



NEWSLETTER



Disposal RATE

98%

Relief to the Complainants
IN FINANCIAL TERMS (Rs.)

5289.01 M

Total Value of RELIEF (Rs.)

8131.44 M

Year 2024 – An Overview

The year 2024 witnessed enhanced institutional performance with 36,258 complaints resolved, key policy recommendations issued to departments, and improved service delivery mechanisms. The Annual Report presented to the Honourable Governor Punjab reflects milestones in technological advancements, outreach, & strong environmental accountability, highlighting the Ombudsman's continued dedication to public visibility facilitation, and good governance across the Province.

Institutional Development

Strategic MoUs were signed with academic and public institutions by the Research & Development Wing to promote collaboration, policy research, institutional learning, and evidence-based approaches to public service delivery.

Advancing Service

In 2024, the Office strengthened its use of ICT to streamline complaint processing, improve transparency, and enhance public access through digital tools, online portals, system-based monitoring & internal workflow.



Outreach & Awareness

Regional Offices organized public awareness campaigns across Punjab to highlight the role and services of the Ombudsman.

Plantation & Solarization

Tree plantation drives and solar system installations at Regional Offices reflect the Ombudsman Punjab's green initiatives, promoting energy-efficient, eco-friendly public service infrastructure.



اللَّهُمَّ صَلِّ عَلَى النَّبِيِّ الْخَيْرِ



Honouring The Legacy Of

MR. JUSTICE (RETD.) SAJJAD AHMED SIPRA

It is with deep sorrow that we share the news of the passing of **MR. JUSTICE (RETD.) SAJJAD AHMED SIPRA**, who left for his eternal abode on 7th January, 2025.

Justice Sipra served as the Honourable Ombudsman of Punjab from 2000 to 2004, a period marked by integrity, foresight, and an unwavering commitment to public service. Under his leadership, the institution of the Ombudsman witnessed significant strides in strengthening the system of administrative justice & promoting accountability within public offices.

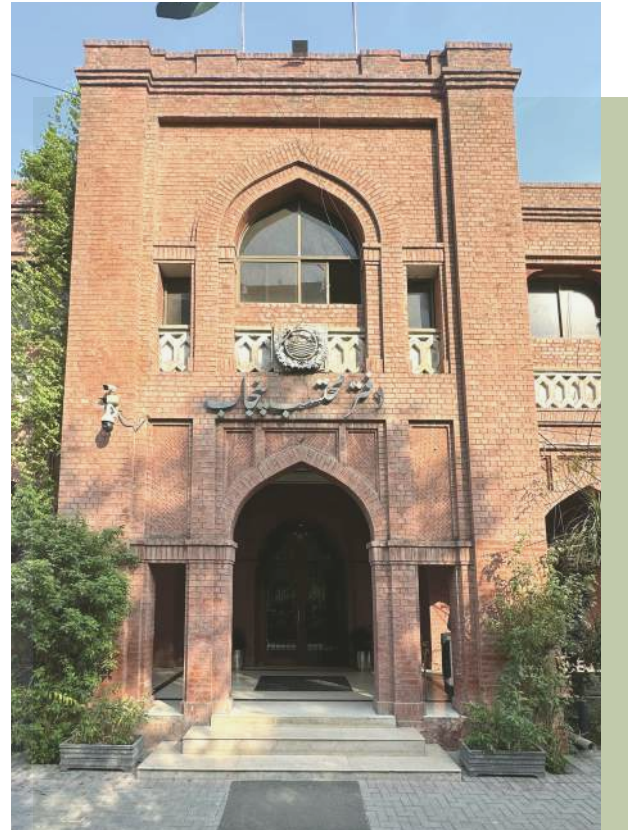
His visionary approach to grievance redressal laid the foundation for a more citizen-centric and accessible forum for the people of Punjab. Beyond his judicial and administrative acumen, Justice Sajjad Ahmed Sipra was revered for his humility, wisdom, and dedication to upholding the principles of fairness and justice. He leaves behind a lasting legacy that continues to inspire the institution and all those who strive to serve with honour and transparency.

The Office of the Ombudsman Punjab extends its heartfelt condolences to his family and loved ones. May Allah Almighty grant the departed soul the highest place in Jannah and give patience to those he leaves behind.

”إِنَّا لِلَّهِ وَإِنَّا إِلَيْهِ رَاجِعُونَ”

”Surely we belong to Allah, and to Him shall we return.”

May the departed soul be blessed with eternal peace in heaven!



YEAR 2024 — AN OVERVIEW

The year 2024 marked a significant chapter in the journey of the Office of the Ombudsman Punjab, reflecting an unwavering commitment to promoting administrative justice, resolving public grievances, and ensuring institutional accountability.

A key highlight was the formal presentation of the Annual Report 2024 to the Honourable Governor of Punjab by the Honourable Ombudsman, symbolizing the continued pledge to transparency and good governance.

Throughout the year, the Office remained steadfast in providing swift and effective redressal of complaints without any cost or lengthy legal procedures, ensuring equitable access to justice across the province, especially for vulnerable and marginalised citizens.

AN OVERVIEW

20 24

Complaints Received

34,105

Disposal Rate

98%

Area of State / Private Land
Got Vacated

22,089 Kanals

Market Value of the Land

Rs. 2,842.43 Million

Relief to Complainants in
Financial Terms

Rs. 5,289.01 Million

Total Value of Relief

Rs. 8,131.44 Million

Additional Highlights

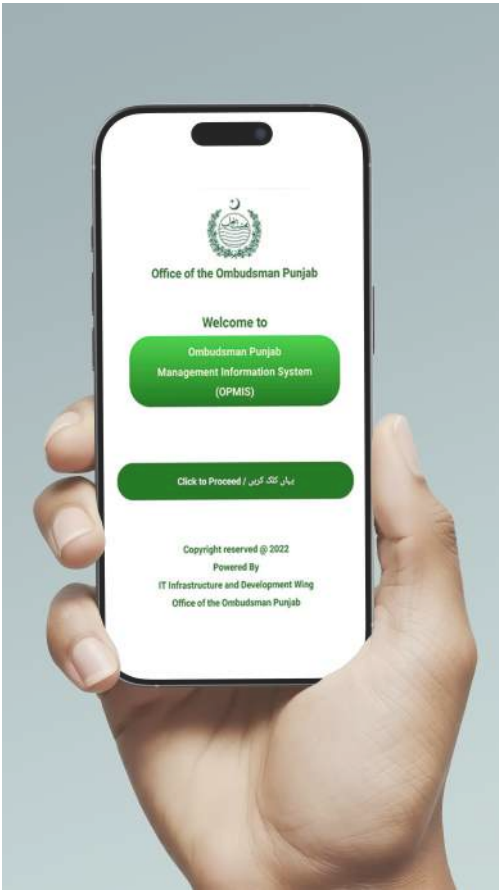
- The online complaint system has been enhanced for greater accessibility and improved user experience.
- District and Regional Offices strengthened outreach and presence in underserved areas.
- Own Motion Investigations addressed systemic issues proactively.
- Public Awareness Campaigns are conducted in universities, bar associations, & remote communities.
- Special Focus on Vulnerable Groups, including widows, senior citizens, and differently-abled citizens.
- Research & Development Wing led analytical studies and signed MoUs with different organizations to foster collaboration.
- Institutional Reforms included periodic review mechanisms for improved timelines and complaint handling standards.

These milestones reaffirm the Office's foundational values of justice, equity, service, and integrity, as it continues to evolve into a more inclusive, responsive, and people-centric institution.

INSTITUTIONAL REFORM FOR BETTER GOVERNANCE

Drawing from thousands of complaints and investigations in 2024, the Office of the Ombudsman Punjab issued specific recommendations to several departments to address systemic flaws, improve service delivery, and ensure transparency. Highlights include:

 Board of Revenue (BOR)	<ul style="list-style-type: none">• Expedite land mutation and demarcation processes• Separate the roles of Arazi Record Centers & Patwaris to avoid jurisdictional confusion• Enforce partition timelines under the Punjab Land Revenue Act• Train staff on inheritance law and partition procedures
 Police Department	<ul style="list-style-type: none">• Ensure prompt FIR registration and reduce investigation delays• Penalize fake FIRs under Section 182 PPC• Resolve the backlog of driving license renewals and data entry issues• Improve coordination with the Forensic Science Agency in sexual violence cases
 Health Departments (P&SHD & SHC&MED)	<ul style="list-style-type: none">• Ensure the availability of medicines and functioning equipment• Rationalize Basic Health Units (BHUs) based on population needs• Address gaps in biometric attendance and referral systems• Appoint Boards of Management in autonomous hospitals• Upgrade HMIS and training systems for improved service delivery
 Excise, Taxation, & Narcotics Department	<ul style="list-style-type: none">• Penalize incorrect tax assessments and curb discretionary powers• Clarify tax exemption rules (e.g., 5 marla residential units)• Fix delays in smart card issuance and registration updates
 Benevolent Fund Boards	<ul style="list-style-type: none">• Digitize application tracking with SMS updates• Standardize procedures across districts• Address staffing gaps and complaints of bribery
 Communication & Works Department	<ul style="list-style-type: none">• Reduce delays in road repair projects, causing public hardship• Allocate sufficient funds and enforce project timelines
 Environment Protection Department	<ul style="list-style-type: none">• Speed up tribunal decisions on environmental violations• Enforce anti-smog and emission control laws• Promote the conversion of brick kilns to eco-friendly technology
 Local Government & District Administration	<ul style="list-style-type: none">• Extend the death registration period from 2 to 6 months• Ensure cleanliness beyond markets (especially in residential areas)• Improve response to Ombudsman notices and fund disbursements for vendors
 Irrigation Department	<ul style="list-style-type: none">• Curb water theft and ensure equitable distribution• Finalize the delayed Tawaan and Warabandi cases• Monitor field staff to prevent favoritism and irregularities



ADVANCING SERVICE THROUGH TECHNOLOGY

Use Of Information & Communication Technology (ICT) In 2024

The Office of the Ombudsman Punjab continued to enhance its digital capacity in 2024 through an expanded & strategic use of ICT tools, aimed at delivering accessible, efficient, and transparent public service.

Key ICT Enhancements

24/7 Helpline 1050: A PRI-linked, in-house call center allowed citizens across Pakistan to lodge complaints anytime. It ensures direct registration and fast routing of cases to relevant Regional Offices.

OPMIS (Complaint Management Information System): The digital backbone of the institution continued to manage and monitor complaints from all districts. It supported fast-track redressal, continuous follow-ups, and real-time updates.

Mobile Application (Android & iOS): The app allowed users to lodge complaints, track case status, and download signed Ombudsman orders — at no cost.

Overseas Complaint Portal: A dedicated system empowered Overseas Pakistanis to seek justice remotely, maintaining the Office's accessibility beyond national borders.

Key Features

- Instant response via integrated helpline module
- Result-based monitoring
- 24/7 follow-up and compliance system
- Website and app access to case records and signed orders

PUBLIC AWARENESS & OUTREACH BY REGIONAL OFFICES

The Regional Offices of the Ombudsman Punjab, played a proactive & dynamic role in disseminating awareness across various districts of Punjab. With a people-first approach, the teams conducted on-ground and media-based outreach activities to promote the institution's commitment to free, fast, and fair justice.



Visits to Educational Institutions: Officers visited schools, colleges, & universities to educate students on the powers, functions, and complaint resolution process of the Ombudsman Punjab. These sessions are aimed at building early legal awareness among youth.



Community Interaction & Leaflet Distribution: Advisors and regional teams visited public spaces, educational institutions, and local communities to directly engage with citizens and distribute thousands of awareness leaflets. These interactions focused on educating people, especially in rural and underserved areas, about the cost-free, citizen-friendly services of the Ombudsman Punjab and how they can file complaints without legal representation or court involvement.



FM Radio Awareness Campaigns: Public service announcements & informative segments were broadcast on local FM radio stations throughout Punjab, spreading awareness to wider audiences, particularly those with limited access to digital platforms.



INSTITUTIONAL DEVELOPMENT

Strategic MoUs Signed by the Research & Development Wing

The Research & Development (R&D) Wing of the Office of the Ombudsman Punjab, achieved a significant milestone this quarter by formalizing Memorandums of Understanding (MoUs) with three prestigious institutions:

- University of the Punjab
- Information Technology University (ITU)
- National School of Public Policy (NSPP)

The collaborative agreements in MoUs are designed to foster mutual growth and public sector innovation through:

• Research Collaborations

Joint research projects and data-driven initiatives to address pressing issues in public administration.

• Academic Exchange

Sharing of institutional expertise, research resources, & global best practices in governance & accountability.

• Knowledge Sharing

Organization of seminars, conferences, workshops, and scholarly publications in reputed academic and policy journals.

• Capacity Building

Development of training programs to enhance the research and analytical capabilities of internal staff and partner institutions.

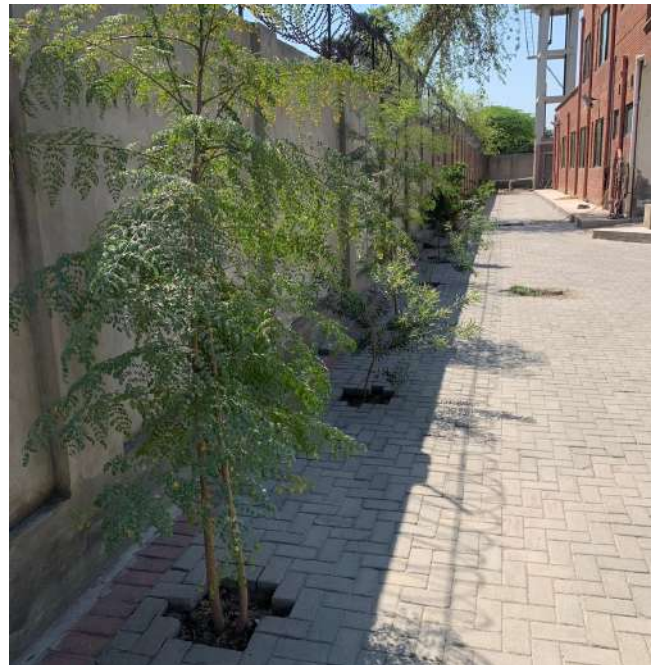


GREEN PUNJAB INITIATIVE

Tree Plantation Drive at Ombudsman Punjab Regional Offices

As part of its commitment to environmental sustainability and civic responsibility, the Office of the Ombudsman Punjab launched a Tree Plantation Drive across its Regional Offices throughout the Province.

This initiative aligns with national efforts to combat climate change, promote cleaner air, and foster eco-conscious governance. The drive also symbolizes the institution's deeper resolve to "plant the seeds of justice and growth" — both literally and administratively.





SOLARIZATION OF REGIONAL OFFICES

The Office of the Ombudsman Punjab has initiated the solarization of its Regional Offices as part of its commitment to sustainable and cost-effective governance. This transition to renewable energy ensures:

- Uninterrupted power supply
- Reduced carbon footprint
- Lower electricity costs
- Eco-friendly public service infrastructure

The project is being implemented in phases, with priority given to 8 (eight) high-activity offices. Future expansion will include more districts, reinforcing the Office's role in promoting climate-conscious governance.



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Rs 22.5 million paid to 97 applicants by Ombudsman office

Ombudsman Punjab's remarkable performance

OUR STAFF REPORTER

Lahore

The effective strategy and prompt delivery of justice by the Ombudsman Punjab's office have led to the immediate resolution of public complaints. A total of 22.5 million rupees in pending dues were paid to 97 applicants, and 2 acres, 34 kanals, and 8 marlas of government land worth 4.6 million rupees were recovered from illegal occupants.

Details reveal that the Ombudsman Punjab received several complaints from citizens regarding illegal encroachments on government land and non-payment of dues. The Ombudsman promptly acted on these complaints and issued orders to the concerned authorities. Based on these directives, legal action was taken, leading to the recovery of the mentioned land from land mafia, with a total market value of 4.6 million rupees. Furthermore, the Ombudsman's efforts facilitated the



disbursement of various dues. The details are as follows:

18 applicants received 5.3 million rupees for death grants and marriage grants.

25 applicants received 2.788 million rupees for educational scholarships.

3 individuals were provided with 2.3 million rupees in monthly financial assistance.

16 applicants received 9.028 million rupees for loan dis-

bursements, GP fund, and pension arrears.

35 individuals were paid 3.059 million rupees in pending salaries and dues.

Applicants expressed their gratitude for the timely delivery of justice and highly appreciated the services of the Ombudsman Punjab. The Ombudsman's office remains fully committed to resolving public complaints and ensuring the delivery of justice.



عوامی مسائل کے فوری حل کے لیے منتخب آفسیٹر۔

جنتان کے پٹن کے مسئلے پر ڈسٹرکٹ ایڈووکیٹ نے چیف ایگزیکٹو آفس کو طلب کر لیا۔



راجن پور (نامہ نگار) گزشتہ روز ڈسٹرکٹ ایڈووکیٹ صوبائی محکمہ راجن پور میں علی اکبر بھٹی نے کہا ہے کہ لوگوں کے مسائل کے حل کے لیے میرے دفتر کے دروازے کھلے ہیں۔ لوگوں کو چاہئے کہ وہ اپنے مسائل کے حل کے لیے منتخب آفس سے رجوع کریں۔ ان خیالات کا اظہار انہوں نے جنتان کا پٹن کا مسئلہ سننے ہوئے ایک اس معاملے سے ڈسٹرکٹ ایڈووکیٹ نے سی او ضلع کونسل کو طلب کر لیا۔ علاوہ ازیں انہوں نے اور لوگوں کے مسائل بھی سنے اس موقع پر ایڈیشنل ڈپٹی کمشنر ٹائلس اینڈ پلاننگ کام میں بھی موجود تھے۔

محکمہ پنجاب کی ہدایت پر 66 شہریوں کو واجبات ادا

درخواست گزاروں کو مجموعی رقم 1 کروڑ 25 لاکھ 70 ہزار روپے ادا کی گئی

مال روڈ (قیصر کھوکھر) محکمہ پنجاب کی احکامات جاری کیے۔ محکمہ جات کی جانب مؤثر اور بروقت کارروائی کے نتیجے میں سے اقدامات کے نتیجے میں 50 درخواست صوبے بھر کے مختلف علاقوں سے تعلق رکھنے گزاروں کو تعلیمی وظائف کی مد میں 98 والے 66 شہریوں کو ان کے زیر التواء لاکھ 77 ہزار روپے کی ادائیگی کی گئی۔ اسی واجبات کی ادائیگی کروادی گئی۔ درخواست طرح 8 درخواست گزاروں کو میرج گزاروں کو مجموعی رقم 1 کروڑ 25 لاکھ 70 گرانٹ کی مد میں 13 لاکھ 80 ہزار ہزار روپے ادا کی گئی۔ شکایت کنندگان نے روپے، 2 درخواست گزاروں کو ڈیجھ دفتر محکمہ پنجاب سے رابطہ کر کے واجبات گرانٹ کی مد میں 8 لاکھ 35 ہزار روپے کی ادائیگی میں تاخیر کی شکایت درج اور 6 درخواست گزاروں کو الوداعی گرانٹ کروائی تھی۔ ان شکایات پر محکمہ پنجاب کی مد میں 13 لاکھ 80 ہزار روپے کے نے متعلقہ محکمہ جات کو فوری کارروائی کے واجبات ادا کیے گئے۔

Ombudsman provides financial relief worth Rs101.3m to 211 applicants

OUR STAFF REPORTER
LAHORE

The office of the Ombudsman Punjab has demonstrated effective performance in safeguarding public rights by providing financial relief exceeding Rs101.3 m to 211 applicants through prompt resolution of complaints. According to details, under the directives of the Ombudsman Punjab, 27 applicants received Rs.72.7m in pending dues; 58 applicants were granted Rs. 15.4 million as marriage grants; 99 applicants obtained Rs. 7.716m in educational scholarships; 9 applicants were provided Rs. 4.08m in death and farewell grants; 13 applicants received Rs. 1.914m in GP fund and financial relief; and 5 applicants were paid Rs. 2.213 million in monthly financial assistance and pension dues. The applicants expressed heartfelt gratitude to the Ombudsman Punjab for timely justice and immediate relief, appreciating the services rendered. The Office of the Ombudsman Punjab remains committed to the swift resolution of public grievances and the protection of their rights, ensuring timely and effective justice for citizens.

13 applicants
received
Rs 1.914m
in GP fund

پاکستان میں سب سے زیادہ پڑھا جانے والا قومی اخبار روزنامہ جہان اسلام آباد



جلد نمبر 03 | 15 اپریل 2025 | 14 رمضان 1446 | 01 جیت صفحات 04 | شمارہ نمبر 68



شکایات کے ازالے کیلئے نئے عزم سے سرگرم عمل ہے

شکایات کے ازالے کا دورانیہ 90 دن کی بجائے اب 30 سے 45 دن کر دیا

کوٹ مٹھن (نامہ نگار خصوصی) دفتر صوبائی محکمہ پنجاب سرکاری خدمات کے بارے میں عوامی شکایات کے ازالے کے لیے نئے عزم اور ولولے سے سرگرم عمل ہے پنجاب کے تمام صوبائی محکمہ جات یا ان کے ملازمین کی جانب سے سرکاری خدمات کی فراہمی میں بد انتظامی یا تاخیر لا پرواہی پر مبنی یا کرپشن کی شکایت پر بروقت کارروائی عمل میں لائی جاتی ہے شکایات کے ازالے کا دورانیہ 90 دن کی بجائے اب 30 سے 45 دن کر دیا گیا ہے ان خیالات کا اظہار جناب علی اکبر بھٹی ضلعی ایڈووکیٹ صوبائی محکمہ پنجاب نے گورنمنٹ ہوائی اسکول نمبر 1 راجن پور میں آگاہی سیمینار سے خطاب کرتے ہوئے کیا انہوں نے بتایا کہ بغیر کسی فیس کے بروقت تحقیقات اور شکایت کا بلا تاخیر ازالہ کیا جاتا ہے بچوں کے حقوق کے متعلق شکایات دفتر صوبائی محکمہ پنجاب میں چیف صوبائی کمشنر برائے



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

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