



ANNUAL REPORT

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OMBUDSMAN

Inspiring **the Future**

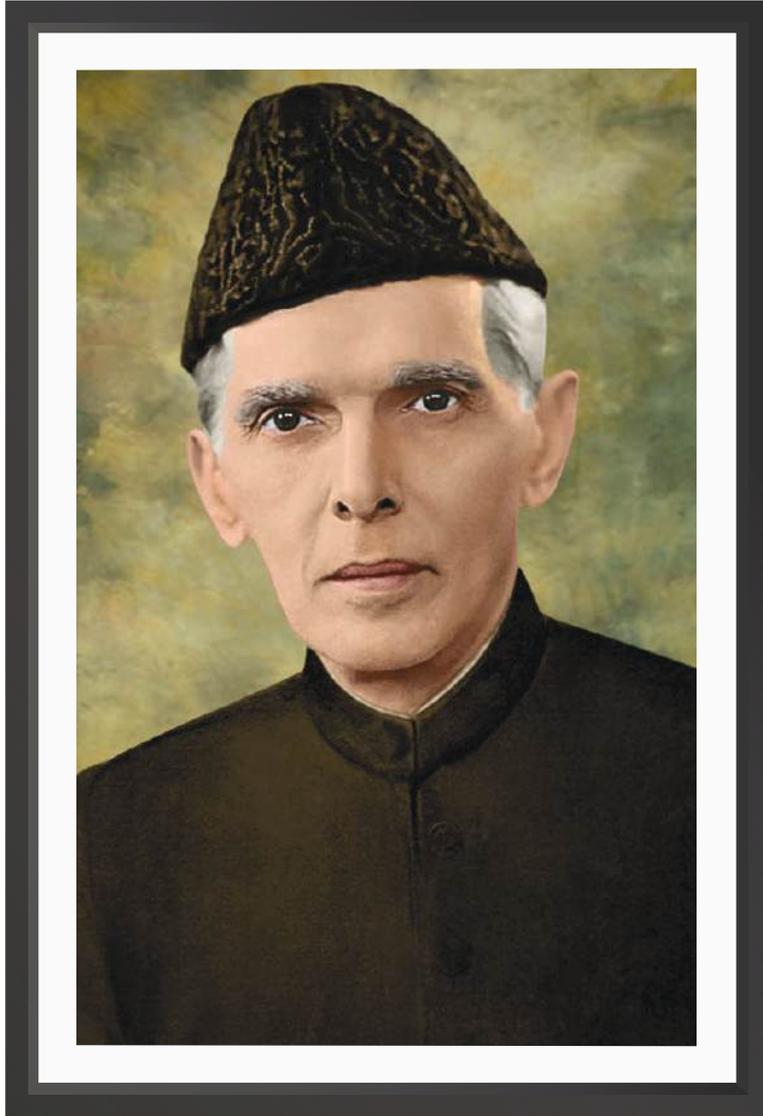
"Building on Our Success, Innovating for the Future,
and Making a Difference"

Annual Report **2024**

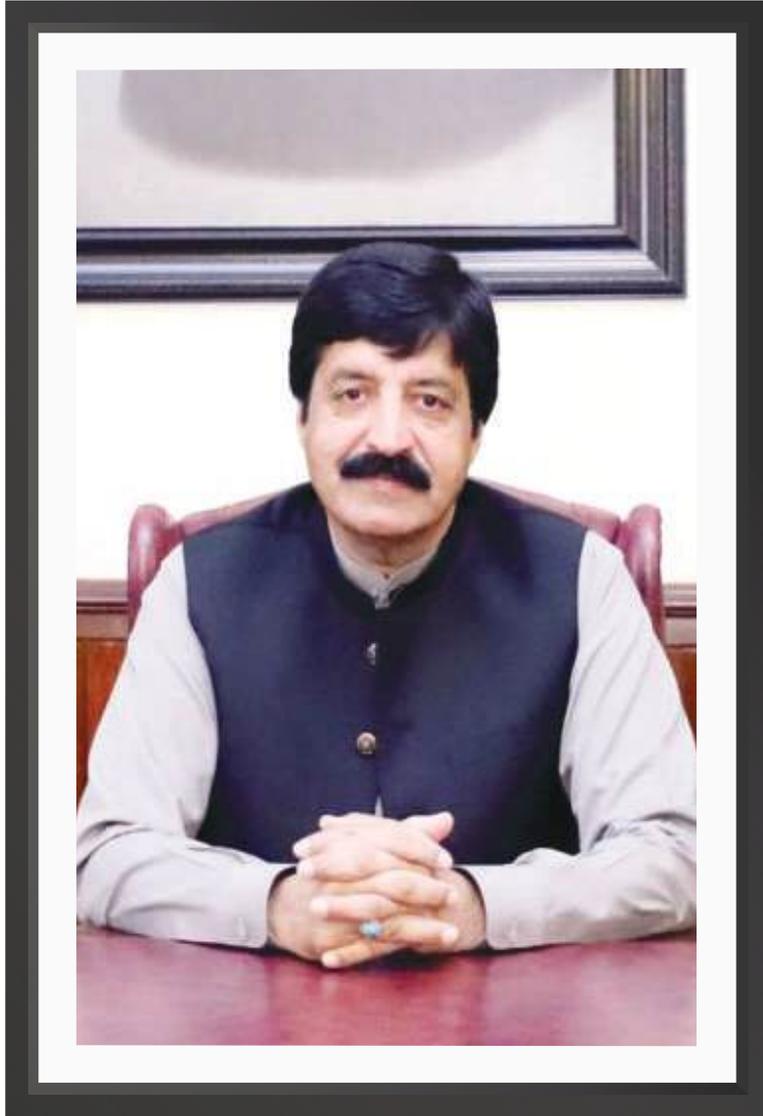
بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

إِنَّ اللَّهَ يَأْمُرُ بِالْعَدْلِ وَالْإِحْسَانِ

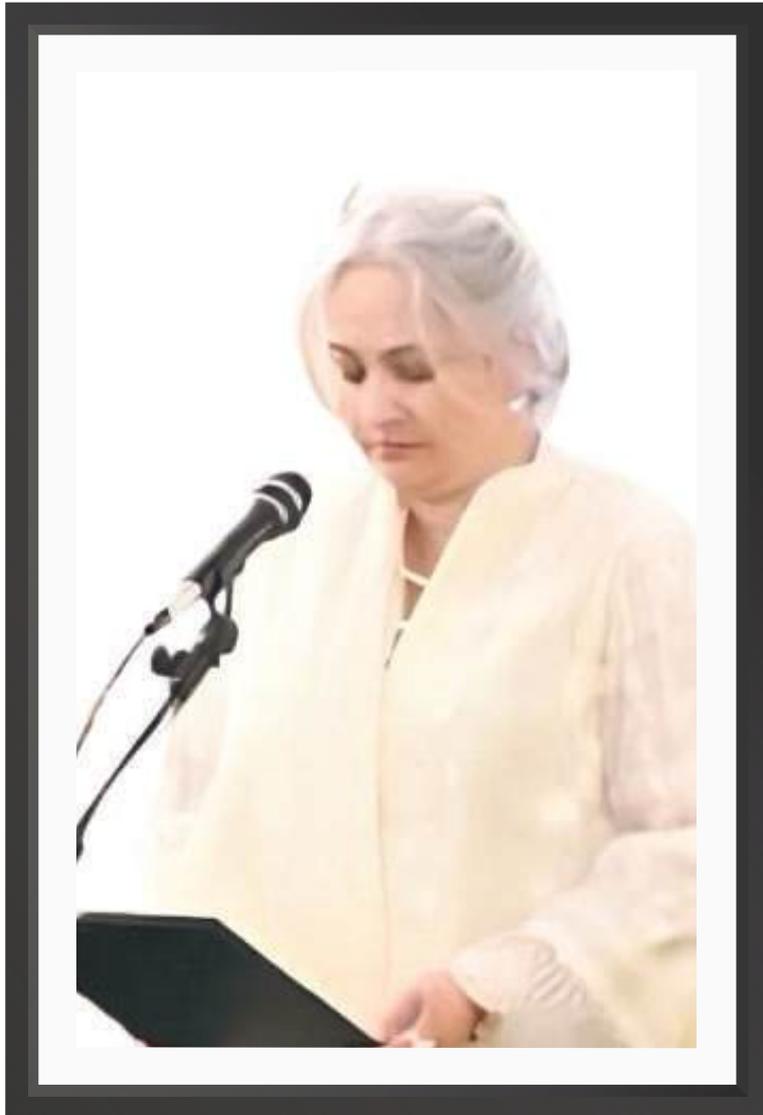
اللہ تعالیٰ یقیناً انصاف اور بھلائی کا حکم دیتا ہے



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,

1. It is an honour to present the Annual Report of this Institution for the year 2024 as per requirement of Section 28(1) of the Punjab Office of the Ombudsman Act, 1997. This is the 28th Annual Report of the institution since its establishment in 1996, and first of my incumbency as the 9th Ombudsman for the province of Punjab. It shall also be placed before the Provincial Assembly of Punjab as required under Section 28(4) of the Act *ibid*.

2. Mr. Governor, as the first half of the year 2024 was led by my predecessor Maj. (R) Azam Suleman Khan (Hilal-i-Imtiaz) as the 8th Ombudsman Punjab, hence, at the very outset let me acknowledge the valuable contribution made by him towards strengthening this institution during his tenure (July, 2020 to June, 2024). The office of Ombudsman Punjab remained vacant from 1st July, 2024 to 8th October, 2024, hence, my contribution to the performance of this institution under report comprises of only 3 months approximately. However, during the said period of vacancy a large number of complaints were finalized by the Investigating Officers and were pending decision by the undersigned. Hence, on assuming the Office as the Ombudsman Punjab on 9th October, 2024, 11,635 complaints were waiting to be formally disposed of and thousands of complainants and aggrieved persons were awaiting the outcome of their complaints. In this regard, my team members worked tirelessly to measure upto the expectations of the aggrieved persons. By the grace of Allah Almighty and the hard work of my Office, we were able to clear the backlog within a period of 2 months.

3. Despite the fact that the Office of Ombudsman Punjab remained vacant for 100 days, as many as 33,277 complaints were disposed of during 2024 with disposal rate of 98%. Relief in financial terms to the tune of Rs. 8,131.44 million was provided to the complainants and state as well; out of which financial relief of Rs. 5,289.01 million was provided to the complainants whereas 22,089 kanals land (state land and privately owned land) worth Rs. 2,842.43 million was got vacated from illegal occupation on the intervention of this Office.

4. In order to maintain the pace of work and also to deliver prompt redressal to complainants, appropriate policy instructions/guidelines have been issued to the Advisors/Consultants to put in best possible efforts to measure upto the expectations of the aggrieved persons. In order to raise awareness regarding the efficient and cost-effective services provided by this Office, mass awareness campaigns are being conducted throughout the Province.

Our regional Advisors/Consultants are arranging to hear complaints even at Tehsil level so that aggrieved persons and departmental representatives do not have to travel far and can save time and money.

5. In the end, I must acknowledge the kind support forthcoming from your good office to this Institution in the discharge of its functions and expect that your benevolent guidance would graciously continue to be forthcoming in future as well. We are open to suggestions from all concerned for bringing further improvements in service delivery processes of this institution in the greater public interest.

With profound regards,

Yours sincerely,

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

(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.

Prior to her appointment, Ms. Hamid had a distinguished career as a practicing lawyer and served as the head of one of Pakistani's oldest and most reputable law firms, Hamid Law Associates. She holds a B.Sc. in Economics from the London School of Economics and Political Science. 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 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 continues to shape her vision as the Ombudsman Punjab, ensuring fairness and accountability in the public sector.

Ms. Hamid, an accomplished legal professional, has represented government and private organizations on key constitutional, taxation, and arbitration issues, as well as major infrastructural 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 like 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 Punjab.

Message of the Ombudsman Punjab

Through this annual report, this Office has endeavoured to provide detailed information about the functioning of the institution and complaint handling processes by the Office of the Ombudsman Punjab. This Office redresses the grievances of complainants in an efficient, effective, cost-free and timely manner. The report highlights relief provided to the complainants in matters related to departments of the Punjab Government within the legal framework laid down in the Punjab Office of the Ombudsman Act, 1997.

Any aggrieved person can approach this Office through our website, Mobile App, email, post, phone or personal visit and submit a complaint against an act of maladministration, negligence or corrupt practice by any provincial department or agency of the Punjab Government.

To keep the public informed about the performance of this institution, the report is distributed to all stakeholders and made available on our official website as well. Publication of the annual report serves to inform all concerned as to the manner in which the services of this Office can be utilized by aggrieved persons for the redressal of their grievances. I have apprised my team of Advisors and Investigating Officers that integrity and impartiality of this Office be maintained and they are under obligation to treat the complainants in a compassionate manner. The legal framework of the Punjab Office of the Ombudsman Act, 1997 is strictly followed and implementation of decisions by this Office is ensured.

I am grateful to all stakeholders and departmental heads of the Punjab Government and their representatives for their cooperation in accomplishing the legal mandate of the Office of the Ombudsman Punjab. I am proud of my team of dedicated Advisors, Consultants and functionaries of this institution who work tirelessly to address the complaints received in this Office.

Feedback/comments on our performance from the readers/complainants and general public are welcome for further improvement of service delivery by the Office of the Ombudsman Punjab.

(AYESHA HAMID)
Ombudsman Punjab



Head Office Advisors/Consultants And Officers With the Ombudsman Punjab

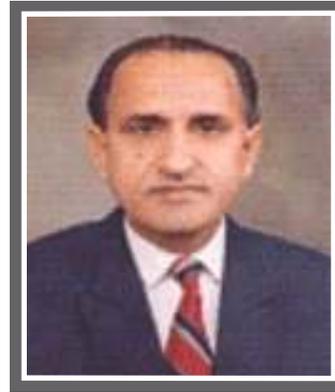


Ombudsman Punjab with Head Office Officers

Former Ombudsmen of the Province of Punjab



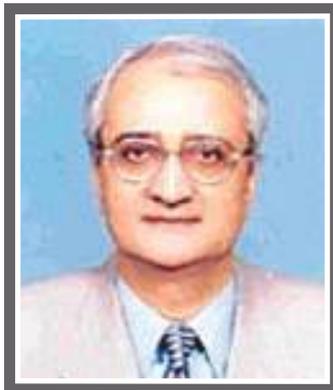
Mr. Justice (R) Munir Ahmad Khan
[Late] 22.10.1996 to 28.12.1996



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



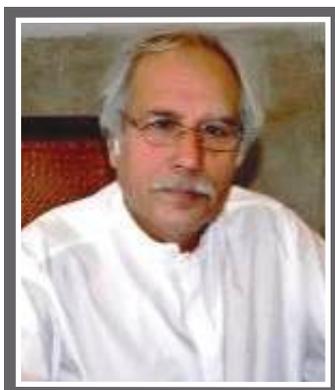
Mr. Justice (R) Sajjad Ahmed Sipra
[Late] 12.02.2000 to 11.02.2004



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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Chapter

01

Office of the Ombudsman Punjab
an Overview

Introduction

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) with a mandate to protect 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. Later the Punjab Office of the Ombudsman Act, 1997 was promulgated on 30th June, 1997. The Ombudsman is a quasi-judicial forum which neither competes with courts nor is it an appellate forum. The Ombudsman Punjab takes cognizance of complaints of maladministration lodged by citizens against government agencies and carries out investigations into the allegations of maladministration and corrupt practices, abuse of authority etc. and ensures redressal of public grievances in an efficient manner. The Ombudsman's Office is known for providing free of cost services to the complainants with simple procedures and easy accessibility.

Office of the Ombudsman Punjab was initially established at Lahore and public complaints from the entire province were processed in the said Office. Subsequently, to facilitate the access of public to this Office, the first Regional Office was established at Multan in 2004 covering three Divisions of South Punjab namely Multan, Bahawalpur and D.G. Khan. The second Regional Office was established in 2006 at Rawalpindi to serve complainants from Rawalpindi Division. The third Regional Office was established in 2007 at Sargodha to serve complainants from Sargodha Division. The remaining four Divisions of the Province were attached with the Head Office at Lahore. In order to facilitate aggrieved persons and save them from the rigours and costs of long journeys, in May 2014 the Office of the Ombudsman Punjab established Regional Offices in all 36 districts of the Punjab Province.

Complaint

Handling: Public complaints are registered, investigated and disposed of in accordance with the provisions of the Punjab Office of the Ombudsman Act, 1997. 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. A Compendium of Law, Regulations, Guidelines and Instructions was prepared in December, 2016, and circulated amongst all the Advisors working in the Ombudsman’s Office (Head Office and Regional Offices) in order to help them in processing and disposal of complaints in an expeditious and consistent manner. The said Compendium is updated from time to time and circulated amongst all relevant wings of the Ombudsman’s Office. The Ombudsman’s Office follows simple, cost effective and efficient complaint handling procedures. The Ombudsman’s Office provides the facility of a 24/7 Helpline number “1050” for the complainants.

During the last 28 years, since its inception, Office of the Ombudsman has endeavoured to provide relief to the citizens affected by maladministration of the Agencies of the Punjab Government and redress their grievances expeditiously. The details of the number of complaints received and disposed of during the period 1996 to 2024, given below, speak to the success of the Ombudsman’s Office: -

Summary of Complaints

1996/97 to 2024:

Total number of **COMPLAINTS RECEIVED**

449,263

Total number of **COMPLAINTS DISPOSED OF**

445,818

DISPOSAL RATE

99.23%

Conduct of

Business: The Ombudsman Punjab under the provisions of the Act *ibid*, is the Chief Executive as well as the Principal Accounting Officer of the Office in respect of the expenditure incurred against budget grants and has all the financial and administrative powers delegated to an Administrative Department. 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 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



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



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).

A Special Institution:

Office of the Ombudsman Punjab has been awarded the status of Special Institution in the Rules of Business of the Government of Punjab. Ombudsman's Office acts as a pleader on the part of aggrieved persons and at the same time it helps the administration rectify any injustice done to a person through any form of maladministration and ensures good governance in the public sector agencies. The Ombudsman's Office has retrieved state land, worth millions of rupees, from the often decades old illegal occupation of encroachers. The Ombudsman's Office has also helped the Government machinery in establishing more efficient service delivery mechanisms by acting as a conduit between complainants and the government agencies, thereby ensuring good governance in different tiers of public administration.

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 on, it was renamed 'Office of the Chief Provincial Commissioner for Children' (OCPC). This Office has been striving to safeguard Child Rights through advocacy, investigation, mass awareness campaigns etc. The scope and mandate of OCPC 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 does not work in isolation. Rather, to benefit from the best practices prevalent in the Ombudsman Institutions around the world and to promote ombudsmanship across the globe, Office of the Ombudsman Punjab has become a member of the following national and international organizations: -



International
Ombudsmen
Institute (IOI)



Asian Ombudsman
Association (AOA)



OIC Ombudsman
Association
(OICOA)



Forum of Pakistan
Ombudsmen (FPO)

Ombudsman's Office has represented the Province of Punjab on different occasions to raise a voice on behalf of the underprivileged and to adopt best practices of public service delivery prevalent in the Ombudsman institutions in the rest of the world. Participation in the activities of these forums and memberships / collaboration with them has led to the capacity building of the Ombudsman Office. The Office of the Ombudsman Punjab has published and shared its' accomplishments and performance in the newsletters of these National and International Organizations.

Chapter

02

Statistical Analysis of Data

1) Fresh receipt and disposal of complaints in 2024:

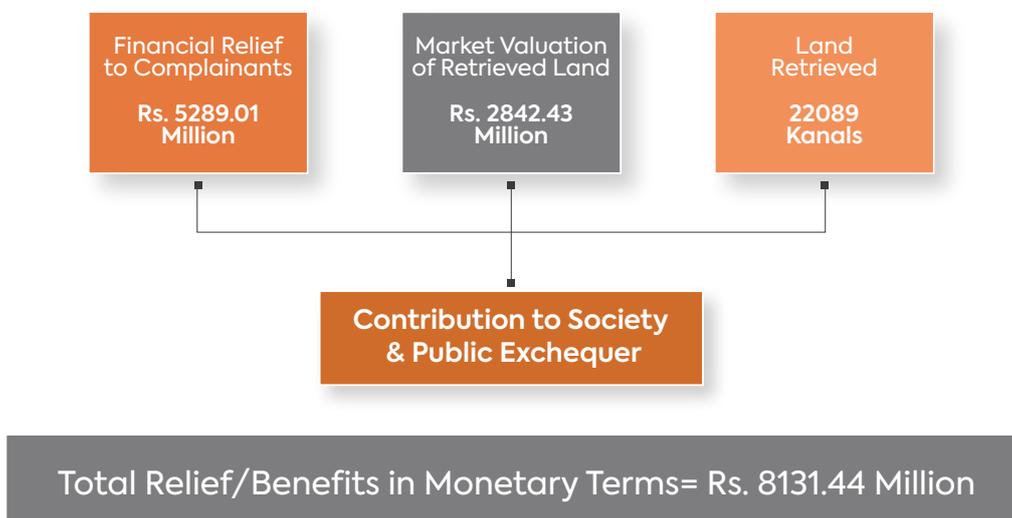
In 2024, Office of the Ombudsman Punjab achieved a landmark milestone in the history of this Office, by receiving the highest number of new complaints from people across Punjab through its Website, Mobile App, its dedicated Helpline 1050, through email & mail and in person. We are pleased to see the trust reposed in this Office by the people of Punjab. The Office of the Ombudsman Punjab rose to the challenge and disposed of the largest number of complaints in its 28 year history. The Office of the Ombudsman Punjab received countless testimonials and letters of heartfelt thanks, signifying the respect and trust of the people for the institution of Ombudsman in terms of resolving their problems & complaints. The data regarding complaints received, processed and decided by the Office of the Ombudsman Punjab is analysed each year and is included in the Annual Report. Analysis of the data pertaining to the year 2024 shows that: -



2) Financial relief to complainants & benefit to public exchequer:

In 2024, Office of the Ombudsman Punjab provided the largest level of Financial and Monetary Relief to Complainants since its inception to the extent of Rs.5289.01 million. Office of the Ombudsman Punjab retrieved land from illegal occupants measuring 22,089 Kanals which was valued at Rs. 2842.43 million.

Highest level of financial & monetary relief in year 2024

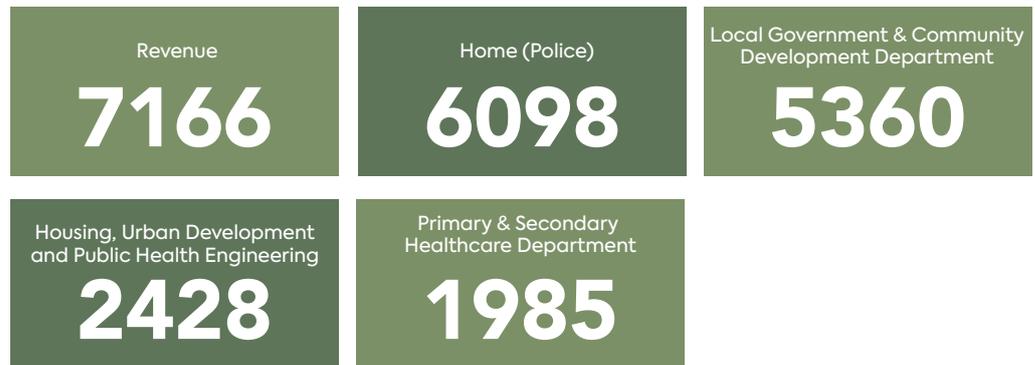


3) Category wise breakup of financial relief afforded during 2024:

1	Family Pension	Rs. 134.28 million
2	Financial Assistance	Rs. 105.73 million
3	Scholarship Grants	Rs. 48.17 million
4	Outstanding Payments	Rs. 12.92 million
5	Benevolent Fund	Rs. 3.56 million
6	Payment of Arrears of Service	Rs. 84.94 million
7	Contractual Dues	Rs. 127.87 million
8	Funeral Grants	Rs. 35.69 million
9	Marriage Grants	Rs. 71.51 Million
10	Leave Encashment	Rs. 12.17 million

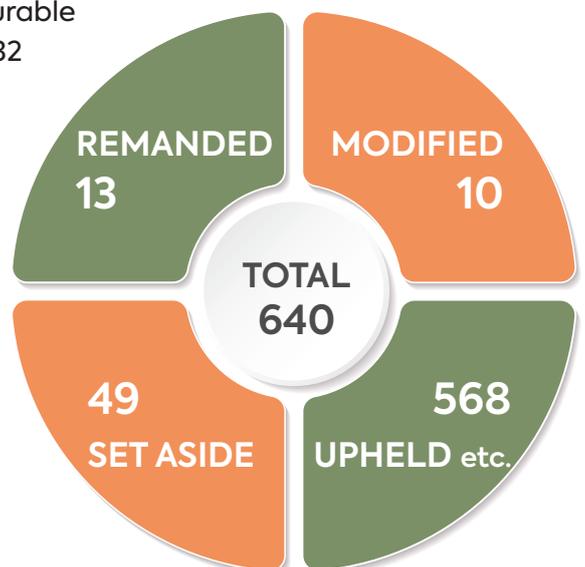
11	Group Insurance	Rs. 3.92 million
12	Creation of OSD Posts & Salary	Rs. 39.56 million
13	Payment for Acquired Land	Rs. 54.35 million
14	G.P Fund & Gratuity	Rs. 44.21 million
15	Appointments under Rule 17-A	61

4) The departments with the highest number of complaints registered against them during 2024:



5) Representations decided by the Honourable Governor Punjab during 2024:

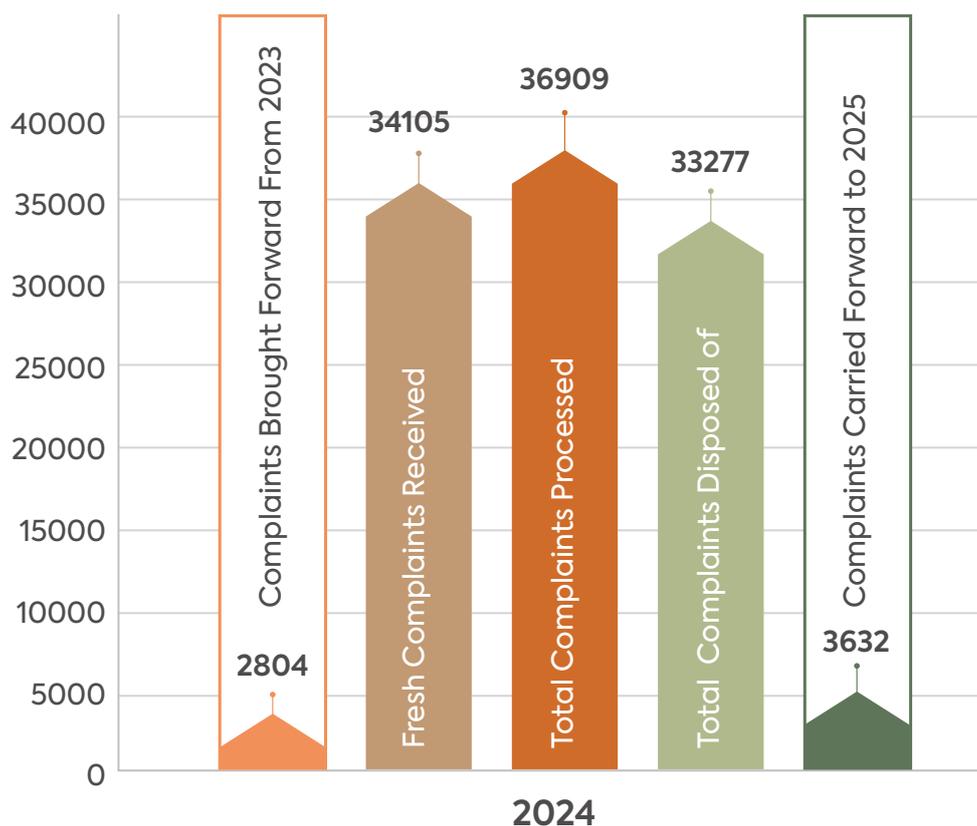
The decisions of the Ombudsman Punjab may be challenged by filing a representation before the Honourable Governor Punjab as per Section 32 of the Punjab Office of the Ombudsman Act, 1997. In 2024 a total of 640 representations were decided by the Honourable Governor Punjab detailed as under: -

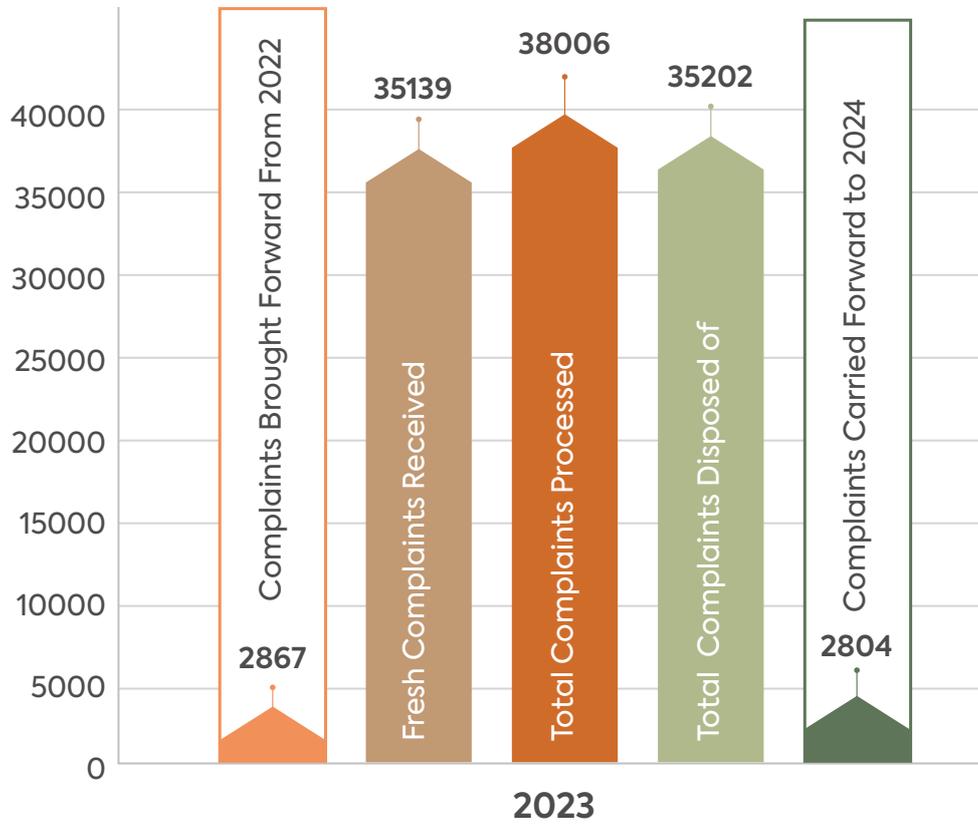


6) Graphical data of complaints, directions, implementation petitions and representations decided has been categorized in the following manner:

- i. Receipt and Disposal of complaints, comparison with 2023
- ii. Regional Office wise complaints (Receipts, Processed and Disposal)
- iii. Regional Office wise Direction Cases
- iv. Analysis of Representations decided by the Honourable Governor Punjab

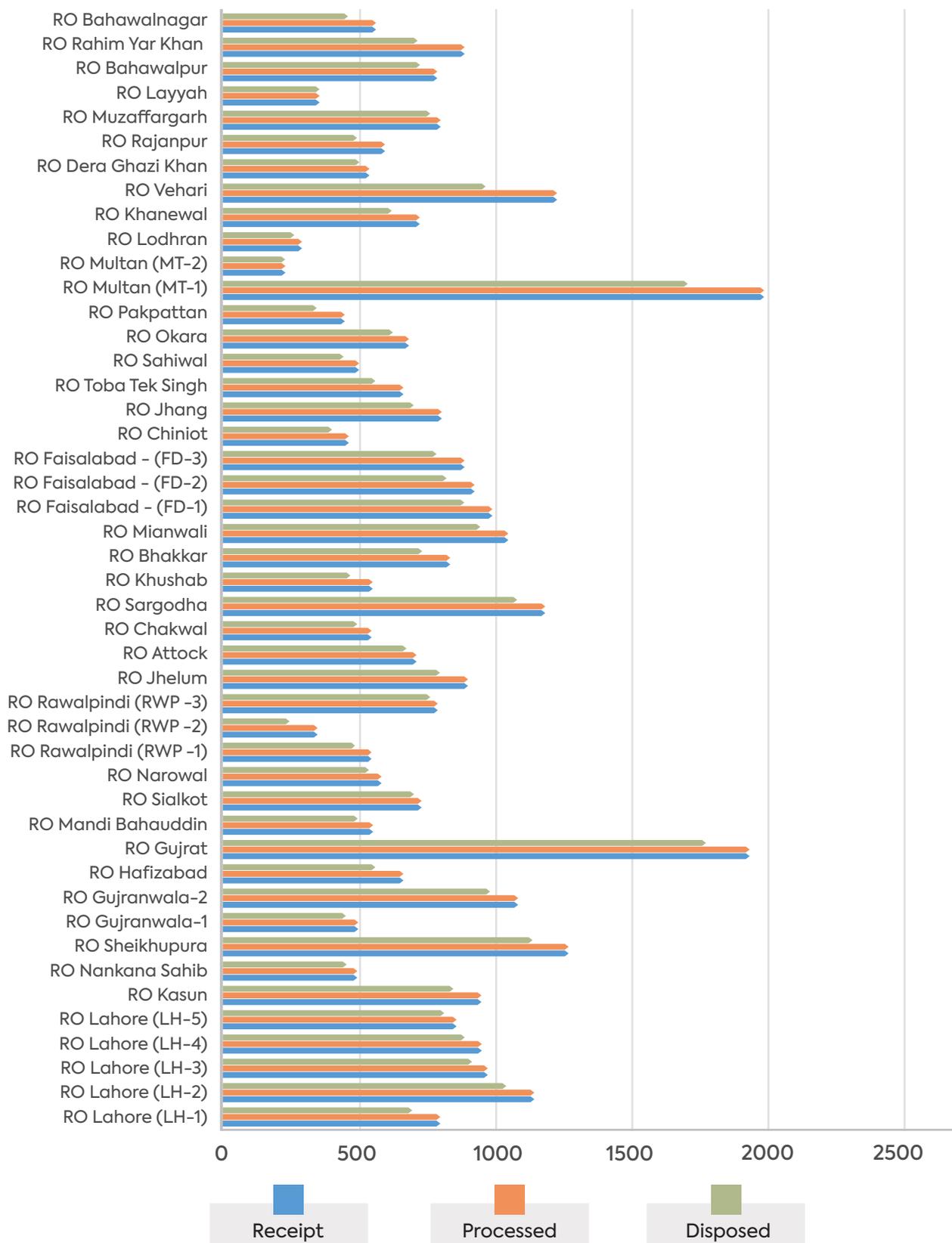
i) Receipt and Disposal Comparison with 2023



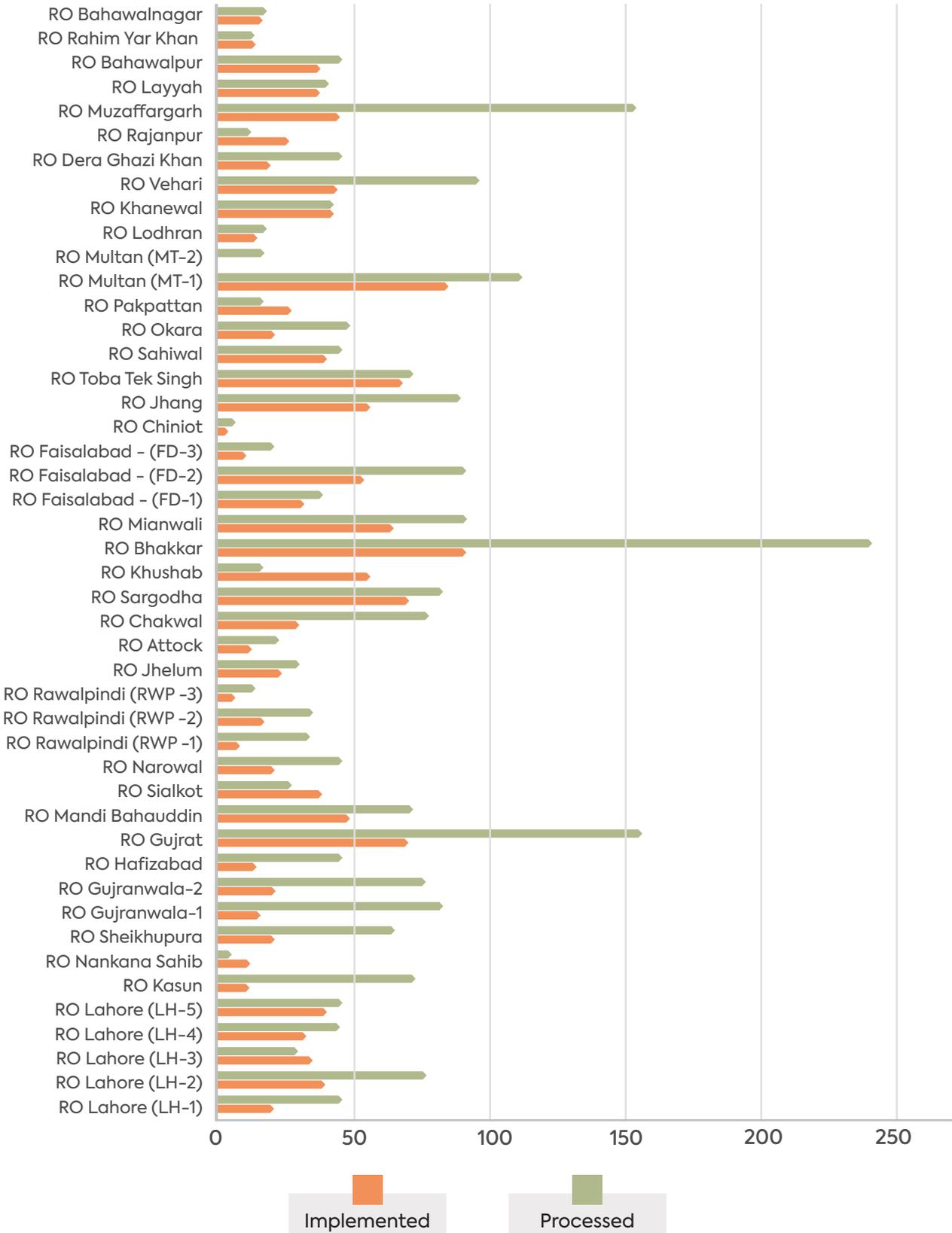


	2023	2024
■ Brought Forward	2867	2804
■ Receipt	35139	34105
■ Processed	38006	36909
■ Disposal	35202	33277
■ Carried Forward	2804	3632

ii) Regional Office wise Complaints (Receipts, Processed and Disposal)

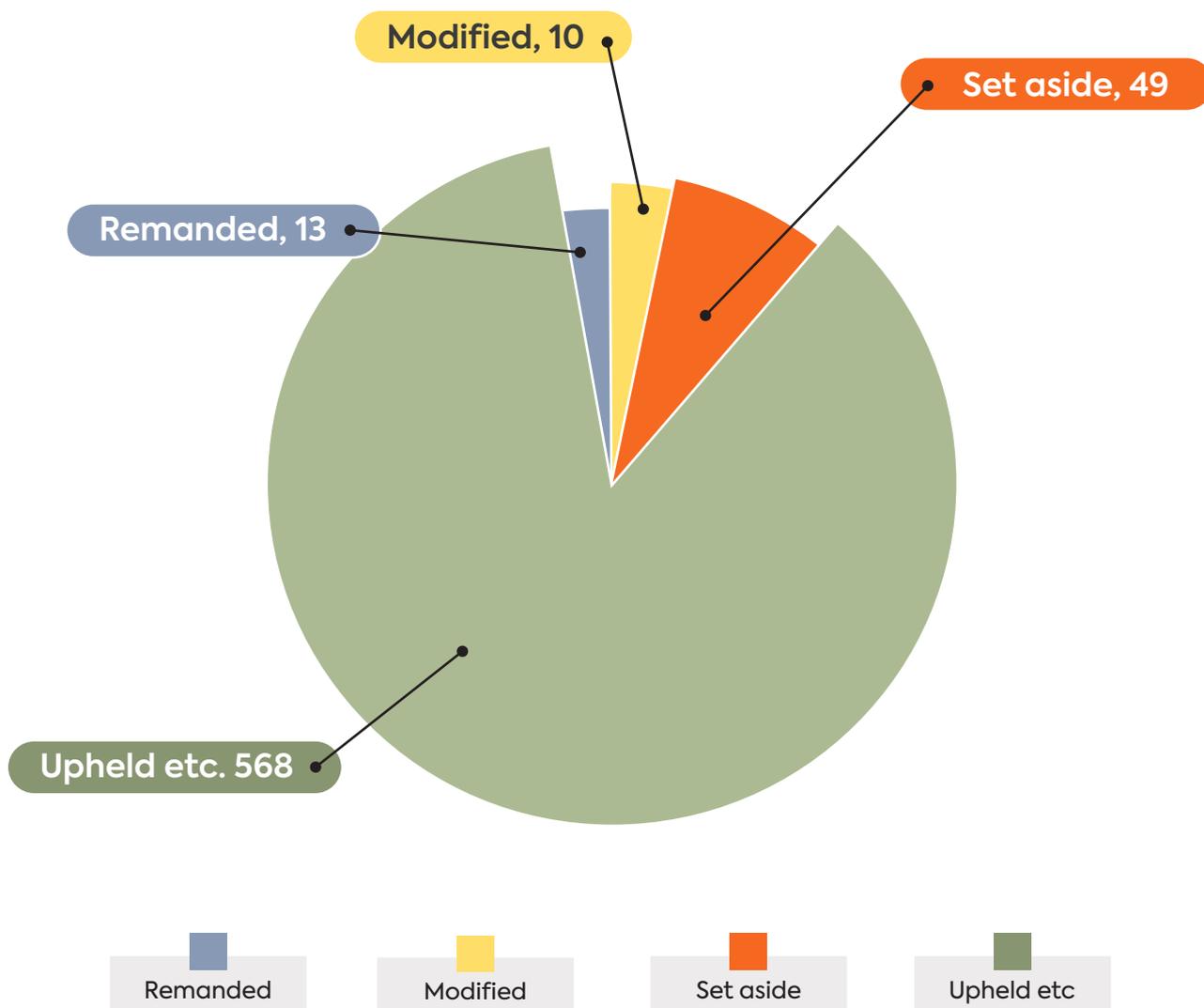


iii) Regional Office wise Direction Cases



iv) Analysis of Representations decided by the Honourable Governor

Representations Decided in 2024



Chapter

03

General Recommendations

Good governance in public sector departments and agencies is crucial for ensuring accountability, transparency, and efficiency. Identifying grey areas and systemic issues often involves tracing gaps in policies, procedures and practices that can lead to inefficiencies or corruption. On the basis of knowledge gained through processing of complaints and interaction with the departments, weaknesses are identified which appear to lead to poor decision-making, misuse of resources and a decline in public trust. In order to bring overall improvement in the service delivery of all departments, a set of recommendations, general in nature have been formulated and included in this part of the report. By systematically addressing these shortcomings and implementing targeted measures, public sector departments and agencies can move towards achieving better governance and service delivery.



Lack of Training & Development: It is commonly observed that despite post- induction and promotion-specific trainings, functionaries often lack knowledge of latest interventions and developments being made at policy level. Many officers lack knowledge about the working of this Office under the provisions of the Punjab Office of the Ombudsman Act 1997. It is, therefore, recommended that studying the provisions of the Act and the working of the organization may be included in the promotion-related and other departmental training courses at all levels. This will enhance the awareness of the role of this Office and the importance of providing justice to the people.



Link of Ombudsman Punjab Website: Due to insufficient information and the absence of complaint management systems on most official websites of agencies, complainants do not know how to file complaints to get their problems redressed. It is recommended that departmental heads of all administrative departments may ensure the publication of the link of the official website of the Office of the Ombudsman Punjab on the official websites of their respective departments/institutions.



Digitization of Complaints Data: The concerned staff of the Departments usually do not update relevant senior officers regarding complaints being processed in this Office. Submission of replies / reports to the notices issued by this Office is usually delayed on trivial grounds. Administrative heads of the departments/agencies are urged to digitize all under-process complaints. Punjab Information Technology Board is also urged to develop a uniform database linked through the website of this Office with all departments.

iv)

Delays in Response to this Office's Notices: All too often, the answering agencies and departments do not observe the given timelines for furnishing their replies. Repeated reminders, follow-up telephone calls and social media platforms are used to sensitize the responding agencies and obtain a response. Likewise, senior officers avoid in-person attendance and tend to send a departmental representative instead. In such cases the representative should be well versed with facts of the case. However, often, the representative is totally unaware of the case-related facts, making his presence unhelpful. In such instances, the inevitable result is an adjournment. All Administrative Departments are required to issue necessary instructions to the field formations to proactively respond to the notices issued by this Office.

v)

Digitization of Complaints Data: The concerned staff of the Departments usually do not update relevant senior officers regarding complaints being processed in this Office. Submission of replies / reports to the notices issued by this Office is usually delayed on trivial grounds. Administrative Heads of the departments/agencies are urged to digitize all under-process complaints. Punjab Information Technology Board is also urged to develop a uniform database linked through the website of this Office with all departments.

vi)

Piecemeal Allocation of Funds for Development Schemes: It has been observed through dealing with numerous complaints that partial funding of short duration schemes causes not only delay in completion of the concerned projects but also results in cost-escalation and inconvenience to the general public. The Chairman, Planning & Development Board and Heads of Administrative Departments may develop a framework to address the issue appropriately in the best public interest.

vii)

Recruitment Complaint Redressal Cell: Recruitment processes carried out by certain Departments/Agencies often lead to complaints from some of the candidates, regarding unfairness. In certain cases, there is no identifiable mechanism for addressing such complaints by the concerned Department. In the absence of any redressal mechanism, candidates run from pillar to post to get their complaints addressed. It is, therefore, recommended that all Administrative Secretaries may issue necessary instructions to the concerned quarters that whenever a recruitment process is to be undertaken, the Recruitment Complaint Redressal Cell (RCRC) be put in place, as required under the Recruitment Policy, 2022, prior to commencement of recruitment. Information regarding the RCRC should be part of the recruitment advertisement for the facility of candidates.

Department Specific Recommendations

Accountant General Punjab: Issues

A large number of complaints are received in this Office regarding delays in payment of leave encashment and other pensionary dues to the retired officials/officers of various departments of Government of the Punjab or to families of deceased employees. These inordinate delays are caused by the concerned auditors/dealing officials. This needs to be addressed in an appropriate manner.

RECOMMENDATIONS

We recommend that a digitized system may be put in place to keep the applicants well-informed regarding the latest status of their case.

Anti-Corruption Establishment (ACE) Issues

While dealing with cases related to ACE, it has been noticed that inquiries and investigations are not finalized within a reasonable time frame, with delays ranging from a couple of months to several years. Complainants approach this Office to draw our attention to the inefficient, partial and faulty investigations by the Investigation Officers, the substandard scrutiny by its Legal Wing and the casual approach of approving officers. A complaint may be lodged in the Office of the Ombudsman Punjab against an official/officer of any department of provincial government on the basis of maladministration or corruption. Whenever, a complaint regarding corruption is received, it is investigated by the designated Advisor or Consultant. In case the corruption charges are proved, a direction is given to the authorities of Anti-Corruption Establishment for initiation of legal action against public servant(s) involved in corruption or corrupt practices. After issuance of such direction by the Ombudsman Punjab, ACE authorities usually ask the complainant to file a fresh complaint for inquiry and further action.

RECOMMENDATIONS

We recommend

- i) A monitoring system be devised to check the working of each officer as well as for maintenance of records.
- ii) That where this Office directs that action may be taken against public officials the ACE should straight away register an FIR instead of reinvestigating the matter, as it has already been investigated at a senior level i.e. Ombudsman Punjab. The ACE may file an FIR and investigate the matter on the analogy where a case is sent after inquiry by any Additional Secretary of the administrative department or Deputy Commissioner of a district (who are ex-officio Directors of ACE) to the ACE: inquiry is dispensed with and an FIR is registered straight away.

Benevolent Fund Boards: Issues

Numerous complaints are lodged against the Punjab Benevolent Fund Board, with a number of complaints arising from the communication gap between the Fund's staff and the complainants, as well as due to a negligent and uncooperative attitude. Timely disbursement of funds is of utmost importance to eliminate undue delays in financial assistance to those in need. It has been noticed that District Benevolent Fund Boards are not following identical procedures and policies in processing applications for financial assistance. There appears to be a lack of requisite number of staff as this is often cited as a reason for delayed submission of reports to this Office by the Benevolent Fund Boards Administration. It has also been noticed that the District Benevolent Fund Boards reject or defer a significant number of cases including those related to scholarships, death grants etc. (for children of employees), for want of missing documents. The employees of Government of the Punjab submit applications for educational scholarships, marriage grants for their children, welfare grants on their retirement and funeral grants etc. Other privileges/payments are due to the families of deceased employee(s). When applicants for these grants face non-cooperation, resulting in protracted delays, they submit their complaints to the Office of the Ombudsman Punjab. When this Office seeks a report on these issues from the Agency, the response is often non-cooperative and all too often:-.

- i) The Agency does not bother to furnish a reply to the first or the second notice.
- ii) The Benevolent Fund Boards deny the receipt of case(s) forwarded by different departments.
- iii) The Agency, after receiving 3 to 4 notices/letters from the Office of the Ombudsman Punjab seeks copies of forwarding letters, despite the fact that those are already attached with the complaints/notices.
- iv) The Agency demands copies of postal receipts of forwarding letters.
- v) The Agency, after provision of postal receipts, claims that the application has still not been received in their office.
- vi) The Agency at other times states that the application had been received but is not traceable in their office, therefore, copies of the applications are sought, again!
- vii) There are complaints regarding seeking of bribe(s) to process the case(s).
The representatives of the Benevolent Fund Boards fail to attend joint
- viii) hearings.

RECOMMENDATIONS

We recommend

- i) That regular meetings be conducted at both the provincial and district levels, with a focus on resolving pending cases.

- ii) That the Provincial Board of Management (BF) may embrace the process of digitizing the entire procedure so that an applicant of scholarship/grant is kept updated through SMS at each step of his/her application. This would certainly be helpful in eliminating malpractices and alleviate the grievances of applicants.
- iii) Timely disbursement of funds may be ensured.
- iv) The District Benevolent Fund Boards may be monitored to ensure uniformity in processing applications for financial assistance in terms of procedures and policies.
- v) The Provincial Board of Management (Benevolent Fund) may hire and train more staff in order to ensure expeditious disposal of applications and concerned Deputy Commissioners/Chairmen, District Benevolent Fund Boards may be directed to address staff shortages and take necessary steps to resolve it.
- vi) The details of the deficient documents may be provided to the respective applicants, and made available on the website.
- vii) The Secretary/Administrative Officer, Benevolent Fund Board Lahore and Chairmen District Benevolent Fund Boards/Deputy Commissioners may ensure taking necessary steps to curtail undue delay in such matters, and applicants may be intimated through the use of latest technological interventions.

Board of Revenue, Punjab: Issues

- i) Numerous complaints are received relating to delays in the non-provision of land records copies (Fards), registration and attestation of Intaqals, and issuance of copies of Khasra Girdawaris. These inordinate delays coupled with the indifference towards complainants/applicants on the part of the staff especially Girdawars/Patwaris are highly objectionable and indicate malpractice on their part.
- ii) Other complaints concern inheritance mutations, failure to grant property rights to deserving allottees, failure to complete conveyance deeds to allottees, partition suits and lack of implementation of hadd-bandi and qabza warrants.
- iii) The shared or concurrent jurisdiction of Revenue Courts and Civil Courts is also a major hurdle in providing justice to the people as it creates confusion and allows for forum shopping and gives rise to conflicting orders. As long as concurrent jurisdiction of Arazi Record Centers and the Patwari system exists, the grievances/complaints will continue to not only persist but increase as well.
- iv) Complaints are received regarding delays in demarcation of land, corrections of revenue record, grant of proprietary rights of land under various schemes of Government and removal of un-authorized encroachments.
- v) There is a persistent issue amongst the purchasers of land who bought proportionate in a joint holding with description of specific boundaries and with dimensions mentioned on the sale deed by co-sharers in joint Khata.

This leads to protracted litigation amongst the claimants of the said un-partitioned land. This situation typically begins with such descriptions/boundaries being mentioned in the sale deeds executed by the parties and attested by the concerned Sub-Registrar. However, the land in question is part of joint property, which should be partitioned among the co-sharers by competent authorities. The interested parties insist on issuance of directions for possession as per dimensions mentioned in the sale deed, which is against the law.

- vi) This Office has observed, during the inspection of revenue records, that some mutations require a review for correctness/accuracy. However, despite the fact that this discrepancy is in the knowledge of the relevant revenue staff, the matter is kept pending & undecided for a long time, causing great hardship to the public/land owners.
- vii) Complaints are brought to this Office against the transfers of land, over and above, inheritance/ownership and demarcation of joint holdings. The Halqa Patwaris of Revenue Department are usually found involved in malpractices due to which many issues of transfers of land and ownership arise. Demarcation of boundaries of agricultural land for wrongful gains is another major reason of prolonged litigation.
- viii) Appeals in revenue matters are not decided in a timely manner by the DCs/District Collectors, Additional Deputy Commissioners (Revenue), Assistant Commissioners etc., and are often kept pending for years due to ever increasing administrative preoccupations of these officers.
- ix) Removal of encroachments from state land is another area which the Revenue hierarchy is not addressing effectively. This Office has undertaken a number of own motion investigations in order to safe guard the interests of the State in this regard.
- x) The Revenue Officers are legally bound to attest mutations concerning any Revenue estate whilst on tour of that village/area but mostly non-adherence of this requirement causes certain problems, adding to the volume of grievances of affected persons.
- xi) Despite the issuance of notices and forwarding via WhatsApp to the focal person by this Office, there are frustrating delays in the submission of reports.

RECOMMENDATIONS

We recommend

- i) That the Deputy Commissioner being the principal officer of the Agency should look at the matters/inquiries which are kept pending by the revenue staff for years.
- ii) That a special committee be set up to monitor the staff and ensure that all staff is present and redresses the grievances of the complainants in a meaningful manner.
- iii) Arazi Record Centers should be made fully functional. Patwaris and revenue officials should be prevented from interfering in each-other's domain and in any event their roles ought to be distinctly separated.

- iv) The Board of Revenue Punjab should introduce a system of time limits for decision making.
- v) Punjab Land Revenue Act, 1967 may also be amended with clear delineation of jurisdiction of Civil and Revenue Courts.
- vi) The Revenue officers' primary responsibility is to handle revenue matters, especially inheritance mutations and partition proceedings. It is suggested that these tasks must take precedence over secondary duties like price control or protocol assignments. The Deputy Commissioner may assign priority to revenue-related functions as the main Key Performance Indicator (KPI) for revenue staff.
- vii) The Senior Member Board of Revenue may organize dedicated training sessions focusing on inheritance law, partition procedures, and the rights of marginalized groups to ensure that revenue officers are equipped with the knowledge and skills required to manage the said issues efficiently and fairly.
- viii) The Board of Revenue should take measures to ensure that the officials of the Revenue department are conversant with the law & regulations and functioning of the Ombudsman Office and impart training to them in this regard.
- ix) The Board of Revenue, particularly the Senior Member Board of Revenue may ensure that strict adherence to the timelines is made a priority for all cases under Section 135-A of Punjab Land Revenue Act 1967 which mandates a 180-day timeline for completion of partition cases without requiring that a partition application be filed.
- x) Disciplinary action under Punjab Land Revenue Act 1967 and Punjab Employees Efficiency, Discipline and Accountability Act, 2006 should be taken against Revenue Officers who fail to initiate and complete proceedings within the prescribed timeframe under Section 135 A of the Punjab Land Revenue Act, 1975 without valid reasons.
- xi) The District Collector, under the supervision of the Additional Deputy Commissioner (Revenue), must ensure that any undue delay is avoided. This will ensure that partition cases do not linger for years, allowing heirs to exercise their rights of ownership promptly.
- xii) That issuance of Fard Malkiat(s) to land owners be made as per law / rules and strict compliance may be ensured in terms of Section 177 of the West Pakistan Land Revenue Act, 1967 whereby revenue officials are bound to issue certified copies as per the rules, and the same cannot be refused.
- xiii) That necessary instructions may be framed and issued to all registration offices in the Punjab to the effect that in case of transfer of piece of a land from the joint khata only the proportionate share of the joint khata pertaining to purchase shall be recorded in the sale deeds instead of mentioning of description of specific boundaries to avoid litigation.
- xiv) That the District Collector should ensure that the process of review/obtaining permission to review the mutation is completed within the prescribed time frame. The Board of Revenue should issue instructions to the officials of the Revenue Department throughout the province not to delay unnecessarily the decisions on revision of mutations.

- xv That the Board of Revenue may ensure that all appeals are decided within a given time frame.
- xvi) That where the Revenue Officers concerned are required to attest mutations during a visit of any Revenue Estate, they should do so as a matter of duty and avoid inordinate delays in sanctioning the mutations as per their own discretion.
- xvii) That the directions issued by Board of Revenue and requirements of law with respect to updating of revenue record in a timely manner must be implemented in letter & spirit.

Communication & Works Department:

Issues

During the investigation of various complaints, instances of serious delays in the repair of roads seem to have become a common practice with shortage of funds consistently being cited as an excuse.

RECOMMENDATIONS

We recommend that the concerned authority needs to address this unacceptable state of affairs, which is resulting in daily accidents, damage to vehicles, and massive hardship to the general public.

Environment Protection Department:

Issues

The Environment Production Department while taking action against factories causing air pollution or producing waste or emissions in violation of requisite standards, issues Environmental Protection Orders under the Punjab Environment Protection Act 1997 and these are often challenged before the Punjab Environmental Tribunal. The tribunal does not decide the appeals expeditiously. Delay in making decisions reduces the effectiveness of actions initiated by the Environment Department and also diminishes the impact of the actions taken against environmental pollution.

RECOMMENDATIONS

We recommend

- i) That timely and effective disposal of such appeals be ensured in order to provide justice to individuals and society at large.
- ii) That a proper campaign for reduction of smog be organized.
- iii) That the Environment Protection Department take disciplinary action against those bricks kilns which are causing emissions of hazardous gases and operating without safety measures as ordered by the Government of the Punjab.
- iv) That the Director General of the Environmental Protection Agency may collaborate with the National Energy Efficiency and Conservation Authority (NEECA) to facilitate the conversion of all 'Fixed Chimney Bull's Trench Kilns' (FCBTK) to zig-zag technology. This partnership would promote sustainable development by effectively controlling harmful emissions, such as Sulfur oxides (SO_x), Nitrogen oxides (NO_x), Particulate matter (PM), and other pollutants released by brick kilns into the environment.

Excise, Taxation and Narcotics Control Department: Issues

- i) Complaints lodged in this Office pertain to incorrect assessments or excessive imposition of property tax, causing property owners significant distress as they struggle to have their taxes rectified. Even after considerable effort, while the quantum of property tax may eventually be corrected, no action is taken against the responsible officials under the relevant rules.
- ii) Despite the fact that assessment of property tax has been made easier by providing an IT based system, notices continue to be issued based on faulty calculation of tax, covered area & rating of the area.
- iii) Retired government servants (with respect to self-occupied houses), widows, disabled persons, minors (to the extent of their share) and owners of self-occupied residential houses up to five marlas are exempted from property tax but they are being forced to approach this Office for redressal of their grievances.
- iv) As per section 3 of the Punjab Urban Immovable Property Tax Act, 1958 “The tax shall be due from the owner of the buildings and lands” but the Excise officials collect the property tax from the current owner although it pertains to a previous owner and as per section 16(2) of the Punjab Urban Immovable Property Tax Act, 1958 property tax can be recovered as arrears of land revenue from the previous owner.
- v) In terms of section 4(i) of the Punjab Urban Immovable Property Tax Act, 1958, a property up to five marlas is exempt from property tax. If a property exceeds five marlas and belongs to different owners, each holding less than five marlas and having separate meters for electricity, gas, etc., the Excise Department considers it a single unit exceeding five marlas and imposes property tax accordingly. This practice causes disputes between the Department and owners of property, leading to complaints.
- vi) At times it transpires, after the transfer of property, that the property tax was due from the previous owner. The Excise Department holds the new owner liable to pay the tax due from the previous owner citing the failure of the purchaser to get an NOC from the Excise Department before purchasing the property.
- vii) As per section 16-A of the Punjab Urban Immovable Property Tax Act, 1958 it is the responsibility of the Registering Authority to ensure that the outstanding tax has been paid. The law does not obligate the purchaser to get an NOC from the Excise Department.
- viii) The property tax notices are issued by the Excise Department, however, in certain cases, the complainants refuse the receipt of these notices. The Department does not maintain any documentary evidence that the property tax notices were received or not. This complicates investigations into such complaints.
Many complaints arise from the non-issuance of motor registration
- ix) certificates [now called ‘Smart Cards’].

In one such case, directions have been issued to the Provincial Secretary to look into the matter of forfeiture of the fee upon non-completion of the biometric process, both of the seller and the buyer within the given time of one month.

RECOMMENDATIONS

We recommend

- i) That Excise & Taxation staff, responsible for incorrect assessments or excessive imposition of property tax, should be investigated, and disciplinary action should be taken against them.
- ii) That comprehensive and oft repeated trainings be imparted to Excise & Taxation staff in order to ensure that notices are issued based on correct assessments and after ascertaining correct measurements and the nature of the property.
- iii) That discretionary powers in the matter of assessment of property tax should be curtailed to a minimum to reduce the large number of complaints.
That the inspectors who conduct the requisite surveys for updating of the
- iv) record and registration of newly constructed properties every five years are incentivized to correctly ascertain the factual details about each property being subjected to tax, resulting in accurate entries in the record. The data may be digitized and be made available to tax payers in order for them to be able to check its accuracy.
That when issuing notices, the Excise & Taxation staff may be instructed to
- v) ensure that the same are not issued to retired Provincial/Federal government servants for self-occupied residential houses or to widows, disabled persons, minors (to the extent of their share) and owners of self-occupied residential houses up to five marlas all of whom are exempted from property tax.
That the Director General, Excise, Taxation and Narcotics Control
- vi) Department issue directions to the authorities concerned that the tax, as per law, may be received from the person from whom it was/is due.
That the Director General, Excise, Taxation & Narcotics Control Department,
- vii) Lahore may issue a clarification with respect to whether a property measuring more than five marlas, where the share of each individual owner does not exceed five marlas, is to be taxed OR is to be exempted on the basis that the share of an individual is less than the cut-off of five marlas.
That the Excise Department increase its liaison with the Registering Authority(ies) to ensure that the transfer of property takes place only when
- viii) any outstanding tax is paid.
That the Excise Department may institute a mechanism/system to ensure that proof of sending notices and receipt thereof by the tax payer is
- ix) maintained and readily available.
That the Provincial Secretary look into the matter of forfeiture of the fee paid for issuance of Smart Card in cases where the biometric process, either of
- x) the seller and the buyer, is unable to be completed within the given time of one-month.

- xi) That Excise, Taxation and Narcotics Control Department may address the systemic gaps and ensure the timely assessment of property tax by field staff, as well as prompt decisions on appeals before the Director Excise and Taxation at the district level.
- xii) That registration cards and number plates be issued within strictly observed timelines because failure to do so leads to the imposition of fines to the applicants by the Traffic Police during checking of documents whilst travelling on the roads.

Health:

The health sector is a complex paradigm. Quality healthcare is a composite of patient centered, clinically cost-effective treatments and needs commitment & relentless efforts for improvement.

The Office of the Ombudsman is in receipt of a substantial number of complaints regarding the Health Departments.

Primary and Secondary Healthcare Department (P&SHD):

The strengthening of P&SHD is imperative to lessen the burden on tertiary care facilities. There are 2,502 Basic Health Units (BHUs), 327 Rural Health Centers (RHCs), 132 Tehsil Head Quarters (THQs) and 34 District Head Quarters (DHQs) hospitals providing primary healthcare facilities across Punjab.

Issues

The following major issues have been identified, based on the complaints received in the Office of the Ombudsman.

Poor Quality of Care: The poor quality of healthcare services being provided to the general public can be attributed to following factors;

- Non- availability of staff
- Unsatisfactory standards of staff training
- Low utilization of services due to unsuitable locations
- Lack of proper clinical governance
- Ineffective/weak enforcement/implementation mechanisms
- Poor/irrational resource allocation
- Limited/sub-standard planning
- Fragmented information systems

In the recent past, on the directions of the Ombudsman Geographic Information System mapping of all the facilities under the administrative control of the P&SH Department was carried out and it was revealed that up to 10 facilities of various levels were functioning within a radius of 10 kilometers. In addition, the following issues were identified:-

- i) **Non-Availability of Medicines and Diagnostic Facilities:** There is a lack of structured framework for pharmaceutical services and non-availability of basic lab equipment which is essential at primary healthcare level.
- ii) **Absence of Meaningful Referral Links between P&SHD Facilities and Tertiary Care Health Services:** The referral to tertiary care facilities leads to increased footfall in teaching hospitals. The overload in OPDs of teaching hospitals compromises the quality of the services and the financial impact affects budgetary allocations.
- iii) **Issue of Medico-Legal Cases:** This Office is in receipt of a substantial number of complaints regarding delayed and deficient medico-legal certificates being issued in THQ and DHQ hospitals.
- iv) **Lack of Monitoring and Evaluation Mechanism:** Lack of research-based culture for decision and policy making is also affecting health services. A performance evaluation mechanism cannot be carried out without the availability of relevant data.
- v) **Issues In Biometric Attendance System:** BAS is present in all BHUs however there remain multiple issues in the functioning of this system.

RECOMMENDATIONS

We recommend

- i) Rationalization of the 2,502 Basic Health Units, 327 Rural Health Centers, 132 Tehsil Head Quarters and 34 District Head Quarters be carried out for improving service delivery.
- ii) That the availability of HR and strengthening of training/educational opportunities be ensured for optimal utilization of services.
- iii) That the access to BHUs and RHCs be reviewed/revisited for site locations with reference to the strength of population in the respective areas.
- iv) That the availability of medicines be ensured through more structured purchasing exercises, studying prevalence of disease patterns and better resource allocation.
- v) Efforts be made for availability of health facilities at the primary care level and for referrals to only be made with viable justifications.
- vi) That the number of referrals from a health facility should be made a performance indicator with effective monitoring framework. An IT based referral system can be an effective tool towards achieving these goals.
- vii) That more rigorous training be imparted to doctors and supporting staff to ensure competent medico-legal reports are provided.

- viii) That a robust information system be developed for effective monitoring and evaluation. This would also be helpful in addressing the HR issues, curtailing unnecessary referrals, monitoring availability of medicines and resource allocation.
- ix) That the Primary and Secondary Healthcare Department/Secretary Health enforce stringent laws and strict monitoring systems with respect to Biometric Attendance System. There should be real-time monitoring, where the responsible officers, usually the MOs and MEAs as well as the District Health Officers, may go on site and verify the presence of the deputed staff during the assigned hours. The visits would also ensure that the machines are fully functional at all times.
- x) That there should be a clear mechanism established where the inspecting authorities may report their findings and follow up the cases of absenteeism swiftly.
- xi) That Health and Information Service Delivery Unit may take responsibility [in collaboration with PITB] to address the technological problems relating to internet connectivity. It should be ensured that the devices should be connected to the main Health and Information Service Delivery Unit portal at all times.

Specialized Healthcare and Medical Education Department (SHC&MED):

SHC&MED provides services for the health of community, focusing on preventive, curative and rehabilitative services. There are currently 45 Teaching Hospitals, 24 Medical Universities and 56 Nursing Schools in Punjab.

Issues

Based on the complaints received, following issues have been identified.

- i) **Pending Liabilities:** A majority of the hospitals purchase medicines without ensuring the availability of budget resulting in the outstanding liabilities, financial mismanagement and malpractices. We have dealt with complaints where liabilities have been pending for more than four years.
- ii) **Non-Functional Biomedical Equipment:** The non-functionality of the available biomedical equipment is the major source of inconvenience and distress for patients.
- iii) **Financial Mismanagement/Administrative Capacity Issue:** Complaints often arise from administrative lapses. 17 out of 24 autonomous medical teaching hospitals are working without a BoM which is mandatory under Punjab Medical Health Institutions Act 2003. Instead, the hospitals are working under administrative committees.
- iv) **Quality Healthcare and Clinical Governance:** This Office has received complaints of wrong-doing, irresponsibility and negligence in the hospitals. The behavior of healthcare providers with the patients is also a major issue.

- v) Health Management Information System (HMIS): The information system is fragmented and integration of information is lacking whether coming from DHS, vertical programs or from any other source. Resultantly, evidence-based and informed decision making is far from reality.

RECOMMENDATIONS

We recommend

- i) That the procurement process be revamped as storage of medicines in the hospitals is a major issue. Logistics and chain supply management systems need to be improved for regular, uninterrupted and adequate availability of medicines.
- ii) That the inventory and registration of available biomedical equipment be carried out and efforts be made to replace irreparable biomedical equipment. In order to ensure proper functionality of equipment, post-warranty contracts be made and capacity building of existing biomedical engineers/technicians be carried out. The biomedical workshop should be functional and upgraded as per requirements.
- iii) That BoMs be put in place to ensure the smooth functioning of hospitals.
- iv) That enhanced training be provided to all levels of hospital staff and standardized care protocols be established to improve patient satisfaction and inspire confidence in the community.
- v) That performance audit of the public hospitals be carried out to identify the gaps in health services delivery.
- vi) That the Punjab Healthcare Commission be directed to carry out inspections and devise performance indicators to implement standard health care protocols.
- vii) That HMIS, available in many hospitals, be better integrated to be more effective. A structured mechanism for the civil registration and vital statistics be provided to help in planning and monitoring of public health outcomes and policy making.
- viii) That more effective coordination among health department and community stakeholders be ensured.

Home Department

- i) Arms Licenses: Ever since signing of an MOU between Punjab Home Department and NADRA for computerization of arms licenses, delays in disposal have been brought to our notice. All Pakistan validity licenses were changed arbitrarily to Punjab only which has caused problems. The Department may take immediate steps to rectify this issue.
- ii) Jails: The employees & legal heirs of jail department officials face serious issues regarding payment of pensionary benefits, due to lack of availability of record at different jails & districts due to their transfers/postings. The IG Jails may set up a centralized system at headquarter Lahore to maintain the service records of all employees, ensuring proper linkage with the District Accounts Offices.

HUD&PHE Department:

Punjab Government Servants Housing Foundation: Many complainants approach this office complaining about the fact that monthly deductions from their salaries are not entered in the record & subsequent calculations by the PGSHF.

We recommend that the departmental response be improved and information regarding deductions and calculations should be updated frequently and should be provided to contributors/applicants at least annually. This practice, involving the District Accounts Office, would help identify and resolve any anomalies at an early stage.

Irrigation Department:

Issues

- i) The complaints pertaining to Irrigation Department mainly revolve around the following violations of Warabandi:-
 - Improper size of water outlets and tampering thereof.
 - Theft of canal water.
 - Short supply of canal water at the tail end caused by theft or improper maintenance of distribution system.
 - Excessive assessment of Abiana by canal Patwaris.
 - Inordinate delay in the finalization of Tawaan cases.
 - The cases of warabandi are unnecessarily delayed. Canal magistrates must observe the law but must not make a fetish of unnecessary procedural requirements so as to hamper the timely disposal of cases.
 - Field staff of the department have been found to benefit the influential at the cost of deserving poor land owners.
- ii) The ownership column of 'warabandis' remains usually unchanged for decades leading to legal complications.
- iii) The cases of 'tarmimi warabandi' are delayed unnecessarily for months/years, on frivolous grounds by Sub Divisional Canal Officers.
- iv) Delays in processing cases due to unavailability of funds to be issued by the Finance Department.

RECOMMENDATIONS

We recommend

- i) That the department develop an effective monitoring system to curb corrupt practices; and ensure its thorough implementation. Anyone found responsible for any irregularity should be proceeded against under the relevant disciplinary rules.
- ii) Flat rate systems of assessment be introduced for the convenience of the stakeholders.
- iii) The ownership column of warabandis be updated in order to reduce endless litigation in 'warashikni'/unauthorized irrigation and 'tawaan' cases due to non-appearance of correct (updated) names of the irrigators.

- iv) In cases of 'warashikni' appropriate mechanisms should be devised to address such disputes effectively and amicably.
- v) The Department prepare a time schedule to finalize and implement tarmimi warabandi cases as and when an amendment is approved after prolonged proceedings.
- vi) That the Department should formulate an inspection committee to curb practices and irregularities by its' staff and take necessary action to stop illegal demolition of water courses.
- vii) That a joint coordinating forum be constituted, comprising senior officers from both the Irrigation and Finance Departments, to regularly monitor the processing of cases and ensure timely resolution where lack of funds is the root cause.

Local Government Department/ District Administration:

Issues

- i) The given period of two months provided in the Registration of Birth & Death Rules 2021 for recording of death entry in the Local Council/Union Council record is often too short because the bereaved family is distraught due to the death of their loved one and cannot visit the Union Council so soon after the death.
- ii) Many complaints are received against Municipal Committee & Town Committee regarding lack of cleanliness in their areas.
- iii) The administrative hierarchy of Deputy Commissioners, Additional Deputy Commissioners and Assistant Commissioners are slow to respond to requests for reports by this Office.
- iv) The payments to some vendors are still outstanding for goods and services provided during Covid-19, for Flood Relief, Ramzan Packages, Special Initiatives of the Government for providing subsidies to people & for conducting elections. The delays appear to be on account of non-provision of funds or non-maintenance of proper records.
- v) Many complaints are received on account of the fact that people are informed that the Government has placed limits on the prices of certain articles but they find that these are not being observed.

RECOMMENDATIONS

We recommend

- i) That the Local Government and Community Development Department may enhance the period for death entry to six months by amending the Registration of Birth and Death Rules 2021 in the larger public interest.
- ii) Sanitary workers must be supervised to ensure that they attend to residential mohallas and not only to market areas.
- iii) That the reports submitted to this Office should be by the Deputy Commissioners, Additional Deputy Commissioners and Assistant Commissioners and should bear their seal/stamp and signatures.

In this regard special instructions/circulars should be issued to the Administrative/Revenue Department for creating a special cell for taking prompt action by way of sending para-wise comments/reports and to ensure meaningful participation of responsible officers in the joint hearings conducted by this Office.

- iv) That the Provincial Government may allocate the budget prior to an activity such as election duties or issue supplementary grant to avoid delays and ensure that the concerned departments/agencies maintain complete records.
- v) That the government functionaries designated as price control magistrates by the Government be monitored to ensure that they are effectively implementing the Government's instructions in this regard.

Police: Issues

- i) The largest number of complaints are received regarding the non-registration of FIRs in due time.
- ii) The Police Department delays submitting required reports, and representatives often fail to attend joint hearings promptly. Many of the reports submitted by the department fail to highlight the true facts of cases.
- iii) This Office finds that there is reluctance to provide effective police help to Revenue Offices in implementing Qabza warrants, partitions and hadd-bandi cases.
- iv) Delays in completion and submission of challans is a grave and continuous problem.
- v) There is a reluctance to register cases in contravention of the clear verdicts expressed in PLD2007SC539, 2014SCMR83 and PLD2016SC581 which hold that in cognizable offences there is no authority vested in the I.O. or SHO examine the vires of the application and its truth or falsehood, because no inquiry can be conducted with regard to the alleged occurrence under Section 162 read with 154 Cr.P.C before registration of a case.
- vi) Many complaints concern faulty investigations with complainants seeking a change of investigation officer.
- vii) Complaints have been received, especially in the Regional Office Faisalabad regarding delays in the renewal of driving licenses by the Traffic Police Faisalabad. The record of driving licenses issued in 2015 in Faisalabad office has not been entered in the database when the record was shifted to the IT based system in 2019. Due to the hectic efforts of our Regional Office Faisalabad, with the cooperation of Additional IG Traffic Police Punjab, we succeeded in resolving the issue and about 300 licenses were renewed.
- viii) Ineffective coordination between Police department and the Punjab Forensic Science Agency (PFSA) significantly delays investigations into cases involving sexual violence. Despite submitting samples for analysis, police officers often fail to follow up on the results.

- ix) This Office examined cases pertaining to Lahore and noted that there was an increase of about 35% in registered cases in 2023. The average number of cases per police station is 4350. The number of cases as on 31.12.2023: out of total 365,331 cases, 41,417 were investigated by Operations Wing and remaining 323,896 by the Investigations Wing. Only 1,516 investigation officers (IOs) are posted in Investigations Wing, thus making the workload of each IO about 214 cases per year. According to International Standards, Police Rules 1934 read with guidelines issued by the IGP in 2021, the number of cases to be investigated by an IO per year are 30, and 53 respectively. If we assume that 42 cases [average of the two afore cited figures] per IO is to be the standard, 7700 IOs would be required for the Investigation Wing whereas only 1516 are posted. The situation is alarming in terms of workload and quality of investigation and superficial disposal.
- x) The frequent transfers of Police officials in the Investigation Wing badly affects the efficient conduct of investigations in terms of qualitative and quantitative disposal.
- xi) Many complaints are received because the Punjab Police enter incorrect details based on CNIC in the software including Police Station Record Management System.
- xii) In a recent Complaint No. POP24LH40001125 this office found that 31 cases of street crime theft and robbery were disposed of by recovering petty cash in each case from an alleged gang for purposes of disposal by six different I.Os. Stolen and recovered property was compared and it was noted that none of the snatched items [mostly mobile telephone sets] were recovered. And, as against stolen amount of Rs.950,930/-, a meagre amount of Rs.39,750/- i.e. 4 percent was recovered proving the inefficient investigation, reducing the chances of apprehending the real culprits. This is a prime example of why aggrieved complainants approach this Office.

RECOMMENDATIONS

We recommend

- i) That Police Department should conduct training sessions and seminars focused on making the police aware of their duties as custodians of citizens' lives and property, and the importance of impartiality in their roles. Rude or harsh behavior from any police functionary should not be tolerated under any circumstances and strict disciplinary action should be enforced against delinquents to set a clear example for others.
- ii) That the IG Office should devise performance criteria that emphasize the promptness of FIR registration.
- iii) That the IG Office ensure prosecutions in terms of Section 182 of the Pakistan Penal Code against those fabricating FIRs.
- iv) That special instructions need to be issued to the I.Os and S.H.Os of Police Department to follow the dictum of the Honourable Supreme Court of Pakistan with regard to lodging of FIR in cognizable offences without any exception.

- v) That the forums constituted in each district under the supervision of senior officers to entertain requests of change of investigation be made more effective, particularly in cases of faulty investigation, with the imposition of penalties to delinquent officials who have failed to conduct effective investigations.
- vi) That AIG Traffic Police Punjab should devise a mechanism for renewal of driving licenses issued in 2015, by constituting a special team for verification/completion of record in their database for the remaining driving license holders.
- vi) Those cases involving serious complaints against police officials be forwarded to an officer not below the rank of a DSP.
- viii) That the police authorities adopt SOPs regarding contacting PFSA to obtain the necessary laboratory reports within a given timeline.
- ix) That senior officers ensure timely submission of challans in courts.
- x) That the Inspector General of Police and CCPO Lahore may hire more IOs for rationalization of workload and to ensure more convictions on account of better investigations.
- xi) That the Inspector General of Police and CCPO Lahore may ensure that IOs are posted for a fixed tenure.
- xii) That the Punjab Police devise a simple and effective system for correcting false/incorrect entries in the software including Police Station Record Management System.

Punjab Social Protection Authority:

Issues

The grant of Zewar-e-Taleem Stipend requires that attendance record of the student be updated and the said agency advises the prospective beneficiaries to undergo biometric verification by using BVS at any UBL Omni agent shop or Bank Alfalah Alfa pay in ZTP. However, the biometric process is subject to multiple system errors. This leads to delays and complainants approach us when they are not able to benefit from the Zewar-e-Taleem programme in time.

RECOMMENDATIONS

We recommend that the procedure be simplified. The agency should appoint a representative in each district to assist and guide the prospective beneficiaries.

Punjab Workers Welfare Fund:

Issues

- i) Lack of availability of requisite funds for payment of various grants i.e. scholarship, marriage, funeral etc. to workers is an ongoing source of frustration for those applying for said grants. Despite approval of their cases, payment is often delayed due to non-availability of funds.
- ii) The prevailing criteria for payment of different grants and scholarships out of Workers Welfare Fund to eligible workers is so complicated and lengthy that it renders applicants/workers unable to successfully obtain the said grants.

RECOMMENDATIONS

We recommend

- i) That the Workers Welfare Board may take up the matter of failure to release funds, through the Administrative Department with the Workers Welfare Fund (Federal Government) to ensure payment of outstanding claims of various grants.
That the prevailing criteria for payment of different grants and scholarships to eligible workers be simplified.

School Education Department:

Issues

- i) There are 48,207 public schools with a staff of 450,164 and the number of children enrolled in them are 11.73 million. The literacy rate of Punjab is 66.3% and 24% children do not attend school. Following issues have been highlighted;
 - 4000 schools need to be constructed.
 - 4200 schools have missing facilities.
 - 27,000 schools need to be equipped with science labs and electric libraries.
 - Buildings of schools which have been declared dangerous warrant uplift.
 - Issues of professional development require attention.
 - Regulatory policy covering private sector schools needs to be updated.
 - Delay in provision of books.
 - Issues of teachers resorting to agitation leading to lost teaching time.
 - Financial constraints of School Education Department/schools individually need to be addressed on priority.
 - Overcrowding in public schools.
- ii) Many complaints concern non-availability of basic facilities such as sports grounds, clean drinking water and lack of waiting areas for parents who come to collect their children from school premises. Complainants call for the repair of buildings and other infrastructural developments.
- iii) A large number of complaints are received in this Office regarding delay in payment of financial assistance and other financial benefits to the widows/widowers of late school teachers. The main reason of this delay is found to be inability of dealing clerks in completion/finalization of case files.
- iv) A programme of the Punjab School Education Department under the title Zewar-e-Taleem Programme has been underway in sixteen (16) low literacy districts of Punjab i.e. Bhakkar, Bahawalnagar, Bahawalpur, Chiniot, D.G. Khan, Jhang, Kasur, Khanewal, Layyah, Lodhran, Muzzafargarh, Okara, Pakpatan, Rajanpur, Rahim Yar Khan, and Vehari.
Owing to the short falls in up-dation of the data collection of the female students in School Information System (SIS) by government school staff, loopholes in sharing and sifting mechanism of the Project Implementation

wing of the School Education Department, the PMIU-PESRP and further issues in the mutual collaboration between these wings with the Punjab Social Protection Authority (dealing with the dispensation of amount of stipend) cause problems for the beneficiaries of the programme.

RECOMMENDATIONS

We recommend

- i) That a system be devised for regular inspection of school buildings Secretary School Education Department, in order to ensure timely repairs.
- ii) That fixed timelines be established and implemented by PCTB for each stage of the textbook production process, including data assimilation, production orders, and printing schedules.
- iii) That the School Department immediately implement a programme for the construction of new classrooms and the repurposing of existing spaces.
- iv) That as a long-term strategy, the construction of new school buildings may also be implemented to accommodate the growing student population.
- v) That Secretary School Education Department may establish a committee to review classroom needs based on current school capacities. For a systematic approach, all District Education Authorities of Punjab may be directed to gauge individualized classroom needs for schools in their respective areas and submit the findings to School Education Department. This will enable efficient resource allocation and tailored infrastructure expansion plans.
- vi) That Secretary School Education Department may address the persistent issue of power shortages and high cost of electricity in public schools through the installation of solar panels - a sustainable and cost-effective solution. The project may be initiated in phases, starting with a pilot program in one district to evaluate its feasibility and impact. Based on the programme's success, School Education Department may ensure an efficient rollout across all districts.
- vii) That a monthly meeting may be conducted by the Chief Executive Officers/District Education Authorities at the district level to ensure that pension cases in favor of widows of the late Government Officials/Officers are being processed by the concerned DDOs properly.
- viii) That the Secretary Punjab School Education Department may be directed to streamline the data collection mechanism and sharing of data between the relevant entities.
- ix) That a shared dashboard may be developed through which the student/beneficiaries' records may be tracked by the concerned entities. That an effective liaison between the field offices (Office of the District Monitoring Officer in the districts) and Punjab Social Protection Authority may be established so that the issues pertaining to disbursement of installments and remaining amounts may be dealt with at the grass roots level.

- x) That the core issues that deprive thousands of students of the stipend are typing errors, missing information or incorrect data. This issue can be singlehandedly minimized if the SIS Portal is integrated with NADRA. When the school administration makes entries on the dashboard, they would only need to enter the correct CNIC or B-Form number of each student, and the rest of the information such as correct spellings of names or mobile numbers would be automatically filled in the form. Under the existing process, the authenticity of a CNIC number can only be verified by the Bank of Punjab - no other authority (school administration, PMIU, or PSPA) can check if the information is incorrect. This would ensure that the data entered is accurate, and any discrepancy is flagged at the first stage of data entry; reducing the time and effort that PMIU and PSPA spend in carrying out several rounds of data cleaning and verification.
- xi) That the Government of Punjab may appoint full-time DMOs to focus on complaint resolution and data validation, avoiding additional charges to existing authorities, which often leads to oversight gaps. In addition, DMOs should have access to SIS, allowing them to verify and rectify data through school administration as required. This would reduce the reliance on manual processes and improve the timeliness of complaint resolutions.
- xii) That the Secretary School Education Department/Project Director PMIU may direct relevant Chief Executive Officers to help school administrations in ensuring that all required documents are collected from students to ensure their eligibility for the Zewar-e-Taleem Program. The CEO must also ensure that teachers record attendance data accurately and on time, minimizing instances of complaints by students regarding incorrectness of attendance record. The CEO may also request data on ineligible students along-with the reason for ineligibility, so targeted approaches in each district may be designed to reduce the number of students left out of this programme. The CEO may give a signed affidavit to PMIU pledging that he has done his due diligence in both areas; this will significantly reduce the errors committed by school administration in collecting documents and recording attendance on time.

Wasa Issues

The WASA bills are issued by the department and the complainants refuse the receipt of the water bills. The department does not have any documentary evidence that the bills were sent or not.

RECOMMENDATIONS

We recommend that WASA Department may prepare a mechanism to ensure that proof of sending bills is available.

Implementation of Recommendations made in the Annual Report, 2023

Department specific recommendations, included in the Annual Report, 2023 were transmitted to the concerned Departments/Agencies and their Heads were urged to take appropriate actions to bring about positive change in the service delivery procedures. The recommendations along with their implementation status is as follows:-

Accountant General Punjab:

RECOMMENDATIONS:

Retired civil servants face pension delays due to poor coordination between AG Punjab and Administrative Departments, worsened by the discontinuation of the 'Secretaries Committee Meeting.' Many are forced to seek redressal through the Ombudsman Punjab. In order to provide time bound relief, pension cases should be reviewed regularly in the 'Secretaries Committee Meeting' with AG Punjab's participation. The SOPs must ensure finalization of cases at least six months prior to retirement. Dedicated 'Pension Cells' in Administrative Departments and Autonomous Organizations should oversee processing, with Finance Department's supervision. AG Punjab should enforce strict timelines and coordinate with Provincial Departments to expedite cases. The Punjab IT Board should develop automated solutions to streamline pension processing.

IMPLEMENTATION STATUS:

The Agency reported that the Additional Secretary (PP&CM), Regulations Wing of S&GAD, chairs a biannual meeting with the Deputy AG, Punjab and Administrative Departments to review pension case disposal. To provide financial sustainability, AG Punjab grants Anticipatory Pension at 65% of the last drawn basic pay for one year. A dedicated Pension Facilitation Center has been established to streamline case preparation, address objections, and assist departments and pensioners, ensuring accurate documentation and expediting final approval. Despite departmental delays, AG Punjab processes complete cases within 3 to 12 days. SOPs have been implemented through the SAP Change Tracking System and E-Diary for efficient handling, while the School Education Department has transitioned to online pension processing via HRMIS in collaboration with PITB and AG Punjab, with other departments gradually adopting the E-Pension system. We are very proud of our role in bringing about these admirable efforts to ease the issues faced by retirees.

Auqaf & Religious Affairs Department:

RECOMMENDATIONS:

Complaints primarily involve the lease of Auqaf land, allotment of residential quarters, delays in financial assistance for widows,

administrative control of Mazarat, and the appointment of Imams. Delays in departmental responses further prolong case resolution. To address this, an officer of at least Additional Secretary rank should be designated to ensure timely case disposal. Additionally, SOPs should be established to assess staff conduct concerning sectarian affiliations, with strict monitoring to prevent the display of sectarian material in mosques and madrassas under the Auqaf Department's control.

IMPLEMENTATION STATUS:

The Agency reported that the Additional Secretary, Auqaf Department, has been designated as the Focal Person for this matter. Further, employees posted in mosques and shrines under the Auqaf Department are public sector employees responsible for implementing government policies, including promoting interfaith harmony.

Benevolent Fund Boards:

RECOMMENDATIONS:

Benevolent Fund Boards frequently delay case processing, often citing missing documents instead of assisting subscribers. Clear checklists should be displayed, and staff shortages, especially at the Provincial Board, must be addressed with additional personnel and supervisory support. The unresolved status of ESTs (BS-16) as gazetted officers requires uniform instructions from Provincial Boards. Inconsistent budget releases to District Boards cause payment delays, necessitating regular fund allocation. The Provincial Benevolent Fund Board's Help Desk should be more efficient, with a telephonic helpline for accessibility. District Boards should request missing documents rather than returning applications. Regular meetings should be ensured through Deputy Commissioners' monthly meetings, and Provincial Boards must effectively use PITB software. In order to ease hardships for widows, Provincial Benevolent Fund Board meetings must be held quarterly without fail.

IMPLEMENTATION STATUS:

The Agency reported that during 2024, the Benevolent Fund received 51,898 scholarship and 23,993 grant applications. While checklists are provided, delays persist due to incomplete submissions and staff shortages. Automation is being introduced for email and app notifications, e-filing, and real-time status tracking at bfms.punjab.gov.pk. Since May 2022, all EST BS-16 cases are handled at the Provincial Board. Budget demands are invited twice yearly, with funds released accordingly. A help desk and helpline (042-99204035) assist applicants, and automation will improve accessibility. District Boards must retain applications and separately communicate deficiencies. Regular meetings, especially around fund releases, are encouraged, with Provincial-level automation set to extend to District Boards. Most disbursement powers rest with the Secretary (Funds) and Financial Advisor (BF), while late applications require Competent Authority's approval. We are very proud of our role in bringing about these admirable efforts to ease the issues faced by applicants.

Revenue/Board of Revenue Punjab:

RECOMMENDATIONS:

The Revenue Department faces frequent complaints, requiring clear directives from Senior Member Board of Revenue to improve public service. Officials often refuse to issue Fard Malkiat based on cultivation entries, violating legal provisions that must be strictly enforced. Delays in digital Khasra Girdawari copies hinder grievance resolution which necessitates immediate issuance. Clear guidelines on inheritance, registered deeds, and gift mutations should be displayed at tehsil offices and Dehi Markaz Maal to assist applicants.

Fraud in oral mutations remains a concern, requiring mandatory banking transactions to prevent unrecorded transfers. Revenue officers often exceed their authority, violating legal provisions, highlighting the need for better legal awareness. Patwaris facilitate illegal land transfers, necessitating strict monthly monitoring by District Collectors. The absence of relevant officer(s) cause hardships for landowners, requiring strict enforcement of office hours. Weak record-keeping enables land grabbing, calling for a survey to identify and protect government lands. Delayed inquiries allow corruption to persist, requiring expedited decisions by Deputy Commissioners and improved Board of Revenue oversight. Regular review meetings at division and Board of Revenue levels are essential to ensure timely resolution of partition and demarcation cases.

IMPLEMENTATION STATUS:

The Agency reported that the partition of a joint account/khata is complex and varies by case. The Board has instructed field formations to expedite partition cases as per the Punjab Land Revenue Act, 1967, and monitors them via Revenue Court Management System (RCMS). The proposed process may slow sale/purchase transactions, but revenue laws allow recovery from sellers of excess land. Any joint owner can request partition under Section 135 of the Act. Digital Girdawari, launched in 2021, has eased public hardships.

Mutation review remains complex, often linked to undisclosed property sales. Such cases require diligence and are reviewed under Section 163, though without a set timeline. The Board monitors pending court cases via RCMS. Authorities, including the Punjab Land Records Authority (PLRA) and Deputy Commissioners, facilitate public access to attested revenue records. PLRA has digitized land records at 202 centers, processing millions of transactions yearly. System slowdowns are sometimes reported due to internet issues, peak hours, or technical problems. PLRA continues improving services and supports digitalization for government agencies. PLRA has a robust complaint redressal system via multiple platforms, ensuring swift resolution. Khewat Mutation Issue (KMI) Committees address blocked khewats, with progress monitored at district and Board levels. Deputy Commissioners and law enforcement agencies are empowered to vacate private land upon complaints.

To deter corruption, the Board instructed Deputy Commissioners to conclude pending inquiries against revenue field staff and report on monthly basis. This issue is now a standing agenda in Commissioners' Conferences.

Communication & Works Department:

RECOMMENDATIONS:

Project execution is often delayed after tendering, leading to wasted public funds and public inconvenience. Schemes must be completed within the specified timeframe, with extensions granted only in exceptional cases with valid justification. A fixed timeline should be established for returning contractors' security deposits after project completion, ensuring compliance with specifications and agency satisfaction. Additionally, District Collectors frequently undervalue land in DPAC assessments, often below market rates. Many projects commence without proper land acquisition under Section 11 of the Land Acquisition Act 1894, leaving landowners unpaid for years. Payments must account for the time value of money to ensure fair compensation.

IMPLEMENTATION STATUS:

The Agency reported that granting time extension is mainly due to piecemeal funding. The issue of return of security deposits is dealt as per contract agreement. Further that the decision of DPAC is a prerogative of district administration.

Directorate General, Katchi Abadis:

RECOMMENDATIONS:

Many residents from the Katchi Abadis Scheme 2012 survey have yet to receive proprietary rights. These should either be granted or a fresh survey conducted to differentiate between approved settlements and encroachments. A definitive cut-off date should be set, recognizing all residential buildings constructed before it as Katchi Abadis and granting proprietary rights accordingly. For settlements where commercial activities exist without proprietary rights, sites should be auctioned at market price. Areas with commercial potential should have multi-story flats built for residents, allowing vacated land to be auctioned. Additionally, declared Katchi Abadis must be provided with roads, sewerage, and electricity to enhance optimal living conditions.

IMPLEMENTATION STATUS:

The Agency reported that a total of 115,570 proprietary rights have been granted in urban areas and 3,748 in rural areas, with the remaining cases still in process. The cut-off date of 31.12.2011 under the Punjab Katchi Abadis Act 1992 can only be changed through an amendment, though doing so may encourage encroachments. Commercial properties in Katchi Abadis are allocated via open auction. A proposed Rs. 2,000 million multi-storey flats scheme was dropped due to lack of land availability and residents' unwillingness to relocate. Civil amenities in these settlements are provided by local governments and development authorities.

Environment Protection Department:

RECOMMENDATIONS:

Smog has worsened in recent years, with existing measures proving inadequate. A comprehensive policy is needed to address key contributors such as outdated vehicles, industrial emissions, brick kilns, and stubble burning. Urban and rural areas require distinct yet coordinated strategies to lower pollution levels, with effective stakeholder sensitization for preventive measures. The Environment Protection Department should lead efforts to promote eco-friendly fuels by engaging experts to draft recommendations, which should then be submitted to the Federal Government for further action.

IMPLEMENTATION STATUS:

The Agency reported that EP&CCD has implemented preventive measures to tackle smog, particularly in Lahore, and has formulated comprehensive environmental policies. Under the Punjab Environmental Protection (Smog Prevention and Control) Rules 2023, substandard fuel use in industries and brick kilns has been banned. Experts have been engaged to develop policies focusing on cleaner fuels and reducing vehicular emissions. The Punjab Clean Air Policy 2023 aims to adopt Euro-V or higher fuel standards by 2030 and promote electric and hybrid vehicles. The Climate Resilient Punjab Vision and Action Plan 2024 sets targets of 30% electric vehicle sales by 2030 and 40% by 2035. Additionally, the Punjab Environmental Protection (Motor Vehicles) Rules 2013 regulate vehicular emissions. These expert-driven policies, available at epdpunjab.gov.pk, demonstrate Punjab's commitment to pollution control and sustainable development. We are very proud of our role in bringing about these admirable efforts to ensure a cleaner environment for all of us.

Excise, Taxation And Narcotics Control Department:

RECOMMENDATIONS:

Complaints persist over delays in issuance of vehicle number plates due to outsourcing and provincial decisions, requiring a uniform policy for timely delivery. Property tax assessments are often flawed due to inaccurate surveys, necessitating corrective measures. Retired civil servants, widows, disabled persons, minors, and owners of self-occupied houses up to 5 Marla face difficulties despite exemptions, highlighting the need for improved surveys and computerized records. Frequent incorrect assessments lead to lengthy rectifications without accountability, warranting strict disciplinary action. Some districts unlawfully tax rental income, while private agents overcharge for vehicle registration, requiring strict oversight. Excise officials wrongly collect outstanding taxes from current rather than previous owners, violating the Punjab Urban Immovable Property Tax Act, 1958. Properties over 5 Marla with multiple owners are taxed as a single unit, necessitating clarification. Additionally, the lack of proof for property tax notices leads to disputes, requiring a verifiable delivery system.

IMPLEMENTATION STATUS:

The Agency reported that delay in issuing 1.9 million vehicle number plates due to the expired NRTC contract has been resolved, with 900,000 plates produced and an open market model adopted since April 2024. Property tax assessments, currently based on annual rental value, will shift to a capital value system (DC Table) in January 2025 for greater accuracy.

Tax exemptions for retired civil servants, widows, minors, and disabled persons require annual renewal, with compliance recommendations in place. Appeals against incorrect tax assessments are allowed, with accountability measures for irregularities. Property tax is based on land and covered area, not income, and no private entity is authorized for vehicle registration. Under Section 14 of the Punjab Urban Immovable Property Tax Act 1958, unpaid property tax can be recovered from tenants if the owner defaults. Clarifications have been made regarding bifurcated and jointly owned properties, ensuring fair assessments. Efforts to improve property tax notice delivery, including online access, are underway.

Finance Department:

RECOMMENDATIONS:

Processing of family pension claims, OSD posts, death allowance, and Rule 17-A appointments needs improvement to reduce litigation. An online portal, developed with PITB, should streamline claims for deceased government employees' families, enabling automated issue resolution. The Finance Department should collaborate with PITB to create a centralized employee database for regular updates, allowing competent authorities to approve OSD posts digitally. This system should integrate with A.G. Punjab, Benevolent Fund, G.P. Fund, and insurance databases to ensure timely disbursement of benefits to grieving families.

IMPLEMENTATION STATUS:

The Agency reported that in order to mitigate financial hardships, Punjab Pension Rules were amended to allow AG/DAOs to grant a one-year anticipatory pension post-retirement, with full pension processed upon case submission. Family pension cases are addressed promptly, except in disputed claims. The Finance Department, as per Punjab Government Rules of Business 2011, handles post creation, requiring departments to submit complete cases within 10 days of an officer's death to avoid delays. Rule 17-A stands omitted. Benevolent and Marriage Grants fall under the Punjab Benevolent Fund Board. Employees' records are maintained in the SAP system, ensuring data security. Payment delays primarily stem from administrative departments or employees, and efforts are underway to streamline the process following the Ombudsman's recommendations.

Forest, Wildlife And Fisheries Department:

RECOMMENDATIONS:

Forest Department faces administrative and environmental challenges, including delays in pension processing, GP Fund, OSD post creation, financial assistance, and Rule 17-A appointments, necessitating streamlined procedures. Illegal logging, often aided by Departmental collusion, requires stricter monitoring and harsher penalties. Despite extensive tree plantation efforts, poor sapling survival rates call for dedicated oversight committees in schools and offices. Additionally, illegal hunting of endangered species like deer, stag, and urial remains a serious issue, demanding targeted conservation measures to restore wildlife populations.

IMPLEMENTATION STATUS:

The Agency reported that it has made significant progress in processing pension, GP Fund, financial assistance, and OSD post cases, with minimal pending matters. Rule 17-A appointments have been omitted by the government. To combat illegal tree cutting, enhanced surveillance, stricter penalties, and improved governance measures have been implemented, though staff shortages remain a challenge. Tree plantation efforts face monitoring difficulties due to vast sites and limited personnel, but solutions like community involvement, technology-based tracking, and institutional care committees are being introduced. Wildlife conservation has received a Rs. 2,191M grant, with new staff recruitments underway. Additionally, digital reforms, including online permits and a public awareness communication hub, aim to streamline processes and strengthen conservation efforts.

Health:

PRIMARY & SECONDARY HEALTH CARE DEPARTMENT:

RECOMMENDATIONS:

A strong primary healthcare system is crucial to reducing pressure on higher-tier facilities, but challenges like HR shortages, infrastructure gaps, financial constraints, and poor service quality persist. Improving doctor availability at BHUs/RHCs through incentives, rationalizing healthcare facilities, and strengthening essential medicines, diagnostics, maternal care, and immunization coverage are necessary. Access to clean water and sanitation should be improved, the National Nutrition Policy enhanced, and an Integrated Disease Surveillance & Response System (IDSRS) implemented for outbreak control. Inactive THQ Hospital welfare accounts need immediate reactivation to restore Zakat funds for underprivileged patients. Complaints about staff shortages, poor service, and lack of availability of medicines at DHQs, THQs, RHCs, and BHUs highlight the need for better HR management. Despite a significant annual budget, District Health Authorities suffer from mismanagement, financial irregularities, and a lack of critical equipment like dialysis machines and ventilators.

A comprehensive performance and financial audit is essential to ensure effective resource utilization and improved healthcare delivery. The huge pending liabilities has led to substantial number of complaints.

IMPLEMENTATION STATUS:

The Agency reported that the Hospital Welfare Committees operate under the Punjab Zakat & Usher Department, which manage all related funds. To enhance service delivery, the P&SHF has established a Command & Control Center with a 24/7 helpline (1033) for swift complaint resolution regarding treatment, lab tests, medicine availability, and staff behavior. Medicine shortages are addressed through bulk and local purchases, supplemented by DGHS supplies when needed. The IRMNCH & Nutrition Program operates through BHUs, RHCs, and community health workers under P&SHD, achieving 90% of its targets despite receiving only 64% of the approved budget for 2022-23. A third-party evaluation (MICS) will assess progress on maternal and neonatal mortality reduction. Additionally, the Project Management Unit (PMU), established in 2016, has strengthened healthcare in Punjab by upgrading HR, infrastructure, medical equipment, and IT systems. It has facilitated the supply of ventilators and dialysis machines to THQ/DHQ hospitals, significantly improving critical care services. We are proud to have played a role in bringing about positive changes which will help patients.

SPECIALIZED HEALTHCARE AND MEDICAL EDUCATION DEPARTMENT:

RECOMMENDATIONS:

The Agency oversees a vast healthcare network, including 7 DHQ hospitals, 45 teaching/tertiary hospitals, 6 medical universities, 14 medical institutes/colleges, and 56 nursing schools, providing specialized care. Public concerns include equipment shortages, lack of diagnostics, infrastructure deficiencies, medicine unavailability, and financial constraints. Maternal and child healthcare remains a challenge, with high infant and maternal mortality rates, while 70-80% of tertiary care patients could be treated at the primary level. Rs. 57.452 billion has been allocated for hospital upgradation and facility revamping. Overcharging at hospital parking stands persists due to contractors obtaining court stays. The Ombudsman has directed SHC&ME to propose a permanent solution in line with Lahore High Court rulings. Communicable disease outbreaks, including dengue, hepatitis, and respiratory infections, require stronger surveillance, sanitation improvements, and waste management interventions. Medical retirement audits revealed irregularities in invalidation certificates, leading to an online submission and verification system overseen by a monitoring cell under Director Health Services (HQ). Frequent doctor absences and medicine shortages indicate administrative lapses, requiring surprise inspections and biometric attendance systems to improve staff accountability and service delivery. A substantial number of complaints have been received regarding pending liabilities in lieu of payments to vendors.

IMPLEMENTATION STATUS:

It has been reported that all SHC&MED Institute Heads must ensure staff availability during morning duty hours. Public hospitals independently procure medicines and medical devices within their budgets, with policies like an annual procurement calendar, local purchases, and HMIS resource-sharing enhancing efficiency. Since FY 2022-23, top-up supplies have further strengthened supply chains. Medicine and medical device regulation is a joint Federal-Provincial responsibility, with DRAP managing product registration and pricing, while P&SHD oversees market availability through drug inspectors. Invalidation certificates are processed by P&SHD, with the Director General Health Services as the final authority, while SHC&MED forms Special Medical Boards only upon request. Finance Department releases budgets quarterly, and most SHC&MED institutions operate under the Punjab Health & Medical Institutions Act 2003 (amended 2016). Financial liabilities are cleared through allocated budgets with approval from relevant authorities.

Higher Education Department (HED):

RECOMMENDATIONS:

Public Sector Universities in Punjab often fail to enforce recruitment quotas for specially-abled persons, necessitating stricter monitoring by the Higher Education Department. A shortage of lecturers and professors persists due to an unstructured transfer policy, requiring a well-defined HR strategy for equitable faculty distribution. Students face difficulties in obtaining Matric and Intermediate certificates due to misplacement by Pakistan Post or school clerks. BISE should establish a secure delivery system, ensuring direct handover to private students at home and to schools/colleges for regular students. Additionally, duplicate certificate fees should be waived in cases of misplacement beyond students' control. With youth unemployment at 18.9%, Punjab's education system requires major reforms. Despite having 821 colleges and over 710,000 students, challenges such as poor teacher training, high fees, and a flawed examination system persist. Key solutions include enhancing teacher training, fostering public-private partnerships, upgrading curricula and infrastructure, reducing dropout rates, expanding digital and technical education, and improving affordability.

IMPLEMENTATION STATUS:

Department reported that it has taken concrete steps to implement key recommendations in the education sector. Public Sector Universities in Punjab have been directed, through official correspondence, to ensure strict compliance with recruitment quotas for specially-abled persons. Additionally, a comprehensive Transfer/Posting Policy, approved by the Cabinet, has been issued to address faculty shortages and ensure equitable postings.

To streamline the issuance of Matric and Intermediate certificates, all Boards of Intermediate & Secondary Education (BISE) in Punjab have been instructed to improve delivery mechanisms, with feedback indicating progress. Furthermore, the Director Public Instructions (Colleges), Punjab has been formally directed to implement reforms for better educational outcomes.

Housing, Urban Development And Public Health Engineering

RECOMMENDATIONS:

Unregulated residential expansions in Punjab are leading to fraudulent schemes, necessitating strict legal action against illegal developers. A total of 14,574 marlas remain under encroachments, with 87 civil cases involving 2,732 marlas still unresolved, requiring a coordinated retrieval strategy. Poor interdepartmental coordination has hindered the proper transfer of urban water supply schemes, prompting the need for collaboration between relevant Departments. Additionally, persistent complaints about sewerage and basic amenities indicate weak grievance redressal, necessitating an efficient complaint monitoring system by WASA and PHA. Lastly, subscriber deduction records require regular updates, and the refund process for Government servants must be expedited for transparency.

IMPLEMENTATION STATUS:

It has been reported that Development Authorities under HUD&PHED are enforcing strict legal measures against illegal housing schemes, including sealing offices, demolitions, FIRs, and legal prosecutions under the Punjab Development of Cities Act, 1976. Private housing schemes are approved only after land verification, and violations result in enforcement actions and anti-encroachment operations. HUD&PHED and LG&CD oversee approvals and building control without inconsistencies. WASA Faisalabad operates a grievance redressal system, covering sewerage and water supply for a significant portion of the city, while PHA Faisalabad manages extensive green spaces to combat pollution. PGSHF subscription records are periodically updated, and a structured refund mechanism ensures transparency and efficiency.

Irrigation Department:

RECOMMENDATIONS:

Complaints are received about incorrect Abiana assessments despite a flat-rate system. The Department must ensure updated ownership records and accurate demand verification in Nehri Khatonis and Warabandies. Violations in irrigation practices, including canal water theft, improper outlets, and favoritism towards influential landowners, necessitate strict monitoring and disciplinary action.

Water theft, particularly in Gujranwala and Gujrat during the rice season, causes financial losses, requiring collaboration with Revenue Officials and Police for prevention of these practices. Illegal water outlets facilitated by irrigation staff and political figures must be surveyed and legally addressed. Delays in Bhal Safai and drain cleaning impact farmers, requiring strict implementation of a yearly plan. Unresolved land compensation cases spanning over 40 years need urgent review by a high-level committee. At the Secretariat level, delays in financial assistance, leave encashment, pensions, and OSD post creation persist due to procedural issues, highlighting the need for a joint coordinating forum for prompt resolution.

IMPLEMENTATION STATUS:

The Agency reported that the Punjab Revenue Manual mandates accurate girdawari records and water rate assessments, now digitized via the e-Abiana software, which replaces manual assessments with automated e-bills. The Punjab Irrigation Department's PMIU actively monitors water distribution and theft through field visits, while the ICMC handles complaints across multiple platforms. Joint Inspection Teams, comprising Assistant Commissioners, Irrigation SDOs, and Police SHOs, enforce anti-theft measures by registering FIRs and conducting regular inspections. Illegal water outlets are identified and removed through coordinated efforts with police and district authorities, enhancing agricultural sustainability. To counter silt accumulation in canals, Punjab executes an annual desilting campaign, with the 2023-24 drive improving water supply in 1,522 canals. Land acquisition delays often stem from postponed DPAC meetings, necessitating fixed timelines for efficient payment processing. Financial assistance and leave encashment cases are contingent on budget availability, while OSD posts for deceased officials' legal heirs require thorough documentation. Officers assist families in case of missing documents, ensuring continuous monitoring for timely resolution.

Labour Department:

RECOMMENDATIONS:

The minimum wage policy is poorly enforced, with violations often ignored and minimal penalties imposed. Labour plot allotments remain a persistent issue due to inaction despite repeated concerns. PESSI delays payments to pharmaceutical companies due to bureaucratic transitions; outgoing authorities should delegate financial responsibilities to ensure smooth processing. Families of deceased work charge employees face prolonged hardships due to incomplete service records, requiring a compassionate resolution. Child labour persists despite legal frameworks; stronger enforcement and a clear policy assigning responsibilities in education and social welfare are essential for meaningful intervention.

IMPLEMENTATION STATUS:

It has been reported that the Labour Department enforces the Punjab Minimum Wages Act, 2019, with 169,785 inspections, 32,186 prosecutions, and Rs.15.58 million in fines. Child labour laws are also actively implemented, leading to 1,296 FIRs and 229 children being referred to welfare institutions. Labour colony issues fall within the Punjab Workers Welfare Fund Housing Allotment Policy – 2021, which limits transactions to registered workers. Despite the Ombudsman’s recommendation for amendments, the Governing Body opted for a policy review instead. PESSI payment delays are subject to governing body decisions, though payments are processed on time. A policy framework since 2021 provides grievance redressal mechanisms for work-charged employees. The Labour Department is also finalizing MOUs with NGOs for child labour rehabilitation and planning new schemes for FY 2025–26.

Punjab Workers Welfare Fund:

RECOMMENDATIONS:

Delays in PWWF payments for scholarships, marriage, and funeral grants stem from the Federal Government’s fund shortages, leaving workers disappointed despite approvals. The Punjab Worker Welfare Fund must coordinate with federal authorities to expedite pending claims. To address benefit non-payment complaints, WWF Punjab has introduced an IT-based disbursement system, which the Labour Department should sustain for transparency and efficiency. Additionally, reports of uncooperative behavior from PWWF officials toward workers and their children require senior officers to enforce compassionate and respectful treatment of beneficiaries.

IMPLEMENTATION STATUS:

During FY 2023–24, PWWF disbursed Rs. 9.051 billion for 39,349 cases, with an additional Rs. 2.988 billion approved for 11,457 cases, pending fund availability. To enhance efficiency, PWWF partnered with Punjab IT Board to upgrade its MIS and signed an SLA with Bank of Punjab for digital disbursements, with marriage grants operational since October 2024. A comprehensive online platform, helpline (042-99260242), and complaint cell (1314) have been established, alongside a front desk at PWWF to assist workers and students with applications and grievances.

Lahore Development Authority (LDA):

RECOMMENDATIONS:

LDA requires urgent reforms to address key challenges. Land compensation records should be digitized to prevent disputes, and a professional marketing wing is needed to compete with private developers. A dedicated court in Lahore High Court is necessary to expedite over 15,000 pending cases, while public-private partnerships can drive large-scale projects. Strict action is required against the commercial use of residential properties, and alternative dispute resolution should be implemented.

LDA's website needs modernization in collaboration with PITB, and improved intra-departmental coordination will enhance efficiency. Transparent recruitment is essential to address staff shortages, and vendor payments for project inaugurations should follow formal procedures. The One Window facility requires significant improvements, and delays in map and NOC approvals must be resolved with a clear fee structure and displayed timelines in LDA offices.

IMPLEMENTATION STATUS:

The Agency reported that it has nearly completed land record digitization with PLRA, ensuring transparency in acquisitions and compensation. A Marketing Directorate has been approved, and a social media consultant is being hired temporarily. While Lahore High Court declined a dedicated court, Civil and Appellate Courts manage LDA cases. Public-private partnerships are advancing, including a PPP project at Kahna Kacha Flyover and joint ventures for LDA City. Strict penalties on illegal commercial use of residential properties have led to increased compliance, and a negotiation committee is expediting out-of-court settlements, resolving many LDA Avenue-1 litigations.

Timely project completion remains a priority, with independent evaluations ensuring quality. Auction strategies have been revamped, introducing balloting for residential plots and installment plans. LDA's website is being modernized, and intra-departmental coordination has improved through digitized approvals. Recruitment is progressing, with Grade-17 hiring via PPSC and lower-grade requests submitted. Vendor payment policies are under review, and a committee is addressing pending claims. The One Window Cell has been upgraded with new counters and a call center for better service. Transparency measures include online and office-displayed checklists, with expedited approvals for maps and NOCs.

Local Govt. Department/District Administration:

RECOMMENDATIONS:

The Local Government system struggles with inefficiencies in sanitation, water supply, waste management, and horticulture, with widespread complaints of corruption. Sanitary workers focus on markets while neglecting residential areas, necessitating stricter supervision. Union Council Secretaries face bribery allegations in issuing vital documents; displaying fee schedules and clear SOPs can reduce corruption. Poor sanitation at the tehsil level calls for improved municipal services. Development schemes should prioritize urgent repairs of sewerage and water systems, while encroachments must be removed proactively. Lahore's Metropolitan Corporation reacts to encroachments only under media pressure, requiring consistent enforcement. Waste management remains outdated, demanding modernization and structured service charges. Underdeveloped districts face severe deficiencies in sewerage, road maintenance, and drinking water, needing targeted provincial funding. Pension delays persist due to irregular fund releases, necessitating timely financial allocations.

IMPLEMENTATION STATUS:

The LG&CD Dept. has digitized its HR system, resolving 44 PEEDA inquiries since April 2024 to improve efficiency. The Suthra Punjab program completed 57.7 million sanitation activities, with a control room and mobile app for monitoring. Waste management outsourcing now covers 146 tehsils. Union councils are regulated through fee display boards, inspections and disciplinary actions. A monthly Special Purpose Grant of Rs. 8.33 billion supports municipal corporations in improving services. Development schemes are proposed to the P&D Board, with encroachment removal clearing 72,494 roads and imposing Rs. 44.77 million in fines. MCL cleared 3,427 km of roads, sealed 1,939 premises, and issued Rs. 21.89 million in fines. Waste management expansion includes material recovery facilities and a landfill, with further projects planned. The Punjab Rural Sustainable Water Supply and Sanitation Project, funded with Rs. 96.2 billion from the World Bank, targets 2,000 villages. Financial constraints persist due to discontinued development funds since 2017, though supplementary grants and a 15% PFC share increase help manage liabilities.

Mines & Minerals Department:

RECOMMENDATIONS:

Mines & Minerals Department must address illegal excavation and groundwater pollution, as contractor violations persist despite inquiries. Stricter rule revisions, enhanced monitoring, and stringent penalties are essential to curb improper toxic water disposal and enforce compliance. A Regional Office investigation in Jhelum exposed severe resource constraints, with an Assistant Director overseeing 111 mines with minimal staff and inadequate transport. Similar inefficiencies likely exist in other districts, necessitating urgent administrative intervention to ensure effective oversight and regulatory enforcement.

IMPLEMENTATION STATUS:

It has been reported that the Department has introduced several measures to curb illegal mining, including District Mines & Minerals Committees led by Deputy Commissioners, Anti-Theft Mobile Squads, and a drone surveillance project. A public helpline is also being launched. District monitoring committees oversee coal mining areas to ensure environmental compliance, while a feasibility study for a saline drain in Sargodha has been completed, with PC-1 preparation underway.

To address staff shortages identified by the Ombudsman Punjab, personnel have been added to understaffed offices, including Jhelum. A hiring summary for field staff is in progress, with plans to introduce Mineral Guards for improved monitoring. New vehicles are being procured, and repairs to existing ones, including Jhelum's, have been completed within budget.

Parks And Horticulture Authority:

RECOMMENDATIONS:

PHA is responsible for maintaining public parks and green belts, but complaints received by the Ombudsman's Office highlight poor maintenance due to weak supervision, lack of funds, and staff shortages. To address this, Director Generals of PHA Lahore should ensure better resource utilization, strict supervision, and effective management of available machinery and manpower to improve park conditions.

IMPLEMENTATION STATUS:

Reportedly, PHA Lahore has taken significant steps to improve park and greenbelt maintenance. Recently, 459,263 trees/plants were planted to enhance Lahore's environment and combat smog. Additionally, 35 community parks were revamped, and electronic bikes were introduced to reduce carbon footprints. Despite financial constraints, PHA Lahore has strengthened internal management, auditing, and resource allocation, ensuring better repair and maintenance of parks and green spaces for public benefit.

Police:

RECOMMENDATIONS:

Punjab Police should enforce Supreme Court rulings for timely FIR registration, monitored by SP Complaints. Specialized homicide units and forensic collaboration are required to improve investigations and conviction rates. A tenure-based posting policy and forensic training would enhance case handling. Public grievances should be addressed through complaint systems, Khidmat Marakiz, and DPO-led open courts. Strict action should be taken against misconduct, bribery, and illegal detentions. Police accessibility should be improved via duty rosters, inspections, and online appointments. Oversight of SHOs would prevent interference in civil disputes, while community policing and vigilance committees would help eliminate outdated practices.

IMPLEMENTATION STATUS:

The Agency reported that Punjab Police enforces free FIR registration with strict monitoring and accountability for delays. Forensic units, centralized case tracking, and officer performance reviews improve conviction rates. Transfers follow Police Order 2002, with mandatory training and an Internal Accountability Branch (IAB) addressing misconduct. Crime prevention relies on CCTV, public engagement, and technology. Strict monitoring curbs illegal custody, while body cameras and surprise checks enhance transparency. Misconduct, delays, and abuse of power are tackled through training, complaint portals, and oversight by IAB. Public access to officers is ensured via fixed hours and digital tracking. Police are prohibited from interfering in civil disputes without court orders. Anti-corruption measures include internal audits, vigilance, and performance-based incentives.

Punjab Healthcare Commission:

RECOMMENDATIONS:

Complaints of quackery and malpractice in hospitals have prompted interventions, leading to clinic closures and enforcement of MSDS regulations. While PHC oversees the health sector, increasing negligence cases require stricter enforcement through random inspections and a comprehensive anti-quackery campaign. PHC, established in 2010 to address medical negligence, faces delays in resolving cases, undermining its effectiveness. Streamlining procedures for faster grievance redressal is essential to ensure timely accountability in healthcare services.

IMPLEMENTATION STATUS:

The PHC regulates healthcare quality by enforcing MSDS through inspections and compliance monitoring. It combats quackery with district authorities under Section 36 of the PHC Act, using data-driven enforcement and empowering District Health Authorities to seal illegal clinics. Medical negligence cases are handled under Section 23 of the PHC Act and Complaints Management Regulations, 2014. To improve efficiency, PHC has introduced a Simplified Complaint Filing Mechanism and is refining investigation procedures with stricter timelines, ensuring transparency and accountability in healthcare services.

Punjab Social Protection Authority:

RECOMMENDATIONS:

Punjab Social Protection Authority (PSPA) manages the Zewar-e-Taleem stipend, but biometric verification issues and lack of guidance from agents often delay payments. To improve access, district-level representatives should assist beneficiaries, and support mechanisms should be established at schools, district offices, and a central control office. The stipend disbursement process is complex, leading to delays and non-payments. A collaborative one-window management system involving PSPA, PMIU-PESRP Lahore, DMO offices, and the School Education Department is needed to streamline data collection, grievance redressal, and payments.

IMPLEMENTATION STATUS:

The Zewar-e-Taleem Program provides Rs. 1000 monthly stipends to female students in 16 low-literacy districts, aiming to improve enrollment, attendance, and nutrition. Managed by PSPA and facilitated by Bank of Punjab, payments are processed through HBL-Konnect, UBL-Omni, and Alpha Pay. Besides, PMIU-PESRP ensures accurate student data, while District Monitoring Officers and school teachers act as focal persons for complaint resolution. PSPA's Social Protection Helpline (1221) supports beneficiaries, and API integration is being developed for seamless data transfer. Campsites have been established to assist with registration and withdrawals, with ongoing efforts to simplify disbursement and promote girls' education.

Punjab Safe Cities Authority:

RECOMMENDATIONS:

This Office has endeavoured for three years to improve hospital security by getting the SOPs implemented and integrating hospital CCTV cameras with Safe Cities Authorities. The process, covering 19 hospitals in Lahore, needs to be expedited. With 35% of Safe City cameras non-functional, traffic monitoring and crime prevention are severely impacted. The Authority must ensure prompt repairs to restore full functionality.

IMPLEMENTATION STATUS:

The Agency reported that PSCA's contract with Huawei for camera maintenance ended in February 2024, temporarily reducing the online camera count from 5000 to 3000 during the transition to a new contractor. The count has since improved to 5300 and continues to rise. Camera functionality is affected by UPS, battery systems, and Optical Fiber Cable (OFC) connectivity, often disrupted by development projects. Despite Huawei's absence, PSCA has restored most cameras and is actively working on the remaining ones using new hardware.

School Education Department:

RECOMMENDATIONS:

Public schools face numerous challenges including inadequate infrastructure, missing facilities, unsafe buildings, delayed book distribution, teacher protests, and financial constraints. Solutions require improved access, digitalization, teacher training, alternate learning methods, and vocational education. Teacher shortages, especially in remote areas, leave schools non-functional, requiring urgent hiring.

IMPLEMENTATION STATUS:

The School Education Department has prioritized reduction of dropout rates and improvement of infrastructure. In 2023-24, Rs. 446 million was spent on missing facilities and school upgrades, while Rs. 8.5 billion was allocated for the Afternoon Schools Program. For 2024-25, Rs.750 million is set aside for school improvements, including 4,286 new IT labs. To enhance learning, 9,600 Early Childhood Education rooms, 80 Aspire classrooms, and 6,060 learning camps were established. The Single National Curriculum is being implemented with free textbook distribution, and school outsourcing has expanded, increasing enrollment to 615,000 students.

Education quality is improving through Rs. 2.3 billion spent on teaching aids and digitalization efforts such as SIS, HRMIS, PEPRIS, and digital textbooks. Over 39,000 teachers have been trained, while distance learning initiatives like "Taleem Ghar" and e-libraries have been introduced. Programs like Zewar-e-Taleem, Afternoon Schools, and Foundational Literacy & Numeracy tackle dropout rates. QAED provides modern teacher training, while STEAM education and digital resources support learning. Free education and textbooks are ensured under Article 25-A and the Punjab Free and Compulsory Education Act 2014.

Chapter

04

Use of Information and Communication Technology

The Office of the Ombudsman Punjab uses Information and Communication Technology (ICT) with its result-oriented core processes to enable the expeditious redressal of grievances of complainants. The Office of the Ombudsman Punjab provides effective, efficient and free of cost service delivery to the general public and Overseas Pakistanis through the use of innovative tools of information technology and which are designed as per e-Governance parameters like fairness, transparency, accountability and independence.

Office of the Ombudsman Punjab has successfully deployed the dedicated PRI Line Link from NTC to our in-house developed 24/7 Helpline 1050 call center infrastructure. It allows all citizens of Pakistan to reach us through our 24/7 Helpline 1050 launched with slogan of 'Dial 1050 One Call Away'.

Helpline 1050 is integrated with the Ombudsman Punjab Management Information System as a Helpline 1050 Module which allows the staff who receive calls from complainants to directly register the calls of complainants within the system with the relevant districts. This allows the complainants to get more responsive coordination and compliance from our regional offices across Punjab through 24/7 Helpline 1050. The core features of 24/7 Helpline 1050 are:-

- Instant Response System
- Result based Monitoring
- Fast Track Redressal of Complaints
- Continuous Follow ups with Complainant

Providing access to Overseas Pakistanis on website through Overseas Pakistanis Complaint Management System

Registration of complaints

<https://ombudsmanpunjab.gov.pk/register-complaint-overseas-pakistanis>



Register A Complaint (Overseas Pakistanis)

OVERSEAS PAKISTANIS COMPLAINT MANAGEMENT INFORMATION SYSTEM

OFFICE OF THE OMBUDSMAN PUNJAB
Prof. Ashfaq Ali Khan Road, Lahore
<https://www.ombudsmanpunjab.gov.pk/>

You can lodge your complaint to any of our 41 District Regional Offices by using this Form. If you want to attach/upload multiple supported documents you can click on Attach Supported Document (Choose Files). As the complainants are kept informed regarding complaint redressal activities via SMS and E-Mail, hence, provision of valid cell number is mandatory. Where mobile network is converted (portable) SMS cannot be sent. In case you do not have a mobile, you can provide cell number of any of your family member / close relative.

وفاقی محتسب پنجاب میں آن لائن شکایت درج کرنے کا طریقہ انتہائی آسان ہے۔ آپ دیے گئے شکایت فارم کو استعمال کرتے ہوئے، وفاقی محتسب پنجاب کے وہ ڈسٹرکٹ رجمنٹل دفاتر میں سے کسی بھی دفتر میں اپنی شکایت درج کروا سکتے ہیں۔ اگر آپ درخواست کے ساتھ منعلق دستاویزات منسلک اب ڈاؤن لوڈ کرنا چاہتے ہیں تو آپ ایچ ایم این ایف ڈاؤن لوڈ کر سکتے ہیں۔ چونکہ شکایت کنندگان کو شکایت کے ازالے کی کارروائی کے بارے میں بذریعہ ایمر ایم ایس اور ای میل آگاہ رکھا جاتا ہے، اس لیے درست موبائل نمبر کی فراہمی اندراج لازمی ہے۔ جہاں موبائل نیٹ ورک تبدیل ہوتا ہے (پورٹ لبل)، ایس ایم ایس نہیں بھیجا جا سکتا۔ اگر آپ کے پاس موبائل نہیں ہے، تو آپ اپنے خاندان کے کسی قریبی رشتہ دار کا موبائل نمبر فراہم کر سکتے ہیں۔

Overseas Pakistani's Registration of Complaint (سمندر پار پاکستانی کی شکایت کا اندراج)

Overseas General Details (سمندر پار پاکستانی کی عمومی تفصیلات)

Complaint Nature (شکایت کی نوعیت) Overseas Pakistani (سمندر پار پاکستانی)
Complaint Type (شکایت کی قسم) General (عمومی شکایت) Child (بچوں کی شکایت)
Complaint Authority (شکایت کنندہ) Self (انفرادی) Representative (نمائندہ)

To view/download information & signed Ombudsman order free of cost on our website
[track status of complaint]

<https://ombudsmanpunjab.gov.pk/track-complaint-status>



Track Complaint Status

OMBUDSMAN PUNJAB COMPLAINT MANAGEMENT INFORMATION SYSTEM

OFFICE OF THE OMBUDSMAN PUNJAB
Prof. Ashfaq Ali Khan Road, Lahore
<https://www.ombudsmanpunjab.gov.pk/>

Please enter Complaint Number to Track Status of your Complaint. (اپنی شکایت کی نمبر آدیکر کرنا ہے کہ وہ دیکھتے ہوئے اس کا اسٹاٹس دیکھیں)

ENTER Complaint No. [TRACK] [CLEAR]

Thank you very much for visiting Ombudsman Portal. (محتسب پورٹل پر تشریف لائے کا بہت بہت شکریہ)

Providing access to overseas Pakistanis on mobile application through opmis mobile app

OPMIS mobile app available for free of cost download on Google play store & apple iOS app store



To view/download information & signed Ombudsman order free of cost on our OPMIS mobile app [track status of complaint]



Justice at their doorstep for Overseas Pakistanis through means of valuable ICT interventions

Chapter

05

Office Of The Chief Provincial Commissioner For Children (OCPC)

The Office of Chief Provincial Commissioner for Children (OCPC) was originally established as Children Complaint Office in 2009 under the aegis of Ombudsman Punjab Office. The scope and mandate of OCPC has been enhanced in line with the provisions of the United Nations Convention on the Rights of the Child (UNCRC) and it provides a dedicated mechanism for redressal of children's grievances and for resolving complaints made by and on behalf of children. It safeguards the rights and promotes the welfare of children and young people below the age of 18 years. Office of the Ombudsman Punjab endeavours to ensure that all laws, policies, programmes and administrative mechanisms in Punjab are in consonance with the rights afforded to children, as enshrined in the Constitution of the Islamic Republic of Pakistan and in terms of the UN Convention on the Rights of the Child.

Basic Objectives:

- Establishment of a dedicated redressal and response system for complaints related to and by children against maladministration by any Government agency, institution or public body.
- To provide a platform for addressing children's issues through research, advocacy and engagement with children and other stakeholders working on child rights.
- To enable the Ombudsman to advise the Provincial Government on systemic issues which impact the rights of children in compliance with the UN Convention on the Rights of the Child.

Mission Functions and Powers:

- i) Examine and review the safeguards provided by or under any law for the time being in force for the protection of child rights and recommend measures for their effective implementation in case any government agency is failing to do so.
- ii) Take cognizance of violation of child rights and recommend initiation of proceedings in such cases.
- iii) Examine all factors that inhibit the enjoyment of rights of children affected by terrorism, communal violence, riots, natural disasters, domestic violence, HIV/aids, trafficking, maltreatment, torture and exploitation, pornography and prostitution and recommend appropriate remedial measures.
- iv) Undertake and promote research in the field of children's rights.
- v) Spread awareness among various sections of society about the safeguards available for protection of children's rights through publications, the media, seminars and other available means.

- vi) Inspect or cause to be inspected any juveniles' custodial home, or any other place of residence or institutions meant for children, under the control of a Government agency; where children are detained or lodged for the purpose of treatment, reformation or protection and pursue and engage with these authorities for remedial action, if found necessary.
- vii) Inquire into complaints and take cognizance of:-
 - Deprivation and violation of child rights;
 - Non implementation of laws providing for protection and development of children;
 - Non-compliance of policy decisions, guidelines or instructions aimed at mitigating hardships and ensuring welfare of children and provide relief to children; or take up the issues arising out of such matters with the appropriate authorities.
- viii) Undertake formal investigation(s) where concern has been expressed either by children themselves or by concerned person on their behalf.

Implementation Strategy of OCPCC:

- Capacity building through interaction with stakeholders including media, NGOs and Government officials.
- Development of mass media campaign for awareness.
- Improving coordination and policy dialogue between public sector agencies.

Complaint Lodging:

Following portals are available to lodge a complaint by general public:

- i) Through post or by hand at any Office of the Ombudsman Punjab in the province.
- ii) Online complaints options:

Email: cpcc.punjab@gmail.com

Website: <https://www.ombudsmanpunjab.gov.pk>

Mobile App: OPMS mobile application available on Google Play Store.

Facebook: <https://www.facebook.com/obd.punjab/>

Twitter: <https://twitter.com/mohtasibp>

Helpline: 1050

Call Now: Helpline 1050



A four-digit Helpline 1050 has been launched by the Office of the Ombudsman Punjab for the facility of complainants who intend to lodge fresh complaints or intend to seek up-to-date status of any under process complaint. Any concerned citizen can lodge a complaint through Helpline 1050, to help a child who is at risk. This Helpline provides guidance, assistance, support and awareness to children at risk.

Details of Complaints

Details of the number of child related complaints received, processed and disposed of during 2024 are given below: -

Brought Forward	Fresh Complaints	Total Processed
72	373	415
Total Disposed	Total Pendency	
375	40	

نعمی کلیوں کی
مشقت سے دوری
حفاظت ضروری

حقوق اطفال سے متعلق شکایات
دفتر صوبائی محتسب
پنجاب میں چیف صوبائی
کمشنر برائے اطفال کے
نام ارسال کریں۔



1050
محتسب پنجاب

معلومات، رہنمائی و شکایات کیلئے ہیلپ لائن 1050 پر رابطہ کریں

WWW.OMBUDSMANPUNJAB.GOV.PK 042-9921780 PROFESSOR ASHFAQ ALI KHAN ROAD, LAHORE

OMB.PUNJAB MOHTASBP MOHTASBPUNJAB OMB.REC@OMBUDSMANPUNJAB.GOV.PK

نعمی کلیوں کی
مشقت سے دوری
حفاظت ضروری

نٹھے بچوں سے جبری مشقت
لیٹا قانونی جرم ہے

حقوق اطفال سے متعلق شکایات دفتر صوبائی محتسب
پنجاب میں چیف صوبائی کمشنر برائے اطفال کے
نام ارسال کریں۔



1050
محتسب پنجاب

معلومات، رہنمائی و شکایات کیلئے ہیلپ لائن 1050 پر رابطہ کریں

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نعمی کلیوں کی
مشقت سے دوری
حفاظت ضروری

بچیوں کی کم عمری میں شادی
قانونی جرم ہے

حقوق اطفال سے متعلق شکایات دفتر صوبائی محتسب
پنجاب میں چیف صوبائی کمشنر برائے اطفال کے
نام ارسال کریں۔



1050
محتسب پنجاب

معلومات، رہنمائی و شکایات کیلئے ہیلپ لائن 1050 پر رابطہ کریں

WWW.OMBUDSMANPUNJAB.GOV.PK 042-9921780 PROFESSOR ASHFAQ ALI KHAN ROAD, LAHORE

OMB.PUNJAB MOHTASBP MOHTASBPUNJAB OMB.REC@OMBUDSMANPUNJAB.GOV.PK

نعمی کلیوں کی
مشقت سے دوری
حفاظت ضروری

بچوں کے ساتھ مشکوک حرکات
کرنے والے افراد پر نظر رکھیں

حقوق اطفال سے متعلق شکایات دفتر صوبائی محتسب
پنجاب میں چیف صوبائی کمشنر برائے اطفال کے
نام ارسال کریں۔



1050
محتسب پنجاب

معلومات، رہنمائی و شکایات کیلئے ہیلپ لائن 1050 پر رابطہ کریں

WWW.OMBUDSMANPUNJAB.GOV.PK 042-9921780 PROFESSOR ASHFAQ ALI KHAN ROAD, LAHORE

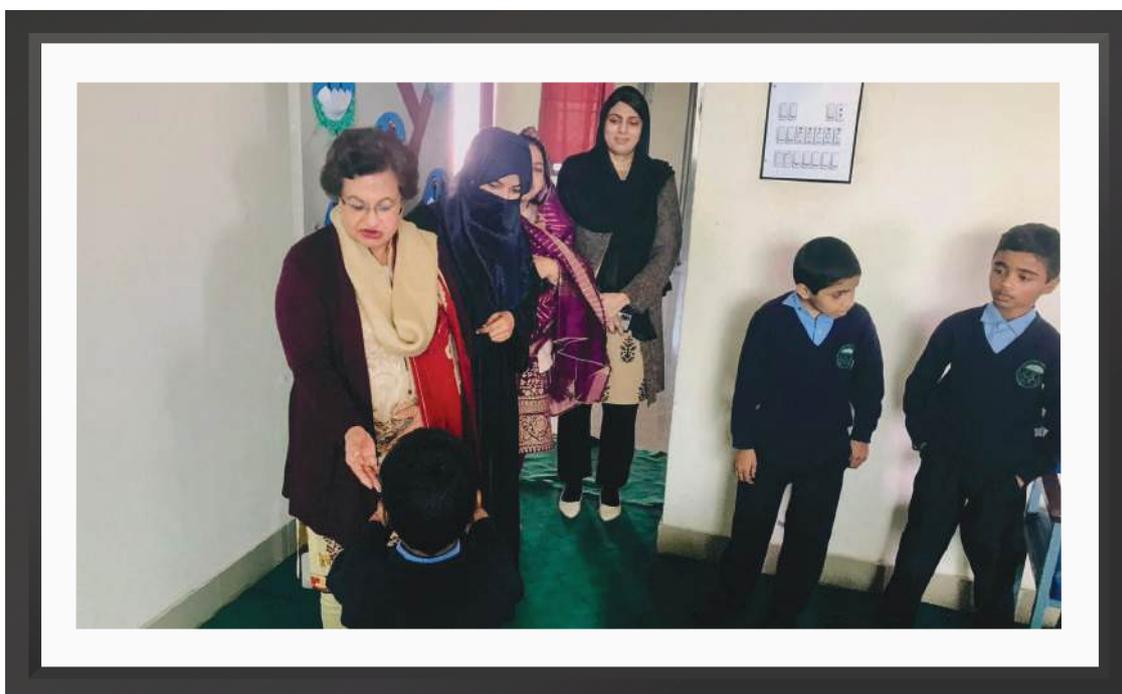
OMB.PUNJAB MOHTASBP MOHTASBPUNJAB OMB.REC@OMBUDSMANPUNJAB.GOV.PK

Activities of the Office of Chief Provincial Commissioner for Children during 2024

During 2024, Office of the Chief Provincial Commissioner for Children carried out numerous activities including meetings with stake holders, visits, inspections, seminars regarding mass awareness etc.



Awareness Campaign at Regional Office, Kasur on 24.01.2024



Visit to Child Protection & Welfare Bureau,
Faisalabad on 20.02.2024



CPCC visits Borstal Institution and Juvenile Jail,
Faisalabad on 21.02.2024



CPCC attends Workshop on Alternative Care Reforms in Punjab arranged by CPWB on 26.8.2024



CPCC addresses the audience during Seminar on Child Protection in the office of DC Bahawalpur on 12.11.2024



CPCC calls on the Honourable Wafaqi Mohtasib in his Office at Islamabad on 21.6.2024



CPCC meets Mr. Abdul Aziz Bukhari, Executive Secretary, AOA in his office at Islamabad on 3.5.2024



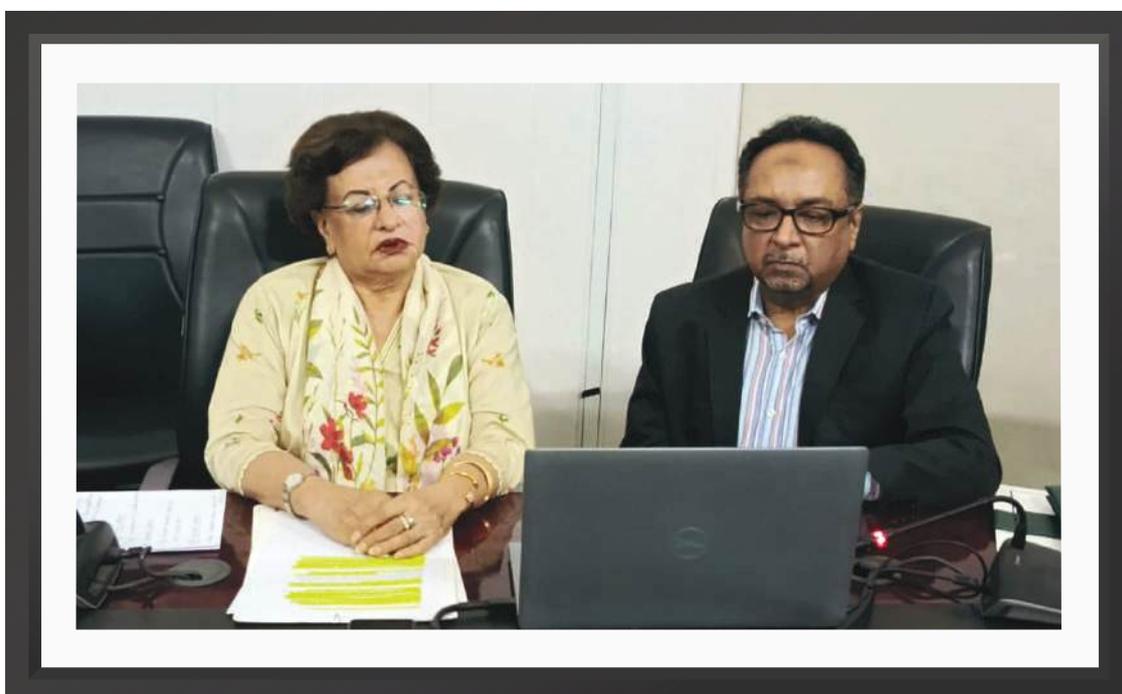
CPCC signs Letter of Agreement between NCRC and the Office of Ombudsman Punjab on 2.5.2024



CPCC attends consultative session arranged by NCRC on 28.2.2024



Director, Legal Awareness Watch (LAW) visits the office of CPCC on 8.01.2024



CPCC attends Webinar on Public Awareness arranged by AOA on 15.5.2024

Chapter

06

Significant Decisions by the Office
of the Ombudsman Punjab

RULE:17-A کے تحت بھرتی کی استدعا

”میرے والد صاحب محکمہ ایکسائز سے میڈیکل ریکارڈ پر ریٹائرڈ ہوئے تھے جس کی بنا پر میں نے رول 17-A کے تحت محکمہ میں درخواست گزاری کی جس پر کوئی کارروائی نہیں ہوئی، محکمہ نے مجھے بھرتی نہیں کیا۔ اس کے بعد میں نے صوبائی محتسب پنجاب نارووال آفس میں درخواست گزاری کی۔“

سائل، علی حمزہ/نارووال

باغلاس محتسب پنجاب

پروفیسر اشفاق علی خان روڈ، لاہور

REDROMC131907OMB179F922D

فیصلہ

POP24NRW0016009

شکایت نمبر:

Sep 07, 2024

تاریخ رجسٹریشن:

بذات خود/از خود

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

علی حمزہ، سکنہ محلہ میراں شاہ حسین، تحصیل و ضلع نارووال۔ 03207229610

درخواست دہندہ:

ایکسائز اینڈ ٹیکسیشن آفیسر پر اپنی، ضلع نارووال / ڈائریکٹر، ڈویژنل ایکسائز اینڈ ٹیکسیشن آفیسر، گوجرانوالہ ڈویژن، ضلع

ایجنسی کا نام:

گوجرانوالہ

عطاء محمد خان، ایڈوائزر || RO Narowal

تحقیقاتی آفیسر:

پنجاب گورنمنٹ سروسز (تقرری و شرائط ملازمت) رولز 1974 کے قاعدہ 17 (اے) کے تحت بھرتی کروائے جانے

عنوان:

کی استدعا

شکایت:

شکایت کنندہ علی حمزہ نے شکایت گزاری کہ اس کا والد محمد طفیل محکمہ ایکسائز اینڈ ٹیکسیشن نارووال سے بطور چوکیدار میڈیکل گروانڈ پر مورخہ 23.7.2024 کو مستقل معذوری کی بنیاد پر ریٹائر ہوا۔ اس نے ڈائریکٹر ایکسائز اینڈ ٹیکسیشن گوجرانوالہ اور ایکسائز اینڈ ٹیکسیشن آفیسر، نارووال کو قاعدہ 17 (اے) کے تحت بھرتی کے لیے درخواست گزاری لیکن کوئی کارروائی نہ کی گئی ہے۔ شکایت کنندہ نے استدعا کی ہے کہ محکمہ کو اسے مذکورہ قاعدہ کے تحت بھرتی کرنے کی ہدایت کی جائے۔

رپورٹ ایجنسی:

2- ایکسائز اینڈ ٹیکسیشن آفیسر، نارووال نے بذریعہ رپورٹ نمبری 394/ ای اینڈ ٹی مورخہ 25.09.2024 آگاہ کیا ہے کہ ایکسائز اینڈ ٹیکسیشن آفس، نارووال کانسٹیبل اور ڈائریکٹوریٹ جو نیئر کلرک بھرتی کرنے کے مجاز ہیں۔ پنجاب گورنمنٹ سروسز (تقرری و شرائط ملازمت) رولز 1974 کے رول 17 (اے) مورخہ 24.07.2024 کو ختم ہو چکا ہے اس لیے شکایت کنندہ کی درخواست موصول ہونے پر ڈائریکٹر ایکسائز اینڈ ٹیکسیشن، گوجرانوالہ کو رہنمائی کے لیے لکھا گیا۔ دریں اثنا، عزت مآب گورنر پنجاب نے حکم مورخہ 02.09.2024 کے ذریعے عوامی دفاتر کے لیے رہنمائی جاری کر دی ہے۔ عزت مآب گورنر پنجاب کے فیصلہ کی مصدقہ نقل کے لیے تحرک کر دیا گیا ہے۔ مطلوبہ نقل کے موصول ہوتے ہی معاملہ ہذا کو قانون / رولز / پالیسی کے مطابق حل کیا جائے گا۔

کارروائی سماعت:

3- مورخہ 18.10.2024 کو شکایت کنندہ اصالتاً جبکہ محکمہ کی جانب سے قاسم چودھری ایکسائز انسپکٹر نارووال حاضر آیا۔ فریقین کو تفصیلاً سماعت کیا گیا۔

نتیجہ:

4- جہاں تک سروسز اینڈ جنرل ایڈمنسٹریشن ڈیپارٹمنٹ (ریگولیشنز ونگ) حکومت پنجاب لاہور کے نوٹیفکیشن نمبری ایس او آر-III (ایس اینڈ جی اے ڈی) 2024/60 مورخہ 24.07.2024 کے تحت پنجاب سول سروسز (تقرری و شرائط ملازمت) رولز 1974 کے قاعدہ 17-اے حذف کر دینے کے معاملہ کا تعلق ہے، قواعد میں ترمیم کا (Retrospective) اطلاق شکایت کنندہ کے کیس پر نہ کیا جاسکتا ہے۔ اس ضمن میں عدالت عظمیٰ نے ایک کیس بعنوان کشتران لینڈ ریونیو بنام میسرز زلمت ٹریڈنگ کمپنی لاہور وغیرہ 2024SCMR 700 میں قرار دیا کہ:-

Where an insertion or deletion of any provision in the rules or the law is merely procedural in nature, the same would apply retrospectively but not if it affects substantive rights which already stood accrued at the time when the un-amended rule or provision was in vogue.

اسی طرح اسلام آباد ہائی کورٹ نے ایک کیس بعنوان فیڈریشن آف پاکستان بنام امتیاز علی قریشی وغیرہ 1421 PLC (C.S.) 2023 میں قرار دیا کہ:-

Rules made in exercise of statutory powers cannot be given retrospective effect so as to adversely affect vested rights acquired by persons prior to framing of the Rules.

علاوہ ازیں عدالت عالیہ سندھ حیدرآباد بینچ نے ایک کیس بعنوان میر حسن بنام حکومت سندھ وغیرہ 864 PLC (C.S.) 2017 میں قرار دیا کہ:-

Vested right could be taken away retrospectively only through an enactment passed by an assembly or parliament but not through subordinate legislation i.e. through issuance of notification by executive.

دوسری طرف فاضل گورنر پنجاب کی جانب سے ایک شکایت نمبری POP22MZF0016427 میں جاری کردہ ہدایات دفتر محتسب پنجاب کے خلاف گزاری گئی عرضداشت ایجنسی پر جاری کردہ فیصلہ مورخہ 02.09.2024 میں درج ذیل ہدایت کی گئی ہے:-

It is also to be noted that in future all cases pertaining to appointment of Rule 17-A of the Punjab Civil Servants (Appointment and Conditions of Service) Rules 1974 be dealt on the analogy of this case where right of appointment under Rule 17-A had already been established prior to issuance of Notification of Services and General Administration Department (Regulation Wing) vide Notification No.SOR-III (S&GAD)2-60/2024 dated 24.07.2024 as this notification is not applicable from retrospective effect but w.e.f 24.07.2024.

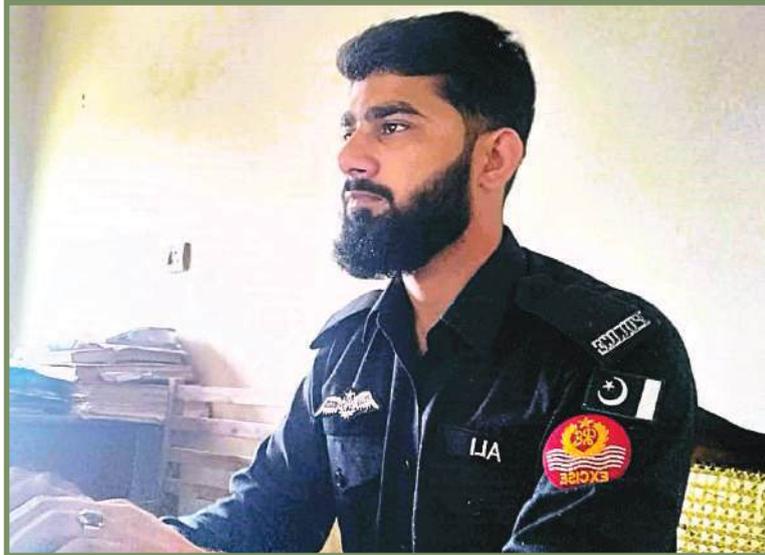
مذکورہ نظائر میں کی گئی تشریحات سے یہ نتیجہ بخوبی اخذ کیا جاسکتا ہے کہ شکایت کنندہ کو والد کی طبی بنیادوں پر کیٹگری۔ اے میں محکمہ ایکسائز سے ریٹائرمنٹ مورخہ 23.07.2024 کے تحت حاصل استحقاق تعیناتی زیر قاعدہ 17۔ اے پنجاب سول سروسٹس (تقرری و شرائط ملازمت) رولز 1974 بعد ازاں جاری شدہ نوٹیفیکیشن مورخہ 24.07.2024 سے متاثر نہ ہوتا ہے اور اس سے روگردانی محکمانہ بدانتظامی کے زمرہ میں آتی ہے جو کہ دفتر محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 2 ذیلی دفعہ 2 کے تحت قابل مواخذہ ہے۔ اندر میں حالات دفتر محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 11 کے تحت ایکسائز اینڈ سیکسیشن آفیسر، نارووال کو ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کی درخواست برائے تقرری کا نشیبل یا دیگر کسی موزوں اسمی کے محاذ (اگر شکایت کنندہ متفق ہو تو) زیر قاعدہ 17۔ اے پنجاب سول سروسٹس (تقرری و شرائط ملازمت) رولز 1974 پر امیدوار کے استحقاق و اہلیت کو مد نظر رکھتے ہوئے کارروائی عمل میں لائیں اور مذکورہ درخواست کو مثبت طور پر نمٹا کر وقوع پذیر پیش رفت کی تعمیلی رپورٹ اندر 30 ایام دفتر ہذا کو ارسال کریں۔

5۔ ہدایات بالا کے تحت شکایت ہذا نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



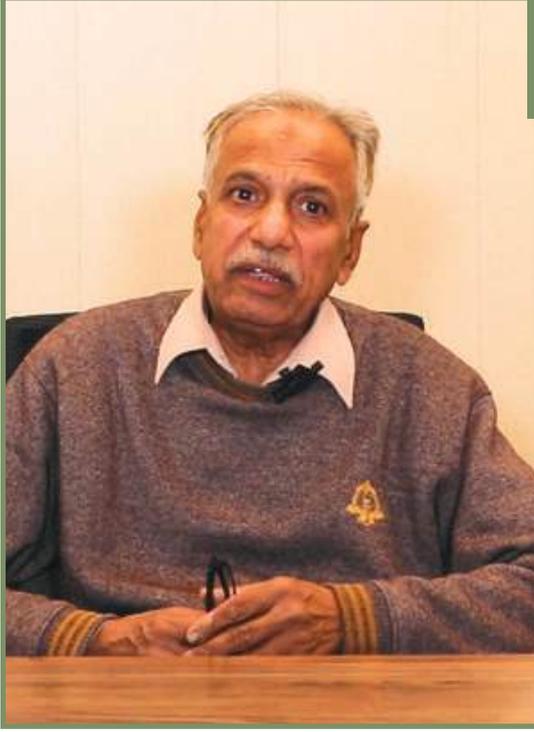
عائشہ حامد
محتسب پنجاب

28 Nov, 2024



”دفتر محتسب پنجاب میں درخواست گزار کی گزاری کرنے کے بعد محکمہ ایکسائز نے مجھے بطور کا نشیبل بھرتی کر لیا۔ میں دفتر محتسب پنجاب کا شکر گزار ہوں، جس کی وجہ سے الحمد للہ مجھے آج نوکری مل چکی ہے۔“

سائل، علی حمزہ/نارووال



استدعا برائے اجراءِ طلاق سرٹیفکیٹ

”میرا نام محمد عتیق ہے۔ ہم یہاں کرشن نگر میں رہتے ہیں۔ بچی کی سرگودھا میں شادی کی تھی تو انہوں نے ڈائورس (طلاق) کر دی اسے۔ اس کے بعد مجھے فیملی کورٹ سے ڈگری ہو گئی۔ وہ ڈگری لے کر میں ان کے پاس گیا تو اس کے باوجود انہوں نے ڈائورس سرٹیفکیٹ جاری نہیں کیا۔“

محمد عتیق / شکایت کنندہ

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

REDROMC123959OMB15FB9512

فیصلہ

POP24LH30010196

شکایت نمبر:

Jun 07, 2024

تاریخ رجسٹریشن:

بذات خود / از خود

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

محمد عتیق ولد محمد رفیق، سکنہ مکان نمبر 16، گلی نمبر 4-بی، محلہ فیصل سٹریٹ ملت روڈ، سانہہ خورد ضلع لاہور۔

درخواست دہندہ:

03054859578

اسسٹنٹ ڈائریکٹر، لوکل گورنمنٹ اینڈ کمیونٹی ڈویلپمنٹ، گجرات۔

ایجنسی کا نام:

رضوان ملک، ایڈوائزر || RO Lahore (LH-3)

تحقیقاتی آفیسر:

استدعا برائے اجراءِ طلاق سرٹیفکیٹ

عنوان:

شکایت:

شکایت کنندہ محمد عتیق نے شکایت دائر کی ہے کہ اس کی بیٹی صبا عتیق کے شوہر بلال احمد نے اس کو طلاق کا پہلا نوٹس مورخہ 05.12.2019، دوسرا نوٹس 15.01.2020 اور تیسرا نوٹس مورخہ 13.05.2020 کو بھجوایا اور یونین کونسل نمبر 20 میں بھی جمع کروایا۔ شکایت کنندہ نے متعلقہ یونین کونسل نمبر 60 سے برائے حصول طلاق سرٹیفکیٹ رجوع کیا مگر عرصہ 4 سال گزر جانے کے باوجود تاحال مطلوبہ طلاق سرٹیفکیٹ جاری نہ کیا گیا۔ شکایت کنندہ نے استدعا کی ہے کہ اس کی بیٹی کا طلاق سرٹیفکیٹ جاری کرنے کیلئے ایجنسی کو ہدایات جاری کی جائیں۔

رپورٹ ایجنسی:

۲۔ اسسٹنٹ ڈائریکٹر لوکل گورنمنٹ اینڈ کمیونٹی ڈویلپمنٹ تحصیل سٹی لاہور نے بذریعہ رپورٹ مورخہ 13.06.2024 مطلع کیا ہے کہ درج ذیل وجوہات کی بناء پر ثالثی کونسل کی کارروائی مکمل نہ ہو سکی جس وجہ سے طلاق موثر سرٹیفکیٹ جاری نہ کیا گیا:-

(i) رولز کے مطابق طلاق دستاویزات کی تصدیق کے لیے طلاق دہندہ کا چیز مین ثالثی کونسل کے روبرو حاضر ہونا ضروری ہے جبکہ ثالثی کونسل کی جانب سے مورخہ 02.02.2021، 08.01.2023، 16.03.2023 اور 23.04.2023 کو نوٹسز بذریعہ رجسٹرڈ پوسٹ جاری ہونے کے باوجود طلاق دہندہ شیخ بلال احمد ثالثی کونسل کے روبرو حاضر نہ ہوا۔

(ii) طلاق نامہ نوٹسز کا ملاحظہ کرنے پر عیاں ہوا ہے کہ طلاق دہندہ شیخ بلال احمد کے طلاق نامہ پر کیے گئے دستخط اس کے شناختی کارڈ پر کیے گئے دستخط سے مماثلت نہیں رکھتے۔

(iii) شیخ بلال احمد کی جانب سے بھجوائے گئے پہلے اور دوسرے طلاق نوٹسز میں 40 یوم جبکہ دوسرے اور تیسرے طلاق نوٹسز میں 118 یوم کا وقفہ ہے۔

اندریں حالات شکایت کنندہ کو ہدایت کی جائے کہ وہ خلع حاصل کرنے کے لیے مجاز عدالت سے رجوع کرے۔

جواب الجواب:

۳۔ شکایت کنندہ نے اپنے جواب الجواب میں بیان کیا ہے کہ شیخ بلال احمد مذکور نے اپنے والد اور وکیل کے ہمراہ خود جا کر یونین کونسل میں طلاق کے کاغذات جمع کروائے جبکہ چیز مین یونین کونسل نے سائل کو بذریعہ ٹیلی فون کال بلوا کر طلاق کے مسئلہ پر بات کی تو سائل نے بتلایا کہ اس کی بیٹی کے زیورات اور سامان چیز طلاق دہندہ کے قبضہ میں ہے جو کہ مقدمہ مابین فریقین فیملی کورٹ میں زیر سماعت ہے لہذا وہ سامان حاصل کرنے کے بعد ہی طلاق موثر ہونے کا سرٹیفکیٹ لے گا۔ مادہ طلاق دہندہ، طلاق سرٹیفکیٹ جاری ہونے کے بعد روپوش ہو جائے۔ چنانچہ چیز مین یونین کونسل نے سائل کی بات سے اتفاق کرتے ہوئے کیس رکھ لیا۔ تقریباً ساڑھے تین سال میں چیز مین اور زیورات کی بابت مجاز عدالت نے ڈگری جاری کی تو شکایت کنندہ نے بغرض حصول سرٹیفکیٹ طلاق، یونین کونسل سے دوبارہ رجوع کیا مگر وہاں یونین کونسل کا نمبر تبدیل ہو کر 60 ہو چکا تھا اور عملہ بھی تبدیل ہو چکا تھا۔ تاہم یونین کونسل کے انچارج جاوید صاحب نے درخواست دہندہ کو ایڈمنسٹریٹر عمران صاحب کے دفتر لے جا کر ان سے ملوایا، جن کو سائل نے اپنا کیس بتایا اور فیملی کورٹ کے فیصلے کی نقل پیش کی۔ انہوں نے فیصلہ پڑھا اور انچارج جاوید صاحب سے کہا کہ ان سے ڈگری کی مصدقہ نقل اور طلاق کے جاری شدہ تین عدد نوٹسز لے کر طلاق سرٹیفکیٹ جاری کر دیں۔ شکایت کنندہ ایک ہفتے کے اندر مجاز عدالت سے ڈگری حاصل کر کے مع دیگر کاغذات لے کر جاوید کے پاس گیا تو اس نے کہا کہ ایڈمنسٹریٹر عمران صاحب کا تبادلہ ہو گیا ہے لہذا اب نئے آفیسر سے بات کریں۔ شکایت کنندہ نے اپنی شکایت ہذہ میں استدعا کی ہے کہ متعلقہ یونین کونسل کا عملہ مذکورہ دادرسی کے معاملہ میں بلا جو اذیت و نسل سے کام لے رہا ہے لہذا اس کی بیٹی کا طلاق سرٹیفکیٹ جاری کرنے کے بارے میں مناسب ہدایات جاری کی جائیں۔

کارروائی سماعت:

۴۔ شکایت کنندہ خود جبکہ ایجنسی کی طرف سے نمائندہ آغا ناصر، اسسٹنٹ، لوکل گورنمنٹ پیش ہوئے۔ شکایت کنندہ نے اپنی شکایت و جواب الجواب کا اعادہ کیا جبکہ نمائندہ ایجنسی نے رپورٹ کے مندرجات کو دہراتے ہوئے اس بات پر زور دیا کہ رولز کے مطابق طلاق دہندہ کا طلاق کے کاغذات کی تصدیق کے لیے چیز مین ثالثی کونسل کے روبرو حاضر ہونا لازمی ہے جو کہ متعدد نوٹسز جاری ہونے کے باوجود طلاق دہندہ شیخ بلال احمد مذکور، چیز مین ثالثی کونسل کے روبرو پیش نہ ہوا چنانچہ اس طرح ثالثی کونسل کی کارروائی مکمل نہ ہو سکی جس پر مسل کیس ہذا داخل دفتر کر کے شکایت کنندہ کو خلع کی ڈگری حاصل کرنے کے لیے فیملی کورٹ سے رجوع کرنے کی ہدایت کر دی گئی۔ نمائندہ ایجنسی نے مزید بیان کیا کہ متعلقہ سیکرٹری یونین کونسل کی اطلاع کے مطابق، اب طلاق دہندہ شیخ بلال احمد بیرون ملک جا چکا ہے۔

نتائج:

۵۔ ایجنسی کا موقوف ہے کہ متعلقہ عائلی قواعد کے مطابق متعلقہ یونین کو نسل نے طلاق دہندہ شیخ بلال احمد مذکور کے چیئر مین ثالثی کو نسل کے زور و پیش ہو کر دستاویز طلاق نامہ کی تصدیق نہ کرنے کی بناء پر شکایت کنندہ کی بیٹی صبا عتیق کا طلاق مؤثر ہونے کا سرٹیفکیٹ جاری نہ کیا جاسکا اور شیخ بلال احمد مذکور اب بیرون ملک جا چکا ہے۔ چنانچہ، ان حالات میں مسئول علیہ ایجنسی کے تحت قائم شدہ ثالثی کو نسل (Arbitration Council) متعلقہ قواعد مندرجہ عائلی قوانین کے تحت کارروائی جاری رکھنے کے معاملہ میں خود کو بے بس تصور کرتے ہوئے مسل کو داخل دفتر کر چکی ہے۔

۶۔ حالانکہ بمطابق قانون و واقعات مقدمہ، ثالثی کو نسل مذکور، فریق ثانی کی روپوشی کی صورت میں اشتہار اخبار کے ذریعے، حسب اطمینان خود، اطلاع یابی کرا سکتی تھی۔ جبکہ فریق ثانی کے بیرون ملک رہائش اختیار کرنے پر بھی ایجنسی چیئر مین، یونین کو نسل / ثالثی کو نسل بمطابق قاعدہ نمبر 6 (2) قواعد عائلی قوانین محولہ بالا مرتبہ زیر مسلم فیملی لاز آرڈیننس 1961ء، بذریعہ کو نسل خانہ ریاست پاکستان یا کو نسل خانہ ملک مذکور، بھی اطلاع یابی بابت احکام طلی وغیرہ کروانے کا اختیار رکھتی ہے مگر شاید لاعلمی یا بے عملی کے باعث، قواعد کے مطابق کارروائی کر کے درخواست دہندہ کی دختر کی دادرسی کرنے سے قاصر نظر آتی ہے، جو واضح طور پر سنگین بد انتظامی کی ایک شکل ہے۔ دریں بارے استفسار پر نمائندہ ایجنسی اپنے موقوف متذکرہ بالا کی تائید میں ایسا کوئی جواز یا قاعدہ، قانون بطور حوالہ پیش کرنے سے قاصر رہا کہ جس کے تحت طلاق دہندہ کا چیئر مین ثالثی کو نسل کے زور و پیش نہ ہونے کی بناء پر طلاق مؤثر ہونے کا سرٹیفکیٹ جاری کرنے میں کوئی قانونی ممانعت ہو یا کوئی دیگر جائز امر مانع ہو۔ چونکہ جواب / رپورٹ ایجنسی، جواز سے عاری اور استدلال سے خالی ہے لہذا ناقابل عمل و ناقابل قبول ہے۔ جبکہ استدعا مدعی شکایت کنندہ جائز اور ابتلاء دختر مدعی قابل فہم و قابل پذیرائی ہونے کے علاوہ دادرسی مطلوبہ کی قانونی سبیل، قواعد محولہ بالا میں واضح طور پر موجود و میسر ہے۔ اندر میں حالات، مسئول علیہ ایجنسی، متعلقہ قوانین، دی مسلم فیملی لاز آرڈیننس 1961ء کی دفعہ 7 اور ویسٹ پاکستان رولز مرتبہ زیر آرڈیننس مذکور کے قاعدہ نمبر 5 و 6 کے تحت کارروائی کرنے کی پابند ہے لہذا دفتر محتسب پنجاب ایکٹ مجریہ 1997ء کی دفعہ 11 کے تحت سیکرٹری لوکل گورنمنٹ اینڈ کمیونٹی ڈویلپمنٹ ڈیپارٹمنٹ، گورنمنٹ آف پنجاب کو ہدایت کی جاتی ہے کہ وہ قوانین محولہ بالا کے تحت شکایت کنندہ کی بیٹی صبا عتیق کا طلاق مؤثر ہونے کا سرٹیفکیٹ جاری کرنے کی بقیہ کارروائی کی حسب ضابطہ تکمیل کو یقینی بنانے کیلئے متعلقہ حکام و عملہ کو پابند کریں اور اس بارے دفتر ہذا کو اندر 30 یوم بذریعہ تقیملی رپورٹ مطلع کریں۔

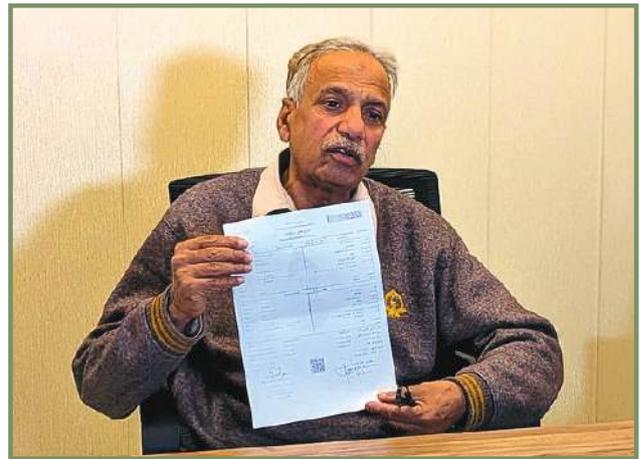
۷۔ شکایت ہذا متذکرہ بالا تصریحات و ہدایات کے ساتھ نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد

محتسب پنجاب

07 Nov, 2024



”اس کے بعد میں نے اپلائی کیا صوبائی محتسب میں۔ وہاں پھر میری سنوائی ہوئی۔ وہاں پھر انہوں بلایا ان کو بھی۔ اور پھر تھوڑے دنوں میں میرا یہ کام پایہ تکمیل تک پہنچ گیا اور پھر ڈائریس سرٹیفکیٹ مجھے وہاں سے مل گیا۔ اس کام میں مجھے کوئی چارجز پے نہیں کرنے پڑے، میرا کام بالکل فری ہوا ہے۔ میں محتسب پنجاب کا شکر گزار ہوں۔“

محمد عتیق / شکایت کنندہ



میرج گرانٹ دلوائے جانے کی استدعا

”اسلام علیکم: میرا نام محمد احمد ہے، میں نے اپنی بہن کی میرج گرانٹ کے لیے لیبر آفس گوجرانوالہ میں 2024 کو اپنی والدہ رضیہ بی بی کی جانب سے درخواست دائر کی تھی۔ جس پر میں نے اور میری والدہ رضیہ بی بی نے ایک سال تک لیبر آفس میں چکر لگائے مگر میرج گرانٹ جاری نہ کی گئی۔“

محمد احمد / بیٹا شکایت کنندہ

باغلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

REDROMC114569OMB088FE805

فیصلہ

POP24GRW0004680

شکایت نمبر:

Mar 18, 2024

تاریخ رجسٹریشن:

بذات خود / از خود

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

رضیہ بی بی زوجہ محمد وارث، ساکن محلہ اسلام آباد، گلی نمبر 1، نزد اورنگزیب بکری، لدھے والا وڑائچ، تحصیل و ضلع

درخواست دہندہ:

گوجرانوالہ۔ 03216412713

ڈائریکٹر، لیبر ویلفیئر، گوجرانوالہ۔

ایجنسی کا نام:

فضل عباس، کنسلٹنٹ || RO Gujranwala

تحقیقاتی آفیسر:

میرج گرانٹ دلوائے جانے کی استدعا

عنوان:

شکایت:

شکایت کنندہ نے درخواست گزاری کہ اس کا خاوند دوران ملازمت فوت ہو گیا تھا۔ شکایت کنندہ نے اپنی بیٹی کے میرج گرانٹ کے حصول کے لئے ڈائریکٹر لیبر ویلفیئر گوجرانوالہ کو ایک درخواست دے رکھی ہے اور متعدد مرتبہ دفتر کے چکر بھی لگا چکی ہے لیکن اس کی کوئی شنوائی نہ ہو رہی ہے۔ استدعا کی گئی کہ اس کی بیٹی کے میرج گرانٹ کی رقم دلوائی جائے۔

رپورٹ ایجنسی:

2- مورخہ 29.04.2024 کو انچارج میرج گرانٹ، پنجاب ورکرز ویلفیئر فنڈ لاہور کی جانب سے رپورٹ موصول ہوئی جس کے مطابق شکایت کنندہ نے حال ہی میں اپنی بیٹی مسماۃ اقصیٰ رانی کے میرج گرانٹ کا کیس پنجاب ورکرز ویلفیئر فنڈ کے ایم آئی ایس پورٹل پر اپ لوڈ کیا ہے جس میں متعلقہ ضلعی دفتر کی سفارشات موصول ہونے کے بعد ویلفیئر ونگ سے تصدیق کی جائے گی اور آن لائن سکروٹنی اور پری آڈٹ کے بعد حسب ضابطہ شکایت کنندہ کی بیٹی کے میرج گرانٹ کیس میں کارروائی عمل میں لائی جائے گی جس کی اطلاع شکایت کنندہ کو بذریعہ آن لائن پورٹل دے دی جائے گی۔

کارروائی سماعت:

3- مورخہ 06.05.2024 کو درخواست دہندہ کا نمائندہ اور نمائندہ ایجنسی عدنان لیبر آفس گوجرانوالہ (ایسٹ) حاضر آئے۔ شکایت کنندہ کے نمائندہ نے درخواست دہندہ کے موقف کو دہرایا جبکہ نمائندہ ایجنسی نے بیان کیا کہ درخواست دہندہ لیبر آفس گوجرانوالہ سے ڈیٹھ گرانٹ وصول کر چکی ہے جبکہ درخواست دہندہ کی بیٹی کے میرج گرانٹ کا کیس پنجاب ورکرز ویلفیئر فنڈ کے آن لائن پورٹل پر اپ لوڈ کیا گیا ہے جس میں ضلعی دفتر کی سفارشات کی ضرورت نہ ہے۔

نتیجہ:

4- پیش آمدہ ریکارڈ کی روشنی سے عیاں ہے کہ رپورٹ ایجنسی کے مطابق شکایت کنندہ نے حال ہی میں اپنی بیٹی مسماۃ اقصیٰ رانی کے میرج گرانٹ کا کیس پنجاب ورکرز ویلفیئر فنڈ کے ایم آئی ایس پورٹل پر اپ لوڈ کیا ہے جس میں متعلقہ ضلعی دفتر کی سفارشات موصول ہونے کے بعد ویلفیئر ونگ سے تصدیق کی جائے گی اور آن لائن سکروٹنی اور پری آڈٹ کے بعد حسب ضابطہ شکایت کنندہ کی بیٹی کے میرج گرانٹ کیس میں کارروائی عمل میں لائی جائے گی جس کی اطلاع شکایت کنندہ کو بذریعہ آن لائن پورٹل دے دی جائے گی۔ دوران سماعت نمائندہ ایجنسی عدنان دفتر لیبر گوجرانوالہ (ایسٹ) نے بیان کیا کہ درخواست دہندہ کی بیٹی کے میرج گرانٹ کا کیس پنجاب ورکرز ویلفیئر فنڈ کے آن لائن پورٹل پر اپ لوڈ کیا گیا ہے جس میں ضلعی دفتر کی سفارشات کی چنداں ضرورت نہ ہے۔ بادی النظر میں ایجنسی کی بدانتظامی پائی گئی ہے۔ اندر میں حالات دفتر محتسب پنجاب ایکٹ مجریہ 1997ء کی دفعہ 11 کے تحت فاضل سیکرٹری پنجاب ورکرز ویلفیئر فنڈ، لاہور کو ہدایت کی جاتی ہے کہ شکایت کنندہ کی بیٹی کے میرج گرانٹ کیس پر حسب ضابطہ کارروائی مکمل کر کے میرج گرانٹ کی رقم کی ادائیگی کو یقینی بنائیں اور اندر میعاد 30 یوم بذریعہ تعمیلی رپورٹ مطلع کریں۔ ان تصریحات کے ساتھ شکایت ہذا نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔


 میجر اعظم سلیمان خان (ر)
 (ہلال امتیاز)
 محتسب پنجاب
 21 May, 2024



”اس پر سائل نے اپنی والدہ رضیہ بی بی کے جانب سے محتسب پنجاب کو گوجرانوالہ میں میرج گرانٹ کی درخواست دائر کی۔ محتسب پنجاب کی جانب سے آرڈر جاری کئے گئے اور ایک ماہ کے اندر اندر ہمیں 4 لاکھ کا چیک جاری کر دیا گیا، میں محتسب پنجاب کا بے حد مشکور ہوں کہ جن کی وجہ سے مجھے ایک ماہ کے اندر اندر 4 لاکھ کا چیک جاری کر دیا گیا۔“

محمد احمد / بیٹا شکایت کنندہ



مرحوم خاوند کے واجبات دلوائے جانے کی استدعا

”میرے میاں محکمہ انہار میں ملازم تھے۔ 2023 میں جب میرے میاں فوت ہوئے اس کے بعد ہمارے پاس کوئی ذریعہ آمدنی نہیں تھا۔ محکمہ انہار سے اپنے میاں کی فائل مانگی تو انہوں نے کوئی مدد نہیں کی۔ مجبور ہو کر میں محتسب اعلیٰ کے دفتر آئی۔ انہیں اپنا مسئلہ بیان کیا۔ 1992 سے میرے میاں کی تنخواہ رکی ہوئی تھی۔“

شمینہ شعیب / شکایت کنندہ

باجلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

REDROMC125529OMB6B338730

فیصلہ

POP24HO70011183

شکایت نمبر:

Jun 25, 2024

تاریخ رجسٹریشن:

بذات خود / از خود

اندراج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

شمینہ شعیب، سکنہ 163-سکاج کارنر، اپر مال، لاہور۔ 03214264168

درخواست دہندہ:

اکاؤنٹنٹ جنرل پنجاب، لاہور / ڈپٹی ڈائریکٹر (ڈی اینڈ ایف زون)، محکمہ انہار، حکومت پنجاب، لاہور

ایجنسی کا نام:

قیصر سلیم، سیکرٹری || 7-Head Office

تحقیقاتی آفیسر:

مرحوم خاوند کے واجبات دلوائے جانے کی استدعا

عنوان:

شکایت:

شمینہ شعیب نے شکایت دائر کی ہے کہ اس کے خاندان شعیب اکبر بٹر محکمہ انہار میں بطور ایگزیکٹو انجینئر لی۔ ایس۔ 18 مورخہ 01.02.2019 کو ریٹائر ہوئے اور مورخہ 21.04.2023 کو وفات پا گئے۔ دوران ملازمت انہوں نے سال 1992 سے تنخواہ نہیں لی۔ انہوں نے تنخواہ اور پنشن کے حصول کے لیے محکمہ انہار سے رابطہ کیا۔ محکمہ انہار نے ضابطہ کی کارروائی کرتے ہوئے تنخواہ کا بل بنا کر اے جی آفس جمع کروایا لیکن ادائیگی نہ کی جا رہی ہے۔ استدعا کی گئی کہ ان کے مرحوم خاندان کے واجبات دلوائے جائیں۔

رپورٹ ایجنسی:

۲۔ اکاؤنٹس آفیسر II-PR دفتر اکاؤنٹس جنرل پنجاب، لاہور کی رپورٹ مورخہ 01.07.2024 کے مطابق تنخواہ کے بقایا جات کا بل درج اعتراضات کے ساتھ واپس کر دیا گیا تھا۔

i- سروس ریکارڈ کی عدم دستیابی

ii- مورخہ 01.10.1992 سے 01.02.2019 تک تنخواہ وصول نہ کرنے کی وجوہات

iii- مورخہ 30.09.1992 تک کی ایل پی سی

iv- SAP پر سنل نمبر

v- فنانس ڈیپارٹمنٹ کی جانب سے جاری کردہ متعلقہ ہیڈز میں بجٹ

۳۔ تاہم یہ معاملہ شکایت کنندہ کی موجودگی میں افسران بالا کے سامنے پیش کیا گیا جس میں یہ فیصلہ کیا گیا کہ تمام متعلقہ ڈسٹرکٹ اکاؤنٹس آفیسرز سے No Payment Certificate لیا جائے جس پر متعلقہ ڈسٹرکٹ اکاؤنٹس آفیسر کو متحرک کر دیا گیا ہے۔ مزید برآں چیف انجینئر، ڈریٹج اینڈ فلڈ زون محکمہ انہار پنجاب کو بھی متعلقہ ہیڈز میں بجٹ کے حصول کا کہا گیا ہے۔ یہ معلومات مہیا ہوتے ہی مزید کارروائی عمل میں لائی جائے گی۔

مزید کارروائی:

۴۔ رپورٹ کی روشنی میں تمام متعلقہ ڈسٹرکٹ اکاؤنٹس آفیسرز سے تحریری اور بذریعہ فون رابطہ کر کے یقینی بنایا گیا کہ وہ مذکورہ سرٹیفکیٹ اے جی آفس لاہور کو مہیا کریں جس پر مطلوبہ مذکورہ سرٹیفکیٹ مہیا کر دیئے گئے۔ ڈسٹرکٹ اکاؤنٹس آفیسر (PR-II) دفتر اکاؤنٹس جنرل پنجاب کی جانب سے اعتراض بھی عائد کیا گیا کہ 1992 سے اب تک کے تمام متعلقہ اکاؤنٹس ہیڈز میں بجٹ لے کر کمپیوٹر چینج جمع کروائی جائے۔ جس پر انہیں فنانس ڈیپارٹمنٹ کے لیٹر مورخہ 25.11.2022 کی نقل فراہم کی گئی جس کے مطابق Unfunded ہیڈز میں تنخواہ کے بقایا جات کی ادائیگی ہیڈ آف اکاؤنٹ A01270 سے کی جاسکتی ہے جس کو ڈسٹرکٹ اکاؤنٹس آفیسر II-PR نے تسلیم کیا۔ مابعد سیکشن آفیسر (بجٹ) محکمہ انہار نے متعلقہ ہیڈز میں بجٹ کی تخصیص (Re-App) کے لیے بجٹ آفیسر (V) فنانس ڈیپارٹمنٹ کو متحرک کیا۔ بجٹ آفیسر (V) فنانس ڈیپارٹمنٹ سے بذریعہ فون رابطہ کر کے ہدایت کی گئی کہ وہ جلد از جلد کارروائی مکمل کر کے متعلقہ ہیڈز میں فنڈز مہیا کریں۔ اکاؤنٹس آفیسر (PR-II) سے رابطہ کی ہدایت کی گئی کہ وہ محکمہ انہار کی جانب سے واجبات کا بل موصول ہوتے ہی اسے حسب ضابطہ منظور کریں۔ شکایت کنندہ نے دفتر محتسب پنجاب میں ہونے والی کارروائی پر اطمینان کا اظہار کیا۔ مابعد بجٹ آفیسر (V) فنانس ڈیپارٹمنٹ نے مطلع کیا کہ انہوں نے بذریعہ چٹھی نمبر 25-2024 (A-62)-21 BV مورخہ 07.11.2024 محکمہ انہار کو شکایت کنندہ کو ادائیگی کے لیے فنڈز مبلغ /21,890,000 روپے (Re-App) بجٹ تخصیص کرنے کی اجازت دے دی ہے۔

نتیجہ:

۵۔ شکایت ہذا، محکمہ رپورٹ ہائے اور ریکارڈ کے جائزے سے ظاہر ہوتا ہے کہ شکایت کنندہ کے خاندان شعیب اکبر بٹر محکمہ انہار میں بطور ایگزیکٹو انجینئر مورخہ 01.02.2019 کو ریٹائر ہوئے۔ دوران ملازمت انہوں نے مورخہ 01.10.1992 سے تنخواہ وصول نہ کی اور نہ ہی ریٹائرمنٹ کے بعد پنشن وصول کی۔ مورخہ 21.04.2023 کو وہ بعد از ریٹائرمنٹ وفات پا گئے۔ ان کی بیوہ کی جانب سے شکایت موصول ہونے پر محکمہ انہار، محکمہ فنانس اور دفتر اکاؤنٹس جنرل پنجاب سے رابطہ کاری کی گئی اور تمام محکمہ جات کی جانب سے اطمینان بخش کارروائی کی جا رہی ہے جس سے شکایت کنندہ بھی مطمئن ہیں۔ محکمہ فنانس پنجاب نے محکمہ انہار کی درخواست پر فنڈز مبلغ /21,890,000 روپے کی (Re-App) بجٹ تخصیص کی اجازت دے دی ہے لہذا اب شکایت کنندہ کو حسب ضابطہ واجبات کی

ادائیگی کرنے میں کوئی امر مانع نہ ہے۔ اندریں حالات ڈپٹی ڈائریکٹر، (ڈی اینڈ ایف زون)، محکمہ انہار، لاہور کو دفتر محتسب پنجاب ایکٹ مجریہ 1997 کی دفعہ 11 کے تحت ہدایت کی جاتی ہے کہ وہ شکایت کنندہ کو مطابق قواعد اندر 30 یوم مذکورہ تنخواہ کے بقایا جات کی ادائیگی کروائیں اور تعمیلی رپورٹ سے دفتر ہذا کو مطلع کریں۔ اس ہدایت کے ساتھ شکایت ہذا نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



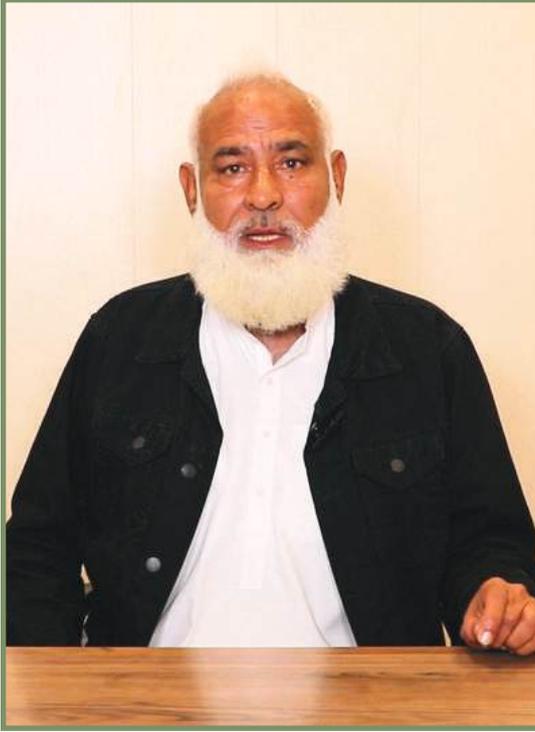
عائشہ حامد
محتسب پنجاب

15 Nov, 2024



”لیکن اب اللہ کا شکر ہے محتسب پنجاب کی وجہ سے میرے گھر میں بہت سکون ہے۔ میں اچھا کھاپی رہی ہوں اور اپنے بچوں کی پرورش بھی کر رہی ہوں۔ میں ان کی شکر گزار ہوں کہ ان کی وجہ سے اللہ تعالیٰ نے میرے گھر میں بہتری کی۔“

ثمینہ شعیب / شکایت کنندہ



درخواست برائے ادائیگی بل بابت ٹھیکہ

” اسلام علیکم: میاں محمد ارشد میرا نام ہے اور میں جڑانوالہ کا رہائشی ہوں۔ سن 2017 میں میں نے ایک سکول کا کام کیا تھا کام شروع کروانے کے بعد جب میں نے کام مکمل کر لیا تو میری پے منٹ روک دی۔ محکمے نے ساز باز کر کے مجھے کہا کہ یہاں پر جگہ نہیں ہے۔ آپ کا سکول شروع نہیں ہو سکتا، پہلے دن سے ہی میرے ساتھ زیادتی شروع کر دی۔“

محمد ارشد / شکایت کنندہ

باغلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

REDROMC1138850MB8AD45D47

فیصلہ

POP24FSD0004199

Mar 12, 2024

بذات خود / از خود

پاکستانی شہری

میاں محمد ارشد جاوید، سکنہ محمود کالونی نمبر 4، فیصل آباد روڈ، تحصیل جڑانوالہ ضلع فیصل آباد۔ 03287669808
چیف ایگزیکٹو آفیسر، ڈسٹرکٹ ایجوکیشن اتھارٹی، ضلع فیصل آباد / ایگزیکٹو انجینئر، محکمہ بلڈنگز، ضلع فیصل آباد۔ (محکمہ سکول ایجوکیشن و محکمہ مواصلات و تعمیرات)

اسلم حیات، کنسلٹنٹ || RO Faisalabad

استدعا برائے ادائیگی بل مبلغ 8,56,000 روپے بابت ٹھیکہ

شکایت نمبر:

تاریخ رجسٹریشن:

اندراج شکایت ذریعہ:

شکایت کنندہ (نوعیت):

درخواست دہندہ:

ایجنسی کا نام:

تحقیقاتی آفیسر:

عنوان:

شکایت:

درخواست گزار کے بقول، وہ محمود کالونی جڑانوالہ کارہائشی ہے اور محکمہ بلڈنگز میں ٹھیکیداری کرتا ہے۔ اس نے گورنمنٹ مڈل سکول چک نمبر 383 گ ب کی تعمیر کا ٹھیکہ لیا۔ کام مکمل کیا لیکن محکمہ نے اسے ٹھیکہ کی رقم مبلغ 856000 روپے کی ادائیگی نہ کی۔ اس نے محکمہ بلڈنگز کے افسران کو متعدد بار درخواست ہائے گزارشیں، شنوائی نہ ہونے پر دفتر ہذا سے رجوع کیا۔

رپورٹ ایجنسی:

۲۔ مندرجات درخواست کی بابت ایکسین بلڈنگز ڈویژن ٹو فیصل آباد سے رپورٹ طلب کی گئی۔ رپورٹ آمدہ میں وضاحت کی گئی کہ متذکرہ منصوبہ ٹھیکیدار نے مکمل کیا۔ عمارت محکمہ تعلیم کے حسب ضابطہ سپرد کی گئی لیکن فنڈز کی عدم دستیابی کی وجہ سے ٹھیکیدار کو اس کی بقایا رقم کی ادائیگی نہ ہو سکی۔ یہ فنڈز محکمہ تعلیم نے جاری کرنے تھے۔ چیف ایگزیکٹو آفیسر، ڈسٹرکٹ ایجوکیشن اتھارٹی فیصل آباد کو متعدد مراسلہ جات تحریر کئے جاپچکے ہیں محکمہ کی طرف سے اب تک فنڈز جاری نہ ہوئے ہیں۔ جونہی فنڈز موصول ہوتے ہیں ادائیگی کر دی جائے گی۔ اس ضمن میں چیف ایگزیکٹو آفیسر، ڈسٹرکٹ ایجوکیشن اتھارٹی فیصل آباد سے بھی رپورٹ لی گئی۔ چیف ایگزیکٹو آفیسر، ڈسٹرکٹ ایجوکیشن اتھارٹی فیصل آباد نے جواب میں ایڈیشنل سیکرٹری سکول ایجوکیشن کو لکھے گئے مراسلہ کی کاپی پیش کی جس میں فنڈز کی فراہمی کی استدعا کی گئی تھی۔

جواب الجواب:

۳۔ جواب الجواب میں درخواست گزار نے رپورٹ ایجنسی سے اتفاق کرتے ہوئے تحریری بیان دیا کہ ہر دو محکمہ جات کی کارروائی سے مطمئن ہے کہ محکمہ فنڈز کی دستیابی کے لئے کوشش کر رہا ہے۔ سیکرٹری محکمہ تعلیم کو ہدایت دی جائے کہ وہ فنڈز جاری کرے تاکہ اسے ادائیگی ہو سکے۔

نتیجہ:

۴۔ مندرجات درخواست، رپورٹ ایجنسی و جواب الجواب کا جائزہ لینے سے آشکار ہوا کہ درخواست گزار محکمہ بلڈنگز کا ٹھیکیدار ہے۔ اس نے مڈل سکول چک نمبر 383 گ ب کی عمارت کی توسیع کا ٹھیکہ لیا۔ بروقت کام مکمل کیا۔ عمارت محکمہ تعلیم کے سپرد ہوئی اور سکول میں کلاسوں کا باقاعدہ آغاز ہو گیا۔ مگر ٹھیکیدار کو اس کے ٹھیکہ کی بقیہ رقم مبلغ 856000 روپے کی ادائیگی نہ کی گئی۔ محکمہ میں شنوائی نہ ہونے پر دفتر ہذا سے رجوع کیا۔ درخواست پر کارروائی کرتے ہوئے ایکسین بلڈنگز ڈویژن ٹو فیصل آباد سے رپورٹ طلب کی گئی۔ رپورٹ آمدہ منجانب ایجنسی میں ٹھیکیدار کے موقف کو تسلیم کرتے ہوئے وضاحت کی گئی کہ محکمہ تعلیم کی طرف سے فنڈز جاری نہ ہونے کی وجہ سے ٹھیکیدار کو ادائیگی نہیں کی جاسکی۔ اس ضمن میں چیف ایگزیکٹو آفیسر، ڈسٹرکٹ ایجوکیشن اتھارٹی فیصل آباد سے رپورٹ طلب کی گئی۔ رپورٹ آمدہ منجانب چیف ایگزیکٹو آفیسر، ڈسٹرکٹ ایجوکیشن اتھارٹی فیصل آباد میں وضاحت کی گئی کہ فنڈز کی دستیابی کے لئے ایڈیشنل سیکرٹری ایجوکیشن کو مراسلہ نمبر P&D/2305 مورخہ 18.04.2024 جاری کیا گیا ہے تا حال فنڈز دستیاب نہیں ہو سکے۔ بدیں وجہ واجبات کی ادائیگی تاخیر کا شکار ہے۔ ٹھیکیدار نے بروقت کام مکمل کیا تین سال سے زائد عرصہ گزر چکا ہے اسے بقیہ رقم مبلغ 856000 روپے کی ادائیگی نہیں کی جاسکی۔ عرصہ تین سال گزر جانے کے باوجود ایجنسی کی جانب سے ٹھیکیدار کو واجبات کی ادائیگی نہ کرنا انتظامی بد عملی کے زمرے میں آتا ہے۔ بحالات بالا، سیکرٹری حکومت پنجاب، سکول ایجوکیشن ڈیپارٹمنٹ کو دفتر محتسب پنجاب ایکٹ جریہ 1997 کی دفعہ 11 کے تحت ہدایت کی جاتی ہے کہ وہ مطلوبہ فنڈز کی فراہمی کو یقینی بناتے ہوئے رپورٹ عملدرآمد اندر 30 یوم دفتر ہذا کو ارسال کریں۔ درج بالا تصریحات و ہدایات کے ساتھ شکایت ہذا نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



میرزا اعظم سلیمان خان (ر)

(ہلال امتیاز)

محتسب پنجاب

17 May, 2024



” لیکن میں صوبائی محتسب کا شکر گزار ہوں ، جس نے مجھے پے منٹ کروائی اور میری داد رسی کی ، اور اس پورے پراسیس میں مجھ سے ایک پیسہ یہاں تک کے چائے کی آفر بھی کی وہ بھی ٹھکرا دی اور میرے ساتھ اتنا اچھا سلوک کیا گیا جیسے میں ایک انسان ہوں میرے ساتھ ایسے سلوک کیا گیا۔ میں نہایت شکر گزار ہوں محکمے کا ، اس آفس (محتسب پنجاب) کا کہ اس سے اچھا سلوک یہ کر ہی نہیں سکتے۔ “

محمد ارشد / شکایت کنندہ



سرکاری راستہ کی واگزاری کی استدعا

”میرا نام محمد فیاض ہے۔ میں نے بھکر کے اندر زمین لی تھی تو آس پاس کے لوگوں نے سرکاری راستے کو بند کر دیا تھا اس سلسلے میں، میں نے کنسرنگ اتھارٹی جو تھی وہاں بھکر کی، وہاں کے تحصیل دار وغیرہ کو کافی درخواستیں دیں لیکن میرا مسئلہ حل نہیں ہو سکا۔“

محمد فیاض / شکایت کنندہ

باہلاس محتسب پنجاب
پروفیسر اشفاق علی خان روڈ، لاہور

REDROMC1240720MBD45F4D9A

فیصلہ

POP24BHK0010267

شکایت نمبر:

Jun 07, 2024

تاریخ رجسٹریشن:

بذریعہ آن لائن

اندر راج شکایت ذریعہ:

پاکستانی شہری

شکایت کنندہ (نوعیت):

محمد فیاض ولد محمد زمان، ساکن مکان نمبر 113-Q، نئی آبادی، نزد نورانی مسجد، محلہ میانہ، تحصیل و ضلع میانوالی۔

درخواست دہندہ:

03345439963

اسسٹنٹ کمشنر، کلور کوٹ ضلع بھکر۔

ایجنسی کا نام:

ڈاکٹر خالد حسین، کنسلٹنٹ || RO Mianwali

تحقیقاتی آفیسر:

سرکاری راستہ کی واگزاری کی استدعا

عنوان:

شکایت:

شکایت کنندہ (محمد فیاض) نے بیان کیا کہ وہ اراضی کھاتا نمبران 21 اور 23 موضع چک نمبر 8/ آر ایچ تحصیل کلور کوٹ ضلع بھکر میں مالک ہے۔ اس کے مطابق مذکورہ رقبہ سے ملحقہ سرکاری راستہ کو چند مقامی افراد نے ناجائز تجاوز کر کے بند کر رکھا ہے۔ اس کے مطابق مذکورہ سرکاری راستہ کے رقبہ کی واگزاری بذریعہ نشاندہی کی خاطر اسسٹنٹ کمشنر کلور کوٹ ضلع بھکر کو تحریری درخواست مورخہ 27.04.2024 گزاری گئی تاہم شنوائی نہ ہوئی۔ درخواست شکایت میں مذکورہ راستہ سے ناجائز تجاوز ختم کروانے اور بلحاظ ریکارڈ راستہ کارقبہ پورا کروانے کیلئے دفتر ہذا سے معاونت کی استدعا کی گئی۔

رپورٹ ایجنسی:

2- نائب تحصیلدار کلور کوٹ ضلع بھکر کی رپورٹ مورخہ 18.07.2024 کے مطابق شکایت کردہ معاملہ کے تعلق سے موقع ملاحظہ کی کارروائی عمل میں لائی گئی جس کے دوران یہ بات سامنے آئی کہ اراضی خسره نمبران 131، 126، 93، 85، 52 اور 166، 164، 196 موضع چک نمبر 8/ آر ایچ تحصیل کلور کوٹ ضلع بھکر تعدادی 2 ایکڑ 5 کنال 3 مرلہ مختص کردہ برائے شارع عام ہے۔ نیز مذکورہ رقبہ میں سے اراضی خسره نمبران 52\4\5\85\5\1\164\5\126\5\1 تا 5 اور 1\1\196\5\2 موضع چک نمبر 8/ آر ایچ تحصیل کلور کوٹ ضلع بھکر کے کچھ رقبہ پر فیض الرحمن وغیرہ ساکنان دیہہ ناجائز قابض ہیں جنہیں مذکورہ رقبہ سے از خود تجاوز ختم کر کے خالی کرنے کی ہدایت جاری کر دی گئی ہے۔ نیز مذکوران کی جانب سے عدم تعمیل کی صورت میں قانون کے مطابق واگزاری رقبہ کی کارروائی عمل میں لائی جائے گی۔ رپورٹ ایجنسی کے ہمراہ حکمانہ ریکارڈ بشمول نقشہ تجاوز بغرض تائیدی ثبوت داخل کیا گیا۔

جواب الجواب:

3- حکمانہ رپورٹ کے جواب میں شکایت کنندہ نے دفتر ہذا کو مورخہ 06.08.2024 کو داخل کردہ تحریری موقف میں حکمانہ کارروائی کی جلد تکمیل کے ذریعے مذکورہ راستہ کی بلحاظ ریکارڈ واگزاری کروانے کی استدعا کی۔

کارروائی سماعت:

4- شکایت کنندہ اور پٹواری موضع چک نمبر 8/ آر ایچ تحصیل کلور کوٹ ضلع بھکر قدیر احمد بحیثیت نمائندہ ایجنسی بغرض مشترکہ سماعت مورخہ 19.08.2024 کو دفتر ہذا میں اصالتاً حاضر آئے۔ شکایت کنندہ نے اپنے سابقہ موقف کا اعادہ کرتے ہوئے سرکاری راستہ کی واگزاری کی استدعا کی۔ اس موقع پر موجود نمائندہ ایجنسی نے موقف اختیار کیا کہ موقع پر واگزاری رقبہ شارع عام کی واگزاری کیلئے پولیس امداد کی ضرورت ہے جس کیلئے تحریک کیا جا رہا ہے۔ لہذا مجوزہ کارروائی کی تکمیل کیلئے مہلت عنایت کی جائے۔

نتائج:

5- کارروائی سماعت دفتر ہذا کے دوران اراضی خسره نمبران 52\4\5\85\5\1\164\5\1 تا 5 اور 1\1\196\5\2 موضع چک نمبر 8/ آر ایچ تحصیل کلور کوٹ ضلع بھکر رقبہ شارع عام کی واگزاری اور مذکورہ سرکاری راستہ بحال کروانے کی ضرورت کی نشاندہی ہوئی جس کے حوالے سے حسب ضابطہ کارروائی میں تاخیر کر کے متعلقہ ایجنسی حکمانہ بد انتظامی کی مرتکب ہو رہی ہے۔ اندر میں حالات دفتر محتسب پنجاب ایکٹ مجریہ 1997ء کی دفعہ 11 کے تحت اسسٹنٹ کمشنر کلور کوٹ ضلع بھکر کو ہدایت کی جاتی ہے کہ وہ مذکورہ سرکاری رقبہ کی واگزاری کیلئے باضابطہ کارروائی کروائیں اور شارع عام کو بحال کروا کر واگزار کروائے گئے سرکاری رقبہ کی تفصیل مع بازاری قیمت پر مبنی تحریری تعمیلی رپورٹ بذریعہ سرکل ریونیو آفیسر اندر 30 یوم دفتر ہذا کو داخل کریں۔

6- ہدایات بالا کے تحت شکایت ہذا نمٹائی جاتی ہے۔ فریقین مطلع ہوں۔



عائشہ حامد
محتسب پنجاب

24 Oct, 2024



”اس کے بعد میں صوبائی محتسب میانوالی کے اندر درخواست دی اپنا یہ راستہ واگزار کروانے کے لیے۔ انہوں نے میری کافی ہیلپ کی اور ایک ماہ کے اندر میرا راستہ واگزار کروا دیا۔ اس کے لئے صوبائی محتسب کا شکر گزار ہوں اور ان کی ترقی کے لئے دعا گو ہوں۔“

محمد فیاض / شکایت کنندہ

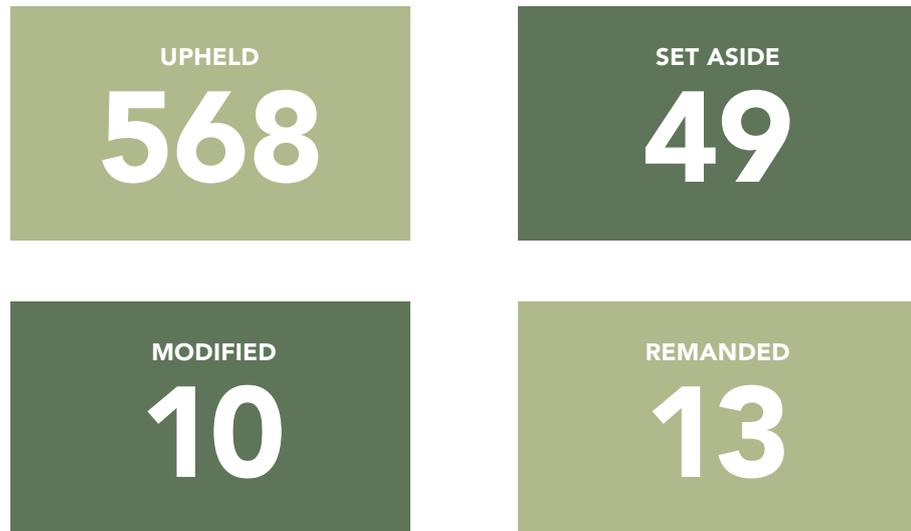
Chapter

07

Selected Orders Of The Honourable Governor Punjab Passed In Representations

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 the said decision or order, make a Representation to the Honourable Governor. The Honourable Governor Punjab may pass such order thereon as he may deem fit.

During 2024, 640 representations were decided by the Honourable Governor Punjab. Some of the important orders of the Honourable Governor Punjab were circulated amongst the Advisors/Consultants of this Office for their guidance and uniformity in the processing/investigation of complaints. Statistical analysis of the orders passed by the Honourable Governor Punjab is as under:-



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

COMPLAINT NO. POP21MNW0010779

In this case the Honourable Governor ensured that relief in the form of gratuity was provided to the family of the deceased chowkidar.



01 FEB 2024

NO.SO(OMB-II)GS/405/2022

**GOVERNOR'S SECRETARIAT
PUNJAB**

240201/20

Dated Lahore, the 31st January, 2024

Subject: REPRESENTATION PREFERRED TO THE GOVERNOR BY MR. ANSAR IQBAL AGAINST THE OMBUDSMAN'S ORDER DATED 14.12.2021 PASSED IN COMPLAINT NO. POP21MNW0010779 UNDER SECTION 32 OF THE PUNJAB OFFICE OF THE OMBUDSMAN ACT, 1997

I am directed to enclose herewith a copy of the Order dated 22.01.2024 passed by the Hon'ble Governor, Punjab, on the representation cited as subject, for information and further necessary action.



(HAFIZ MUHAMMAD ZUNAIR YOUNAS)
SECTION OFFICER (OMB-II)

Mr. Ansar Iqbal,
S/o Muhammad Ibrahim (Late),
R/o Wahnda Sumbal, Khelanwala,
Post Office Sher Wala, Chidru,
Tehsil & District Mianwali.

CC:

Copy of Governor's Order is forwarded for information and respective necessary action to:

- ✓ 1. Secretary, Office of the Provincial Ombudsman, Punjab, Lahore.
2. Chief Executive Officer (CEO), District Education Authority (DEA), Mianwali.
3. District Accounts Officer (DAO), Mianwali.

PS(OMBUDSMAN)
REGISTRAR
MEDIA WING
ADMIN WING
ACCOUNTS WING
LOGISTICS WING
CMIS WING
DIARY BRANCH

Set aside

Keep record and forward to
Advisor/Consultant RO/...
For further n/action.

co



(HAFIZ MUHAMMAD ZUNAIR YOUNAS)
SECTION OFFICER (OMB-II)

Shukran
Registrar 27/1/24



GOVERNOR PUNJAB

ORDER

Mr. Ansar Iqbal, S/o Muhammad Ibrahim, R/o Mianwali. (Representationist)	VS	District Accounts Officer (DAO), Mianwali. (Respondent)
---	----	---

No.SO(Omb-II)GS/405/2022

This Order will dispose of the representation of Mr. Ansar Iqbal S/o Muhammad Ibrahim, R/o Mianwali, preferred under Section 32 of The Punjab Office of the Ombudsman Act, 1997, against the Implementation Order of the Ombudsman Punjab dated 16.09.2022 passed in Complaint No.POP21MNW0010779.

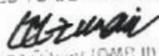
2. Mr. Ansar Iqbal (Representationist), lodged a complaint before the Ombudsman that his father namely Mr. Muhammad Ibrahim, ex-Chowkidar (BS-03), School Education Department, Mianwali died during service on 16.05.2017. An OSD post was created by the School Education Department after death of his father and his grandmother received salary against the said OSD post till her death on 22.05.2021. He added that after the death of his grandmother, no one among the legal heirs of his deceased father is eligible for receipt of salary / family pension. However, the Representationist as well as his siblings are entitled to receive gratuity of their deceased father as per relevant rules. He requested the Ombudsman to pass necessary directions to the Respondent Agency for payment of gratuity.

3. District Accounts Officer (DAO), Mianwali reported to the Ombudsman that a letter has been issued to the office of Accountant General (A.G), Punjab, Lahore for seeking guidance in the instant matter. He contended that in the light of guidance / clarification received from the Competent Authority, necessary action will be taken regarding payment of gratuity in favour of the legal heirs of the deceased Government Servant.

4. The Ombudsman noted in his decisions that the Respondent Agency requires guidance of the Competent Authority regarding payment of gratuity to the Representationist and other legal heirs of his deceased father and letter in this regard has also been issued. Apparent, unnecessary delay in processing of the application of Representationist amounts to maladministration on the part of the Respondent Agency. The Ombudsman, therefore, under Section 11 of the Punjab Office of the Ombudsman Act, 1997, directed the Accountant General

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



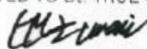
GOVERNOR PUNJAB

(A.G). Punjab, Lahore to issue necessary directions to the District Accounts Officer (DAO), Mianwali to resolve the instant matter. It was further directed by the Ombudsman that application of the Representationist be decided strictly in accordance with the relevant rules / policy and implementation report in this regard be submitted within a period of thirty (30) days. In compliance thereof, the Respondent Agency submitted an implementation report dated 28.02.2022 before the Ombudsman stating that as per clarification / advice received from the Accountant General (A.G) Punjab, Lahore, gratuity can only be provided to the family of a deceased Civil Servant, under Rule 4.8 of the Punjab Civil Services Pension Rules, whose length of service is less than 9½ years. Moreover, as per Rule 4.6 of the Rules *ibid*, minimum five (5) years service is compulsory for payment of gratuity. Hence, gratuity is not payable in the instant case and directions of the Ombudsman stand implemented. The Ombudsman considered / accepted the implementation report of the Respondent Agency and vide implementation Order dated 16.09.2022 consigned the file to record.

5. Mr. Ansar Iqbal (Representationist), feeling aggrieved by the implementation Order of the Ombudsman Punjab, has filed the instant representation, reiterating his previous stance and, *inter alia*, stating that nothing regarding length of service is provided under Rule 4.8 of the Punjab Civil Services Pension Rules for payment of gratuity. Moreover, as per 'Note' under Section 4.8 of the Rules *ibid*, he along with his siblings, is entitled to receive gratuity of his deceased father. There is no such provision that length of service should be less than ten (10) years for grant of gratuity. The Agency has arbitrarily interpreted the Rules *ibid* and has deprived the legal heirs of their due right. He has requested that the impugned Order passed by the Ombudsman may be set aside and the District Accounts Officer (DAO), Mianwali be directed to ensure payment of gratuity to the available legal heirs of his deceased father including the Representationist.

6. I have gone through the record of the case including written reply / comments of the Respondent Agency as well as rejoinder filed by the Representationist. Perusal of the available record reveals that the Representationist's father namely Mr. Muhammad Ibrahim, ex-Chowkidar (BS-03), Government Girls Primary School, Mehr Khan Wala died during service on 16.05.2017. The Respondent Agency has acceded to the fact that total length of service of the deceased Government Servant (Representationist's father) was more than ten (10) years, therefore, family pension was admissible to the eligible family members of the deceased Government Servant.

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

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GOVERNOR PUNJAB

However, after the death of the Representationist's grandmother, no eligible family member was available to receive family pension in the instant case. Stance of the Respondent Agency that as per Rule 4.8 of the Rules *ibid*, gratuity is only admissible to the family of a deceased Government Servant whose service is less than 9½ years is not justified from the available record. Since the length of service of the deceased Government Servant i.e., Representationist's father was more than ten (10) years, Rule 4.6(3)(a) of the Punjab Civil Services Pension Rules is attracted in the instant case, the operative part of which is reproduced as under:

4.6 "(3) * [In the event of death of a Government servant who has rendered qualifying service for 10 years or more:

(a) If he dies before retirement, his family shall be paid (i) a gratuity equal to the commuted value of one-fourth of his full pension calculated as in sub rule (5) on the basis of age next birth day of the deceased, and, in addition, (ii) pension at the rate of 50% of the full pension for a period of 10 years;"

It is quite clear from the above narrated provision of the Rules *ibid* that gratuity is payable to the family of a deceased Government Servant who dies during service after rendering qualifying service for ten (10) years or more. Thus, the contention of the Respondent Agency is not tenable that gratuity is only admissible to the family of a deceased Government Servant whose length of service is less than 9½ years.

7. Perusal of the available record further reveals that the Respondent Agency has relied upon the clarification issued by Finance Department vide No.FD-SR-III-4-290/2021 dated 27.12.2021, the operative part of which is reproduced as under:

Sr. No.	Query	Reply by Finance Department
1.	Gratuity will be paid under Rule 4.8 of the Punjab Civil Services Pension Rules to the family of a Government servant whose service is less than nine years and six months or otherwise.	Gratuity will be paid to the family of a deceased Government servant under Rule 4.8 of the Punjab Civil Services Pension Rules whose service is less than nine years and six months.

It is evident from the aforementioned clarification that guidance was sought in respect of provision of gratuity to the family of a deceased Government Servant under Rule 4.8 of the Punjab Civil Services Pension Rules whose service is less than nine years and six months, and Finance

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 Secty. (CMB.II)
 Governor's Secretariat, Punjab,
 Lahore.



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Department replied in affirmative. It is to be noted that the Respondent Agency has misconstrued the aforesaid clarification it being irrelevant in the instant case. It is an admitted fact that the length of service of the Representationist's father was more than ten (10) years, whereas, the aforesaid clarification pertains to cases where length of service was less than 9½ years. It is also pertinent to note that the aforementioned clarification dated 27.12.2021 does not bar the provision of gratuity to the families of deceased Government servants who die during service after rendering service of 10 years or more. On the contrary, the Respondent Agency arbitrarily interpreted the clarification of the Finance Department and reported to the Ombudsman in its implementation report that gratuity is 'only' admissible to the families of deceased Government servants whose length of service is less than 9½ years under Rule 4.8 of the Punjab Civil Services Pension Rules. The Respondent Agency completely failed to ascertain that the instant case does not fall within the ambit of aforementioned clarification, rather tried to stretch the clarification by arbitrarily inserting the word 'only' which is unjustified. There is no such restriction / bar in the clarification of Finance Department that gratuity would not be admissible if length of service rendered would be more than ten (10) years. The Agency also completely overlooked the provisions of Rule 4.6(3)(a) of the Punjab Civil Services Pension Rules which were applicable in the instant case.

8. Needless to say, the Representationist's father died while in service after rendering more than ten (10) years of service and this very fact entitles the family of the deceased Government Servant for gratuity under Rule 4.6(3)(a) of the Rules *ibid*. Moreover, Rule 4.7(1) and Rule 4.8 of the Rules *ibid* provides the eligible family members / relatives for the purpose of payment of gratuity. Stance of the Representationist seems justified that as per 'Note' provided under Rule 4.8(d) of the Punjab Civil Services Pension Rules, he as well as his siblings are eligible for provision of gratuity, being the only legal heirs left behind to claim the same. Rule 4.8(d) states as under:

4.8 *"(d) When the Government servant leaves no family and the whole or part of the gratuity is not covered by a valid nomination, the amount of gratuity shall be payable to the following surviving relatives, if any, of the Government servant in equal shares:*

- 1) brothers below the age of 21 years;*
- 2) un-married and widowed sisters;*
- 3) father; and*
- 4) mother.*

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Lahore.

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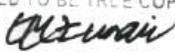
Note – In the absence of any other eligible claimant gratuity would be payable to the sons and daughters of the deceased Government servant in equal shares even if the sons are over 24 years old and the daughters are married and their husbands are alive."

A plain reading of the above mentioned Note of Rule 4.8(d) clearly provides that in the absence of any other eligible claimant, even the sons who are over 24 years old and married daughters whose husbands are alive, are entitled to the grant of gratuity. Hence, the contention of the Representationist is tenable that he, along with his siblings, is entitled to payment of gratuity under Rule 4.6(3)(a) read with Rule 4.8(d) of the Punjab Civil Services Pension Rules, being the only eligible legal heirs of his deceased father.

9. Keeping in view the aforementioned facts of the case as well as relevant provisions of the Punjab Civil Services Pension Rules, it can safely be inferred that the Representationist, along with his siblings, is entitled to payment of gratuity of his deceased father, especially in the absence of any other legal heir as prescribed under Rule 4.7(1) and Rule 4.8. The Respondent Agency has unlawfully deprived the Representationist as well as his siblings of payment of gratuity on account of arbitrary interpretation of the clarification of Finance Department dated 27.12.2021. The Respondent Agency, despite explicit admission of the fact that the Representationist's father had rendered service for more than ten (10) years, applied the aforesaid clarification of Finance Department in the instant case without any plausible justification. The Respondent Agency erroneously construed that the gratuity was exclusively payable in cases where the length of service of the deceased Government Servant was less than 9½ years. Stance of the Agency that the Representationist's father served for more than ten (10) years, therefore, his family was not entitled to the payment of gratuity in the light of clarification issued by Finance Department, is unjustifiable. It is imperative to highlight that the Ombudsman completely overlooked the provisions of Rule 4.6(3)(a) and Rule 4.8(d) of the Punjab Civil Services Pension Rules while adjudicating the instant case in the light of implementation report of the Respondent Agency. Rule 4.6(3)(a) clearly deals with cases pertaining to gratuity where length of service is more than ten (10) years, whereas, 'Note' mentioned under Rule 4.8(d) provides that in the absence of other eligible claimants of gratuity, even the sons more than 24 years in age as well as married daughters with alive husbands are eligible for payment of gratuity in equal shares. Under these circumstances, the instant Representation merits consideration and Order passed by the Ombudsman warrants

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



GOVERNOR PUNJAB

interference. The District Accounts Officer (DAO), Mianwali is, therefore, directed to ensure payment of gratuity to the Representationist as well as his siblings in respect of their deceased father as per their entitlement and eligibility under the Punjab Civil Services Pension Rules after fulfillment of all other codal / procedural formalities provided under the law.

10. For what has been stated above, the instant representation stands accepted and the Order passed by the Ombudsman Punjab dated 16.09.2022 is set aside in aforementioned terms. Parties to the case be informed, accordingly.


MUHAMMAD BALIGH UR REHMAN
GOVERNOR PUNJAB

Lahore 22 JAN 2024

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

COMPLAINT NO. POP22GRT0007679, POP22GRT0007671 & POP22GRT0007680

In these cases the Honourable Governor upheld the Orders of the Ombudsman Punjab and ensured that relief was provided to the family of the deceased Lady Health Worker.



18 JAN 2024 NO.SO(OMB-II)GS/344, 462 & 480/2022

R & I section
By No. OMB/Admn/Ctrk

**GOVERNOR'S SECRETARIAT
PUNJAB**

519
Ombudsman Punjab

Dated Lahore, the 17th January, 2024

Subject: REPRESENTATION PREFERRED TO THE GOVERNOR BY THE DISTRICT ACCOUNTS OFFICER (DAO), GUJRAT AGAINST THE OMBUDSMAN'S ORDERS DATED 10.08.2022, 10.08.2022 & 02.08.2022 PASSED IN COMPLAINT NOS. POP22GRT0007679, POP22GRT0007671 & POP22GRT0007680 UNDER SECTION 32 OF THE PUNJAB OFFICE OF THE OMBUDSMAN ACT, 1997

I am directed to enclose herewith a copy of the Order dated 15.01.2024 passed by the Hon'ble Governor, Punjab, on the representation cited as subject, for information and further necessary action.



(HAFIZ MUHAMMAD ZUNAIR YOUNAS)
SECTION OFFICER (OMB-II)

**District Accounts Officer (DAO),
Gujrat.**

CC:

Copy of Governor's Order is forwarded for information and respective necessary action to:

- ✓ 1. Secretary, Office of the Provincial Ombudsman, Punjab, Lahore.
2. Mst. Nafeesa Sagheer W/o Abbas Shah, R/o Street No. 03, Mohallah Baba Latif Shah Ghazi, Railway Line, Tehsil Kharian, District Gujrat.



(HAFIZ MUHAMMAD ZUNAIR YOUNAS)
SECTION OFFICER (OMB-II)

PS/OMBUDSMAN
REGISTRAR
MEDIA WING
ADMIN WING
ACCOUNTS WING
LOGISTICS WING
MIS WING
CLERICAL BRANCH

upheld

Keep record and forward to
Advisor/Consultant R/O C&RI
For further intaction.

Signature
Registrar

CO



GOVERNOR PUNJAB

ORDER

District Accounts Officer (DAO), Gujrat. (Representationist)	VS	Mst. Nafeesa Sagheer, D/o Sagheer Hussain, R/o Gujrat. (Respondent)
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No.SO(Omb-II)GS/344, 462 & 480/2022

This Order will dispose of three (03) separate representations of District Accounts Officer (DAO), Gujrat, preferred under Section 32 of The Punjab Office of the Ombudsman Act, 1997, against the Orders of the Ombudsman Punjab dated 10.08.2022, 10.08.2022 & 02.08.2022 passed in Complaint Nos.POP22GRT0007679, POP22GRT0007671 & POP22GRT0007680 respectively. Keeping in view of the similar nature of subject matter involved, all the representations are being disposed of through a single joint order.

2. Mst. Nafeesa Sagheer (Respondent), lodged three different complaints before the Ombudsman that her mother namely Mst. Nusrat Bibi, ex-Lady Health Worker (LHW) died during service on 31.03.2018 while being posted at Basic Health Unit, Bansarian, Tehsil Kharian, District Gujrat. She further stated that she is the only legal heir of deceased Mst. Nusrat Bibi. However, Health Department has not granted her financial assistance, four months' salary and gratuity despite lapse of four (04) years. She requested the Ombudsman to issue necessary directions to the concerned Agency for payment of the same.

3. Chief Executive Officer (CEO), District Health Authority (DHA), Gujrat reported to the Ombudsman that the Respondent's mother died on 31.03.2018 while serving as Lady Health Worker (LHW) in District Gujrat. He further stated that a bill amounting to Rs.19,00,000/- in lieu of 'Financial Assistance' was prepared and sent to District Accounts Office (DAO), Gujrat but the same was returned with the objection that the Respondent was married at that time and her age was more than 24 years, therefore, she was not entitled to grant of financial assistance. Moreover, another bill amounting to Rs.74,620/- in lieu of 'Four Months' Salary' was also prepared and sent to the District Accounts Office (DAO), Gujrat which is under process. CEO, DHA, Gujrat further reported that the Respondent's mother was regularized in service on 01.07.2012 and died on 31.03.2018. The total length of regular service of the deceased Government servant is five (5) years and nine (9) months. Since a Government servant must have completed ten (10) years regular service to be eligible for payment of gratuity, therefore, the Respondent is not entitled to the grant of gratuity under the rules. The District Accounts Officer (DAO), Gujrat reported to the Ombudsman that the Respondent is not

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

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entitled to the grant of gratuity, financial assistance and four months' salary, being married daughter of the deceased Government servant.

4. The Ombudsman noted in his decisions that as per Rule 4.6(2)(a) and 4.8(d) of the Punjab Civil Services Pension Rules, the Respondent is entitled to grant of financial assistance, four months' salary and gratuity, being the only legal heir of the deceased Government servant. The Ombudsman, therefore, under Section 11 of the Punjab Office of the Ombudsman Act, 1997, directed the District Accounts Officer (DAO), Gujrat, to ensure payment of outstanding amounts in lieu of financial assistance, four months' salary and gratuity to the Respondent as per her eligibility under the rules within thirty (30) days of the receipt of the impugned order and submit compliance report accordingly.

5. District Accounts Officer (DAO), Gujrat (Representationist Agency), feeling aggrieved by the Orders of the Ombudsman Punjab, has filed three separate representations against the impugned Orders, reiterating the Agency's previous stance and, inter alia, stating that the impugned Orders passed by the Ombudsman are against the rules and regulations / instructions issued by Government of the Punjab, Finance Department from time to time. He further stated that Section 4.8(d) of the Punjab Civil Services Pension Rules cannot be applied on financial assistance, four months' salary as well as gratuity. The Government of the Punjab, Finance Department, vide letter No.FD-SR.I/3-10/2004 dated 15.08.2007, has issued instructions regarding admissibility of financial assistance and according to para 3 of the said letter, financial assistance will be granted to the family of the deceased Government servant in accordance with Rule 4.10 of the Punjab Civil Services Pension Rules. The Respondent, being married daughter, is not eligible for the same under the rules *ibid*. Moreover, vide letter No.FD,SR-I/3-4/2018(180601/23199) dated 24.09.2018, Finance Department has clarified that in case of in-service death of a Government servant as well as his / her spouse, financial benefits shall be equally divided among the surviving sons not above 24 years and unmarried daughters as per Rule 4.10(2)(ii) of the Rules *ibid*. The Respondent, being married daughter, has no right to financial assistance package under Rule 4.10(2)(ii) of the Rules *ibid*. It has been requested by the DAO, Gujrat that the impugned Orders passed by the Ombudsman may be set aside, being against the rules and devoid of any merit.

6. I have gone through the record of the case including written replies / comments of the Respondent as well as rejoinders filed by the Representationist Agency. Examination of the available record reveals that the Representationist Agency as well as Chief Executive Officer (CEO), District

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 Section Officer (GME-I)
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GOVERNOR PUNJAB

Health Authority (DHA), Gujrat have admitted the Respondent as the only legal heir of the deceased Government servant. Further, it has also been conceded by the said Agencies that regular service of the Respondent's mother is five (5) years and nine (9) months and she died on 31.03.2018 while in service. The Respondent, being the sole legal heir of the deceased Government servant, has claimed three different financial assistance packages / grants i.e. financial assistance, four months' salary and gratuity. At the very outset, it needs to be emphasized that the concerned Agencies never questioned the right of the deceased Government servant's family for grant of financial assistance packages / grants. There is no denying the fact that the deceased Government servant was a regular employee and died while in service, therefore, her family is entitled to the said financial benefits under the relevant rules. In the presence of these undisputed facts, the instant case revolves around the sole question of eligibility of the Respondent to receive these financial assistance packages / grants. Although, the Respondent claims to be the only legal heir of the deceased Government servant, yet the Representationist Agency refuses to disburse the claimed grants to the Respondent. As per the contention of the Agency, the Respondent is not eligible under the relevant rules being married daughter of the deceased employee. From the available record, it transpires that the Ombudsman, while adjudicating the instant complaints, has relied upon Rule 4.6(2)(a) and 4.8(d) of the Punjab Civil Services Pension Rules for payment of all three grants claimed by the Respondent i.e. financial assistance, four months' salary and gratuity. In this regard, Rule 4.6(2)(a) of the Rules ibid states as below:

4.6(2) "(a) If a Government servant retires or is selected for discharge owing to the abolition of his permanent post, after completing qualifying service of 5 years or more but less than 10 years, he may be granted a gratuity not exceeding one month's pay for each year of qualifying service, subject to a maximum of Rs.12,500/-; Provided that if the retirement is due to invalidation, or if the Government servant dies in service, the rate of gratuity shall be 1 1/2 months pay for each year of qualifying service, subject to a maximum of Rs.12,500/-."

From above, it is clear that family of a deceased Government servant, who has completed more than five (5) years but less than ten (10) years service is entitled to the grant of gratuity. Hence, the objection raised by the Representationist Agency that the gratuity is only admissible to the families of Government servants who die while in service after completion of 10 years service, is not tenable. It is to be noted that Government of the Punjab, Finance Department, has already clarified this question vide its letter No.FD-SR-III-4-290/2021 dated 27.12.2021, the operative part of which is reproduced as below:

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 Section Officer (Ombudsman)
 Governor's Secretariat, Punjab,
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"Gratuity will be paid to the family of a deceased Government servant under Rule 4.8 of the Punjab Civil Services Pension Rules whose service is less than nine years and six months."

7. Once it is established that gratuity is payable to the family of deceased Government servant in the instant case as elaborated above, the next question is the eligibility of the Respondent to claim the same under the rules. It is noted that observation of the Ombudsman holds ground to the extent that the Respondent is eligible for payment of gratuity of her mother under Rule 4.8(d) of the Rules *ibid.*, being the sole legal heir of the deceased Government servant, the operative part of which is reproduced as under:

4.8 ***"(d) When the Government servant leaves no family and the whole or part of the gratuity is not covered by a valid nomination, the amount of gratuity shall be payable to the following surviving relatives, if any, of the Government servant in equal shares:***

- 1) brothers below the age of 21 years;***
- 2) un-married and widowed sisters;***
- 3) father; and***
- 4) mother.***

Note – In the absence of any other eligible claimant gratuity would be payable to the sons and daughters of the deceased Government servant in equal shares even if the sons are over 24 years old and the daughters are married and their husbands are alive."

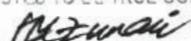
A plain reading of the above mentioned note of the Rule 4.8(d) reveals that in the absence of any other eligible claimant, the married daughter is entitled to grant of gratuity even if her husband is alive. Thus, the contention of the Respondent is tenable that she is entitled to the grant of gratuity under Rule 4.6(2)(a) and 4.8(d) of the Punjab Civil Services Pension Rules, being the sole legal heir of her deceased mother.

8. As regards payment of financial assistance to the Respondent, the available record reveals that financial assistance is provided to the family of a deceased Government servant in the event of his/her in-service death vide Finance Department's letter No.FD.SR-I/3-10/2004 dated 15.08.2007. It is to be noted that para 3 of the said letter provides that in case of death of a Civil Servant, the financial assistance will be granted to the family as explained in Rule 4.10 of the Punjab Civil Services Pension Rules, the operative part of which is reproduced as below:

4.10 ***"(1) Family for the purpose of payment of family pension shall be as defined in sub-rule (1) of rule 4.7. It shall also include the Government Servant's relatives mentioned in clause (d) of rule 4.8."***

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Secretary (P.W.D.)
Governor's Secretariat, Punjab,
Lahore.



GOVERNOR PUNJAB

From above, it is clear that financial assistance under Rule 4.10 of the Rules *ibid* is provided to the family of the deceased Government servant covered under Rule 4.7(1) as well as his / her relatives mentioned in Rule 4.8(d) of the Rules *ibid*, the operative parts of which are reproduced as under:

- 4.7 "(1) The term "family" for the purpose of payment of gratuity under this section shall include the following relatives of the Government servants-
- (a) Wife or wives, in the case of a male Government servant;
 - (b) Husband in the case of a female Government servant;
 - (c) Children of the Government servant;
 - (d) Widow or widows and children of a deceased son of the Government servant"

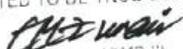
- 4.8 "(d) When the Government servant leaves no family and the whole or part of the gratuity is not covered by a valid nomination the amount of gratuity shall be payable to the following surviving relatives, if any, of the Government servant in equal shares:

- 1) brothers below the age of 21 years;
- 2) un-married and widowed sisters;
- 3) father; and
- 4) mother.

Note – In the absence of any other eligible claimant gratuity would be payable to the sons and daughters of the deceased Government servant in equal shares even if the sons are over 24 years old and the daughters are married and their husbands are alive."

It is quite clear from the above mentioned provisions of the Punjab Civil Services Pension Rules that the family as well as the relatives of the Government servant, who dies while in service, are entitled to financial assistance benefits under Rule 4.10 read with Rule 4.7(1) and 4.8(d) of the Rules *ibid*. It is noted that the contention of the Representationist Agency is not tenable that the Respondent, being married daughter of the deceased Government servant, is not eligible to financial assistance under Rule 4.10(2)(ii) of the Rules *ibid*. It is pertinent to mention that in the presence of eligible family members provided under Rule 4.10(2)(ii) of the Rules *ibid*, no question arises regarding determination of eligibility of other family members / relatives of deceased Government servant. More precisely, Rule 4.10(2)(ii) would be applicable only if the eligible family members provided thereunder were available. Furthermore, the provision of Rule 4.8(d) only becomes relevant when no other eligible family member is available under Rule 4.10 read with Rule 4.7(1) of the Rules *ibid*. It is to be noted that financial assistance is provided to the family of deceased Government servant mentioned under Rule 4.10 of the Rules *ibid* and the said rule cannot be read without Rule 4.7(1) and 4.8(d) of the Rules *ibid*. The scope of Rule 4.10 is not limited to the extent of family members enlisted under Rule 10(2)(ii) as

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Secretary (Legal), OMB, (I)
Governor's Secretariat, Punjab,
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depicted by the Representationist Agency. A plain reading of Rule 4.10 reveals that it also encompasses family members / relatives mentioned under Rule 4.7(1) and 4.8(d) of the Rules *ibid*. It is also important to highlight that the argument of the Representationist Agency would only hold ground if the family members under Rule 4.10(2)(ii) were available at the first instance to claim financial assistance. However, in the instant scenario, the applicability of Rule 4.10(2)(ii) becomes altogether irrelevant as no family member under Rule 4.10(2)(ii) is available and the Respondent claims to be the sole heir of the deceased Government servant. This fact has never been agitated by the concerned Agencies which further strengthens the claim of the Respondent that she is the only eligible legal heir of her deceased mother. The Respondent is, therefore, rightly entitled to financial assistance in terms of Finance Department's letter dated 15.08.2007 as well as the relevant provisions of Rule 4.10 read with Rule 4.8(d) of the Punjab Civil Services Pension Rules.

9. From perusal of the available record, it transpires that Government of the Punjab, Finance Department, vide letter No.FD-SR-I-3-2/99 dated 01.07.2002, allowed four months' salary to the family of a Government servant, who dies while in service. Needless to say, the four months' salary is construed to be a part & parcel of the financial assistance package announced by the Government from time to time for the family of a deceased Government servant. Moreover, Finance Department, vide its letter No.FD.SR-I/3-10/2004 dated 15.08.2007, clarified that family in case of financial assistance package will be as explained in Rule 4.10 of the Punjab Civil Services Pension Rules. Since the Respondent is entitled to grant of financial assistance under Rule 4.10 read with Rule 4.8(d) of the Rules *ibid*, being the only legal heir of the deceased Government servant, therefore, she is also entitled to grant of four months' salary under the Rules *ibid*. The contention of the Representationist Agency that the Respondent is not entitled to grant of four months' salary under the relevant rules, is also not tenable.

10. Keeping in view the aforementioned facts of the case, letters / clarifications of Government of the Punjab, Finance Department, issued from time to time on the subject matter, Rule 4.6(2)(a) as well as Rule 4.10 read with Rule 4.7(1) and 4.8(d) of the Punjab Civil Services Pension Rules, it can safely be inferred that the Respondent is entitled to grant of all three financial assistance packages / grants claimed by her i.e. financial assistance, four months' salary and gratuity, being the sole legal heir of the deceased Government servant. The Representationist Agency has unlawfully deprived her of payment of the same despite the undisputed fact that no other eligible claimant exists. The Ombudsman has, therefore, rightly adjudicated the instant complaints and passed appropriate directions to the Representationist Agency for payment of aforementioned grants to the Respondent as

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

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GOVERNOR PUNJAB

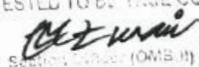
per her eligibility under the rules. It is imperative to note that the Representationist Agency has denied the Respondent's lawful right by applying Rule 4.10(2)(ii) of the Rules *ibid* which is, *prima facie*, altogether irrelevant in the instant case. It is to be noted that the scope of Rule 4.10 is not as exhaustive as depicted by the Representationist Agency. A holistic view of Rule 4.10 of the Punjab Civil Services Pension Rules clearly reveals that it cannot be read in isolation, rather the same is read with Rule 4.7(1) and 4.8(d) of the Rules *ibid*. The scheme of the Rules *ibid* is such that in the absence of one particular family member, the eligibility of next family members / relatives of the deceased Government servant is established in a sequential manner as explicitly provided therein, finally culminating at children of the Government servant who are even above 24 years in age and married with spouses who are alive. The Representationist Agency has erroneously applied Rule 4.10(2)(ii) in the instant case as the same was applicable to the children of deceased Government servant i.e; sons not above 24 years and unmarried daughters. The said rule would definitely be applicable if the children falling under the aforementioned criteria were available at the first instance. Since no other eligible family member under the Rules *ibid* is available, there is no question of applicability of Rule 4.10(2)(ii) in the instant case. In the instant scenario, the Representationist Agency was required to determine the other eligible family members / relatives of the deceased Government servant in a sequential manner as provided under the rules. Under these circumstances, the contentions of the Representationist Agency are unjustified, irrational and not covered under the relevant rules. The Representationist Agency is, therefore, directed to ensure payment of financial assistance, four months' salary and gratuity to the Respondent subject to her eligibility as provided under the Punjab Civil Services Pension Rules as well as in accordance with the spirit of letters / clarifications issued by Government of the Punjab, Finance Department on the subject matter. The Representationist Agency has not only failed to point out any material infirmity in the impugned orders of the Ombudsman but has also been unable to bring forth any additional evidence in support of its contentions. Hence, there is no merit in the instant representations and the Orders of the Ombudsman do not warrant any interference.

11. For what has been stated above, the instant three (3) representations of the Representationist Agency stand dismissed and the Orders passed by the Ombudsman Punjab are upheld in aforementioned terms. Parties to the case be informed, accordingly.


MUHAMMAD BALIGH UR REHMAN
GOVERNOR PUNJAB

Lahore .15 JAN 2024

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

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COMPLAINT NO. POP22JHG0010456

In this case the Honourable Governor Punjab upheld the order of the Ombudsman Punjab and ensured relief in the form of monthly grant out of benevolent fund was provided to the widow of the deceased Government Servant.


25 MAR 2024
NO.SO(OMB-II)GS/513/2022

R.A. Foundation
DC No. 001/1/2022-23
GOVERNOR'S SECRETARIAT
PUNJAB

240325/1642
Dated Lahore, the 20th March, 2024

Subject: REPRESENTATION PREFERRED TO THE GOVERNOR BY THE DEPUTY COMMISSIONER / CHAIRMAN, DISTRICT BENEVOLENT FUND BOARD, JHANG AGAINST THE OMBUDSMAN'S ORDER DATED 11.11.2022 PASSED IN COMPLAINT NO. POP22JHG0010456 UNDER SECTION 32 OF THE PUNJAB OFFICE OF THE OMBUDSMAN ACT, 1997

I am directed to enclose herewith a copy of the Order dated 14.03.2024 passed by the Hon'ble Governor, Punjab, on the representation cited as subject, for information and further necessary action.

PS/Ombudsman
REGISTRAR
MEMO WRITER
ADMINISTRATIVE
ACCOUNTS
LEGISLATION
COMPLAINTS
DISPATCH



(HAFIZ MUHAMMAD ZUNAIR YOUNAS)
SECTION OFFICER (OMB-II)

Deputy Commissioner (DC) / Chairman,
District Benevolent Fund Board (DBFB),
Jhang.

CC:

Copy of Governor's Order is forwarded for information and respective necessary action to:

- ✓ 1. Secretary, Office of the Provincial Ombudsman, Punjab, Lahore.
2. Secretary, Provincial Benevolent Fund Board, Lahore.
3. Mst. Tasleem Akhtar W/o Abdul Jabbar, R/o House No. 339, Mohallah Sharifan Wala, Block No. 07. Near Nasir Chowk, Tehsil & District Jhang.

upheld.

Keep record and forward to Advisor/Consultant RO...
For further n/action.



Registrar 24/3/24



(HAFIZ MUHAMMAD ZUNAIR YOUNAS)
SECTION OFFICER (OMB-II)

C/O



GOVERNOR PUNJAB

ORDER

Deputy Commissioner / Chairman, District Benevolent Fund Board, Jhang (Representationist)	vs	Mst. Tasleem Akhtar, Wd/o Abdul Jabbar R/o District Jhang (Respondent)
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No. SO(Omb-II)GS/513/2022

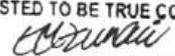
This order will dispose of the representation of Deputy Commissioner / Chairman, District Benevolent Fund Board, Jhang preferred under Section 32 of The Punjab Office of the Ombudsman Act, 1997, against the Order of the Provincial Ombudsman dated 11.11.2022, passed in Complaint No.POP22JHG0010456.

2. Brief facts of the case are that Mst. Tasleem Akhtar Wd/o Abdul Jabbar R/o District Jhang (the Respondent) filed a complaint before the Ombudsman that her husband was working as a Primary School Teacher (PST) in the Government Elementary School, Sheni Wali, Jhang City and died on 23.02.2010 while in service. The Respondent claimed that after the death of her husband, no Monthly Grant was issued in her favour, despite the fact that on 11.07.2011, the Competent Authority had approved the same w.e.f. 24.02.2010 till her 'Life Time'. The Respondent contended that she repeatedly approached the concerned authorities for redressal of her grievance but to no avail. The Respondent requested the Ombudsman for issuance of Monthly Grant as well as payment of arrears from the year 2010 to 2022.

3. The Deputy Commissioner / Chairman District Benevolent Fund Board, Jhang (Representationist Agency) reported to the Ombudsman that the District Benevolent Fund Board, Jhang, in its meeting held on 11.07.2011, approved the Monthly Grant case of Mst. Tasleem Akhtar Wd/o Abdul Jabbar (Respondent) for 'Life Time' w.e.f. 24.02.2010. Thereafter, the Representationist Agency, vide letter dated 07.06.2013, asked the Respondent to provide 'No Marriage Certificate' and 'Life Certificate'. The Representationist Agency further reported that the Respondent failed to submit the requisite certificates, hence, payment of Monthly Grant was stopped in the light of Rule 9(b) of The Punjab Government Servants Benevolent Fund Part-II (Disbursement) Rules, 1966.

4. The Ombudsman noted in his decision that several cases of similar nature were earlier decided by him wherein appropriate directions had been passed to the concerned Authorities regarding payment of arrears of Monthly Grant. The Ombudsman observed that

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 Governor's Secretariat, Punjab
 Lahore.

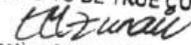


GOVERNOR PUNJAB

according to the judgment passed by the Hon'ble Lahore High Court, Lahore in '2011 PLC (C.S) 897' titled 'Mst. Balqees Fatima V/s Government of the Punjab', clear directions were passed regarding restoration of Monthly Grant / payment of arrears, in favour of the petitioner. The Ombudsman further noted that legal heirs of the deceased employee are unaware of the departmental rules/ procedures, hence, cannot be deprived of their lawful right merely on the basis of technicalities. The Ombudsman adjudicated that the Respondent was entitled to the payment of Monthly Grant w.e.f. 24.02.2010. The Ombudsman, under Section 11 of The Punjab Office of the Ombudsman Act, 1997, directed the Chairman District Benevolent Fund Board, Jhang to forward the case of the Respondent for payment of Monthly Grant alongwith requisites certificates / documents to the Secretary, Provincial Fund Benevolent Fund Board, Lahore, who would place the same in the forthcoming Board's meeting for approval of condonation of delay as well as payment to the Respondent within 45-days.

5. The Deputy Commissioner / Chairman District Benevolent Fund Board, Jhang (Representationist Agency), feeling aggrieved by the Order of the Ombudsman, has filed the instant representation reiterating the Agency's previous stance and, inter alia, stating that Monthly Grant was approved in favour of the Respondent by the District Benevolent Fund Board on 11.07.2011 and sanction letter was issued on 07.06.2013 subject to the production of 'No Marriage Certificate' as well as 'Life Certificate'. The Respondent failed to furnish the requisite certificates, therefore, Monthly Grant was stopped as per rules/ policy. Later on, the Respondent submitted an application dated 29.08.2022 for restoration of her Monthly Grant, which was forwarded to the Administrative Officer (B.F), Punjab Government Servants Benevolent Fund Board, Lahore vide letter dated 12.09.2022. The Representationist Agency has requested that the impugned Order passed by the Ombudsman Punjab dated 11.11.2022 be set aside, being against the relevant provisions of the Punjab Government Servants Benevolent Fund Part-II (Disbursement) Rules, 1966.

6. I have gone through record of the case including written reply / comments submitted by the Respondent and rejoinder of the Representationist Agency. Perusal of the available record reveals that Mr. Abdul Jabbar, Primary School Teacher (PST), Government Elementary School, Sheni Wali, Jhang City died on 23.02.2010 while in service. After his death, Monthly Grant out of the Benevolent Fund was approved in favour of his widow (Mst. Tasleem Akhtar / Respondent) by the District Benevolent Fund Board, Jhang in its meeting held on 11.07.2011. The said grant was

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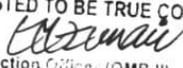


GOVERNOR PUNJAB

approved w.e.f 24.02.2010 till her 'Life Time' as admissible under Rule 3(d)(iii) of the Punjab Government Servants Benevolent Fund Part-II (Disbursement Rules), 1966, subject to the production of 'No Marriage Certificate' and 'Life Certificate' after every six months. A sanction letter dated 07.06.2013 was accordingly issued by the Chairman District Benevolent Fund Board, Jhang with the directions to submit the requisite certificates to the concerned office, failing which the Monthly Grant would be stopped. The Respondent could not submit the requisite certificates as per given time-frame, hence, her Monthly Grant was stopped by the Competent Authority.

7. From perusal of the available record, it is evident that the Respondent earlier submitted an application on 26.10.2015 regarding restoration of her Monthly Grant which was forwarded by the Representationist Agency to the Provincial Benevolent Fund Board, Lahore vide letter No.280/HC(BF) dated 10.10.2016. Vide letter dated 10.10.2016, it was conceded by the Agency itself that the application for restoration of Monthly Grant was received after lapse of a period of two (02) years. Hence, stance of the Representationist Agency that the Respondent submitted application for restoration of Monthly Grant on 29.08.2022 i.e; after lapse of more than five (05) years is against the facts, rather contradictory to its earlier stance. Inaction on the part of the Representationist Agency as well as the Provincial Benevolent Fund Board on the Respondent's application dated 26.10.2015 speaks volumes of maladministration on the part of the relevant Agencies. It is noted with grave concern that the Representationist Agency took a misleading stance merely to hide its negligence, resultantly depriving the Respondent of her lawful right which reflects its apathetic attitude. Instead of playing its due role of benevolence, the very purpose of creation of this fund, the Representationist Agency has miserably failed to provide any relief to the Respondent.

8. It is worth mentioning here that the relevant Board Rules prescribe specific timelines for the beneficiaries to submit applications for sanctioning / restoration of monthly grant in their favour. In case of delay in submission of application, penalty has accordingly been devised under the rules in accordance with the quantum / length of delay. However, it is noted that the Rules ibid are silent with regard to any laxity / negligence committed on the part of the Agency during processing of such cases. In the instant case, the monthly grant was initially sanctioned in favour of the Respondent on 11.07.2011 w.e.f. 24.02.2010 till life time, however, sanction letter to this effect was issued on 07.06.2013 i.e; after about 02 years of approval. Moreover, the grant was

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

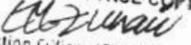
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GOVERNOR PUNJAB

stopped even before issuance of any amount in favour of the Respondent without making any effort to approach the Respondent. The stance of the Representationist Agency that grant was stopped under Rule 9(b) of the Rules ibid owing to non-submission of No Marriage / Life Certificate by the Respondent does not seem plausible as the Agency took no measures to contact the Respondent in this regard. Afterwards, the Respondent's application dated 26.10.2015 was forwarded by the Agency to the Provincial Benevolent Fund Board, Lahore on 10.10.2016 i.e; after about 01 year of delay contending therein that the Respondent had submitted application after delay of two (02) years. Astonishingly, the Agency concealed this fact just to hide its negligence which is highly uncalled for. Even otherwise, there is nothing on record to substantiate that the aforesaid application dated 10.10.2016 was submitted by the Respondent after delay of two (02) years of stoppage of grant as she was never informed about stoppage of grant. The question arises as to how the grant could be stopped when it was not issued in the first instance. Further, in the absence of date of stoppage, how can delay be calculated under the relevant Board Rules. All these instances amply suggest that the Respondent is entitled to Monthly Grant w.e.f. 04.02.2010 till life-time and cannot be denied of the same merely on account of negligence and callous attitude of the officials of the Agency.

9. Keeping in view the aforementioned facts of the case, it can safely be inferred that the Ombudsman has rightly adjudicated the instant matter and passed appropriate directions to the Agency in this regard. The stance of the Representationist Agency that the Respondent applied for restoration of Monthly Grant on 29.08.2022 is not tenable as she had earlier submitted an application to the Representationist Agency on 26.10.2015 and provided all the requisite documents / certificates. As per available record, the application was duly forwarded by the Agency to the Administrative Officer (B.F), Punjab Government Servants Benevolent Fund Board, Lahore for approval vide letter No.280/HC(BF) dated 10.10.2016. In the absence of date of stoppage of grant, declaring the said application as delayed by two (02) years is unjustifiable on the part of the Agency. It is astonishing to note that the Representationist Agency neither approached the Respondent for soliciting requisite certificate nor did it take any action on the Respondent's application. Moreover, she was never communicated about stoppage of the grant owing to non-submission of certificates. On the contrary, the Agency tried to mislead the relevant authorities by concealing the material facts of the case which reflects its apathetic attitude. Instead of playing its

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

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GOVERNOR PUNJAB

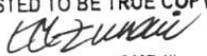
due role of benevolence, the Representationist Agency has tried to hide its negligence under the garb of misrepresentation of facts which is highly uncalled for and is a manifestation of gross maladministration on its part. The Respondent can, by no means, be penalized on account of negligence as well as callous attitude of the officials of the Agency. The Representationist Agency could not substantiate its stance before this Appellate Forum, hence, the instant representation does not merit consideration. Under these circumstances, the Secretary, Provincial Benevolent Fund Board, Lahore is directed to place the instant case before the Competent Authority / Board in its forthcoming meeting for approval / restoration of Monthly Grant in favour of the Respondent w.e.f. 04.02.2010 till life time along with payment of arrears, if any, under the relevant Board Rules.

10. For what has been stated above, this representation stands dismissed and the Order passed by the Ombudsman is upheld in aforementioned terms. Parties to the case be informed, accordingly.



MUHAMMAD BALIGH UR REHMAN
GOVERNOR PUNJAB

Lahore **14 MAR 2024**

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

COMPLAINT NO. POP22BWP0013550

In this case the Honourable Governor Punjab upheld the order of the Ombudsman Punjab and ensured relief in the form of family pension to the daughter of Ghulam Yaseen.



01 APR 2024

NO.SO(OMB-II)GS/20/2023

GOVERNOR'S SECRETARIAT
PUNJABDated Lahore, the 27th March, 2024

240401/57

Subject: REPRESENTATION PREFERRED TO THE GOVERNOR BY DISTRICT ACCOUNTS OFFICER (DAO), BAHAWALPUR AGAINST THE OMBUDSMAN'S ORDER DATED 02.11.2022 PASSED IN COMPLAINT NO. POP22BWP0013550 UNDER SECTION 32 OF THE PUNJAB OFFICE OF THE OMBUDSMAN ACT, 1997

I am directed to enclose herewith a copy of the Order dated 22.03.2024 passed by the Hon'ble Governor, Punjab, on the representation cited as subject, for information and further necessary action.

(HAFIZ MUHAMMAD ZUNAIR YUNAS)
SECTION OFFICER (OMB-II)

District Accounts Officer (DAO),
Bahawalpur.

CC:

Copy of Governor's Order is forwarded for information and respective necessary action to:

- ✓ 1. Secretary, Office of the Provincial Ombudsman, Punjab, Lahore.
2. Mst. Saba Anjum Yasin D/o Ghulam Yasin, R/o Near Jamia Masjid Al-Quresh, Mohallah Quresh Abad, Tehsil Ahmadpur East, District Bahawalpur.

upheld.

(HAFIZ MUHAMMAD ZUNAIR YUNAS)
SECTION OFFICER (OMB-II)

Keep record and forward to
Advisor/Consultant RO.B.P.,
For further n/action.

Registrar

C.G



GOVERNOR PUNJAB

ORDER

District Accounts Officer, Bahawalpur.	VS	Mst. Saba Anjum Yasin, D/o Ghulam Yasin, R/o Bahawalpur.
(Representationist)		(Respondent)

No.SO(OMB-II)GS/20/2023

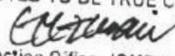
This Order will dispose of the representation of District Accounts Officer, Bahawalpur, preferred under Section 32 of The Punjab Office of the Ombudsman Act, 1997 against the Order of the Ombudsman Punjab, dated 02.11.2022, passed in Complaint No. POP22BWP0013550.

2. Mst. Saba Anjum Yasin (Respondent), lodged a complaint before the Ombudsman that her mother was a retired Primary School Teacher, who died on 15.02.2021. Since she is unmarried, therefore, she is receiving pension of her deceased mother. She further stated that her father was also a Government employee, who died during service and her mother had been receiving family pension. However, the Representationist Agency did not issue the pension of her deceased father in her favour on the plea that she can receive only one pension in respect of one of her deceased parents. She argued that according to the decision of Supreme Court of Pakistan dated 09.02.2021 passed in CPLA No.883/2020, unmarried daughter is entitled to dual pension of her deceased parents. She submitted an application to the District Accounts Officer, Bahawalpur in this regard however no action was taken. She requested the Ombudsman to pass directions regarding issuance of dual pension in her favour in respect of her deceased parents.

3. District Accounts Officer, Bahawalpur, filed a report before the Ombudsman dated 05.10.2022 and stated that pension of the Government employees is issued in accordance with the rules / policy of Government of the Punjab, Finance Department. The case of the Respondent for payment of dual pension has been sent to Chief Inspector of Accounts, Government of the Punjab, Finance Department, Lahore on 28.05.2022 and further necessary action will be taken upon receipt of necessary instructions from the Competent Authority. He added that the Respondent be directed to wait till receipt of directions of the Competent Authority, in this regard.

4. The Ombudsman noted in his decision that both the deceased parents of the Respondent were Government employees. Moreover, the Respondent is already receiving pension

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

Page 1 of 4



GOVERNOR PUNJAB

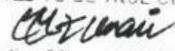
of her deceased mother. The decision of august Supreme Court of Pakistan dated 09.02.2021 is final and it is the responsibility of the Agency to implement the said decision of Hon'ble Court as no stay order has been issued on the matter. The Ombudsman, therefore, under Section 11(1) of the Punjab Office of the Ombudsman Act, 1997, directed the District Accounts Officer, Bahawalpur, to issue family pension of her father to the Respondent without any further delay and submit written report in this regard. The complaint was disposed of by the Ombudsman Punjab, accordingly.

5. District Accounts Officer, Bahawalpur, feeling aggrieved by the Order of the Ombudsman Punjab, has filed the instant representation, reiterating the Agency's previous stance and, inter alia, stating that the Government of the Punjab has filed Civil Review Petition (CRP) Nos 31-L/2021 and 32-L/2021, which are pending adjudication before the august Supreme Court of Pakistan. He has argued that since the matter is pending adjudication before the Hon'ble Supreme Court of Pakistan, the directions passed by the Ombudsman for payment of dual pension are unjustified. It has been requested by the District Accounts Officer, Bahawalpur that the impugned Order of the Ombudsman Punjab be set aside or *sine die* till decision of the CRPs filed before the Hon'ble Supreme Court of Pakistan.

6. Record of the case has been perused, including written reply of the Respondent and rejoinder of the Representationist Agency. Perusal of the record reveals that Mst. Shamim Yaseen (deceased mother of the Respondent) was retired from Government service as Primary School Teacher and died on 15.02.2021. After that, family pension of the Respondent's deceased mother was issued in her name which is still in field. Later on, the Respondent approached the Representationist Agency for issuance of pension of her deceased father too which was earlier issued in the name of her deceased mother and she continuously received the same till her death. However, the Agency did not issue the pension of her deceased father on the plea that she is already receiving pension of her mother, hence, dual pension cannot be issued under the prevalent policy / rules. The Respondent referred to a decision of the Hon'ble Supreme Court of Pakistan dated 09.02.2021 passed in C.P.883-L/2020 and C.P.1791-L/2020, wherein, the request of the Government of the Punjab was dismissed and earlier Orders of the Hon'ble Lahore High Court, Lahore passed in ICA No.50253/2019 and W.P. No.13125/2020 were upheld. Accordingly, Government of the Punjab was directed to issue payment of dual pension of the deceased parents in favour of the unmarried / widow / divorced daughter etc. On the other hand, the

Page 2 of 4

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Section Officer (HOME III)
Governor's Secretariat, Punjab,
Lahore.



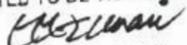
GOVERNOR PUNJAB

Representationist Agency has argued that the Government of the Punjab has filed CRP Nos.31-L/2021 and 32-L/2021 against the decision of the Hon'ble Supreme Court of Pakistan which are pending adjudication and payment of dual pension could not be issued till the finalization of said CRPs.

7 Perusal of the available record further reveals that although the Government of the Punjab has filed CRPs before the Hon'ble Supreme Court of Pakistan against the said judgment dated 09.02.2021, however, no restricting / stay orders of the court are available on record. The observation of the Ombudsman Punjab holds merit that in the absence of any stay orders of the Hon'ble Court in the aforesaid Civil Review Petitions (CRPs), the Agency is bound to implement the decision of the Hon'ble Court. It is pertinent to mention that this appellate forum has already decided a matter of the similar nature in Order No.SO(OMB-II)GS/57/2021 dated 25.03.2021 wherein the Agency was directed to ensure payment of family pension in favour of the applicant in the light of the aforesaid decision of the Hon'ble Supreme Court of Pakistan. Moreover, it is also noted that Finance Department, Government of the Punjab vide letter No.FD-SR-III-4-236/2022 dated 27.12.2022 has already advised the Accountant General, Punjab, Lahore to issue a conditional advice / order in favour of the Respondent regarding admissibility of family pension of her late father while receiving family pension of her deceased mother subject to final outcome of the Civil Review Petition No.31-L/2021 and CRP No.32-L/2021 filed by the Finance Department against the Order dated 09.02.2021 of Hon'ble Supreme Court of Pakistan passed in CPLA No.883-L/2020 and C.P. No.1791-L/2020, after completing all legal / codal / procedural formalities.

8 Keeping in view the aforementioned facts of the case and judgments of the Superior Courts, it can safely be inferred that there are no grounds to interfere with the impugned Order as stance of the Representationist Agency is not supported by the available record. It is to be noted that Government of the Punjab, Finance Department assailed judgment of Lahore High Court, Lahore, dated 27.01.2020 passed in ICA No 50253/2019, by filing CPLA No.883/2020 which was decided by the Hon'ble Supreme Court of Pakistan vide Order dated 09.02.2021. Although Government of the Punjab has filed Civil Review Petitions (CRPs) No. 31-L/2021 and No. 32-L/2021 against the judgment of the Hon'ble Supreme Court of Pakistan dated 09.02.2021 and the same are pending adjudication, however, no stay has been granted by the Hon'ble Court against the impugned judgment. In the absence of any restricting Order, the Agency is bound to implement

Page 3 of 4

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



GOVERNOR PUNJAB

the decision of the Hon'ble Supreme Court of Pakistan as well as advice furnished by Finance Department, Government of the Punjab vide letter No.FD-SR-III-4-236/2022 dated 27.12.2022, subject to the final outcome of the CRPs. Hence, the Ombudsman Punjab has rightly adjudicated the subject matter and directed the Representationist Agency to issue complete pension of the Respondent without any further delay. The Representationist Agency has failed to point out any material infirmity in the impugned order and has also failed to produce any additional evidence in support of its stance. The Representationist Agency is, therefore, directed to ensure payment of family pension in favour of the Respondent in the light of aforementioned decision of the Hon'ble Supreme Court of Pakistan, subject to the final outcome of Civil Review Petition (CRP) Nos. 31-L/2021 and 32-L/2021 pending before the Hon'ble Supreme Court of Pakistan.

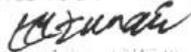
9. For what has been stated above, the instant representation stands dismissed and the Order of the Ombudsman Punjab is upheld in aforementioned terms. Parties to the case be informed, accordingly.



MUHAMMAD BALIGH UR REHMAN
GOVERNOR PUNJAB

Lahore **22 MAR 2024**

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Secretary (Legal/CRP/III)
Governor's Office/Secretariat Punjab,
Lahore.

COMPLAINT NO. POP23NRW0000424

In this case the Honourable Governor Punjab upheld the order of the Ombudsman Punjab and ensured relief in the form of educational scholarships to children of a primary school teacher.



12 JUL 2024

240712/425

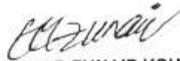
NO.SO(OMB-II)GS/126/2023

**GOVERNOR'S SECRETARIAT
PUNJAB**

Dated Lahore, the 09th July, 2024

Subject: REPRESENTATION PREFERRED TO THE GOVERNOR BY THE DEPUTY COMMISSIONER / CHAIRMAN, DISTRICT BENEVOLENT FUND BOARD, NAROWAL AGAINST THE OMBUDSMAN'S ORDER DATED 23.02.2023 PASSED IN COMPLAINT NO. POP23NRW0000424 UNDER SECTION 32 OF THE PUNJAB OFFICE OF THE OMBUDSMAN ACT, 1997

I am directed to enclose herewith a copy of the Order dated 08.07.2024 passed by the Hon'ble Governor, Punjab, on the representation cited as subject, for information and further necessary action.

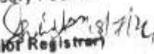


(HAFIZ MUHAMMAD ZUNAIR YUNAS)
SECTION OFFICER (OMB-II)

Deputy Commissioner / Chairman,
District Benevolent Fund Board,
Narowal.

upheld

Keep record and forwarded to
Advisor / Consultant ROH (S)
for further necessary / action

CC: *cc* 
(Senior Registrar)

Copy of Governor's Order is forwarded for information and respective necessary action to:

Advisor (HQ)	
Advisor (ISM)	
Advisor (C-I)	
Advisor (C-II)	
Advisor (G)	
Advisor (Imp-I)	
Advisor (Imp-II)	
Advisor (Imp-III)	
Advisor (Imp-IV)	
Advisor (ISM)	
Advisor (Legal)	
Consultant (HQ)	
Con. (P&PTID)	
Senior Registrar	
Deputy Dir. (G)	

1. Secretary, Office of the Provincial Ombudsman, Punjab, Lahore.
2. Administrative Officer (B.F.), Punjab Government Servants Benevolent Fund Board Lahore.
3. Mst. Zahra Parveen, Primary School Teacher (PST), Government Girls Primary School, Gandowali, Post Office Ahmad Abad, District Narowal.



(HAFIZ MUHAMMAD ZUNAIR YUNAS)
SECTION OFFICER (OMB-II)



GOVERNOR PUNJAB

ORDER

Deputy Commissioner / Chairman, District Benevolent Fund Board, Narowal. (Representationist)	VS	Mst. Zahra Parveen, Primary School Teacher (PST), Government Primary School, Gandowal, District Narowal. (Respondent)
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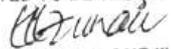
No.SO(Omb-II)GS/126/2023

This Order will dispose of the representation of Deputy Commissioner / Chairman, District Benevolent Fund Board, Narowal, preferred under Section 32 of The Punjab Office of the Ombudsman Act, 1997, against the Order of the Ombudsman Punjab dated 23.02.2023, passed in Complaint No.POP23NRW0000424.

2. Mst. Zahra Parveen (Respondent), lodged a complaint before the Ombudsman that she is serving as Primary School Teacher (PST/BS-14) in Education Department. She submitted several applications for grant of Educational Scholarship in respect of her children on different occasions. However, no payment has been granted to her in this regard. She requested the Ombudsman to pass directions for payment of Educational Scholarship of her children.

3. Additional Deputy Commissioner (General) / Secretary, District Benevolent Fund Board, Narowal, reported to the Ombudsman that payment has been released to the Respondent on account of Educational Scholarship in respect of her daughters Mst. Nimra Akhtar and Mst. Yashfeen Akhtar for the year 2021 under Benevolent Fund No.459 @ Rs.8,000/-, for the year 2022 under Benevolent Fund No.891 @ Rs.8,000/- and for the year 2022 under Benevolent Fund No.890 @ Rs.6,000/-, respectively. Further, application of the Respondent on account of Educational Scholarship in respect of her daughter Mst. Nimra Akhtar for the year 2020 under Benevolent Fund No.512 was declined for having secured less than 60% marks. Moreover, application for payment of Educational Scholarship for the year 2020 was not submitted by the Respondent in respect of her son Malik Shehroz Hussain Akhtar. Furthermore, payment was not released in respect of Malik Shehroz Hussain Akhtar for the year 2021 under Benevolent Fund No.458 due to non-submission of result card. The Respondent argued before the Ombudsman that her daughter Mst. Nimra Akhtar obtained 689 Marks out of total 1100 Marks and is entitled for payment of Educational Scholarship for the year 2019 under Benevolent Fund No.512. With regard to her son's matter, she contended that result card of her son Malik Shehroz Hussain Akhtar was

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

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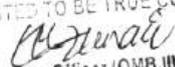
GOVERNOR PUNJAB

submitted to the Representationist Agency through whatsapp as well as by hand vide Diary No.1263 dated 20.02.2023 for the year 2022 under Benevolent Fund No.891.

4. The Ombudsman noted in his decision that the Respondent submitted application for grant of Educational Scholarship in respect of her daughter Mst. Nimra Akhtar on the basis of F.Sc result card for the year 2019 as per which she obtained 689 Marks out of total 1100 Marks which is 62.63% however the Representationist Agency rejected her application on the plea that her marks were less than 60%. Moreover, the Respondent had also submitted the result card of her son Malik Shehroz Hussain Akhtar for the year 2021 vide Diary No.1263 dated 20.02.2023. The Ombudsman, therefore, under Section 11 of the Punjab Office of the Ombudsman Act, 1997 directed Secretary, District Benevolent Fund Board, Narowal, to make payment of Educational Scholarship in respect of both the children of the Respondent within thirty (30) days and submit compliance report. The complaint was disposed of by the Ombudsman Punjab accordingly.

5. Deputy Commissioner / Chairman, District Benevolent Fund Board, Narowal, feeling aggrieved by the Order of the Ombudsman Punjab, has filed the instant representation and, inter alia, stated that the Respondent submitted result card of her son Malik Shehroz Hussain Akhtar vide Diary No.1262 dated 20.02.2023 and payment on account of Educational Scholarship in this regard would be released on approval of the same in the next meeting of District Benevolent Fund Board. He further stated that daughter of the Respondent namely Mst. Nimra Akhtar acquired 328 Marks out of total 580 Marks for the year 2020 which constitutes 56.55%, therefore, she is not entitled for payment of Educational Scholarship as the minimum eligibility for payment of Educational Scholarship is 60% Marks. He further contended that the Ombudsman had noted in his decision that Mst. Nimra Akhtar obtained 689 Marks out of total 1100 Marks in F.Sc for the year 2019 which comes to 62.63% and directed to make payment of Educational Scholarship. Whereas, the impugned Order of the Ombudsman is not in line with the provisions of the Punjab Government Servants Benevolent Fund Policy No.BF/217(Non-Gazetted)/2017 as payment of Educational Scholarship is granted on the average marks of each year instead of average marks of two years. The Representationist Agency has requested that the impugned order passed by the Ombudsman Punjab may be set aside.

6. I have gone through the record of the case including written reply / comments of the Respondent and rejoinder of the Representationist Agency. Perusal of the available record reveals that the Representationist Agency has admitted that the Respondent submitted the result card of her son Malik Shehroz Hussain Akhtar vide Diary No.1262 dated 20.02.2023 and assured that

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

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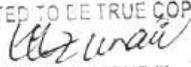
GOVERNOR PUNJAB

payment of Educational Scholarship would be released upon approval of the same in next meeting of District Benevolent Fund Board. As far as the payment of Educational Scholarship in respect of Respondent's daughter Mst. Nimra Akhtar is concerned, the available record reveals that Respondent is insisting that her daughter is entitled to the grant of Educational Scholarship on the basis of her obtained marks in F.Sc. for the year 2019. Whereas, the Representationist Agency has denied this contention of the Respondent and argued that she is not entitled to the grant of Educational Scholarship as the same is granted on the basis of result of each year instead of the combined result of two years. Scrutiny of the available record further reveals that the Respondent's husband also claimed the Educational Scholarship on the basis of marks obtained by her daughter Mst. Nimra Akhtar in F.Sc. for the year 2019 and the Educational Scholarship was granted to him by the Punjab Government Servants Benevolent Fund Board. For further clarity in the matter, clarification of the Punjab Government Servants Benevolent Fund was sought by this appellate forum, which tendered its advice vide letter No.BF- dated 13.07.2023, the operative part of which is reproduced as under:

*"It is humbly submitted that the case of complainant's daughter Nimra Akhtar for scholarship grant for the year 2020 on the basis of Intermediate/FSC was rejected by the District BF Board, Narowal due to Less Marks i.e. 328 marks out of 580 marks (56.55%) in Part-II. However, as per rule 3(c)(iv)(b) of the Punjab Govt. Servants BF Part-II (Disbursement) Rules, 1966 degree pertaining to preceeding educational classes is required and in the instant case student got admission on the basis of Intermediate.
In view of the above, it transpires that complainant's daughter is eligible for the educational scholarship for the year 2020."*

It is quite clear from the above narrated clarification of the Punjab Government Servants Benevolent Fund Board that the Respondent's daughter Mst. Nimra Akhtar is entitled to payment of the Educational Scholarship for the year 2020, on the basis of her Intermediate / F.Sc result and the contention of the Representationist Agency is not tenable that the Respondent's daughter is not entitled to grant of Educational Scholarship.

7. Keeping in view the aforementioned facts of the case and clarification of the Punjab Government Servants Benevolent Fund Board dated 13.07.2023, it can be safely inferred that the Respondent's daughter is entitled to grant of 'Educational Scholarship'. The Ombudsman has, therefore, rightly adjudicated the instant matter and passed directions to Secretary, District

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

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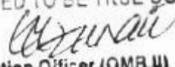
GOVERNOR PUNJAB

Benevolent Fund Board, Narowal, to make payment of Educational Scholarship in respect of both the children of the Respondent. The Representationist Agency could not point out any material infirmity in the impugned order passed by Ombudsman Punjab and also failed to bring forth any additional evidence in support of its stance before this appellate forum. Hence, there is no merit in the instant representation and the Order of the Ombudsman Punjab does not warrant any interference.

8. For what has been stated above, this representation stands dismissed and the Order of the Ombudsman Punjab is upheld in aforementioned terms. Parties to the case be informed, accordingly.


SARDAR SALEEM HAIDER
GOVERNOR PUNJAB

Lahore **08 JUL 2024**

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

COMPLAINT NO. POP22LDR0019393

In this case the Honourable Governor Punjab upheld the order of the Ombudsman Punjab and ensured relief in the form of payment of pension to a retired Civil Servant.



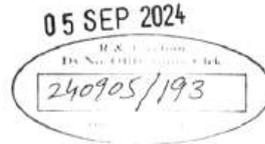
NO SO(OMB-II)GS/105/2023

GOVERNOR'S SECRETARIAT PUNJAB

Dated Lahore, the 02nd September, 2024

Subject: REPRESENTATION PREFERRED TO THE GOVERNOR BY THE ACCOUNTANT GENERAL PUNJAB, LAHORE AND DISTRICT ACCOUNTS OFFICER, LODHRAN AGAINST THE OMBUDSMAN'S ORDER DATED 31.01.2023 PASSED IN COMPLAINT NO. POP22LDR0019393 UNDER SECTION 32 OF THE PUNJAB OFFICE OF THE OMBUDSMAN ACT, 1997

I am directed to enclose herewith a copy of the Order dated 02.09.2024 passed by the Hon'ble Governor, Punjab, on the representation cited as subject, for information and further necessary action.



(Signature)
(SYEDA ZENEB HUSSAIN)
SECTION OFFICER (OMB-II)

1. Accountant General Punjab,
Lahore.
2. District Accounts Officer,
Lodhran.

CC:

Copy of Governor's Order is forwarded for information and respective necessary action to:

1. Secretary, Government of the Punjab, Irrigation Department, Lahore.
2. Secretary, Office of the Provincial Ombudsman, Punjab, Lahore.
3. Executive Engineer (XEN), Lodhran Canal Division, Lodhran.
4. Mr. Awais Ahmad Bashir Zilladar S/o Anees Ahmad Javed, R/o Hosue No. 14, Canal Colony, Tehsil & District Lodhran.

upheld

Keep record and forwarded to
Advisor / Consultant ROLDR
for further necessary / action

(Signature)
(Senior Registrar)

(Signature)
(SYEDA ZENEB HUSSAIN)
SECTION OFFICER (OMB-II)



GOVERNOR PUNJAB

ORDER

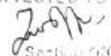
<p>1. Accountant General Punjab, Lahore 2. District Accounts Officer (DAO), Lodhran</p>	VS	<p>1. Executive Engineer, Lodhran Canal Division, Lodhran. 2. Mr. Awais Ahmed Basir (Retired Zilladar), R/o Lodhran</p>
(Representationists)		(Respondents)

No. SO(Omb-II)GS/105/2023

This Order will dispose of the joint representation of the Accountant General Punjab, Lahore and District Accounts Officer (DAO), Lodhran preferred under Section 32 of 'The Punjab Office of the Ombudsman Act, 1997', against the Order of the Ombudsman Punjab dated 31.01.2023, passed in Complaint No.POP22LDR0019393.

2. Mr. Awais Ahmed Basir (Respondent No.2), lodged a complaint before the Ombudsman that he retired from the Irrigation Department as a Zilladar, on 13.06.2021. He claimed that the Time Scale Promotion from BS-14 to BS-16 was granted to him by the Competent Authority / Executive Engineer, Lodhran Canal Division, Lodhran w.e.f. 26.07.2017. Afterwards, the District Accounts Officer, Lodhran (Representationist Agency No.2) made pay fixation on his service book and as a result, he received monthly salary against BS-16, till the date of his retirement. Mr. Awais Ahmed Basir (Respondent No.2) contended that after his retirement, the concerned authorities / Irrigation Department prepared his pension case and forwarded it to the District Accounts Officer, Lodhran (Representationist Agency No.2) for further necessary action but the same was returned with the objection that the Time Scale Promotion from BS-14 to BS-16 was erroneously granted to him and it was advised that the same may be put forward afresh as per BS-14. In response to the objection raised by the District Accounts Officer, Lodhran (Representationist Agency No.2), the concerned authorities / Irrigation Department noted that the Time Scale Promotion i.e. BS-16 has correctly been awarded to Mr. Awais Ahmed Basir (Respondent No.2), but the District Accounts Officer, Lodhran (Representationist Agency No.2) disapproved his pension case according to the BS-16. Mr. Awais Ahmed Basir (Respondent No.2) requested the Ombudsman Punjab that the District Accounts Officer, Lodhran (Representationist Agency No.2) be directed to approve his pension case as per BS-16.

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

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GOVERNOR PUNJAB

3. District Accounts Officer, Lodhran (Representationist Agency No.2) reported to the Ombudsman that according to the relevant Rules and Notification issued by the Finance Department dated 26.07.2017, only those officials who are incumbents on the posts that does not have any promotion channel or have exclusively one promotion channel, are entitled to avail Time Scale Promotion. Moreover, Notification, dated 18.10.2019, issued by the S&GA Department (Regulations Wing), clearly depicts that as per the Punjab Irrigation and Power Department (Revenue Establishment Posts) Recruitment Rules, 2019, the post of Zilladar has more than one promotion channels as an employee Zilladar (BS-14) can be promoted as Deputy Collector (BS-17) and then Canal Collector (BS-18). Thus, neither the Respondent No.2 was entitled to grant of Time Scale Promotion nor his pension could be sanctioned as per BS-16. The District Accounts Officer, Lodhran (Representationist Agency No.2) advised Mr. Awais Ahmed Basir (Respondent No.2) to make his pension case afresh according to BS-14 and sent it again through his parent department so that appropriate action could be taken on it. Furthermore, if the concerned authorities had earlier sanctioned pension case of any retired Zilladar as per BS-16 then the same may again be put forward to the office of District Accounts Officer according to BS-14 for review.

4. Mr. Awais Ahmed Basir (Respondent No.2) in his rejoinder filed before the Ombudsman, stated that he was awarded Time Scale Promotion from BS-14 to BS-16 in the light of Notification dated 26.07.2017, issued by the Government of the Punjab. Accordingly, his pay was earlier fixed and verified by the District Accounts Officer, Lodhran (Representationist Agency No.2). The Respondent No.2 emphasized that the Notification which was quoted by the District Accounts Officer, Lodhran (Representationist Agency No.2) was issued in the year, 2019, whereas the Time Scale Promotion was awarded to him in the year 2017, therefore, the said Notification could not be applied retrospectively. Furthermore, in response of objection raised by to the District Accounts Officer, Lodhran (Representationist Agency No.2), the Executive Engineer (OP) Office of the Chief Engineer Irrigation Multan Zone, Multan vide letter dated 06.12.2022 replied that Time Scale Promotion was granted to the Respondent No.2 as per Government of the Punjab, Finance Department's letter dated 26.07.2017 as there is only one promotion channel involved in his case i.e. Zilladar to Deputy Collector.

5. The Ombudsman noted in his decision that the Respondent No.2 retired on 13.06.2021, as Zilladar, from Irrigation Department on attaining the age of superannuation. The

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

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GOVERNOR PUNJAB

Irrigation Department had earlier awarded him the Time Scale Promotion from BS-14 to BS-16 in the light of Notification dated 26.07.2017 issued by the Finance Department, Government of the Punjab. Afterwards, the concerned authorities / Irrigation Department has made essential entries in the service book of Respondent No.2 and forwarded the same to the office of District Accounts Office, Lodhran (Representationist Agency No.2) for pay fixation as per BS-16, which was accordingly verified and allowed on 10.12.2020. The Ombudsman Punjab observed that the Notification, which was quoted by the Representationist Agency No.2 as a reference, was issued in the year 2019 however, the said Notification neither had retrospective effect nor was applicable upon the Time Scale Promotion which was awarded to the Respondent No.2 in the year, 2017. Moreover, Chief Engineer Irrigation, Multan Zone, also clarified before the Ombudsman that the post of Zilladar has only one promotion channel from Zilladar to Deputy Collector. The Ombudsman Punjab adjudicated that the Respondent No.2 was entitled for payment of pension and other dues as per BS-16. It was further observed that creating obstruction or hindrance for sanction/ issuance of pension in favour of the Respondent No.2 came under the ambit of maladministration. The Ombudsman, therefore, under Section 11 of 'The Punjab Office of the Ombudsman Act, 1997' directed the District Accounts Officer, Lodhran (Representationist Agency No.2) to ensure payment of pension and other emoluments in favour of Respondent No.2 as per BS-16. The complaint was accordingly disposed of by the Ombudsman Punjab.

6. Accountant General Punjab, Lahore and District Accounts Officer (DAO), Lodhran (Representationist Agencies) feeling aggrieved by the Order of the Ombudsman Punjab, have filed the joint representation, reiterating the Agency's previous stance and, inter alia, stating that the Ombudsman Punjab, while passing the impugned order, ignored the 'Punjab Irrigation and Power Department (Revenue Establishment Posts) Recruitment Rules, 1989' as well as the Policy Notification dated 26.07.2017. The Representationist Agencies have argued that the concerned Department deliberately fabricated that only one promotion channel is involved i.e. Zilladar to Deputy Collector, whereas, there are more than one promotion channels of the post of Zilladar prescribed in the relevant rules. The Representationist Agencies have, therefore, requested that the impugned Order dated 31.01.2023 passed by the Ombudsman Punjab be set aside.

7. I have gone through the record of the case including written replies / comments of the Respondents as well as rejoinder of the Representationist Agencies. It is revealed that Mr.

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Commissioner, Ombudsman (OMB.II)
Governor's Secretariat, Punjab,
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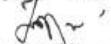


GOVERNOR PUNJAB

Awais Ahmed Basir (Respondent No.2) was working as Zilladar (BS-14) in the Irrigation Department. In the light of Notification dated 26.07.2017, the Irrigation Department awarded the Time Scale Promotion to the Respondent No.2 and forwarded his service book to the concerned District Accounts Officer, Lodhran (Representationist Agency No.2) for fixation of his pay according to BS-16, which was accordingly allowed and granted on 10.12.2020. Afterwards, the Respondent No.2 retired on 13.06.2021, as Zilladar, from Irrigation Department on attaining the age of superannuation and the Irrigation Department prepared his pension case and sent it to the District Accounts Office, Lodhran (Representationist Agency No.2) for further necessary action but the same was returned with the objection that the Time Scale Promotion against BS-16 was erroneously granted to him. District Accounts Officer, Lodhran (Representationist Agency No.2) further advised that the pension case may be put forwarded afresh as per BS-14. The concerned authorities / Irrigation Department rebutted the stance of the District Accounts Officer, Lodhran (Representationist Agency No.2) and argued that the Time Scale Promotion has rightly been awarded to the Respondent No.2 as per the Punjab Government's Notification dated 26.07.2017.

8. Perusal of the record reveals that Government of the Punjab, Finance Department issued a Notification dated 26.07.2017, wherein, Time Scale Promotion was allowed to the employees in BS-5 to BS-15, holding promotion / non-promotion posts, where none or only one time promotion in the entire service is prescribed in the rules, on satisfactory completion of ten (10) years of service. As a result, the parent department i.e. Irrigation Department of the Respondent No.2 awarded him the Time Scale Promotion from BS-14 to BS-16 w.e.f. 26.07.2017 and the pay fixation had been made by the concerned District Accounts Officer, Lodhran (Representationist Agency No.2) as per BS-16. The Respondent No.2 retired from Government Service on 13.06.2021 and after his retirement, the Chief Engineer Irrigation, Multan Zone, vide letter dated 26.08.2022 forwarded the pension case of the Respondent No.2 to the District Accounts Officer, Lodhran (Representationist Agency No.2) for necessary action. The District Accounts Officer, Lodhran (Representationist Agency No.2) vide letter dated 07.09.2022 returned the said pension case of the Respondent No.2 to the Chief Engineer Irrigation, Multan Zone, Multan with the remarks that the same may be re-submitted according to BS-14 after necessary correction as Time Scale Promotion awarded to the Respondent No.2 was against the Policy of Government of the Punjab. The Chief Engineer Irrigation, Multan Zone, vide letter dated 06.12.2022 again forwarded

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

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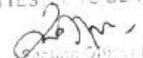
GOVERNOR PUNJAB

the pension case of the Respondent No.2 to the District Accounts Officer, Lodhran (Representationist Agency No.2) with the remarks that Time Scale Promotion was granted to the Respondent No.2 as per Government of the Punjab Finance Department's letter dated 26.07.2017 as there is one promotion channel involved i.e. 'Zilladar' to 'Deputy Collector'. The District Accounts Officer, Lodhran (Representationist Agency No.2) refused to approve the pension case of the Respondent No.2 as per BS-16 on the plea that the post of the 'Zilladar' has more than one time promotion channel, therefore, he is not entitled for time scale promotion as per the 'Punjab Irrigation and Power Department (Revenue Establishment Posts) Recruitment Rules, 1989 & 2019' as well as 'Finance Department's letter dated 26.07.2017'.

9. Needless to say, the Chief Engineer Irrigation, Multan Zone, Multan rightly awarded the Time Scale Promotion from BS-14 to BS-16 to Mr. Awais Ahmed Basir (Respondent No.2) in accordance with relevant policy, laid down by the Government of the Punjab. It is observed that the Government of the Punjab, S&GA Department (Regulations Wing), vide Notification dated 13.06.2022 made amendment in the 'Punjab Irrigation Department (Revenue Establishment Posts) Recruitment Rules, 2019', wherein, it was notified that an official holding the post of 'Zilladar (BS-14)' could be promoted as 'Deputy Collector (BS-17)', subject to qualifying the Departmental Revenue Examination (DRE), prescribed by the Department. In the instant case, the Respondent No.2 did not pass the said Departmental Revenue Examination (DRE) during his entire service. Hence, the Representationist Agencies misconstrued the Finance Department's letter dated 26.07.2017 as well as Notification dated 13.06.2022 circulated by the S&GA Department (Regulations Wing). Stance of the Representationist Agencies has not been justified as the post of 'Zilladar' has no more than one time promotion channel, therefore, the Respondent No.2 has correctly been granted Time Scale Promotion w.e.f. 26.07.2017 from BS-14 to BS-16 in accordance with policy.

10. Keeping in view the aforementioned facts of the case, it is quite evident that Mr. Awais Ahmed Basir (Respondent No.2) was deprived of his lawful right by the Representationist Agencies. It is to be noted that the concerned authorities / Irrigation Department has rightly awarded Time Scale Promotion to the Respondent No.2 from BS-14 to BS-16. However, he did not qualify the Departmental Revenue Examination (DRE) during his entire service which was compulsory for promotion from Zilladar to Deputy Collector. The Ombudsman Punjab has rightly

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 Governor's Secretariat, Punjab,
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GOVERNOR PUNJAB

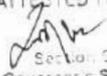
adjudicated the subject matter and passed appropriate directions to the quarter concerned regarding payment of pension and other dues in favour of the Respondent No.2 according to BS-16. Moreover, the Representationist Agencies could not point out any material infirmity in the impugned order passed by the Ombudsman Punjab dated 31.01.2023 and did not bring forth any additional evidence in support of their stance before this Appellate Forum. Consequently, there is no merit in the instant joint representation and Order passed by the Ombudsman Punjab does not warrant any interference. The Representationist Agencies are, therefore, directed to approve pension case of the Respondent No.2 as per BS-16, in letter and spirit.

11. For what has been stated above, the instant joint representation stands dismissed and the Order passed by the Ombudsman Punjab is upheld. Parties to the case be informed, accordingly.


SARDAR SALEEM HAIDER
 GOVERNOR PUNJAB

Lahore **02 SEP 2024**

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

COMPLAINT NO. POP23KSR0017134

In this case the Honourable Governor held that a uniform policy regarding fines may be devised and be made applicable across all the Boards of Intermediate & Secondary Education of Punjab and the policy/mechanism so devised should hold the respective heads of the Government Schools accountable through their administrative department, rather than students, for any lapse committed during the performance of their responsibility during the enrollment process.

NO.SO(OMB-II)GS/569/2023

**GOVERNOR'S SECRETARIAT
PUNJAB**

Dated Lahore, the 08th August, 2024

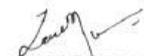


13 AUG 2024

H.A.
Dy. No. 240813/367

Subject: REPRESENTATION PREFERRED TO THE GOVERNOR BY THE SECRETARY, BOARD OF INTERMEDIATE & SECONDARY EDUCATION (BISE), LAHORE AGAINST THE OMBUDSMAN'S ORDER DATED 14.11.2023 PASSED IN COMPLAINT NO. POP23KSR0017134 UNDER SECTION 32 OF THE PUNJAB OFFICE OF THE OMBUDSMAN ACT, 1997

I am directed to enclose herewith a copy of the Order dated 08.08.2024 passed by the Hon'ble Governor, Punjab, on the representation cited as subject, for information and further necessary action.



(SYEDA ZENEB HUSSAIN)
SECTION OFFICER (OMB-II)

Secretary,
Board of Intermediate & Secondary Education (BISE),
Lahore.

CC:

Copy of Governor's Order is forwarded for information and respective necessary action to:

1. Secretary, Government of the Punjab, Higher Education Department, Lahore.
2. Chairman, Punjab Boards Committee of Chairmen (PBCC), Lahore.
3. Secretary, Office of the Provincial Ombudsman, Punjab, Lahore.
4. Mst. Sajida Manzoor D/o Riasat Ali, R/o Government Girls High School, Talab Wala, Tehsil Chunian, District Kasur.

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GOVERNOR PUNJAB

ORDER

Secretary, Board of Intermediate & Secondary Education (BISE), Lahore.	VS	Ms. Sajida Manzoor, Senior Headmistress, Government Girls High School, Talab Wala, Chunian, District Kasur.
(Representationist)		(Respondent)

No. SO(Omb-II)GS/569/2023

This Order will dispose of the representation of Secretary, Board of Intermediate & Secondary Education (BISE), Lahore, preferred under Section 32 of the Punjab Office of the Ombudsman Act, 1997, against the order of the Ombudsman Punjab dated 14.11.2023, passed in Complaint No.POP23KSR0017134.

2. Ms. Sajida Manzoor (Respondent), lodged a complaint before the Ombudsman that she is serving as Senior Headmistress at the Government Girls High School, Talab Wala, Chunian, District Kasur. The process of registration / enrollment in respect of her school was completed well in time. She further stated that examination fee for matriculation examination was deposited in time and all the documents were sent to the BISE Lahore (Representationist Agency) before the due date through TCS Courier Company. Moreover, if any documents were misplaced, the Agency should have timely conveyed the same, however, she was not informed. Now, the Representationist Agency is not completing the registration process of the students and pressing for payment of excessive amount of fine which the school administration cannot afford. She contended that the students and their parents are worried about the registration process. She requested the Ombudsman to pass directions to the concerned officials to complete the registration process of the students and waive off the amount in lieu of fine.

3. Deputy Secretary (Finance), Board of Intermediate & Secondary Education (BISE), Lahore, reported to the Ombudsman that Punjab Boards Committee of Chairmen (PBCC) issued a schedule for all the Boards of Intermediate and Secondary Education in Punjab vide its Notification No 504-SY/PBCC/LHR dated 06.03.2023 for registration / admission in Class 9th for academic year 2023-2025. Submission of online admission, deposition of requisite fee in the bank and provision of hard copy of the enrollment return was mandatory in this regard. Accordingly, the BISE, Lahore issued a schedule vide Notification No.100-Registration dated 09.03.2023, for enrollment / admission in Class 9th for academic year 2023-2025. As per schedule, the last date for online enrollment, submission of fee and provision of hard copy of the enrollment return to the office of BISE, Lahore was fixed as 15.05.2023 which was later extended to 22.05.2023 to facilitate the principals, students and parents. Despite this, the Respondent failed to submit the enrollment return in time and submitted the same on

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



GOVERNOR PUNJAB

27.05.2023 i.e. after the notified schedule. Accordingly, fine was imposed as per rules on account of non-submission of enrollment return in accordance with the notified schedule.

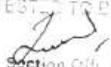
4. The Ombudsman noted in his decision that the Respondent / Headmistress, Government Girls High School, Talab Wala, Chunian submitted online data as well as requisite fee, in respect of students of the school, in time and hard copy of the enrollment return was also sent through TCS Courier Company within the notified due date. The Ombudsman, therefore, directed the Chairman, Board of Intermediate & Secondary Education (BISE), Lahore, under Section 11 of the Punjab Office of the Ombudsman Act, 1997, to issue the registration cards of the students for year 2023-2025 in time after waiving-off the amount of fine on humanitarian grounds keeping in view the future and educational career of the students. The complaint was disposed of by the Ombudsman, accordingly.

5. The Secretary, BISE, Lahore (Representationist Agency), feeling aggrieved by the Order of the Ombudsman Punjab, has filed the instant representation, reiterating the Agency's previous stance, and, inter alia, stating that despite extending the last date for submission of enrollment return, the Respondent failed to submit the same as per notified schedule. The Respondent submitted enrollment return of her institution namely Government Girls High School, Talab Wala, Chunian, District Kasur on 27.05.2023 i.e. after the notified schedule. Accordingly, as per rules, fine was imposed due to non-submission of enrollment return well in time. The Representationist Agency has contended that the Ombudsman may take cognizance of the matter where allegation of maladministration has been alleged against the Agency, however, neither has the Respondent levelled any allegation of maladministration in her complaint nor could the Ombudsman establish any maladministration on the part of Representationist Agency. It has been requested to set aside the impugned Order passed by the Ombudsman.

6. I have gone through the record of the case including written reply / comments of the Respondent and rejoinder of the Representationist Agency. Perusal of the available record reveals that BISE, Lahore, vide Notification No.100-Registration dated 09.03.2023, notified the schedule for enrollment / admission in Class 9th academic year 2023-2025. Last date for online data entry, deposition of requisite fee in the bank and submission of hard copy of enrollment return was fixed as 15.05.2023 which was later extended to 22.05.2023 vide Notification No.650-SY/PBCC/LHR dated 15.05.2023. It was mentioned in the above referred notifications dated 09.03.2023 and 15.05.2023 that triple fee will be received in respect of those candidates whose enrollment was not online, batches were not formed and hard copy of the enrollment return was not submitted. It is an admitted fact that online enrollment as well as deposition of prescribed fee in respect of the students of Government Girls

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High School, Talab Wala, Chunian, Kasur was timely submitted by the Respondent. Moreover, as per contention of the Respondent, the enrollment return was also timely submitted in the office of the Representationist Agency. However, the Agency contacted her after expiry of the scheduled date and demanded resubmission of the enrollment return on account of misplacement of the same. The Respondent, nevertheless, resubmitted the enrollment return on 27.05.2023 upon which the Representationist Agency imposed fine which is unjustified. The stance of the Respondent holds ground to the extent that if any documents were found missing along with the letter of the Respondent, the Agency should have conveyed the same to the Respondent well in time. Moreover, this state of affairs does not amount to late submission of admission as notified by the Punjab Boards Committee of Chairmen (PBCC) vide Notification No.504-SY/PBCC/LHR dated 06.03.2023 and No.650-SY/PBCC/LHR dated 15.05.2023.

7. The available record further reveals that the aforementioned Notifications of the PBCC prescribed the schedule for admission as well as late admission fee in case of expiry of due date for admission. Unequivocally, the formalities of online admission as well as deposition of prescribed fee were timely completed by the Respondent in the instant case. The above Notifications were adopted by the Representationist Agency and additional conditions regarding imposition of late fee were devised by the Agency whereby late fee at the rate of three times of normal fee was to be received even in cases where hard copy of the return was not received within due date. In this regard, it is noted that the responsibility of submission of hard copy of enrollment return to the Representationist Agency lies with the school and the students cannot be held responsible for this lapse. Moreover, the policy of the Representationist Agency is ambiguous to this extent i.e; whether the additional fee / fine will be charged from the administration of the concerned school or the students. Needless to say, the students of Government institutions cannot afford to pay such heavy fines without any fault on their part. Hence, the policy of the Representationist Agency regarding imposition of late fee (fine) upon students of the Government owned schools needs to be reviewed / clarified. Furthermore, the administrative department i.e; School Education Department, Government of the Punjab may also be kept on board in such instances involving alleged negligence on the part of the administrative heads of the concerned schools.

8. Keeping in view the aforementioned facts of the case, it can safely be inferred that, prima facie, no fault on the part of students of Government Girls High School, Talab Wala, Chunian, District Kasur and the Respondent could be established during the enrollment process. Hence, imposition of late fee fine by the Representationist Agency upon the students on that account holds no rationale. It is to be noted that the Notifications dated 06.03.2023 & 15.05.2023 issued by the Punjab

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 Secretary (Punjab Ombudsman)
 Governor's Secretariat, Punjab,
 Lahore.



GOVERNOR PUNJAB

Boards Committee of Chairmen (PBCC) provide imposition of late fee fine upon only those students whose admissions were submitted after the notified dates. However, the Representationist Agency, vide Notifications dated 09.03.2023 & 15.05.2023, adopted the schedule prescribed by PBCC and extended late fee fine in those cases where online enrollment as well as bank fee was submitted within due dates but hard copy of the enrollment return could not be provided as per schedule. It is imperative to highlight that such harsh penalty on the students of Government Schools without any fault on their part is unjustified at the first instance. Hence, penalty imposed by the Representationist Agency needs to be rationalized keeping in view the status of the students. Furthermore, School Education Department, Government of the Punjab must be taken on board in cases where hard copies of the enrollment returns are not submitted by the respective heads of schools in time. The students cannot be penalized for any lapse committed by the head of the school, hence, imposition of fine by the Representationist Agency in the instant case seems unjustifiable. It is also to be noted that Article 25A of the Constitution of Islamic Republic of Pakistan guarantees that the State shall provide free and compulsory education to all children of the age of five to sixteen years and this act of the Representationist Agency is equal to denial of fundamental right of education to the children studying in the school. It is pertinent to mention that BISE Lahore is not a corporate entity rather a public institution whose function and purpose should be to serve rather than to extort schools and students. Under these circumstances, the stance of the Representationist Agency seems unjustifiable and Order passed by the Ombudsman does not warrant interference. The matter regarding imposition of late fee fine upon the students / administration of the school is, however, referred to the Secretary, Government of the Punjab, Higher Education Department / Chairman, Punjab Boards Committee of Chairmen (PBCC) for clarity and for creating an effective coordination mechanism between the stakeholders. A uniform policy in this regard may be devised, especially in consultation with the School Education Department, Government of the Punjab, and the same be made applicable across all the Boards of Intermediate & Secondary Education of Punjab. The policy / mechanism so devised should hold the respective heads of the Government Schools accountable through their administrative department, rather than students, for any lapse committed during the performance of their responsibility during the enrollment process.

9. For what has been stated above, this representation stands dismissed and the Order of the Ombudsman Punjab is modified in aforementioned terms. Parties to the case be informed, accordingly.



SARDAR SALEEM HAIDER
GOVERNOR PUNJAB

Lahore **08 AUG 2024** ATTESTED TO BE TRUE COPY



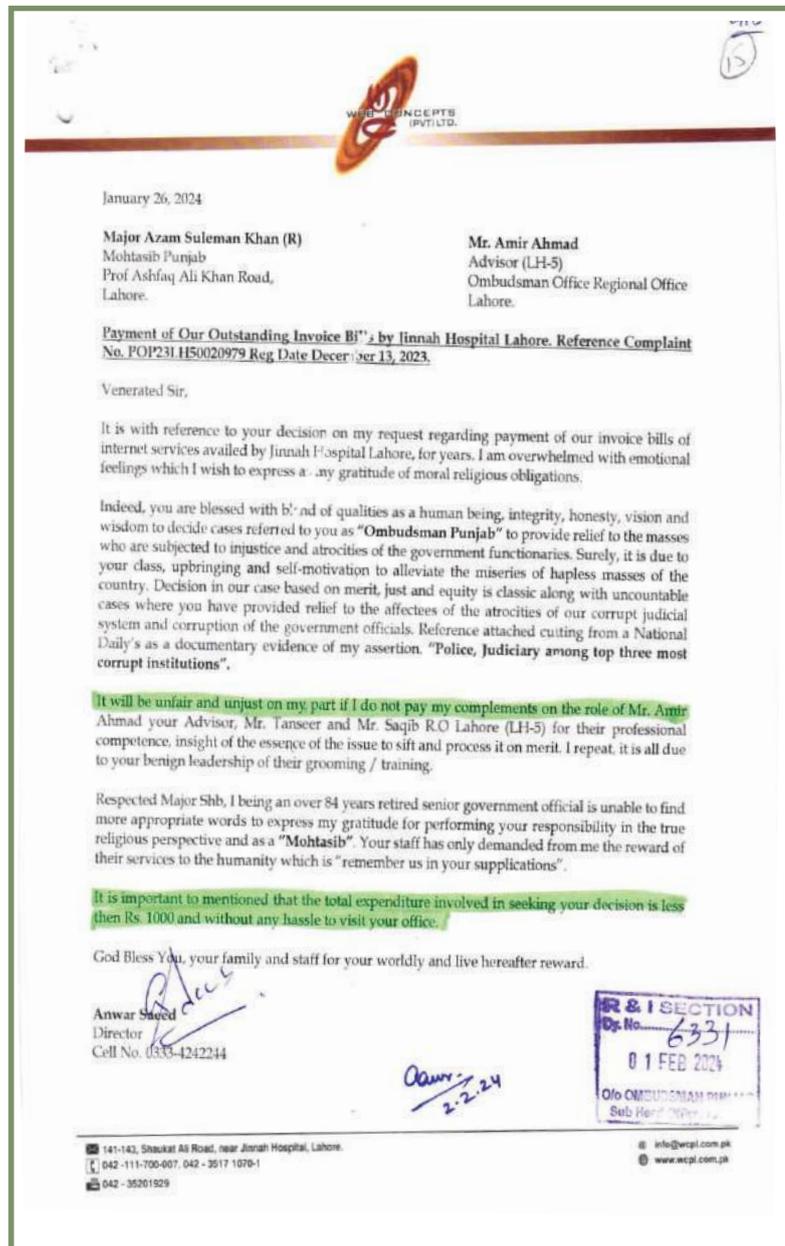
Section Officer (OMB, II)
Governor's Secretariat, Punjab,
Lahore.

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Chapter 08

Feedback from Complainants

When their grievances/complaints are redressed by the Office of the Ombudsman Punjab, complainants usually express their gratitude and satisfaction about the efficacy of the inexpensive grievance redressal system of this Office through letters, emails, text/video messages, etc. These kind expressions of their gratitude serve to strengthen our resolve to further improve our service delivery procedures. A collection of selected acknowledgement letters received from the complainants has been included in this Chapter.



**Office of the Ombudsman Punjab,
Regional Office Narowal**
Complaint No. POP24NRW0007725

Mr. Capt (R) Atta Muhammad Khan, Advisor Narowal, Punjab, Pakistan

Dear Mr. Khan,

I hope this letter finds you well. I am writing to express my heartfelt appreciation for the tremendous support and dedication you and your team have shown regarding my recent application. Your office has truly exemplified diligence and commitment, which has not gone unnoticed.

From the very beginning of my interaction with your office, I have been continually impressed by the professionalism and compassion displayed. During my hearing, I was particularly struck by your kindness and the respectful manner in which you treated everyone present. Your approachability and prompt responses, whenever I contacted your office, have been commendable, and your willingness to go above and beyond in addressing concerns is greatly appreciated.

Your professional demeanor and compassionate nature set a high standard for public service. It is indeed a blessing for the people of District Narowal to have an advisor of your caliber. In a system where corruption often overshadows merit, your unwavering commitment to integrity and service is both refreshing and inspiring. You have reinforced my belief in the potential for honest and effective governance within our district.

I find myself at a loss for words to fully convey my gratitude for your kindness, honesty, and dedication to your role. Your efforts have left a lasting positive impact on me and, undoubtedly, on many others in our community. It is a privilege to have you serving in our district, and your hard work and generosity will be remembered and appreciated by many.

Once again, thank you so much for your outstanding service. Your exemplary work is a beacon of hope and integrity in our community.

Warmest regards,

Dr. Mahmood Riaz *Mahmood Riaz dated 14.07.2024*

Newcastle upon Tyne,

United Kingdom



Date: 09-02-2024

To: Chairman Ombudsman,
 Consultant HQ Office of the Ombudsman (Punjab),
 Prof Ashfaq Ali Khan Road,
 Lahore.

Subject: **SETTLEMENT REGARDING OUTSTANDING DUES OF BEIJING UNDERPASS AND FIRDOUS MARKET UNDERPASS.**

1. I lodged a compliant with Punjab Ombudsman on 19-Jan-2023 regarding outstanding dues of the above-mentioned project. We completed the above-mentioned project on 18-May-2020. Since then our outstanding dues were not clear despite my repeated request to LDA but I did not get a positive answer from LDA regarding my outstanding dues.
2. I was compelled to lodge a compliant with Punjab Ombudsman on my request Mr. Mohsin Rashid carried our detailed inquiry into the matter and ascertained that LDA owes dues regarding the above-mentioned project.
3. I appreciate the efforts of Mr. Mohsin Rashid and hard work put in to find the facts regarding the outstanding dues owed by LDA. LDA tried their best to avoid the payment on one pre text or the other but Mr. Mohsin remained adamant and firm and brought out the actual facts. Due to the efforts of Mr. Mohsin Rashid I was able to get my outstanding dues in a very short time. I am really great full to the Mr. Mohsin Rashid for his efforts. I will always be indebted to him. Due to his effort that I have able to my long outstanding dues.
4. I would also like to thank chairman for his guidance and persistent efforts in helping me in recovering my outstanding amount. I feel privileged to write to you as under your able authority ombudsman Punjab is performing far better for the inhabitants. Your service for the general Public are beyond any doubt and kind consideration public in particular.
5. I would thank the entire staff of ombudsman for assisting me in recovering long outstanding dues which was causing mental agony.

Sincerely Yours 

 Mehwish Khan

Address

38 - F, Phase 1, Commercial Area
 D.H.A, Lahore-Pakistan
 P: +92 42 35691991-2
 F: +92 42 35691993
 E: hubenterprises2003@gmail.com

خدمت جناب کنسلٹنٹ صحابہ صوبائی محاسب پنجاب ٹائٹول
عنوان:۔ جواب الحجاب بابت شکایت نمبر:

Pop 24kwL 5515413

صیاب عالی!
زرارش ہے کہ میں نے اپنے فاؤنڈیشن (جو کہ ٹیکہ
اکاؤنٹ آف منس ٹائٹول میں بطور نائب قاعدہ نوٹ ہوا تھا
کی وفات کے بعد مرحوم کے بقایا جات کے حصول کے لیے ٹیکہ
اکاؤنٹس آف منس سے رجوع کیا جس پر ٹیکہ مزدگور کے ذمہ عالی
امرا دہی رقم واجب ادا تھی جس پر میں نے دفتر محاسب پنجاب
ٹائٹول میں شکایت بالا دائر کی۔

دفتر محاسب پنجاب کی کاروائی و کاوشوں کی بدولت
مجھے میرے استحقاق کے مطابق سالانہ امداد کی رقم مبلغ
16,00,000/- روپے بزرگہ بینک اکاؤنٹ مورخہ 17/10/24
موصول ہو گئی ہے جس کے بعد میری دائر سی ہو گئی ہے۔

چونکہ مجھے ٹیکہ مزدگور نے عالی امرا دہی
رقم مبلغ 1,00,000/- روپے بزرگہ بینک اکاؤنٹ دے دی ہے
اور میری دائر سی ہو گئی ہے لہذا میری موجودہ شکایت بجھینہ
دائر سی مختلانی جائے۔

العارضی ✓
تبر او ان عالی ✓

21/10/24

تبر او ان عالی بیوہ محمد حسین ✓
سکونت:۔ گلشن 54/10/24
ٹائٹول:۔ تحصیل مبلغ

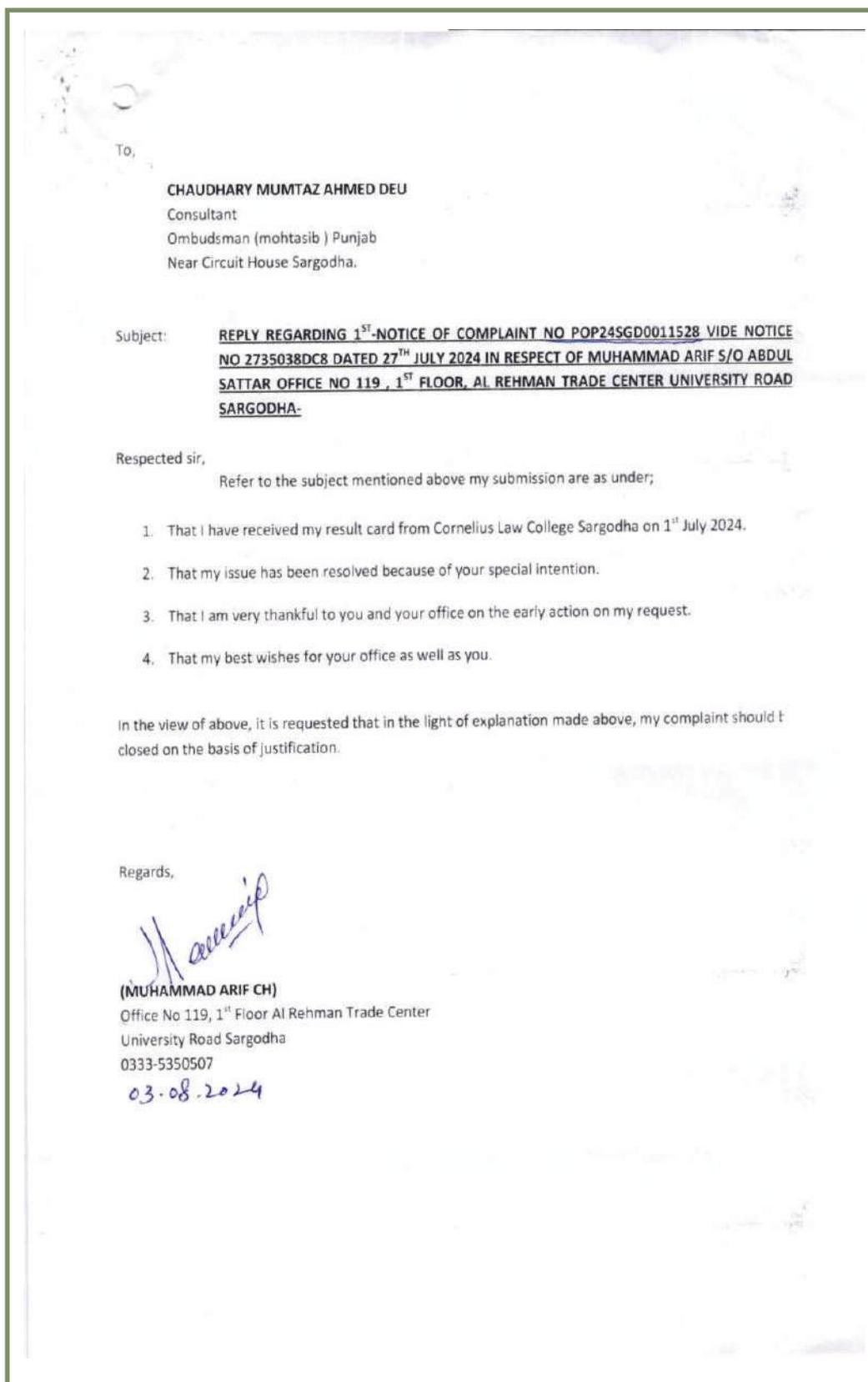
0300-3473295 ✓

صوبائی محتسب نفاذ صاحب،

میرے خاوند خالد محمود جو کہ محکمہ انبار میں پٹواری تھے۔
 جو کہ 22 نومبر 2018ء کو قفائے اپنی سے وفات پا گئے تھے۔ 5 سال
 ساری فارلینسز پوری کرنے کے باوجود بھی ہمارے واجبات ہمیں
 نہیں ملے۔ آفکار صوبائی محتسب میں اپیل کرنی پڑی اور صوبائی
 محتسب نے میری اپیل کو سن کر چند مہینوں میں مجھے میرے سارے
 واجبات کی ادائیگی حاصل کروادی۔ 4 month salary
 Monthly salary, OSD Post, Death grant or
 Financial grant دوائی اور مرحوم کی بیٹی کو Rule 17A کے تحت
 جب بھی دوائی۔ لہذا میں صوبائی محتسب کا دل کی گہرائیوں
 سے شکر ادا کرتی ہوں کہ انہوں نے مجھے میرا حق دلوادیا۔
 اللہ پاک آپکا اقبال بلند فرمائے۔

Seen
 16/5/24

بیٹی بختی بی بی
 16/05/2024



بعدالت جناب ڈسٹرکٹ ایڈوائزر صوبائی محتسب پنجاب ضلع پاکپتن۔

جناب عالی۔

گزارش ہے کہ میں نے محکمہ سوشل ویلفیئر اینڈ بیت المال پنجاب کے خلاف درخواست نمبری۔ 283 AP/23/P/14 آپ کی خدمت میں گزارى تھی۔ جس پر میرے واجبات مبلغ 656004/- روپے مجھے ادا کر دیئے گئے ہیں۔ اور اس رقم کا چیک مجھے موصول ہو چکا ہے۔ آپ کی طرف سے لیے گئے ہمدردانہ ایکشن کے لیے میں آپ کا بے حد مشکور ہوں اور ہمیشہ رہوں گا۔

آپ سے التماس ہے کہ میری درخواست کے سلسلے میں چلنے والے تمام کارروائی کو داخل دفتر کر دیا جائے۔ آپ کی عین نوازش ہوگی۔

العارض

جانسن مسیح ولد صدیق مسیح

فون نمبر: 0309-7819764

28/3/24


District Advisor Pakpattan
O/O Ombudsman Punjab,
Pakpattan

بخدمت جناب کنسلٹنٹ محاسب پنجاب، ریجنل آفس میانوالی

عنوان: اظہار تشکر بلسہ ادائیگی محکمہ مالی امداد مبلغ - /1700000

نمبر شکایت: POP24M.NW0011150

جناب عالی!

گزارش ہے کہ فدویہ نے بحیثیت بیوہ، محکمہ مالی امداد (Financial Assistance) کی ادائیگی میں تاخیر پر آپ کے دفتر میں عنوان بالا درخواست دائر کر رکھی تھی۔ محکمہ لوکل گورنمنٹ اینڈ کمیونٹی ڈویلپمنٹ میانوالی کی جانب سے عرصہ چار سال سے ادائیگی نہ کی جا رہی تھی۔ بالآخر محاسب پنجاب ضلعی دفتر میانوالی میں درخواست دائر کی جس پر جناب کے دفتر کی جانب سے فوری کارروائی کرتے ہوئے محکمہ کو جواب طبعی کیلئے نوٹس جاری کر کے محکمہ مالی امداد کی ادائیگی میں تاخیر کی وجوہات طلب کی گئیں۔ جس کے جواب میں محکمہ مذکور نے فوری طور پر سائلہ کے حق میں محکمہ مالی امداد کی مد میں واجب الادا رقم مبلغ - /1700000 روپے کی ادائیگی بذریعہ چیک کر دی ہے جو سائلہ نے بذات خود وصول کر لیا ہے۔ لہذا میری درخواست پر کارروائی بصیغہ داورسی نمنا دی جائے۔

میں بحیثیت بیوہ، دفتر محاسب پنجاب کی جانب سے سائلہ کی درخواست پر بروقت کارروائی کرنے پر ضلعی دفتر میانوالی کے تمام عملہ کی مشکور ہوں جنہوں نے سائلہ کی قدم قدم درست راہنمائی کی اور محض 30 ایام کے مختصر عرصہ میں سائلہ کو ادائیگی کروا کر حق رسی فرمائی ہے۔ دفتر محاسب پنجاب ضلع میانوالی کا عملہ انتہائی بااخلاق، مہذب اور شائستہ رویہ کا حامل ہے۔ سائلین کی راہنمائی کیلئے مفت مشورہ فراہم کیا جاتا ہے اور دفتر میں نہایت عزت و احترام کے ساتھ ایئر کنڈیشنڈ کمرہ میں بٹھا کر بغیر کسی معاوضہ کے درخواست مکمل کروائی جاتی ہے۔ محاسب پنجاب کا ضلعی دفتر میانوالی جیسے علاقہ میں ایک نعمت سے کم نہ ہے۔ میں آپ کی جانب سے بروقت کارروائی کے نتیجے میں ہونے والی ادائیگی پر تاجر ممنون رہوں گی۔

چیک نمبر: 2002509759 مورخہ 30-07-2024 وصول پایالیا جے۔

العارض

شبانہ کوثر بیوہ لیاقت جاوید، سکنہ چک نمبر 10/ML، تحصیل بیلاں، ضلع میانوالی

فون نمبر: 03012476467

شبانہ کوثر
30-07-2024

(42)

خدمت جناب صوبائی محاسب صاحبہ حیدرآل کمپنس حیدرآل

عنوان - شکایت نمبر POP2304 ادائیگی گروپ المنورس
0018697

OBD\CKWJC-ROI...
240320 000129
Molitasib Punjab Chakwal

صائب علی

گزارش ہے کہ سالانہ حساب نام عنوان کے تحت لکھی گئی ہے کہ۔

① جناب عدالت کی وسالت سے مجھے گروپ المنورس کی رقم کا چیک نمبر 23846490
|| تاریخ 13-2-24 مابقی مبلغ 875000 روپے وصول ہو چکا ہے اور اس چیک کی رقم
میرے ذاتی اکاؤنٹ میں ٹرانسفر ہو گئی ہے۔

② یہ کہ محاسب صاحب نے مجھے میرا حق دلوانے میں مہری مدد فرمائی ہے جس پر میں
صائب محاسب صاحب کی انتہائی ممنون دستور ہوں جس وجہ سے مہری شکایت کا بروقت
ازالہ ہوا ہے کہ مجھے فوری اور منت العاف گھر کی دہلیز پر فرام کیا گیا ہے۔

③ یہ کہ مہری شکایت کا ازالہ ہو چکا ہے لہذا آپ کی معزز عدالت سے درخواست ہے
کہ اب مہری شکایت کی درخواست داخل دفتر فرما دی جائے

آپ کی از حد گزارش ہوگی

المعارضہ
گلشن شہزادی بیوہ ظفر اقبال
سکنہ مینار آؤڈر خانہ ویلی زیر تحصیل چکوال شاہ
ضلع حیدرآل
Ph. 03075899300

دستخط: Gulshan Shahzadi
NIC
37202-9141049-4
تاریخ 20-03-2024

22

بخدمت جناب ایڈوائزر محتسب پنجاب، ضلع سیالکوٹ

21.03.2024

عنوان: جواب الجواب برائے شکایت نمبری POP23SKT0019937

جناب عالی!

گزارش ہے کہ میں نے جناب کے دفتر محتسب پنجاب ریجنل آفس سیالکوٹ میں ایک درخواست برخلاف ہسپتال خواجہ محمد صفدر میڈیکل سیالکوٹ گزار دی تھی۔ جو کہ محکمہ کی جانب سے میری رقم ادا نہ کی جا رہی تھی۔ جناب عالی جناب کے دفتر کی مدد سے ہسپتال نے میری رقم مبلغ -/6500092 (پینسٹھ لاکھ بانوے) روپے ادا کر دی گئی ہے۔ میری دادرسی ہو گئی ہے۔ میں دفتر محتسب پنجاب کا بے حد مشکور ہوں جس کی مدد سے میرا مسئلہ حل ہو گیا ہے۔ لہذا میری درخواست داخل دفتر کر دی جائے۔



العارض



اسد بشیر ایڈووکیٹ ولد محمد بشیر قوم ڈھلوں ساکن ڈھلم بلگن

بخدمت جناب صوبائی مختبہ گجرات Pop24G1R1835

24

جناب عالی

میں مسمی مدثر اقبال ولد غلام رسول شناختی کارڈ نمبر: 7-0398100-34201 آپ کا بہت ہی شکر گزار ہوں کہ آپ نے آپ نے اور آپ کے تمام عملے نے میری درخواست پر فوری رد عمل دیا اور میرے بچوں کے درکوز ویلفیئر فنڈ پنجاب میں سکارلشپ کی روٹی ہوئی درخواستوں پر فوری عمل شروع ہوا اور میرے بیٹے محمد احمد مدثر اور میری بیٹی ثمارہ مدثر جو کہ میڈیکل کے سٹوڈنٹس ہیں وہ اپنی تعلیم بغیر کسی رکاوٹ سے جاری رکھے ہوئے ہیں۔ آپ کی انتھک کوشش سے میں نے درکوز ویلفیئر فنڈ پنجاب سے سکارلشپ کی مدد میں چیک وصول کر لیے ہیں جن کی تفصیل درج ذیل ہے

مبلغ - 1,454,750/- روپے	1- محمد احمد مدثر
مبلغ - 1,135,906/- روپے	2- ثمارہ مدثر

مائل ایک بار پھر آپ اور آپ کے تمام سٹاف کا تہ دل سے ممنون اور شکر گزار ہے

24/11/2024

العارضی
مدثر اقبال ولد غلام رسول
مدثر اقبال
اورائے تحصیل ضلع گجرات

بخدمت جناب ایڈوائزر محتسب پنجاب، ضلع سیالکوٹ

22.05.2024

عنوان: جواب الجواب برائے شکایت نمبری POP24SKT007794

جناب عالی!

گزارش ہے کہ میں نے جناب کے دفتر میں ایک درخواست بر خلاف دستخط اکاؤنٹس آفس، نارووال گزار دی تھی جو کہ میرا مسئلہ میرے بڑے بھائی مسی محمد اکرام جو کہ مورخہ 03.01.1997 کو محکمہ ہیلتھ نارووال سے ریٹائر ہوا تھا اور مورخہ 08.10.2002 کو انتقال کر گیا۔ اس کی پینشن کی بحالی اور اس میں اضافہ کر کے رقم اس کی ایک معذور بیٹی کے نام ٹرانسفر کرنے کا مسئلہ تھا۔ گزارش ہے کہ جناب کے دفتر کی مدد سے محکمہ کی جانب سے مطلوبہ پینشن مبلغ - /48130 (اتالیس ہزار ایک سو تیس روپے) میرے بڑے بھائی کی معذور بیٹی کے نام جاری کر دی گئی ہے اور لقیہ جات مبلغ - /1819885 (اٹھارہ لاکھ اٹیس ہزار آٹھ سو پچاس روپے) بھی ادا کر دیے گئے ہیں۔ میں دفتر محتسب پنجاب کا شکر گزار ہوں جس کی مدد سے میرا دیرینہ مسئلہ حل ہو گیا ہے۔ لہذا میری شکایت داخل دفتر کر دی جائے۔

مستند

العارض

افتخار احمد

22-05-24
مکان نمبر 17/218 محلہ دارا آرائیاں گریٹ وڈسٹریٹ تحصیل و ضلع سیالکوٹ

03338665026

Chapter

09

Role of media in addressing public issues

In line with the provisions of the Punjab Office of the Ombudsman Act, 1997, the Media Wing of the Ombudsman Punjab Office plays an important role in identifying issues being faced by the general public, as highlighted by media through newspapers, news channels and social media platforms. The Media Wing monitors the news appearing on social, print, electronic media and presents the same to the Ombudsman Punjab for taking own motion cognizance under section 9(1) of the Act *ibid*. Issues pertaining to solid waste disposal, repair of streets/roads, non-functional street lights, water filtration plants and public parks etc. are selected for cognizance and seeking reports from the concerned Agencies/authorities. Similarly, nonpayment of family pension, gratuity, leave encashment to widows, illegal unauthorized occupation of Government lands, non-transfer of properties, non-registration of FIRs and cases against health and education department including non-provision of medical facilities like CT scans, MRIs, ultrasounds and medicines and cases of refusal to provide degrees, scholarships and shortage of academic staff are areas of our focus. During 2024, more than 9644 news items were selected from different media platforms and relief and compensation was afforded to the public.

Media Wing of the Ombudsman Punjab Office carried out mass awareness campaigns through in-house channels, FM radio channels, and Radio Pakistan throughout Punjab by publicising the Helpline 1050 and regional offices in all the districts of Punjab. It is pertinent to mention that Chairman PEMRA while acceding to our request issued instructions to all the electronic media channels to issue public messages free of cost, highlighting the process of registration of complaints for the general public.

Salient features of this mass awareness campaign were visits to the educational institutions like Punjab University Oriental College, Government Graduate College Township Lahore where Advisor (Media) along with Senior Registrar delivered lectures to the students, followed by question-answer sessions, highlighting the role and functions of this Office. Meetings with renowned columnists, analysts and anchorpersons were also held in this Office. Consequently, columns were published by renowned journalists in English and Urdu, covering the mandate and achievements of this Office. Advisor (Media) called on the Vice Chancellor, University of the Punjab Lahore and agreed to sign an MOU to ensure collaboration between the organizations. Advisor (Media) was also invited by Lahore Chamber of Commerce and Industry where both entities agreed to sign an MOU for resolving the issues of LCCI members.

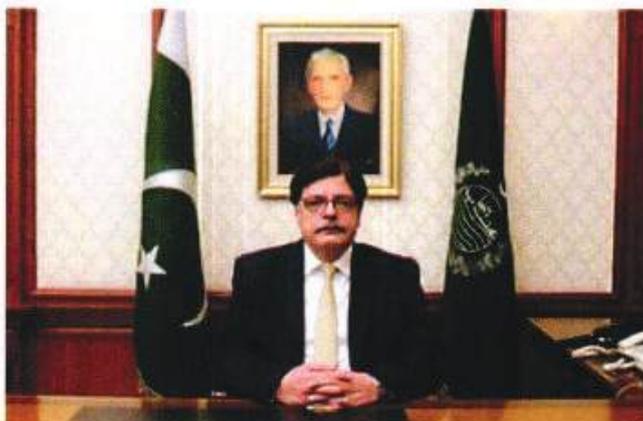
It is worth mentioning that renowned anchorperson/editor in chief of daily Pakistan Mr. Mujeeb-ur-Rehman Shami visited this Office and called on the Ombudsman Punjab. Mr. Mujeeb-ur-Rehman Shami paid rich tribute to the services of this Office in resolving grievances of the aggrieved persons.

PAKISTAN TODAY

January 28, 2024

The Land worth 2 crore 12 lakhs of government land was recovered by ombudsman Punjab.

By [Staff Report](#)



LAHORE: On the order of the Punjab Ombudsman Major Azam Suleman Khan (R), a total of 31 kanals of government land worth more than Rs21.02 million was retrieved. Various complainants from across the province had filed complaints in this office regarding illegal farming on government land, encroachment of government pastures and encroachment on government land.

In this context, the Ombudsman Punjab ordered the relevant provincial officers to dispose of the said area owned by Sahiwal and Toba Tek Singh as per the rules of the provincial government.

The News
16 January 2024

70 students get scholarships

Our correspondent

LAHORE

ON the directions of Ombudsman Punjab, the Punjab Government Servants Benevolent Fund Board, educational scholarships of Rs3,108,000 were disbursed to 70 deserving students.

The Ombudsman Punjab, Major Azam Suleman Khan (Retd), facilitated the disbursement of educational scholarships.

Responding to applicants from various districts who faced delays in receiving scholarships, the Ombudsman directed relevant institutions to release the pending funds.

Additionally, various provincial departments disbursed Rs17.8 million to 14 applicants for overdue arrears on OSD posts. Jobs on OSD posts were also secured for them.

06-05-2024

www.jehankhistan.pk

جہان پاکستان

رد و دل کا اعلان بذریعہ محتسب اعلیٰ پنجاب

مختصائش موجود سے یوں پہلا رجسٹرڈ دفتر ملتان میں 2004ء میں قائم کیا گیا جہاں تین ڈویژنوں سے تعلق رکھنے والے یعنی ملتان، بہاولپور اور ڈی جی خان کے شہری اپنی درخواستیں دے سکتے تھے۔ دوسرا رجسٹرڈ دفتر راولپنڈی میں 2006ء میں قائم کیا گیا جہاں راولپنڈی ڈویژن کے سامعین کی درخواستوں کی جانی تھیں۔ 2007ء میں سرگودھا ڈویژن میں رجسٹرڈ آفس قائم ہوا۔

سامعین کی درخواستیں سرکاری اور پرائیویٹ اداروں کی طرف سے حق نہ ملنے کے حوالے سے زیادہ نظر آتی ہیں جن میں محمد صحت پنجاب کے تحت کام کرنے والے سرکاری ہسپتال کے خلاف اور داخلوں سے محروم رہ جانے والے طلباء و طالبات اعلیٰ اسکولوں کے پیچیدہ معاملات اور ان کا اجراء سرکاری اور پرائیویٹ اراضی کو قبضہ کر لینے سے باز رکھنا، کچھ آسان نہ تھا۔ لیکن ہر درخواست کو میرٹ کے مطابق دیکھ کر میرٹ پر ریٹیف کیا گیا۔ صوبائی محتسب پنجاب سے ریٹیف حاصل کرنے والے عدد درجہ تعلیم نظر آتے ہیں ان کے نصاب کو پختہ نہیں کیا گیا۔ پنجاب سے تعلق رکھنے والے جیوان ملک رہنے والے اعلیٰ مسائل کا کارڈ نظر آئے ان کی پہلی ترجیح محتسب پنجاب ہی تھے یہاں ادارے پر اتحاد ہے خوش آئند بات ہے کہ ہر سرکاری ادارے کے حوالے سے جو عرصہ بعد کام کے تحفظات میں افسانہ ہو جاتا ہے۔ اس کا کارڈی پر اٹھایا جیسے لگتی ہیں، لیکن محتسب اعلیٰ پنجاب میجر ریٹائرڈ اعظم سلمان کیلئے یہاں سے ریٹیف حاصل کرنے والے دست دما جانے کرتے ہیں۔ عوام کی بے لوث خدمت کرنے والے اس ادارے میں سابق سی ایس پی افسر سجاد خان بھی موجود ہیں جو پبلک ریلیشنز اور میڈیا سے رابطہ کی ذمہ داریاں نبھاتے ہیں۔ اس منصب کے حوالے سے ملتان کے ایک منظر دیکھنا بھی بہت سے تعلق رکھنے کے سبب ہر آنے والے تعلق کیلئے شامیچر ہیں۔ انہوں نے نئی لازوال کردار ادا کئے۔ اب محتسب پنجاب کی کم کام جھڑکیا اور یہاں اپنا انتہائی مثبت کردار نبھاتے ہیں۔ محتسب اعلیٰ کے ادارے کے بعد زندگی کے دیگر شعبوں میں ایسے ہی اداروں کی ضرورت ہے جو عام آدمی کو زندگی کی آسانیاں مہیا کر سکیں، ادارے کی کارکردگی پر سختی پر پورے جواب گورنر پنجاب کو پیش کی گئی جنہوں نے اس برائے اطمینان کا اظہار کیا ہے۔

نہیں تھا۔ ذرا غور دیتے ہیں کہ یہ عہدہ ایک خاص خاتون کو گزارنے کیلئے تخلیق کیا گیا جس طرح اور کئی خواتین کو گزارنے کیلئے مختلف عہدے مختلف اداروں میں تخلیق کیے جاتے ہیں، قومی اور صوبائی اسمبلیوں میں بعض خواتین کی نمونیت سے اس عہدے کام کی شکل پڑ گئی۔ خاتون محتسب بھی کوئی کارہیسا انجام نہ دے سکیں اور اس میدان میں پیچھے رہیں۔ البتہ مرد محتسب حضرات نے اپنا کام نہایت کامیابی سے انجام دیا اس حوالے سے صوبائی محتسب پنجاب کی



کارکردگی مثالی ہے۔ پنجاب بڑا صوبہ زیادہ آبادی کے ساتھ ساتھ زیادہ تنوع مسائل کا گھر بھی ہے۔ اس عہدے پر قانون کے شعبے سے تعلق رکھنے والی شخصیت کے علاوہ اعلیٰ انتظامی قابلیت اور بوجھ رکھنے والی شخصیات بھی آئیں۔ پنجاب میں صوبائی محتسب میجر ریٹائرڈ اعظم سلمان ہیں جو بورڈ گورنر ہیں اور زبردست تجربے کی حامل شخصیت ہیں انہوں نے عام آدمی کو انصاف پہنچانے کی راہ میں رکاوٹوں کو ختم کیا ہے۔ بونے دیا۔ حالانکہ حصول انصاف کیلئے آنے والوں کیلئے اور سہولتیں رکھ کر دیا کرتے ہیں۔ انہوں نے اپنی پھر پھر کوششیں کیں۔ صوبائی محتسب پنجاب نے بیٹا نہیں سے نوے دن کا ٹارگٹ رکھا ہے۔ مسائل پڑھ کر وہ صورت لیکر آتا ہے اور سکرٹری بونے یہاں سے رخصت ہوتا نظر آتا ہے۔

1996-2019 تک 636812 درخواستیں دائر کی گئیں۔ 99.7% کو نمٹایا گیا۔ 2020-2023 تک 191044 درخواستیں دائر کی گئیں۔ 98% نمٹنا دی گئیں۔ یہ اعداد و شمار صوبائی محتسب پنجاب کی حریت اختیار کارکردگی کی ایک تصویر پیش کرتے ہیں۔ جو میجر ریٹائرڈ اعظم سلمان کا کریڈٹ ہے۔ اعظم سلمان ابتداء میں صوبائی محتسب کا دفتر لاہور میں تھا جہاں پنجاب بھر سے سامعین اپنے مسائل کے حل کیلئے آیا کرتے تھے اس موقع پر محسوس کیا گیا کہ ابھی میرٹ بہتری کی

جزل پرویز مشرف اقتدار پر گرفت مضبوط کر چکے تو امریکہ کی طرف پیغام آیا آئندہ سترے لپاس میں لے لیا جائے یوں انہوں نے پہلے فوجی روٹی اتاری پھر سوٹ اور ٹائی لگائے ملک کے چیف ایگزیکٹو اہل صدر پاکستان بنے، انہوں نے احتساب کیلئے وہ ادارے بنائے، نیب کا قیام عمل میں لایا گیا، اسے نو کیلئے تیز دانت اور تیز چپٹے دیئے گئے، ابتداء میں نیب نے سیاستدانوں کو گرفت میں لیا تاکہ وہ اپنی پرانی سیاسی وابستگیوں سے آزاد کرانے کے حلقہ امداد میں شامل ہو جائیں یوں سیاستدانوں کے بازو مروڑنے کا سلسلہ شروع ہوا۔ جب شور زیادہ اٹھا تو کرپشن سرکاری ملازمین، جس کے چور کاروباری افراد پر ہاتھ ڈالا گیا تاکہ اپنا کام چلانے کے ساتھ ساتھ احتساب کے عمل کی روٹ کو اس کا ثواب پہنچایا جاسکے ایک از زیادہ بہتر کام محتسب اعلیٰ جیسے ادارے کا قیام تھا۔

عام آدمی کو حصول انصاف میں دشواری کا ہمیشہ سے سامنا رہا، اب وقت کے ساتھ یہ حصول ممکن ہوتا گیا۔ بعض اوقات تو انصاف کی فرمائش پوری کرنے کے بعد بھی اس کا حصول نہ ہو سکا۔ زیادہ تر مقدمات اپنے عدالتوں کی عمریں کھا جاتے۔ حقیقتاً دیکھا گیا کہ وہ ادارے مقدمہ دائر کیا پونے کی عمر گزری وہ خود وادار بن گیا۔ مقدمے کا فیصلہ نہ ہو سکا۔ ان حالات میں محتسب اعلیٰ کا تصور سامنے آیا۔ جہاں کوئی بھی شخص سادہ کاغذ پر ہاتھ سے لکھی درخواست لیکر اپنا حق لینے کیلئے تعلق ملتا ہو اور اسے قانونی ماہرین کی ہماری نہیں آتی اور نہ کرنا پڑیں۔ محتسب اعلیٰ کو خود مختار حیثیت دی گئی اس کے میٹنگ روم میں مقدمات کا جلد از جلد فیصلہ کرنا تھا۔ یہ تجربہ کامیاب رہا وہ قانونی محتسب کے علاوہ صوبائی محتسب بھی مقرر کیے گئے تاکہ ملک کے طول و عرض سے ہر شخص کو اسلام آباد کا سفر نہ اختیار کرنا پڑے۔

وفاقی اور صوبائی محتسب کے عہدے پر صدر حضرات تعینات کیے گئے لیکن سامعین پر کسی قسم کی پابندی نہ تھی۔ مردوں کے علاوہ خواتین کیلئے بھی انصاف کے دروازے کھلے تھے۔ انصاف کے حصول کو تیز بنانے کیلئے مختلف تعاونی زیر غور آتی رہیں، کچھ عرصہ بعد ضرورت محسوس کی گئی کہ ایک خاتون محتسب بھی ہونی چاہیے تاکہ اس تاثر کو حوزہ مضبوط کیا جائے کہ پاکستان میں خواتین کیلئے ہر شعبے کے دروازے کھلے ہیں وہ تیزی سے مردوں کے شانہ بشانہ آ رہی ہیں۔ ایک طرف وہ فائزر جازا ادا رہی ہیں تو دوسری طرف کئی انصاف پر بھی پہنچی ہیں۔

خاتون محتسب کا نظریہ کیسے بیٹ سے مطابق

Advisor MEDIA

Submitka for Social Information

Good

06/05

07/15

715

Jang News
7 January 2024

فورم آف پاکستان امیڈ زمین کا اجلاس، ایجنڈا نکات زیر بحث

لاہور (خصوصی رپورٹر) محاسب پنجاب میجر (ر) اعظم سلیمان خان کی معاونت میں ڈاکٹر آصف محمد جاہ کی زیر صدارت فورم آف پاکستان امیڈ زمین کا 29 واں اجلاس ہوا جس کی میزبانی الماس علی جیونڈا نے کی، اجلاس کی زیر سربراہی آصف جاہ عکس محاسب نے کی۔ اجلاس میں ایجنڈا کی منظوری سمیت دیگر ایجنڈا نکات زیر بحث آئے اور منظور ہوئے۔ اس موقع پر آئی سی کے 10 ویں اجلاس کے انتظامات کی منظوری بھی دی گئی۔

Dunya News
22 January 2024

محاسب پنجاب: 40 سالین کی دادرسی، ساڑھے 5 کروڑ ادا

لاہور (سپیشل رپورٹر) محاسب پنجاب کی کوششوں سے 40 سالین کو 5 کروڑ 54 لاکھ 66 ہزار 117 روپے کے زیر التوا اراجات ادا کر دیئے گئے۔ محاسب پنجاب کے احکامات پر پنجاب گورنمنٹ سروسز بناویلیٹ فنڈ بورڈ، سیکرٹری پنجاب ورکرز ویلفیئر فنڈ، میرج گرانٹ پنجاب ورکرز ویلفیئر فنڈ، محکمہ تعلیم، سیکرٹری سکول ایجوکیشن ڈیپارٹمنٹ، ڈسٹرکٹ ہیلتھ اتھارٹی، لوکل گورنمنٹ اینڈ کمیونٹی ڈویلپمنٹ، بہبود فنڈ بورڈ، ڈسٹرکٹ ہیلتھ اتھارٹی، ڈسٹرکٹ ایجوکیشن اتھارٹی، جی پی فنڈ، ڈسٹرکٹ اکاؤنٹ آفیسر، چیف آفیسر میڈیکل کارپوریشن اور پنجاب ورکرز ویلفیئر بورڈ نے مختلف اضلاع سے تعلق رکھنے والے 40 درخواست گزار افراد جن کے کیسز مختلف وجوہات کی بنا پر التوا کا شکار تھے ان کو ریلیف فراہم کر دیا۔

Express News
6 February 2024

محاسب پنجاب میجر (ر) اعظم سلیمان خان کی ہدایت پر 25 درخواست گزاروں کو وضائف مل گئے

لاہور (سپیشل رپورٹر) محاسب پنجاب میجر (ر) اعظم سلیمان خان کی ہدایت پر پرنسپل گورنمنٹ کالج آف ٹیکنالوجی ضلع سرگودھا میں نکل سرٹیفکیٹ سروسز ہسپتال و چلڈرن ہسپتال، انڈیکیکو انجینئر ہائی وے ڈویژن کھرات، سوشل سیورٹی انشورنس، یونیورسٹی آف انجینئرنگ ٹیکنالوجی، سیکرٹری لوکل گورنمنٹ اینڈ ڈیولپمنٹ، ڈسٹرکٹ ایجوکیشن اتھارٹی، ڈسٹرکٹ پولیس آفیسر شیخوپورہ، دی سی ٹھل یونیورسٹی بھکر، ڈسٹرکٹ اکاؤنٹ آفیسر، انڈیکیکو انجینئر بلڈنگ ڈویژن بھکر نے 14 درخواست گزاروں کے زیر التوا بلز اور اراجات ادا کر دیئے، اس کے علاوہ محاسب کی ہدایت پر ورکرز ویلفیئر بورڈ، محکمہ لبر اینڈ ہیومن ریسورس، اسٹنٹ ڈائریکٹر اسکالرشپ لاہور، پنجاب گورنمنٹ سروسز بناویلیٹ فنڈ اور بہبود فنڈ سے تعلیمی وظائف حاصل کرنے والے 11 سالین کو ان کے زیر التوا 5 لاکھ 91 ہزار روپے سے زائد کے تعلیمی وظائف مل گئے ہیں، درخواست گزار افراد نے محاسب پنجاب کا شکریہ ادا کیا ہے۔

Dunya News
16 January 2024

محاسب پنجاب، 31 لاکھ 8 ہزار کے تعلیمی وظائف ادا

14 درخواست گزاروں کو او ایس ڈی پوسٹ کے بقایا جات بھی مل گئے

لاہور (سپیشل رپورٹر) محاسب پنجاب میجر (ر) اعظم سلیمان خان کے حکم پر پنجاب گورنمنٹ سروسز بناویلیٹ فنڈ بورڈ، ایڈمنسٹریوٹو آفیسر صوبائی بہبود فنڈ، ڈپٹی کمشنر ٹوبہ ٹیک سنگھ اور سیکرٹری پنجاب ورکرز ویلفیئر فنڈ سے تعلیمی وظائف حاصل کرنے والے 70 سالین کو ان کے زیر التوا 31 لاکھ 8 ہزار روپے کے تعلیمی وظائف ادا کر دیئے گئے۔ اس کے ساتھ ساتھ 14 درخواست گزاروں کو ان کے زیر التوا او ایس ڈی پوسٹ کے بقایا جات کی مدد میں 1 کروڑ 78 لاکھ روپے کی ادائیگی کے ساتھ ساتھ او ایس ڈی پوسٹس بھی فراہم کر دی گئیں۔ دفتر محاسب کو مختلف اضلاع سے تعلق رکھنے والے 70 افراد نے درخواست دی کہ وہ تعلیمی وظائف حاصل کرنے کیلئے متعدد بار اپنے متعلقہ اداروں سے رابطہ کر چکے ہیں مگر ان کی کوئی شنوائی نہیں ہوئی۔

Dunya News
11 March 2024



Express News
21 March 2024



Dunya News
26 February 2024



PAKISTAN TODAY

February 19, 2024

Ombudsman Punjab Major Azam Suleman Khan (R) recovers 86 acres of government land

By Staff Report



On the directions of Ombudsman Punjab Major (Retd) Azam Suleman Khan, 86 acres of government land worth Rs565 million was retrieved and handed over to the provincial government.

According to the ombudsman spokesperson, various complaints from across the province filed a complaint in the office of the ombudsman regarding the encroachment of the government land and requested that the government land be handed over from these encroaching mafias. The ombudsman had ordered the relevant provincial officers to get retrieved the provincial government land from the land grabbers.

PAKISTAN TODAY

February 26, 2024

On the orders of Ombudsman Punjab pending dues were paid

By Staff Report



Lahore: According to the details, on the orders of the Ombudsman Punjab Major Azam Suleiman Khan (R), Punjab Government Servants created Valent Fund Board, Secretary Punjab Workers Welfare Board, Secretary Labor and Human Resources Department Punjab, Welfare Fund Board, District Monitoring Officer Education and Punjab Social Protection Authority in various districts.

Legal relief of more than 7.5 million and 58 thousand rupees has been provided to 53 petitioners belonging to the people whose case was pending due to various reasons.

In these cases, relief has been provided by the Office of the Ombudsman Punjab to the families of the deceased government employees, including the payment of farewell grant, death grant, monthly grant and marriage grant to the employees and 22 citizens have been given educational grants worth Rs 852,000. Scholarships have also been paid.

The News
1 March 2024

Governor praises ombudsman for redressing public complaints

Our correspondent

LAHORE

THE Ombudsman Punjab, Maj (retd) Azam Suleman Khan, presented the annual performance report of the Office of the Ombudsman Punjab for the year 2023 to Governor Balighur Rehman in a ceremony held here on Thursday at Governor's House.

Additional Chief Secretary Punjab Ahmad Raza Sarwar and administrative heads of the Punjab government along with advisors and consultants of the Ombudsman Office were present in the ceremony.

Speaking on this occasion, Governor Punjab Balighur Rehman said that the role of provincial ombudsman is commendable in redressal of people's complaints related to public institutions. He said that he appreciates Ombudsman

Punjab for embracing information technology and facilitating people. The governor lauded the initiatives like complete digitalization of the Ombudsman Punjab office. He said that extending the offices of the Punjab Ombudsman to various districts and providing maximum relief to the people was commendable.

He said that the decisions of the provincial ombudsman are written in Urdu which is easy for people to understand and they do not need to hire any lawyer for it. He said that Ombudsman Office has played an important role in giving relief of billions of rupees to people through its decisions.

Describing the annual performance of the Ombudsman Office, Azam Suleman Khan said that in the year 2023, a total of 35,139 complaints were received, while the number of resolved com-

plaints is 35,202.

Ombudsman said that as a result of effective action on public complaints, the complainants and the government got a total relief of 22,504 billion rupees, out of which 26,229 kanals of public and private land worth 15.834 billion rupees were handed over, while the total value of the relief provided to the complainants is 6.669 billion rupees.

The Ombudsman Punjab further said that the number of complaints received and disposed of in the year 2023 was more than the number of complaints in any previous year which is a proof of confidence of the people in the Office of the Ombudsman Punjab. He said that in the year 2023, 7212 complaints were received against police, 5980 local government, 5678 revenue, 2531 primary and secondary health care, 1961 school ed-

ucation and 1563 complaints against district administration.

Meanwhile, on the orders of the Ombudsman Office, 119 civilians have also been provided jobs in government departments under Rule 17A of the Punjab Civil Servants (Appointment and Conditions of Employment) Rules, 1974 in the year 2023.

He said that a review petition can be submitted to the Punjab Governor against the decisions of the Office of the Ombudsman Punjab. The overall rate of upheld decisions of the Ombudsman Punjab is 99.95 percent.

Azam Suleman Khan while describing the departmental performance said that 541,412 of the total 415,345 complaints received in 27 years from 1996 to 2023 were resolved, which the total disposal rate of solving public problems was 99.32 percent.

PAKISTAN TODAY

March 02, 2024

Ombudsman Punjab presented Annual Report 2023 to Governor Punjab

By Staff Report



Lahore: Ombudsman Punjab Major (retd) Azam Suleman Khan presented the annual performance report of the Office of the Ombudsman Punjab for the year 2023 to Governor Muhammad Balighur Rehman at a ceremony, held here at Governor's House. Additional Chief Secretary Punjab Ahmad Raza Sarwar and administrative heads of the Punjab government, along with advisers and consultants of the Ombudsman Office, were present at the ceremony. Governor Balighur Rehman said the role of provincial ombudsman is commendable in resolving people's complaints related to public institutions.

The Ombudsman said the number of complaints received and disposed of in the year 2023 was more than the number of complaints in any previous year, which is a proof of confidence of people in the Office of the Ombudsman Punjab.

BUSINESS RECORDER

Complainants get Rs8.8m dues on Ombudsman orders

LAHORE: On the orders of Provincial Ombudsman Punjab Major Azam Suleman Khan (R), various provincial departments, Secretary Punjab Workers Welfare Fund Lahore, Administrative Officer Provincial Welfare Fund Board Punjab, Punjab Government Servants Benevolent Fund Board Lahore, Secretary Workers Welfare Board Labour and Human Resources Department has paid pending marriage grant, death grant, farewell grant of 7.2 million to 36 applicants.

Along with this, with the efforts of Ombudsman Punjab, Additional Director Grievance Redressal Cell, Punjab Social Protection Lahore, District Monitoring Officer Education and Punjab Education Sector Reform Programme, Lahore have paid educational scholarships worth more than 1.6 million to 38 students who received educational scholarships gone.

According to the details, on the orders of the Ombudsman Punjab Major Azam Sulaiman Khan (R), 38 applicants belonging to different districts requested that they have contacted their respective institutions several times to get educational scholarships, but there is no hearing. In this regard, the Ombudsman of Punjab Major Azam Suleman Khan (R) issued orders to the relevant institutions to pay the pending educational scholarships to the students as soon as possible. Relief has been provided in pending educational scholarship applications.

The complainants belonging to different districts thanked the Ombudsman Punjab Major Azam Suleman Khan (R) for taking an effective role in resolving their grievances.

The News
19 April 2024

Over Rs13.6m disbursed among various applicants

The district accounts officer, CEOs of district health & education authorities, municipal corporation, chief engineer (central zone), building department, rescue 1122 and chairman district benevolent fund board have disbursed more than Rs13.6 million to various applicants in compliance with the orders of Ombudsman Punjab Maj (retd) Azam Suleman Khan.

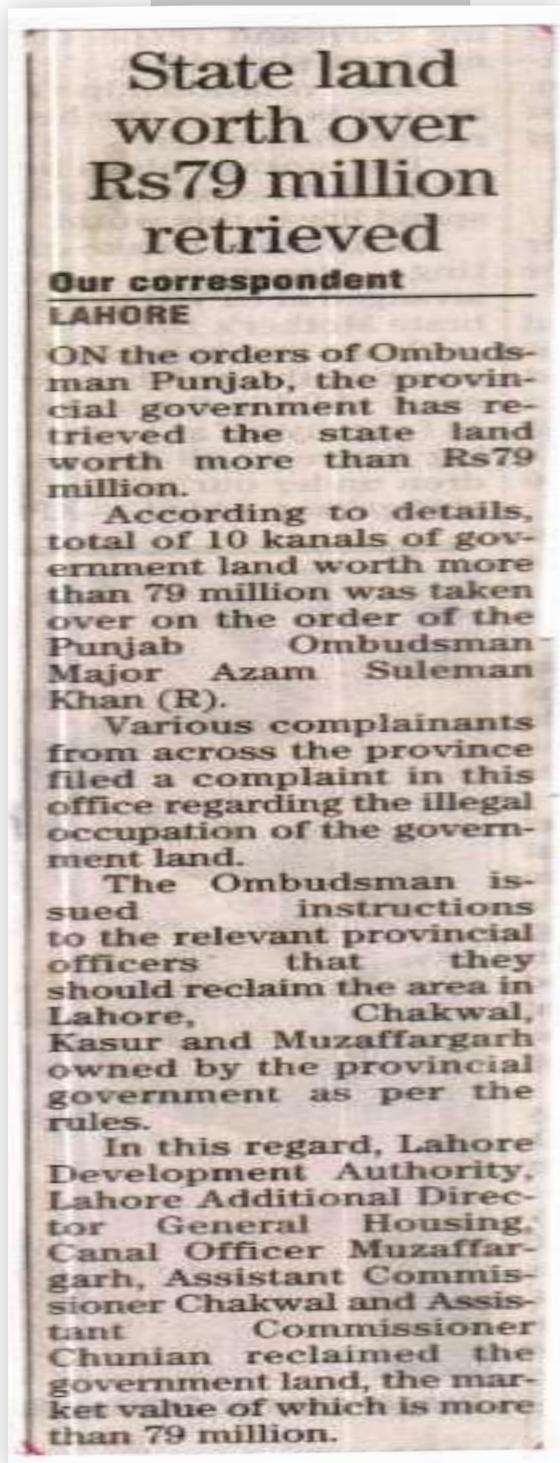
In a statement issued here Thursday, the spokesperson said that 13 applicants from different districts submitted applications to the Office of the Ombudsman Punjab, stating that despite multiple attempts to obtain family pensions, monthly assistance and other dues from relevant departments, they have failed to get their legal right.

The Nation
1 April 2024

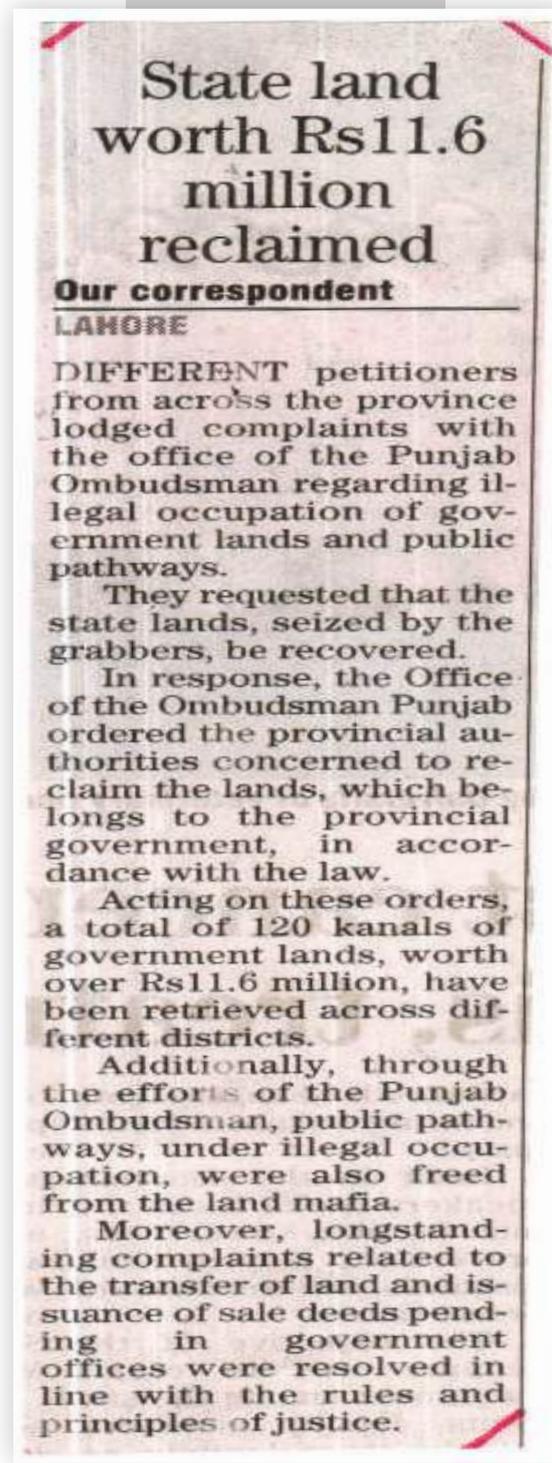
State land worth Rs43 million recovered on Ombudsman orders

LAHORE (Staff reporter): Over 43 kanals of government land worth more than Rs43 million was recovered on the orders of Punjab Ombudsman Major Azam Suleman Khan (R). Various complainants from across the province had lodged complaints with the Ombudsman about illegal farming and encroachment on government land. They urged the authorities to reclaim the land from the encroachers. In this context, Punjab Ombudsman Major Azam Suleman Khan (R) issued orders to Assistant Commissioners, Chief Officers Municipal Committee of the province to recover the state land from illegal possession according to the rules of the provincial government.

The News
13 May 2024



The News
22 October 2024



Jang News
26 May 2024

انصاف کا دریا



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شکایات کی موصولی 13867 جبکہ اوسطاً 13822 شکایات بنیادی تھیں لیکن یہ امر قابل ذکر اور لائق تحسین ہے کہ گزشتہ چار سال کے ادوار میں 96643 شکایات کا ازالہ کیا گیا۔ جبکہ اوسط ہر سال 24100 شکایات موصول ہوئیں جبکہ 23661 شکایات کا ازالہ کیا گیا۔ لیکن ایک بات اس رپورٹ کی بہت قابل ستائش اور چمکا دینے والی ہے کہ گزشتہ ساڑھے 3 سال کے دوران ان شکایات کے ازالے کے نتیجے میں 38.212 بلین رقم کا ریلیف دیا گیا جس میں شکایات کنندگان کو 12.276 بلین رقم کی ادائیگی کی گئی اور 25.937 بلین کی سرکاری زمین سے ناجائز قبضے ختم کرانے کی مد میں وصول کیے۔ یہ وہی دورانیہ جس میں صوبائی محاسب میجر ریٹائرڈ اعظم سلیمان خان ہیں یعنی کہ ان کی کارکردگی بہترین قابل رشک اور دوسرے تمام اداروں کیلئے قابل تقلید ہے۔ میں نے مرگل پران کے بارے میں موجود معلومات کا بھی مطالعہ کیا۔ وہ یہاں سے پہلے وفاقی سیکرٹری داخلہ تھے۔ پنجاب اور سندھ میں چیف سیکرٹری کی طور پر بھی کام کر چکے ہیں۔ ان کی شاندار خدمات کے اعتراف میں صدر پاکستان نے انہیں ہلال امتیاز بھی دیا ہے۔ ویسے گزشتہ سال ایوارڈز کے ساتھ جو کچھ ہوا ہے۔ اس کے بعد میں سوچ رہا تھا کہ اسی دفتر میں ایوارڈ کا مقدمہ بھی لے کر جاؤں کہ جن لوگوں کو ایوارڈ دینے گئے ہیں ان میں کتنے اہل تھے اور کتنے نااہل پھر خیال آیا کہ یہ دفتر تو پنجاب کے محاسب کا ہے اس کیس کے لئے تو وفاقی محاسب کے پاس جانا پڑے گا۔ چلیے وہاں بھی بات کر کے دیکھتے ہیں۔ ممکن ہے وہاں بھی انجی کی طرح کی کوئی شخصیت بیٹھی ہوئی ہو۔

ادارے کے بارے میں اور اس کے سربراہ کے بارے میں ضرور کھنگلتا چاہئے۔ یہ محاسب پنجاب کا دفتر ہے۔ میجر ریٹائرڈ اعظم سلیمان خان اس کے سربراہ ہیں۔ انہوں اور انہوں سے متعلق جرائم یادہ اخلاقی کے واقعات کی صورت میں بھی یہاں رجوع کیا جاسکتا ہے۔ آپ کو کسی وکیل کی ضرورت نہیں۔ آپ نے کسی قسم کی کوئی فیس ادا نہیں کرنی۔ آپ کہیں ملازمت کے حصول کے لئے گئے ہیں اور آپ کو محسوس ہوا ہے کہ یہاں بے قاعدگی اور بے ضابطگی ہوئی ہے تو آپ فوراً محاسب کے دفتر پہنچیں۔ کسی طرح کا بھی جرم یا حق تلفی کا معاملہ ہے یہ دفتر آپ کے انتظار میں ہے۔ آپ کو پینے کیلئے صاف پانی میونسپل کمیٹی فراہم نہیں کر رہی یا سیدرنگ سمسٹ یا سڑکوں کی ٹوٹ پھوٹ کا معاملہ ہے۔ ہسپتالوں میں ناکافی سہولتیں ہیں، اینکسرے، سٹی سکین یا ایم آر آئی جیسی مشینوں کی بحالی یا عدم فراہمی کا مسئلہ ہے، غیر قانونی تھماذات کا قصہ ہے۔ قبضہ گروپ سے واسطہ پڑ گیا ہے۔ زمینوں کی نشاندہی یا فرد ملکیت فراہم نہیں کیے جا رہے، ایجوکیٹر پکارو میں درنگی نہیں ہو رہی۔ صوبائی حکومت کے کسی شعبے میں کوئی مسئلہ حل نہیں ہو رہا محاسب کے دفتر میں جائے۔ شکایات کا فوری ازالہ ہونا ہوا آپ کو دکھائی دے گا۔

آپ سوچ رہے ہونگے کہ ایک فون کال پر اتنے تحسین سے یہ کیسے کہہ سکتا ہے کہ یہ محکمہ عوام کو واقعتاً ریلیف دے رہا ہے۔ خدا گواہ ہے میں نے صوبائی محاسب کی شکل بھی نہیں دیکھی ہوئی۔ بس اتنا ہوا ہے کہ اس سارے پتھر میں مجھے 2023 کی صوبائی محاسب کی سالانہ رپورٹ پڑھنے کا موقع ملا ہے۔ یہ رپورٹ بتاتی ہے کہ تین شعبے جس میں پولیس، لوکل گورنمنٹ اور ریونیو ڈیپارٹمنٹ شکایت کے حوالے سے اول، دوم اور سوم پوزیشن میں ہیں۔ صوبائی محاسب کا دفتر 1996 میں ایک آرڈیننس کے تحت قائم کیا گیا۔ رپورٹ کے مطابق یہ بات قابل تحسین ہے کہ گزشتہ 23 برسوں کے دوران 318944 شکایات موصول ہوئیں جن میں سے 317898 شکایات بنیادی تھیں، ہر سال اوسط

پاکستان میں انصاف کا دریا پیاسوں کی پیاس بجھاتا تو رہا ہے۔ ہاں ویسویر ہو جاتی رہی ہے مگر اب کی بات تو کچھ یوں ہو رہا ہے کہ مسائل تمام اہلک نامت سے اٹ گیا دریا سے کوئی گھٹس تو پیاسا پلٹ گیا صرف ساحل ہی جھول جھول نہیں ہوا، دریا میں بھی طغیانی آتی ہے۔ بے شک لوگوں کو انصاف کی فراہمی کسی بھی حکومت یا ریاست کی اولین ترجیح ہوتی ہے۔ شکایات معمولی نوعیت کی ہوں یا سنگین نوعیت کی مگر ان کا ازالہ ضروری ہے۔ بے انصافی، بد اخلاقی غفلت یا کرپشن جیسے معاملات پر لوگوں کی شکایات کا ازالہ شفاف اور جلد ایک کائناتی ترجیح ہے۔ نا انصافی معاشرے کیلئے زہر قاتل ہے۔ میں سپریم کورٹ یا ہائی کورٹس کے معاملات کی طرف نہیں جانا چاہتا کہ وہاں جلیان کرک رہی ہیں۔ میں توڑا سچے کی چیزوں پر دوستانہ دینا چاہ رہا ہوں کہ پنجاب میں خاص طور پر پولیس، ریونیو، تعلیم، صحت، لوکل گورنمنٹ کے محکموں کی شکایات میں تیزی سے اضافہ ہوا مگر یہاں میں آپ کو مایوس نہیں کروں گا کیونکہ پنجاب میں کم از کم ایک ادارہ ایسا ہے جو صرف 45 سے 60 ایم میں پولیس اور لوکل گورنمنٹ سے متعلق شکایات کا تیزی سے ازالہ کر رہا ہے۔ مجھے یہ بات جب میڈیا کے واسطے لکھی تو میں ہنس پڑا اور ان کے پیڑ سے کی طرف دیکھنے لگا تو انہوں نے کہا آپ اس ادارے کی ہیڈسپ لائن ایک صفحہ پانچ صفحہ پر شکایت درج کرا کے چیک کر لیں۔ میں نے شکایت درج کرا دی کہ فلاں قحانے کی پولیس میری ایف آرڈر نہیں کر رہی۔ آدھے گھنٹے میں فون کالوں کا سامنا بند ہو گیا۔ میرے لئے جان چھڑانی مشکل ہوئی۔ پھر میں نے سوچا کہ مجھے اس

Chapter

10

Picture Gallery



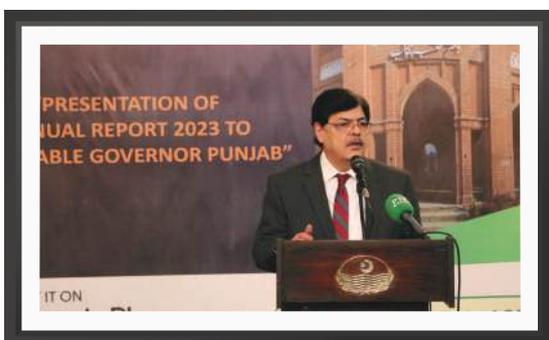
Ms. Ayesha Hamid takes oath of office as the 9th Ombudsman for the Province of Punjab on 9th October, 2024



Ms. Ayesha Hamid, Ombudsman Punjab participated in the International Ombudsman Summit from 2nd to 4th December, 2024 at Hong Kong. The participants are photographed in the Legislative Chamber of Hong Kong.



Former Ombudsman Punjab presents Annual Report 2023 to the Honourable Governor Punjab on 29th February, 2024



Honourable Governor Punjab & former Ombudsman Punjab address the audience during the Presentation of Annual Report 2023



29th Meeting of the Forum of Pakistan Ombudsmen hosted by Office of the Ombudsman Punjab on 3rd January, 2024



Former Ombudsman Punjab calls on the Honourable Chief Minister. Report on the performance of the institution was presented to the Honourable Chief Minister Punjab.



Honourable Federal Ombudsperson Ms. Fauzia Viqar calls on the former Ombudsman Punjab. Annual Report of the Office of Ombudsman Punjab was presented to the visiting dignitary.



Former Ombudsman Punjab calls on the Honourable Federal Ombudsman in his office to bid farewell on completion of his four years' tenure as Ombudsman Punjab.



Former Ombudsman Punjab calls on the Honourable Federal Tax Ombudsman Dr. Asif Mahmood Jah in his office to bid farewell on completion of his four years' tenure as Ombudsman Punjab.



Commissioner Lahore Division Mr. Zaid Bin Maqsood calls on the former Ombudsman Punjab. Overall complaints pertaining to Lahore Division came under discussion.



Renowned Senior Journalist and Chief Editor Daily “Pakistan” Mr. Mujeeb ur Rehman Shami calls on the former Ombudsman. The dignitary was apprised about the aims & objectives and performance of the institution. A memento was also presented to the visiting dignitary. Mr. Abdul Basit Khan, Advisor (Media) was also present.



Lecture at Civil Services Academy



Former Ombudsman Punjab delivers lecture to the PAS officers / participants of 47th STP at Civil Services Academy, PAS Campus, Lahore on 25.04.2024.



FAREWELL Syed Tahir Raza Hamdani, Secretary Ombudsman Punjab presents memento to bid farewell to Maj. (R) Azam Suleman Khan (Hilal-i-Imtiaz) on completion of his four years' tenure as Ombudsman Punjab



FAREWELL Syed Tahir Raza Hamdani, Secretary Ombudsman Punjab posts out as Secretary, Information & Culture Department.





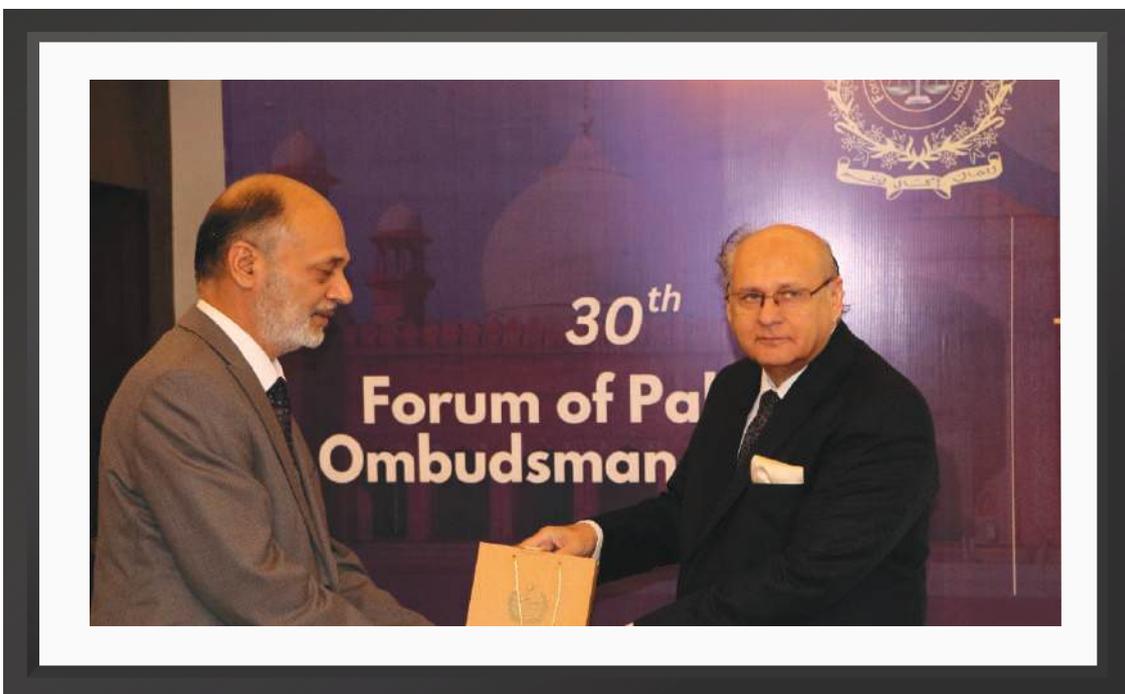
Ombudsmen of Pakistan alongwith Secretary (FPO), Secretary (Ombudsman) Punjab, Advisors / Staff on 30th meeting of Forum of Pakistan Ombudsman at Lahore on 17.12.2024



Honourable Federal Ombudsman of Pakistan, Honourable Ombudsman Sindh and Mr. Nasim Nawaz, Advisor (HQ), Ombudsman Punjab, during the 30th meeting of Forum of Pakistan Ombudsman at Lahore on 17.12.2024



Mr. Nasim Nawaz, Advisor (HQ), Ombudsman Punjab presenting a shield to Honourable Federal Tax Ombudsman Pakistan at the conclusion of 30th meeting of Forum of Pakistan Ombudsman, hosted by Ombudsman Punjab at Lahore on 17.12.2024



Mr. Nasim Nawaz, Advisor (HQ), Ombudsman Punjab presented a shield to Honourable Federal Banking Ombudsman Pakistan at the conclusion of 30th meeting of Forum of Pakistan Ombudsman, hosted by Ombudsman Punjab at Lahore on 17.12.2024

Chapter

11

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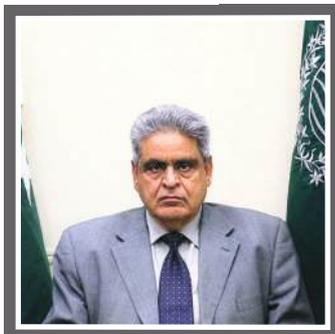
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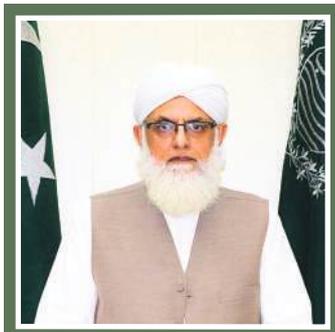
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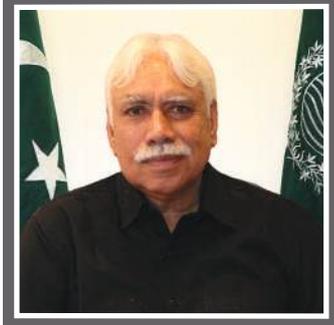
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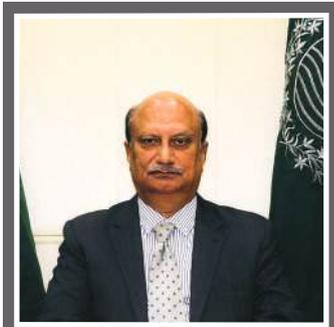
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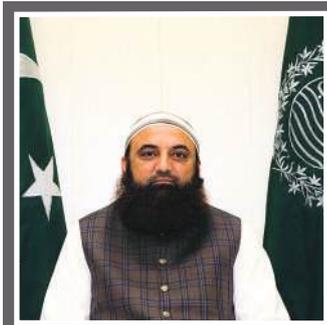
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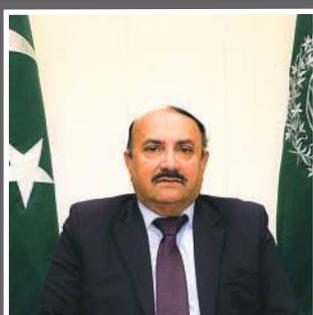
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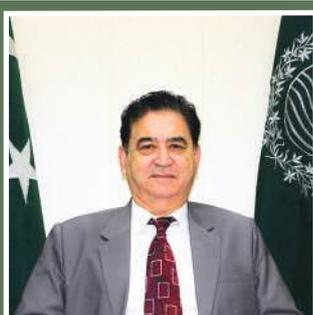
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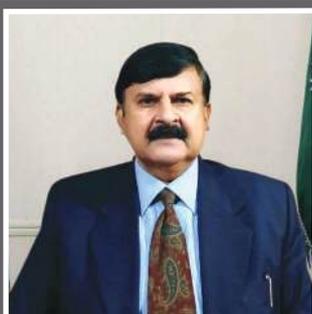
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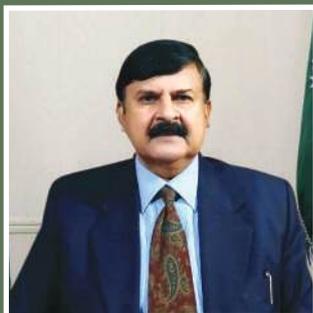
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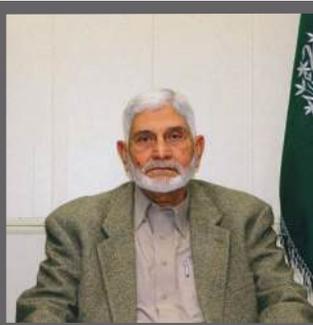


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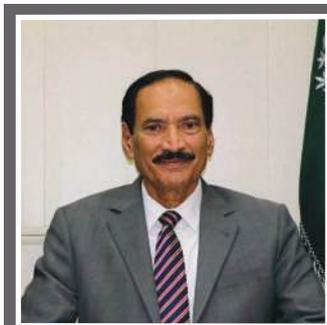
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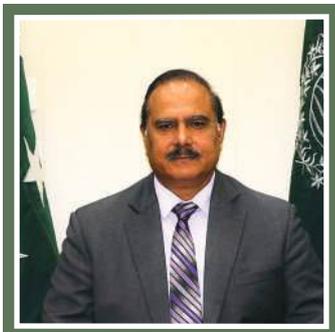


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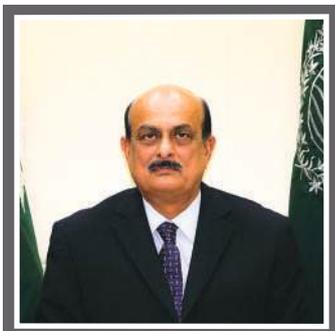
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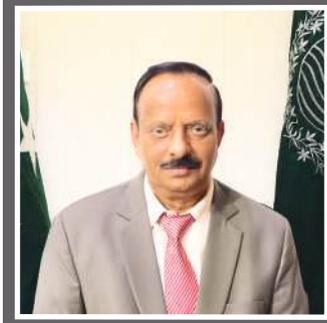
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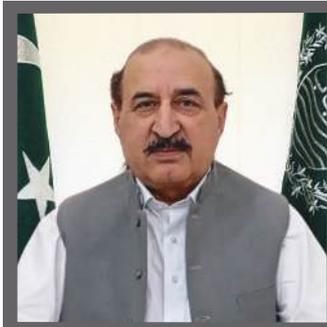


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FOR COMPLAINT REGISTRATION & STATUS

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FOR COMPLAINTS

**HELPLINE
1050**



JUSTICE AT DOORSTEP



Chapter

12

Frequently Asked Questions (FAQs). Act & Regulations

What is an Agency?

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

Ref: (Section 2 (1) of Act X, 1997)

What is ‘Maladministration’?

‘Maladministration’ includes: -

a decision, process, recommendation, act or omission or commission which: -

- a) is contrary to law, rules or regulations or is a departure from established practice or procedure, unless it is bonafide and for valid reasons; or
- b) is perverse, arbitrary or unreasonable, unjust biased, oppressive, or discriminatory; or
- c) is based on irrelevant grounds; or
- d) involves the exercise of powers or the failure or refusal to do so, for corrupt or improper motives, such as, bribery, jobbery, favouritism, nepotism and administrative excesses; and

neglect, inattention, delay, incompetence, inefficiency and ineptitude, in the administration or discharge of duties and responsibilities. Ref: (Section 2 (2) Act X, 1997)

Does the complainant have to appear in person during investigation of complaint?

No. The law permits a complainant to be represented by someone but the representative must have a written authorization for this purpose. Even otherwise the complainants are not required to be present on each date of hearing. Only at the time of joint hearing the complainants are required to be present, for which notice is issued to them.

What are the jurisdiction, functions and powers of the Ombudsman?

1) The Ombudsman may on a complaint by any aggrieved person, on a reference by the Government or the Provincial Assembly, or on a motion of the Supreme Court or the High Court made during the course of any proceedings before it or of his own motion, undertake any investigation into any allegation of maladministration on the part of any Agency or any of its officers or employees: Provided that the Ombudsman shall not have any jurisdiction to investigate or inquire into any matters which: -

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

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

3) For carrying out the objectives of the Punjab Office of the Ombudsman Act, 1997 and, in particular for ascertaining the root causes of corrupt practices and injustice, the Ombudsman may arrange for studies to be made or research to be conducted and may recommend appropriate steps for their eradication.

Ref: (Section 9 of Act X, 1997)

Who can lodge complaints in the office?

Any person aggrieved of maladministration committed by an Agency of the Punjab Government (Exceptions are mentioned separately in answer to the next question) can lodge a complaint. In addition, the Ombudsman undertakes investigation on a reference by the Government or the Provincial Assembly, or on a motion of the Supreme Court or the High Court made during the course of any proceedings before it, or of his own motion into any allegation of maladministration of an Agency or any of its officers or employees.

How long does it take for a complaint to be decided?

All possible efforts are made to undertake and complete the investigation without undue delay. The Office monitors the performance targets for different Investigating Officers. It takes a maximum period of about 45 days to complete investigation (with some complex cases taking longer) but many complaints are disposed of much earlier.

Against which Departments can the Ombudsman Punjab entertain complaints?

The Ombudsman can entertain complaints against an Agency which means a Department, Commission or office of the Government of the Punjab or a statutory corporation or other institutions established or controlled by it but does NOT include: – the High Court and courts working under the supervision and control of the High Court, and the Provincial Assembly of the Punjab and its Secretariat. (Section 2 of Act X, 1997).

Can a Government servant also approach the Office of the Ombudsman for redressal of his grievances against his own or any other Department?

A government servant can approach the office of the Ombudsman for redressal of his grievances against any other department. However, this Office cannot entertain complaint by or on behalf of a public servant or functionary concerning any matters relating to the Agency in which he is, or has been, working, in respect of any personal grievance relating to his service therein. The process of recruitment and recommendation for appointment, if it involves maladministration, can also be challenged.

Procedure/Complaint Management Framework

Will the Provincial Ombudsman investigate anonymous complaints?

No. The Provincial Ombudsman does not undertake an investigation into anonymous or pseudonymous complaints.

Can someone else make a complaint on my behalf?

Yes. The complaint can be made on behalf of aggrieved person through his/her Representative.

How can I make a complaint?

Complaints can be made to our Head Office or any of the Regional Offices:

1. In person	2. By Post	3. By email	4. Online on our website
5. By Fax	6. By Mobile app	7. e-FOAS	8. Helpline 1050

Complaints can be made in English or Urdu.

How much does it cost to make a complaint?

Free of Cost, no amount needs to be paid during all the process of complaint.

What should I include in my complaint?

Keep it simple and stick to the facts. Be as specific as possible about dates, names and other important details. There should be enough information for the Provincial Ombudsman to understand the circumstances of your complaint and decide how to deal with it. When writing your complaint, think about:

- a) What happened?
- b) Where did the events take place?
- c) When (time and date)?
- d) Who was involved? Names, designations of officers or staff.
- e) Do you have any documents which may be relevant? If so, you may supply copies with your complaint.
- f) Have you taken any action already in relation to your complaint? What happened?
- g) What action or outcome would you like to see as a result of your complaint.

What happens after I make a complaint?

All complaints made to the Provincial Ombudsman are first screened to see if they fall within our jurisdiction. If not, the complainant will be informed as to why the Provincial Ombudsman will not entertain his complaint. If the complaint falls within our jurisdiction, we will process it as per our defined procedures.

What can I expect from the Provincial Ombudsman?

We aim to redress grievances as fairly and quickly as possible and to deal with the complainant respectfully.

How can complaints be filed before the Ombudsman?

Complaint on a plain paper supported by an affidavit along with copy of the National Identity Card may be presented either personally in the office of the Registrar at the Head Office or in any Regional Office depending upon the district to which the complainant belongs. The complaint can also be sent by post, Fax or E-mail.

Website: <https://www.ombudsmanpunjab.gov.pk/>

Mobile App: Ombudsman Punjab/OPMIS in Google Play Store & Apple App Store
Helpline:1050

What happens next?

If the Provincial Ombudsman admits your complaint, an investigation is initiated. You and the agency complained against will both be given equal opportunities to present your side of the story. After this investigation is completed, the Provincial Ombudsman gives his decision on the complaint.

If he finds the agency has treated you fairly and in accordance with law, he will deny your request. In case he finds the agency guilty of maladministration, he will send his recommendations to the agency, specifying action to be taken within a defined time period.

Does a complaint filed in the Office of the Ombudsman cost anything?

The complainant does not incur any cost, either for filing a complaint before the Ombudsman or during its investigation. The complaint can be made on a simple piece of paper. There are no charges for providing an attested copy of the Ombudsman's order.

What type of evidence is required to prove the allegations contained in the complaint?

The complainant can produce original documents to support his/her claim or attested copies of the same. Affidavit by the witnesses, duly attested.

Can an aggrieved person approach the Ombudsman even if a similar complaint has already been decided by some other court or is still pending adjudication before a court?

The aggrieved person cannot approach the Office of the Ombudsman for redressal of any grievance in respect of which a suit/plaint is pending adjudication in any court of competent jurisdiction. The complaint which has already been adjudicated by a competent court cannot be entertained by this Office.

Does the Ombudsman deal individually with each case?

A number of investigating officers are working in the Head Office and in Regional Offices too, who assist the Ombudsman in the investigation of complaints and submit their draft findings. The Ombudsman then considers in detail the facts of each case, relevant record and the assertions of the parties. He may give personal hearing to the parties to hear their point of view, if so required, and then passes the final orders.

What legal remedy is available to a person aggrieved by a decision of the Ombudsman?

Section 32 of the Punjab Office of the Ombudsman Act, 1997 provides that a representation to the Governor may be filed by any aggrieved person against the decision or order of the Ombudsman. This representation has to be filed within 30 days of the decision or order.

What is the Complaint Handling Procedure?

The following procedure is followed in handling the complaints:- the day-to-day working of the Office, does not invoke strict/orthodox procedural formalities.

A complainant can file his complaint either by post/e-mail, mobile app, helpline, through the website or in person as per his/her convenience. The format of the complaint is not strictly laid down.

It is normally registered on the day of its receipt and notice issued to the agency for submission of a report.

There is no court fee. Likewise, the appearance of counsels is also not required although the complainant has the right to be represented.

A complaint is required to comprise the following:

The complaint is on plain paper, with a copy of the C.N.I.C. and an affidavit on a plain paper regarding the veracity of the contents and a statement that the complaint is not subjudice. The complainants are advised/approached to arrange the required documents in case any are missing. In case of any difficulty, the complainants have free access to the Honourable Ombudsman, the Secretary, Investigating Officers etc.



OMBUDSMAN

www.ombudsmanpunjab.gov.pk

Annual Report 2024

Ensuring justice, accountability, and citizens' rights
for a fair Punjab