے بل زیر التواء ہو گئے۔

ڈپٹی ٹریشر (پریچیز)، بہاء الدین زکریا یونیورسٹی، ملتان نے بعد ازاں اپنی رپورٹ نمبری PS 1165 مورخہ 02-06-2025 میں تحریر کیا کہ میسرز احمد کنٹرولنگ کو بذریعہ چیک نمبر B316540 مورخہ 21.05.2025 کے تحت مبلغ -/19,736,980 روپے کی ادائیگی کر دی گئی ہے جس سے شکایت کنندہ کی دادرسی ہو گئی ہے۔

کارروائی سماعت:

مورخہ 12-06-2025 کو فریقین سماعت کے لیے حاضر ہوئے۔ نمائندہ ابجَنسی کے مطابق شکایت کنندہ کو مبلغ -/19,736,980 روپے کی ادائیگی کر دی گئی ہے۔ جس سے شکایت کنندہ کی دادرسی ہو گئی ہے۔ شکایت کنندہ بھی دوران سماعت دفتر ہذا میں حاضر ہوا اور بیان کیا کہ اسے مبلغ -/19,736,980 روپے موصول ہو چکے ہیں۔ اُس نے دفتر ہذا کا شکریہ ادا کرتے ہوئے اپنی شکایت نمٹانے کی استدعا کی ہے۔

نتائج:

پیش آمدہ حقائق کے پیش نظر شکایت کا ازالہ ہو چکا ہے لہذا، شکایت ہذا محتسب برائے صوبہ پنجاب (اندراج، تفتیش اور تصفیہ شکایات) قواعد مجریہ، 2005ء کے قاعدہ 9 (1) کے تحت بصیغہ دادرسی نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد

محتسب پنجاب

19 Oct, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25CKL0001546

شکایت نمبر:

JAN 20 07, 2025

تاریخ رجسٹریشن:

بذات خود/لاخود

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

قیصر عباس، سکنہ چکورا ڈاکخانہ خاص، غازی آباد، تحصیل و ضلع چکوال

درخواست دہندہ:

03347906917

اسسٹنٹ ڈائریکٹر لینڈ ریکارڈ، اراضی ریکارڈ سنٹر چکوال

ایجنسی کا نام:

اکبر حیات، کنسلٹنٹ || RO CHAKWAL

تحقیقاتی آفیسر:

ریونیو ریکارڈ میں درستی کروائے جانے کی استدعا

عنوان:

شکایت:

شکایت کنندہ نے درخواست ہذا میں تحریر کیا کہ اس کے والد محمد اسحاق ولد دراز خان کا رقبہ موضع ڈھکو میں واقع ہے اور کمپیوٹرائزڈ جمع بندی سال 15-2014 میں درست آرہا تھا، جبکہ سال 20-2019 کی جمع بندی میں کمی کر دی گئی۔ درستی رقبہ کی متعدد درخواستیں دیں لیکن مسئلہ حل نہ کیا گیا ہے۔ شکایت کنندہ نے دفتر ہذا سے استدعا کی کہ اراضی ریکارڈ سنٹر، چکوال کو ہدایت جاری کر کے رقبہ کی درستی کروائی جائے۔

رپورٹ ایجنسی:

اسسٹنٹ ڈائریکٹر لینڈ ریکارڈ، اراضی ریکارڈ سنٹر چکوال نے رپورٹ نمبری 159 مورخہ 04.02.2025 پیش کی کہ شکایت کنندہ کی درخواست بواسطت حلقہ ریونیو آفیسر متعلقہ پٹواری کو بروئے ڈائری نمبر 1055 مورخہ 28.08.2024 کو ارسال کی گئی، جس پر تحصیلدار چکوال نے مورخہ 08.10.2024 کو بابت ریکارڈ رپورٹ بھجوائی، جبکہ درستی کیلئے فرد بدر یا دیگر کوئی تجویز بابت درستی ریکارڈ ارسال نہ کی گئی۔ چونکہ ریکارڈ درستی سابقہ ریکارڈ سے درکار ہے

رپورٹ ابجکشنی:

اسسٹنٹ ڈائریکٹر لینڈ ریکارڈ، اراضی ریکارڈ سنٹر چکوال نے رپورٹ نمبری 159 مورخہ 04.02.2025 پیش کی کہ شکایت کنندہ کی درخواست بوساطت جس پر متعلقہ پٹواری کو ہدایت جاری کی گئی کہ وہ مثل حقیقت سال 40-1939 سے تاحال دوبارہ ریکارڈ ملاحظہ کرے اور درستی کیلئے مطابق قواعد رپورٹ ارسال کرے۔ چونکہ شکایت کنندہ کے کھیوٹ نمبران پہلے سے درست ہیں لہذا اراضی ریکارڈ سنٹر کسی بھی مالک کا رقبہ کم یا زیادہ کرنے کا مجاز نہ ہے۔ عملہ فیلڈ کی رپورٹ کے مطابق شکایت کنندہ سابقہ ریکارڈ کی درستی بذریعہ متعلقہ فورم ایڈیشنل ڈپٹی کمشنر، (ریونیو) چکوال سے صحت ریکارڈ کی منظوری کے بعد بذریعہ صحت انتقال داری حاصل کر سکتا ہے۔

جواب الجواب:

رپورٹ ابجکشنی موصول ہونے پر نقل رپورٹ برائے جواب الجواب شکایت کنندہ کو ارسال کی گئی۔ شکایت کنندہ نے مورخہ 24.02.2025 کو تحریری جواب میں ابجکشنی رپورٹ سے اتفاق نہ کرتے ہوئے اپنا سابقہ موقف دہرایا۔

کارروائی سماعت:

فریقین کو بغرض سماعت طلب کیا گیا۔ مورخہ 04.03.2025 کو نعمان اعجاز نمائندہ اراضی ریکارڈ سنٹر، چکوال اور شکایت کنندہ حاضر آئے۔ نمائندہ ابجکشنی نے مطلع کیا کہ حلقہ پٹواری کی جانب سے سابقہ ریکارڈ کے متعلق رپورٹ موصول ہونے کے بعد درستی عمل میں لائی جائے گی۔ مورخہ 11.03.2025 کو محمد احسن حلقہ پٹواری، نعمان اعجاز نمائندہ، اراضی ریکارڈ سنٹر، چکوال اور شکایت کنندہ حاضر آئے۔ حلقہ پٹواری نے حتی رپورٹ جمع کروانے کیلئے مہلت طلب کی۔ نائب تحصیلدار، چکوال نے مورخہ 09.04.2025 رپورٹ پیش کی کہ مطابق رجسٹر حقداران زمین سال 09-2008 اور سال 15-2014 کھیوٹ نمبر 262 رقبہ تعدادی 19 کنال 11 مرلے کا 1/4 حصہ بقدر 4 کنال 17 مرلے کھیوٹ نمبر 263 رقبہ تعدادی 54 کنال 19 مرلے کا 1/4 حصہ رقبہ تعدادی 13 کنال 15 مرلے، کھیوٹ نمبر 264 رقبہ تعدادی 16 کنال 12 مرلے کا 1/4 حصہ بقدر 4 کنال 3 مرلے، کھیوٹ نمبر 265 رقبہ تعدادی 116 کنال 6 مرلے کا 1/4 حصہ بقدر 29 کنال 1 مرلے، کھیوٹ نمبر 266 رقبہ تعدادی 57 کنال 15 مرلے کا 1/4 حصہ رقبہ بقدر 14 کنال 9 مرلے بذریعہ فرد بدر نمبران 176، 177، 179، 415 اور 417 منظور ہوئیں اور جن کا عمل مذکورہ رجسٹر حقداران زمین میں ہوا اور محمد اسحاق ولد دراز خان کے نام درست رقبہ کا اندراج ہے۔ رجسٹر حقداران زمین سال 20-2019 اراضی ریکارڈ سنٹر پر تیار ہوئی جس میں کھیوٹ مذکوران میں شکایت کنندہ کا رقبہ تعدادی 7 کنال 6 مرلے کم ہوا جس کی مزید تصدیق اراضی ریکارڈ سنٹر پر بھجوائی جانی مناسب ہے۔ مورخہ 29.04.2025 کو عدیل عارف اسسٹنٹ ڈائریکٹر لینڈ ریکارڈ، اراضی ریکارڈ سنٹر، چکوال محمد احسن حلقہ پٹواری اور شکایت کنندہ دفتر ہذا میں حاضر آئے اور اسسٹنٹ ڈائریکٹر لینڈ ریکارڈ، اراضی ریکارڈ سنٹر، چکوال نے بروئے مراسلہ نمبر 479 مورخہ 29.04.2025 رپورٹ پیش کی کہ کھیوٹ نمبران 262، 263، 264، 265 اور 266 میں فرد بدرات اور انتقالات کا تفصیلی جائزہ لیا گیا جس کے مطابق تاحال محمد اسحاق ولد دراز خان کے متعلق کوئی ریکارڈ نہ ملا ہے، جس پر پرانے ڈیٹا بیس سے ریکارڈ کی جانچ کیلئے بروئے مراسلہ نمبر PLRA(BOR)/SC-CHK/2025/474 مورخہ 28.04.2025 کو ڈیٹا بیس سپورٹ ٹیم پنجاب لینڈ ریکارڈ اتھارٹی، لاہور کو درخواست بھجوائی گئی، جس کے جواب کے بعد شکایت کنندہ کے ریکارڈ کی درستی عمل میں لائی جائے گی۔

نتائج:

شکایت کنندہ نے ریونیو ریکارڈ میں درستی کی بابت دفتر ہذا سے رجوع کیا۔ پیش آمدہ ریکارڈ ایجنسی رپورٹ اور مشترکہ سماعت سے عیاں ہے کہ مطابق رجسٹر حقداران زمین سال 09-2008 اور سال 15-2014 شکایت کنندہ کے والد کا رقبہ واقع موضع ڈھکو کھیوٹ نمبران 262، 263، 264، 265 اور 266 میں جمع بندی سال 15-2014 تک درست چلا آ رہا تھا مگر جمع بندی سال 20-2019 میں بدوں کسی انتقال / فرد بدر اس کا رقبہ کم کر دیا گیا۔ جس کی تفصیل درج ذیل ہے :-

موجودہ نمبر کھیوٹ	کل رقبہ کھیوٹ	رقبہ ملکیتی جمع بندی سال 15-2014	رقبہ ملکیتی جمع بندی سال 20-2019	کی رقبہ
262	K-11M-OSft19	K-17M-OSft4	K-7M-OSft4	OK-10M-OSft0
263	0-19-54	0-15-13	0-4-12	0-11-01
264	0-12-16	0-03-04	0-14-03	0-09-0
265	0-6-116	0-1-29	0-17-25	0-04-03
266	0-15-57	0-9-14	0-17-12	0-12-01

درج بالا کھیوٹ نمبران کے خانہ کیفیت میں درج حوالہ فرد بدرات و انتقال کو اراضی ریکارڈ سنٹر، چکوال پر تفصیل سے چیک کیا گیا لیکن مالک اراضی محمد اسحاق سے متعلق ایسی کوئی فرد بدر یا انتقال نہ پایا گیا جس کے تحت اس کا رقبہ کم کیا گیا ہو۔ جس پر اسسٹنٹ ڈائریکٹر لینڈ ریکارڈ، اراضی ریکارڈ سنٹر، چکوال نے ڈیٹا بیس سپورٹ سسٹم پنجاب لینڈ ریکارڈ اتھارٹی کو مورخہ 28.04.2025 کو مراسلہ ارسال کر دیا ہے کہ ڈیٹا بیس سے درج بالا کھیوٹ نمبران میں ہونے والی تبدیلیوں کی بابت مفصل ریکارڈ مہیا کیا جائے تاکہ مذکورہ ریکارڈ کی دستیابی پر اس بات کا تعین ہو سکے کہ شکایت کنندہ کے والد کا رقبہ کس وجہ سے کم ہوا۔ ان حالات میں اسسٹنٹ ڈائریکٹر لینڈ ریکارڈ، اراضی ریکارڈ سنٹر چکوال کو دفتر محتسب پنجاب ایکٹ مجریہ 1997ء کی دفعہ 11 کے تحت ہدایت کی جاتی ہے کہ ڈیٹا بیس سپورٹ سسٹم پنجاب لینڈ ریکارڈ اتھارٹی، لاہور سے مطلوبہ ریکارڈ / تفصیلات موصول ہونے پر دفتر ہذا کو آگاہ کریں کہ شکایت کنندہ کے والد کا رقبہ کس بنیاد پر کم ہوا۔ اگر مذکورہ رقبہ کی کمی کے پیچھے کوئی مستند ریکارڈ (انتقال یا فرد بدر) موجود ہو تو مذکورہ ریکارڈ شکایت کنندہ اور دفتر ہذا کو فراہم کیا جائے بصورت دیگر شکایت کنندہ کے والد کا رقبہ سابقہ جمع بندی سال 15-2014 میں مندرج ریکارڈ کو مد نظر رکھتے ہوئے بمطابق قواعد و ضوابط درستی کا تحرک کرتے ہوئے رقبہ پورا کر کے مفصل تفصیلی کمپیوٹرائزڈ فرد بطور ثبوت دفتر ہذا کو اندر 30 یوم ارسال کریں۔ درج بالا ہدایت کے ساتھ شکایت ہذا نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد
محتسب پنجاب

21 May, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP25BWN0006888

شکایت نمبر:

MAR 10, 2025

تاریخ رجسٹریشن:

بذریعہ ڈاک

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

عائشہ افتخار، عمر ہاوس، مین روڈ، تقویٰ کالونی نزد بوائز کالج، گلی نمبر 4، ضلع بہاولنگر

درخواست دہندہ:

03356329838

ڈسٹرکٹ اکلونٹس آفیسر، بہاولنگر

ابجہنی کا نام:

چوہدری امتیاز نذیر، ایڈوائزر || RO BAHAWALNAGAR

تحقیقاتی آفیسر:

استدعا برائے ادائیگی فیملی پنشن و گریجویٹی

عنوان:

شکایت:

شکایت کنندہ نے اپنی شکایت میں تحریر کیا ہے کہ اُس کی والدہ مسماۃ سلمیٰ پروین، گورنمنٹ گریجویٹ کالج برائے خواتین، بہاولنگر میں بطور ایسوسی ایٹ پروفیسر کیمسٹری (بی ایس-18) تعینات تھیں، جو دوران ملازمت مورخہ 16.10.2019 کو وفات پا گئی جبکہ شکایت کنندہ کا والد افتخار احمد پہلے ہی مورخہ 05.01.2006 کو وفات پا چکا تھا۔ قانونی وارثان میں شکایت کنندہ اور اس کا بھائی محمد عمر افتخار موجود ہیں جن کے حق میں سول عدالت سے جانشینی سرٹیفکیٹ جاری ہو چکا ہے۔ ہائر ایجوکیشن ڈیپارٹمنٹ، حکومت پنجاب کے حکم مورخہ 28.09.2020 کے تحت متوفی والدہ کی او ایس ڈی پوسٹ منظور ہوئی جس کی ادائیگی ہو چکی ہے۔ شکایت کنندہ کے بھائی محمد عمر افتخار کی عمر 24 سال ہو چکی ہے اور وہ فیملی پنشن حاصل کرنے کا اہل نہ ہے جبکہ شکایت کنندہ کم عمر اور غیر شادی شدہ ہے اور وہ پنجاب سول سرونٹ رولز مجریہ 1974ء کے مطابق فیملی پنشن و گریجویٹی حاصل کرنے کی حق دار ہے۔ شکایت کنندہ مورخہ 02.12.2022 کو عارضی بنیاد پر دو من میڈیکل آفیسر تعینات ہوئی لیکن اس نے مدت ختم ہونے سے پہلے مورخہ 06.08.2023 کو استعفیٰ دے دید پنجاب سول سرونٹ رولز مجریہ 1974ء کے تحت ایڈہاک تقرری

کو باقاعدہ آمدنی کا ذریعہ نہ سمجھا جاتا ہے جبکہ اُس کی ایڈہاک تقرری پہلے ہی ختم ہو چکی تھی۔ ڈسٹرکٹ اکاؤنٹس آفیسر کا یہ فرض ہے کہ وہ فیملی پنشن و گریجویٹی کی پوری رقم ادا کرے۔ محکمہ خزانہ، حکومت پنجاب کے مراسلہ مورخہ 22.07.1989 کے مطابق غیر شادی شدہ بیٹی فیملی پنشن حاصل کرنے کی حقدار ہے۔ اس کی متوفی والدہ کا فیملی پنشن کیس پر سپل و ڈپٹی ڈائریکٹر کالجس نے منظور کر کے سیکرٹری، ہائر لیبجیکیشن کمیشن، لاہور کو بھیج دیا جنہوں نے بعد از منظوری کیس برائے اجرا پی پی او ڈسٹرکٹ اکاؤنٹس آفس، بہاولنگر ارسال کیا لیکن دفتر مذکورہ کی جانب سے تاحال فیملی پنشن و گریجویٹی کی ادائیگی نہ کی گئی ہے۔ ڈپٹی ڈسٹرکٹ اکاؤنٹس آفیسر، حسن علی نصرت فیملی پنشن و گریجویٹی کے لیے رشوت کا تقاضا کرتا ہے۔ شکایت میں استدعا کی گئی ہے کہ ڈپٹی ڈسٹرکٹ اکاؤنٹس آفیسر و ڈسٹرکٹ اکاؤنٹس آفیسر کے خلاف حسب ضابطہ کارروائی کرتے ہوئے فیملی پنشن و گریجویٹی کی رقم ادا کرنے کا حکم صادر فرمایا جائے۔

رپورٹ ابجکٹ:

ڈسٹرکٹ اکاؤنٹس آفیسر، بہاولنگر نے بروئے رپورٹ مورخہ 25.03.2025 تحریر کیا ہے کہ شکایت کنندہ کی والدہ مسماۃ سلمیٰ پروین (ایسوسی ایٹ پروفیسر، بی ایس-18) دوران ملازمت مورخہ 16.10.2019 کو وفات پا گئی تھی جبکہ اُس کے والد پہلے ہی مورخہ 05.01.2006 کو وفات پا چکا ہے۔ او ایس ڈی پوسٹ کی منظوری شکایت کنندہ و اُس کے بھائی کے حق میں مورخہ 28.09.2020 کو منظور ہوئی۔ دونوں قانونی وارثان کو 16.10.2019 تا 28.02.2023 تک او ایس ڈی پوسٹ کے بقایاجات و مالی امداد کی ادائیگی کی گئی لیکن اس دوران شکایت کنندہ کی بطور وومن میڈیکل آفیسر تقرری ہو گئی مگر اُس نے یہ بات ہائر لیبجیکیشن ڈیپارٹمنٹ سے مخفی رکھی۔ اس دوران فیملی پنشن کا کیس اُن کے دفتر موصول ہوا۔ کاغذات کی جانچ پڑتال سے معلوم ہوا کہ شکایت کنندہ پہلے ہی بطور وومن میڈیکل آفیسر، خوشاب میں کام کر رہی ہے۔ شکایت کنندہ سے اس بات کی وضاحت حاصل کی گئی کہ اس نے بطور وومن میڈیکل آفیسر لی گئی تنخواہ واپس کی ہے یا نہیں لیکن تاحال جواب موصول نہ ہوا۔

رپورٹ میں مزید تحریر کیا گیا ہے کہ شکایت کنندہ کی جانب سے اسی نوعیت کی شکایت کا جواب پہلے ہی چیف انسپکٹر آف ٹریڈر اینڈ اکاؤنٹس اور اکاؤنٹنٹ جنرل پنجاب، لاہور کو دیا جا چکا ہے۔ شکایت کنندہ کی جانب سے بے بنیاد الزامات لگائے گئے ہیں۔

جواب الجواب:

شکایت کنندہ نے اپنے جواب الجواب مورخہ 15.04.2025 میں شکایت میں دیے گئے اپنے موقف کا اعادہ کرتے ہوئے تحریر کیا ہے کہ رپورٹ ابجکٹ حقائق پر مبنی نہ ہے۔ اس نے اس معاملہ میں رہنمائی کے سلسلہ میں دو مرتبہ ڈسٹرکٹ اکاؤنٹس آفس، بہاولنگر سے رابطہ کیا لیکن دفتر مذکورہ نے کوئی رہنمائی نہ کی۔ ڈسٹرکٹ اکاؤنٹس آفس، بہاولنگر کے افسران نے غیر قانونی طور پر اُس کی والدہ کی فیملی پنشن و گریجویٹی روک رکھی ہے۔

کارروائی سماعت:

شکایت کی مشترکہ سماعت کے سلسلہ میں شکایت کنندہ اصالتاً جبکہ محکمہ کی جانب سے حسن علی نصرت، ڈپٹی ڈسٹرکٹ اکاؤنٹس آفیسر حاضر آئے، فریقین کو سماعت کیا گیا۔ نمائندہ محکمہ نے بیان کیا کہ شکایت کنندہ کی جانب سے قابل واپسی رقم کا چالان تاحال جمع نہ کروایا گیا ہے جس وجہ سے فیملی پنشن و گریجویٹی کی ادائیگی کا معاملہ تاخیر کا شکار ہے۔ بعد ازاں ڈسٹرکٹ اکاؤنٹس آفیسر، بہاولنگر کی جانب سے رپورٹ مورخہ 23.09.2025 داخل کی گئی کہ شکایت کنندہ کی جانب سے مطلوبہ چالان موصول ہونے پر فیملی پنشن و گریجویٹی کی رقم -/11,565,375 (ایک کروڑ پندرہ لاکھ پینسٹھ ہزار تین سو پچھتر روپے) شکایت کنندہ کو ادا کر دی گئی ہے (رپورٹ کے ساتھ پنشن پے سلپ لف کی گئی ہے)۔

شکلیت کنندہ نے بروئے تحریری بیان مورخہ 13.10.2025 مطلع کیا کہ دفتر ہذا کے تعاون سے اُسے متذکرہ بالا رقم کی ادائیگی ہو چکی ہے جس پر وہ دفتر ہذا کی شکر گزار ہے۔

نتائج:

پیش آمدہ حقائق و رپورٹ ایجنسی سے یہ عیاں ہوا ہے کہ شکلیت کنندہ کو اُس کی والدہ کی فیملی پنشن و گریجویٹی کی مد میں رقم -/11,565,375 (ایک کروڑ پندرہ لاکھ پینسٹھ ہزار تین سو پچھتر روپے) کی ادائیگی کر دی گئی ہے، جس کی تصدیق شکلیت کنندہ نے اپنے تحریری بیان کے ذریعے بھی کی ہے۔ اندریں حالات، شکلیت کنندہ کی شکلیت ہذا کا ازالہ ہو گیا ہے لہذا شکلیت ہذا، محتسب برائے صوبہ پنجاب (اندرج، تفتیش و تصفیہ شکایات) قواعد مجریہ 2005ء کے قاعدہ (1)9 کے تحت بصیغہ دادرسی نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد
محتسب پنجاب

03 Nov, 2025

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

فیصلہ

POP24SWL0021899

شکایت نمبر:

DEC 04, 2024

تاریخ رجسٹریشن:

بذریعہ آن لائن

اندراج شکایت ذریعہ:

پاکستانی شہری

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درخواست دہندہ:

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پرنسپل، ساہیوال میڈیکل کالج/ہسپتال ضلع ساہیوال

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محمد ناصر جمال پاشا، ایڈوائزر || HEAD OFFICE-9

تحقیقاتی آفیسر:

زیر التواء واجبات کی ادائیگی کی استدعا

عنوان:

شکایت:

شکایت کنندہ نے بیان کیا ہے کہ اس کی بیوی سکول آف نرسنگ ساہیوال میں بطور ہاؤس کیپر ملازمہ تھی جو مورخہ 15.08.2024 کو وفات پا گئی۔ مرحومہ نے پرنسپل ساہیوال میڈیکل کالج ساہیوال کو مورخہ 02.10.2022 کو بغرض ٹائم سکیل پر و موشن درخواست گزاری درخواست پر کارروائی کرتے ہوئے پرنسپل ساہیوال میڈیکل کالج نے ایک کمیٹی تشکیل دی جس نے تمام کاغذات اور دستاویزات کی جانچ پڑتال کے بعد مورخہ 13.12.2023 کو مرحومہ کی اپ گریڈیشن کا حکم نامہ جاری کیا لیکن بارہا متعلقہ دفتر کے چکر لگانے کے باوجود تا حال اس کی شنوائی نہ ہوئی۔ متعلقہ حکام کی عدم توجہی اور بغض و عناد کی وجہ سے شکایت کنندہ کی بیوی شدید ذہنی اذیت سے دوچار رہی اور اسی ذہنی اذیت نے اسے موت کے منہ میں دھکیل دیا لیکن متعلقہ حکام کی طرف سے کوئی پیش رفت عمل میں نہ لائی گئی۔ شکایت کنندہ نے بذریعہ شکایت ہذا اپ گریڈیشن کی مد میں واجب الادا واجبات کی ادائیگی جلد کروانے کی استدعا کی ہے۔

رپورٹ ابجمنی:

پرنسپل، سائیوئل میڈیکل کالج سائیوئل کی جانب سے موصولہ مراسلہ مورخہ 22.01.2025 کے تحت شکایت کنندہ کی مرحومہ بیوی مسما زہرہ بخاری، سابقہ ہاؤس کیپر بی ایس-12 ریگولر کالج آف نرسنگ، سائیوئل کو مورخہ 26.07.2017 سے دو درجاتی پروموشن بی ایس 14 دے دی گئی ہے۔

جواب الجواب:

شکایت کنندہ نے بذریعہ تحریری جواب الجواب مورخہ 03.04.2025 اپ گریڈیشن کی مد میں بقایاجات رقم مبلغ -/468978 روپے کی وصولی کی تصدیق کرتے ہوئے تحریر کیا کہ اسے مالی امداد کی مد میں رقم مبلغ -/4000000 روپے بھی ادا کر دی گئی ہے۔

نتائج:

پیش آمدہ ریکارڈ و حقائق سے عیاں ہے کہ شکایت کنندہ نے اپنی مرحومہ بیوی کی اپ گریڈیشن اور اپ گریڈیشن کی مد میں بقایاجات کی ادائیگی کی استدعا کی۔ درخواست پر کارروائی کے دوران عیاں ہوا کہ شکایت کنندہ کو اس کی مرحومہ بیوی کی مالی امداد کی رقم کی ادائیگی بھی نہ کی گئی ہے۔ شکایت ہذا پر کارروائی کرتے ہوئے محکمہ سے رپورٹ طلب کی گئی۔ شکایت کنندہ نے بذریعہ تحریری جواب الجواب اپ گریڈیشن کی مد میں بقایاجات رقم مبلغ -/468978 کی ادائیگی کی تصدیق کی۔ اپ گریڈیشن کی مد میں بقایاجات کی ادائیگی کی حد تک شکایت کنندہ کی شکایت اس کی مرحومہ بیوی کے امور ملازمت سے متعلق ہے، جہاں وہ خدمات سر انجام دیتی رہی ہیں جو کہ محتسب برائے صوبہ پنجاب (اندرج، تفتیش اور تصفیہ شکایات) قواعد مجریہ، 2005ء کی دفعہ 17 (کے) کے تحت ناقابل روائی ہے۔ تاہم دوران کارروائی شکایت کنندہ کو تاحال مالی امداد کی عدم ادائیگی کی بابت معاملہ زیر غور آیا جس پر محکمہ کی جانب سے شکایت کنندہ کو مالی امداد کی مد میں رقم مبلغ -/4000000 روپے کی ادائیگی کی گئی۔ شکایت کنندہ کو مجموعی طور پر طویل عرصے سے زیر التواء واجبات کی مد میں رقم مبلغ -/4468978 روپے ادا کی جا چکی ہے۔ بحالات بالا شکایت ہذا محتسب برائے صوبہ پنجاب (اندرج، تفتیش اور تصفیہ شکایات) قواعد مجریہ، 2005ء کی دفعہ 9 (1) کے تحت بصیغہ دادرسی نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد
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Chapter 14

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